2022 INTEGRATED ANNUAL REPORT

The story of resilience
We will heal together and not forget.

Our whole country is in deep sorrow due to the devastating earthquakes that affected our 11 provinces.

As Garanti BBVA, we acted quickly with the awareness of our responsibility in this matter. While trying to provide all kinds of support for our citizens and employees living in the region, we also took immediate measures to ensure the continuity of our services in an uninterrupted manner.

Recovery will take a long time. With this recognition, we will continue to work and support with all our strength to heal the wounds of the disaster together.
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Resilience is the ability to quickly adjust to arisen unpredictable circumstances.
Our world is challenged with variety of risks and threats that are of magnitude never seen before. There is no doubt that almost every generation faced various issues and risks throughout history. However, none of the risks were as rapid, volatile and unforeseen as the ones we have been going through. In fact, the VUCA world which is considered as the new normal since the early 2000s, has been an agenda item both for individuals and organizations. The resiliency in this respect, has been tested with the COVID-19 pandemic that occurred at a totally unexpected time.

In 2020, the pandemic caught many institutions from a point they have never experienced before. It was the first time that a virus that emerged in a distant part of the world, radically affecting not only health but also the global economy. In 2021, ‘normal’ was redefined and the only health but also the global economy…

Our Value Creation

In 2022, further experience triggered a transformation. Awareness brought by the pandemic in 2021, ‘normal’ was redefined and the only health but also the global economy…

In this context, resilience is not rigidity, but enabling transformation through flexibility, agility and adaptability. Rigidity leads to fragility under tough conditions, whereas flexibility allows reshaping per differing circumstances and moving forward. Therefore, resilience embodies several notions, namely adaptation, agility, flexibility, trust and sustainability.

In brief, an agile approach in obtaining necessary skills to cope with today’s issues and be well-prepared for the future, has become even more vital. Whether they are individuals or organizations, the absolute need for resilience has tested everyone’s ability to adapt and to take action with agility.

The concept of ‘resilience’ actually has been on the agenda of psychologists for half a century. Even though this concept has mostly been studied from the aspect of individuals, it had to be also tackled from the aspect of organizational behavior, especially after the rapid evolution of technology that brought change in the way of doing business along with higher pace and competition in the work environment.

Cranfield University defines resilience as the ability to anticipate and be prepared not only for change, but also for uncertainties and complexities, and also ability to adapt to and to take action with agility.

The key message of our 2022 Integrated Annual Report was constructed on ‘resilience’. Here, we try to demonstrate how we contribute to formation of resilient institutions via sharing the experiences of our own stakeholders. Within the strong financial system we operate in, we assume a role in: Uninterrupted and ongoing investments in technology and infrastructure since early 90s; Competent human resource and digital transformation in founding an agile organization.

The key message of our 2022 Integrated Annual Report was constructed on ‘resilience’. Here, we try to demonstrate how we contribute to formation of resilient institutions via sharing the experiences of our own stakeholders. Within the strong financial system we operate in, we assume a role in:

• Uninterrupted and ongoing investments in technology and infrastructure since early 90s;
• Competent human resource and digital transformation in founding an agile organization;
• Establishing resilient infrastructures in the manufacturing industry;
• Constructing well-planned and robust buildings to enable decent living spaces,
• Supporting sustainable agriculture and the combat against climate crisis;
• and financially strengthening individuals via advise on financial health.

With the awareness of our role, we know that sustaining our performance requires continuous innovation and development, benefiting from the age of opportunity and moving forward. Even though the success, progress and transformation we have achieved in prior tests demonstrate our resilience, this is not a journey that has reached its final destination. This is a long-lasting, never-ending journey that will keep presenting new risks and opportunities. As Garanti BBVA, while we continue our journey sharing our experience with all our stakeholders, we will continue to encourage the ones within our sphere of influence in their own journeys.
As a member of the IFRS Foundation Sustainability Alliance and a founding member of the Integrated Reporting Turkey Association (ERTA), we prepared the report in accordance with the IFRS Foundation Integrated Reporting Framework. In this context, as suggested in the Integrated Reporting Framework, the connection between the material issues, business strategy and performance in 2022 is clearly established. Additionally in the report, we present our value creation model, double materiality analysis, our annual activities, financial and nonfinancial performance, our expectations, our targets in key material issues and our approach to corporate governance and risk management, in detail.

Our 2022 Integrated Annual Report has been prepared in accordance with GRI Standards. There are 6 main chapters titled “Introduction”, “About Garanti BBVA”, “Our Value Creation”, “Value We Created in 2022”, “Our Governance” and “Financial Reports and Appendices”. It also includes the GRI Financial Services Sector disclosures, United Nations Global Compact (UNGC) and Women’s Empowerment Principles (WEPs) Progress Report, and a summary table of climate related discloses in accordance with the Task Force on Climate-Related Financial Disclosures ("TCFD") recommendations. The Report includes the Impact Report published in accordance with the Principles for Responsible Banking developed by the United Nations Environment Program Finance Initiative ("UNEP FI"), of which Garanti BBVA is a signatory. 2022 Integrated Annual Report, which has been audited by Ernst & Young and published with the decision of the Board of Directors, will be presented at the Bank’s Ordinary General Shareholders’ Meeting.

Ernst & Young provided reasonable assurance on the financial information in the annual report that was audited independently; and limited assurance on non-financial selected information defined in detail in the auditor’s report. In the report, we have marked the non-financial data audited for the year 2022 in the relevant tables. With this demonstration, as Garanti BBVA, in our own reporting, we aimed to prevent ‘greenwashing’, which is the process of giving false impressions or misleading information on sustainability issues.

In the second part, the Bank’s strategy and business model, shareholding structure, Garanti BBVA shares, business lines and our subsidiaries’ activities and our competitive advantages are explained. On top of that, the Bank’s position in the sector, key indicators in the Turkish economy and Turkish banking sector, important developments and expectations for the coming period are also presented.

In the third part, our value creation model is explained. For this purpose, we present the 13 priority issues identified as a result of the ‘double materiality analysis’, the relationship of our strategic priorities with these issues, the value we create with our activities and our contribution to the United Nations Sustainable Development Goals with our activities, by specifying the relevant actions we take.

In the fourth chapter, we explain the outcomes of the capitals in value creation model defined in the Integrated Reporting Framework under 5 headings. First of all, we explain the value we create for our economy and our stakeholders with the title of ‘Financial Value’, which includes 2022 year-end financials and key indicators. Then, in the headings of ‘Data and Technology’, ‘Investments in Human Capital’, ‘Customer Experience’ and ‘Sustainability and Community Investments’, we present the value created by our activities, past and current performances, targets and actions taken in these areas for our stakeholders, environment and the society.

In this section in 2022, via 2-minutes videos, some of our stakeholders evaluated the impact and value we have created with our collaborations from their own perspectives. Thus, we have provided the opportunity to notice the contribution we have made in many areas, from reducing inequalities to combat climate crisis, from quality education to decent economic growth, through the eyes of our stakeholders.
Letter from the Chairman

DEAR STAKEHOLDERS,

2022 was a year in which global inflation remained high while financial volatilities and recession concerns increased. Geopolitical risks that aggravated with Russia’s invasion of Ukraine and post-COVID normalization policies brought along deceleration in the world economy. To fight inflation, central banks started to quickly tighten their monetary policies. Türkiye, on the other hand, implemented its monetary policies to support employment and growth, and decreased a loose monetary policy to support recovery. However, with the focus of a long-term and sustainable growth strategy, we continue to support the economy uninterrupted, thanks to our healthy liquidity and profitability ratios.

Advancements not only in the economy but also in technology compel us to be agile. Artificial intelligence, robotic systems, fintechs and open banking implementations initiated in 2022 widens the playground of the banking sector. The outcomes of our investments in Robotic Process Automation, machine learning, data-driven decision-making culture are visible in increased efficiency of our processes and improved customer experience. More importantly, we would not have been so strong in competing with the fintechs that affect many European and Asian countries today, had our investments in technology not been continuous and targeted.

We consider economic development not just as credit expansion, but also with a focus on sustainable transformation. These financial systems cannot be sustained without a world to live in and without a society that has equal rights. Therefore, each and every one of us must be a part of the solution. At Garanti BBVA, we are guided in our activities by our sustainability policies embedded in our organization, as well as numerous different products that deal with sustainability. From gender equality to energy efficiency, increasing financial literacy to circular economy. Our majority shareholder, BBVA, increased its sustainable financing target of EUR 100 billion, announced in 2018, to EUR 300 billion in October 2022. As Garanti BBVA, we have contributed more than TL 40 billion to this target since 2018, and we are planning to bring this figure above TL 150 billion by 2025.

In May, our majority shareholder BBVA’s voluntary takeover bid offer was completed, bringing its stake in Garanti BBVA to 85.97%. The increased stake of BBVA in our Bank attests to its confidence and faith in our country and in our Bank. In this context, we will continue to undertake projects that add value to the society and the economy through our constantly growing and strengthening partnership.

At Garanti BBVA, we attach importance to not just the impact we create in the economy, but also the value we add to the environment, social life and technology and we act with this awareness. I would like to thank all of my colleagues who have devoted their hard work and commitment during this process, and all our stakeholders and customers, who have joined us in this journey, for their continued support and trust.

SÜLEYMAN SÖZEN
Chairman
DEAR STAKEHOLDERS,

2022 has been a challenging year as we continued to face new global shocks. The demand that way outweighed the supply throughout the pandemic, the ongoing supply chain issues and commodity prices that soared in conjunction with the Russia-Ukraine War resulted in worldwide high inflation levels that were unseen in many years.

Although inflation outlook presented a better portrait toward the end of the year, 2023 will seemingly be overshadowed by global recession concerns.

Looking at Turkey, global dynamics coupled with domestic developments introduced challenging conditions especially for price stability. As inflation shot up to record-high levels, policy rate was decreased to single digit numbers with the priority of continuation of the strong growth. Intensive macroprudential measures were implemented as risks became marked around the widening current deficit as well as high inflation.

The fundamental dynamics of the banking sector were determined by the measures taken within this framework. Although the sector recorded a record high TL loan growth in an high inflation environment, the slowdown on the corporate side became more evident, especially in the second half of the year, in line with the regulations that limited and directed loan growth. With the liraization strategy, bank balance sheets became more Turkish lira dominated. With the measures taken, the share of Turkish Lira deposits increased significantly while the maturities were extended. While regulatory requirements mandated banks to allocate securities, securities share in the balance sheets increased. In terms of asset quality, there were no major non-performing loan inflows and NPL ratios continued to decline. On the profitability side, although significant increases were registered nominally with the support of CPI inker revenues, below-inflation return on equity intensified the sector’s focus on sustainable profit and capital. Despite all the challenging conditions, the banking sector had a positive year 2022 in terms of balance sheet and proved its resilience once again by successfully managing risks with its strong financial structure.

At Garanti BBVA, we continued the customer-driven growth of our balance sheet in line with our focus on core banking.

At Garanti BBVA, we ended yet another successful year in 2022 with our solid and healthy balance sheet management. Our total assets increased by an annual 53% to reach TL 1.304 billion in 2022. Our TL loan portfolio grew by 79% to TL 472 billion, keeping us in leadership position with additional market share gain.

As we set our course within the borders defined by the economy administration, our key focus was to protect our balance sheet and our customers. We continued to grow our balance sheet with our customer base. In line with this, the major component of our revenue composition has been core banking revenues.

With having the largest general purpose loan portfolio and the largest consumer credit card portfolio in Türkiye, we sustained our leadership in retail banking. Although the growth in corporate side was flatish in the second half of the year, similar to the trend in the sector, we stood by our customers and maintained our position as the private bank with the largest TL corporate loan portfolio.

With the effect of the regulations, TL deposits were our main focus area that we meticulously managed. In parallel with our lending performance, we sustained our leadership in TL deposits among private banks. As a result of the long-term and trust-based relationship we have established with our customers, we have also demonstrated a distinctive performance in TL demand deposits. We achieved the sector’s by far highest core NIM in 2022 owing to our customer-driven growth approach.

Our prudent risk approach and strong capital structure enabled us to register a sustainable growth performance. We achieved healthy growth without compromising our asset quality. We strengthened our balance sheet with both our high coverages and the free provisions we have set aside. In 2023, healthy balance sheet management, robust capital structure and sustainable profitability will remain to be our key priorities.

The number of our customers exceeded 23 million

In 2022, while it became difficult to make a difference in the sector due to the limitations imposed by the regulations, competition intensified in certain areas. Customer growth has become one of the key focus areas in the sector. Competition here reached a level that we have never experienced before. As Garanti BBVA, we reached a record level in new customer acquisition in this competitive environment and increased the number of customers to over 23 million.

In 2023, customer growth will continue to be our top priority.

In addition to acquiring new customers, penetrating existing customers and creating value for customers has gained more importance during this period. In 2023, we will keep exercising the same degree of care and attention in our activities to be our customers’ main bank, to enhance their satisfaction with our Bank and to be the most recommended bank. To this end, we will integrate data-driven analytical models and artificial intelligence support into more areas and we will continue to create value through personalized recommendations we offer to our customers.

In this context, one of our most important topics in the upcoming period will be Financial Health. We aim to take our consultancy service to a higher level while continuing to offer smart suggestions to protect the financial health of our customers.
WE TAKE GOOD CARE OF THE WORLD, WE TAKE GOOD CARE OF THE FUTURE

At Garanti BBVA, we recognize our responsibilities towards the environment and the world. Accordingly, sustainability is unquestionably one of the most part of our value creation process.

We know that the finance sector is undoubtedly the greatest actor in the transformation in the combat against the climate crisis. In this context, we have a major responsibility in supporting and accelerating our customers' transformation.

We started the transformation with ourselves. We made our Bank's business model compatible with sustainability. We reviewed our energy consumption, waste management, and most importantly, our lending processes.

We broke new ground in Türkiye and declared that we would not be financing coal and coal-related activities.

We will minimize our coal exposure in our existing portfolio by 2030 and we will zero it by 2040 the latest, and totally exit this industry.

Through our affiliation with the United Nations Net Zero Banking Alliance (NZBA), we committed to align our portfolio with the net zero target by 2050 or sooner. We became the first bank in our country to make this commitment.

We have been the only company from Türkiye to be included in the Dow Jones Sustainability Index for the 8th consecutive year, which we have been included since 2015.

As Garanti BBVA, we are pioneers in the sector also with the financing we provide to renewable energy investments. We have financed one out of every four wind energy power plants; we are the market leader in this area with 25.3% share. In the period ahead, we will continue to work to make green transformation broad-based. We have not only provided financing, but also made innovations to raise awareness about green transformation. Besides showing our customers their carbon footprint on the mobile app, we started the "Sustainable Future in Exports" awareness and consultancy program. Following the Blue Breath Project we launched in 2021 jointly with TURMEPA, the Turkish Marine Environment Protection Association, we initiated the "Türkiye’s Life: Fire Management Grant Program" in collaboration with the World Wide Fund for Nature (WWF) Türkiye in 2022. Aiming to help flourish local civil society and cooperatives.

On another front, inclusion will remain on our agenda as a topic we attach a major importance in. As one of Türkiye’s leading institutions in this field, we have been supporting Women Entrepreneurs for 16 years.

THE MOST VALUABLE ASSET OF OUR VALUE CREATION, OUR EMPLOYEES...

As we step into a year packed with uncertainties, we are going through a period in which a correct and prudent approach to management is becoming more and more important. One of our defining factors in this regard, and in fact, the main enabler of our achievement, is our team that devotes every effort to deliver the best customer experience and to create value for all our stakeholders. As Garanti BBVA, we always act with an approach centered around the happiness of our employees. In addition to the global transformation, we develop our business models by following the expectations of our employees and the dynamics of the sector.

OUR RESPONSIBILITY TRANSCENDS BANKING...

As Garanti BBVA, we always consider our responsibility to be beyond banking. In this sense, in addition to the impact we create in the economy, we care about the value we add to the environment, social life and each individual, and we act with this awareness.

2023 has a different importance and value for all of us as it marks the centennial of our Republic. At Garanti BBVA, we will continue to work and create value in line with our sustainable development and growth targets as we have always done.

I would like to thank all my colleagues for their commitment and hard work, and all our stakeholders, particularly our customers, for their support and trust in us through this process.

Sincerely,

RECEP BAŞTUĞ
CEO
Differentiation, in a highly volatile environment, is the power to act confidently and flexibly.
Our Strategy & Business Model

OUR GOAL AND VALUES

Garanti BBVA shapes its business model within the frame of its purpose to “bring the age of opportunity to everyone”.

Placing the “Values” at the heart of its corporate culture that defined with the involvement of its employees in 2017, Garanti BBVA is guided by these values in all its practices and actions.

The Values is composed of three main values and each of the value is comprised of three behaviors, reflecting the Bank’s business conduct models. For instance, the notion “This is our bank” is reflected in the maximum performance attained by all employees as they carry out their jobs devotedly and enforce this value in their attitudes towards all stakeholders that they touch: all employees know what that means.

Employee career and development model measures the extent to which these values are enforced by the employees through performance assessments; specific educational and developmental tools are made available as part of the development plan resulting from these measurements, which also aim to ensure continued development throughout the year. In addition, adherence to values is addressed in a dedicated category in the reward program.

On the occasion celebrated as the Values Day on the same date in all countries to re-familiarize with, assimilate and live the values, employees redefine organizational strengths, improvement areas of leadership, and the future of teamwork, in addition to taking part in entertaining activities.

Values Day is celebrated simultaneously in all countries in the BBVA Group in order to increase awareness and contribute to the integration of values to their business life. During the Values Day, besides entertaining activities, employees redefine the strengths of the institution, the development areas of its leaders, and the future of teamwork in the light of these values.

OUR PURPOSE

BRING THE AGE OF OPPORTUNITY TO EVERYONE

OUR VALUES

- We are empathetic
- We are integrity
- We meet their needs
- We are ambitious
- We break the mold
- We amaze our customers
- We are committed
- We collaborate
- This is our Bank

Underlining the customer-centric approach of Garanti BBVA, this value identifies empathizing with the customer as the top priority of employees, describes the necessity to disclose all kinds of information when responding to customer needs within the frame of responsible business principles, and calls for a result-oriented approach.

Innovation is embedded in the corporate culture of Garanti BBVA that needs employee opinions. Employees in each position inspire their colleagues and their circles with the job they do. When serving their customers, Garanti BBVA employees go beyond meeting their needs and offer solutions that amaze the clients.

Fostering Garanti BBVA’s work culture, this value encompasses employee collaboration, the importance of commitment to work, and the sense of responsibility that needs to exist in order to achieve the “common purpose”.

GARANTI BBVA shapes its business model within the frame of its purpose to “bring the age of opportunity to everyone”.

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OUR BUSINESS MODEL

Capital generative, disciplined and sustainable growth strategy that strictly adheres to solid asset quality enables the Bank to move forward strongly.

In order to reach more customers, to accelerate and drive value creation; Garanti BBVA prioritizes making banking services available to its customers at any time through any channel they choose, and delivering them a seamless and consistent omni-channel experience by being wherever customers are.

The Bank aims to merge and integrate technology and humanistic elements, to:

- Make life easier for its customers,
- Pursue their financial health, and help them make the right financial decisions,
- Support them grow their businesses sustainably, and
- Bring its financial services to everyone.

Garanti BBVA seeks to deliver a better customer experience thanks to custom-tailored solutions and wide array of products offered to customers.

On sustainability, the Bank attaches great importance to positively influencing decision-makers and the sector and to mainstreaming the issue. Garanti BBVA creates shared value and drives positive change through lending based on impact investment, as well as community programs focusing on material issues for the Bank, its stakeholders, and strategic partnerships.

Putting digitalization at the heart of its business model, Garanti BBVA targets to lead the transformation of the sector, command state-of-the-art technological infrastructure, and be efficient and productive in all its service channels. Adopting agile method approaches to execute its projects in order to quickly cater to evolving customer expectations and to accommodate advancing technology in its business model, Garanti BBVA makes efficiency its top principle in its business model with its operational excellence priority. In this context, the Bank aims to enhance operational efficiency as it continues to revamp and simplify its business processes, enhance customer experience and automate its processes. The Bank also monitors financial and non-financial risks closely at all times and exhibits proactive management.

Integrating the opportunities resulting from advancing technology and data sources in its business model, Garanti BBVA adopts a more analytical approach to customer management by making use of advanced data analytics and artificial intelligence. It also employs these outputs in its organizational model with the purpose of improving business results.

Always imagining and designing the future and striving to be unique in what it offers, Garanti BBVA considers raising competent, well educated, responsible, and ethical banking professionals who think big and are respectful of the society and the environment as an indispensable part of the sustainability of its business model. Conscious of the fact that human capital is the driving force behind all progress, continuously attracting, training and developing young and creative talents, offering employees an environment where they can demonstrate their skills, presenting opportunities, and recognizing and rewarding their achievements make the building blocks of the whole system.

Our Value Creation

Introduction

Our Governance

Value We Created in 2022

Financial Value

Data and Technology

Investments in

Human Capital

Customer Experience

Sustainability and

Community Investments

Our Strategic Priorities

- Financial advisory to our customers to help them make the right/healthy financial decisions
- Offer our customers solutions and suggestions that cater to their needs so as to help them attain their goals
- Deliver an excellent customer experience by placing the customers at the center of all our activities
- Build long-lasting relationships with customers and be their trusted partner

- Positively influence customers, decision-makers and the sector being the leading bank in sustainability; continue to support raising increased awareness of this matter
- Increase the diversity and use of our sustainable products offered to customers
- Observe climate change related risks and opportunities, integrate them into our business processes and risk policies
- Focus on community investment programs which deliver impactful outcomes on material topics and observe impact investment principles

- Expand our customer base and deepen our customers’ relations with our bank
- Be wherever our customers are; make effective use of new channels including digital customer acquisition and partnerships
- Grow in areas of focus while monitoring risk and cost

- Constantly build on our business model in various ways including process automation, transaction convenience and enriched remote services, etc.
- Increase end-to-end digital solutions, continue to improve experience through investments in our digital platforms.
- Use capital effectively and maximize our value creation while focusing on sustainable growth
- Constantly improve our business model and processes with operational efficiency point of view while pursuing cost and revenue synergies
- Effectively manage financial and non-financial risks

- Increase the agility and strength of our technological infrastructure and platforms
- Speed up our solution processes through artificial intelligence, machine learning and big data interpretation, which is important in the day-to-day operations of the bank
- Effectively use data analytics in various areas such as offering the right product to our customers, pricing, risk management, etc.

- Invest in our human capital with a focus on their development, happiness and well-being in order to ensure work-life balance
- Form teams nurturing our values, possessing team spirit, acting with shared wisdom, thinking big, are socially responsible and result oriented
- Adopt a fair and transparent management policy based on performance, focused on equal opportunities, diversity and internal promotion

Innovate

Operational Excellence

Data & Technology

Best & Most

Engaged Team

Financial Health

Sustainability

Reaching More

Clients
Corporate Profile

Established in 1946, Garanti BBVA is Turkey’s second largest private bank with consolidated assets close to TL 1.304 trillion (USD 70 billion) as of December 31, 2022.

Garanti BBVA is an integrated financial services group operating in every segment of the banking sector including corporate, commercial, SME, payment systems, retail, private and investment banking together with its subsidiaries in pension and life insurance, leasing, factoring, brokerage and asset management, besides international subsidiaries in the Netherlands and Romania.

Its custom-tailored solutions and wide product variety play a key role in reaching TL 974 billion performing cash loans and non-cash loans. Garanti BBVA’s capital generative, disciplined and sustainable growth strategy that strictly adheres to solid asset quality enables the Bank to move forward strongly. The Bank has a leading position in key banking service areas:

- Largest private bank in TL lending with 19.7% market share among peers.
- Highest TL customer deposit base among private peers with 18.6% market share
- Leadership in consumer loans with more than 22 million retail customers
- 18.4% market share in TL business banking
- Ranks #1 in Brand Power amongst private peers and #1 in SME NPS

Garanti BBVA’s purpose is to bring the age of opportunity to everyone, and with this purpose the Bank works to create value for all of its stakeholders. In the light of strategic priorities, the Bank focuses on improving the customers’ financial health by providing advice and actionable insights to them. The Bank puts emphasis on influencing decision-makers and other players in the sector regarding sustainability and making sustainability as mainstream. Garanti BBVA creates shared value and drives positive change through lending based on impact investment, as well as strategic partnerships and community programs focusing on material issues for both Garanti and its stakeholders.

Garanti BBVA constantly improves its business model and processes with operational excellence priority and keeps a close eye on financial and non-financial risks. In order to accelerate and drive its value creation, bank continues to focus on reaching more customers by being wherever customers are. As of December 31, 2022, Garanti BBVA provides a wide range of financial services to its over 23 million customers with 18,544 employees through an extensive distribution network of 829 domestic branches, 8 foreign branches, 7 in Cyprus and one in Malta, and 1 international representative office. Garanti BBVA offers an omni-channel convenience with seamless experience across all channels with 5,450 ATMs, an award winning Call Center, internet, mobile and social banking platforms, all built on cutting-edge technological infrastructure.

Data, technology and “best and engaged team” are the key accelerators of strategy. With 13.4 million digital and 13.0 million mobile customers, Garanti BBVA has the highest digital and mobile customer base. Share of digital sales in total sales has surpassed 86%. The Bank is continuously investing in robust and reliable technology, leveraging advanced data analytics and artificial intelligence.

Recognizing that human capital is the driving force behind all progress, the Bank builds systems to recruit, train and develop young and innovative individuals on a continuous basis, to provide a working environment that encourages full utilization of employees’ skills, offers a wide range of opportunities and ensures recognition and awarding of their accomplishments.

Implementing an advanced corporate governance model that promotes the Bank’s core values, Garanti has Banco Bilbao Vizcaya Argentaria S.A. (BBVA) as its majority shareholder with 85.97% share.

Garanti BBVA Shareholding Structure & Share

### Structure & Share

**Market Capitalization**

- **126 billion TL**

**GARAN Share Performance**

- **+172% YoY**

**Sustainability Indices**

- **Listed in 11 Indices**
  - including Dow Jones Sustainability & CDP

- **85.97% BBVA**

- **30.3% Domestic Retail**

- **41.9% Foreign Institutional**

- **14.03% Other**

- **0.2% Foreign Retail**

- **27.7% Domestic Institutional**

Garanti BBVA Shareholding Structure & Share

Garanti BBVA carried out its IPO in 1990 on Borsa İstanbul and became the first Turkish company to offer its shares on international markets in 1993. Garanti BBVA’s depositary receipts are listed on the OTC (Over-The-Counter) Markets in the USA. In 2012, Garanti BBVA participated in the prestigious tier of the U.S. OTC market, OTCQX International Premier, where companies traded must meet high financial standards and an effective disclosure process. With its yield and daily trading volume growth in 2022, the Bank qualified to be included in 2023 OTCQX Best 50.

Garanti BBVA has a market capitalization of TL 126 billion (USD 6.8 billion) as of year-end 2022, and a free float ratio of 14% corresponding to TL 17.7 billion floating market capitalization. The majority shareholder of the Bank, Banco Bilbao Vizcaya Argentaria, S.A. (BBVA) disclosed on 15 November 2021 that the Board of Directors of BBVA decided to launch a voluntary takeover bid for the entire share capital of the Bank not already owned by BBVA (50.15%). Following this disclosure, on 18 November 2021, BBVA informed that it has submitted to the Capital Markets Board of Turkey (CMB) the application for authorization of the voluntary tender offer for the entirety of the said shares in Garanti Bankası A.Ş.

On 31 March 2022, the CMB authorized BBVA’s voluntary takeover bid. On 25 April 2022, BBVA Board of Directors announced their decision to increase the price, initially announced as 12.20 TL for each share, to 15.00 TL. The voluntary takeover bid was finalized on 18 May 2022 and BBVA acquired Garanti BBVA shares with a total nominal value of TL 1,517,195,490.189 corresponding to 36.12% of Garanti BBVA’s total share capital. Hence, BBVA’s shareholding ratio in Garanti BBVA reached 85.97%.

This decision by BBVA, one of the world’s most important and one of Europe’s most established banking groups, demonstrates their confidence in Turkey’s strong economic fundamentals and long-term potential.

Garanti BBVA’s shares in the free float are owned by foreign investors. 70% of the publicly traded shares are held by institutional investors, whereas the remaining 30% are held by individual investors*.

**SHARE PERFORMANCE**

Borsa İstanbul reached historic records in 2022.

Despite the gush out of foreign investors, the substantial growth in domestic individual investors has been the driving force behind the robust performance of Borsa İstanbul.

According to Borsa İstanbul data, in 2022 foreign investor outflow from BIST-100 shares amounted to USD 4.5 billion, the second highest outflow since 2018 (2021: USD 1.6 billion). In parallel, foreign ownership of Borsa İstanbul dropped from 60% in 2018 to below 30% in 2022. This outflow had a negative impact also on Garanti BBVA stock that has a high ratio of foreign investors. Foreign ownership declined to 42% from 53% at the beginning of the year.

In 2022, Garanti BBVA share price increased by 172% in TL terms, while the increase in USD was 95%. Garanti BBVA underperformed the banking index by 14%. During the reporting period, the Bank’s financial performance outperformed both the peer banks and the expectations. The underperformance of the stock compared to the index despite the financial value the Bank created can be attributed to the following reasons:

1. As GARAN had the highest depth amongst banking peers before the BBVA tender offer when the free float of the stock decreased to 14.03%.
2. With the decrease, the stock was delisted from the MSCI index and thus, triggering an exit from the passive funds as it is their benchmark index.
3. **INVESTOR RELATIONS ACTIVITIES**

Communicating the value created in a proactive, transparent and consistent way, Garanti BBVA Investor Relations’ activities in 2022 can be summarized as follows:

- In 2022, the team participated in 18 investment conferences and roadshows, either in-person or online. The team met with 215 international investment funds from Asia, USA, Canada, the Middle East, Europe and Turkey.
Each quarterly Financial Results disclosure teleconference and annual Operating Plan Guidance disclosure presentations attracted an average of 100 analysts and investors.

Expectation management was ensured by holding one-on-one and regular conferences every quarter with 20 equity analysts who follow Garanti BBVA shares.

Operating Plan Guidance and results presentations were published on Garanti BBVA Investor Relations website and mobile app. The audio recordings of the presentations, which are also available on the website and mobile application, were prepared both in Turkish and English for the convenience of the investment community enabling investors from all around the world to have easy access to all the information they need.

Periodic bulletins started to be sent to investors and stakeholders enabling monitoring of current developments in ESG issues.

Prior to financial disclosures, questionnaires were prepared designed to seek opinions, and mold the presentations according to analysts' year-end estimations on operating activities. Economic outlook was also available on the website and mobile application. Contents prepared in both the languages were also available on the website.

Commitment to its irreplaceable values of the principles of trust, integrity, accountability and transparency serves as the guarantee of the Bank’s strong reputation and is Garanti BBVA’s main responsibility to all its stakeholders. The steps Garanti BBVA takes to create value for the economy, the society and all its stakeholders are recognized by national and international authorities.

Garanti BBVA is included in 11 sustainability indices. Having qualified for BIST Sustainability Index and BIST Corporate Governance Index in 2022, Garanti BBVA remained a constituent of these indices ever since. Garanti BBVA raised its score from 75 to 83 for its reporting in the Emerging Markets category of the Dow Jones Sustainability Index, one of the most respected platforms that evaluates the sustainability performances of corporate companies worldwide. Garanti BBVA has the highest score with 83 points among banks reporting from Türkiye.

In line with its innovative and pioneering activities, Garanti BBVA qualified for the Global AI List in 2022 in the Climate Change Program of CDP. The world’s most respected environmental reporting initiative. The Bank also achieved A- leadership score in the CDP Water Program.

In addition to these, Garanti BBVA continued to qualify for, and remain a constituent of, the FTSE4Good Emerging Markets Index, which is the independent organization jointly owned by the London Stock Exchange and Garanti BBVA, the Financial Times, and designed to measure the performance of companies demonstrating strong Environmental, Social and Governance (ESG) practices. Moreover, in recognition of its various practices and initiatives for ensuring gender equality in human resources, among customers and the community, in 2022, Garanti BBVA was included for the 7th consecutive year in the Bloomberg Gender Equality Index that covers 418 companies from 11 industries from 45 countries and regions across the world, attaining its highest score to date.

EQUITY ANALYSTS’ RATINGS

Garanti BBVA shares are widely covered by research analysts of leading domestic and international investment banks and brokerage houses. In 2022, 20 institutions have regularly issued equity research reports on Garanti BBVA. As of 2022 year-end, 15 analysts had “BUY”. 2 analysts had “HOLD” and 0 analysts had “SELL” recommendation on Garanti BBVA stock.

Garanti BBVA Investor Relations updates the analysts’ year-end estimations on a quarterly basis and publicly discloses them transparently on its website. The consensus estimates can be reached at the link below.

Garanti BBVA Investor Relations updates the year-end expectations of analysts every quarter and shares them transparently with the public on the Investor Relations website. You can find the relevant estimates here.

O UR S CORES I N I NTEGRATED ANNUAL SUSTAINABILITY INDICES

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>83</td>
<td>A</td>
<td>A-</td>
<td>BBB</td>
<td>45</td>
<td>3.8</td>
<td>23.7</td>
<td>89.06</td>
</tr>
</tbody>
</table>

DIVIDEND DISTRIBUTION POLICY

Following the affirmative opinion of the Banking Regulation and Supervision Agency, the Bank’s dividend distribution policy is in the manner to distribute up to % 30 of the distributable profit in cash or bonus shares, provided that there is no unfavorable situation in the local and/or global economic conditions and the standard rates, which are specified by the protective measures in the Banking Law no.5411 and its sub-regulations, are at the targeted level.

ABOUT INSIDER HOLDINGS

The chairman, members of the Board of Directors, the CEO and the Executive Vice Presidents are allowed to own publicly-traded shares of Garanti BBVA in accordance with the limitations set out in Capital Markets Board regulations and the internal regulations of the Bank; their transactions in Garanti BBVA shares are publicly disclosed pursuant to Capital Markets Board regulations. Pursuant to Article 11/2 of the Communiqué on Material Events Disclosure numbered II-15.1, if and when the total amount of transactions made on behalf of persons with administrative responsibility exceeds TRY 1,000,000 (*Revalued figure) pursuant to the Amendment made pursuant to the Decision of the Capital Markets Board dated 30/12/2021 and numbered 67/1936) within a calendar year, it is publicly disclosed. There is no ultimate non-corporate controlling shareholder holding more than 5% share in the shareholding structure.

RELATED PARTY TRANSACTIONS

As of 31 December 2022, the concentration of transaction volumes and balances with the parent bank and its consolidated financial affiliates (“the Group”) and pricing policy can be found in the footnote numbered 5.7.2.2 of the Bank’s Financial Report as of 31 December 2022.

AFFILIATE REPORT

With reference to articles 195 - 209 of the Turkish Commercial Code; T. Garanti Bank A.S. (hereinafter referred to as the “Bank”) is considered as dependent company, Banco Bilbao Vizcaya Argentaria S.A. (“referred to as the “Parent Company”) is considered to be the parent company. Pursuant to Article 199 of the Turkish Commercial Code, the Bank, under the direction of the Parent Company;

- Did not conduct any legal transaction in the operating year 2022 in favor of the Parent Company or any dependent company of the Parent Company that serves to the advantage of the Parent Company or of any dependent company of the Parent Company.

- Appropriate counter actions were taken with respect to the legal transactions executed with the Parent Company and no financial loss has arisen in connection with them.
2022 MACROECONOMIC OVERVIEW AND 2023 OUTLOOK

Tighter Global Conditions Amid Inflationary Pressures

Globally, 2022 was marked by efforts to contain inflationary pressures resulting from both lagged effects of expansionary policies supporting economic activity during the pandemic and also record high commodity prices further boosted by the Russian invasion in Ukraine. Alongside the challenges posed by post-COVID normalization policies, tighter financial conditions and geopolitical risks due to Russian-Ukrainian war led to a slow-down in the world economy. With these developments, the annual GDP growth slowed down to 2.1% in 2022 from 6.0% in 2021, while seasonally adjusted annual growth in the Euro Area in the last quarter of 2022 declined to 1.9%. On the inflation side, annual consumer inflation rose to 6.5% in the USA and 8.5% in the Euro Zone in 2022.

High course of global inflation maintained upward surprises and drove global central banks to tighten monetary policies faster and more aggressively than expected, which has increased financial volatility and reinforced concerns over recession. US Federal Open Market Committee (the Fed) prioritized to bring down inflation and claimed that tight labor market conditions would help to achieve a soft landing. The Fed delivered rate hikes of 450bps since last year and took the funding rate up to 4.50-4.75% as February 2023, while keeping a hawkish stance in communication. Similarly, the European Central Bank (ECB) increased the refinancing rate to 3.0% from 0%, leaving the door open for further tightening.

According to our projections, we expect monetary policies to remain prudent and growth dynamics to weaken further amid high uncertainties rooting from risks on energy prices and continuing bottlenecks posed by the Russian-Ukrainian war. In this context, we expect the US economy to stagnate with 0.5% GDP growth rate in 2023. Eurozone will suffer more, particularly from high natural gas prices and face a short lived recession with -0.1% GDP growth rate. Growth outlook in China, on the other hand, is considered to become a supportive factor in order to restart a recovery for the world economy, accelerating to 5% GDP growth in 2023 from 3.6% in 2022.

Looking ahead, the outlook would remain negative given the uncertainties on inflation, the need to extend a period of tight monetary stance, and accordingly the consequence of weaker growth rates. All of these factors present a major challenge for emerging economies as the increased risk premium might limit capital inflows. While the main risk is the global recession driven by interest rate hikes of central banks across the world as a response to inflation pressures, other downside risks on global activity include a further deterioration of the Russian-Ukrainian war which could lead to significant energy shortages in Europe and a hard-landing in Chinese economy.

**GDP Growth Projections* (Annual Change)**

<table>
<thead>
<tr>
<th>Region</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
<th>2024</th>
</tr>
</thead>
<tbody>
<tr>
<td>USA</td>
<td>5.9</td>
<td>1.9</td>
<td>0.5</td>
<td>1.8</td>
</tr>
<tr>
<td>Eurozone</td>
<td>5.3</td>
<td>3.2</td>
<td>-0.1</td>
<td>2.0</td>
</tr>
<tr>
<td>Spain</td>
<td>5.5</td>
<td>4.6</td>
<td>1.2</td>
<td>3.4</td>
</tr>
<tr>
<td>Latin America</td>
<td>6.7</td>
<td>3.4</td>
<td>0.5</td>
<td>1.6</td>
</tr>
<tr>
<td>Argentina</td>
<td>10.4</td>
<td>5.0</td>
<td>-0.5</td>
<td>-2.0</td>
</tr>
<tr>
<td>Brazil</td>
<td>4.6</td>
<td>2.4</td>
<td>0.3</td>
<td>2.0</td>
</tr>
<tr>
<td>Chile</td>
<td>11.7</td>
<td>2.3</td>
<td>-1.0</td>
<td>2.1</td>
</tr>
<tr>
<td>Colombia</td>
<td>10.7</td>
<td>8.0</td>
<td>0.7</td>
<td>1.8</td>
</tr>
<tr>
<td>Mexico</td>
<td>4.9</td>
<td>3.0</td>
<td>0.6</td>
<td>2.1</td>
</tr>
<tr>
<td>Peru</td>
<td>13.6</td>
<td>2.7</td>
<td>2.5</td>
<td>2.4</td>
</tr>
<tr>
<td>Türkiye</td>
<td>11.4</td>
<td>5.5</td>
<td>3.0</td>
<td>-1.5</td>
</tr>
<tr>
<td>China</td>
<td>8.1</td>
<td>3.6</td>
<td>5.0</td>
<td>5.0</td>
</tr>
<tr>
<td>World</td>
<td>6.3</td>
<td>3.3</td>
<td>2.3</td>
<td>3.3</td>
</tr>
</tbody>
</table>

* BBVA Research November 2022 projections.

**TÜRKİYE: MAINTENANCE OF SOLID GROWTH ON SUPPORTIVE DOMESTIC POLICIES**

While global economy faces a slowdown, Türkiye has continued to prioritize expansionary policies in order to support growth and employment. These policies were accompanied by the ultra-loose monetary policy of the Central Bank of the Republic of Türkiye (CBRT), which brought the policy rate down to 9%. As a result, the Turkish economy has achieved to grow above its potential level of 4.2% in 2022. Inflationary pressures were pronounced throughout 2022 due to strong cost push factors, currency depreciation and solid aggregate demand. Although annual inflation start to benefit from favorable base effects as of November, commodity and energy prices expected to remain above pre-shock levels, deteriorated inflation expectations, high inertia and upward wage adjustments will pose challenges for the inflation path in 2023. Since we envisage more counter-cyclical policies ahead of the elections to reverse the recent rapid deceleration in activity, we forecast inflation to remain above 40% throughout 2023 with a year-end level of 42%.

On the monetary policy side, the CBRT restarted cutting rates and reduced the policy rate to 9% from 14% in consecutive four meetings from August to December in order to preserve the growth momentum in economic activity and the positive trend in employment due to increasing uncertainties and risks regarding global growth and demand.
Despite high levels of inflation, we expect the current policy framework to be maintained until the elections through macro-prudential measures and financial regulations. Hence, targeted credit policies and tools might continue to support economic activity in the very short term, which we expect to reverse in the second half of the year with the adjustment in economic policies.

External balance, on the other hand, posted a current account deficit of $41.8bn in the first 11 months of the year, led by strong commodity prices, and still solid import demand on the back of robust consumption and structurally continuing gold imports. Exports have also started to decelerate due to weakening global demand since the second half of 2022. Despite the ongoing strong course of tourism revenues, high levels of energy prices and the likelihood of a recession in main trade partners, along with the negative effects of the recent earthquake disaster might keep the risks on the downside on current account deficit. Accordingly, we forecast that current account deficit will reach near $48bn (5.7% of GDP) by the end of 2022. The pressure on the deficit will continue in 2023, which we expect to be near $35bn (4% of GDP) by year-end.

Central budget balance gave a deficit of $39 billion TL (4% relative to GDP) in 2022. Budget revenues have remained strong, backed by ongoing sales tax revenues (particularly corporate tax) and high inflation, while expenditures also increased on top of FC-protected deposit compensation and expansionary fiscal policies but stayed under control.

We consider that the budget deficit may exceed the Government’s MTP target of 3.5%, if the activities of combating the economic effects of the earthquake affect the government’s expenditures upwards. A level near the Government target of 3.5% GDP can be reached for 2023 budget deficit.

Current Account Balance (% GDP)

<table>
<thead>
<tr>
<th>Year</th>
<th>Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>-1.4%</td>
</tr>
<tr>
<td>2020</td>
<td>-0.9%</td>
</tr>
<tr>
<td>2021</td>
<td>-2.5%</td>
</tr>
<tr>
<td>Dec 22</td>
<td>-3.0%</td>
</tr>
</tbody>
</table>

Therefore, promoting more women to participate in the labor force, reducing employment costs, increasing job creation in the formal sector and potential reforms in the education system in alignment with the digital era could contribute significantly to the potential growth of the Turkish economy.

Alongside the robust economic growth of the country over the last decade, achieving economic stability parallel to the structural transformation of the economy through reforms might pave the way to long-term sustainable growth. As a result of higher global integration through backward and forward linkages in global value chains, Türkiye’s production is highly dependent on intermediate goods imports which reinforces concerns over structural current account deficit. Therefore, given the current challenges on broad-based deceleration in economic activity and increasing uncertainties on global outlook, it is critical for Türkiye to bolster capital inflows through accurate policies. On another note, striving to reposition itself in the higher end of value chains will be significant in terms of achieving structural transformation of the current account balance. Reducing heavy dependency on oil and gas imports and improving energy efficiency would also prompt relief to current account deficit.

Much tighter global financial conditions and expected deceleration in economic activity in the EU together with envisaged loose domestic economic policies could pose upside risks on the exchange rate and other financial assets, intensifying internal and external vulnerabilities. Accordingly, inflation outlook might keep upward pressures as a result of the pressure on the exchange rate, still high global energy, food and agricultural commodity prices due to geopolitical risks, strong inertia and second round effects, which can generate a long lasting negative loop through expectations channel. Potential further expansion of the budget deficit resulting from additional loose policies and side effects of the current policies (particularly compensation for FC protected schemes) present new challenges to the fiscal discipline. Despite these challenges, government nominal debt stock to GDP ratio remains below 40%, which is also well below the EU Maastricht criteria of 60%.

Lastly, Russia’s invasion in Ukraine which continues for more than 300 days brings some opportunities and risks to Türkiye’s doorstep. Türkiye remains one of the countries that could mediate between Kyiv and Moscow. Ankara benefits from its close relations with Moscow to broker a deal on grain exports to the rest of the world from Ukraine and also attempted several talks between Russia and Ukraine on freezing the war. Türkiye, supporting Ukraine and keeping talks with Russia open, has increased its charm in the international arena. Nevertheless, Russia’s remarks with regard to using nuclear arsenal in the wake of an attack to Ukrainian soil, jeopardizes the regional security and triggers further uncertainties.
TURKISH BANKING SECTOR

Key facts, opportunities and challenges
The Turkish banking sector is strictly regulated and highly monitored by two powerful agencies; the Banking Regulation and Supervision Agency (BRSA) and the Central Bank of the Republic of Türkiye (CBRT).

According to the BRSA sector data as of December 2022, there are 54 banks operating in Türkiye* (29 private commercial banks, 3 state-owned deposit banks, 16 development and investment banks, 6 participation banks). The top seven banks, three of which are state-controlled, are holding 70% of the banking sector’s total assets. The current fragmented structure presents future opportunities for mergers and acquisitions among the banks.

53% of Türkiye’s population is younger than 35 years old is one of the key indicators of the growth dynamic of the Turkish banking sector. In addition, the statistical indicator of a 91% mobile connection rate in Türkiye points out considerably higher penetration levels than World average. Young and digital savvy population offers an opportunity for the sector to progress. Besides, unbanked population is still relatively high. In addition, while the ratio of household debt to GDP is 12.5% in Türkiye, it is 48.5% in the Emerging Markets. This indicates an environment where penetration is low and potential for banking activities is high compared to other Emerging Markets.

Total Assets Breakdown

| Total Assets US $ 710 bn | 36% State Banks | 34% Top 4 Private Commercial Banks | 30% Other |

<table>
<thead>
<tr>
<th># of Banks</th>
<th>Share in Assets</th>
<th>Share in Loans</th>
<th>Share in Deposits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Top 4 Private Commercial Banks</td>
<td>4</td>
<td>34%</td>
<td>34%</td>
</tr>
<tr>
<td>State Banks</td>
<td>3</td>
<td>36%</td>
<td>38%</td>
</tr>
<tr>
<td>Other Private Commercial Banks</td>
<td>25</td>
<td>16%</td>
<td>14%</td>
</tr>
<tr>
<td>Development &amp; Inv. Banks</td>
<td>16</td>
<td>6%</td>
<td>7%</td>
</tr>
<tr>
<td>Participation Banks</td>
<td>6</td>
<td>8%</td>
<td>8%</td>
</tr>
<tr>
<td><strong>Total: 54</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: Sector figures are based on bank-only BRSA monthly data as of December 2022. Banks owned by SDIF are not listed above

Unbanked Population

<table>
<thead>
<tr>
<th>(ages +15)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Türkiye</td>
</tr>
<tr>
<td>EU</td>
</tr>
<tr>
<td>World</td>
</tr>
</tbody>
</table>

1 Bank of International Settlements, as of September 2022
2 Datareportal, Digital 2022 on Turkey, as of February 2022
3 Statista, as of April 2022
* Based on having an account in a financial institution

84.7 mn total population
53% is under age of 35

STILL UNDERPENETRATED BANKING SECTOR COMPARED TO EU

Unbanked Population

<table>
<thead>
<tr>
<th>Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Türkiye</td>
</tr>
<tr>
<td>EU</td>
</tr>
<tr>
<td>World</td>
</tr>
</tbody>
</table>

Developments in 2022

Lending growth maintained its strong growth pace in 2022 and remained above average inflation which suggest a positive real growth. Commercial banks’ loan growth was 75% in 2022 vs. average inflation level of 72%. Growth was across the board. In consumer GPLs private banks’ growth was higher than State Banks, whereas State Banks delivered a stronger growth in Mortgages and TL business banking loans.

Commercial banks continued to reduce their foreign currency loan exposures, which they have been reducing since 2017, this year as well. During this period, the compound annual growth rate in foreign currency loans in dollar terms was -11%.

The sector funds 16% of its assets from foreign currency external funding resources. As Turkish banks do not fund their long-term loans such as project finance loans or mortgages with short-term deposits, they turn to long-term borrowings from international markets. While that indicates at the sector’s sensitivity to external developments, the Turkish banking sector’s dependence on external borrowing decreased from 2017 given the slumped demand for long-term FC loans and their redemption, and it will continue to do so.

Another driver behind the growth of the Turkish banking sector is the high liquidity and solid capital structure of

FINANCIAL REPORTS AND APPENDIX

INVESTMENTS IN HUMAN CAPITAL

CUSTOMER EXPERIENCE

SUSTAINABILITY AND COMMUNITY INVESTMENTS

OUR GOVERNANCE

DATA AND TECHNOLOGY

FINANCIAL VALUE

VALUE WE CREATED IN 2022

OUR VALUE CREATION

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ABOUT GARANTI BBVA

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Garanti BBVA 2022 Integrated Annual Report
the banks. The Turkish banking sector is in compliance with Basel III guidelines. Banks’ ST External dues was US $62bn\(^2\), whereas FC Liquidity stood at US $93bn\(^2\) as of December.

The liraization of the economy and selective credit expansion were the primary focus of the CBRT’s plan in 2022, with banks serving as the primary vehicle for ensuring the policy’s success. In the majority of the year, the liraization strategy was conducted through the foreign-currency protected deposit product. This product, allowed depositors to gain additional interest proportional to the depreciation of the Turkish lira (its details and structure can be found on page 50). Since this deposit structure incentivizes depositors to convert their foreign currency holdings into Turkish lira, banks have been instructed to expedite its implementation. Accordingly, the regulator introduced a set of conversion thresholds and obliged banks to accomplish them. These requirements became progressively stricter for the Turkish lira deposits in the Turkish banking sector at the start of the year was $228 billion and TL 1.731 billion, respectively. The year ended with $195 billion and TL 4.913 billion, indicating a 14% decrease in foreign currency deposits and a 150% increase in Turkish lira deposits. Therefore, although the banks have met with significant challenges and had to adjust their strategy almost on a weekly basis, CBRT’s strategy has ended with success. In the end of the year, CBRT had said that it would continue implementing policies to permanently increase the weight of TL in banks’ balance sheets, to support the effectiveness of the monetary transmission mechanism. Therefore, it is expected that the challenging operating environment for Turkish banking sector will remain in 2023.

Following a credit boom in the first half of the year that contributed to currency depreciation and inflation, authorities implemented steps to restrain growth and direct lending activity to specific areas. These areas are referred to as “loans that are subject to reserve requirements” and include loans extended to exporters and financial institutions, loans that support investment and corporate credit cards. “The loans that are not subject to reserve requirements” became heavily regulated and not complying with them resulted in requirements similar to the ones that govern liraization. In addition, the rate of commercial loans was capped by the CBRT’s annual reference rate, announced on a monthly basis. If specified multiples of this rate had been exceeded by a bank, allocation of long-term, fixed-coupon Turkish lira government bond is required (For details please refer to page 51). As a result of these steps and the CBRT’s rate-cutting policy, which began in August and ended in November, commercial loan rates began to decline significantly. Therefore, corporate and commercial loan growth slowed down, especially among private banks; while SME-lending, consumer loans and credit card growth remained strong due to the high economic activity. This year, the banking sector once again demonstrated its resilience by adjusting to an ever-changing regulatory framework and a challenging macroeconomic climate. However, during the year the profit that is generated by the core activities of banking has gradually begun to slow down. It should be highlighted that CPI-indexed securities- that banks carry to hedge their balance sheet against inflation- have alleviated a sizeable portion of the burden and strengthened net interest margins and, consequently, profitability. Additionally, the current value of cost and income items in previous periods created a significant difference as well, due to an high inflationary environment. As a result, when the inflation effect is taken into account, real profitability is not as strong as it seems.

Below, is the summary of key regulations that are in place as of January 2023:

### COMMISSION PAID TO CBRT

<table>
<thead>
<tr>
<th>Weight of TL Deposits in Retail &amp; Commercial deposits (separately)</th>
</tr>
</thead>
<tbody>
<tr>
<td>3% commission on FC deposits</td>
</tr>
<tr>
<td>(n the financials, this commission is booked under other interest expenses line</td>
</tr>
<tr>
<td>Starting from 23 December</td>
</tr>
<tr>
<td>If TL Deposits weight =50%  8% commission</td>
</tr>
<tr>
<td>If TL Deposits weight 50%-60%  3% commission</td>
</tr>
<tr>
<td>If TL Deposits weight &gt;60%  0% commission on FC deposits will be paid to CBRT</td>
</tr>
</tbody>
</table>

3 Quick Liquidity Buffer: FC reserves Under ROM, swaps, money market placements, CBRT eligible unencumbered securities, cash, FC collateralized deposit
LONG-TERM TL SECURITY ALLOCATION

<table>
<thead>
<tr>
<th>Commercial + SME Loan Rate</th>
<th>*Annual Computed Rates (ACR)</th>
<th>Commercial Loan Rate Thresholds</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>20% Alloc.</td>
<td>90% Alloc.</td>
</tr>
<tr>
<td>January</td>
<td>10.31%</td>
<td>14.43%</td>
</tr>
<tr>
<td>December</td>
<td>10.31%</td>
<td>14.43%</td>
</tr>
<tr>
<td>November</td>
<td>12.19%</td>
<td>17.10%</td>
</tr>
<tr>
<td>October</td>
<td>13.96%</td>
<td>19.54%</td>
</tr>
<tr>
<td>September</td>
<td>15.34%</td>
<td>21.48%</td>
</tr>
<tr>
<td>August</td>
<td>16.32%</td>
<td>22.85%</td>
</tr>
</tbody>
</table>


1. **Weight of TL Deposits** in Retail & Commercial Deposits (separately)
   - If TL Deposits weight <50% in retail and commercial deposits, separately, new base 10% as of 24 February (as of December 2022: 5%) of FC deposits will be allocated as LT TL securities.
   - Starting from 24 February, if TL Deposits weight <50% 10%-7%=2% of FC Deposits
   - If TL Deposits weight 50%-60% 10%-5%=5% of FC Deposits
   - If TL Deposits weight 60%-70% 10%-3%=3% of FC Deposits
   - If TL Deposits weight >70% 10%-1%=1% of FC Deposits will be allocated as LT TL Securities

2. **Positive Monthly Change in FC Liquidity**
   - Positive monthly change in CBRT’s definition of FC Liquidity is also included in long-term, fixed-coupon, TL security allocation (with 12 month maintenance).
   - FC Liquidity = FC Deposits + FC Repos = (FC Loan + FC Reserve in CBRT)
   - * CBRT included derivatives and options in the calculation of the share of TL deposits. Accordingly, the share of TL deposits will be calculated as:

   
   (TL Deposits – Derivative transactions that the customer receives FX in the maturity + TL Repos of customers) / [Total Deposits + Total Repos of customers (FX deposits and repos of non-residents are excluded)].

3. **Digital Transformation, Open Banking and Fintechs**

   Digitalization gained tremendous momentum and companies transformed their services and products to the digital channels to the extent possible. With BRSA’s “Remote Authentication” regulation in 2021, which allows users to become a bank customer end-to-end digitally without the need for going to a branch, resulted in increase in customer base and further facilitated digital transformation.

   Although increasing digitalization raised questions about banks’ physical branch strategy, branches are still the main channel of building and deepening the relationship with the customers. Branches are not less important with the increasing digitalization, they will be providing value added services going forward. Within the increasing effect of digitalization, Branches’ role and service model has been re-defining.

   To realize the full potential of financial technology, both banks and Fintechs will need to partner up, providing their expertise to each other.

   Big banks have a wealth of financial data, and with the deep understanding of their business, they have expertise to analyze this data and discover patterns.

   Fintech start-ups can deliver faster one-purpose solutions for customers.

   The Fintech ecosystem is important for Turkish banks’ strong presence in digitalization put them in a leading position, yet, the opportunities to partner with innovative fintechs are growing.

   It is the fact that, innovation often works best when banks and start-ups are able to collaborate. Both parties have different strengths:

   - Big banks have a wealth of financial data, and with the deep understanding of their business, they have expertise to analyze this data and discover patterns.
   - Fintech start-ups can deliver faster one-purpose solutions for customers.

   Democratization of data is ensured through open banking: Customers who want to collect their financial data under a single roof will have the convenience of viewing and managing their accounts in different bank accounts.
Garanti BBVA in Numbers

<table>
<thead>
<tr>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>BRANCHES</td>
<td>936</td>
<td>946</td>
<td>894</td>
<td>872</td>
</tr>
<tr>
<td>POS</td>
<td>669,435</td>
<td>651,860</td>
<td>684,896</td>
<td>700,616</td>
</tr>
<tr>
<td>ATMS</td>
<td>5,258</td>
<td>5,260</td>
<td>5,309</td>
<td>5,401</td>
</tr>
<tr>
<td>TOTAL CUSTOMERS</td>
<td>16,378,165</td>
<td>17,639,895</td>
<td>18,779,492</td>
<td>20,376,831</td>
</tr>
<tr>
<td>MOBILE BANKING CUSTOMERS</td>
<td>6,460,538</td>
<td>7,731,683</td>
<td>9,074,914</td>
<td>10,608,777</td>
</tr>
<tr>
<td>DIGITAL BANKING CUSTOMERS</td>
<td>7,174,066</td>
<td>8,352,034</td>
<td>9,571,289</td>
<td>11,040,150</td>
</tr>
<tr>
<td>NUMBER OF EMPLOYEES</td>
<td>18,338</td>
<td>18,784</td>
<td>18,656</td>
<td>18,354</td>
</tr>
<tr>
<td>DEBIT CARDS</td>
<td>10,885,643</td>
<td>12,309,813</td>
<td>14,156,702</td>
<td>15,956,977</td>
</tr>
<tr>
<td>CREDIT CARDS</td>
<td>10,141,008</td>
<td>10,131,725</td>
<td>10,308,368</td>
<td>10,992,736</td>
</tr>
</tbody>
</table>

### Garanti BBVA in Numbers

**Note:** The data does not include companies subject to consolidation.

### Financials

**Assets (TL billion):**
- 2018: 1,301.6
- 2019: 1,301.6
- 2020: 1,301.6
- 2021: 1,301.6
- 2022: 1,301.6

**Deposits (TL billion):**
- 2018: 908.7
- 2019: 908.7
- 2020: 908.7
- 2021: 908.7
- 2022: 908.7

**Shareholders Equity (TL billion):**
- 2018: 1,261.2
- 2019: 1,194.9
- 2020: 1,064.9
- 2021: 742.1
- 2022: 58.5

**Net Income (TL billion):**
- 2018: 3.24
- 2019: 3.24
- 2020: 3.24
- 2021: 3.24
- 2022: 58.5

**Dividend Payout Ratio (%):**
- 2018: 46.8%
- 2019: 46.8%
- 2020: 46.8%
- 2021: 46.8%
- 2022: 46.8%

**Earnings per Share (TL):**
- 2018: 10
- 2019: 10
- 2020: 10
- 2021: 10
- 2022: 10

**Number of Projects Subjected to Environmental and Social Risk Management System (Cumulative, %):**
- 2018: 100%
- 2019: 100%
- 2020: 100%
- 2021: 100%
- 2022: 100%

**Total Loans Granted to Woman Entrepreneurs (Cumulative, TL billion):**
- 2018: 514
- 2019: 514
- 2020: 514
- 2021: 514
- 2022: 514

* Including consumer credit cards.
** Numbers also include projects (i) that are not included in the scope of ESIAP but are assessed voluntarily, (ii) are in financial evaluation stage, and (iii) are assessed but not-funded projects.
***The authorized body of the Bank regarding dividend distribution is the General Shareholders’ meeting and as of the date of these financial statements, the annual Ordinary General Shareholders’ meeting has not been held yet. Since the dividend distribution proposal for 2022 has not yet been prepared by the Board of Directors, the dividend distribution figure is left blank.

**Note:** Per December 2021 BISTA Consolidated Financials.
Garanti BBVA's Competitive Advantages and Position in the Sector

**CUSTOMER DRIVEN ASSET MIX, TL LENDING GROWTH IN LINE WITH MACRO-PRUDENTIAL POLICIES**

- **2nd Largest Private Bank in Turkey**
- **1.3 Trillion TL** Consolidated Asset Size
- Highest Share of Loans in Assets **57%**
- Highest TL Loan Volume **19.7%** TL Loan Market Share among private banks

**HIGHLY LIQUID & ACTIVELY MANAGED FUNDING PORTFOLIO**

- Highest Demand Deposit Base **48%** demand deposit’s share in total deposits vs. private peers avg. 41%
- High FC Liquidity Buffer
- **10.0 Billion $** vs. $5.0 billion external debt

**STRONG ASSET QUALITY WITH SOUND COVERAGE LEVELS**

- **NPL Ratio** 2.6% vs. private peers avg. 3.1%
- **Net Cost of Risk** Represents Prudent Approach inline with EU Standards **1.5%** vs. private peers avg. 0.9%
- **Total Coverage Ratio** 5.5% vs. private peers avg. 4.6%

**ACCELERATED PACE IN HIGH QUALITY REVENUE GENERATION**

- **Highest Core Net Interest Margin** (Swap cost included, CPI excluded) **5.4%** vs. private peers avg. 3.7%
- **Highest Fee and Commission Base**
- **16.6 Billion TL** vs. private peers avg. 13.5 billion TL
- **ROAE (Cumulative)** **51.1%** vs. private peers avg. 52.3%

Based on 2022 year-end BBVA unconsolidated financials for fair comparison. Private peers are defined as 3 largest private banks. Net Cost of Risk excludes currency impact as it is 100% hedged.
Garanti BBVA's Competitive Advantages and Position in the Sector

**STRONG CAPITAL POSITION & CAPITAL BUFFER**
- CET1 (without BRSA's forbearance, per consolidated financials)
  14.5% vs. Basel III requirements 10.15%
- Excess Capital (without BRSA's forbearance, per consolidated financials)
  48 Billion TL

**PRACTICES FOR EMPLOYEE SATISFACTION AND WORK-LIFE BALANCE**
- Hybrid Working Model
  40%/60% at office/home
- Strong Performance in Employee Loyalty
  4.3/5 poll results
- Bloomberg Gender Equality Index
  The only Turkish company to be included for 7 Consecutive Years

**UNIQUE CUSTOMER EXPERIENCE CREATED BY OUR SUPERIOR DIGITAL EXPERIENCE**
- Highest Digital And Mobile Customer Base
  13 Million
- Digital’s Share in Total Sales
  86%
- Digital transactions share in non-cash financial transactions (Retail)
  98%
- Our Mobile Transaction Market Share
  20%

**STRONG BRAND AND CORPORATE REPUTATION WITH OUR UNIQUE VALUE CREATION**
- Carbon Neutral Bank as of 2020 and Member of Net Zero Bankers' Association
  1st Turkish Bank
- Our Commitment to Sustainable Mobilization
  TL 150 Billion (2018-2025)
- Highest Brand Power Among Private Banks
  #1 SMEs NPS, Commercial NPS, Individuals NPS

Based on unconsolidated data unless otherwise stated.
Garanti BBVA’s Position in Business Areas

**CORPORATE & INVESTMENT BANKING**

2022 Key Data
- TL 28.3bn
  - Contribution to sustainable finance (+202% YoY)

2022 Key Data
- TL 4.6bn
  - Green financing to corporate customers (+34% YoY)

2022 Key Data
- #1 in Commercial Banking NPS
  - Once again according to 3Q22 results

**COMMERCIAL BANKING**

2022 Key Data
- "Sustainable Future in Exports" Growth and Financial Health
  - Loans & advances to 3Q22 results

2022 Key Data
- TL 10 bn
  - TL 6.6bn Green Loans & TL 4.6 bn Social Loans under Sustainable Finance support (+229% YoY)

2022 Key Data
- Specific service model
  - For multinationals

2022 Key Data
- 20.5%**
  - Market share in SME loans (+258bps YoY)

2022 Key Data
- TL 63mn
  - Total investment to 56 startups

2022 Key Data
- 25.3%***
  - Market share of WFF by installed power financed by the Bank

**SME BANKING**

2022 Key Data
- >TL 14bn
  - Financing to women-owned businesses

2023 Strategic Priorities
- Continue innovating with new products in renewable energy financing and carbon markets
- Assist our corporate customers in transitioning to a low carbon economy through leading sustainability know-how and advisory
- Continue to increase our contribution to sustainable finance
- Continue to serve as primary business partner of corporate customers sustaining their pioneering and leading positions on the back of effective customer relationship management and solution-oriented approach

2023 Strategic Priorities
- Keep delivering customized banking solutions enabled by our broad product range and continue to deepen in customer relations through effective risk management
- Keep providing financing to our customers for their Sustainable Growth
- Continue with on-lending of the funds secured under cooperations with governmental financial institutions to our customers
- Continue to work for helping SMEs, the backbone of the national economy, attain sustainable growth and financial health, in addition to the financial support provided through the financial instruments of the bank
- Expand the set of products and transactions offered digitally to SME customers
- Keep expanding the collaborations with the best-in-class companies for the needs of our SME customers
- Supporting the development of more women entrepreneurs, to promote their success and to facilitate their access to new markets and opportunities for their sustainability
- Be the solution-provider bank in the lifecycles of startups
- Meet with the customers regarding the "Green Deal" to pave the way for sustainable investments

2023 Strategic Priorities
- Strengthen our leadership in retail banking by continuing to acquire new profitable customers.
- Ensure sustainable customer relations by deepening our existing customer base and becoming the leader in customer satisfaction.
- Add value to the investments of our customers and to be with our customers in need of financing to produce personalized and proactive suggestions by using the data of our customers in the most effective way to improve their financial health and to contribute to their readiness for unexpected situations.
- Provide the best customer-oriented service and financial advice to all our individual and micro-business customers with different service models, both from our branches and from our non-branch channels.
- Enable young people and women to meet banking with the awareness and responsibility of increasing access to financial services.
Garanti BBVA’s Financial Subsidiaries

Established in 1990, Garanti BBVA is the largest bank in Romania with 1,058 active employees (consolidated) and more than 450 thousand customers (consolidated) in Finance), continue to offer service in all business lines to companies, Motoractive (Leasing) and Ralfi (Consumer

Factoring uses its constantly invested-in technological infrastructure and its artificial intelligence, machine learning and big data expert team in order to enable its customers to make sound financial decisions and accelerate the solution processes.

2022 Key Data

- TL 9.7 billion Total Assets (+122.9% YoY)
- TL 350.7 million Net Profit (+165.8% YoY)
- 0.7% Asset Contribution to Garanti BBVA Group

2023 Strategic Priorities

- Continue to expand the customer base with diversified products and prioritizing digitalization to offer quality and fast solutions.
- Focusing more on SME customers and export transactions.
- Increasing the automation of business processes to improve efficiency.

2022 Key Data

- 2.4% Loan market share - 12th largest bank in Romania
- 85.3% Coverage Ratio vs. sector avg. 65.9%
- 22.6% Capital Adequacy Ratio
- 2.1% NPL Ratio vs. sector avg. 2.9%

2023 Strategic Priorities

- Reaching more customers and strengthening market share presence in both loans and deposits within all business lines.
- Investing in digital platforms and modernizing the IT system to provide ease in transactions and quality service to customers.
- Expanding sustainable solutions and further enhancing employee engagement.

Established in 1997, Türkiye’s first asset management company, Garanti BBVA Asset Management provides services in mutual funds, pension funds and discretionary portfolio management. With its 51 experienced staff, the company aims to offer sustainable performance with personalized investment solutions. With the new member of the sustainability-themed mutual funds, Garanti BBVA Climate Index Equity Fund, Garanti BBVA AM offers customers the opportunity to invest in domestic/foreign companies in various sub-themes such as climate change, clean energy and ESG through its sustainability-themed mutual funds.

2022 Key Data

- 140.5 bn TL Asset under management (+122% YoY)
- 384 k Investor accounts in mutual funds
- 64.0 bn TL Pension fund (+93% YoY)
- 74.5 bn TL Mutual fund (+132% YoY)

2023 Strategic Priorities

- Developing new products and solutions in order to add value to the savings of investors.
- Maintaining sustainable fund performance by closely monitoring developments and trends in the markets.

Garanti BBVA International (GBI) is a mid-sized European bank with a EUR 5.1 billion asset size, established in Amsterdam, the Netherlands in 1990. Offering financial solutions in the areas of trade and commodity finance, corporate banking and global markets, GBI also furnishes retail banking services in the Netherlands and Germany. Trade and Commodity Finance operations of GBI delivers traditional products such as transactional trade finance facilities, syndicated facilities, documentary credits and collections. Under the Corporate Banking coverage, GBI serves a select set of corporate clients with international operations, which are predominantly based in Europe and Türkiye, with well-designed products that can be categorized under transactional banking, such as working capital loans, trade loans, receivable finance.

2022 Key Data

- Ba3 (Moody’s) External Credit Rating
- 712 mm TL Profit contribution
- 21.7% Capital Adequacy Ratio
- 46.04% Cost to income ratio

2023 Strategic Priorities

- Following the ESG roadmap through continuous interaction with Garanti BBVA and increasing focus on sustainability.
Established in 1991, Garanti BBVA Securities is among Turkey’s leading brokerage houses in brokerage and investment banking services in domestic and overseas capital markets as well as in advisory services for investments, company mergers and acquisitions, public offerings, corporate bond issuances and privatization. Garanti BBVA Securities furnishes brokerage and investment banking service in domestic and overseas capital markets to investors with the intensive distribution network, superior technology, powerful brand image, experienced teams, innovative character and solid shareholder structure.

Established in 1990 to engage in new activities in Turkey and abroad, Garanti BBVA Leasing serves its clients in Turkey through its 14 branches, call center, its website, mobile site and social network channels. In addition to its contribution to the Bank’s BRSA consolidated financials, the Company continues to create value through its 100% owned subsidiary Garanti BBVA Fleet, which ended the year 2022 generating TL 1,007 million in profits.

Established in 1992 as a life insurance company, Garanti BBVA Pension and; it expanded its scope with private pension operations in 2002. After entering into partnership with Achmea in 2007, one of the oldest insurance companies in Europe, the company began to offer a variety of insurance products that were already available in Europe. As the most effective user of bank guarantee, the company offers the most extensive service at its 12 regional offices and nearly 900 Garanti BBVA branches.

### Important Developments Regarding 2022 Operations

#### INFORMATION ON PRIVATE AUDIT AND PUBLIC AUDIT CONDUCTED DURING THE FISCAL YEAR

Under the applicable legislation, routine audits are conducted by supervisory authorities such as the Banking Regulation and Supervision Agency (BRSA), the Capital Markets Board of Türkiye (CMB), the Ministry of Treasury and Finance, the Undersecretariat of Treasury and the Central Bank of the Republic of Türkiye (OBİTR). Detailed information about the administrative fines imposed against the Bank in 2022 by supervisory authorities as a result of auditing is provided herein below.

#### INFORMATION ON LAWSUITS FILED AGAINST THE BANK, WHICH MAY AFFECT THE FINANCIAL STATUS AND OPERATIONS OF THE BANK AND THEIR POTENTIAL RESULTS

The Competition Board decision dated 08.03.2013 and no. 13-13/198-100: As the result of the investigation conducted to determine whether 12 financial institutions including Garanti BBVA and its subsidiaries Garanti Payment Systems and Garanti BBVA Mortgage (Garanti Economic Group) violated Article 4 of the Law on the Protection of Competition no. 4054 through engaging in a deal and/or concerted act for jointly setting interest rates, fees and commissions for deposit, loan and credit card services; with its decision dated 08 March 2013, no. 13-13/198-100, the Competition Board decided to levy an administrative fine of TL 213,384,545.76 on the grounds that Garanti Economic Group violated Article 4 of the Law on the Protection of Competition. Believing this decision to be contrary to law and was based on inadequate examination, our Bank filed a lawsuit for the annulment of the decision. Before filing lawsuit, the administrative fine has been paid benefiting from 1/4 early payment discount. Ankara 2nd Administrative Court disregarded our defense in entirety and dismissed the case. This time, an appeal was lodged with the higher court against this unfair and unlawful ruling. The 13th Chamber of the Council of State adjudged dismissal of our appeal and approved the ruling of the first degree court. For this unfair and unlawful adjudgement, our Bank applied for revision of decision. In this case, the 13th Chamber of the Council of State reversed the judgment of the first degree court on the grounds that it was not established with adequate standard of proof (beyond reasonable doubt) that all of the banks investigated by the Competition Board were aware of a single framework agreement in relation to deposit, loan, credit card or public deposit services or that joint groups were aware of the said framework agreement or common plan, just like we defended, and hence the judgment was based on inadequate examination. Following reversal, the first degree court decided to sustain the original ruling. An appeal was lodged against the unfair and unlawful decision, and the Plenary Session of Administrative Law Divisions adjudged to accept our appellate plea and to reverse the first degree’s decision to sustain its original ruling. The Competition Board applied for revision of decision, which was rejected by the Plenary Session of Administrative Law Divisions. Following
INFORMATION ON REGULATORY CHANGES IN 2022 THAT MAY HAVE A MATERIAL IMPACT ON THE OPERATIONS OF THE BANK

CBRT Policy Rate
The Monetary Policy Committee (MPC) started the policy rate cuts, which is the one-week repo auction rate, on 24 September 2021. The progressive rate reduction continued through 2022, reaching 9% on November 25. In their latest statement, the MPC stated that the prevailing policy rate is adequate and they have chosen to cease the rate-cutting cycle.

Policy Rate

Until September 2022 liraization strategy was mainly conducted by the use of Foreign Currency Protected Deposits in which their structure can be seen in Table-1. The regulator specified and adjusted particular conversion rate thresholds for banks to meet during the year. As a result, if banks were unable to fulfill the maximum threshold criterion, they were required to pay commission, increase reserve requirements, and allocate fixed coupon, long-term maturity TL securities.

During 2022, the MPC utilized macro-prudential tools and implemented additional steps to ensure the effectiveness of the monetary policy. These measures have been tracked and modified during the year in order to assess the performance of liraization-oriented approaches and selective credit expansion. Accordingly, banks have been the primary channel to ensure the success of these strategies.

FOREIGN CURRENCY PROTECTED DEPOSIT SCHEME

<table>
<thead>
<tr>
<th>Date</th>
<th>Policy Rate</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>25.12.2020</td>
<td>17%</td>
<td></td>
</tr>
<tr>
<td>09.01.2021</td>
<td>18%</td>
<td></td>
</tr>
<tr>
<td>24.09.2021</td>
<td>16%</td>
<td></td>
</tr>
<tr>
<td>22.10.2021</td>
<td>15%</td>
<td></td>
</tr>
<tr>
<td>17.12.2021</td>
<td>14%</td>
<td></td>
</tr>
<tr>
<td>19.08.2022</td>
<td>13%</td>
<td></td>
</tr>
<tr>
<td>23.09.2022</td>
<td>12%</td>
<td></td>
</tr>
<tr>
<td>31.10.2022</td>
<td>10.5%</td>
<td></td>
</tr>
<tr>
<td>25.11.2022</td>
<td>9%</td>
<td></td>
</tr>
</tbody>
</table>

Table-1

<table>
<thead>
<tr>
<th>Related Institution</th>
<th>Central Bank of Turkey</th>
<th>Treasury</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deposits subject to support</td>
<td>For FC deposits ($,€,£) that are effective as of December 20</td>
<td>TL deposits</td>
</tr>
<tr>
<td>USD/TL</td>
<td>CBRT bid price @11am IST time</td>
<td>CBRT bid price @11am IST time</td>
</tr>
<tr>
<td>Min TL deposit rate</td>
<td>9% (max rates will be determined by CBRT amendment on February 1st)</td>
<td>9% (max. 12% (3% above policy rate))</td>
</tr>
<tr>
<td>Interest rate @ maturity</td>
<td>If TO-T$ currency change &gt;14%, then difference will be paid in TRY. CBRT amendment on February 1st.</td>
<td>If TO-T$ currency change &gt;14%, then difference will be paid in TRY; otherwise, it is 14%</td>
</tr>
<tr>
<td>Maturity</td>
<td>3 months, 6 months, 12 months</td>
<td>3 months, 6 months, 9 months, 12 months</td>
</tr>
<tr>
<td>Renewal</td>
<td>can be utilized only 1 time</td>
<td>can be renewed</td>
</tr>
<tr>
<td>Withholding tax</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>In case of early closure</td>
<td>Principle is protected</td>
<td>If TL appreciates, lower principal will be paid</td>
</tr>
</tbody>
</table>

KEY REGULATIONS IN CHRONOLOGICAL ORDER

<table>
<thead>
<tr>
<th>Date</th>
<th>Policy Rate</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>31.03.2022</td>
<td>9%</td>
<td></td>
</tr>
</tbody>
</table>

- Commission on foreign currency reserve requirements is set at 1.5% for the banks whose foreign currency-protected deposits have conversion rates lower than 5%.
- The Regulation on the Operation Principles of Digital Banks and Service Model Banking has entered into force as of January 2022.
- The Regulation on the Protection of the Value of the Turkish Currency numbered 2008-32/34 has been amended in order to set forth the obligation for determining the payment obligations in Turkish Lira currency as per the agreements for the sale of movables. BRSA resolved that the application with regard to the calculation of the main amount subject to the credit risk will continue to be applied over the CBRT FX buying rate on the 31.12.2021 and also resolved the domestic SME’s turnover and the risk weight for the commercial loans to be extended as of May 1st, 2022.
- The Communique on the Decree No. 32 Regarding the Protection of the Value of the Turkish Currency numbered 2008-32/34 has been amended in order to define the threshold for determining the payment obligations in Turkish Lira currency as per the agreements for the sale of movables. BRSA resolved that the application with regard to the calculation of the main amount subject to the credit risk will continue to be applied over the CBRT FX buying rate on the 31.12.2021 and also resolved the domestic SME’s turnover and the risk weight for the commercial loans to be extended as of May 1st, 2022.
- The Regulation on the Operation Principles of Digital Banks and Service Model Banking has entered into force as of January 2022.
- The Regulation on the Protection of the Value of the Turkish Currency numbered 2008-32/34 has been amended in order to set forth the obligation for determining the payment obligations in Turkish Lira currency as per the agreements for the sale of movables. BRSA resolved that the application with regard to the calculation of the main amount subject to the credit risk will continue to be applied over the CBRT FX buying rate on the 31.12.2021 and also resolved the domestic SME’s turnover and the risk weight for the commercial loans to be extended as of May 1st, 2022.
Pursuant to the changes made to the Banking Law numbered 5411, deposit insurance was expanded in order to include legal person customers as well. Additionally, exceptions were determined as per corporate income tax for the companies which holds the fx deposit included in their balance sheets as of Q1 in the foreign currency protected time deposit accounts for at least three months until the end of 2022.

Communiqué on Securities Establishment was entered into force. A security obligation of 3% of foreign currency deposit is established. The securities must be fixed coupon and their maturities will be between 5 and 30 years. (For those whose conversion rate is under %10, the obligation rate will be 5% (3% + 2%) and for those under 5%, the obligation rate will be 10% (3% + 7%). For the unfilled part of the obligation 3 times the foreign currency deposit will be required as sarenae requirement.

For general purpose loans with an amount larger than TL 100,000, the maturity requirement is decreased to 12 months from 24 months.

The minimum payment requirement for credit cards with a limit above TL 25,000 is increased to 40% from 20%.

The reserve requirement on TL commercial loan disbursements is increased to 20% from 10%.

BRSA limited the extension of commercial loans in Turkish Lira currency for the companies which owns foreign currency cash assets more than 15,000,000 TRY.

Reserve requirement rate of commercial loans is increased from 10% to 20%.

Commission on foreign currency deposit reserve requirements is set as 5.0% for the banks whose conversion rates are lower than 10% as of 8 July 2022 and lower than %20 as of 2 September 2022.

The practice of charging double commission from banks whose conversion rate could not reach 30% separately for real and legal persons is abolished.

The limitation on the extension of commercial loans in Turkish Lira currency was loosened with further arrangements with regard to the type of loans subject to the limitation or the calculation methods or the relevant company’s subjective conditions.

The Regulation on the Disclosure of Confidential Information drafted by the BRSA has entered into force as of 1 July 2022, governing the confidentiality and non-disclosure of confidential client information under article 73/3 of Banking Law numbered 5411. Accordingly, confidential bank and client data shall not be disclosed to third parties except to those parties specified under the legislation and for strictly limited purposes.

Cash reserve requirement obligation of 20%, which was required to be established for 1 month period, is abolished.

For non-selective loans(1), 30% of the amount must be allocated as fixed coupon. Long term TL security for a period of 1 month.

Furthermore, it is obligatory to allocate fixed coupon, long term TL security for a period of 1 year, equal to the loan amount exceeding the monthly growth rate of 3%, as of the last Friday of each following month starting from 29 July 2022.

As of 30 December 2022, the obligation to allocate fixed coupon, long term TL security for 1 year, equal to the loan amount, which caused an increase of more than 10% in the loan stock balance subject to required reserves compared to 29 July 2022 is introduced.

If selective loans are not extended against expenditure, they will be subject to fixed coupon. Long term TL security allocation.

Interest rate cap for commercial loans, depending on the annual compound reference rate published by the Central Bank, is introduced.

The regulation on Disclosure of Confidential Information was introduced in August 2020 and within this scope, certain concepts were elaborated alongside with some principles with regard to disclosures to the main shareholder and disclosures of personal data with special nature.
Summary of the Board of Directors' Annual Report

2022 has been a turbulent and highly uncertain year from the standpoint of global economies. Inflation, climate change and the slowdown in growth were the main agenda items of the global economies. The outlook remains pressured by the all-time high inflation rates, globally tightened financial conditions and Russia’s invasion of Ukraine. It is observed that global demand has started to cool down with the normalization of fiscal and monetary policies, which provided an unprecedented support to the economy during the pandemic period, and the implementation of tight monetary policies. With the steps taken to prevent inflationary pressures and deteriorated financial conditions, growth of global economies is anticipated to slow down from 6% in 2021 to 3.4% in 2022 and 2.9% in 2023, which points at the weakest growth profile since 2001 apart from the global financial crisis and COVID-19. The more striking emphasis is that the global economic outlook is still full of uncertainties and the main factor that suppresses growth is inflation.

Looking at the Turkish economy, while inflationary pressures were also experienced in the country, economic growth maintained its strong course with the effect of expansionary monetary policies, above expectation tourism revenues and credit growth. While 2022 growth is estimated to reach a strong 5.3%, the upside risks on inflation persist.

Macro prudential policies and regulations introduced during year have significantly impacted the balance sheets of banks. Amid this environment, Garanti BBVA continued to support its customers by adhering to the Bank’s strategy to preserve and reinforce its capital structure. The Bank’s management quickly adapted to this challenging process and comfortably fulfilled both the regulatory authorities’ and the stakeholders’ expectations.

As Garanti BBVA, we are happy to report the continued improvement in our operating results once again this year. Thanks to our healthy and strong balance sheet structure in terms of capital generation capability, liquidity and profitability ratios, we continue to support the economy uninterrupted. Our support to the economy continues uninterrupted thanks to our balance sheet composition that remains healthy and strong with respect to capital generation capacity, liquidity and profitability ratios. In 2022, the Bank posted a consolidated profit of TL 58 billion 510 million. In a highly volatile and uncertain year, given the prudent risk approach of Garanti BBVA, the Bank set aside TL 500 million in free provisions, bringing the total free provisions in the balance sheet to TL 8 billion. In 2022, Garanti BBVA’s return on equity was 16.8%, excluding BRSA’s forbearances, increasing 16.8% from 14.0% at the end of 2021 to 15.3% and return on assets went up from 6% in 2021 to 2.9% in 2023, which points at the weakest growth profile since 2001 apart from the global financial crisis and COVID-19. The more striking emphasis is that the global economic outlook is still full of uncertainties and the main factor that suppresses growth is inflation.

### Table-2

<table>
<thead>
<tr>
<th>Month</th>
<th>Commercial Loan Rate Thresholds (Commercial Loan Rate Thresholds)</th>
</tr>
</thead>
<tbody>
<tr>
<td>December</td>
<td>10.31% 14.43% 18.56%</td>
</tr>
<tr>
<td>November</td>
<td>12.19% 17.10% 21.94%</td>
</tr>
<tr>
<td>October</td>
<td>13.96% 19.54% 25.13%</td>
</tr>
<tr>
<td>September</td>
<td>15.34% 21.48% 27.61%</td>
</tr>
<tr>
<td>August</td>
<td>16.32% 22.85% 29.38%</td>
</tr>
</tbody>
</table>

### Table-3

<table>
<thead>
<tr>
<th>Ratio of total deposits to TL deposits</th>
<th>Commission rate to OBV</th>
<th>Security allocation (until 24 Feb. 2023)</th>
</tr>
</thead>
<tbody>
<tr>
<td>If below 50%</td>
<td>8%</td>
<td>5% base + 7%</td>
</tr>
<tr>
<td>If between 50-60%</td>
<td>3%</td>
<td>5% base + 2%</td>
</tr>
<tr>
<td>If above 60%</td>
<td>0%</td>
<td>5% base</td>
</tr>
</tbody>
</table>

### Table-4
The key drivers behind the 331% year-on-year growth in profitability are:

- **The Bank's fundamental differentiator, ability to generate a superior core NIM:** Garanti BBVA reached record levels in core net interest margin (NIM), the key strength that sets the Bank apart from its peers, and maintained its leadership here once more. The dynamic management of loan to deposit spread was the main supporter behind the Bank’s core NIM performance. While the strong growth in TL lending supported TL loan yields in the first half of the year, with the interest rate cap on TL commercial loans introduced in August, TL loan yields started to decrease. The regulation regarding the weight of TL deposits in total, put pressure on TL deposit costs, with the rise in deposit costs becoming even more evident at the end of the year. Despite all these factors, Garanti BBVA’s core NIM expansion, initially guided as 175 bps, was registered as 195 bps in 2022.

- **Unrivalled leadership in commissions:** Garanti BBVA’s customer-focused deposit base continued to have the largest share in its diversified and dynamic funding structure. TL deposit base enlarged by 138% year-on-year as a result of the regulations regarding the share of TL deposits within total deposits as well as the FX-Protected TL Deposit scheme (KKM). On the other hand, FC deposit volume shrank by 16%. Garanti BBVA maintained its leadership in TL demand deposit base in 2022 and reinforced its leadership in TL demand and time deposits among private banks – which indicates the fact that Garanti BBVA is the main preference of the customers.

Thanks to Garanti BBVA’s FC loan portfolio that has been shrinking since 2013, its need for external borrowing has also decreased significantly. The Bank’s external debt stock decreased from USD 6.9 billion at the start of the year to USD 5.0 billion. While the FC liquidity buffer was registered as USD 10.0 billion. While 81% growth in operational expenses was above the inflation, the currency depreciation accounted for 18% of this increase. Since the currency depreciation is 100% hedged, it does not have an impact on bottom line profitability. Aside from this impact, three salary increases to employees and promotional payments to salary and pension customers were the other factors that resulted in higher operating expenses.

As Garanti BBVA, we do our best to take good care of the world we live in and our future, and we continue our work in this area without any interruption. Through our sustainability initiatives that prioritize climate crisis and inclusive growth, in 2022 we once again qualified for the global A List of the CDP Climate Program, one of the world’s most important reporting platforms. In addition, we are the only company from Türkiye to be listed in the Emerging Markets category of the Dow Jones Sustainability Index, one of the most prestigious platforms that evaluates the sustainability performances of corporate companies worldwide, for eight consecutive years. We also improved our score from 83 to 85, achieving the fifth highest score in the global banking industry.

Our majority shareholder, BBVA, increased its sustainable financing target of EUR 100 billion, announced in 2018, to EUR 300 billion in October 2022. As Garanti BBVA, we have contributed more than TL 40 billion to this target since 2018, and we are planning to bring this figure above TL 150 billion by 2025.

The Bank’s majority shareholder, Banco Bilbao Vizcaya Argentaria, S.A. (BBVA) made a voluntary takeover offer for all of the shares (50.15%) that it does not already own on November 15, 2021. Price per each share, which was initially set as TL 12.20, was revised to TL 15.00 on 25 April 2022, and the voluntary takeover bid process ended on 18 May 2022. BBVA acquired shares corresponding to 36.12% stake in the capital of Garanti BBVA with a total nominal value of TL 1,517,185,890,189, and BBVA’s stake in Garanti BBVA reached 85.97%. In this context, we will continue to undertake projects that add value to the society and the economy through our constantly growing and strengthening partnership.

We will continue to pioneer the sector with our achievements and innovations in both the financial and sustainability fields.
Reporting of the Non-Financial Disclosures

We take our business beyond “banking” activities, measure the impact we create on environmental and social issues, and take the necessary actions. In this context, when measuring our performance and evaluating our results, we focus not only on our financial performance, but also on the impact of our decisions and activities on the environment, social and human rights issues.

Reporting of the non-financial key performance indicators included (KPI) in the report is prepared using the international reporting framework GRI’s (Global Reporting Initiative) comprehensive guideline as well as Communication from the European Commission of July 5, 2017 on Guidelines on non-financial reporting (methodology for reporting nonfinancial information, 2017/C 215/01). Related tables that are compliant with the Spanish Law 11/2018 on Non-Financial Information and Diversity and GRI requirements, with reference to each of the sections where necessary information can be found in the “Appendix A.1: Reporting Guidelines for the Non-Financial Disclosures”, “Appendix A.6: UNGC and WEP’s Principles Analysis According to GRI Standards Content” and “Appendix A.7: GRI Standards Content Index”.

Non-financial information presented in the guideline is verified by Ernst & Young, in its capacity as independent provider of verification services. The verified data are also marked in the relevant tables within the report.

CREDIT RATINGS

FITCH RATINGS (February 2023)
- Long-term FC IDR: B-
- Long-term TL IDR: B (Outlook: Negative)

MOODY’S (August 2022)
- Long-term FC Deposit: B3
- Long-term TL Deposit: B3 (Outlook: Stable)

JCR EURASIA RATINGS (September 2022)
- Long Term International FC: BBB-
- Long Term International TL: BBB (Outlook: Stable)

Garanti BBVA’s Ratings

Garanti BBVA is rated by Fitch Ratings, Moody’s and JCR Eurasia. The Long Term LC and FC ratings of Garanti BBVA assigned by JCR Eurasia Ratings represent investment grade.

CORPORATE GOVERNANCE RATINGS

JCR Eurasia Rating (December 2022)
Garanti BBVA is listed in the Borsa Istanbul (BIST) Corporate Governance Index and highly compliant with the Capital Market Board’s Corporate Governance Principle with the Corporate Governance Rating of 9.81 assigned by JCR Eurasia Ratings.

Main Sections Weight Score Outlook
- Shareholders 25% 9.73 Stable
- Public Disclosures and Transparency 25% 9.85 Stable
- Stakeholders 15% 9.87 Stable
- Board of Directors 35% 9.81 Positive

9.81 Positive

For detailed information on Garanti BBVA’s ratings, their definitions and amendments on ratings and outlooks, please refer to Ratings section of Garanti BBVA Investor Relations website of www.garantibbvainvestorrelations.com
Our Value Creation

- Double Materiality Analysis
- Value Creation Model
- Contribution to Sustainable Development
- Goals and Targets
- Stakeholder Engagement

Flexible thought system and rapid adaptation grants the power to remain solid against unexpected situations.
Double Materiality Analysis

The requirements established by EFRAG’s new European Sustainability Reporting Standards (ESRS) have been followed, and the new Global Reporting Initiative Standards (GRI Standards) that enter into force in January 2023 were followed to determine the material issues. As BBVA Group, we identified and assessed the set of links between the company and the three pillars of sustainable development, from the perspective of the company’s impacts on the environment and people through its activity – impact materiality – and the impact that the environmental and social issues have on the company’s activity – financial materiality.

The association between potentially material issues with the analysis of impact materiality (Y axis) and financial materiality (X axis) makes it possible to sort these issues into two axes according to Garanti BBVA’s impact on environmental and social issues and these issues’ impact on the Bank.

This enables the Bank to identify the most relevant material issues in order to prioritize the Bank’s focus and actions to tackle possible impacts or opportunities.

As a result of this double materiality analysis, key material issues are:

- **Inclusive Growth**: Stakeholders expect the Bank’s business model to support the financial inclusion of people in the country, and enable inclusive growth via supporting entrepreneurs, women and/or disadvantaged groups.
- **Financial health and Advisory**: Stakeholders expect the Bank to get to know its customers and accordingly, propose personalized solutions and recommendations in proactive and increasingly automated way to support to better manage their finances and achieve their life goals.
- **Solvency and Financial Performance**: Interest groups expect Garanti BBVA to have a business model focusing on generating capital and liquidity, to ensure sustainable growth over time.
- **Climate Change**: Climate change is the main concern among our stakeholders and they expect Garanti BBVA to contribute to transition towards a low-carbon economy. This requires proper risk and opportunity management that Climate Change resulted in.

These issues are embodied in two of the six strategic priorities: “Helping clients in the transition towards a sustainable future” and “Improving the financial health of clients”, as well as ambitious objectives for the coming years in terms of solvency and sustainable finance mobilization.

The information regarding the Bank’s 2022 performance of these material issues is explained in the “Value We Created in 2022” sections.
OBJECTIVES AND DEGREE OF PROGRESS OF MATERIAL KEY ISSUES FOR GARANTI BBVA 2022

The objectives related to material issues are detailed below:

<table>
<thead>
<tr>
<th>Material Issues</th>
<th>Indicators</th>
<th>Objectives</th>
<th>2022 Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Climate Change</td>
<td>Sustainable Finance Mobilization</td>
<td>Commitment to contribute to sustainable finance of at least TL 105bn (2028-2025)</td>
<td>Our sustainable finance mobilization figure for 2022 exceeded TL 28.6bn.</td>
</tr>
<tr>
<td></td>
<td>Loan portfolio alignment with Paris Agreement</td>
<td>Establishing targets and methodologies to align the base portfolio with the Paris Agreement</td>
<td>2030 and interim targets have been worked out in line with the 2050 net zero target. Please refer to page 147 of the 2022 Integrated Annual Report for the relevant targets.</td>
</tr>
<tr>
<td></td>
<td>Electricity consumption from renewable sources</td>
<td>29% in 2025; 71% in 2035</td>
<td>Carbon neutral bank as of 2020</td>
</tr>
<tr>
<td>Solvency and Financial Performance</td>
<td>Common Equity Tier-1 Ratios</td>
<td>2022 Min.: required level of 10% + 1.2%</td>
<td>Common Equity Tier-1 Ratio (with BRSA’s forbearance): 10.2% (Common Equity Tier-1 Ratio without BRSA’s forbearance): 14.1%</td>
</tr>
<tr>
<td>Inclusive Growth</td>
<td>Setting a goal for inclusive growth</td>
<td>Setting a goal for inclusive growth in 2023</td>
<td>Planning for target setting and criteria was done with BBVA Group.</td>
</tr>
<tr>
<td>Financial Health and Advisory</td>
<td>Share of customers interacting with financial tools and solutions</td>
<td>40% of our active Mobil customers interact with financial tools and solutions</td>
<td>36% interaction with the solutions offered to customers in 2022</td>
</tr>
</tbody>
</table>

PROCESS FOR DETERMINING MATERIAL ISSUES

The materiality analysis was conducted in the following phases:

- Phase 1 - Identification of material issues that are relevant to stakeholders and to Garanti BBVA.
- Phase 2 - Identification of the potential positive and negative impacts as well as the risks and opportunities for the identified material issues.
- Phase 3 - Weighting of material issues.

Phase 1 - Identification of material issues that are relevant to stakeholders and to Garanti BBVA. For the identification of material issues, we have used:

**Internal sources:**
- List of BBVA’s material issues from previous materiality analyses
- Human Rights due diligence carried out by Garanti BBVA in 2022
- Portfolio Impact Analysis Tool for Banks – UNEP-FI
- Consultation of stakeholders:
  - Non-clients, with a total of 1,140 surveys conducted in six countries (Argentina, Colombia, Spain, Mexico, Peru and Turkey)
  - Employees, with a total of 9,243 surveys conducted in eight countries (Argentina, Colombia, Spain, Mexico, Peru, Turkey, Uruguay and Venezuela)
  - Investors and shareholders
  - Garanti BBVA Reputation Risk Analysis
  - 2021 Garanti BBVA Integrated Annual Report
  - Climate change risk assessment

**External sources:**
1. Sustainability reporting framework, namely Global Reporting Initiative
3. Regulation:
   - Spanish Law 11/2018 on non-financial information and diversity
   - European Taxonomy Regulation
   - Capital Market Board of Turkey’s Sustainability Principles Compliance Report
4. Other sources: UNEP-FI, analysts, indices and reference studies, as well as Context reports and trends in the financial sector and reports from internationally relevant NGOs.

Phase 2 - Identification of the potential positive and negative impacts as well as the risks and opportunities for the identified material issues.

For each of the identified material issues, both the potential positive and negative impacts caused directly by Garanti BBVA or by its value chain have been identified. On top of that, existing and potential risks and opportunities caused by the environmental and social issues for the financial sector and BBVA have been analyzed.

This analysis resulted in the list of material issues distributed according to the three pillars, with the associated impacts, risks and opportunities (please refer to the table below).

Phase 3 - Weighting of material issues.

In order to assess and prioritize material issues based on the environmental and social issues impact on BBVA, various sources have been used, from the perspective of risks and opportunities of the issues for BBVA. Risks were assessed considering their impact and probability.

After identifying the associated risks and quantifying the risks of the sources used, the aggregate risk measurement for the different issues is calculated.
### MATERIAL ISSUES, RISKS & OPPORTUNITIES

#### 1. Climate change

<table>
<thead>
<tr>
<th>Issue</th>
<th>Description</th>
<th>Impact Materiality²</th>
<th>Financial Materiality</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Positive impacts</td>
<td>Negative impacts</td>
</tr>
<tr>
<td>Adapt to the consequences of climate change, e.g. establishing policies, identifying and managing climate risks and opportunities, defining the portfolio’s decarbonization goals in line with the Paris Agreement goals, including sustainability criteria and specifically climate change in the credit analysis of client transactions.</td>
<td>• Adapt to the consequences of climate change</td>
<td>• Finance clients without transition strategies toward a lower carbon economy and with no support in this transition, leading to a failure to meet the decarbonization transition of clients/sectors toward a lower carbon economy.</td>
<td>• Lawsuits related to climate change non-compliance arising from increased regulatory requirements.</td>
</tr>
<tr>
<td>Develop products that guarantee a responsible use of resources (energy, water, materials, etc.) and promote products and services with environmental content, aligned with appropriate waste management in accordance with the EU Taxonomy, which contributed to the circular economy and avoid pollution.</td>
<td>• Develop products that guarantee a responsible use of resources (energy, water, materials, etc.) and promote products and services with environmental content, aligned with appropriate waste management in accordance with the EU Taxonomy, which contributed to the circular economy and avoid pollution.</td>
<td>• Reduced GHG emission levels and help fulfill the objectives set in the Paris Agreement through financing and support for the transition of clients/sectors toward a lower carbon economy.</td>
<td>• Lack of adaptation or slow adaptation of financial products to the effects of climate change.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Reduce GHG emission levels and help fulfill the objectives set in the Paris Agreement by directing and promoting financing toward more sustainable sectors and activities.</td>
<td>• Reduced GHG emission levels and help fulfill the objectives set in the Paris Agreement by directing and promoting financing toward more sustainable sectors and activities.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Reduce pollution levels by directing and financing finance toward more sustainable sectors and activities.</td>
<td>• Reduce pollution levels by directing and promoting financing toward more sustainable sectors and activities.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Reduce the generation of waste produced by the bank’s own operations through management measures and circular economy.</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Reduce resource use – mainly water, energy and paper – in the bank’s own operations through management and efficiency measures.</td>
<td>• Reduce resource use – mainly water, energy and paper – in the bank’s own operations through management and efficiency measures.</td>
</tr>
</tbody>
</table>

#### 2. Natural capital

<table>
<thead>
<tr>
<th>Issue</th>
<th>Description</th>
<th>Impact Materiality²</th>
<th>Financial Materiality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management of risks and opportunities linked to natural capital: measures taken to preserve or restore biodiversity; impacts and dependencies on natural capital; impacts caused by activities or operations in protected areas; and remediation or compensation measures implemented.</td>
<td>• Help to reduce and reverse ecosystem degradation by directing and promoting financing toward more sustainable sectors and activities and excluding more harmful activities.</td>
<td>• Degradation of ecosystems due to land degradation, depletion of water resources or destruction of forests and biodiversity as a result of the negative environmental impacts of the portfolio as a whole, and by financing clients/sectors/operations with high impact on ecosystem degradation.</td>
<td>• Portfolio exposure to sectors that are highly dependent on natural capital.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Contribution to the preservation or restoration of biodiversity by financing projects aimed at the protection and for restoration of natural capital (forest protection, reforestation, ecosystem restoration, etc.), including the blue economy.</td>
<td>• Degradation of ecosystems in areas of high ecological value by financing of clients/operations with activity in these locations.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Portfolio exposure to sectors with high impacts on natural capital, which are unable to adapt or are slowly adapting to new natural capital protection requirements.</td>
<td>• Portfolio exposure to sectors with high impacts on natural capital, which are unable to adapt or are slowly adapting to new natural capital protection requirements.</td>
</tr>
<tr>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td></td>
<td>• Degradation of ecosystems due to land degradation, depletion of water resources or destruction of forests and biodiversity as a result of the negative environmental impacts of the portfolio as a whole, and by financing clients/sectors/operations with high impact on ecosystem degradation.</td>
<td>• Degradation of ecosystems in areas of high ecological value by financing of clients/operations with activity in these locations.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Degradation of ecosystems in areas of high ecological value by financing of clients/operations with activity in these locations.</td>
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<td></td>
<td></td>
<td>• Degradation of ecosystems in areas of high ecological value by financing of clients/operations with activity in these locations.</td>
<td>• Degradation of ecosystems in areas of high ecological value by financing of clients/operations with activity in these locations.</td>
</tr>
</tbody>
</table>

¹ The identified impacts, both positive and negative, are potential; they are taken mainly from the UNEP-FI list that considers the potential impacts of Garanti’s portfolio.
<table>
<thead>
<tr>
<th>Issue</th>
<th>Description</th>
<th>Positive impacts</th>
<th>Negative impacts</th>
<th>Risks</th>
<th>Opportunities</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Digital Transition and Empowerment</td>
<td>Offer a good experience for all clients, ensuring simplicity, agility, speed and self-service. In addition, development of new technologies and the consolidation of Big Tech.</td>
<td>• Contribution to the transformation toward a digital and connected economy</td>
<td>• Indirect negative impacts on access to finance and financial services derived from possible exclusions of some vulnerable groups that may not adapt to digitalization (e.g. elderly).</td>
<td>• No adaptation or slow adaptation to digital transformation expectations.</td>
<td>• Development of new innovative and digital financial products and services.</td>
</tr>
<tr>
<td>4. Financial Health and Advisory</td>
<td>Client relationship management: channels used for measuring client satisfaction, complaints channel, proposing solutions and personalized recommendations to improve their financial health and achieve their life goals.</td>
<td>• Positive contribution to the health of the economy through access to quality and personalized financial services.</td>
<td>• Negative effects on the health of the economy due to the lack of quality and personalization of financial services.</td>
<td>• Inadequate design of the catalog of products and services, due to no inclusion of products and services with ESG or certification, or no ESG criteria in products and services (associated with failure to fulfill client needs).</td>
<td>• Positioning and recognition among clients as a reliable company that responds to their needs.</td>
</tr>
<tr>
<td>5. Inclusive Growth</td>
<td>Promote access to sources of financing for low-income populations and small businesses/professionals with fewer resources and options. Development of new products by harnessing new technologies that open up new, previously inaccessible markets due to their risk factor, complemented by efforts to improve the financial literacy of clients to ensure informed decision-making. Company’s commitment to society and the populations and territory where it has a presence, to employment and local development through its philanthropic activities.</td>
<td>• Access to finance and financial services in less well connected areas (e.g. rural areas).</td>
<td>• No access to finance and financial services in less well connected areas (e.g. rural areas).</td>
<td>• Reputational loss due to lack of financial inclusion measures.</td>
<td>• Positioning and recognition by stakeholders – especially clients – as a company that provides and facilitates access to financing to vulnerable groups, disadvantaged areas and promotes the revitalization of the local and regional economy.</td>
</tr>
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</table>

1. The identified impacts, both positive and negative, are potential: they are taken mainly from the UNEP-FI tool that considers the potential impacts of BBVA’s portfolio.

<table>
<thead>
<tr>
<th>Impact Materiality</th>
<th>Financial Materiality</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Positive impact on society</td>
<td>• Development of new innovative and digital financial products and services.</td>
</tr>
<tr>
<td>• Accessibility of financial products.</td>
<td>• Positioning and recognition by stakeholders – especially clients – as an innovative and digital company.</td>
</tr>
<tr>
<td>• Promotion of financing for SMEs and the self-employed with less access to financing.</td>
<td>• Positioning and recognition by stakeholders – especially clients – as a company that offers a simple, agile and fast service.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Issue</th>
<th>Description</th>
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<th>Negative impacts</th>
<th>Risks</th>
<th>Opportunities</th>
</tr>
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<tr>
<td>3. Digital Transition and Empowerment</td>
<td>Offer a good experience for all clients, ensuring simplicity, agility, speed and self-service. In addition, development of new technologies and the consolidation of Big Tech.</td>
<td>• Contribution to the transformation toward a digital and connected economy</td>
<td>• Indirect negative impacts on access to finance and financial services derived from possible exclusions of some vulnerable groups that may not adapt to digitalization (e.g. elderly).</td>
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### Impact Materiality¹

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<th>Opportunities</th>
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</thead>
<tbody>
<tr>
<td>6. Ethical Behavior, Culture and Client Protection</td>
<td>Guarantee an environment of business ethics by ensuring compliance with the applicable rules and the establishment of policies and measures regarding inside information, the fight against corruption and bribery, and money laundering, etc.</td>
<td>Positive contribution to consumer protection.</td>
<td>No contribution or negative contribution to consumer protection.</td>
<td>Loss of competitiveness/revenue due to inappropriate advice and marketing (including malpractice and/or lack of transparency in the advisory and marketing process), possible discrimination against clients in access to services and products, failure to offer products and services suited to the needs and/or type of client, with special attention to vulnerable clients.</td>
<td>Positioning and recognition by stakeholders – especially clients – as a secure company against cyberattacks.</td>
</tr>
<tr>
<td></td>
<td>Measures aimed at ensuring the bank's security as regards software and information security to prevent theft, attacks or alterations of any kind, which compromise the company's credibility and good work.</td>
<td>Positive contribution to the health of the economy through the protection of clients' finances. Cybersecurity education for clients and society in general, as a consequence of information campaigns (indirect).</td>
<td>No contribution or negative contribution to the health of the economy due to lack of protection and inadequate protection of clients' finances.</td>
<td>Loss of competitiveness/revenue due to failures in information systems and/or lack of protection against cyberattacks; leaks of confidential information and security breaches.</td>
<td>Excessive dependence on service providers for cybersecurity management.</td>
</tr>
<tr>
<td>7. Cybersecurity</td>
<td>Ensure the privacy and security of personal financial data; ensure data protection from current, emerging and continuously evolving cybersecurity threats and technologies. Potential real-world data breaches that jeopardize clients' personally identifiable information, and credit and debit card fraud. Compliance with the applicable legislation, and guaranteed digital rights.</td>
<td>Positive contribution to the health of the economy through the protection of clients' finances and data. Protection of the right to privacy. Education in responsible use of data for clients and society in general; as a consequence of information campaigns (indirect).</td>
<td>No contribution or negative contribution to the health of the economy due to lack of protection and inadequate protection of clients' finances.</td>
<td>Loss of competitiveness/revenue due to inadequate processing of clients' personal information.</td>
<td>Positioning and recognition by stakeholders – especially clients – as a company that uses data responsibly.</td>
</tr>
</tbody>
</table>

¹ The identified impacts, both positive and negative, are potential threats that are taken mainly from the UNDP F as tool that considers the potential impacts of BBVA's portfolio.

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<th>Financial Materiality</th>
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</table>
| 9. Human Rights | | Positive contribution to the protection of the human rights of employees, clients, third parties and society in general. Financing clients/activities/sectors that make a positive contribution to human rights (such as activities that provide access to services and commodities). Engaging the services of suppliers that protect the human rights of their employees. Positive contribution to improving the protection of employees’ rights. Positive contribution to the social development of the countries where it has a presence, by engaging local suppliers. Sustainable transformation of suppliers by introducing procurement clauses that require progress on human rights issues. | No contribution or negative contribution to the protection of the human rights of employees, clients, third parties and society in general. E.g. Financing of clients/activities/sectors that violate human rights. Engaging the services of suppliers that violate the human rights of their employees. Violation of rights of direct employees. No contribution or negative contribution to the social development of the countries where it has a presence, by engaging local suppliers. No contribution to the sustainable transformation of suppliers as a result of bad practices in the supplier approval process (for example, working conditions that do not respect Human Rights) or lack of implementation of sustainability requirements. | Reputational risk and lawsuits for non-compliance with the human and labor rights of employees. Portfolio exposure to sectors/clients/operations with high risk of human rights violations. Bad practices or cases of violation of human rights by a third party that may be linked to the company or the sector. Bad practices in social and governance matters by a third party supplier or contractor that may be linked to the company or the sector. Unfair and abusive contractual conditions. No social and environmental due diligence processes for the engagement and maintenance of suppliers and contractors (including modern slavery, forced labor and child labor). | No contribution or negative contribution to the protection of the human rights of employees, clients, third parties and society in general. Financing of clients/activities/sectors that violate human rights. Engaging the services of suppliers that violate the human rights of their employees. Violation of rights of direct employees. No contribution or negative contribution to the social development of the countries where it has a presence, by engaging local suppliers. No contribution to the sustainable transformation of suppliers as a result of bad practices in the supplier approval process (for example, working conditions that do not respect Human Rights) or lack of implementation of sustainability requirements. | }

**Actions aimed at protecting, promoting and ensuring the effective exercise of human rights: creation of policies, identification of associated risks, control and management of possible violations of human rights, interfering by the bank and third parties connected to it (e.g. suppliers).**

**1. The identified impacts, both positive and negative, are potential: they are taken mainly from the UNEP-FI tool that considers the potential impacts of BBVA’s portfolio.**
12. Solvency and Financial Performance

A bank that is strong in capital and liquidity contributes to the stability of the system. In addition, the bank’s performance improves over time. In other words, a solid capital and liquidity management also creates a sustainable business model in the existing ecosystem.

<table>
<thead>
<tr>
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<th>Risks</th>
<th>Opportunities</th>
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<td>Positive contribution to the economic stability</td>
<td>No contribution or negative contribution to the economies.</td>
<td>Insufficient capital adequacy pose to risk for business model.</td>
<td>Enables business continuity.</td>
<td></td>
</tr>
<tr>
<td>Positive contribution to socio-economic welfare</td>
<td>No contribution or negative contribution to socio-economic welfare.</td>
<td>Failure to meet the expectations of stakeholders, especially shareholders and investors.</td>
<td>Capital cost savings.</td>
<td></td>
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<td>• Positive contribution to the economic stability</td>
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Our Value Creation

OUR VALUE CREATION MODEL

Garanti BBVA seeks to have a positive impact on the lives of people, companies and as a whole the society through its activity. In this context, we focus on creating long-term value for all stakeholders with our responsible banking model.

We create value in various ways – by supporting economic growth via lending, creating job opportunities, providing a safe working environment and developing community investment programs. We also act as an agent for social change. We take sector-leading action to ignite the transformation for a better future. At Garanti BBVA, we attach importance to not just the impact we create on the economy, but also to the impact we create on the environment, social life and technology and we act with this awareness.

Our Value Creation Model provides a general overview of our value chains and is based on five capitals. Model should be read from left to right:

Each capital has inputs or resources we use for our activities:

- **Human Capital**: Number of employees, our working model, our workplace and HR policies
- **Financial Capital**: Assets, revenues, operating expenses and equity
- **Digital and Intellectual Capital**: Our technological infrastructure, our processes and IT systems
- **Relationship Capital**: Our communication and service channels, network
- **Natural and Social Capital**: Use of natural sources, our social ties, our brand, our environmental and social investments

Our business model utilizes these resources to execute the strategy.

Following the strategy execution, these inputs are transformed and yield results / values for stakeholders.

- **Investments in Human Capital**: We adopt a management policy that ensures equal opportunity and diversity, with the priority of building the best and most engaged team.
- **Financial Value**: We support economic growth and maximize the value we create for our stakeholders.
- **Data and Technology**: We provide customized and to the point solutions for our customers and improve operational efficiency
- **Customer Experience**: We provide support to improve our customers’ financial health and deepen our relationship with them, via meeting their needs at the right time and at the right channel.
- **Sustainability and Community Investments**: We focus on managing the direct impact we have on natural resources and the social impact created as a result of our community investment programs and our impact through our business activities.

OUR STAKEHOLDERS

In line with its responsible banking model, Garanti BBVA is in regular contact with its stakeholders, listening to their ideas and moving forward with the focus of becoming an inclusive bank in every field. Continuous feedback from stakeholders not only enables the Bank to better understand stakeholder expectations and more accurately meet their needs, but also provides a great opportunity to identify risks and opportunities, and to define its priorities and strategy more comprehensively. Today, dialogue with stakeholders significantly influences the management of sustainability in companies.

Garanti BBVA grouped its stakeholders as those impacted by the Bank through its operations, products and services and those that have an impact on the Bank’s achievement of its goal. Based on this analysis, key stakeholders are determined as:

1. **Customers**
2. **Employees**
3. **Shareholders and investors**
4. **Government agencies & regulatory bodies**
5. **Community**
6. **NGOs**
7. **International organizations**
8. **Employees**
9. **Customers**
10. **Community**
11. **Internal stakeholders**
12. **Sustainability stakeholders**
13. **Financial stakeholders**

Non-governmental Organizations (NGOs), and international organizations, which monitor not just the public opinion but also the Bank’s activities and its contributions to the Sustainable Development Goals were taken into consideration as part of the society stakeholder.

Table: Material Issues, Related Strategic Priorities, Value Creation

<table>
<thead>
<tr>
<th>Material Issues</th>
<th>Related Strategic Priorities</th>
<th>Value Creation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Climate change</td>
<td>Sustainability</td>
<td>Please see section “Sustainability and Community Investments”</td>
</tr>
<tr>
<td>2. Solvency and Financial Performance</td>
<td>Operational Excellence</td>
<td>Please see section “Financial Value”</td>
</tr>
<tr>
<td>3. Financial health and advisory</td>
<td>Financial Health, Sustainability, Data and Technology</td>
<td>Please see sections “Customer Experience” and “Data and Technology”</td>
</tr>
<tr>
<td>4. Inclusive growth</td>
<td>Financial Health Reached more Clients</td>
<td>Please see sections “Customer Experience”</td>
</tr>
<tr>
<td>5. Natural capital</td>
<td>Sustainability</td>
<td>Please see section “Sustainability and Community Investments”</td>
</tr>
<tr>
<td>6. Digital transition and empowerment</td>
<td>Financial Health Reached more Clients Data and Technology</td>
<td>Please see sections “Customer Experience” and “Data and Technology”</td>
</tr>
<tr>
<td>7. Ethical behavior, culture and client protection</td>
<td>Data and Technology</td>
<td>Financial Health</td>
</tr>
<tr>
<td>8. Cybersecurity</td>
<td>Data and Technology</td>
<td>Please see section “Data and Technology”</td>
</tr>
<tr>
<td>9. Responsible use of use</td>
<td>Data and Technology</td>
<td>Please see section “Data and Technology”</td>
</tr>
<tr>
<td>10. Human Rights</td>
<td>The Best and the Most Engaged Team</td>
<td>Please see section “Investments in Human Capital”</td>
</tr>
<tr>
<td>11. Diversity and work/life balance</td>
<td>The Best and the Most Engaged Team</td>
<td>Please see section “Investments in Human Capital”</td>
</tr>
<tr>
<td>12. Commitment to employees</td>
<td>The Best and the Most Engaged Team</td>
<td>Please see section “Investments in Human Capital”</td>
</tr>
<tr>
<td>13. Corporate governance and proper management of all risks</td>
<td>Operational Excellence</td>
<td>Please see sections “Financial Value” and “Sustainability and Community Investments”</td>
</tr>
</tbody>
</table>
**HUMAN CAPITAL**

- 18,544 employees
- Hybrid working model
- A total of 6,446 trainings in various fields from personal awareness to technical training
- Investments to programs for employee happiness
- Diversity policies

**FINANCIAL CAPITAL**

- Consolidated Asset size 1 trillion 303 billion TL
- Business model focused on capital generation, dynamic balance sheet management
- Equity size 153 billion TL
- Data-driven and agile decision-making processes

**DIGITAL AND INTELLECTUAL CAPITAL**

- Integration of artificial intelligence and machine learning systems
- Continuous investment in technology since the early 90s
- Investments in robotic process automation since 2019
- Experienced professionals in data science, teams working with agile discipline

**RELATIONSHIP CAPITAL**

- The first customer satisfaction channel serving 24/7 via social media: "Ask Garanti BBVA"
- Turkey’s first artificial intelligence powered smart assistant: UGI
- Uninterrupted customer experience through all channels with an integrated channel strategy
- 5,450 ATMs
- 100% coverage with 829 domestic branches
- Root cause analysis to reduce customer dissatisfaction

**NATURAL AND SOCIAL CAPITAL**

- TL 150 billion commitment until 2025 in line with the sustainable finance targets of the BBVA Group
- Active membership in 52 working groups and 29 initiatives
- Studies focused on combating the climate crisis and inclusive growth for 16 years
- The first signatory of the United Nations Net Zero Banking Association from Turkey
- Coal exit commitment

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**OUR VALUES**

- Financial Health
- Sustainability
- Operational Excellence
- Best and Most Engaged Team
- Reaching More Clients
- Data and Technology

---

**OUR PURPOSE:** To bring the age of opportunity to everyone

**DIFFERENTIATED VALUE PROPOSITION**

**MEGATRENDS**

**RISKS AND OPPORTUNITIES**

**CORPORATE GOVERNANCE AND RISK MANAGEMENT**
### Value Created

- According to the employee engagement survey results, 2022 engagement score is 4.30/5.
- Training hours per employee: 42.17
- Women make up 40% of middle and senior management.
- In line with the diversity target of the Board of Directors, it is aimed that female managers will represent 25% of the Board of Directors by the end of 2025.

### Financial Value

- 974 billion TL contribution to the economy with cash and non-cash loans.
- Return on Equity: 51%.
- Leader among private banks in TL loans and TL deposits.
- Capital adequacy ratio of 16.8% (without BRSA forbearance) well above regulatory requirements.
- 17 billion 425 million TL tax payment in 2022 (24% effective tax rate).

### Data and Technology

- Smart assistants answer an average of over 2 million questions from customers per month.
- Garanti BBVA Mobil’s rate of understanding the smart assistant correctly and providing accurate guidance is 90%.
- Number of processes developed with Robotic Process Automation: 93.
- 115 new machine learnings in 77 projects.
- 97.6% of non-cash financial transactions are via digital channels.

### Customer Experience

- 23.2 million customers.
- 82.3% of customers are served in 30 seconds or less.
- Leader with 13.4 million digital customers. Sales from digital channels make up 86% of total sales.
- Net Promoter Score for SME, Commercial, Mobile Banking #1, for Consumer Banking #2.
- Unrivaled leadership in payment systems: Highest number of credit card customers and acquiring & issuing volumes.

### Sustainability and Community Investments

- Carbon neutral bank since 2020.
- Our contribution to sustainable finance commitment is > 40 billion TL (2018-2022).
- With the renewable energy used in its branches and buildings, 43,879 tCO2e carbon emissions, which is equivalent to the amount of greenhouse gas that approximately 2.7 million trees can reduce, were prevented.
- Contribution to 17 SDGs and 70 target.
- Financing provided to Community Investment Programs 71.7 million TL.
Contribution to Sustainable Development Goals and Targets

We contribute to the United Nations 2030 Sustainable Development Goals and the Paris Agreement with our activities, collaborations and actions. The Bank published its first Sustainability Report in 2010, its Sustainability Policy in 2014, and its first Integrated Annual Report in 2017. In our 2022 Integrated Annual Report, we aim to explain in detail how we contribute to the Sustainable Development Goals with our practices. As Garanti BBVA, we contribute to all 17 Sustainable Development Goals and 70 targets.

Among these, SDGs that we have the most effect in parallel with our priority issues are:

1. NO POVERTY: END POVERTY IN ALL ITS FORMS EVERYWHERE
2. ZERO HUNGER: END HUNGER, ACHIEVE FOOD SECURITY AND IMPROVED NUTRITION AND PROMOTE SUSTAINABLE AGRICULTURE
3. GOOD HEALTH & WELL-BEING: ENSURE HEALTHY LIVES AND PROMOTE WELL-BEING FOR ALL AT ALL AGES

1.4. By 2030, ensure that all men and women, in particular the poor and the vulnerable, have equal rights to economic resources, as well as access to basic services, ownership and control over land and other forms of property, inheritance, natural resources, appropriate new technology and financial services, including microfinance

1.4. By 2030, ensure the progressive realisation of the right to work, including freedom of association and the effective recognition of the right to collective bargaining. Promote the full implementation of Connecticut for the Protection of Workers

2.3. By 2030, double the agricultural productivity and incomes of small-scale food producers, in particular women, indigenous peoples, family farmers, pastoralists and fishers, including through secure and equal access to land, other productive resources and inputs, knowledge, financial services, markets and opportunities for value addition and non-farm employment

2.4. By 2030, ensure sustainable food production systems and implement resilient agricultural practices that increase productivity and production, that help maintain ecosystems, that strengthen capacity for adaptation to climate change, extreme weather, drought, flooding and other disasters and that progressively improve land and soil quality

3.9. By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water, soil and pollution and contamination

3.6. Strengthen the capacity of all countries, in particular developing countries, for early warning, risk reduction and management of national and global health risks

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4.3. By 2030, ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university.

- Teachers Academy Foundation (ÖRAV)
- 5 Pebbles: Social and Financial Leadership Program
- Teachers without Distance Webinar Series
- EşitBili Project
- 10 Million AI Project
- Türkiye Women Entrepreneur Academy
- Talent Development Activities

Communicating with Violence-Victim Employees training was designed specifically for Talent and Culture Advisors. (page 160)

Number of teachers ÖRAV’s (Teachers Academy Foundation) reached in 2022: 33,962 (vs. 36,000 since 2008) (page 165)

9,760 students and 1,053 teachers were reached in 2022 within the scope of ÖRAV’s Social and Financial Leadership Program (page 167)

1,939 teachers were reached in 2022 within the scope of Teachers without Distance Webinar Series (page 167)

ÖRAV’s “Supporting Social and Emotional Skills in Preschool Education” implemented under EşitBili Project reached 1,447 teachers, and indirectly 10,770 students in 2022 (page 165)

43,570 young rollers were reached in 2022 within the scope of 10 Million AI Project (75,136 of them women) (page 167)

Türkiye Women Entrepreneur Academy training programs, which help with the growth capacity of women entrepreneurs, supports their development and has been ongoing for 10 years. A webinar platform was held online to cover the whole country in order to reach more women entrepreneurs and increase accessibility. The program reached nearly 800 women entrepreneurs in 2022. (page 167)

Garanti BBVA employees received 6,448 training programs in total in 2022, which ranged from self-awareness to technical training (page 165)

5.1. End all forms of discrimination against women and girls everywhere.

- Garanti BBVA Women Entrepreneurs Program
- Bloomberg Gender Equality Index

Total applications to Türkiye Women Entrepreneur Competition in 2022 were more than 42 thousand last year that marked the competition’s 10th year. Applications reviewed for 2022 competition outnumbered 1,600 (page 159)

800 women were reached through the Türkiye Women Entrepreneur Academy in 2022. (page 158)

As per its mission to penetrate new markets, Garanti BBVA has become the main sponsor of the “Trade of Women,” platform led by KAGİDER (Women Entrepreneurs Association of Turkey) to strengthen cooperation of women entrepreneurs with one another and with entities and to seize new opportunities. The platform will facilitate women entrepreneurs’ cooperation with relevant entities that will support their participation in procurements and tenders. (page 158)

5.5. Ensure women’s full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.

- Opportunity Model Implementation
- Women’s Empowerment Principles (WEPs)
- Equal Pay Policy
- Cooperation with KAGİDER
- Environmental and Social Loan Policies

A cooperation agreement was signed with the UN Women in 2016. (page 167)

In 2022, we remained the only bank from Türkiye to be included for seven consecutive years in the Bloomberg Gender Equality Index, increasing our score to 89.00 owing to the steps taken to foster the inclusive working culture and innovations in flexible working environment (page 165)

Within the scope of Environmental and Social Loan Policies, social impacts are evaluated and risks are reduced as much as possible. (page 165)
6.1. By 2030, achieve universal and equitable access to safe and affordable drinking water for all.

6.2. By 2030, ensure access to affordable, reliable and modern energy services.

6.3. By 2030, improve energy quality by reducing pollution, eliminating waste and minimizing release of greenhouse gases, chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe use of waste globally.

6.4. By 2030, double the global rate of improvement in energy efficiency.

6.5. By 2030, substantially increase the share of renewable energy in the global energy mix.

6.6. By 2030, protect and restore water-related ecosystems, including mountains, forests, wetlands, rivers, aquifers and lakes.

6.7. By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.

6.8. Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.


7.1. By 2030, ensure universal access to affordable, reliable and modern energy services.

7.2. By 2030, increase substantially the share of renewable energy in the global energy mix.

7.3. By 2030, double the global rate of improvement in energy efficiency.

7.4. By 2030, enhance international cooperation to facilitate access to clean energy research and technology, including renewable energy, energy efficiency and advanced and cleaner fossil-fuel technology, and promote investment in energy infrastructure and clean energy technology.

7.5. By 2030, expand infrastructure and upgrade technology for supplying modern and sustainable energy services for all in developing countries, in particular least developed countries, small island developing states and other countries with vulnerabilities to climate change and extreme weather events.

7.6. By 2030, ensure access to affordable, reliable and modern energy services.

8.1. By 2030, achieve sustainable development goals.

8.2. Promote sustainable development strategies in all countries and有条件的 all communities, building on the Sustainable Development Goals, the Paris Agreement on Climate Change, and the Aarhus Convention on Access to Information, Public参与, and Justice.

8.3. Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, democracy and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services.

8.4. Improve progressively, through 2030, global environmental efficiency, consumption and production patterns, while maintaining economic growth, addressing the adverse human impact of climate change, including极端天气 events, ocean acidification, ocean pollution, including plastics, and pests and diseases.

8.5. By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.

8.6. Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.

8.7. Take immediate and effective measures to eradicate forced labour and modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms.

10.1. By 2030, progressively achieve and sustain income growth of the bottom 40% per cent of the population at a rate higher than the national average

10.2. By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, gender, religion or other status

10.3. Ensure equal opportunities and reduce inequalities of outcome, including by instigating and strengthening policies and practices and promoting appropriate legislation, policies and action in this regard

We have been running the EstatesB Project since the beginning of 2022 in order to contribute to change by raising awareness among young people. In cooperation with Equality Matters, an initiative of the Mother Child Education Foundation (in Turkish: AÇK), we are aiming to raise awareness of young people. In 2022, 12,166 Garanti BBVA employees completed Awareness Training.

As a result of the importance of attachments to gender equality and women’s empowerment, Garanti BBVA was one of the first to implement the Equal Opportunities Model (in Turkish: PEM).

Also, Garanti BBVA is one of the first signatories of the Women’s Empowerment Principles (WEPs) and is the first bank in Türkiye to sign them.

With the Gender Loan it has launched as the world’s first in 2019, it keeps helping women entrepreneur ecosystems. With the Gender Loan it has launched as the world’s first in 2019, it keeps helping women entrepreneur ecosystems.

With the Gender Loan it has launched as the world’s first in 2019, it keeps helping women entrepreneur ecosystems. With the Gender Loan it has launched as the world’s first in 2019, it keeps helping women entrepreneur ecosystems.

With the Gender Loan it has launched as the world’s first in 2019, it keeps helping women entrepreneur ecosystems. With the Gender Loan it has launched as the world’s first in 2019, it keeps helping women entrepreneur ecosystems.
11.3. By 2030, enhance inclusive and sustainable urbanization and capacity for participatory, integrated and sustainable human settlement planning and management in all countries.

11.4. Strengthen efforts to protect and safeguard the world’s cultural and natural heritage.

11.4.1. Total per capita expenditure on the preservation, protection and conservation of all cultural and natural heritage, by source of funding (public, private), type of heritage (cultural, natural) and level of government (national, regional, and local/municipal).

11.5. By 2030, reduce the adverse per capita impact on the environment of all cities, including by paying special attention to air quality and municipal and other waste management.

11.6. Support least developed countries, including through financial and technical assistance, in building sustainable and resilient buildings utilizing local materials.

- LEED Certified Buildings
- Plastic reduction and avoidance pledge
- ISO 14001 Environmental Management System
- Basic Level Zero Waste Certificate
- Green Mortgage Loans
- Environmental and Social Loan Policies
- Salt
- Festival sponsor of Istanbul Jazz Festival for 24 years
- Supporter of National Men’s and Women’s Basketball Teams and Wheelchair Basketball Men’s and Women’s National Teams

The only bank in Türkiye holding LEED Platinum Certificate


Under Environment and Social Loan Policies, environmental and social impacts are evaluated and risks are mitigated to the extent possible.

Salt carries out various programs including exhibitions, film screenings, performances, concerts, conferences and workshops on a wide variety of topics.

Salt has hosted more than 3 million visitors in its buildings in Galata and Beyoğlu.

The Bank has been extending consumer credit to Istanbul Jazz Festival as the festival sponsor since 1997.

Garanti BBVA is the main sponsor of 12 Grand Men, Pイスのof the Court, 12 Grand Men and 12 Grand Women basketball teams.

12.2. By 2030, achieve the sustainable management and efficient use of natural resources.

12.3. By 2030, achieve the environmentally sound management of chemicals and all waste throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment.

12.5. By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.

12.6. Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.

12.7. By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature.

12.9. Rationalize inefficient fossil-fuel subsidies that encourage wasteful consumption by removing market distortions, in accordance with national circumstances, including by refraining from taxation and phasing out those harmful subsidies, where they exist, to reflect their environmental impacts, taking fully into account the specific needs and conditions of developing countries and minimizing the possible adverse impacts on their development in a manner that protects the poor and the affected communities.

- Coal Phase-out Policy
- Environmental and Social Loan Policies
- ISO 14001 Environmental Management System
- Sustainable Financial Transactions
- Direct Environmental Impact Mitigation Efforts
- Global Efficiency Plan
- Integrated Annual Report
- Garanti BBVA Climate Index
- according and BlindLook-Ruger partnerships

Commitment not to finance new investments in coal plants and mines and to portfolio-related risks in the scope of the portfolio by 2040 at the latest.

Within the scope of Environmental and Social Loan Policies, social impacts are evaluated and risks are reduced as much as possible.

Volume of sustainable finance products offered for investments and acquisitions in the areas of waste management, recycling and circular economy implementations exceeded TRY 3 billion in 2022.

Under our partnership with BlindLook, we enable financial inclusion of tens of thousands of visually-impaired individuals.
13.1. Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries.

- **Türkiye’s Life: Fire Management Grant Program**
- **Blue Breath Project**
- **Garanti BBVA 2025 Pledge**
- **Environmental and Social Loan Policies**
- **PACTA Methodology**
- **Coal Phase-out Policy**
- **Climate Change Action Plan**
- **EU Pillar-III reporting**
- **Garanti BBVA Eco-efficiency Plan**
- **ISO 14001 Environmental Management System**
- **scaling partnership**

13.2. Integrate climate change measures into national policies, strategies and plans.

- **In collaboration with WWF-Türkiye, we initiated the “Türkiye’s Life: Fire Management Grant Program” in June 2022.**
- **Under the Blue Breath Project, more than 1,500 teachers and over 20,000 students were reached in 146 schools in Antalya, Bursa, Istanbul, İzmir and Tavşanlı since September 2021.**
- **Under our partnership with ecording, we are shooting seed balls primarily to harden the areas to various ecological issues facilitated by Garanti BBVA mobile.**

13.3. Improve awareness, readiness and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.

- **Total contribution to Sustainable Development (TL 8.8 billion)**
- **Target of providing cumulative TL 150 billion sustainable financing between 2018-2025.**
- **Green transformation and capacity building support to commercial and SME customers, with the Sustainable Themed Loan Package.**
- **Guiding targets employing the PACTA methodology in the transition process for carbon-intensive sectors.**
- **Alignment with the EU Pillar-III reporting and analyses of the Bank portfolio’s exposure to physical risks of climate change and natural disasters.**
- **10 sponsorships and 3 events organized focusing on the fight against Climate-Crisis and regulatory compliance**
- **Pledge to not finance new investments in coal-fired power plants and coal mines and to zero the coal exposure of its portfolio by 2040 at the latest.**
- **Pledge to allocate a minimum of 60% of the total funds allocated to greenfield energy technologies and other projects that support the development of renewable energy ecosystems and their services, in particular forests, wetlands, mountains and drylands, in line with obligations under international agreements.**
- **In cooperation with WWF Türkiye, we initiated "Türkiye’s Life: Fire Management Grant Program" in June 2022.**
- **In cooperation with WWF Türkiye, we initiated “Türkiye’s Life: Fire Management Grant Program” in June 2022.**
- **Forestation commitments are being obtained within the scope of EUIFD Dekontaminasyon İmalatı Yöneticiliği Programı (EUIFPP).**
- **Under our partnership with ecording, we are shooting seed balls primarily to harden the areas to various ecological issues facilitated by Garanti BBVA mobile.**

13.4. Implement the commitments undertaken by developed-country parties to the United Nations Framework Convention on Climate Change to a goal of mobilizing jointly $100 billion annually by 2020 from all sources to address the needs of developing countries in the context of meaningful mitigation actions and transparency on implementation and fully operationalize the Green Climate Fund through its capitalization as soon as possible.
16.4. By 2030, significantly reduce illicit financial and arms flows, strengthen the recovery and return of stolen assets and combat all forms of organized crime

- TCR and Reputation Training
- Environmental and Sustainable Policies
- Defense Industry Specific Guidelines
- Garanti BBVA Code of Conduct
- White項目ing Channel
- HR Internal Control Mechanisms
- Integrity Committee
- Audit Committee

16.5. Substantially reduce corruption and bribery in all their forms

16.6. Develop effective, accountable and transparent institutions at all levels

16.7. Ensure responsive, inclusive, participatory and representative decision-making at all levels

17.7. Promote the development, transfer, dissemination and diffusion of environmentally sound technologies to developing countries on favourable terms, including on concessional and preferential terms, as mutually agreed

- Sustainability Themed Sectoral Working Groups
- TUSIAD Working Group
- UNEP FI Impact Tool
- Net Zero Banking Alliance
- Environmental and Social Loan Policies
- Sustainable Finance
- accoring, BlindLook, KAGIDER, WWF-Türkiye, TURMEPA, ORAV partnerships
- Sponsorships in sports, culture and arts

Presidency of TÜSİAD’s (Turkish Industry and Business Association) Sustainable Finance Sub-Working Group (page 145)
Impact analysis of the Bank’s portfolio employing UNEP FI Impact Tool (page 146)
Institutionalized in the direction of the banking industry with Net Zero Banking Alliance, Science-Based Targets Initiative (page 147)
Sustainability-themed sectoral working groups we are part of 52 (page 148)
Contribution is lent to customers and financial institutions to improve their environmental and social performances through environmental and social issues (page 149)
Videos dealing with the value we create through our partnerships with recording, BlindLook and KAGIDER can be found in the Corporate Governance section.
Videos regarding the value we create through our partnerships with TURMEPA, BlindLook and ORAV can be found in the Sustainability and Community Investments section.
Videos that deal with the value we create through our sponsorships in the areas of sport, culture and arts can be found in the Sustainability and Community Investments section.
Stakeholder Engagement

CUSTOMERS

Issue | What does Garanti BBVA do about it? | Relevant Material
--- | --- | ---
Expectation for secure customer experience against increased and evolving cyber threats and responsible AI use | • Garanti BBVA Cybersecurity Center<br>• Information Security Committee reporting to the Board of Directors<br>• Tools for ensuring and deploying data security were developed and infrastructure projects aimed at increasing the reliability of infrastructure were carried on. | Data and Technology
The need for provision of services giving underbanked population, particularly individuals with disabilities and underprivileged population, greater access to financial services | • Partnership with Blindlook<br>• Accessible Banking Services<br>• Women Entrepreneur support program and Garanti BBVA Accelerator Program that support the startup ecosystem within the frame of Inclusive Growth<br>• Working to increase the financial literacy of individuals and their participation in the banking system for inclusive growth | Customer Experience
The need for supporting customers to build on their financial planning skills to help them be prepared against contingencies and plan their future | • "My Ecological Status" section on mobile banking launched in keeping with the focus on financial health<br>• Financial Advisory for our SME customers<br>• Smarter, customizable solutions for customers using AI, machine learning, existing data applications | Customer Experience; Data and Technology
Regularly seek customer opinions and improve services based on an approach aligned with business ethics and protecting customers against risks | • Net TCR (Transparent, Clear and Responsible Banking) Score and Net Promoter Score (NPS) measurement (In NPS: ranked 1st in SME Banking, Commercial Banking, Bonus Flas, 2nd in Retail Banking)<br>• Perform root cause analyses for customer complaints; taking corrective and improvement actions (16 actions in 2022) | Customer Experience
Develop consumer products that will support customers' transition to a low-carbon economy | • Over 50 sustainable finance products covering all our Retail, SME, Commercial, Corporate segments | Sustainability and Community Investments
Reach customers through any channel they need | • Digital onboarding experience<br>• Open Banking<br>• >500 functions set on Garanti BBVA Mobile banking<br>• Uninterrupted service 7 days a week via Live Support line<br>• The first customer satisfaction channel offering service 24/7 on social networks: "Garanti BBVA ya Sor" (Ask Garanti BBVA)<br>• Turkey’s first AI-based smart assistant: IQI Campaigns, card information and cardless payment solutions with Bonus Flas | Customer Experience

EMPLOYEES

Issue | What does Garanti BBVA do about it? | Relevant Material
--- | --- | ---
Build on our employees' knowledge and skills about Personal Data Protection Law through awareness activities | • Data Sharing Committee reporting to the Board of Directors<br>• Awareness programs for customer privacy and information security<br>• Training or briefings concerning external fraud<br>• Cybersecurity training per FTE | Data and Technology
Cybersecurity investments alluring remote access infrastructures with current needs and security principles, secure teleworking for employees | • Centralized Operations<br>• Business Processes Management (BPM), Process Mining, Intelligent Document Processing (IDP) and Robotic Process Automation (RPA) technologies | Data and Technology
Physical and administrative OHS measures in work areas, supporting employee development | • Hybrid Working Model<br>• Working Environment Guide, Employee Support Hotline, Enriched and improved digital learning platform to promote continuous learning culture<br>• "Take Good Care of Yourself" Mobile App developed for employee wellness<br>• Various scenarios including earthquake, flood, fire and bad weather conditions and regional simulations within the scope of "Business Continuity" process | Investing in Human Capital
Raise increased awareness of gender equality among employees | • A fair and transparent working environment dominated by equal opportunities and diversity<br>• Target to increase % of women on Board seats to 25% min.<br>• In-house trainings to increase awareness for the Gender Equality | Investing in Human Capital
### SHAREHOLDERS AND INVESTORS

<table>
<thead>
<tr>
<th>Issue</th>
<th>What does Garanti BBVA do about it?</th>
<th>Related Section</th>
<th>Relevant Material Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expecting information on the following issues</td>
<td>- Additon of content, development and targets within the scope of sustainability and financial health strategic priorities to financial presentations</td>
<td>Financial Value</td>
<td>Sustainability and Community Investments</td>
</tr>
<tr>
<td></td>
<td>- Detailed account of ESG issues and publication of ESG Analysts Database file on the Investor Relations website</td>
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<td>- Regular communication with analysts, investors and fund managers via investor conferences, teleconferences and webinars</td>
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<td>- Webcasts of financial results</td>
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<td>- Operating Guidance Plan presentations, comparison of actualizations versus targets</td>
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<td>- Disclosure of risks and opportunities via the Integrated Annual Report</td>
<td></td>
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<td>- “Data and Infrastructure Information Security” and “Application Solutions Information Security” teams and the Information Security Committee reporting to the Board of Directors</td>
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</table>

### GOVERNMENT AGENCIES AND REGULATORY AUTHORITIES

<table>
<thead>
<tr>
<th>Issue</th>
<th>What does Garanti BBVA do about it?</th>
<th>Related Section</th>
<th>Relevant Material Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evaluation of Climate Change-related opportunities and risks by and between banks and regulatory authorities</td>
<td>- “Merge accounts” and “Initiate payment” capabilities via Garanti BBVA Mobile and Internet Banking enabled by the Open Banking service that went live by end 2022</td>
<td>Customer Experience</td>
<td>Data and Technology</td>
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<tr>
<td></td>
<td>- Access account information at other banks and make money transfers from these accounts from Garanti BBVA platforms</td>
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<td></td>
<td>- Capability to follow up member merchant/POS movements with other banks on the basis of member merchant/POS device on Garanti BBVA Mobile and Internet</td>
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<td></td>
<td>- Support the development of 1,200 participants with 18 internal training programs offered in areas including artificial intelligence, machine learning, deep learning, chatbot, data modeling for employees for propagating data-driven decision making culture</td>
<td>Sustainability and Community Investments</td>
<td></td>
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<td></td>
<td>- Providing education of 70 students in Computational Data Science, which was started to be offered as a credit course at Istanbul Technical University from 2021 with the aim of supporting the society’s competence in artificial intelligence and machine learning</td>
<td>Customer Experience</td>
<td>Data and Technology</td>
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<td></td>
<td>- Responding to over 2 million monthly customer queries on average via Smart Assistants</td>
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### COMMUNITY (INCLUDING CIVIL SOCIETY ORGANIZATIONS, ASSOCIATIONS AND INTERNATIONAL ORGANIZATIONS)

<table>
<thead>
<tr>
<th>Issue</th>
<th>What does Garanti BBVA do about it?</th>
<th>Related Section</th>
<th>Relevant Material Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expectation for sharing the know-how and in-depth experience in ESG Management and Sustainable Finance</td>
<td>- Actively participating in or heading 52 working groups and 29 initiatives</td>
<td>Sustainability and Community Investments</td>
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<td></td>
<td>- Garanti BBVA Climate Index</td>
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<td></td>
<td>- Advisory service in relation to “Green Deal”</td>
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<tr>
<td>Expectation for alignment of portfolios with low carbon pathways</td>
<td>- Decarbonization targets by 2030 for other carbon-intensive industries such as energy, automotive iron and steel and cement</td>
<td>Sustainability and Community Investments</td>
<td></td>
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<tr>
<td></td>
<td>- Target to provide a min. funding of TL 150 billion for the financing of sustainable activities between 2018-2025</td>
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<td></td>
<td>- Principles for Responsible Banking / Impact Report</td>
<td></td>
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<tr>
<td></td>
<td>- Climate Change Action Plan</td>
<td></td>
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<td></td>
<td>- First bank from Turkey to pledge coal phase-out in 2021 Carbon Neutral Bank as of 2020 , 15 years before the targeted date</td>
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<td></td>
<td>- Responsible Banking and Sustainability Committee Environmental and Social Impact Analysis</td>
<td></td>
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<tr>
<td>The need for the development of community investment programs supporting inclusive growth</td>
<td>- Investment amount in community programs: 71.7 million TL</td>
<td>Sustainability and Community Investments</td>
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<td></td>
<td>- WWF-Turkey World Wild Fund for Nature</td>
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<td>- Turkish Marine Environment Protection Association’s TURMEPA</td>
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<td>- The Teachers Academy Foundation (ORAY)</td>
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<td>- Salt</td>
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<td>- Partnerships in the areas of sports and music</td>
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<td>- Partnership with KAGDER</td>
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<td>- Partnership with Equality Matters</td>
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<tr>
<td>Expectation for adherence to Human Rights and having specific reports and targets for diversity and inclusion</td>
<td>- A fair and transparent working environment dominated by equal opportunities and diversity</td>
<td>Investing in Human Capital</td>
<td></td>
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<td></td>
<td>- Target to increase % of women on Board seats to 25% min.</td>
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<td>- In-house trainings to increase awareness for the Gender Equality</td>
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</table>
Moving forward is essential for balancing. **Balance and adaptability** are key in reaching the target even under the toughest circumstances.
Financial Value

Aiming to generate and utilize capital effectively with the principle of real and responsible banking, Garanti BBVA contributes to the growth of the national economy while producing solid and sustainable financial performance with its disciplined growth, dynamically managed balance sheet and strong relationship banking.

### MATERIAL TOPIC

<table>
<thead>
<tr>
<th>Topic</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asset Growth (%)</td>
<td>57%</td>
<td>53%</td>
</tr>
<tr>
<td>TL Loan Growth (%)</td>
<td>27%</td>
<td>79%</td>
</tr>
<tr>
<td>FC Loan Growth (%)</td>
<td>-7%</td>
<td>-10%</td>
</tr>
<tr>
<td>NPL Ratio (%)</td>
<td>3.6%</td>
<td>2.6%</td>
</tr>
<tr>
<td>Net Cost of Risk (bps)</td>
<td>106</td>
<td>130</td>
</tr>
<tr>
<td>NIM including Swap costs (%)</td>
<td>80 bps contraction</td>
<td>516 bps expansion</td>
</tr>
<tr>
<td>Net Fees and Commissions Growth (%)</td>
<td>40%</td>
<td>97%</td>
</tr>
<tr>
<td>OPEX Growth (%)</td>
<td>28%</td>
<td>81%</td>
</tr>
<tr>
<td>Cost/Income Ratio (%)</td>
<td>33.4%</td>
<td>23.6%</td>
</tr>
<tr>
<td>Leverage</td>
<td>9.6</td>
<td>7.5</td>
</tr>
<tr>
<td>ROAE (%)</td>
<td>19.7%</td>
<td>51.0%</td>
</tr>
<tr>
<td>Capital Adequacy Ratio (%)</td>
<td>14.1%</td>
<td>16.8%</td>
</tr>
<tr>
<td>CET1 Ratio (%)</td>
<td>11.5%</td>
<td>14.5%</td>
</tr>
</tbody>
</table>

1. Net CoR excludes currency impact, as it is 100% hedged, no bottom line impact.
2. Calculated based on bank only MIS data, using daily averages.

### GROWTH

#### #1 in TL Lending

- TL Performing Loans (in TL bn):
  - 2021: 254.1
  - 2022: 471.7
  - Growth: +97%

#### #1 in TL Customer Deposits

- TL Customer Deposits (in TL bn):
  - 2021: 177.9
  - 2022: 424.1
  - Growth: +138%

### PROFITABILITY

#### ROAE

- ROAE (Out of Core Income):
  - 2021: 23.2%
  - 2022: 51.0%

#### ROAA

- ROAA (Out of Core Income):
  - 2021: 39.7%
  - 2022: 51.0%

### STRENGTH

#### CAR & CET1 (excl. forbearance)

- CAR:
  - 2021: 14.0
  - 2022: 15.2

- CET1:
  - 2021: 14.0
  - 2022: 15.1

- CET1 vs. Core Income:
  - 2021: 11.9%
  - 2022: 17.5%

#### Total Free Provisions on B/S

- TL 8.0 bn

### Loans

Garanti BBVA is the private bank with the largest TL corporate loan portfolio, including cash and non-cash loans. The Bank’s overall loan portfolio of TL 974 billion including cash and non-cash comprises of credit support extended to the real sector by 77% and to individual customers by 23%.

Loans 

While total assets reached TL 1.3 trillion in 2022, up 53% year on year, loans continued to be the main driver of growth. Garanti BBVA has the highest share of loans in total assets among private peers, which renders sustainable growth continuous.

Loan growth was driven by Turkish lira loans. FC loans kept shrinking due to low demand and redemptions.

While the growth in TL loans of 79% year over year was driven by TL business loans, we strengthened our leadership position in general purpose loans and credit cards.
Mitigation of FX Risk - Timely deleveraging

2022 Operating Plan Guidance *

2022 TL Performing Loan Breakdown (64% of total performing loans)

TL Performing Loan Growth

TL Performing Loan Growth FC Performing Loans

FC Performing Loans (36% of total performing loans)

TL Customer Deposits (in TL bn) (47% of total deposits)

FC Customer Deposits (in US $ bn) (53% of total deposits)

Securities

Securities share in total assets is 15.7%. TL securities make up 63% of the total securities portfolio. Securities linked to CPI (CPI-linkers) have the highest share within the TL securities portfolio. CPI-linkers help us balance our balance sheet against high inflation.

Regulations caused a rise in fixed-rate securities portfolio in the second quarter of 2022.

Deposits

Deposits are the main source of funding and have a share of 70% in total assets. The key factor that differentiates the Bank from its peers in funding is the high demand deposit base at its disposal.

While Garanti BBVA’s TL deposit growth in 2022 was registered as 138% due to the regulatory framework announced and liraization strategy during the year, FC deposits decreased by 16%. The share of FC-protected deposits volume in TL time deposits stood at 55% at the end of the year.

Information on the regulations can be found on page 51.

(2022 Operating Plan Guidance does not include a target regarding the securities portfolio performance)

(2022 Operating Plan Guidance does not include a target regarding the deposits base performance)
External Borrowing
In line with the shrinkage in FC loan portfolio since 2013, Garanti BBVA’s, need for external borrowing has also decreased significantly. External debt stock decreased from USD 6.9 billion to USD 5.0 billion in 2022. Whereas, FX liquidity buffer level stood at USD 10.0 billion. In terms of the maturity profile of foreign borrowing, borrowings with a maturity of 1 year and shorter amount merely to USD 2 billion.

Net Interest Margin
Garanti BBVA reached record high levels in Net Interest Margin (NIM), the Bank’s main differentiating item. This strong performance was enabled by CPI-linkers’ yields as well as loan to deposit spread.

Strong growth pushed up TL loans in the first half of 2022. However, the restrictive rules imposed on TL corporate loan rates in August (regulatory framework page 51) triggered a downward move in TL loan yields from the start of the third quarter.

On the other hand, while FC-protected deposits helped the Bank manage deposit costs, the regulatory rules imposed in relation to the share of TL deposits within total deposits put pressure on deposit costs. The increase in deposits became more visible particularly toward the end of the year. Therefore, TL loan to deposit spread that expanded in the first half of the year narrowed down in the last quarter. However, the strong first half enabled an above-target rise for the full year.

NIM Incl. Swap Cost*  

<table>
<thead>
<tr>
<th>Year</th>
<th>Core NIM</th>
<th>Core NII incl. Swap Cost – CPI linkers income</th>
</tr>
</thead>
<tbody>
<tr>
<td>2022</td>
<td>41.2%</td>
<td>+516bps</td>
</tr>
</tbody>
</table>

2022 Operating Plan Guidance*  

**Core NIM = +175bps** (including swap costs and excluding CPI-linkers)

**Actualization**

- **+175bps**
  - Main reasons of outperformance despite regulatory effects:
    - High-quality and healthy TL loan growth
    - Disciplined pricing and diversified funding structure
    - Expanding customer base
    - Solid capital base allowing profitable growth

Net Fees and Commissions
In 2022, the Bank once again proved its leadership in Net Fees and Commissions registering an annual growth of 97%. The solid performance in payment systems, loan and transaction volumes act as the main driver of the Bank’s performance in Net Fees and Commissions. The top ranks Garanti BBVA controls in money transfers, issuing and acquiring volume demonstrate that it is preferred as the primary bank by customers.

2022 Operating Plan Guidance*  

**NIM + >400bps** (including swap costs and CPI-linkers)

**Actualization**

- **>400bps**  
  - Due to the high core net interest margin and the appreciation of the CPI portfolio with the annual October inflation rate of 85%, a gross profit of TL 33 billion was recorded from the CPI linker’s portfolio, which significantly supported the increase in the net interest margin.

- **+505bps**  
  - **CPI Impact**  
  - **Core NIM**  
  - **+516bp**

**2022 Operating Plan Guidance does not include a target regarding the evolution of external borrowing**

- **Core NII incl. Swap Cost – CPI linkers income:**
  - **Core NII = + Swap Cost – CPI linkers income:**
  - **14.4% Cash Loans**
  - **12.2% Global Markets**
  - **13.1% Money Transfer**
  - **4.4% Other**
  - **42.9% Payment Systems**
  - **18.1 mia +97% YoY* **
  - **10.1% Non-Cash Loans**
  - **2.9% Insurance**

**I Net Fees&Comm. breakdown is based on Consolidated Financials. Garanti/BBVA premiums are shown under Other Income**

* 2021 base excludes LYY related dividend income
Subsidiary Income
Garanti BBVA is an integrated financial services group with its financial subsidiaries offering services in life insurance and pension, leasing, factoring, fleet management, brokerage and asset management, along with its international subsidiaries operating in the Netherlands and Romania. Income from subsidiaries in 2022 was up by 78% year on year. Increases were observed in the profitability of all subsidiaries.

- Garanti BBVA Securities ended the year 2022 with a 130% YoY increase in profitability on the back of increasing number of domestic investor in the equity market, public offerings, transaction volume and high trading growth.
- Garanti BBVA Factoring’s profitability increased by 166% YoY with the support of increased volume and strong margin expansion.
- At Garanti BBVA International, higher lending volume and interest rate hike driven increase in banking revenues resulted in 120% annual growth in profit in EUR terms.
- Garanti BBVA Fleet increased its profit for the period by 95% with the support of rental income and high profitability in the second-hand vehicle

Operating Expenses
Operating expenses rose by 81%, above annual average inflation. Above-inflation adjustments in employee salaries, premiums to salary customers and pensioners, and the rise in exchange rates resulted in an above-inflation OPEX increase. TL equivalents of FC expenses soared due to the rising exchange rates and currency impact on OPEX growth was registered as 18%. However, the Bank hedges the entirety of the portion affected by the exchange rate, and thus, there is no impact to the bottom-line.

- Personnel costs make up 37% of OPEX. The Bank made an inflation adjustment in employee salaries in view of the soaring inflation. Three salary increases made in 2022 brought the annual average increase to 91% above the average inflation.
- 24% Cost / Income 33% in Dec ‘21
- 76% Fee / OPEX 65% in Dec’21

63% of OPEX, on the other hand, comprises of other expenses, with the highest items being promotional payments to salary and pension customers and technology investments. The cost-to-income ratio declined from 33% in 2021 to 23.6% at year-end 2022, an all-time lowest, due to the solid expansion in revenues.

Asset Quality and Loan Provisions
Garanti BBVA also supervises the health of its loan portfolio as it grows and constantly takes a proactive and prudent approach to risk management. The performing loan book is followed up under Stage 1 and Stage 2. Stage 2 loans are subjected to quantitative (Significant Increase in Credit Risk) or qualitative (Watchlist, Past Due and Restructured) evaluation with TFRS 9 models. In 2022, especially with the currency impact, Stage 2 loans increased to TL 107 billion, from TL 85 billion in 2021; however, if the 2021 exchange rate level was to be kept constant, Stage 2 loans would have increased by only TL 5 billion.

The increase in Stage 2 is all from the Significant Increase in Credit Risk bucket, following an annual IFRS-9 calibration made proactively and prudently. 94% of the Significant Increase in Credit Risk (Quantitative) bucket is not delinquent at all.

FX sensitivity analyzes are carried out with better than expected performance and economic activity in the first half of the year, revisions were made in 2022 Operating Plan Guidance as disclosed on 28 July 2022. The said disclosure is available on the Public Disclosure Platform, KAP.

- 2022 Operating Plan Guidance did not provide a target regarding the performance of income from subsidiaries.
- 2022 Operating Plan Guidance*< avg. CPI
- Actualization* 83%

8.6% higher than average inflation increase was driven by:
- Above-inflation adjustments made to employee salaries during the year
- Promotional payments to salary and pension customers
- Soaring exchange rate 18% effect on growth, but no impact to the bottom line

As of Dec 21

Operating expenses: 
- Personnel costs
- Other expenses

Net Cost of Risk (excluding currency impact): <150bps

2022 Operating Plan Guidance*< avg. CPI

Actualization

- 130bps

ynchronous with the expectations.

In the last quarter of the year, similar to previous years, as a result of the macro model calibration within the scope of IFRS9, the provisions for the Stage 2 loans were increased due to the Bank’s prudent stance. In addition, limited net NPL inflow resulting from strong collection performance kept the rise in the net cost of risk within projections.

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- 2022 Operating Plan Guidance*< avg. CPI
- Actualization* 83%

8.6% higher than average inflation increase was driven by:
- Above-inflation adjustments made to employee salaries during the year
- Promotional payments to salary and pension customers
- Soaring exchange rate 18% effect on growth, but no impact to the bottom line

As of Dec 21

Operating expenses: 
- Personnel costs
- Other expenses

Net Cost of Risk (excluding currency impact): <150bps

2022 Operating Plan Guidance*< avg. CPI

Actualization

- 130bps

ynchronous with the expectations.

In the last quarter of the year, similar to previous years, as a result of the macro model calibration within the scope of IFRS9, the provisions for the Stage 2 loans were increased due to the Bank’s prudent stance. In addition, limited net NPL inflow resulting from strong collection performance kept the rise in the net cost of risk within projections.
In 2022, the capital adequacy ratio reached 16.8%, up by 2.7% annually, despite the negative impact of the depreciation in the currency, as a result of the capital generative growth strategy. This ratio excludes the forbearance measures adopted by the BRSA during the year. This level is well above the Basel III minimum required level of 12.15% for 2022. According to the legal limits, the Bank has an excess capital of TL 48 billion, excluding the BRSA forbearance measures.

In line with the expected deceleration in the economy, TL loan growth for 2023 is projected to be around average inflation. The growth is expected to be across the board, while TL business loan growth may slightly lag behind the consumer loan growth as per the regulations. On the retail banking front, Garanti BBVA will keep focusing on customer satisfaction and loyalty by deepening customer relationships while expanding the customer base. The Bank will continue to develop new instruments, channels and processes in keeping with this goal, carry on with big data oriented marketing activities based on an analytical approach while maintaining its profitability targets, and deliver tailored and fitting solutions for its customers’ needs on site.

FC loans deleveraging has been ongoing needs on site. Garanti BBVA will keep focusing on diversification funding. On the retail banking front, Garanti BBVA intends to sustain its deposit-driven funding strategy in 2023. With the Bank’s low-cost and sticky deposit base focus, the share of deposits expected to remain flattish.

In 2023, cumulative core NIM is expected to contract around 185 basis points, given the increase trend of TL deposit costs and price cap TL commercial loans. The Bank will keep dynamically managing its spreads through its effective assets and liabilities management with diligent pricing and diversified funding.

Operating expenses are expected increase by around 100%, given the low base of 2022 and rollover effect due to the salary increases done in 2022.

In 2023, active assets and liabilities management that will result in high return on capital will be sustained along with the risk/return focus. In the light of its 2023 projections, Garanti BBVA aims to achieve an ROAE above 28% in 2023.

2023 Outlook and Operating Plan Guidance
As per Article 10 of the CMB Communiqué no. II-15.1 on Material Events Disclosure, the Bank disclosed its forward-looking estimations covering 2023 outlook on 01 February 2023. The said disclosure can be found hereinafter, on the Public Disclosure Platform (KAP) and under the Operating Plan Guidance tab on the Garanti BBVA Investor Relations website.

TL Loan Growth (YoY) - avg. CPI
FC Loan Growth (in USD, YoY) Flatish
Net Cost of Risk (excl. currency impact) -100bps
Core NIM (incl. swap excl. CPI) -185bps
Net Fees & Commissions Growth (YoY) - avg. CPI
Operational Expenses Growth (YoY) -100%
ROAE - 9.28%

Return on Equity and Capital Adequacy
As a result of all this, Garanti BBVA was able to increase its profit before tax by 94% year on year. Including TL 500 million in free provisions set aside during the year in keeping with its cautious risk policy, the Bank increased total free provisions in the balance sheet to TL 8 billion and booked TL 58 billion 510 million in consolidated profit.

The Bank’s return on average equity was realized at 51.0% and return on assets at 5.4%.

Tax Contribution
In 2022, the Bank set aside total tax provisions of 17 billion 425 million TL, which corresponds to a tax ratio of 24%. Having embraced transparency, prudence and honesty principles in tax matters, Garanti BBVA reports on the total tax contribution, both on its own and on behalf of third parties. Please read more on tax strategy and reporting on Garanti BBVA Investor Relations website, Tax Strategy and Reporting heading under the Environmental, Social and Governance tab.

In 2022, operating plan guidance*
Data and Technology

We are working to offer personalized and accurate solutions and increase operational efficiency through integration of artificial intelligence, big data and machine learning in our systems. We are increasing the agility and strength of our technological infrastructure.

The advancements in technology and the arrival of new players such as fintechs expose the finance sector to a faster-than-ever transformation. For proactively responding to this transformation, we are taking action quickly. We have redesigned our way of doing business with agile methodologies in order to introduce new products and services swiftly. The Bank is operating more than 400 agile team disciplines, including particularly 100% of the technology organization.

With its uninterrupted investments in technology ongoing since the early 1990s, Garanti BBVA has erected its digital transformation strategy on offering a full-scale and integrated banking platform encompassing simple, accessible and personalized banking transactions and services. In this context, it is always a priority for the Bank to listen to customers’ needs and respond to them in a prompt manner.

We are transforming our way of conducting work and automating our processes with Business Process Management (BPM), Process Mining (PM), Intelligent Document Processing (IDP) and Robotic Process Automation (RPA) technologies. With the solutions created, we are building agile work processes that render capturing and automating development and automation opportunities a part of the life cycle.

With our Intelligent Document Processing (IDP) solutions backed by advanced OCR technologies and artificial intelligence models, we are digitalizing identification documents, contracts, instructions and similar documents and integrating them in our business processes.

For more focused and targeted Information Security, our Information Security Governance team is divided into two main domains, namely “Data and Infrastructure Information Security” and “Application Solutions Information Security”. This action that will enable deepening in the specialty area provided a more productive working domain in infrastructures and project developments.

Within the scope of Data Security, we positioned our applications developed by various teams under our “Security Solutions” team focused on software organized under Corporate Security roof. This allowed satisfaction of life-saving needs of our internal customers and of those we, as Enterprise Security, need in our own business processes from our internal resources within a more consolidated structure.

The opportunities offered by digitalization also make data protection and security issues one of the most important risks. Taking precautions against all risks, which could prevent secure and uninterrupted service, particularly cyber threats, ensuring information security and informing customers on related issues are among the material topics, both for Garanti BBVA and its stakeholders.

Identity and Access Management function that is of an ever-increasing importance was reviewed end-to-end and reorganized as a separate and composed of broader and more-focused teams. This move separated Access Management, Identity Management and Authorization Operations functions, resulting in their more focused management.

In terms of governance, the Information Security Committee headed by the CEO coordinates all efforts within the Bank to guarantee information security, and monitors policies, procedures, and regulations. For alignment with the new regulation that went into force in 2020, Information Systems Security team organizes itself within an organizational structure whereby it reports its activities directly to the CEO.

Turkey’s first bank to centralize its operations, Garanti BBVA alleviates the operational load on its branches and head office units, and enhances employee productivity through active use of technology. The Bank ensures superior quality, timely and error-free execution of operational transactions of its millions of customers with ABACUS.

Garanti BBVA channels 88% of all operational transactions of branches to ABACUS made up of a dynamic team of 1,543 experts. ABACUS handles a total transaction turnover of USD 427 billion.
DEVELOPMENTS IN 2022

Target

- **Automatization and more efficient handling of operational transactions with low added-value, better customer experience with minimum errors and at high speed**

  **Action Taken**
  
  • Robotic Process Automation (RPA) technology implementation: As a result of RPA initiatives, nearly 250 processes were identified to date, and the number of processes developed using RPA reached 120 in total.
  
  • 23 new tools were introduced on a single platform for facilitating security controls of the entire Garanti BBVA Group, for automating tasks and allowing them to be run on self-serve basis so as to allocate the workforce to more productive areas.
  
  • ARK Platform: The ARK Platform allows developers to develop banking and affiliate applications using agile methodology, accelerates value creation thanks to use of modern technologies, and reduces costs owing to the cost advantage of open system technologies. The work related to the platform commenced in 2020, and the first application was taken into production on the platform in mid-2020. In 2022, 94 applications were taken into production, bringing the total number to 158. Through these applications, an additional 8% of transaction load of the existing architecture was transferred to the platform for a total of 20%. 70% of the developer resource was trained with new platform capabilities. In 2023, the transformation will continue to expand, and the platform will gain broader usage.

- **Maintain deeper and value-adding relations with customers, expand the customer base, increase product/service sales volume, and accelerate customer digitalization**

  **Action Taken**
  
  • Looking at 2022 activities in relation to the Ruler (CEP-Complex Event Processing) initiative commenced in August 2018, behaviors of Garanti BBVA customers on any channel or in branches can be detected both instantly and on the basis of trails on the system, and the best-fitting action can be taken in real time.
  
  • With this personalized customer journey capabilities, Ruler processes an average of nine million customer behaviors daily using 121 scenarios through digital channels and branches, and enables four million direct customer contacts.

- **Maintaining external fraud risk management activities focused on customer security and experience**

  **Action Taken**
  
  • Data-based and artificial intelligence-supported decision-making processes regarding external fraud cases are carried out to minimize possible bank and customer losses. Data-based and artificial intelligence-supported decision-making processes were strengthened with 4 different analytical models.
  
  • Importance is attached to information sharing among different sectors and institutions for preventing external fraud risks within the ecosystem.
  
  • Channels and methods continue to be increased which are used for informing customers about fraud trends and important considerations.
  
  - 68 million customer briefings using 10 different methods
  - Gamification Security Test with USSG
  - Instant Customer Alerts on Mobile Banking frontend
  
  • Personal information and awareness initiatives are carried out. Training or briefing programs on external fraud numbered 128 in 2022 (2021: 108)

Create a structure enabling customers to track data on their multiple accounts and POS devices on a single screen within the scope of Open Banking.

Offer smarter, customizable solutions faster for clients.

Ensure customer privacy and information security, eliminate external fraud risks.

With the scope of Open Banking initiatives, retail customers, sole proprietorships and corporate customers are now able to integrate other banks’ accounts through mobile and Internet Banking channels. Developments are now finalized which will allow side-proprietorships and enterprise clients to view the POS movements with another bank on the mobile and Internet Banking channels.

**Artificial intelligence, machine learning and big data applications:**

- In 2022, new machine learning and deep learning models were integrated into Garanti BBVA systems in 77 projects.
- "Data Science Suite" functions were enriched with the "No-code/low-code" platform development, which brought the number of individuals competent in data science at the Bank to over 100. Value was created through 30 additional projects put into use quickly in 2022 with this application.
- Algorithms, which make predictive modeling that feed business decisions explainable, were integrated.
- Monitoring mechanism was automated to observe time-saving and accuracy of the prediction models.
- The adaptive structure that provides automatic self-renewal of prediction models that downgrade in time was automated and put into broader use.
- In order to quickly respond to customer needs, software development and production processes were reviewed end-to-end, and their effectiveness was increased and uniformity was secured in code structures. (MLOps)
- Personalized offers to customers are being enriched with the introduction of the graph theory and the technologies developing around it.

To expand data-driven decision-making culture, 1,200 participants were supported in their development through 18 internal training programs given in areas such as artificial intelligence, machine learning, deep learning, chatbot and data modeling.

70 students were educated in Computational Data Science, which was started to be offered as a credit course at Istanbul Technical University from 2021 with the aim of supporting the society’s competence in artificial intelligence and machine learning.

- Work was initiated for reorganizing Garanti BBVA Cyber Security Center in view of current threats and technological novelties and for turning it into a structure capable of responding to the future needs now.
- Tools were developed to ensure and expand data security, and infrastructure projects were continued to increase the reliability of the infrastructure.
- Dealing with external fraud holistically within the framework of the principles of customer protection, Garanti BBVA manages frauds for card transactions, account transactions, POS transactions and loan product applications made through all branches and non-branch channels in a customer-centric manner. The Bank examines the risks of external fraud in new products and processes developed by Garanti BBVA, and offers opinions and suggestions.
2023 FOCUS AREAS AND PRIORITIES

- In 2023, the main focus will be on Data Security and Identity Management. Planning started for programs that will be run in this framework.
- End-to-end improvements will be continued for systems and processes for producing fast solutions to customers.
- "No-code/low-code" platform functions will continue to increase with the addition of Data Science Suite, data preparation and new algorithms.
- Enhanced customer satisfaction and increased operational efficiency are targeted thanks to faster and higher quality processing of customer instructions using image and text processing capabilities in smart document processing.
- Reinforcement learning techniques are planned to be installed in business decision support systems for enhancing customer experience and personalized offers.
- The power of artificial intelligence and machine learning will be made use of more broadly in our products and services that touch the customers and in the development of differentiating innovative approaches and solutions in our business processes.
- Garanti BBVA will keep spending on innovative approaches and solutions that touch the customers.
- Garanti BBVA plans to operate new control mechanisms in artificial intelligence projects to generate unprejudiced and unbiased results.

RISKS AND OPPORTUNITIES

<table>
<thead>
<tr>
<th>Risk</th>
<th>Our Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsible use of AI</td>
<td>Responsible AI principles are adopted when developing solutions on Big Data and Artificial Intelligence. Garanti BBVA pledges to be committed to Human Rights and not to discriminate, as stipulated also in the Garanti BBVA Code of Conduct. None of the analytical solutions employed in customer acquisition, pricing, recruitment and remuneration uses data pertaining to gender, color, ethnicity, disability, religion, sexual orientation or political affiliation. Garanti BBVA plans to operate new control mechanisms in artificial intelligence projects to generate unprejudiced and unbiased results.</td>
</tr>
<tr>
<td>Opportunity</td>
<td>Cooperation will be established for new data sources that will allow us to better understand our customers and thus, to offer better products and services.</td>
</tr>
<tr>
<td>New Data Sources</td>
<td>Investments in the &quot;No-code/low-code&quot; platform developments will continue.</td>
</tr>
<tr>
<td>DIY options</td>
<td>$\ast$ Software and production processes will continue to be automated. $\ast$ Customers will be offered faster service with the spreading of smart document processing tools.</td>
</tr>
<tr>
<td>Automatization</td>
<td>$\ast$ Software and production processes will continue to be automated. $\ast$ Customers will be offered faster service with the spreading of smart document processing tools.</td>
</tr>
<tr>
<td>Current Technology and Analytical Methods</td>
<td>$\ast$ Data classification model was reworked as part of EBA (European Banking Authority) and BRSA harmonization. $\ast$ Efforts with respect to fraudulent attempts, and cautions to be adopted for data protection were determined. $\ast$ Proactive risk management, personalized customer experience, reinforced technology.</td>
</tr>
</tbody>
</table>

Sustainability for Firms

- Garanti BBVA brings its hearing-impaired customers together with the Live Support Assistant easily and quickly with the “Live Support” service offered on Mobile.
- Customers prompting to be put through to the live support assistant are prioritized in the queue.
- Garanti BBVA Mobile customers who are new to the bank are presented with a welcome screen where they can quickly access their account and card information and frequently performed transactions with the smart assistant UGI.
- The instruction process issued by Private Banking customers by placing a call from the onsite phones in branches is transported to the mobile app.
- Customers can issue the instructions recognizing a wet signature by connecting to their PR CRM, subject to their availability, using the “secure” mobile channel’s video chat function. This branch visit requirement is minimized.
- Certificate of Acceptance for Export Price that is mandatory for exporter customers can now be produced on digital channels.
- For sole proprietorships and enterprise clients, Discounts, Interbank-Indexed Credit and Installment Commercial Loan products were also made available in 2022 following the SPOT branch visit requirement.

Live Chat service for the hearing-impaired

- The Bank will continue to offer the installation of new control mechanisms in artificial intelligence projects to generate unprejudiced and unbiased results.

Support customers’ digital transformation

- In 2022, Garanti BBVA increased operational efficiency are
- Garanti BBVA will keep spending on innovative approaches and solutions that touch the customers.
- Garanti BBVA plans to operate new control mechanisms in artificial intelligence projects to generate unprejudiced and unbiased results.
Investments in Human Capital

We make investments centered around employee development, happiness and well-being, prioritizing formation of the best and most engaged team. We adopt a contemporary working culture fully respectful of human rights, which pursues equal opportunities and diversity.

At Garanti BBVA, Talent and Culture runs contemporary talent programs based on success with a proactive and innovative approach, in collaboration with other units in line with its corporate strategic decisions and goals. At the basis of all the work done, is the aim to create the best and most engaged team and to maintain the ideal, inclusive working culture and environment built for this team.

The Bank takes the utmost care to provide a physically and mentally healthy working environment for its employees. The Bank takes the necessary within the framework of legal regulations on Occupational Health and Safety (OH&S) and provides training to its employees. In addition to the measures taken and specific training provided to the employees, Garanti BBVA has been executing a work-life balance program named Work Life Integration (İYİ) for enhancing employee satisfaction and offering a richer working experience.

Talent Acquisition and Management

Garanti BBVA focuses on a talent strategy that prepares, develops and supports its employees for the next step in their career path within the framework of a development model in which talents are discovered in the early stages of their careers, employees’ awareness of career options is increased and various development tools are offered. In this context, the Bank seeks to align Talent Strategies with its fair and happiness-oriented culture that is molded according to employee needs and is nurtured by the organization’s values.

Garanti BBVA uses different measurement and evaluation tools and methods, which are based on competencies, are objective and developed for the specific position, in order to place the right person for the right job.

Focused on raising its talents from within, Garanti BBVA gives priority to internal career transitions for all open positions. Garanti BBVA’s performance evaluation system measures the extent to which employees reach their performance targets and to what extent they keep the values alive while reaching these targets. Systematic bonus and performance models are supported by concrete and measurable criteria during the assessment, and seek to ensure fairness among employees. With the performance evaluation and People Assessment process organized in line with the strategic priorities of the BBVA Group and Garanti BBVA, goals, values and competencies are evaluated on the basis of objective criteria. Employees’ sustainable performances and competency results are used as input for remuneration, career and development.

The technical competencies defined let employees view the degree of technical competencies expected of their roles. Thus, they become aware of what is anticipated of them alongside behavioral competencies, and pursue improvement opportunities accordingly.

Employees benefit from coaching and mentorship initiatives of various contents aligned with their needs (internal coaching, external coaching, women leadership mentorship program, etc.) aimed at increasing their awareness and supporting their technical and behavioral developments. Among our newly appointed leaders who participated in the women’s leadership program, 91 individuals actively benefit from the mentoring program, while a total of 178 employees receive coaching.

### Related Indicator

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2022</th>
<th>Audited</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of employees</td>
<td>18,354</td>
<td>18,544</td>
<td></td>
</tr>
<tr>
<td>Employee engagement score</td>
<td>4.22</td>
<td>4.30</td>
<td></td>
</tr>
<tr>
<td>High performer turnover</td>
<td>3.5%</td>
<td>3.8%</td>
<td></td>
</tr>
<tr>
<td>Bloomberg Gender Equality Index</td>
<td>88.56</td>
<td>89.06</td>
<td></td>
</tr>
<tr>
<td>Programs for employee well-being</td>
<td>11</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>Digital training/total training hours</td>
<td>41%</td>
<td>46%</td>
<td></td>
</tr>
<tr>
<td>Hours training per FTE</td>
<td>37.8</td>
<td>42.17</td>
<td></td>
</tr>
<tr>
<td>Number of employees that completed gender equality training</td>
<td>6,811</td>
<td>13,363</td>
<td></td>
</tr>
<tr>
<td>Women employees/total employees***</td>
<td>58%</td>
<td>58%</td>
<td></td>
</tr>
<tr>
<td>Gender pay gap**/***</td>
<td>1.11</td>
<td>1.07</td>
<td></td>
</tr>
<tr>
<td>Women ratio in senior/middle level management***</td>
<td>40%</td>
<td>40%</td>
<td></td>
</tr>
<tr>
<td>Number of maternity leaves***</td>
<td>489</td>
<td>415</td>
<td></td>
</tr>
<tr>
<td>Number of paternity leaves***</td>
<td>382</td>
<td>331</td>
<td></td>
</tr>
<tr>
<td>Ratio of women employees returned to work after maternity leave***</td>
<td>88%</td>
<td>96%</td>
<td></td>
</tr>
<tr>
<td>Absentee rate</td>
<td>0.02</td>
<td>0.02</td>
<td></td>
</tr>
<tr>
<td>Total questions/comments from employees</td>
<td>6,293</td>
<td>9,726</td>
<td></td>
</tr>
</tbody>
</table>

* Scores from the annual employee engagement survey conducted by an independent audit firm concurrently at all BBVA countries are evaluated on a scale of 5.
** Median value given as average metrics is negatively affected by extreme values (i.e., very high/very low).
*** Garanti BBVA Technology, Garanti BBVA Payment Systems and Garanti BBVA Mortgage employees are not taken into account in the calculation.
Implement hybrid working and ensure compliance with the model to deliver the best employee experience.

Target

- The new working model developed by the Bank, which closely follows the changing dynamics and practices in the working life, takes into account the differing needs and the happiness of our colleagues, making a difference in the sector.
- While continuing to benefit from the flexibility and productivity increase provided by the remote working model, we also combine the advantages of collaboration, social interaction, co-creation, and learning from each other that come with working side-by-side.
- In the Headquarters, our employees can work 40% of time from the office and 60% remotely. Our colleagues can work remotely from two different addresses or cities in the country, and they can also flexibly choose one of three different hours for their daily working hours on office days.
- Since employees can make office-remote work plans together with their teams and managers, they can manage their workload and work intensity according to their needs and establish work-life balance by making more effective use of the offices.

Action Taken

- The new development plan platform was introduced, which left employees set their development targets, determine development goals and tools for the set targets within a seamless experience over a single platform, and revise them according to their changing development needs. This platform that can be accessed all year round.
- The development plans also provide input for development discussions that employees hold with their managers to support continuous feedback and development culture.
- The new development model training provided to employees. A global talent week was organized in line with the strategy to promote awareness and adoption of the model.
- 14 different events carried out during the Talent Week have been instrumental in sharing our implementations one-on-one with more than 500 colleagues. In short, together with approximately 1,500 colleagues, visits to 60 branches. Our mobile Talent and Culture app received 2,903 likes.
FAIR AND TRANSPARENT WORKING ENVIRONMENT

At Garanti BBVA, we place a diverse and inclusive working environment at the center of our approach to talent management. We continue to work towards empowering women and help them be in active and decision-making positions in social and economic life.

Garanti BBVA is focused on fulfilling the requirements of, and achieving compliance with, the regulatory framework governing work life in our country, along with international covenants to which Turkey is a party, specifically:

- The UN Universal Declaration of Human Rights, and
- The basic tenets of the International Labor Organization, a specialized United Nations agency working to promote human rights, social justice and labor rights.

In accordance with Garanti BBVA’s Code of Conduct, employees at any level are obliged to conduct their relationships with each other in a way that will not injure the work climate and will not be perceived as harassment, discrimination or mistreatment in or out of the workplace. Garanti BBVA Managers are obliged to take the necessary measures to prevent mistreatment, discrimination or harassment of any type in the workplace and to report suspected cases to the Talent and Culture Department. If, for any reason, this method is not relevant or not the best way for the resolution of the issue, the case is referred to the Whistleblowing Channel. Such complaints are not used against the complainant and are addressed and resolved with due importance. Necessary administrative sanctions are implemented at the Bank against perpetrators of any kind of mistreatment, discrimination or harassment or actions to cover up such behavior. In keeping with the equal opportunity principle, Garanti BBVA does not discriminate against its employees. The fundamental criterion for choosing, promoting, or reassigning a person for a position is fitness for such position. Garanti BBVA respects the constitutional right to form a union and act of its own free will. All these steps are guaranteed and followed up within the Bank’s Anti-Discrimination and Anti-Harassment Policy.

In 2022, Garanti BBVA established a Gender Equality Committee at Executive Vice President level to the manager level.

Remarkable Women Programme awareness training with our 20 women leaders at Executive Vice President and Director level

Training design and piloting with United Nations Women’s Program for women Regional & Branch Managers & Headquarter Managers

Gender Equality trainings were assigned to the entire bank. Trainings on Women’s Leadership and Gender Equality have been added to the elective training catalog. The “Gender Equality Awareness Survey” questionnaire was made available to a sample group.

Women Leadership & Gender Equality Trainings Journey

<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>A Gender Equality Committee was established, with male and female representatives from the Executive Vice President level to the manager level.</td>
</tr>
<tr>
<td>2016</td>
<td>Signed a cooperation agreement with the United Nations Women’s Programme.</td>
</tr>
<tr>
<td>2017</td>
<td>Remarkable Women Programme awareness training with our 20 women leaders at Executive Vice President and Director level</td>
</tr>
<tr>
<td>2018</td>
<td>The piloting of the &quot;Women Leadership Mentoring&quot; work with 6 male and female mentors at the level of Executive Vice President started to be carried out within the scope of the Headquarter. The process continues in 2022 by expanding its scope.</td>
</tr>
<tr>
<td>2019</td>
<td>&quot;Women Leadership Mentoring&quot; work was expanded with 24 male and female mentors at the level of Executive Vice President and Regional Manager, and the process continued in 2022 by expanding the scope.</td>
</tr>
<tr>
<td>2020</td>
<td>The &quot;Unconscious Prejudice: Module 2&quot; training is designed to be open to the entire bank. Assigning training to untrained employees continued in 2022.</td>
</tr>
<tr>
<td>2022</td>
<td>Within the scope of Gender Equality, &quot;We are Equal (EșitBiz)&quot; trainings started to be given to relevant target employees. The process will continue in 2023.</td>
</tr>
</tbody>
</table>

Target

Establish a fair and transparent working environment dominated by equal opportunities and diversity.

Action Taken

- Women employees comprise 58% of all Garanti BBVA employees and 42% of senior/middle-level management. As a result of the importance it attaches to gender equality and women’s empowerment, Garanti BBVA is one of the first companies to implement the Equal Opportunity Model (Final Ediliş) Model (FEM). In addition, Garanti BBVA, as one of the first signatories of the United Nations Women’s Empowerment Principles (WEPs), is the first bank from Turkey to sign these principles.

In 2022, we remained the only bank from Turkey to be included for seven consecutive years in the Ilkayumr Gender Equality Index, by increasing our score to 89.06 through the steps taken to establish an inclusive working culture and innovations in flexible working environment.

Besides our social commitments, we strengthen our employees’ awareness of equality with gender equality training programs. In this context:

- Under the EşitBiz Gender Equality Project, “I am Aware of Equality” GETKurs training was assigned to the entire employee body and 11,000 employees participated in the program. A certain group of colleagues that were believed to make a difference in terms of equality were included in the second module, which is “I am Aware of Equality in Work Life” GETTref training.

- “Communication with Employees Exposed to Violence” training was completed for specifically the Talent and Culture Counsellors on the subject of psychological and physical violence.

- Let’s Talk episode themed “Violence Against Women is a Human Rights Violation” took place in November.

- On another note, we demonstrate our zero tolerance to the issue with the Domestic Violence Platform designed exclusively for our employees. We raise awareness among our employees and stand by them with the support mechanisms we provide.
LEARNING AND EDUCATION

Garanti BBVA promotes continuous learning culture which fully prepares the employees for the competencies of the present and the future according to their needs. In 2022, Campus Garanti BBVA received 7 awards in total from TEGEP Learning and Development Platform Association and Brandon Hall.

### Target

**Enrich and upgrade digital education platform aimed at promoting continuous learning culture**

- In 2022, 145 new digital training packages were added to the portal, including all affiliates, 6,448 GETLingo (webinars) were planned, achieving a total participation number of 85,402. Through gamified training solutions, employees solved a total of 599,343 questions, spent 11,889 hours on apps, and digital training programs accounted for 49% of all training sessions in terms of hours.

  - The digital learning platform redesigned in 2021 continued to be enriched with new features which enable employees to:
    - Store their personal notes on a single portal with the training-based notes capability on the campus portal.
    - Experience learning at their own pace thanks to the video speed controller.
    - Reach new training suggestions on the portal using the rule-based smart suggestion system according to the training programs they completed.
    - Reach their Development Advisors at any time using the Ask Your Development Advisor feature.

- In 2022, the new e-books portal was added to the digital training platform. The portal offers two different e-book platform accesses giving reach to resources in Turkish and English. During the reporting period, 1,208 employees used the library.

- Give employees place-independent access to the training programs

  - In September, Campus Garanti BBVA training programs were integrated in Connect, which is the mobile app for Garanti BBVA employees.

  - In 2022, 79% of employees willfully selected digital training on the portal. Upon making the training programs available on the Connect mobile app, i.e. on mobile phones, which was launched in September 2022, 16,574 hours of training were completed on mobile phones.

- Bring employees back to interactive training in the form of face-to-face programs after the pandemic

  - In 2022, the number of classroom trainings was increased and the first sessions of specific programs were held in classroom format. 8,104 employees attended a total of 731 classroom trainings.

- Contribute to employees’ improving their foreign language skills

  - GETLingo portal contents continued to be offered to employees with the aim of supporting English and Spanish language development of all employees at equal terms and 4,264 employees used the platform.

### Action Taken

- Allow employees’ self-development and enable their strengthening in customer relationships by blending their interests with their jobs so as to equip them with new perspectives and new skills

  - 6,305 employees followed GETLingo training programs of different contents, such as “Tips for a Sustainable Life in the City”, “A New Perspective training for Chess”, and “Rail Routes of the World”, and these programs scored a high number of employee feedbacks.

    - “A perfect training on nature, recycling and life” (for the Tips for a Sustainable Life in the City training)

    - “Thanks to all those who contributed to this training held for deepening in personal interests ” (A New Perspective training for Chess)

    - “This is truly the best training I have attended in a long time” (for the Mysterious World of the Olive Oil training)

    - “Thanks to all those who made such diverse training program possible” (for Rail Routes in the World training)

  - 5,912 employees took part in 15 Let’s Talk live streaming episodes that hosted experts from relevant fields throughout the year.

  - With the aim of strengthening the culture of learning from one another within the organization, “Let’s Ask Someone Who Was There!” event and Part-Time Internal Trainer program designed for passing on the experiences to other employees were organized.

- Support learning from one another and information sharing among employees

  - Familiarize each new hire with Garanti BBVA; make them feel a member of Garanti BBVA family from day 1

  - Provide training programs that will bring about improved performance in employees’ current jobs and prep them now for the competences of the future

  - Raise increased awareness of sustainability

    - 99% of employees participated in functional, upskilling, reskilling, and elective training for supporting cultural transformation, in addition to job-specific existing programs.

    - Within the scope of applicable technologies, 100 employees were entitled to receive their certificates under the Enable Technologies Certificate Program completed in 2022, which includes the digital content of the world’s most distinguished universities (Columbia, Wharton, MIT, ELIU).

    - As part of sustainable development upskilling: all employees were supported with digital trainings and elective trainings open for participation throughout the year, whereas the Sustainability team was supported with international academic programs. In 2022, 12,703 employees took part in the trainings designed for awareness raising in the field of sustainability at individual and organizational level.

    - 400 employees attended training on our individual habits for a sustainable world on the MBTI, ELU.

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### The Orientation Program

- The Orientation Program was renewed in 2022 and the development of each new hire of Garanti BBVA was supported from day 1.
Train employees competent in Engineering, Data and Information Security areas.

- Data Training programs continued in 2022 in keeping with Garanti BBVA’s Data and Technology strategic priority, under which 80 Data Specialists and 71 Data Scientists were trained.
- Technology Development Programs continued also in 2022 with new trainings and topics that are designed and implemented with specific differentiations according to roles and responsibility for employees working in engineering and data fields.
- Apart from the Technology Development Programs that offer role- and task-based professional development trainings, the 12-month GitHub Development Certificate Program which includes focused thinking and project development steps and workshops, case studies, mentoring, design, etc., was put into practice. 123 employees participated in this program.
- A total of 1,222 accounts from 7 different platforms were assigned to employees for developing employees’ different competencies including, data, technology, cybersecurity, digital transformation, software etc.

Increase talent acquisition and train the leaders who will manage employees and teams.

- 77 of our newly graduated employees who started as Management Trainee and 15 newly graduated employees who started to work as Sales Trainee successfully completed the MT and ST Training Programs, which includes banking and business life trainings consisting of 2 modules, as well as preparing them for their new duties, sector and business life.
- In 2022, 353 employees participated in the field and head office “Talent Development Programs” that were revised in 2021.
- Leadership Development Programs launched under three different programs in 2021 segmented to match our leaders’ years of experience and Leadership Beyond Distances Programs continued in 2022.

Garanti BBVA uses the OHS software that has been in use at all its locations since 2013 to record and manage all OHS processes including Risk Assessment for preventing occupational risks in any operation which might affect employee health and safety at the workplace; health monitoring of employees who complete induction and periodic medical examinations, OHS Committee meetings attended by employer and employee representatives and OHS professionals, emergency management including the pandemic, case handling, training and information activities for employees, subcontractor and supplier management, etc. Regular meetings are held and studies are conducted with other units for eliminating the risks identified by way of risk assessment, periodic field checks, and employee notifications and for taking preventive measures.

The measures adopted against the COVID-19 pandemic that continued to inflict 2022 as well and the experiences acquired provided a critical opportunity for future “epidemic” risk preparedness. Crisis management under uncertainties, resilience test of responsible teams and particularly of those assigned with employees, etc.) risks identified by Occupational Health employees, etc.)

- Due to the dominant Omicron variant that created a surge in COVID-19 cases early in 2022,
  - Employees in the high-risk vulnerable group were kept away from the office environment and hence, protected.
  - Two critical steps in preventing the spreading of the disease were carried on, namely sustained observation of the social distancing rule in working environments in office spaces, and regular sanitation accompanied with continued provision of hygienic products such as masks, disinfectants, gloves, etc., to all employees working on site.

- Employees were provided with equipment (office chairs, monitors, keyboards, etc.) support to make remote working more comfortable and replicate the work setup in offices in our employees’ homes as well as “ergonomics” training.

- The Working Environment Guide was updated in line with the updated pandemic-related procedures of local healthcare authorities and employees were kept informed.

While the health status of employees and their families were followed up using daily inventories, means were provided for regular data analysis of the comprehensive and up-to-date database, which helped take actions proactively for employee health.

Momentum was given to employee/health monitoring (tests, inventory applications, hygiene checks, etc.), particularly to legal medical examinations, upon commencement of hybrid working and following the positive changes in the pandemic.

Garanti BBVA, in keeping with the importance it attaches to employees’ psychological well-being, sustained the psychological support service offered via the “Employee Support Hotline” in 2022 to help ease the negative effects of the pandemic.

- Garanti BBVA has been recognized upon inclusion of the experience offered in 2021, Garanti BBVA received the International Safety Award once again in 2022, proud to have done so for the third time.

- Our OHS procedures were reviewed and Garanti BBVA Emergency Management, Subcontractor and Supplier Procedure was updated for various reasons including regulatory changes, business requirements, and the like. Actions were taken to execute the compulsory skills as per the Emergency Plan.

- Within the “Business Continuity” process, a wide variety of scenarios such as earthquake, flood, fire and bad weather and regional simulations were practiced with the participation of all related units, and a good many improvement areas were recognized upon which necessary actions were triggered.

**Target**

| Ensure business continuity and determine strategies |

**Action Taken**

- Intended to help determine a strategy and implement it in our field of activity, Garanti BBVA Occupational Health and Safety Policy has been approved and issued by the Board of Directors in 2022.
- Our OHS procedures were reviewed and Garanti BBVA Emergency Management, Subcontractor and Supplier Procedure was updated for various reasons including regulatory changes, business requirements, and the like. Actions were taken to execute the compulsory skills as per the Emergency Plan.
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**OCCUPATIONAL HEALTH AND SAFETY**

With its OHS team of 45 occupational physicians, OHS experts, and occupational nurses, Garanti BBVA carries on with its activities associated with the health and safety of all its stakeholders including employees, contractors, visitors and customers on the basis of international standards (ISO 45001, OSHA, IOSH etc.) as well as the national legislation and best practices. OHS assesses occupational health and safety risks involved with the design, rental or purchasing stages of offices, office furniture, supplies and equipment, IT software/hardware and robotic processes for employees.

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REMUNERATION

As published on the Bank’s website, Garanti BBVA established a Compensation Policy for employees, which is prepared in accordance with banking and capital market legislation and approved by the Board of Directors.

The compensation structure consists of fixed income and variable income items. The Remuneration Committee and the Talent and Culture Unit delegated thereby are responsible for reviewing and duly executing the compensation policies.

Garanti BBVA’s compensation policy is based on “equal pay for equal work” and “pay for performance” principles. In addition to individual performance, the Bank keeps a close eye on general macroeconomic circumstances, the current inflation rate in Türkiye and the trends in the sector. At the Bank, the salary package is comprised of various components including the monthly salary, annual bonus payments and premium payments, meal vouchers, foreign language payments and other benefits with variations depending on the scope of work and the location of the services.

The benefits provided to the Board of Directors members and senior executives are shown in the Financial Statements, and the upper limit of total remuneration to be paid during any given year to Board members undertaking a specific role at the Bank and to independent Board members are submitted for approval and determined at the General Shareholders’ Meeting. As of 31 December 2022, the net payment provided or to be provided to the key managers of the Bank, including the members of the Board of Directors, including compensations paid to key management personnel who left their position during the year, amounted to TL 181 million 604 thousand. As the public discloses regarding the remuneration and benefits provided to key managers including board members are governed by the BRSAs’ regulations on the banks’ qualitative and quantitative disclosures with regard to the remuneration policies, such remunerations and benefits are disclosed cumulatively. There is an employee stock ownership program for “identified employees”, which is described within the Compensation Policy. As at year-end 2022, there are 27 identified employees serving at the Bank. In variable payments made to identified employees, payment is made in cash and by non-cash means (linked to share certificates) in line with the principles in the “Guidelines on Good Compensation Practices in Banks”.

The Compensation Policy is posted on www.garantibbvayatirimciiliskileri.com, under the Environmental, Social and Governance > Policies heading.

Members of the Bank’s Board of Directors are paid attendance fees. The amount of the attendance fee is determined and approved at the General Shareholders’ Meeting. In addition to the attendance fee paid to the Board members, it has been decided at the Ordinary General Shareholders’ Meeting held in 2022 that payments to be made to those Board members who assume a specific position in the Bank and to independent Board members be determined by the Remuneration Committee that has been mandated by the Board of Directors pursuant to Corporate Governance Principles. It has also been resolved to set a maximum limit of TL 29,000,000 net for the total compensation so determined and will be paid until the five-year general shareholders’ meeting to be convened in 2023.

Furthermore, other financial rights to be provided to the Senior Management consisting of the members of the Board of Directors, the CEO and Executive Vice Presidents are determined by the Remuneration Committee that is established in accordance with the Regulation on the Banks’ Corporate Governance Principles published by the Banking Regulation and Supervision Agency (BRSAs). Under the provisions of the said Regulation, the Remuneration Committee has determined the manner of payments to Senior Management and the criteria for performance-based payments, by taking into account the European Union regulations and practices. Accordingly, Senior Executives receive performance-based payments in addition to their monthly salaries, which payments are determined by the Remuneration Committee based on objective criteria including the economic profitability and key performance indicators of the Bank, as well as subjective criteria based on the respective personal performance. The Remuneration Committee ensures that such payments do not negatively affect the Bank’s capital adequacy ratio and continuity of the Bank’s operations. Part of the performance-based payments are made in instalments and spread over future periods.

The compensation system of the Bank is built on job-based remuneration; employees who employed in similar jobs receive similar compensation. Jobs are evaluated according to objective criteria such as required competency, the risk involved and the number of employees supervised. The Bank’s Compensation Policy established within this framework has been approved by the Board of Directors and presented for the information of shareholders at the Ordinary General Shareholders’ Meeting. Presently, the policy is available to the public on the Bank’s website pursuant to corporate governance principles.

The performance evaluation system at Garanti BBVA measures employee performance depending on objectives and the extent of their attainment. Systematic bonus and performance models are supported by concrete and measurable criteria in the assessment, and serve as major and effective management tools for achieving cost management and efficiency, while ensuring fairness among the employees. In this context, customer satisfaction, service quality and efficient management of human resources are among the basic factors affecting the performance-based remuneration. Garanti BBVA monitors the competitiveness of its salaries through annual survey of salary levels in the sector, job descriptions, performance criteria and bonus system criteria of all positions in the Bank are announced transparently to all employees via the Intranet.

Our Bank’s Compensation Policy has been implemented as approved and it is reviewed periodically. In addition to the compensation policy covering the Bank’s entire personnel, the Remuneration Committee continued to implement the policies it has set in relation to remuneration and bonuses to be paid to the members of the Board of Directors who assume administrative roles and to senior executives, which do not rely solely on profit. The Committee reviewed the same at certain intervals. The policy, which has been developed in line with the local legislation and international practices, continued to be implemented.

Subject to the restrictions imposed by the banking legislation, the Bank may extend loans to Board members and executives. On the other hand, the loans to be disbursed by Garanti BBVA to the members of the Board of Directors and managers is restricted to specific framework by Article 50 of the Banking Law. The Bank does not disburse loans to the members of the Board of Directors and managers outside of the above mentioned framework.

GENDER PAY GAP

Wage comparison between different categories are given in the chart below in addition to female to male salary ratio (107%). Since each category has differences in terms of role, seniority, number of female and male employees and performance, the wage comparison chart is affected by these variables. The observed differences are due to the factors mentioned, and the categories based results do not represent the wage gap between male and female employees.

<table>
<thead>
<tr>
<th>Management Level*</th>
<th>Branch Manager / Mid-level Manager*</th>
<th>Rest of the employees*</th>
<th>Average*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women/Men 2022</td>
<td>0.87</td>
<td>0.85</td>
<td>1.07</td>
</tr>
<tr>
<td>Women/Men 2021</td>
<td>0.87</td>
<td>0.9</td>
<td>1.05</td>
</tr>
</tbody>
</table>

* Median value given, as average metrics is negatively affected by extreme values (i.e., very high/very low). Garanti Technology employees are not taken into account in the calculation.
In line with the principle of equal pay for equal work defined in the Bank’s Compensation Policy, the Bank commits to protect the right of all employees to be paid in line with the work value of their role.

RETIREMENT
Retirement is one of the most important rights of employees. As of their first day of work at the Bank, employees automatically become members of “T. Garanti BBVA Bankalar A.Ş. Memuri ve Mustahdemleri Emekli ve Yardımcı Vakfı” (Retirement and Social Assistant Fund) established as per the provisional article 20 of the Social Security Law no. 506. For every employee and his or her dependent spouse and children, a health certificate is issued.

2023 FOCUS AND PRIORITIES
In 2023, investing for enhancing employee well-being, development, happiness and engagement will remain among our top priorities within our Talent and Culture practices.

Employee Experience, Employee Engagement and Employer Brand
• We are creating the ecosystems conducive to development of new cooperations and let employees with different skills and knowledge to learn from one another by creating special office days, strategy meetings, creativity and brainstorming sessions so that teams can make the best of all the times they get together.
• In 2023, an innovative and inclusive new recognition and rewarding system will be launched, which will involve the employees in processes. The system that will reward various achievements, competencies and behavior styles will offer a special experience to employees.
• Within the scope of the Orientation program, employees will be lent support from the right point in any area they may need, resulting in an easier and more productive experience in all orientation processes.
• Physical and emotional well-being of employees will continue to be the top priority. Accordingly, practices will be developed aimed at maintaining work-life balance.
• Our employer brand management activities will be deepened in line with our target of being an employer of choice in other sectors as well as in the banking industry and to attract the top talents.
• With our focused employee groups, we will bring to life our equality and diversity strategy in all areas, particularly in developing a diverse global talent pool, and will be offered the opportunity to tailor their own career and professional development.
• We are creating the ecosystems conducive to development of new cooperations and let employees with different skills and knowledge to learn from one another by creating special office days, strategy meetings, creativity and brainstorming sessions so that teams can make the best of all the times they get together.

Talent Management and Acquisition
Increased global demand for talent, diversified global employment opportunities, and evolved employee expectations made it inevitable for organizations to review their talent acquisition and management strategies and to revise them to cater to the needs of the new era. At Garanti BBVA Group, it is our top priority in this respect to offer a solid development experience through platforms and tools that put employees and employee competencies at the heart of the organization and that enhance user experience. To this end:

In the short-term:
• Garanti BBVA will carry on working towards end-to-end digitalization of its talent acquisition processes and enriching candidate experience in 2023. In this context, the new Garanti BBVA External Career Portal will be made available for use by candidates.
• Work will be ongoing with a focus on reaching the right candidate in the shortest time possible and on strengthening candidate experience through renewal of candidate selection tools in the talent acquisition processes.
• New talent acquisition programs differentiated according to talent profiles will continue to be introduced.
• International development programs and career opportunities will continue to be offered to more employees, and professional development of employees will be supported.
• At this point in time when leadership is becoming more and more important for organizations, we are targeting to create a strong development ecosystem with the vision of strengthening leadership notion within the organization and turning leaders into mentors that employees seek advisory from at any point they may need.

In the medium-term:
• It is intended to deliver a holistic employee experience through increased integration of technical and behavioral competencies that employees developed with development processes.
• It is targeted to introduce developments that will allow employees to proactively manage their careers with respect to their career goals and interests using technology-driven tools.

In the long-term:
• The future human capital management concept is intended to be designed such that employees will manage all the products and processes they need in line with the self-devised development plans and they will be offered the opportunity to tailor their own career and development journey.

Learning and Development
With the aim of gradually establishing a self-regulated development culture for employees, 2023 targets include the following:
• Develop sustainable training systems to enrich the learning and development ecosystem.
• Offer a setting that will support employees to undertake more responsibility and initiatives for self-development, career goals and interests using technology-driven tools.

RISKS & OPPORTUNITIES
Risk
Our response
• Evolving employee expectations globally
• Blurred work-life boundaries resulting from new work models
Garanti BBVA turns an ear to employees with regular questionnaires and idea workshops organized to understand employee expectations and increase engagement. The Bank follows up global trends to deliver a better employee experience and targets to constantly enhance employee satisfaction and welfare through various practices.

Increased demand for talent
Increased global demand for talent, diversified global employment opportunities, and evolved employee expectations made it inevitable for organizations to review their talent strategies and to cater to the needs of the new era. At Garanti BBVA Group, it is our top priority in this respect to offer a solid development experience through platforms and tools that put employees and employee competencies at the heart of the organization and that offer enhanced user experience. At this point in time when leadership is becoming more and more important for organizations, we are targeting to create a strong development ecosystem with the vision of strengthening leadership notion within the organization and turning leaders into mentors that employees seek advisory from at any point they may need.
Customer Experience

We are deepening relationships with our stakeholders by offering personalized solutions that cater to customer needs at the right time, through the right channels.

### RELATED INDICATOR

<table>
<thead>
<tr>
<th>2021</th>
<th>2022</th>
<th>Audited</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customers</td>
<td>20,4 million</td>
<td>23,2 million</td>
</tr>
<tr>
<td>Digital Banking Customers</td>
<td>11 million</td>
<td>13,4 million</td>
</tr>
<tr>
<td>Mobile Banking Customers</td>
<td>10.6 million</td>
<td>13 million</td>
</tr>
<tr>
<td>Yearly Transactions Performed through Internet and Mobile Banking Channels</td>
<td>780 million</td>
<td>1,1 billion</td>
</tr>
<tr>
<td>Number of Garanti BBVA Logins</td>
<td>2.7 billion</td>
<td>3.7 billion</td>
</tr>
<tr>
<td>% of Active Digital Customers</td>
<td>8.3%</td>
<td>85%</td>
</tr>
<tr>
<td>Branches</td>
<td>872</td>
<td>838</td>
</tr>
<tr>
<td>ATMs</td>
<td>5,401</td>
<td>5,450</td>
</tr>
<tr>
<td>Number of Cardless Transactions via Garanti BBVA ATMs</td>
<td>82 million</td>
<td>119 million</td>
</tr>
<tr>
<td>Market share in QR transactions***</td>
<td>0.36%</td>
<td>0.37%</td>
</tr>
<tr>
<td>POS Terminals</td>
<td>700,636</td>
<td>777,497</td>
</tr>
<tr>
<td>Member Merchants</td>
<td>432,343</td>
<td>455,119</td>
</tr>
<tr>
<td>Credit Cards</td>
<td>10,992,736</td>
<td>12,893,009</td>
</tr>
<tr>
<td>Digital transactions in non-cash financial transactions (Retail)</td>
<td>92.2%</td>
<td>97.6%</td>
</tr>
<tr>
<td>Digital sales (share in total sales) (Retail)</td>
<td>84%</td>
<td>86%</td>
</tr>
<tr>
<td>“Smart Transactions” that provide customers with awareness of financial management and facilitates planning and saving</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>The rate of interaction with the mobile banking “My Status” area, which focuses on financial health*</td>
<td>37%</td>
<td>36%</td>
</tr>
</tbody>
</table>

**Financial Health engagement rate: customers who visited the mobile banking “My Status” area; the metric represents the ratio of mobile customers interacting with tips display, spending limit setting, saving target opening and Smart Transactions areas to customers with active log-in.

***Commercial Net Promoter Score study was conducted by the independent research firm Ipsos for Garanti BBVA. Competitors are İşbank, Akbank, Yapı Kredi Bank, and QNB Finansbank. The research was conducted in the period of July-December 2022 with past customers who described the relevant bank as their main or second bank, using telephone techniques, based on the Garanti BBVA customer list.

****Net TCR (Transparent, Clear and Responsible Banking) Score measures how complete and clear the customers regard the information provided by the bank. It is calculated like Net Promoter Score.

*****Represents the change in the number of complaints per 1,000 active customers.
Guided in its actions by its value "Customer comes first", Garanti BBVA takes a customer-driven approach when shaping its products and services. Underlining the Bank’s customer-centric approach, this value identifies empathizing with the customer as the top priority of employees, describes the necessity to disclose all kinds of information when responding to customer needs within the frame of responsible business principles, and calls for a result-oriented approach.

Garanti BBVA’s consistent performance in customer experience relies on four key competencies that it embraced in the execution of its strategy:

- customer understanding capacity further strengthened by technological means,
- ability to be wherever the customer may be thanks effective channel usage and design,
- empathetic culture espoused by each member of the organization, and
- advanced measurement systems allowing constant control of processes and services rendered.

As one of its strategic priorities, 'Financial Health' for Garanti BBVA means financial advisory to help its customers make the right/healthy financial decisions, offering them solutions and suggestions that cater to their needs so as to help them attain their goals, delivering an excellent customer experience by placing its customers at the center of all its activities, building long-lasting relationships with its customers and being their trusted partner.

At the end of 2022, we exceeded 23 million customers in total; more importantly, we had a record rise in the number of customers in the reporting year with an annual increase of 2.8 million. Main contributors to this result include smart, right and timely solutions that meet customer needs alongside the omni-channel seamless service quality. Regular surveys are conducted to measure customer expectations fulfillment performance and to identify improvement areas. Regular surveys include experience surveys for users of digital channels and various critical products with customers in retail, SME, commercial and corporate segments to measure its performance in fulfillment of customer expectations and reveal improvement areas; after-service questionnaires with customers receiving service from various channels; brand and reputation surveys measuring brand equity and corporate reputation dynamics, and advertising research determining advertising performance.

Having achieved a Net TCR Score of 62% in 2022, Garanti BBVA had the second highest NPS among retail customers representing its own profile and the highest one among SME and Commercial customers, in both cases compared to its competition, according to the results of the Net Promoter Score research conducted with Retail, SME, Commercial and Mobile customers.

### 2022 Highlights

#### CUSTOMER CONTACT CENTER

Ranked first in the "Best Digital Solution" category at the Turkey Call Center Awards organized by IMI Conferences as part of the 18th Turkey Call Center Days, Garanti BBVA Customer Contact Center continues to offer services focused on first-contact resolution by instantly and correctly analyzing customer needs in keeping with its commitment to deliver high quality and consistent service to customers.

**Target**

Fast and seamless service experience with the Customer Contact Center

<table>
<thead>
<tr>
<th>Action Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Garanti BBVA Customer Contact Center handled 65.3 million customer contacts in total in 2022 by its qualified team of 1,049 agents and ended the year once again as the sector's leader with 13.7% share of total calls in the sector.</td>
</tr>
<tr>
<td>- Offering customers fast and seamless experience with a call response rate of 98.7% in main service lines, Garanti BBVA Customer Contact Center captured a high service level by servicing 82.3% of its customer's calls under 30 seconds.</td>
</tr>
<tr>
<td>- Predicting the transactions of callers thanks to the Artificial Intelligence Project, the Customer Contact Center expanded the project to cover all agents and reached 81% in accurate prediction ratios.</td>
</tr>
<tr>
<td>- With the improvements in the Interactive Voice Response (IVR) System in 2022, the Center increased its productivity and also continued to deliver easy-to-reach service to customers. By punching in the &quot;Turkish ID Number or the PIN for any active card&quot;, customers were instantly and easily directed to the point they wanted to receive service for.</td>
</tr>
<tr>
<td>- Efficient informative recordings on the IVR served to redirect 10% of customers to digital channels which they actively used.</td>
</tr>
<tr>
<td>- Delivered by the Customer Contact Center, the &quot;Live Support&quot; communication channel featured within Garanti BBVA Mobile started offering service 7 days a week.</td>
</tr>
<tr>
<td>- Instantly fulfilling customer demands for credit card application without visiting a branch, the Customer Contact Center single-handedly carried out the retention efforts for all Garanti BBVA credit cards and retained more than 1.2 million cards.</td>
</tr>
</tbody>
</table>

#### CUSTOMER COMPLAINTS

**Target**

Reduce and resolve customer complaints

<table>
<thead>
<tr>
<th>Action Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Regular root cause analyses of customer complaints were used for corrective and improvement actions. 16 actions were taken in 2022, which helped reduce 3% of situations giving rise to customer dissatisfaction. Furthermore, thanks to 30 proactive actions taken, potential situations likely to cause customer dissatisfaction were also prevented.</td>
</tr>
<tr>
<td>- Monthly average complaints were up by 19% in 2022 as compared to 2021. Despite the said increase, the rise in the number of complaints per 1,000 customers was registered as 3%, which is well below the said average. The main reason behind the increase was the fact that some customers who were unable to reach our unit previously are now able to do so thanks to a rearrangement in our customer complaint handling processes.</td>
</tr>
</tbody>
</table>
DIGITAL EXPERIENCE AND TRANSFORMATION

Garanti BBVA enriches the products and services delivered through digital channels with financial advisory and suggestions. Carrying digital channels was beyond being a mere platform for transacting and product applications, the Bank acts with the vision of smartly interacting with customers at all touchpoints and delivering them an experience that truly creates a bond of trust.

Since the banking business requires an intensive set of functions, it becomes more and more important to balance it with an effortless, simple user experience. Garanti BBVA puts emphasis with an effortless, simple user experience. Garanti BBVA puts emphasis on creating unrivaled user experience through thorough analysis of data, and identifies any deficiencies by way of regular usability surveys, thus ensuring sustainability of the perfect experience.

Making utmost use of the technological conveniences, Garanti BBVA focuses on a service model in which Mobile is the first point of contact with customers where all solutions can be offered. Garanti BBVA is working to position Mobile as the first point of contact for fulfillment of any need with solutions such as AI-based smart assistant Ligi, receiving live support by exchanging written messages with customer representatives when necessary, and connecting to the customer representative and even the branch contact with video call at any point customers seek assistance. Introduced in 2021, end-to-end digital onboarding provides individuals wishing to become Garanti BBVA customers the chance to do so all year round from wherever they may be.

This development continued to significantly support digitalization and increase financial inclusiveness throughout 2022.

- Garanti BBVA has the largest digital and mobile customer base among private banks. The Bank services 13.4 million active digital customers, 10.6 million of which are mobile-only users.
- Number of yearly transactions performed on Internet and Mobile Banking channels reached 1.1 billion, up by 41% year on year.
- With its set of 500+ functions, Garanti BBVA Mobile facilitates transactions for customers independent from time and location. The Bank controls 20% market share in mobile financial transactions as of 2022 year end. The number of monthly Garanti BBVA Mobile logins continues to increase on a monthly basis. The number of logins reached 3.7 billion in total in 2022, up by 37%.

Target
Contribute to physical and financial freedom of customers with disabilities with Accessible Banking Services

Action Taken
- The Bank continued to make life easier for its customers by doubling the time allowed for punching in the numbers on the IVR system, and connecting hearing-impaired clients to the Live Support Assistant effortlessly and quickly within the scope of “Live Support” service, the written communication channel available on Garanti BBVA Mobile.
- Under the partnership established with BlindLook, Garanti BBVA enables visually impaired customers to freely perform their transactions with the help of voice instructions through Garanti BBVA Mobile and Internet banking. Visually impaired customers can easily perform many transactions including account opening, money transfers and bill payments with the help of voice instructions without needing anyone else’s help. By virtue of this collaboration, Garanti BBVA remained a part of BlindLook’s EyeBrand (in Turkish: Görüneme Engelsiz Marka) network.
- Delighted that more than 12 thousand employees completed the web-based sign language training developed to provide better service to customers with disabilities, Garanti BBVA increased the number of its ATMs accessible by visually impaired individuals from 5,156 to 5,431 and ATMs accessible by individuals with orthopedic disabilities from 225 to 243 in 2022.
- Under its collaboration with Engelsiz Ceviri, Garanti BBVA started posting sign language and spoken versions of its banking applications.

Facilitate customers’ digital transformation
- Remote onboarding experience is offered not just to retail customers, but also to sole proprietorship customers.
- End-to-end digital application flow for enterprise clients and sole proprietorships having physical workplaces was also designed for legal entities; hence, legal entities can now acquire POS devices using end-to-end digital application flow via Garanti BBVA Mobile Banking in addition to Garanti BBVA Internet.
- With Open Banking service that eliminates limits in banking and introduced at the end of 2022 as an important turning point in digital transformation, “merge accounts” and “initiate payment” features were made available on Garanti BBVA Mobile and Internet Banking.
- Being among the first practitioners of open banking service, Garanti BBVA digital customers captured the opportunity to access their account data with other banks and to make money transfers therefrom via Garanti BBVA platform.
- Within the scope of open banking, the Bank’s POS customers are able to view member merchant/POS movements with other banks and the amounts to be received in their accounts on the basis of member merchant/POS on Garanti BBVA Mobile Banking.
- Customers can access account data by choosing the POS service and get all transaction summaries. This feature allows time-saving, more efficient management of their cash flows, and effortless tracking of their finances on a single screen.
- The transaction set available on mobile banking channels was expanded. Coca-Cola’s (DEP) Plays for Kids, Complementary Health Insurance, Foreign Currency Protected TL, Foreign Currency Protected FCO/Gold Converted TL, Time Deposit accounts, SWIFT Go service, commercial card application, and many other new products and services were offered to customers via Garanti BBVA Mobile.
- Another tool backing digital transformation is commercial lending through digital channels. For sole proprietors and enterprise clients, Discounts, Interbank-Indexed Credit and Installment Commercial Loan products were also made available on digital channels in 2022 following the SPOT and bank overdraft loans made available in 2021. Another project of the Bank supporting digital transformation for enterprise customers is the production of the Certificate of Acceptance for Export Price that is mandatory for exporters on digital channels. This allowed generation of these certificates of our sole proprietorship and enterprise customers in singular or multiple copies on Internet banking, automated sales and transfer of the legally required minimum amount to the CBRT and viewing the certificates on digital channels.
- The set of transactions enterprise customers can perform digitally was expanded. On the sustainability front, sole proprietorship and enterprise customers are now able to calculate their carbon footprint and show the sectoral impact analysis on the Internet banking channel. Under other new capabilities, incoming SWIFT data can be tracked in SWIFT GPI, and POS contracts and Salary Paying Institution Description and Revision forms can be approved on Mobile and Internet channels within the frame of digital approval.

Sadriye Görece was selected as Turkey’s Female Social Entrepreneur in the 14th of Turkey’s Women Entrepreneurs competition for her startup BlindLook and with our partnership with the company, we offer voice guidance for our visually impaired customers on the Garanti BBVA Mobile application and internet banking.
Enhance customer experience by utilizing the conveniences offered by new generation technology

Turkey’s first AI-based smart assistant that was launched in 2016. Ugi had more than 53 million interactions with 5.1 million customers in 2022. With its use increasing by the year thanks to its natural conversation language understanding capabilities, Ugi increased the number of unique users by more than 29% in 2022.

As developments continue in a bid to position Garanti BBVA Mobile as the main customer interaction channel and respond to all customer needs with the smart assistant Ugi, Ugi’s understanding capacity improved to 90%.

Having preserved its top place in NPS once again in 2022, BonusFlâa5 continued to respond to users’ all needs associated with campaigns, debit and credit cards as it continues to put into broader use technological solutions allowing payments without the need for plastic cards and wallets.

Number of transactions with GarantiPay, which enables fast and secure payment at more than 3,000 e-commerce businesses without sharing card data rose to 7.5 million in 2022. The volume of GarantiPay also expanded by 78% to exceed TL 3 billion.

POS devices used at member merchants were replaced with terminals with contactless capability allowing execution of payment without touching the device. Number of contactless transactions doubled on an annual basis.

Allowing SMEs and micro businesses to receive payments quickly and securely through mobile phones, Garanti BBVA CepPOS product was upgraded in 2022. The renewed CepPOS became a full-scale business application for all physical, virtual and CepPOS business places.

Futhermore, payments can also be received with the recently added Payment with QR and Collection by Code payment methods in addition to contactless payments.

Garanti BBVA increased the number of QR-enabled devices in order to generalize the use of payment with QR codes. Following all these initiatives, the number of QR transactions tripled.

Garanti BBVA Mobile customers can easily withdraw/deposit/transfer cash, pay their card debts or make loan repayments with QR code from ATMs without going to a branch. In this period, ratio of retail customers withdrawing cash with QR reached 35%.

Bonus Flâa5 product, a fint in the sector, the Digital 5g feature that offers the option to be issued a digital slip instead of a printed one in contactless transactions below TL 750 not only eliminated the obligation to retain slips for users but also supported our sustainability vision as endorsed by numerous domestic and international awards granted.

On Garanti BBVA Mobile, customers are offered the feature to get a PIN under the “Contact Us” and “Do It Digitally” pages, using NFC or OCR technologies depending on the compatibility of their devices.

Target
Help customers make right/healthy financial decisions

Action Taken
- My Status section introduced in 2021 within mobile banking with a focus on financial health provides alerts on customers’ major expenses, steers them to save-up easily and perform controlled spending. My Status section generated different financial suggestions and action plans and was visited by a monthly average of 4 million customers in April 2022.
- Financial health advice started to be offered in diverse areas within the Mobile app in addition to the My Status section.
- Always attaching particular importance to customers’ financial health, Garanti BBVA introduced the Card Checkup step for customers whose credit card applications are declined. In such cases, customers are transparently informed about the reason of non-approval and can reach customized advice for possibly increasing the probability of having their applications approved.
- Our SMEs need our expertise and advisory for the protection of their financial health more than ever before. Hence, we devised a new education path of IS training programs to equip our partners with expertise in financial advisory. As such, we keep standing by them via our portfolios who achieve constant self-development.
- We introduced the Single Screen technology that lets SMEs view their accounts and POS movements with other banks collectively. Thus, SME customers can view that finances and follow-up their income/expenses and cash flow on a single platform, without having to recall the login information necessary for different banks.
- “Your Subscriptions” function introduced in BonusFlâa5 enabling tracking cards registered in overseas digital platforms subscription payments on a single platform was expanded in the reporting period with the addition of domestic digital platforms, which lets users control their expenses on a broader network in a more transparent manner.

Offering financial solutions with a Responsible Banking focus

Garanti BBVA launched My Ecological Status feature on Garanti BBVA Mobile, which will increase customers’ awareness of the combat against climate crisis. On My Ecological Status page, customers can view their carbon footprint and suggested ways to reduce it. When they take sustainable steps such as digital boarding, digital account statement preference and the like, Garanti BBVA shoots seed balls in hard-to-reach places on their behalf with ecoDrone, aiming to contribute to their combat against climate crisis.

Within the scope of our collaboration with Ecording, over 350 flights were performed over hard-to-reach areas and 2.6 million seed ball shootings were made. With this initiative, we also created an alternative income source for seven women who are disadvantaged due to climate crisis through the production of the seed balls. Hence, besides contributing to reforestation and biodiversity by with the help of ecoDrone, we have strengthened the sustainability journey towards reduced inequalities.

FINANCIAL ADVISORY

Garanti BBVA keeps working towards providing each customer with customized, timely and accurate advice in relation to Financial Health, making use of big data and AI, and places “financial health” at the epicenter of its strategy. The Bank believes that investing in personalized customer experience has become much more important in today’s world packed with digital conveniences. Garanti BBVA backs its suggestion systems that help its customers make the best financial decisions with smart solutions integrated with new generation payment technologies.

To help its customers easily manage and keep under control their budgets, and plan an independent and secure life in the future, Garanti BBVA offers customized smart suggestions, information and reminders. As the first step, the customer’s finances are accurately pictured, followed by an analysis of spending habits and financial behaviors, and formulation of suggestions, which are maintained constantly dynamic.
INCLUSIVE GROWTH

Within the framework of inclusive growth, the other main topic of its sustainability strategy, Garanti BBVA has been treating vulnerable groups and entrepreneurs with low access to finance and other services as a separate customer group for many years. The main goal is to create cooperation opportunities with entrepreneurs for the healthy growth of the entrepreneurship ecosystem and the spread of the entrepreneurship culture in our country. The Bank carries out activities on various platforms to support them with products and services tailored for them, for entrepreneurs ranging from women's entrepreneurship to impact entrepreneurship and technology-oriented entrepreneurs who are important players in economic growth. Garanti BBVA supports the entrepreneurial ecosystem with:

- Women Entrepreneurs Program launched in 2006.
- Türkiye’s Women Entrepreneur Program.

Competition that celebrates its 16th year and helps encourage women entrepreneurs and unrole models.
- Turkish Women Entrepreneur Academy that provides educational support.
- Garanti BBVA Partners Accelerator Program that contributes to the sustainability of early startups of any scale and sector, the SMEs and growing entrepreneurs.
- Trade of Women platform that supports women entrepreneurs to open up to new markets

2023 PRIORITIES

Customer Experience
- In 2022, an artificial intelligence-supported analytical model was developed that aims to automatically categorize customer feedback received via the internet branch and website, so that complaint resolution teams spend less time on categorization and focus on complaint resolution. The effects of the model put into practice as of 2023 will be monitored.
- As the IVR upgrades and AI Project are carried to the next level, the technological innovations derived therefrom will continue to be used for producing customer-focused solutions and facilitating customers’ financial lives.

Inclusive Growth
- Garanti BBVA will continue its efforts to support individuals who are not included in the banking system to participate in the banking system in a way that will improve their financial health, and to strengthen them both socially and economically.
- It will contribute to encouraging women entrepreneurs, increasing their capacities and supporting their development by offering opportunities for them to open up to new markets and reach new customers, together with competitions, trainings and events.
- As a bank that has contributed to the entrepreneurship ecosystem for many years, the Bank will provide holistic support to technology startups that will shape the future, from financing to training, meeting and collaborations that will contribute to their development, with its new service model.

Digital Transformation
- The Bank continues to work for enhancing and improving the “digital onboarding” process. It will maintain a main agenda item in 2023 for the Bank to increase the diversity of digital products and transactions so as to deliver an end-to-end seamless experience so that all its customers can access banking transactions and products digitally.
- By the end of 2022, Garanti BBVA started offering its customers various functions such as initiating payments from different entities and track accounts with different entities from a single point within the scope of open banking. The Bank is targeting to proceed with its open banking initiatives towards a broader perspective by making other financial product and transaction sets available to its customers within an effortless and secure experience in the coming years in parallel with the widening scope of the open banking legislation.
- Garanti BBVA is planning to digitalize product applications for the direct debit system, bulk money transfer/EFT and supplier finance in 2023 under its digitization strategy.
- In addition, the Bank will upgrade product service infrastructures for
Bulk Money Transfer/EFT and Direct Debit System in line with customer needs and develop API services for both products.

- E-receipt development will be brought to completion and receipts bearing e-signatures will start to be provided to customers that serve as receipts bearing wet signature.

Financial Advisory

- Believing in the importance of personalized customer experience and a proactive approach, Garanti BBVA aims to pave a much longer distance in customer experience besides basic banking products and services and to set itself apart by enriching the financial health tools offered.

Sustainability

Believing in the importance of continuing its work towards sustainable development by focusing on combating the climate crisis and inclusive growth in order to support sustainability, Garanti BBVA will continue its efforts in this context. With this motivation, the Bank aims to continue its efforts to create the concept of carbon footprint and sustainability awareness and to take action on these topics. As a financial institution, the Bank will implement different scenarios in order to encourage its customers to be more conscious and take sustainable steps by raising awareness and offering solutions on environmental issues that concern our planet.

RISKS AND OPPORTUNITIES

<table>
<thead>
<tr>
<th>Risk</th>
<th>Our Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evolving customer needs due to fast-advancing technology</td>
<td>We benefit from the ideas and opinions of our employees in order to understand the changing needs of our customers in terms of financial services, to anticipate their expectations and to create products and services to meet them in the light of new technology/trends. For this, we implement in-house entrepreneurship programs. Final ideas and presentations were evaluated by the Innovation Committee, and ideas to be worked on were selected and the winning teams were rewarded with an international training program.</td>
</tr>
</tbody>
</table>

Opportunity

Open Banking

- Open banking services we launched in 2022 will allow all our customers to view their account movements with other banks on Garanti BBVA channels and to make money transfers from those accounts.
- Adapting itself quickly to legislation and becoming a leader in this area, our Bank keeps offering new services to our customers backed by a rich customer experience and platform security.
- Through other services introduced in 2022, the Bank’s TradeMon, SME and commercial customers will also be able to view member merchant/POS movements with other banks and the amounts to be received in their accounts on Garanti BBVA Mobile and Internet channels. Customers will be able to access accounting data using the POS service and get all transaction summaries. This will let them save time, manage their cash flows more efficiently, and track their finances effortlessly on a single screen.

Growing Number and Competition of FinTechs

- At Garanti BBVA, we are keeping a close eye on innovative initiatives in the fintech ecosystem.
- Given our Bank’s and affiliates’ continuous investments in digitalization, actions taken and our agility in technological infrastructure, we consider fintechs not as rivals but as potential partners with whom we can develop complementary or efficiency-focused business models.
- We continue to consider business models and partnerships that will contribute added value to our customers and the ecosystem within the frame of the regulatory framework enforced over the past two years that triggered the emergence of new products and services in digitalization.
- We will keep offering banking services on all channels where our customers are present by integrating Garanti BBVA services in third party platforms and continue to provide third party services fulfilling our customers’ needs on our own channels; we will also diversify them through various collaborations and business models.

E-commerce and new payment solutions

- In payment systems, cards and physical POS devices alike are being replaced by mobile wallets and POS applications that run on smart phones in face-to-face payments. This transformation picked up pace due to the pandemic.
- Shopping without plastic cards is becoming an indispensable part of everyday life. With the physical POS devices offered along this line and with the e-commerce payment solutions, Bonu’s app is targeting to replace the wallets in the pockets.
- In the short and medium term, we will be seeing more products that receive payments by eliminating the cash register and do not require a physical POS device at businesses, and new generation POS devices entailing extra functions in addition to receiving payments.
- In this respect, it is targeted to further develop the Garanti’s Y baskı Business/InG秋天) web platform reached through www.garantibba.com.tr website and present new solutions responding to needs.
- Virtual POS will also be a top priority for 2023 in the e-commerce universe that garners tremendous momentum during the pandemic. Amid this environment of continued desire to carry business places to online platforms, Garanti BBVA continues to work on rendering fast service to businesses, facilitating integrations, and reducing application times. E-commerce value added products are being improved based on customer demands, and the e-commerce platform is being expanded with new product services that will generate added value so as to accelerate payment flows.

Technology Startups

- Lately, the future of entrepreneurial ecosystem in Türkiye is being steered by startups engaged in technology-based businesses.
- The agility, quick adaptability and innovative perspectives of these startups made collaboration even more attractive for large organizations.
- Therefore, entrepreneurship has become a key element of our inclusive growth strategy that is part of our sustainability approach.
- In terms of enhancing customer experience and financial health, we included partnering with, and supporting, these startups within our strategic priorities.
- Along this line, we are developing a service model and approach specific to technology startups by broadening the coverage of the support we have been long providing to women entrepreneurial, startup and social entrepreneurial ecosystem.
Sustainability and Community Investments

We focus on our direct impact on natural resources including energy, water and climate that results from our own operations and on the impact we have through our business activities. As we raise awareness by way of community investments and collaborations, we contribute to the socioeconomic development of the society.

RELATED INDICATORS

<table>
<thead>
<tr>
<th>Indicator</th>
<th>2021</th>
<th>2022</th>
<th>Audited</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total annual scope 1 and 2 GHG emissions (tCO₂e)</td>
<td>18,643</td>
<td>18,981</td>
<td>✓</td>
</tr>
<tr>
<td>GHG emissions intensity in the reporting period (tCO₂e/Total Assets)</td>
<td>22</td>
<td>14,6</td>
<td>✓</td>
</tr>
<tr>
<td>Total annual water quantity</td>
<td>248 ton</td>
<td>215 ton</td>
<td>✓</td>
</tr>
<tr>
<td>% change by base year in GHG emissions intensity</td>
<td>96</td>
<td>97</td>
<td>✓</td>
</tr>
<tr>
<td>Total annual scope 3 GHG emissions (tCO₂)</td>
<td>61</td>
<td>411</td>
<td>✓</td>
</tr>
<tr>
<td>Total annual emissions avoided through financed renewable energy projects</td>
<td>8,48 mtCO₂e</td>
<td>14.05 mtCO₂e</td>
<td>✓</td>
</tr>
<tr>
<td>Total annual energy consumption (MWh)</td>
<td>156,800</td>
<td>161,320</td>
<td>✓</td>
</tr>
<tr>
<td>Total annual water consumption (1000 m³)</td>
<td>186</td>
<td>233</td>
<td>✓</td>
</tr>
<tr>
<td>Share of renewable energy projects in new energy production portfolio (in new project finance commitments)</td>
<td>100%</td>
<td>100%</td>
<td>✓</td>
</tr>
<tr>
<td>Number of projects subjected to Environmental and Social Impact Assessment System (cumulative)</td>
<td>85</td>
<td>88</td>
<td>✓</td>
</tr>
<tr>
<td>Site visits to customers regarding environmental and social issues</td>
<td>4</td>
<td>36</td>
<td>✓</td>
</tr>
<tr>
<td>Customers and financial institutions informed about environmental and social issues</td>
<td>18</td>
<td>15</td>
<td>✓</td>
</tr>
<tr>
<td>Number of SDGs contributed through effective management of sustainability risks</td>
<td>36</td>
<td>17</td>
<td>✓</td>
</tr>
<tr>
<td>Number of sustainable products/loans</td>
<td>50</td>
<td>55</td>
<td>✓</td>
</tr>
</tbody>
</table>

Garanti BBVA carries on with its support to sustainable development focusing its efforts on combating climate change and inclusive growth for 16 years to support sustainability, which is one of its strategic goals. Drawing on its sector-steering know-how and experience, the Bank leads sustainable development in the market with its business model that embraces the opportunities stemming from sustainable development as well as climate change-related risk management. In this context, Garanti BBVA collaborates with its peers and the business world on a global level to identify new opportunities, capture emerging best practices and products, and remain as a leader in sustainable finance and development in Türkiye.

UNEP FI Principles for Responsible Banking, which were launched in 2016 by 30 founding members among which Garanti BBVA was the only bank from Türkiye, reached more than 270 signatories worldwide. The Principles for Responsible Banking, which are expected to significantly contribute to the UN Sustainable Development Goals (SDGs) and the Paris Climate Agreement objectives, focus on six main scopes: Alignment, Impact, Clients and Customers, Stakeholders, Governance and Target Setting, Transparency and Accountability. Garanti BBVA releases its Responsible Banking Principles Impact Report annually and discloses its strategic approach to areas in which the Bank has an impact along with its activities.

You can access the UNEP FI Principles for Responsible Banking Impact Report here.
It is among Garanti BBVA’s goals to facilitate the growth of the SMEs, microbusinesses, women entrepreneurs and all startups that play a key role in the sustainable development of the economy and to help them improve their environmental, social and ethical performances, as well as producing solutions to their financial needs. Garanti BBVA focuses on responsible and sustainable development and actively contributes to 17 goals 70 targets within the scope of Sustainable Development Goals and Targets.

Based on its approach to impact investment, the Bank’s total contribution to sustainable development reached TL 88 billion as of the end of 2022.

Within the scope of its combat against the negative effects of climate change, Garanti BBVA:

• has been the first bank from Türkiye to pledge coal phase-out in 2021.
• has become a Carbon-Neutral Bank in 2020.
• In 2020, Garanti BBVA announced its target to reduce its carbon emissions by 29% by 2025 and by 71% by 2035 within the frame of Science-Based Targets in line with the Paris Agreement’s goal to limit temperature rise to 1.5° degrees, and has been the first company to declare such a target in Türkiye. Having reduced its operational emissions by 75% at end-2020, the Bank purchased carbon credits for its remaining emissions and became carbon-neutral 15 years earlier than its reduction target. In 2021 and 2022, the Bank continued to offset its operational emissions by purchasing carbon credits and supports the projects in voluntary carbon markets recognized by international institutions.
• pledged to eliminate the coal exposure of its portfolio by 2040 or sooner.
• With its Climate Change Action Plan released in 2015, which focuses on carbon pricing, reducing deforestation, managing climate-related water risks through adaptive management and implementing green office standards, the Bank also pledged that a minimum of 60% of the total funds allocated to new energy production facilities would be allocated to renewable investments.
• In 2023, the Bank took these commitments one step further, and announced its decarbonization goals by 2030 in other carbon-intensive industries such as energy, automotive, iron and steel, and cement. These interim targets make up an important phase in reaching emissions targets aligned with net-zero by 2050. In this context, Garanti BBVA is aiming to accompany its customers in their transitioning to a more sustainable future.

The Bank’s decarbonization targets set for 2030 have been prepared using the internationally recognized PACTA (Paris Agreement Capital Transition Assessment) methodology. In keeping with the ever-improving data quality, Garanti BBVA plans to review and update these targets.

With which principles did Garanti BBVA set its targets?

• (Long-Term Vision) Enact a long-time vision to plot the path toward 2050 net-zero targets
• (Focused on Decision Making) Be conducive for comparison among companies and competitors in decision-making processes.
• (Robust) Be consistent with and based on the robustness of scientific evidence
• (Extensive Coverage) Cover a relevant spectrum of activities in the field of decarbonization
• (Actionable) Based on available and transparent data
• (Sector-Specific) Homogeneous metrics to make it easier to understand the challenges faced by each company.

What is aimed with the targets set within the scope of the PACTA methodology?

• Extend the financial support needed by customers for measuring their progress in decarbonization processes and for their investments in new technology and production methods in this pathway.
• Mitigate the transition risk in the portfolio by increasing the weight of exposure with clients aligned with the decarbonization scenarios.
• Fulfill the transparency commitment in environmental and social performance disclosures that have lately become highly important for the financial sector.

Garanti BBVA integrates its sustainability vision founded on combating climate change and inclusive growth in its management strategy and business model through its Sustainability Policy. Also aligned with the strategy of the BBVA Group, the policy is updated annually in view of scientific developments and social needs.

Emission reduction targets for carbon-intensive sectors

<table>
<thead>
<tr>
<th>Sector</th>
<th>Emission Scope</th>
<th>Metric</th>
<th>Scenario</th>
<th>Garanti BBVA Baseline (2022)</th>
<th>Reduction Target by 2030</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy</td>
<td>1+2</td>
<td>kgCO2e/ MWh</td>
<td>International Energy Agency Net Zero 2050</td>
<td>388</td>
<td>-72%</td>
</tr>
<tr>
<td>Automotive</td>
<td>3</td>
<td>gCO2e/km</td>
<td>International Energy Agency Net Zero 2050</td>
<td>182</td>
<td>-40%</td>
</tr>
<tr>
<td>Iron &amp; Steel</td>
<td>1+2</td>
<td>kgCO2e/Ton and Steel</td>
<td>International Energy Agency Net Zero 2050</td>
<td>1196</td>
<td>-10%</td>
</tr>
<tr>
<td>Cement</td>
<td>1+2</td>
<td>kgCO2e/Ton and Cement</td>
<td>International Energy Agency Net Zero 2050</td>
<td>726</td>
<td>-20%</td>
</tr>
<tr>
<td>Coal</td>
<td></td>
<td>T/Lmn</td>
<td>Phase-out of the sector by 2040</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: It is important to emphasize that the baseline of these metrics may change, since the sources of information used and the methodology are constantly changing.

Garanti BBVA also addresses the risks revealed by these studies in setting the course of its combat against climate
change and the targets of Net-Zero Banking.

It is considered that physical climate risks might cause negative impacts in the medium- and long-term upon customers’ loan repayment capabilities and financial institutions’ activities due to:

- Reduced production capacities of customers resulting from disruptions in transportation and shipping processes or supply chains, and declined revenues due to such reduction.
- Direct loss suffered by Garanti BBVA and customer assets due to climate-related disasters.
- Increased insurance costs.
- Interruption risk in Garanti BBVA’s services due to climate-related disasters.
- Potential losses in customer assets or collateral due to scarce water supply.
- Potential issues in resource utilization due to climate-driven migrations.
- Elevated operational costs.

In this context, Garanti BBVA addresses climate-related physical risks under two headings: acute and chronic.

### Climate Risk

<table>
<thead>
<tr>
<th>Risk Description</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crook/River Overflows</td>
<td>Acute</td>
</tr>
<tr>
<td>Flood</td>
<td>Acute</td>
</tr>
<tr>
<td>Rising Water Level</td>
<td>Chronic</td>
</tr>
<tr>
<td>Hurricane</td>
<td>Acute</td>
</tr>
<tr>
<td>Drought</td>
<td>Chronic</td>
</tr>
<tr>
<td>Extreme Temperatures</td>
<td>Acute</td>
</tr>
<tr>
<td>Fire</td>
<td>Acute</td>
</tr>
</tbody>
</table>

These climate risks are measured using a matrix developed based on the heat map revealing sectoral vulnerabilities and the standing of physical climate risks in customers’ locations as defined by internationally accepted data sources. Accordingly, it is considered that:

- For 2022, it was evaluated how much of the total loan portfolio could be exposed to chronic, acute and both climate-related risks. Garanti BBVA already started work towards reducing the exposure of both its customers’ activities and its own activities to climate risks.
- During 2022, Garanti BBVA also measured physical risks:
  - Against drought, extreme precipitation and extreme temperatures under RCP 2.6 and RCP 8.5 climate scenarios for its head office building and branches.
  - Against drought, heavy rainfall, extreme temperatures, changes in average temperature, and changes in precipitation amounts under RCP 8.5 climate scenario for its renewable energy portfolio, and released an action plan.

### Environmental and Social Impact Assessment

Garanti BBVA implemented its Environmental and Social Loan Policies (ESLP) developed to minimize the indirect impact of the Bank’s lending activities in 2022. The Bank will continue to apply so carefully in line with its commitments to Environmental and Social Loan Policy and to evaluate and monitor all its customers’ compliance in 2023.

Garanti BBVA provides internal training on ESLP with the training video available at Kampus. 1,001 employees completed the training in the reporting period.

### Current ESLP can be found here.

Garanti BBVA implements an Environmental and Social Impact Assessment Process (ESIAP) within the frame of international best practices to drive improvement across its loan portfolios. This process is totally compliant with international norms and best practices. In addition, the Bank developed the Environmental and Social Impact Assessment Model (ESIAM) to classify projects according to their characteristics, scale, vulnerability, location, and E&S impact and to systematically evaluate them with respect to risk. In this scope, Garanti BBVA ensures that the projects financed by the Bank meeting the defined amounts/transactions satisfy the social and environmental standards required by legislation and the Bank’s policies: that the project owners undertake an impact assessment, and take determined measures, if necessary, and establish effective control mechanisms.

In 2022, 3 projects with a total loan amount of USD 67 million were subjected to the ESIAP process. To date, 88 projects underwent ESA, and thanks to the action plans based on these assessments, Garanti BBVA minimized the indirect impacts of its lending. 36 site visits were conducted in 2022. Garanti BBVA contributed to improvement of environmental and social performances of various customers and financial institutions by providing 15 briefings about environmental and social issues in 2022.

### Sustainability Indices

The positive outcome of Garanti BBVA’s effective sustainability structure is manifested with the Bank’s successful results in nationally and internationally recognized sustainability indices.

In 2022, Garanti BBVA was the only company reporting from Türkiye to be included in the Dow Jones Sustainability Index (DJSI) Emerging Markets for the eighth consecutive year. Integrating sustainability in all its operations and business strategy, the Bank once again reproduced a successful result obtaining a score of 83. Garanti BBVA achieved the fifth highest score in the global banking sector in the index that presented stricter assessment criteria this year with the integration of more advanced sustainability issues such as decarbonization targets and financed emissions. Increasing its score from 75 in 2021 to 83 in 2022, Garanti BBVA again reproduced a successful result in 2022.

In recognition of its management concept that promotes diversity, Garanti BBVA achieved its highest score to date on Bloomberg Gender Equality Index 2022 and has become the only company from Türkiye qualifying for the index for 7 years in a row.
Garanti BBVA 2022 Integrated Annual Report

2022 DEVELOPMENTS

Target Action Taken

Financing low-carbon transition

- In 2022, Garanti BBVA took Net Zero Banking Alliance (NZBA) commitments one step further and announced decarbonization targets by 2030 for other carbon-intensive industries including energy, automotive, iron & steel and cement. These interim targets constitute a key stage in achieving emission targets aligned with net-zero by 2050. The Bank works in cooperation with its parent BBVA Group to measure climate risks and to engage its customers for green transformation.

- Financing only 100% renewables in greenfield electricity generation projects within the scope of its Project Finance investments since 2014. The Bank continued to support exclusively renewable energy investments in greenfield energy investments in 2022.

- The Bank continues to neutralize its emissions resulting from its operations by purchasing carbon credits in 2021 and 2022, and supports internationally recognized voluntary carbon markets.

- At year-end 2022, the percentage of green assets to Project and Acquisition Finance loan portfolio was 25.8%, which corresponds to a total volume of USD 2.5 billion. In this portfolio, the percentage of green assets to the loans allocated for electricity generation purposes was 65.8%, whereas the green asset ratio of infrastructure projects such as energy, highway, airport, port and healthcare was 63.8%.

- The market share of wind power plants (WPVs) and Solar power plants (SPPs), by installed power financed by the Bank is 25.3% and 23.6%, respectively, in 2022. The cumulative financing amount provided to renewable energy projects exceeded USD 6.26 billion.

- In 2022, total avoided emissions of operational renewable power projects, where Garanti BBVA was involved in their financing, were 14.05 million tCO₂e based on the current average grid emission factor for Türkiye.

- USD 2.8 billion to Wind Power Projects (WP) for 2,868 MW current installed capacity, which will reach a total installed capacity of 3.080 MW once fully operational.

- USD 2.5 billion to Hydro Power Projects (HEP) for 3,677 MW current installed capacity, which are fully operational.

- USD 266 million to Geothermal Power Plant Projects (GPPP), which will have a total installed capacity of 337 MW once fully operational.

- USD 559 million to Solar Energy Projects (SPP), which will have a total installed capacity of 2,228 MW once fully operational.

- USD 134 million to Biomass to Energy Projects, which will have a total installed capacity of 14 MW once fully operational.

- In the portfolio of TL 10 million in the past 6-month period. The number of companies included in the index in 2022 reached 46.

For many years, Garanti BBVA has been participating in local and international platforms, which allowed for widespread, high-level engagement with the business community, governments, policymakers, and numerous national and international organizations. In this sense, Garanti BBVA is part of 52 working groups including the UN Net-Zero Banking Alliance (NZBA), United Nations Working Group of Principles for Responsible Banking, Global Compact Network Türkiye for Responsible Banking, Business Council for Sustainable Development (BCSD Türkiye), the Banks' Association of Turkey Sustainability Working Group, and the Turkish Industry and Business Association (TÜSİAD) Environment and Climate Change Working Group, and actively participates in or chairs 29 initiatives in total that include numerous platforms.

The list of supported initiatives can be found here.

In addition to following up local and global developments, Garanti BBVA maintains collaborations for the implementation and announcement of these developments in the Turkish market. Following the 27th UN Climate Change Conference of Parties (COP27) that provides the setting for international climate negotiations, Garanti BBVA Executive Vice President for Digital Banking and Client Solutions Isıl Akdemir Erkıçik hosted the Head of Finance of the Institute of International Finance (IIF) during the panel titled "A Case Study on the Role of the Banking Sector in Sustainable Development in Emerging Markets: Türkiye" at the Turkish Pavilion. In addition to the panel during which the importance of the mobilization of international finance in the Turkish economy and its positive impact on green transformation and inclusive growth were discussed, representatives from the industrial sector addressed green growth approaches and the importance of finance in our country in the panel hosted by TUSIAD (The Turkish Business and Industry Association) titled "The Role of Sustainable Finance in Green Growth", where İsıl Akdemir Erkıçik was a speaker on behalf of the Bank. The Bank’s Sustainability and Sustainable Finance teams closely followed up the COP27 sessions that focused on loss and damage funding for vulnerable countries.

The Garanti BBVA Climate index Garanti BBVA launched in 2021 in cooperation with Garanti BBVA Climate Index Equity Fund that will be introduced in 2023 based on the companies on the Index is intended to promote increased investments in companies with a high climate performance and to contribute to the natural and cultural heritage education given to students by CEKÜL. Two of Knowledge Education Unit t be carried out with the funds to be transferred to CEKÜL Foundation (the Foundation for the Protection and Promotion of the Environment and Cultural Heritage) from the fund’s annual management fee.

In November 2022, Garanti BBVA initiated the “Sustainable Future in Exports” investor series with the aim of supporting companies exporting to the EU in their alignment with the European Green Deal and clearing the way for sustainable investments. The Bank aims to brief especially SMEs, as well as the sectors and institutions that will be affected by the European Green Deal and Carbon Border Adjustment Mechanisms about these processes, to answer the questions on minds, and to mobilize institutions by offering advisory on the "Green Deal".

Garanti BBVA also leads the transformation of the sustainable finance sector in Türkiye. Within this scope, the Bank serves on the Türkiye Banking and Finance Working Group as a Board of Directors member of Global Compact, with the aim of advancing the existing practices in the financial services sector in Türkiye. In 2017, Garanti BBVA signed the Declaration on Sustainable Finance with 7 other banks from Türkiye, which foresees assessment of environmental and social risks in loan processes and their integration into relevant policies. As one of the first signatories of the Declaration, Garanti BBVA is also actively involved in the annual update of the Declaration on Sustainable Finance upon local and global developments.

Garanti BBVA participated in the Climate Council organized in Konya in February 2022 by the Ministry of Environment, Urbanization and Climate Change, Presidency of Climate Change to address Türkiye’s new climate change vision in the light of evolving circumstances and to provide an inclusive exhibition of the green transformation conception, and took place among the members of the Green Finance Commission, the Bank presented its opinions regarding the development of sustainable finance policies.

In December 2022, Garanti BBVA Sustainability Unit attended the 12th Development Plan Special Commission Consultation Meetings. During the meetings that dealt with the creation of a financing strategy to strengthen climate adaptation and the impact of climate change on sustainable development, the Bank discussed recent regulatory and policy updates, best practices, corporate organization models and financing, and proposed policies based on its experiences in, and expectations from, the sector.
**Support customers’ sustainable growth**

Garanti BBVA focuses on supporting sustainable development through its sustainability strategy, and financial instruments offered to customers for combating the climate change and enabling inclusive growth.

- **Combating climate crisis**
  - Under its cooperation established in 2022 with Erguvan, a digital carbon credit trading platform, Garanti BBVA provides its corporate customers having difficulty in accessing voluntary carbon markets with a carbon credit supply tool that is designed specifically for secure, transparent, and sustainable carbon credits. This innovative product offers a secure and quick delivery of carbon credits in cooperation with Erguvan. The Bank helps the corporate customers gain increased carbon credits.
  - Through this partnership, the Bank aims to accelerate the compliance of its corporate customers and particularly exporter customers to the European Green Deal, the Fit for 55 commitment which is EU’s target to reduce GHG emissions by at least 55 per cent by 2030, and as part thereof, the subsequent EU Carbon Border Adjustment Mechanism.
  - Also intending to provide consultancy regarding the impacts of climate change through the services rendered to its customers, Garanti BBVA started offering carbon footprint and sectoral impact analyses to its corporate customers through its digital channels in 2022. Using the carbon footprint application, corporate customers can monitor their carbon footprint emissions resulting from their activities and benefit from awareness-raising guidance. With the sectoral impact analysis, customers can assess the impacts of their respective sectors on sustainability at a global scale.
  - Furthermore, Garanti BBVA targets to incite its retail customers to take up habits that positively affect sustainable activities between the years 2021 and 2025. Garanti BBVA’s green and social commitments are audited by international independent audit firms on an annual basis.

- **Inclusive Growth**
  - Garanti BBVA has been long addressing entrepreneurs as an individual customer group through the inclusion of growth that makes the other main heading of its sustainability strategy.

**SUSTAINABLE FINANCE**

Garanti BBVA diversified the financial instruments provided for low carbon and inclusive growth, and continues to cooperate with international financial institutions for low-cost funding. Drawing on its intellectual capital, the Bank introduces worldwide pioneering applications and innovative financial resources that incorporate sustainable finance criteria.

- **The BBVA Group, the Bank’s principal shareholder, doubled its sustainable financing target from EUR 100 billion it declared in 2018 to EUR 200 billion in 2021 in parallel with its climate change and sustainable development strategy aligned with the Paris Agreement. Being already ahead of its goals in 2022, the BBVA Group revised the 2025 goal for a second time, tripling the original amount to EUR 300 billion. This pledge is intended to contribute to the joint global combat against climate change, encourage inclusive growth where all segments are involved in the process, and share the benefit derived in line with the goal of bringing the age of opportunity to everyone. Pledging to contribute increasing amounts of financing in parallel with the BBVA Group’s sustainable finance target, Garanti BBVA aims to allocate funds totaling TL 150 billion for financing sustainable activities between the years 2018 and 2023 for combating climate crisis and for sustainable development.**

**Target**

- **Borrowings**

  - With the syndicated loan linked to sustainability criteria utilized in 2020, which was a first in the world, Garanti BBVA was entitled to a reduction in due interest as it satisfied the performance indicators, it has committed for the loan, which were renewable energy use and not financing a greenfield coal-fired thermal power plant. In 2021, both the amount of financing provided increased and the sustainability-linked syndicated loan included a commitment to purchase electricity from renewable sources. In 2022, the syndicated loan was renewed with a commitment to increase financing provided to women and micro-entrepreneurs. The syndicated loan, which consisted of two tranches for USD 283.5 million and EUR 205.5 million with a maturity of 367 days, was participated by 13 banks from 16 countries. Under the facility that had a rollover rate of 25% and was reused 100%, Garanti BBVA’s green and social commitments are audited by international independent audit firms on an annual basis.

- **Mutual and Pension Funds**

  - In this period of greater importance acquired by sustainable investments, public offering of 3 sustainability-themed mutual funds under Garanti BBVA’s Sustainability Asset Management department took place. Total worth of Clean Energy Variable Fund, ESG Sustainability Fund and Sustainability Equity Fund reached TL 1.7 billion year-end 2022.

- **Garanti BBVA Pension’s Sustainability Equity Fund was worth TL 1.1 billion as at end-2022.**

  - Launched in 2021, Garanti BBVA-Climate Index comprises of the equity stocks of companies listed on Borsa Istanbul, which transparently disclose their climate risks and opportunities in accordance with the CDP (Carbon Disclosure Project) methodology. The Garanti BBVA Asset Management and Garanti BBVA-Climate Index (TL Fund) will be set up in January 2023, where at least 80% of the total fund value will be invested continuously in issuer shares included in Garanti BBVA Climate Index (GBNE) and stock exchange mutual funds established to follow the indices comprised of these shares.
COMMUNITY INVESTMENTS
Engaged in the banking business with the goal of “bringing the age of opportunity to everyone”, Garanti BBVA moves ahead with the target of having a positive impact on the people, businesses, and the society at large at all times in line with its corporate values. Various policies and internal guidelines of the Bank represent its pledge to be a responsible bank and create value over the long term, which it has communicated to all its stakeholders. Released in July 2021 based on the Board of Directors decision, the Corporate Social Responsibility Policy is intended to emphasize the Bank’s principles, guidelines and commitments related to corporate social responsibility and adapt them to the priorities of the Bank and the society.
When setting its strategies for community investment programs, the Bank focuses on social sensitivities and common issues in Turkey and in the world that overlap with Garanti BBVA’s values. In keeping with its responsible banking concept, the Bank prioritizes the society’s needs and the stakeholders’ expectations from the Bank in a strategically aligned fashion with its core business lines and devotes programs that will yield social benefits.
The Bank carries out its activities aimed at contributing value to the society in three focuses of action within the frame of community investment programs:
• Reducing inequalities and promote inclusive growth
• Education for all
• Frontier knowledge and accessible culture

In addition to these areas on which focus is placed to support inclusive growth, programs are developed to contribute to the fight against the climate change.


Target Action Taken
Prevent deforestation

- Turkey’s Life: Fire Management Grant Program

Under the Turkey’s Life: Fire Management Grant Program co-launched with WWF-Turkey in June 2022, we are supporting local civil societies’ projects related to forest fires.

The program, which is initiated to mitigate the risk of forest fires that destroy natural life and our people and to be better prepared for possible fires, is intended to extend support to activities of civil society organizations that will carry out local projects under 3 headings:
• Preventive actions and preparations before the fire,
• Active participation in firefighting efforts and disaster management during the fire,
• Restoration of natural/ecological losses and improvement of socioeconomic losses after the fire.

As per Garanti BBVA Environmental and Social Loan Policies Deforestation Impact Management Process, in the financing of new investments such as highways, in particular which are linear and expansive, a thorough situation assessment is conducted for projects that are established to pose a high risk as result of the Environmental and Social Impact Assessment Model assessment with respect to their impact on deforestation, and if an impact is established:
• Forestation Commitment is obtained from the borrower according to the environmental and social risk degree of the project;
• Forestation Commitment incorporates planting of at least 4 or 5 times the number of trees affected by the project and ancillary units.
At present, commitments for the planting of approximately 30 million trees have been obtained from the borrowers cumulatively and tree plantation activities are followed up.
Quality education

Teachers Academy Foundation (ÖRAV)
- Established by Garanti BBVA in 2008 with the aim of championing children’s right to access quality education by supporting professional and personal development of teachers.
- Continuous development is essential for teachers who play a key role in the social and cultural transformation of societies to be more successful in their professions.
- Number of teachers reached in 2022: 33,399
- Number of teachers reached since 2008: >280,000
- eKampüs, the remote learning platform of the Teachers Academy Foundation, provides a knowledge/experience sharing platform that can be accessed by all teachers. eKampüs has 65,000 active users.

5 Pebbles: Social and Financial Leadership Program
- Implemented since 2016 as a collaborative initiative of Garanti BBVA and the Teachers Academy Foundation, 5 Pebbles: Social and Financial Leadership Program is intended to build on primary and secondary school students’ social and financial literacy knowledge, attitudes and skills. While raising the students’ awareness of social and financial topics, the ultimate goal is to instill a consciousness of “Good Citizenship”.
- In 2022, 9,760 students and 1,053 teachers were reached.
- From 2006 to date, more than 2,800 teachers and over 38,000 students were reached.

Teachers without Distance
- The webinar series is carried out to support teachers’ digital skills and classroom management skills to ensure more active participation of students in lessons.
- Carried out since 2020 in cooperation with the Teachers Academy Foundation, the series has been instrumental in increasing the active participation of students in lessons.
- In 2022, the program reached 1,939 teachers.

10 Million AI
- In the project, conducted by Global AI, programs are conducted to build on the youth’s knowledge and skills in artificial intelligence and to strengthen their employability.
- For gender equality purposes, it is targeted to mobilize at least 50% women participants in the program.
- In 2023, 43,879 youngsters were reached in total (25,531 of them women).
- Total number of youngsters reached during our support to the program between August 2023-August 2022 is 69,941 (37,374 of them women).

Increasing heat waves and drought due to climate change trigger the increase in fires. Unfortunately, it is the people, nature and our future who suffer the most from this. Within the scope of “Türkiye’nin Can Yanması” support program, 2 projects have moved to the implementation phase. A Türkiye that is more resilient to forest fires is possible together.

As TURMEPA, the solution we take as our mission and see as the most permanent method is “learning not to pollute.” The Blue Breath Project creates an important awareness in this regard. With this one-of-a-kind project, we raise awareness in the fight against the climate crisis and encourage the increase of similar projects.

Prevent marine pollution

Blue Breath
- In cooperation with Turkish Marine Environment Protection Association (TURMEPA), we are carrying out waste surface cleaning on the Sea of Marmara and awareness trainings on marine cleanliness in the cities in the region since September 2021 with the objective of preventing sea pollution.
- Since September 2021, sea sweepers collected approximately 109 tonnes of solid waste, which were sent for recycling. The waste collected by sea sweepers corresponds to the waste produced by almost 96 thousand people daily.
- Since September 2021, 1,500 teachers and more than 30,000 students from 146 schools in Kocaeli, Bursa, Istanbul, Tekirdag and Canakkale were reached within the scope of the education program.
- To expand the coverage of the project and to respond to the need arising from the dense yacht tourism in the area, one sea sweeper worked in Adrasan, Antalya from July to October 2022, and prevented approximately 2 tonnes of liquid waste from flowing into the sea over the course of 4 months. As such, it contributed to keeping 19,192,032 liters of seawater clean.
- Shore cleaning and waste sorting activities were organized in Canakkale and Istanbul provinces, in which employees took part. Employees volunteered their support to awareness activities targeted at primary school students in relation to environment and oceans on the Blue Breath Training bus stationed in Istanbul and Tekirdag. During 2022, 48 people benefited from the “Social Responsibility Project Participation” leave offered to support employees’ participation in volunteering activities.

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I can say that the Teachers Academy Foundation made significant contributions to my life both professionally and socially. It has been my turning point especially professionally. I think of my career in two parts: before ORAV and after ORAV.

Scan the QR code to watch the video of TURMEPA.
Scan the QR code to watch the video of Yıldız Paldar teacher’s video.
Scan the QR code to watch the video of WWF-Türkiye, Nature Conservation Director Sedat Kalem.
Scan the QR code to watch the video of Teachers Academy Foundation (ÖRAV) Corporate Collaborations and Business Development Manager Şebnem Karagürbüz.
Garanti BBVA 2022 Integrated Annual Report

Support to Turkish basketball in keeping with the principle of permanent and sustainable contribution to the society

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Garanti BBVA has been extending support to Turkish basketball since 2001.

In close cooperation with the Turkish Basketball Federation, Garanti BBVA has so far made significant contributions to basketball over a broad scale extending from 12 Grant Men Basketball Academies to youth setup national teams, National Women’s and Men’s Teams.

Believing that these contributions created a permanent value in the society and social life, Garanti BBVA has also become the sponsor of National Women’s and Men’s Wheelchair Teams. Accordingly, the Bank has been supporting:
- 12 Giant Men (National Men’s Basketball Team) since 2001,
- 12 Brave Hearts (National Men’s Wheelchair Basketball Team) since 2013, and
- 12 Magical Wrists (National Women’s Wheelchair Basketball Team) since 2013.

With the inspiration drawn from the 12 Giant Men, the 12 Grant Men Basketball Academies project is intended to scout and train the 12 Giant Men and Pixies of the Court of the future.

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Garanti BBVA 2022 Integrated Annual Report

Support to Istanbul Jazz Festival

- Uninterrupted support is extended to Istanbul Jazz Festival as the festival sponsor since 1997. One of the leading sponsors of jazz music in Turkey, the Bank sustains its support in this area since 1994. Having extended support to Istanbul Jazz Festival organized by the Istanbul Foundation for Culture and Arts in 1994, Garanti BBVA decided to carry on with its support as the Festival Sponsor from 1997. Having become an indispensable part of the city’s life and gained recognition from Europe’s select jazz festivals, Istanbul Jazz Festival has brought numerous famous artists to music lovers including, among others, Sting, Björk, Simply Red, Brian Eno, Jean Michel Jarre, and Marcus Miller.
- The Bank brings invaluable artists together with music lovers with the support it extends to concerts held at IF performance venues.
- On the UNESCO-declared International Jazz Day celebrated on April 30th every year, Garanti BBVA keeps celebrating the occasion with the most colorful concerts in the city under the banner “One Night Five Concerts”.
- Garanti BBVA is involved in long-lived projects that contribute to the society’s vision in music. The festival’s sponsor since 1997, the Bank has been extending support uninterrupted to Istanbul Jazz Festival and is being instrumental in bringing music lovers together with valuable artists.

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Garanti BBVA 2022 Integrated Annual Report

SALT

- Founded by Garanti BBVA in 2011 to support the production of knowledge, culture and arts, SALT continues its activities as an innovative and participatory cultural institution that produces unique works.
- Conducts programs such as exhibitions, film screenings, performances, concerts, conferences and workshops on various topics such as art, architecture, design, urban life, and society.
- By producing content that will raise awareness on social issues, SALT helps to increase the quality of information and serves as an open-source for everyone.
- Through its diverse archival and research projects, the institution contributes to the memory of Turkey and its neighboring countries.
- SALT Research archival collections give online access to approximately 2 million documents and resources.
- The library located in SALT’s Galata building which is available to its users free of charge five days a week, has a collection of more than 100,000 publications.
- Since its establishment, SALT hosted more than 3 million visitors.

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Garanti BBVA has been playing a significant role for 22 years in promoting basketball in our country by contributing to the recognition of our national team, our players and schedule through advertising films, composing songs for our teams and sung by the crowds during the games, and preparing numerous communication campaigns.

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Garanti BBVA 2022 Integrated Annual Report

Our Value Creation

- With the sponsorship of our founder Garanti BBVA, we have so far:
  - Hosted 3 million visitors with 108 exhibitions and over 1,000 public programs.
  - Reached 6 million users via our digital archive; offered service to more than 500,000 people at our specialized library.
  - Extended support to 68 researchers through SALT Research Funds.
  - With the inspiration drawn from the 12 Giant Men, the 12 Giant Men Basketball Academies project is intended to scout and train the 12 Giant Men and Pixies of the Court of the future.
  - Conducted programs such as exhibitions, film screenings, performances, concerts, conferences and workshops on various topics such as art, architecture, design, urban life, and society.
  - By producing content that will raise awareness on social issues, Garanti BBVA helps to increase the quality of information and serves as an open-source for everyone.
  - Through its diverse archival and research projects, the institution contributes to the memory of Turkey and its neighboring countries.
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Garanti BBVA 2022 Integrated Annual Report

Sustainability and Community Investments

- Support to Turkish basketball in keeping with the principle of permanent and sustainable contribution to the society.
- Support to Istanbul Jazz Festival as the festival sponsor since 1997.
- SALT: Founded by Garanti BBVA in 2011, SALT continues its activities as an innovative and participatory cultural institution that produces unique works.
- Conducts programs such as exhibitions, film screenings, performances, concerts, conferences and workshops on various topics such as art, architecture, design, urban life, and society.
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Garanti BBVA 2022 Integrated Annual Report

Customer Experience

- Garanti BBVA has been extending support to Turkish basketball since 2001.
- In close cooperation with the Turkish Basketball Federation, Garanti BBVA has so far made significant contributions to basketball over a broad scale extending from 12 Grant Men Basketball Academies to youth setup national teams, National Women’s and Men’s Teams.
- Believing that these contributions created a permanent value in the society and social life, Garanti BBVA has also become the sponsor of National Women’s and Men’s Wheelchair Teams. Accordingly, the Bank has been supporting:
  - 12 Giant Men (National Men’s Basketball Team) since 2001,
  - Pivès of the Court (National Women’s Basketball Team) since 2005,
  - 12 Brave Hearts (National Men’s Wheelchair Basketball Team) since 2013, and
  - 12 Magical Wrists (National Women’s Wheelchair Basketball Team) since 2013.
- With the inspiration drawn from the 12 Giant Men, the 12 Grant Men Basketball Academies project is intended to scout and train the 12 Grant Men and Pivès of the Court of the future.

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Garanti BBVA 2022 Integrated Annual Report

Investments in Human Capital

- Support to Turkish basketball in keeping with the principle of permanent and sustainable contribution to the society.
- Support to Istanbul Jazz Festival as the festival sponsor since 1997.
- SALT: Founded by Garanti BBVA in 2011, SALT continues its activities as an innovative and participatory cultural institution that produces unique works.
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- Since its establishment, SALT hosted more than 3 million visitors.
Contribute to change by raising awareness on gender equality

- We carry out the EşitBiz project since the beginning of 2022 in order to contribute to change by raising awareness on gender equality.
- With the Mother Child Education Foundation (in Turkish: AÇEV)’s social initiative Equality Matters (in Turkish: Eşitliğe Değer), we aim to raise awareness among all our bank employees with the training.
- In 2022, 12,168 Garanti BBVA employees completed the “Equality Awareness Training” training.
- In cooperation with ORAV we aim to raise and strengthen teachers’ awareness on gender equality and to carry out a holistic program that will enable them to work with students.
- ORAV’s “Supporting Social and Emotional Skills in Preschool Education” reached 1,147 teachers, and indirectly, 16,770 students in 2022.

2023 PRIORITIES

- Build on advisory services and activities related to sustainability and sustainable finance offered to customers
- Propagate sustainable solutions in retail and SME customer segments
- Raise increased internal awareness to prevent greenwashing and establish additional control mechanisms
- Integrate ESG assessments in the Bank’s activities with external stakeholders
- Review the alignment of Garanti BBVA’s environmental and social loan policies to most up-to-date and comprehensive national and international legislation and standards in accordance with the Bank’s sustainability targets
- Support development of national and international policies
- Develop sustainability data governance systems
- Broaden sustainability-linked product portfolio
- Set targets in line with our inclusive growth goal
- Disclose interim targets and determine strategies for financing carbon-intensive sectors based on Garanti BBVA Net Zero Banking pathway
- Analyze and manage the climate-related physical risk exposure of the Bank’s portfolio
- Raise increased awareness of climate risks among customers in particular and the society in general

Risk Drivers | Opportunity Drivers | Garanti BBVA’s Approach
--- | --- | ---
Climate maladaptation | Green growth options | Constantly broaden sustainable finance products range.
Drought and water scarcity | Emergence of New Business Opportunities | Set short-, medium- and long-term goals for combating climate change and inclusive growth targets.
Biodiversity loss | Increased conscious and responsible consumer behaviors | Support customers’ combat against climate change acting as an advisor.
Increased air pollution in cities | More sustainability-focused national and international policiess | Environmental and Social Credit Policies ensure effective management of the positive and negative effects of the Bank’s financing transactions. Support the sustainable business model via sustainability governance model integrated in the Bank’s different units.
Depiction of natural resources | Enhanced awareness of climate crisis risks | Collaborate with public institutions and organizations to develop sustainable economy and sectoral policies.
Energy crisis | Expansion of electrification | Constantly broaden sustainable finance products range.
Disrupted global supply chain | Development of new energy technologies | Environmental and Social Credit Policies ensure effective management of the positive and negative effects of the Bank’s financing transactions. Support the sustainable business model via sustainability governance model integrated in the Bank’s different units.
Food and water security | Development of the carbon market | Constantly broaden sustainable finance products range.
Ecological Engineering | Increased resources allocated to R&D | Environmental and Social Credit Policies ensure effective management of the positive and negative effects of the Bank’s financing transactions. Support the sustainable business model via sustainability governance model integrated in the Bank’s different units.
Population density and its impacts on public health | Accessibility of sustainability data through digitalization | Collaborate with public institutions and organizations to develop sustainable economy and sectoral policies.
Socioeconomic inequality | Development of new insurance risk management methods | Environmental and Social Credit Policies ensure effective management of the positive and negative effects of the Bank’s financing transactions. Support the sustainable business model via sustainability governance model integrated in the Bank’s different units.
High cost of living | Increased diversity of financial products | Collaborate with public institutions and organizations to develop sustainable economy and sectoral policies.
Natural disaster and extreme weather | Expansion of energy-efficient structures | Environmental and Social Credit Policies ensure effective management of the positive and negative effects of the Bank’s financing transactions. Support the sustainable business model via sustainability governance model integrated in the Bank’s different units.
Environmental accidents | Increased means for recycling | Environmental and Social Credit Policies ensure effective management of the positive and negative effects of the Bank’s financing transactions. Support the sustainable business model via sustainability governance model integrated in the Bank’s different units.
When the power of mutual trust and empathy is coupled with experience, success takes root and becomes persistent.
Our Governance

At the heart of Garanti BBVA’s corporate governance structure are the Bank’s effective Board of Directors and transparent communication between the Board of Directors and senior management. The Board of Directors acts as the ultimate internal monitor and contributes an outside view to corporate strategy, oversees performance against the strategy set out, and helps Garanti BBVA thrive in the long run. Making effective use of the committees, the Board of Directors maintains uninterrupted and transparent communication with the senior management and is actively involved in each stage of corporate governance. To ensure effective risk management, the Board monitors compliance, internal control and risk management policies and systems that are aligned with the Bank’s strategy and risk appetite, and subsequently performs its oversight function.

For the oversight function, there are several committees established within the Bank, and the Board of Directors monitors and audits the entire Bank through these committees.

In line with its responsible and sustainable banking approach, the importance it attaches to the Corporate Governance and Sustainability Principles and ethical values, Garanti BBVA creates policies, principles and statements to regulate behavior and business relations. In this way, a strong structure is established between the Board of Directors, Senior Management and Committees and the Bank; this structure strengthens the corporate culture and plays an important role in implementing the best governance practices.

Organizational Structure*

* Organizational structure as of 31.12.2022
Note: In addition to the Executive Vice Presidents, Information Systems Security, Economic Research, Retail Collections, Wholesale Recovery and General Secretariat functions report directly to the CEO.
Organizational Changes

Changes in the organizational structure in 2022 are summarized below:

- In line with the reorganization of Global Markets: “Financial Consultancy and Risk Management Solutions” and “Global Markets Business Development and Project Management” functions were affiliated to the Global Markets organization.
- Parallel to the transfer of the functions mentioned above, Global Markets Sales and Financial Solutions Department was renamed Global Markets Sales Department.
- Application Operations business area under IT Governance and Infrastructure Applications reporting to Engineering and Data Executive Vice President was transferred to Corporate, Investment Banking and Global Markets Executive Vice President.
- In response to the expanded scope of centralization, Abacus Centralized Customer Services Department was set up, which reports to Abacus Operations Center with the aim of ensuring more focused and holistic management of the “Centralized Customer Services” teams, which operated under Abacus Data Management Department and which was in charge of handling after-sales transactions of corporate customers, improving and developing service quality, in response to the expanded scope of centralization.

The units reporting to the Finance and Treasury Executive Vice President were restructured as follows:
- Expenditure Management and Efficiency responsible for policy, strategy and methodology development, Financial Data, Performance Management and Budget Planning, Financial Reporting and Accounting, and Tax Management specialization areas were merged under the same roof with related practices and services undertaken by the Financial Management organization. Accordingly:
  - Expenditure Management and Efficiency organization was structured which will be responsible for all policies, strategies, implementations and services of Tax Management specialization area.
  - Financial Management and Financial Projects organizations were closed down.

- “Corporate Legal Services” organization was set up under Legal Services that reports to the Board of Directors Member responsible for legal services, with the purpose of offering legal advisory for the below activities acting as the main contact for all matters associated with the Bank’s corporate identity.
  - Any project associated with the corporate identity handled across the Bank and the Group.
  - All domestic and overseas borrowing deals under which the Bank makes a commitment.
  - Share acquisition/selling, merger, takeover, capital increase involving the principal shareholder, our Bank and subsidiaries.
  - The impacts of the EU and other international regulations governing the principal shareholder upon our Bank and subsidiaries.
  - Strategic topics such as handling of the risks that the balance sheet is exposed to at the Bank and subsidiaries, appointments to Senior Management positions.
  - Topics related to CMB and other regulatory requirements that govern the Bank for being a publicly held company.
  - Subsidiary / representation office incorporation / closing.
  - Handling the relations with the related regulators in these matters.

- Strategic Planning Department, which formerly reported to the CEO, was affiliated to the Executive Vice President responsible for Finance and Treasury.

- Cash Management Department which reported to Corporate, Investment Banking and Global Markets Executive Vice President was closed down; strategy and transaction banking, product management and business development functions were transferred to Corporate Customers Solutions, whereas sales and marketing functions were transferred to Corporate Banks Department.

- Organizational units that reported to Client Solutions and Digital Banking Executive Vice President were restructured as follows:
  - Retail Client Solutions unit was set up which will develop customer strategies for the retail segment, and undertake client solutions activities and management of customer asset products.
  - Client Solutions Data and Analytics unit was set up to handle data analytics strategies of the business line and to conduct associated data solutions and projects. Data science and data governance functions that worked under Mass Banking Marketing and Customer Experience and Service Model Management units were transferred to the new unit.
  - Sustainability organization was set up, according to strategy, transformation and new business/product development function and responsible business functions which were carried out by Investment Banking and Finance Department that reported to Corporate, Investment Banking and Global Markets Executive Vice President.

Payment Systems and Partnerships Executive Vice President position was set up; accordingly, the following changes were made:
- Consumer Finance Department that formerly reported to the Retail Banking Executive Vice President was affiliated to the Payment Systems and Partnerships Executive Vice President.
- Credit Cards and Member Merchants Coordination Department that formerly reported to the Finance and Treasury Executive Vice President was affiliated to the Payment Systems and Partnerships Executive Vice President.

- Digital Asset Management organization was set up to execute Digital Asset Management project, to determine and manage the Bank’s actions in this market.

- Organizations reporting to the Engineering and Data Executive Vice President were reorganized in line with changing needs:
  - Technology Center Director position was established under the Engineering and Data Executive Vice President position; accordingly, software development, architecture, infrastructure and operations functions now report to the new position.

- It was decided that Data and...
Advanced Analytics, Enterprise Security, Strategy and Control, Organization and Process Development and Abacus Operations Center business areas continue to report directly to Engineering and Data Executive Vice President. - Payment Systems, Treasury and Investment Banking business area was renamed Payment Systems.

- Financial Operational Risk and Control organization that reports to the Finance and Treasury Executive Vice President was renamed Financial Control.

- Tax Management unit that reports to the Finance and Treasury Executive Vice President was renamed Tax Affairs Management.

- BBVA Coordination Department that reported to the CEO was closed down.

- Regional Credits Coordination Department that reported to the Chief Credit Risk Officer was closed down, and existing regional credit and SME credits risk management functions were transferred to the Commercial Credits Department.

- Customer Security and Transaction Risk Department, Security Operations, Security Technologies and Governance, and Corporate Physical Security functions that reported to the Engineering and Data Executive Vice President will carry on with their activities under the Enterprise Security roof.

- Following the recent establishment of the Technology Center organization that reports to the Engineering and Data Executive Vice President, the authorization power delegated by Article 6(i) of the Board of Directors decision dated 11 June 2020 numbered 2432 pursuant to the related provisions of the Regulation on Banks’ Information Systems and Electronic Banking Services was revised as follows:
- The power to approve information systems procedures and process documentation by the Board of Directors was handed over to the Unit Heads and managers of Technology Center, Enterprise Security, Data and Advanced Analytics, Strategy and Control, and Organization and Process Development organizations that report to the Engineering and Data Executive Vice President.

- Architecture and Technological Platforms business area organized under the Technology Center that reports to the Engineering and Data Executive Vice President was renamed Architecture and Technology Platforms.

- Responsibilities covered by Retail and SME Credit Risk Management organization that reports to the Chief Credit Risk Officer were reorganized as follows:
- Risk Strategies Department and Credit Policies, Implementation and Analysis Department organizations were closed down and the relevant functions were reorganized on a retail segment basis. Accordingly:
  - Retail Risk Strategies Department was organized which will be responsible for risk strategies, strategy process management, lending policies and portfolio analysis functions for the retail segment.
  - Commercial Risk Strategies Department was organized which will be responsible for risk strategies, strategy process management, lending policies and portfolio analysis functions for SME and Commercial segments.

### Board of Directors

**COMPOSITION OF THE BOARD OF DIRECTORS**

Garanti BBVA has a one-tier Board of Directors that is formed by 11 members with the composition of 2 female and 9 male board members as of 31 December 2022. In accordance with the principle of separation of powers and authority, the Chairman and the CEO have different roles at Garanti BBVA. This clear distinction establishes a balance between authorities and powers within the scope of the Bank’s corporate structure, drawing the lines of decision-making capacity of each position. The CEO is the only executive member of the Board of Directors.

The structure established by the Board of Directors for monitoring and overseeing the Bank’s operations and for taking action can be grouped under 3 main headings: defining the general frameworks, monitoring risks via committees and internal systems units, and establishing the procedures through policies and internal guidelines. Accordingly, the Board of Directors defines and approves various target parameters such as identified risk appetite parameters, growth targets, provisioning, NPL ratios, capital adequacy ratio, customer experience scores, net promoter scores and so on. The Board is notified of any deviations from these targets and/or ratios and questions the measures to be adopted. Via the Committees it has set up, audit and control activities carried out by the Bank’s internal systems units, and periodic reports issued and submitted to it in accordance with the aforementioned activities, the Board monitors the activities of the Senior Management and follows up the actions taken. The Board also provides guidance to the Senior Management and units, and determines the procedures to be implemented on the basis of written policies and sets of guidelines that it has approved.

The Board of Directors monitors compliance, internal control and risk management policies and systems and fulfills its oversight mission to ensure effective operation of risk management within the frame of the three main principles mentioned above.

Committee structures have been established to ensure the information flow that will keep the Board members informed of the Bank’s day-to-day activities and to take action quickly when needed. Some of these committees were established due to regulatory requirements, while some others are set up to more closely follow up the Bank’s internal operation; the primary purpose is to be aware of and informed about the current topics on the Bank’s Senior Management’s agenda, to share opinions about the same, and to ensure monitoring of the decisions to be made. Via these committees, the Board of Directors conducts first-hand oversight and supervision of the senior management’s activities. Operating under internal systems, the Internal Audit Department, Risk Management, Compliance and Internal Control units periodically report their activities to the Board of Directors via the Audit Committee.

In accordance with the Anti-Money Laundering and Countering the Financing of Terrorism (AML/CFT) legislation, the Bank’s compliance efforts
within the scope of AML/CFT are carried out by the Compliance Department that reports to the Board of Directors. At our Bank, the Board of Directors’ oversight function in this respect is delegated to a Board Member in accordance with the legislation.

Three non-executive members of the Board have board memberships in Garanti BBVA subsidiaries, four non-executive members have board memberships in other companies and three non-executive members have a board of trustees memberships in foundations.

There are four independent members on the Board of Directors. CMB requirements regarding Corporate Governance Principles stipulate that minimum three independent members must serve on the boards of directors of banks. Since the Board members assigned as members of the Audit Committee are deemed as independent Board members according to CMB regulations, Jorge Saenz Azcunaga Carranza, Sema Yurdum and Avni Aydın Dönmez, who currently serve as Audit Committee members, are independent Board members. In addition, Mevhibe Canan Özsoy, who was elected an independent Board member at the Ordinary General Shareholders’ Meeting convened on 31 March 2021, is also an independent Board member.

The independence of directors is ensured by the provisions of the Corporate Governance Principles of Garanti BBVA, which stipulate that directors shall:

- maintain their independence in possible conflicts of interest between the Bank’s shareholders and stakeholders,
- be capable of dedicating sufficient time to be able to follow up the execution of the Bank’s affairs and to fully meet the requirements of the duties I undertake, and
- hold no positions, nor have any line of credit or any other business relationship with the Bank.

The positions held by our Bank’s Board of Directors members in and out of the group are stated in their résumés. Pursuant to Article 396 of the Turkish Commercial Code, the General Assembly adopts resolutions regarding all kinds of acts which is controlled by the Bank or by any company from/to which, under a contract, the Bank purchased/sold services or products of material quantity during the period of time such services or products were being purchased or sold, and particularly of the firms performing the audit (including tax audit, legal audit and internal audit), rating and consultancy of the Bank, in the past five years.

The Board of Directors meets with the attendance of seven members minimum and resolutions of the Board of Directors are taken by affirmative votes of at least seven members present in the meeting.

The Board of Directors, other than the powers given to the General Assembly under relevant laws or the Bank’s Articles of Association, operates on its own and other’s behalf or to become a partner with unlimited liability in a company engaged in the same kind of commercial affairs, during the reporting period.

Executive Vice Presidents in charge of related business lines and relevant senior positions and responsible people are informed of the resolutions made.

In 2022, the Board of Directors resolved 20 decisions by satisfying the required quorums for meeting and decision.

Board of Directors

**AVERAGE TENURE**

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<th>Members</th>
<th>Independent Members</th>
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<td>9 years</td>
<td>5 years</td>
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**NATIONALITY**

<table>
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<th>Turkish</th>
<th>Spanish</th>
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**EXPERIENCE COMPOSITION**

- Chart is prepared in accordance with the Global Industry Classification Standard (GICS). The Global Industry Classification Standard (GICS) is an industry taxonomy developed by MSCI and Standard & Poor’s (S&P) for use by the global financial community.

- In order to guarantee adequate and balanced composition of the Board of Directors, renewal and election processes will encourage diversity of their members based on the needs of the Bank at all times. In particular, best endeavors will be spent to ensure balanced representation of women and men on the Board of Directors. To this end, a target has been set for the representation of the lesser represented gender, namely, to endeavor that female directors constitute at least 25% of the Board of Directors by the end of the 2025 fiscal year and beyond.
SÜLEYMAN SÖZEN
Chairman
Süleyman Sözen is a graduate of Ankara University Faculty of Political Sciences and worked as a Chief Auditor at the Ministry of Finance and the Undersecretariat of Treasury. Since 1981, he held various positions in the private sector on the Board of Directors level primarily at banks and other financial institutions. Having served on the Board of Directors of Garanti BBVA since 1997, Mr. Sözen was appointed as the Vice Chairman on July 8, 2003 and then as the Chairman on September 19, 2017. Mr. Sözen holds a Certified Public Accountant license and serves as the Board Member of Santa Farma Pharmaceuticals and as the Board of Trustees Member of Teachers Academy Foundation.

JORGE SÁENZ AZCÚÑAGA
Independent Board Member
Deputy Chairman
Jorge Sáenz Azcúñaga earned his BS in Business Administration from Universidad Deusto. He developed his entire career in BBVA chronologically as Research Analyst, Corporate Strategist, Head of CEO’s Office, Business Development (Commercial & Institutional Banking in Spain), Head of Strategy (Corporate Banking & Asset Management), Head of Strategy and Planning (Spain & Portugal) and between 2013 and 2015 as Regional Manager for the North of Spain. As of 2015, he serves as the Head of Business Monitoring Spain, USA and Turkey. In July 2016, he was appointed Head of Country Monitoring and Member of the Global Leadership Team in BBVA. Mr. Sáenz-Azcúñaga is a Member of the Board of Directors of BBVA Mexico. He serves as the Board Member of Garanti BBVA since March 24, 2016 and since his appointment as an Audit Committee Member of Garanti BBVA on March 31, 2016, he is deemed as an Independent Board Member of Garanti BBVA in accordance with the relevant regulations of the Capital Markets Board of Turkey. Mr. Sáenz-Azcúñaga was appointed as the Deputy Chairman of the Board of Directors on September 19, 2017.

RECEP BAŞTUĞ
Board Member
CEO
Recep Baştuğ graduated from Çukurova University Faculty of Economics. He started his career in Garanti BBVA Internal Audit Department in 1989. Mr. Baştuğ worked as Corporate Branch Manager during 1995-1999, Commercial Regional Manager during 1999-2004, Commercial Banking Marketing Department Coordinator during 2004-2012, and served as an EVP of Commercial Banking and Consumer Finance during 2013-2018. After serving briefly in various capacities on a number of Board of Directors at one of Turkey’s largest industrial groups, on September 6, 2019, he was appointed as CEO at Garanti BBVA and also serves as Board Member. He is also the Chairman of the Board of Directors at Garanti BBVA International, Garanti BBVA Romania, Garanti BBVA Securities, Garanti BBVA Pension and Life, Garanti BBVA Factoring, Garanti BBVA Leasing and Garanti BBVA Payment Systems and he is Board Member at Garanti Holding B.V. and G.Netherlands B.V. In addition to his responsibilities, he also serves as the Board Member in the Banks Association of Turkey and as the Board of Trustees Member of Teachers Academy Foundation. Mr. Baştuğ has 33 years of experience in banking and business administration.

SAİT ERGÜN ÖZEN
Board Member
Ergun Özen graduated from New York State University’s Department of Economics and Advanced Management Program at Harvard Business School. He started his banking career in the Treasury Department in 1987 and joined Garanti BBVA in 1992. Mr. Özen served as the CEO of Garanti BBVA between April 1, 2000 and September 2, 2015, and has been a Member of the Board of Directors since 14 May, 2003. Mr. Özen is the Chairman of Boyner Perakende ve Tekstil Yatırımları A.Ş. and Board Member of Atom Bank. Mr. Özen has 36 years of experience in banking and business administration.

DR. MUAMMER CÜNEYT SEZGİN
Board Member
Cüneyt Sezgin received his undergraduate degree from Middle East Technical University Department of Business Administration, his MBA from Western Michigan University and his Ph.D. from Istanbul University Faculty of Economics. Mr. Sezgin, served as an executive in the field of investment banking and risk management at various banks, prior to joining Garanti BBVA in 2001. In addition to serving as a Board Member of the Board of Directors of Garanti BBVA, Dr. Sezgin serves as a Board of Trustees Member of Teachers Academy Foundation, World Wildlife Foundation (WWF) Turkey and Kabatas Education Foundation and is a Board Member of Finance Executives Foundation of Turkey. Mr. Sezgin has been serving as a Board Member of Garanti BBVA since June 30, 2004 and has 35 years of experience in banking and business administration.

JAIME SÁENZ DE TEJADA PULIDO
Board Member
Jaime Sáenz de Tejada Pulido holds undergraduate degrees from Universidad Pontificia de Comillas (ICADE) in both Law & Economics and Business Sciences and completed General Manager Program (PGD) at IESE Business School in 1999. Prior to joining the BBVA in 1993, he worked as a legal and tax adviser, in an American audit firm. In 1993 he was transferred to NY to head Risk Quality for the Americas. Between 1995-1998, worked as the Commercial Department Manager at BBVA Uruguay, between 1998-2000 as Office Director for BBVA London, and between 2000 and 2005 as Head of BBVA New York and Corporate Banking for the Americas. In 2006, he was appointed as Country Manager for BBVA Peru and in 2008 as Regional Manager for BBVA in Madrid. During 2011-2012 he worked as Business Development Head for Spain and Portugal, before taking over the role of Head of Spain and Portugal in 2012 and member of BBVA Group Management Committee. Between 2014 and 2020 he served as the Chief Financial Officer (CFO). Mr. Sáenz de Tejada was appointed to his current role as BBVA Group Chief Risk Officer (CRO) in 2021. He has been serving as the Board Member of Garanti BBVA since October 2, 2014 and has 31 years of experience in banking and business administration.
PABLO ALFONSO PASTOR MUÑOZ
Board Member

Pablo Alfonso Pastor Muñoz graduated from Deusto University in B.S. degree in Economics and Business Administration and earned his MBA from Ecole Des Affaires Paris (EAP Madrid). He started his career as Investment Analyst at Banesto (Chile and Argentina) during 1989-1991 and worked at Corporate Risk Unit during 1991-1998. He joined BBVA Group in 1998 and during 1998-1999 he worked at Country Credit Risk, 1999-2002 SME Credit Risk, 2002-2007 Corporate and Commercial Credit Risk, 2007-2010 New Developments & USA, 2010-2012 Corporate Banking Risk Management within Global Risk Management. During 2012-2015 he was Chief Risk Officer of BBVA Bancorom. During 2015-2017 he was responsible of CorporateInvestment Banking, Asset Management and Insurance within Global Risk Management. After serving as the Global Risk Management Head of Corporate and Investment Banking during 2017-2019, Pablo Alfonso Pastor Muñoz was serving as Global Risk Management Wholesale Credit Risk Discipline Head until March 2021 when he was appointed as Head of Global Risk Management for South America & Turkey. He has been serving as the Board Member of Garanti BBVA since March 31, 2021 and has 34 years of experience in banking and business administration.

RAFAEL SALINAS MARTINEZ
DE LECEA
Board Member

Rafael Salinas Martinez de Lecea holds a B.S. degree in Economics and Business Management from Universidad de Alicante and graduate degrees from the Center for Monetary and Financial Studies of the Bank of Spain (CEMFI), MSc in Econometrics and Mathematical Economics of London School of Economics and MBA from the Graduate School of Business of University of Chicago. He joined BBVA in 1993 as the Director of Derivative Products in BBVA Interactivos, S.V.B and developed all his professional career at the BBVA Group. Between 1998-2003, he worked as the Deputy Director of Assets and Liability Management of the BBVA Group. After working as the Head of Capital Base Management of BBVA-Ibici, he was appointed as Garanti BBVA Integrated Annual Report 2021 the Chief Financial Officer (CFO) of Banco de Credito Local de Espana (BCL) in 2003. Between 2006-2016, he served as the Director of Risk & Portfolio Management of the Corporate and Investment Banking in BBVA. In 2015 he became Head of Global Risk Management and since 2021, he is the Global Head of Finance of the BBVA Group. Mr. Salinas has been serving as a Board Member of Garanti BBVA since May 8, 2017 and has 32 years of experience in banking and business administration.

BELKIS SEMA Yurdum
Independent Board Member

Sema Yurdum graduated from Bogazici University, Faculty of Economics and Administrative Sciences in 1979 and completed the Advanced Management Program at Harvard Business School in 2000. After working as a Human Resources Expert in a private sector company between 1979-1980, she continued her career in the banking sector between 1980-2005. She worked as an Executive Vice President of Garanti BBVA and held Audit Committee membership in various subsidiaries between 1992-2005. Offering management consultancy services since 2006, Ms. Yurdum was appointed as Independent Board Member at Garanti BBVA on April 30, 2013. Since her appointment as an Audit Committee Member on March 29, 2018, she is deemed as an Independent Board Member of Garanti BBVA in accordance with the relevant regulations of the Capital Markets Board of Turkey. Furthermore, Ms. Yurdum is a Board Member of Garanti BBVA Romania and has 43 years of experience in banking and business administration.

MEVHBİNE CANAN ÖZSOY
Independent Board Member

Mevhibe Canan Özsoy graduated from Istanbul University with Bachelor’s Degree of Dental Medicine in 1985. She obtained her Master’s Degree on Dental Medicine at the same University in 1987 and earned her MBA from Bogazici University in 1994 and then completed her Energy Technologies Master’s Degree at Sabanci University in 2015. Before joining the pharmaceutical industry in 1990, Ms. Özsoy had her career as a Medical Dentist. She has held various roles in Sales & Marketing and commercial leadership positions in Hoechst Marion Roussel, Glaxo Wellcome, Sanofi Aventis operating in the pharmaceutical industry. She was appointed as Vice President in charge of Marketing International in 2007 at General Electric Healthcare, Paris, Ms. Özsoy was then assigned as Chief Marketing Officer at General Electric Healthcare, USA in 2009. She returned to Paris as General Manager of Global Mammography in 2011 and led the mammography business field of General Electric (GE). She was appointed as the Chairman and Chief Executive Officer at General Electrik Ticaret ve Servis A.S. in 2012. Besides, she has been serving as the Chief Growth Officer in charge of Middle-East, North Africa and Turkey since 2017. Currently, Ms. Özsoy is Vice Chair of ABFT (American Business Forum in Turkey) and on the Board of Trustees for SEF Foundation and Vice Chair of SEF Foundation. Ms. Özsoy was appointed as Independent Board Member at Garanti BBVA on April 4, 2019, and has 36 years of experience in banking and business administration.

AVNİ AYDIN DÜREN
Independent Board Member

Aydın Düren graduated from the Faculty of Law at Istanbul University and earned his graduate degree on International Law from the American University, Washington College of Law. After serving as an associate, partner and managing partner for over 18 years at international private law firms in New York, London and Istanbul, Mr. Düren joined Garanti BBVA on February 1, 2009 as Executive Vice President in charge of Legal Services and Collections. On June 17, 2020 he was appointed as a Board Member and since his appointment as an Audit Committee Member he is deemed as an Independent Board Member of Garanti BBVA in accordance with the relevant regulations of the Capital Markets Board of Turkey. Since June 15, 2015, serving as the Corporate Secretary of the Bank, Mr. Düren is also the Member of the Board of Directors, responsible for legal services. Furthermore, Mr. Düren is Vice Chairman of Garanti BBVA International and Garanti BBVA Pension and Assistance Fund Foundation, and Board Member of Garanti BBVA Payment Systems, Garanti Mortgage and Garanti Securities and Board of Trustees Member of Teachers Academy Foundation. Mr. Düren has 31 years of work experience in banking and business administration.
Senior Management

GENDER

Male

Female

COMMITTEE MEMBERSHIP

1. Credit Committee
2. Audit Committee
3. Corporate Governance Committee
4. Risk Committee
5. Remuneration Committee
6. Information Security Committee
7. IT Strategy Committee
8. Information Systems Steering Committee
9. Corporate Assurance Committee
10. Portfolio Strategy (PSM) Committee
11. Asset Liability Committee
12. Risk Management Committee
13. Data Security and Protection Steering Committee
14. Cost Management and Efficiency Committee
15. Corporate Crisis and Business Continuity Committee
16. Responsible Banking and Sustainability Committee
17. Operational Risk Admission and Product Governance Committee
18. Integrity Committee
19. Information Systems Continuity Committee
20. Data Sharing Committee

AVERAGE EXPERIENCE

26 Years

EDUCATION

Bachelor’s 45%

Master’s 45%

Doctorate 9%

MAHMUT AKTEN
Executive Vice President
Corporate and Investment Banking

Experience: 33 years

RECEP BAŞTUĞ
CEO
Board Member

Experience: 26 years

ISKIL AKDEMİR EVLİOĞLU
Executive Vice President
Client Solutions and Digital Banking

Experience: 29 years

CELEN ACER KEZİK
Executive Vice President
Retail Banking

Experience: 16 years

CEREM ONARAN
Executive Vice President
Commercial Banking

Experience: 32 years

MAHMUT AKTEN
Executive Vice President
Corporate and Investment Banking

Experience: 26 years

ISLAM GÜLER
Executive Vice President
Finance and Treasury

Experience: 29 years

ILKER KURUÖZ
Executive Vice President
Engineering Services and Data

Experience: 16 years

MURAT ÇAĞRI SÜZER
Executive Vice President
Payment Systems and Partnerships

Experience: 32 years

MURAT ATAY
Executive Vice President
Chief Credit Risk Officer

Experience: 28 years

SIBIEL KAYA
Executive Vice President
SME Banking

Experience: 32 years

TUBA KÖSEOĞLU OKÇU
Executive Vice President
Talent and Culture

Experience: 16 years
MAHMUT AKTEN
Executive Vice President
Corporate and Investment Banking

Mahmut Akten started his career in 1999 in the USA. After having served in various positions in the Finance and Treasury departments of a global construction materials company, in 2006, he joined a global management consulting firm. After working in the Boston and Istanbul offices between 2006 and 2012, and most recently as Associate Partner, he joined Garanti BBVA on July 1, 2012 as the Senior Vice President responsible for Mass Retail Banking. On January 17, 2017, Mr. Akten was appointed Executive Vice President responsible for Retail Banking, leading Retail Banking Marketing, Mass Banking Marketing, Affluent Banking Marketing and Consumer Finance. In addition, Mr. Akten has served as a Member of the Board of Directors of Garanti BBVA Mortgage, Garanti BBVA Romania, Garanti BBVA Securities, Garanti BBVA Pension and Life. Mahmut Akten is also a Board Member at Garanti Holding B.V. and G Netherlands B.V. Having graduated from Boğaziçi University in Electrical and Computer Engineering, he has 32 years of experience in banking and business administration.

Memberships and additional responsibilities:
- Board Member in numerous non-profit boards
- Chairman of the Board of Teachers Academy Foundation

TUBA KÖSEOĞLU OKÇU
Executive Vice President
Talent and Culture

Ms. Köseoğlu Okçu started her career in 1994 as Conference Interpreter and in the meantime, served as lecturer at Bosphorus University. She started her HR career in 1997 and between 1997-2008 assumed various managerial HR positions at Dogus Group in Turkey, namely Performance Consultant at Garanti Bank, Executive Development Manager at Humanitas Dogus HR Management, HR Director at Dogus Holding and HR Coordinator at Dogus Automotive. Between 2008-2012, she worked as HR Organizational Development Coordinator at Eastpharma Deva Holding. On March 2012, she joined Hurriyet Print and Digital and where she worked until October 2019 as HR Director and Member of Executive Committee. Between March 2020 and September 2022 worked as the Learning Director of Garanti BBVA. As of September 2022 she serves as the Executive Vice President responsible for Talent and Culture of Garanti BBVA. Ms. Köseoğlu’s areas of responsibility are Talent and Culture Partnerships and Recruitment, Talent Solutions and Remuneration, Talent and Senior Management, Culture Employee Experience, Talent and Culture Education, Talent and Culture Projects, Internal Communication and Culture, Construction and Real Estate.

Memberships and additional responsibilities:
- Vice Chairwoman of the Board of Teachers Academy Foundation

AYDIN GÜLER
Executive Vice President
Retail Banking

Aydin Güler joined Garanti BBVA Fund Management Department in 1990. After working at different Head Office departments for 10 years, in 2000 he was appointed as Risk Management and Management Reporting Senior Vice President. Mr. Güler, who served as the Financial Planning & Analysis Department Senior Vice President from 2001-2013, was also appointed as the Coordinator of the Board of Directors of Garanti BBVA Fund. On December 21, 2015, Mr. Güler was appointed as Executive Vice President responsible for Retail Banking, leading Retail Banking Marketing, Mass Banking Marketing and Affluent Banking Marketing. In addition, Mrs. Köseoğlu serves as a Member of the Board of Directors of Garanti BBVA Mortgage, Garanti BBVA Securities, Garanti BBVA Payment Systems, and Garanti BBVA Pension and Life.

Memberships and additional responsibilities:
- Board of Trustees Member of Teachers Academy Foundation

ILKER KURUÖZ
Executive Vice President
Engineering Services and Data

Ilker Kuruozer started his career in the USA in 1994. After working as Application Development Department Senior Vice President at Garanti BBVA Technology between 1997-2006, he
joined a global consultancy company and served as IT Consulting Senior Manager. Between 2006-2016, Kuruöz, served as Technical Solutions Division Head, Chief Information Officer, Chief Technology Group Officer and acting General Manager for a short period of time in a private communication and technology services company; between 2016-2018, Kuruöz continued his duty as the CEO at Doğuş Teknoloji and CTO at Doğuş Group. As of March 14, 2018, Mr. Kuruöz was as appointed Executive Vice President responsible for Engineering Services & Data. Mr. Kuruöz’s areas of responsibilities are Technology Center, Data and Advanced Analytics, Strategy and Control, Enterprise Security, Organization and Development and Abacus Operations Center. Mr. Kuruöz is graduated from Bilkent University Computer Engineering Department with a bachelor’s and master’s degree and has 30 years of experience in banking and business administration.

Membership and additional responsibilities:
- Board of Trustees Member of Teachers Academy Foundation

CEMAL ONARAN
Executive Vice President
Commercial Banking

Cemal Onaran started his career as Assistant Auditor in Garanti BBVA at the Audit Committee in 1990. Between years 2000-2007, he worked as the Regional Manager in various regions of Garanti BBVA in Istanbul. After the establishment of Garanti BBVA Mortgage in October 2007, he was appointed General Manager of Garanti BBVA Mortgage. After having served as the General Manager of Garanti BBVA Pension, since 2012, and Executive Vice President of Garanti BBVA responsible for SME Banking since January 17, 2017, Mr. Onaran was appointed as the Executive Vice President responsible for Commercial Banking as of February 2021. Mr. Onaran’s areas of responsibility are Commercial Banking Anatolian Marketing and Commercial Banking Istanbul Marketing. Mr. Onaran also serves as the Chairman of Garanti BBVA Mortgage and as a Member of the Board of Directors at Garanti BBVA Romana, Garanti BBVA Leasing, Garanti BBVA Factoring, Garanti BBVA Pension and Assistance Fund Foundation.

Membership and additional responsibilities:
- Board of Trustees Member of Teachers Academy Foundation

SIBEL KAYA
Executive Vice President
SME Banking

Sibel Kaya started her career in 1997 as a Management Trainee at Garanti BBVA. She held managerial positions in the Commercial Banking department between 1998-2005, Branch Manager and Commercial Branch Manager in various branches between 2005-2016, Aegean Region Manager between 2016-2018 and Human Resources Director between 2018-2021. On February 2, 2020, he was appointed as the Executive Vice President responsible for Garanti BBVA Small and Medium-Sized Enterprises (SME) Banking. Mrs. Kaya’s areas of responsibility are SME Banking Marketing and SME Banking Network & Performance Management. She also serves as the Vice Chairman of the Board of Directors of Garanti BBVA Payment Systems, a Member of the Board of Directors of Garanti BBVA Pension and Life, Garanti BBVA Leasing, Garanti BBVA Fleet, and Garanti BBVA Factoring and Garanti BBVA Pension. Mrs. Kaya graduated from Middle East Technical University, Faculty of Architecture, Department of City and Regional Planning and has 25 years of experience in banking and business administration.

Membership and additional responsibilities:
- Board of Trustees Member of Teachers Academy Foundation

MURAT ATAY
Executive Vice President
Chief Credit Risk Officer

Murat Atay started his career in 1993 at Garanti BBVA as a corporate and credit analyst. He served as Corporate Branch Manager between 2000-2009 and between 2009-2012 as the General Manager of Garanti BBVA Romania and also served as Chairman of the Board of Directors at MotorCredit, Raiffe and Domenia companies. Between 2012 and 2020, he served as Garanti BBVA Mortgage General Manager, and as of January 2021, he was appointed as the Chief Credit Risk Officer. Atay’s responsibilities under credit risk management group include Corporate and Speciality Loans, Commercial Loans under the Credit Risk Management group, Commercial Loans Risk Management group, Risk Strategies, Loan Policies Implementation and Analysis, Retail and SME Loans Risk Management group, Risk Strategies, Loan Policies Implementation and Analysis, Retail and SME Loans Evaluation, Corporate and Commercial Loans Structuring, Risk Planning, Monitoring and Reporting, Regional Loans Coordination, Risk Projects and Credit Risk Management Advanced Analytics. Atay also serves as the Vice Chairman of the Board of Directors of Garanti BBVA Leasing and Garanti BBVA Factoring, a Member of the Board of Directors of Garanti BBVA Securities and Garanti BBVA Romana.

Mr. Atay graduated from Middle East Technical University Department of Political Science and Public Administration and earned his master’s degree in Accounting from Yeditepe University, and doctoral degree in Banking and Finance from Istanbul Oktan University. He has 28 years of work experience in banking and business administration.

Membership and additional responsibilities:
- Board of Trustees Member of Teachers Academy Foundation

IŞIL AKDEMİR EVLİOĞLU
Executive Vice President
Client Solutions and Digital Banking

İşil Akdemir Evlioğlu started her career in 2003 as a consultant at McKinsey, where she last served as a Associate Partner between 2003-2012. Between 2012-2017, Ms. Akdemir Evlioğlu served as the Vice President of Marketing at Garanti BBVA Payment Systems and as the CEO from January, 2017 to February, 2020. On February 29, 2020, Ms. Akdemir Evlioğlu was appointed as the Executive Vice President responsible of Customer Solutions and Digital Banking. Ms. Akdemir Evlioğlu’s areas of responsibility are Retail Digital Solutions, Enterprise Clients Solutions, Corporate Brand Management and Marketing Communication, Insurance and Pension Coordination and Customer Communication Center. In addition, Ms. Akdemir Evlioğlu serves as the Vice Chairman of the Board of Directors of Garanti BBVA

Having graduated from Bilkent University Department of Economics and earned her master’s degree in Business Administration from Kellogg School of Management Ms. Akdemir Evlioğlu has 19 years of experience in banking and business administration.

Membership and additional responsibilities:
- Board of Trustees Member and Board Member of Teachers Academy Foundation
- UN Global Compact (UNGC) Board Member and Sustainable Finance Working Group Co-Chair
- Integrated Reporting Turkey Network (ERTA) Board Member and Sustainable Finance Working Committee Co-Chair
- Member of Impact Investment Advisory Board (EYDK)
- UNICEF Turkey Business Advisory Board Member
- YASED Membership Representative

MURAT ÇAĞRI SUZER
Executive Vice President
Payment Systems and Partnerships

Çağrı Suzer started his career in 2006 at Danone, where he worked first as sales manager and then as commercial marketing manager. He then joined McKinsey, a global consulting firm, in

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Remuneration and Financial Rights

As published on the Bank’s website, a Compensation Policy has been formulated for the Bank’s employees in accordance with the banking and capital market legislation, and it has been approved by the Board of Directors. The compensation structure consists of fixed income and variable income items. The Remuneration Committee and the Talent and Culture Unit authorized by this Committee are responsible for reviewing and duly executing the compensation policies.

Garanti BBVA’s compensation policy is essentially based on “equal pay for equal work” and “pay for performance” principles. In addition to individual performance, the Bank keeps a close eye on general macro-economic circumstances, the current inflation rate in Türkiye and the trends in the sector. At the Bank, the salary package is comprised of various components including the monthly salary, annual bonus payments and premium payments, meal cards, foreign language payments, and other benefits with variations depending on the level of seniority or the scope of work and the location of the services.

The benefits provided to the Board of Directors members and senior executives are shown in the Financial Statements, and the upper limit of total remuneration to be paid during any given year to Board members undertaking a specific role at the Bank and to independent Board members are submitted for approval and determined at the General Shareholders’ Meeting. As of 31 December 2022, the net payment provided or to be provided to the key managers of the Bank, including the members of the Board of Directors, including compensations paid to key management personnel who left their position during the year, amounted to TL 181 million 604 thousand. As the public statements, the upper limit of total remuneration to be paid during any given year to Board members undertaking a specific role at the Bank and to independent Board members is submitted for approval and determined at the General Shareholders’ Meeting. As of 31 December 2022, the net payment provided or to be provided to the key managers of the Bank, including the members of the Board of Directors, including compensations paid to key management personnel who left their position during the year, amounted to TL 181 million 604 thousand. As the public disclosures regarding the remunerations and benefits provided to key managers including Board members are subject to the BRSA’s regulations on the banks’ qualitative and quantitative disclosures with regard to the remuneration policies, such remunerations and benefits are disclosed cumulatively. There is an employee stock ownership program for “identified employees”, which is described within the Compensation Policy.

As at year-end 2022, there are 27 identified employees serving at the Bank. In variable payments made to identified employees, at least 40% of the variable payment is deferred by a minimum of three years and at least 50% thereof is made by non-cash means in line with the principles in the “Guidelines on Good Compensation Practices in Banks”. The Remuneration Committee passed a decision setting out that the identified employees will be subject to withdrawal or cancellation of the variable pay.

The type and share of non-cash instruments used in variable payments are the same for all identified employees and there are no diverse practices. In variable payments made to identified employees, payment is made in cash and by non-cash means (linked to share certificates) in line with the principles in the “Guidelines on Good Compensation Practices in Banks” in payment practices that rely on non-cash means within the scope of 2022 variable payments of identified employees. Banco Bilbao Vizcaya Argentaria S.A. share will be taken as basis.
The Compensation Policy can be found at www.garantibbva@yurimcilikleri.com, under the Policies tab under the Environment, Social and Governance heading.

Members of the Bank’s Board of Directors are paid attendance fees. The amount of the attendance fee is determined and approved at the General Shareholders’ Meeting. In addition to the attendance fee paid to the Board members, it has been decided at the Ordinary General Shareholders’ Meeting held in 2022 that payments to be made to those Board members who assume a specific position in the Bank and to independent Board members be determined by the Remuneration Committee that has been authorized by the Board of Directors pursuant to Corporate Governance Principles. It has also been resolved to set a maximum limit of TL 29,000,000 net for the total compensation so determined and will be paid until the first ordinary general shareholders’ meeting to be convened in 2023.

Furthermore, other financial rights to be provided to the Senior Management consisting of the members of the Board of Directors, the CEO and Executive Vice Presidents are determined by the Remuneration Committee that is established in accordance with the Regulation on the Bank’s Corporate Governance Principles published by the Banking Regulation and Supervision Agency. Under the provisions of the said Regulation, the Remuneration Committee has determined the manner of payments to Senior Management and the criteria for performance-based payments, by taking into account the European Union regulations and practices. Accordingly, Senior Executives receive performance-based payments in addition to their monthly salaries, which payments are determined by the Remuneration Committee based on objective criteria including the economic profitability and key performance indicators of the Bank, as well as subjective criteria based on the respective personal performance. The Remuneration Committee ensures that such payments do not negatively affect the Bank’s capital adequacy ratio and continuity of the Bank’s operations. Part of the performance-based payments are made in installments and spread over future periods.

At the Ordinary General Shareholders’ Meeting held in 2022, the following information has been provided to the shareholders regarding the compensation principles applicable to senior management. “Our Bank has established and announced a compensation policy for all employees pursuant to applicable legislation. A fair, performance and success-based remuneration policy has been created. Our Bank’s Compensation Policy has been implemented as approved. The Policy is reviewed periodically. In addition to the compensation policy covering the Bank’s entire personnel, the Remuneration Committee continued to implement the policies it has set in relation to remuneration and bonuses to be paid to the members of the Board of Directors who assume administrative roles and to senior executives, which do not rely solely on profit. The Committee reviewed the same at certain intervals. The policy, which has been developed in line with the local legislation and international practices, continued to be implemented subject to the restrictions imposed by the banking legislation, the Bank may extend loans to Board members and executives. On the other hand, the loans to be disbursed by Garanti BBVA to the members of the Board of Directors and managers are restricted to specific framework by Article 50 of the Banking Law. The Bank does not disburse loans to the members of the Board of Directors and managers outside of the above mentioned framework.

The portion of 9.86% of the total personnel expenses for the benefits provided in 2022 to the Bank’s employees including the Board members and senior management in the financial statements results from the performance-based bonuses of all employees and variable salary payments.

GENDER PAY GAP

Wage comparison between different categories are given in the chart below in addition to female to male salary ratio (107%). Since each category has differences in terms of role, seniority, number of female and male employees and performance, the wage comparison chart is affected by these variables. The observed differences are due to the factors mentioned, and the category-based results do not represent the wage gap between male and female employees.

<table>
<thead>
<tr>
<th>Category</th>
<th>Male</th>
<th>Female</th>
<th>Gender Pay Gap</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management*</td>
<td>0.87</td>
<td>0.85</td>
<td>1.07</td>
</tr>
<tr>
<td>Branch Manager/Mid Level Management*</td>
<td>0.85</td>
<td>0.9</td>
<td>1.05</td>
</tr>
</tbody>
</table>

* The median value is given because the mean metric is negatively affected by extreme values (too high/too low). Garanti BBVA Technology personnel are included in the calculations.

DONATIONS MADE IN 2022

The total amount of aid and donations made by the Bank during 2022 is 24,589,939 TL. The Bank, with the understanding of adding value to the community, mainly supports persons, NGOs, associations or foundations, public institutions and organizations operating in education, culture, art, environment and sports. Donations can also be made in order to promote Bank’s corporate identity and expand the activities and banking.

Information on the amount of donations and aids made and on beneficiaries are made public during the Annual Shareholders’ Meeting as a separate agenda item.

The amounts of major donations and the beneficiaries in 2022 are as follows:

<table>
<thead>
<tr>
<th>Beneficiaries</th>
<th>Amount (TL)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turkish Marine Environment Protection Association (TURMEPA)</td>
<td>6,778,000.00</td>
</tr>
<tr>
<td>Teachers Academy Foundation (ÖRAV)</td>
<td>6,121,180.00</td>
</tr>
<tr>
<td>The Foundation for Children with Leukaemia (LÖSEV)</td>
<td>2,514,001.80</td>
</tr>
<tr>
<td>Istanbul Foundation For Culture &amp; Arts (IKSV)</td>
<td>2,461,110.00</td>
</tr>
<tr>
<td>Aylan Sahenk Vakfi</td>
<td>1,775,000.00</td>
</tr>
<tr>
<td>Universities and Educational Institutions</td>
<td>1,670,823.50</td>
</tr>
<tr>
<td>World Wildlife Fund (WWF)</td>
<td>1,182,924.00</td>
</tr>
<tr>
<td>Izmır Chamber of Commerce</td>
<td>1,000,000.00</td>
</tr>
<tr>
<td>Other Foundations, Associations and Organizations</td>
<td>1,086,900.00</td>
</tr>
</tbody>
</table>
Committees and Policies

There are a number of committees set up at the Bank to fulfill the supervisory function. The Board of Directors oversees and audits the entire Bank via these committees.

The structure, activities and effectiveness of the committees are regularly reviewed. In addition, necessary actions are taken to ensure that the processes and documentation of the committees are systematically traced and recorded.

There are 9 committees approved by the Board of Directors. These committees are: Credit, Audit, Corporate Governance, Risk, Remuneration, Information Security, Information Technology (IT) Strategy, Information Systems (IS) Steering and Data Sharing committees.

In addition to these, there are Corporate Assurance, Portfolio Strategy, Asset Liability, Risk Management, Data Security and Protection, Cost Management and Efficiency, Corporate Crisis and Business Continuity Management, Responsible Business and Sustainability, Operational Risk Admission and Product Governance, Integrity, and Information Systems Continuity committees.

While at least one member of each committee is a senior executive, the ratio of committees with Members of the Board of Directors to the total committees is an indicator of an effective governance structure at the level of 95%.

Commitment to its irreplaceable values of the principles of trust, integrity, accountability and transparency is Garanti BBVA’s main responsibility to all its stakeholders, particularly its customers and employees, and serves as the guarantee of the Bank’s strong reputation.

In line with its responsible and sustainable business concept, Garanti BBVA establishes a number of policies, codes and statements governing conduct and business relationships. In 2022, the Sustainability and the Corporate Social Responsibility Policies were revised.

Through Committees and Policies, there is an effective structure established between the Board of Directors, senior management and committees and the Bank, which strengthens corporate culture and plays an important role in implementing the best governance practices.

You can find detailed information about the policies in the Environmental, Social and Governance section at www.garantibbvainvestorrelations.com by clicking on the relevant title.
Risk Committee’s Assessment

OF RISK MANAGEMENT POLICIES, THEIR IMPLEMENTATION AND MANAGEMENT OF VARIOUS RISKS THAT THE BANK MAY BE EXPOSED TO

2022 has been a year in which the global economy slowed considerably due to the effects of Russia/Ukraine war and tightening steps of advanced economy central banks in response to high inflation. Turkey started the year facing the effects of the FX shock of Q4 2021, which, along with the effect of the war on food and energy prices, resulted in a rapid surge in inflation from about 20% in September 2021 to a peak of 85.5% in October 2022. Despite high and rising inflation, economic growth was robust at about 5% supported by private consumption and net exports. The adverse effects of the war on the current account balance and the inflation were addressed by a series of banking sector regulations related to selective loan policies and rationing measures. As a response to these, loan growth slowed notably in the third quarter and the share of Turkish Lira deposits has increased. Along with continued FX inflows through errors and omissions and other investments, these measures and Central Bank of Turkey’s reserve management policies helped stabilize TL. Under this economic environment, the Bank continued to pay utmost attention to preserve its prudent, transparent and forward looking approach in the risk management activities.

In 2022, the Bank continued to proactively manage its capital position, which is assessed under different stress scenarios on a regular basis and took into account an integral and forward-looking view of all risks. Consolidated Capital Adequacy Ratio (CAR) which was 14.1%* at the end of 2021, realized as 16.8%* at the end of 2022, with the robust contribution of net income. With a focus on TL portfolio. Due to strong growth in the performing loans and collections in 2022, Stage 2 ratio which accounted for 16.8% in 2021 decreased to 13.6% as of 2022 year-end. As a result of the achievements in collections and debt sales and write-down operations that were continued throughout the year, alongside with the strong growth in performing loan portfolio, the consolidated non-performing loan ratio, which was 3.6% at the end of 2021, stood at 2.6% at the end of 2022. In the period ahead, loan portfolio will continue to be managed through the policies and tools which enable effective decision-making, appropriate collateralization process and prudential provisioning. Bank targets to manage nonperforming loans portfolio by focusing on efficient recovery strategies and also evaluating the options for write-down and sale of non-performing loans.

Within 2022, Bank’s risk management activities were continued to be carried out with the target of maintaining a moderate risk profile, a robust financial position and a sound risk adjusted profitability throughout the cycle, as the optimal way to face adverse situations without jeopardizing the strategies. The maintenance of a moderate risk profile allowed to limit losses even under stress situations, which contributed to giving stability to income and promoting profitable growth and recurrent value creation. As a consequence of this approach, consolidated Return on Equity (ROE) reached out to 51.0% at the end of 2022, whereas it was at 19.7% at the end of 2021.

Within the framework of the risk appetite and risk based policies approved by the Risk Committee and the Board of Directors, in 2022, the Risk Management continued to improve its measurement, reporting and management tools, where risks were measured via advanced methods, reported to relevant committees and senior management in order to determine strategies and take decisions, considering compliance with local and international standards and practices. Projects have been undertaken for this purpose towards more automated and advanced processes and enhanced data quality. With the coordination of the Risk Management, reports including the results of Internal Capital Adequacy Assessment Process (ICAAP) and the Internal Liquidity Adequacy Assessment Process (ILAAP), which were integrated with risk appetite, stress tests and budget processes, were approved by Risk Committee and the Board of Directors. Based on their scope, the affiliates were reviewed by the Risk Committee in order to ensure a consistent risk culture throughout the organization.

The Risk Committee held 11 meetings in 2022 in order to assist the Board of Directors.

* Excluding BIS6A’s forbearance measures.
Audit Committee’s Assessment

OF THE OPERATIONS OF INTERNAL CONTROL, INTERNAL AUDIT AND RISK MANAGEMENT SYSTEMS

The Audit Committee convened seven times in 2022 to oversee the effectiveness and adequacy of the Bank’s internal control, internal audit and risk management. All of the heads of internal systems units attended all meetings and informed the Committee on their activities. Furthermore, managers of other related departments of the Bank also attended the meetings upon the Committee’s invitation to discuss specific agenda items, when deemed necessary.

Via the reporting made throughout the year, the Committee oversaw the operation of accounting and reporting systems in line with the applicable regulations, and the integrity of the resulting information. The Audit Committee carried out the necessary preliminary assessments for the selection of external audit companies, rating companies, appraisal companies and support services providers by the Board of Directors and regularly monitored the activities of those companies.

The Committee informed the Board of Directors about the following activities of the internal systems units every six months:

• The Committee reviewed the results of continuous risk assessment of the Internal Audit Department, annual internal audit plans, quarterly prioritizations, and plan revisions. The Committee verified that the scopes of planned and conducted audits covered the Bank’s current and planned operations and resulting risks. The Committee reviewed conformity to the plans on a quarterly basis.

• Throughout the year, the Committee regularly received information about all critical and material findings covered in the audit reports, along with the action plans set and unmet deadlines. When needed, the Committee invited the responsible units to the meetings and closely monitored whether actions were taken for timely remedy of the findings.

• Via quarterly activity reports, the Committee reported to the Board of Directors its assessment of target achievement status of the audit plan, audit results, results of examinations and investigations, level and adequacy of the Committee members’ professional education, the outcomes of quality assurance activities, and other undecided and material issues.

• The Audit Committee reviewed the results of the Internal Control Unit’s activities and assessed whether these activities adequately covered the Bank’s processes within the frame of applicable legislation and internal policies. The Committee also examined the results attained by the Committees for which it acts as the secretary by way of routine controls and other activities covered in the Unit’s process examination procedure. The Internal Control Unit reported the material issues identified with controls to the Audit Committee throughout the year. The Unit also informed the Audit Committee about the quarterly activity reports presented to the Board of Directors.

The Audit Committee monitored the measures taken by the relevant unit heads in relation to the activities and their adequacy.

• The Committee oversaw the results of the compliance activities carried out across the Bank and its subsidiaries through the Compliance Department’s reports and presentations, and ensured that material issues were submitted to the Bank’s senior management and/or Board of Directors. The Audit Committee was informed about the amendments made to the legal, regulatory or supervisory frameworks related to Compliance and Ethics, as well as their implications for the Bank and its subsidiaries. The Audit Committee also followed up the training and awareness raising programs on topics falling under the responsibility areas of the Compliance Department and the current progress of the training sessions within the scope of these programs.

• The Audit Committee monitored the current status of actions taken in relation to these recommendations.

• The Risk Management Department reviewed the risk appetite core metrics for capital adequacy, profitability, liquidity and funding, and metrics and limit thresholds by types of risks for monitoring and managing market, counterparty credit, structural interest rate, structural exchange rate, credit, liquidity and operational risks on consolidated and unconsolidated bases and submitted them for the approval of the Risk Management Committee. Risk Committee and the Board of Directors. It reported the realizations in relation to approved risk appetite core metrics and limits to the Audit Committee on a quarterly basis. The Department conducted stress tests and scenario analyses along with internal calculations on the basis of risk types within the frame of ICAAP (Internal Capital Adequacy Assessment Process) and stress test reports pursuant to the regulations published by the BRSA. It presented the validations performed for models and parameters used in ICAAP studies to the Audit Committee. The Department monitored compliance of the risk models used by the Bank with the internal ratings-based (IRB) approach, assessed their use by the Bank and submitted the credit risk models monitoring report drawn up accordingly to the Audit Committee. The Risk Management Department provided information about its activities and professional training and competencies of the employees through quarterly activity reports. It presented risk review reports on market, counterparty credit, structural exchange rate and interest rate, liquidity and non-financial risks to the Audit Committee. The Department followed up important regulatory changes and regulatory framework governing risk management and provided regular and continuous information flow to the Audit Committee.
The Risk Committee is constituted by the members of the Board of Directors, and is responsible for overseeing risk management policies and practices, their alignment with strategic goals, capital adequacy and planning, and liquidity adequacy, as well as the management’s ability to assess and/or manage various risks inherent in the operations.

Risk Management is composed of the Internal Capital and Operational Risk Department and the Market and Structural Risk Department under the execution and management of the Head of Risk Management, and Validation. Credit Risk Control and Risk Management Control functions.

The responsibilities of the Head of Risk Management are outlined below:

- Ensure that risk management culture is recognized and risk management principles are widely embraced throughout the Bank and its affiliates, and make sure that an integrated risk management system is implemented which measures all of the Bank’s risks collectively, which guarantees that limits determined in connection with the risk appetite approved by the Board of Directors are not breached, which is in compliance with applicable legislation, the Bank’s strategies and policies, and which pursues risk-return relationship and entails control and validation activities.
- Define, measure, monitor and report risks, and ensure that all control activities are conducted thoroughly and timely: monitor and supervise results.

The responsibilities of the Market and Structural Risk Director are outlined below:

- Propose market, counterparty credit, liquidity, structural interest rate and exchange rate risk principles which are then set down by the Board of Directors; review and update the same, carry out risk-based measuring, monitoring and analysis activities; report their results regularly to relevant units, committees and senior management.
- Coordinate the ICAP (Banks’ Internal Systems and Internal Capital Adequacy Assessment Process) workflow.
- Oversee affiliates’ adherence to Enterprise Risk Management Framework.

The responsibilities of the Market and Structural Risk Director are outlined below:

- Propose operational risk, reputation risk and risk appetite principles which are then set down by the Board of Directors,
- Ensure that all operational risks are covered by the first and second lines of defense.
- Conduct measuring, monitoring and analysis activities for risk appetite, operational risk, regulatory liquidity and regulatory capital adequacy; report their results regularly to relevant units, committees and senior management.
- Coordinate the ICAP (Banks’ Internal Systems and Internal Capital Adequacy Assessment Process) workflow.
- Oversee affiliates’ adherence to Enterprise Risk Management Framework.

THE INTERNAL AUDIT DEPARTMENT

The Internal Audit Department (IAD) carries out all its activities in complete compliance with the legal regulations and international internal audit standards as well as by taking global methodology into consideration. The IAD conducts on-site and remote audits with the aim of providing reasonable assurance about the effectiveness of risk management and control systems. Continuous risk assessment is employed to dynamically schedule these audits in the form of annual and multi-year plans and the IAD makes quarterly prioritizations so as to allocate its resources to the highest risk areas.

Pursuing its activities with a team of 160 people in total, the Internal Audit Department’s organizational structure consists of auditors specialized on certain risks, program managers in charge of fieldwork of the audits, assistant directors fulfilling the functions of audit planning and communication of results with the auditees, and building blocks extending support for effective performance of the IAD activities.

Assurance provision makes up a substantial portion of the IAD’s activities. Advisory takes a growing share by the year, along with routine investigations and other activities, which further emphasize prediction and handling of future risks.

Having conducted 115 process audits, 234 branch audits, 84 examinations and investigations across the Bank and its subsidiaries during 2022, the Internal Audit Department oversees the audit results via a systematic finding follow-up process. The actions that have been taken and will be reported primarily to the Audit Committee and the Board of Directors as well as to the senior management using various channels that include annual reports, committee meetings and periodic finding follow-up meetings.

The IAD has been employing agile methodology in all its audit activities since 2019. The flexibility enabled by the agile transformation affords a higher degree of autonomy to the auditors and help maintain a high level of productivity. The high level of agile maturity achieved in 2022 serves to attain higher productivity from the workforce and enables high added-value results.

The Internal Audit Department boasts a strong data team composed of data scientists with modeling capabilities and data specialists with advanced data analysis capabilities. Currently, one out of every three audits focuses on the data making active use of big data. Successful audit projects are carried out, which
employ advanced analytics and modeling such as machine learning, image processing and text mining.

Internal fraud detection that relies on rule-based monitoring is backed by machine learning by using as basis the past incidents, which helps keep operational risk loss figures low.

The senior management of the IAD supports the auditors’ academic, technical and professional development in line with the Bank’s talent and culture policies, and encourages them to obtain professional certifications and to complete graduate and post-graduate programs. Risk-based specialization in audit fields and on-the-job training practices that accompany structured professional training serve to further increase the depth and quality of the audits performed.

Keeping a close eye on the current internal audit practices in the banking industry at a global level, the Internal Audit Department also introduces new practices in line with continuous development principle.

The quality of the IAD’s all activities extending from risk assessment to finding follow-up is assessed with end-to-end continuous internal quality assurance activities along with independent quality assurance activities conducted every five years. Action plans are determined as and when areas of improvement are identified, and auditors are supported with continuous training programs accordingly.

The IAD measures and monitors new process/business, technology transformations, and outsourcing, before implementing; and assessing and discussing main internal control issues from the control activities are reported to relevant parties and necessary actions are also followed up accordingly. ICU conducts secretariat role in main Bank committees that have responsibilities in assessing risk and controls about new initiatives such as; new product/service, new process/business, technology transformations, and outsourcing, before their implementation; and assessing and discussing main internal control issues and monitoring relevant action plans.

The Internal Control Unit (ICU) is responsible for the establishment and coordination of a sound internal control environment within Garanti BBVA. ICU conducts second line of defense control activities and reports directly to the Board of Directors (BoD). It ensures that banking activities are carried out in accordance with the management strategies and policies as well as other existing regulatory framework and guidelines, in a regular, efficient and effective manner.

The Compliance Department, which is also a regulatory requirement, is structured in the ICU for ensuring that the Bank’s IT processes are established with sound controls enabling that IT-related activities are carried out securely and in accordance with internal and external rules and regulations as well as international standards.

In this context, by the help of second line of defense control activities, it is ensured that segregation of duties principle is in place, relevant reconciliation mechanisms are established, operational risks the Bank is subject to, are defined and quantified. Besides, the control activities that are designed and carried out in the first line of defense are challenged in all the branches and Head Office departments either on-site or remotely for ensuring the adequacy, accuracy, and quality of those controls designed and implemented in the processes.

Third – party related risks are also assessed, monitored and controlled by the ICU. It is ensured that the internal processes regarding the procurements that are classified as “support services”, are implemented accurately and fully compliant with the related legislation. In addition to “support services”, operational risks that might be derived from “critical third parties” and “outsourcing” activities are also covered in ICU studies.

Information Technologies (IT) Internal Control Function, which is also a regulatory requirement, is structured in the ICU for ensuring that the Bank’s IT processes are established with sound controls enabling that IT-related activities are carried out securely and in accordance with internal and operational risk awareness among them.

Working with the purposes of managing the potential compliance risks of the Bank and of identifying and preventing these risks in advance, the Compliance Department aims to help improve the compliance culture constantly across the Bank. The Compliance Department carries out the following tasks.
The Compliance Officer Team performs the following duties:

- Carry out all necessary efforts to achieve the Bank’s compliance with the regulatory framework concerning prevention of money laundering and countering the financing of terrorism, and preventing proliferation of weapons of mass destruction, and handle the Bank’s coordination and communication with the Financial Crimes Investigation Board (in Turkish: MASAK).
- Supervise the compliance of the company within Garanti BBVA financial group that are obliged to achieve compliance with the MASAK legislation.
- Ensure that the Financial Group Compliance Program and the Bank Compliance Program which is prepared in harmony with the former are executed; prepare and conduct sub-policies and procedures accordingly.
- Prepare the annual training program on anti-money laundering, countering financing of terrorism and preventing proliferation of weapons of mass destruction and follow up its implementation.
- Look into and evaluate information on potentially suspicious transactions that it receives or becomes aware of; report any transaction that it deems to be suspicious to the Financial Crimes Investigation Board (MASAK).
- Being a Turkish bank, comply with international sanctions fastidiously; provide consultancy service to branches and units for compliance with international sanctions.

In terms of Customer Product and Services Compliance activities regarding customer products and services, assessments are made on the compliance of products and processes to applicable regulations. Activities are carried out in relation to compliance controls in accordance with the Regulation on the Internal Systems and Internal Capital Adequacy Assessment Process of Banks. The control mechanisms in place are monitored with respect to compliance of the Bank’s current and planned activities, new transactions and products with the laws and the Bank’s policies. The processes are monitored for any necessary revisions according to regulatory changes, related employees are notified on such changes.

As part of Corporate Compliance activities, the Compliance Department is responsible for promoting awareness of the Code of Conduct, Anti-Corruption Policy, and Competition Policy, encouraging due execution of these policies, ensuring development and dissemination of the procedures for execution, and offering advisory for resolving any hesitation that may arise during the implementation of the policies and procedures. Enforced upon its approval by the Board of Directors, Code of Conduct describes the standards that need to be adhered to in order for actions to be in harmony with the values at Garanti BBVA Group. There is an Ethics and Integrity Committee, whose mandate is to contribute to preserve the corporate integrity of the Bank.

The Compliance Department also manages the Whistleblowing Channel, which is generally used to report any noncompliance to the Code of Conduct. In the process that observes the anonymity of the complainant, all reports received through the Channel are processed carefully and promptly, ensuring they are investigated and resolved.

Garanti BBVA is strictly adhered to the laws and ethical principles particularly in relation to anti-corruption. Garanti BBVA rejects categorically any corrupt practice and also expects the same from its employees and third parties; in addition, the Bank pledges to play an active role in the eradication and prevention of corruption, both in public and in private sector. To that end, Garanti BBVA has in place several internal policies, procedures and controls that complement, develop and elaborate on the principles and guidelines set out in section 3 of the Code of Conduct under the heading “Anti-corruption Policy”. Garanti BBVA’s Anti-Corruption Policy has been prepared in accordance with the most rigorous national and international standards on the matter including the US Foreign Corrupt Practices Act (FCPA) and the UK Bribery Act (UKBA), taking into account the guidelines of international organizations for the prevention of corruption as well as those outlined by the International Organization for Standardization (ISO).

Garanti BBVA employees neither derive, nor offer or promise, directly or indirectly, payments, gifts, donations, job offers, sponsorships, privileges, benefits, or any kind of benefit to influence or attempt to influence decisions of third parties, individuals, public officers or authorities with the aim of obtaining unfair profits or advantages for the Bank’s operations or for people working for the Bank. This prohibition also covers the solicited facilitation payments.

Detailed information can be found in the Anti-Corruption Policy and Code of Conduct documents under the Environment, Social and Governance > Policies tab at www.garantibbvayatirimciiliskileri.com.

Garanti BBVA believes that fair competition is one of the essential principles of a well-functioning market, which benefits the development, progress and well-being of society. The purpose of Garanti BBVA Competition Policy is to create the framework of actions for preventing and detecting practices preventing competition at Garanti BBVA or situations putting the Group at risk; outline the general guidelines on competitive situations; help determine events that require special attention, and provide recommendations as appropriate in suspicious cases.

The Competition Policy can be found under the Environment, Social and Governance > Policies tab at www.garantibbvayatirimciiliskileri.com.

Securities Compliance activities encompass examination of suspicious transactions within the scope of the Capital Markets Board (CMB) Communiqué on Obligation of Notification Regarding Insider Trading and Manipulation Crimes. Procedures are established regarding own-account trading and use of privileged information by the Bank or subsidiary employees who may have inside information or material information about capital market instruments or issuers in connection with the performance of their jobs. In addition, relevant legislation and internal guidelines are also followed up.

In performing all of its duties and responsibilities outlined above, the Compliance Department continues to work in coordination primarily with the Internal Audit Department, Internal Control Unit, Talent and Culture Department, Legal Department and Customer Experience and Service Management Department, as well as other relevant units.

The activities carried out for achieving compliance with the legislation on the Protection of Personal Data are also coordinated by the Compliance Department. In this context, the Department directly supports the related departments for ensuring that personal data are processed in accordance with the legislation, possible data breaches are prevented, processes are designed in line with this goal and with the legislation, and necessary technical and administrative measures are taken. The Assurance Function set up under the Compliance Department carries out specific control activities and inspections on processes associated with the handling of the compliance risk in certain areas at the Bank and its affiliates according to risk assessment results, and evaluates the adequacy of the control mechanisms in place.
Internal Systems Managers

ÖZLEM ERNART
Head of Risk Management

Özlem Ernart received her bachelor’s degree in economics (in English) from Marmara University and her MBA from the City University of New York. She worked for various privately-owned banks and companies from 1993 until 2001, when she joined the Risk Management Department of Garanti BBVA. She held the position of Senior Vice President of Risk Planning, Monitoring and Reporting from December 2015 until July 2018. Ms. Ernart has been serving as the Head of Risk Management since April 2018.

The responsibilities of the Head of Risk Management are outlined below:
- Ensure that risk management culture is recognized and risk management principles are widely embraced throughout the Bank and its affiliates.
- Oversee adherence to Enterprise Risk Management Framework; ensure that an infrastructure for defining, measuring, monitoring and controlling risks is in place.

BEYZA YAPICI
Director, Capital and Operational Risk

Beyza Yapici got his degree in labor economics from Marmara University. After joining Garanti BBVA’s General Accounting Department in 2001, he worked in the Risk Management Department from 2008 until 2016. Mr. Yapici has been serving as Capital and Operational Risk Director since April 2016.

The responsibilities of the Capital and Operational Risk Director are outlined below:
- Propose operational risk, operational risk admission and risk appetite principles which are then set down by the Board of Directors.
- Verify that all operational risks are covered by the first and second lines of defense.
- Conduct measuring, monitoring and analysis activities for risk appetite, operational risk, capital adequacy and liquidity adequacy; report their results regularly to relevant units, committees and senior management.
- Execute Internal Capital Adequacy Assessment Process (ICAAP) business process and Stress Testing Program.
- Oversee adherence to Enterprise Risk Management Framework in affiliates; ensure that an infrastructure for defining, measuring, monitoring and controlling risks is in place.

SIDIKA DİZDAR
Director, Market and Structural Risk

Sidiña Dizdar holds a bachelor’s degree in mathematics from Boğaziçi University and an Executive MBA from the Middle East Technical University. She joined Garanti BBVA as a Management Trainee in 1996, where she worked in Research, Treasury, Financial Control, Risk Management and Ankara Commercial Regional Marketing units until 2002. In 2002, Ms. Dizdar began working for a private bank abroad followed by a twelve-year tenure with the Banking Regulation and Supervision Agency. She returned to Garanti BBVA in 2016 and joined Asset and Liability Management Department. Ms. Dizdar has been serving as the Market and Structural Risk Director since July 2018.

The responsibilities of the Market and Structural Risk Director are outlined below:
- Propose market, counterparty credit, liquidity, structural interest rate and exchange rate risk principles which are then set down by the Board of Directors; review and update the same.
- Carry out risk-based measuring, monitoring and analysis activities; report their results regularly to relevant units, committees and senior management.
- Perform market and structural risk-based activities within the scope of ICAAP, stress testing and risk appetite framework, and risk assessment for new business and product/services; monitor and report risk based concentrations.
- Monitor affiliates’ adherence to Enterprise Risk Management Framework; ensure that an infrastructure for defining measuring, monitoring and controlling risks is in place.

EMRE ÖZBEK
Head of Compliance

Emre Özbek received his degree in business administration from Ankara University, Faculty of Political Sciences. He joined Garanti BBVA as an Assistant Auditor in 1999. He was appointed as the Assistant Director of the Internal Audit Department in 2007, as the Senior Vice President of the Internal Control Unit in 2009 and as the Head of Internal Audit Department in 2014. Mr. Özbek, who holds CIA (Certified Internal Auditor) and CBRM (Certified Business Resilience Manager) certifications and has 24 years of banking experience, has been serving as the Head of Compliance since 01 August 2015. His responsibilities as the Head of Compliance are outlined below:
- Ensure that the Bank’s compliance activities are carried out in accordance with applicable legislation and Garanti BBVA’s goals and policies.
- Carry out internal audits and assess the Bank’s compliance activities in accordance with comprehensive guidelines issued by the Banking Regulation and Supervision Agency.
- Coordinate all organization-wide activities for achieving compliance with legislation and MASAK regulations and rules.
- Monitor compliance functions of all domestic/overseas branches.
Baris Ersin Gülcan got his bachelor's degree in economics and his master’s degree in HR management from Istanbul University. After starting his career as an Assistant Auditor at Garanti BBVA in 1997, he served in the Internal Audit Department for 10 years. During his 25-year experience in the banking sector, he functioned as Compliance Officer and Assistant Head of the Internal Audit Department. He assumed the position of Head of Internal Control in March 2014.

Mr. Gülcan holds a CIA (Certified Internal Auditor) certificate since 2004 and a CPA (Certified Public Accountant) certificate since 2005. The responsibilities of the Head of Internal Control are outlined below:

- Ensure the establishment of the Bank’s internal control system in accordance with applicable legislation and Garanti BBVA’s goals and policies,
- Collaborate with senior management to define the principles and procedures governing the distribution of internal control tasks between operational employees and internal controllers of Garanti BBVA,
- Prepare the annual business plans of the Internal Control Unit and ensure that activities are performed in accordance with the principles defined.
- Verify that internal controllers possess the qualifications required by their authorities and responsibilities,
- Supervise that internal controllers perform their duties in an independent, diligent and unbiased manner,
- Have the information obtained from examination/operational risk control activities, reports issued, and results of the analyses conducted interpreted; make recommendations to the relevant units for the establishment of new operational risk and control systems, adoption of necessary measures and creation of new procedures when necessary,
- Ensure supervision of internal control functions at affiliates.

Osman Bahri Turgut received his undergraduate degree in economics from Marmara University in 1990. He joined Garanti BBVA the same year as an Assistant Auditor; where he subsequently worked as Branch Manager, Assistant Director of the Internal Audit Department, Commercial Loans Senior Vice President, Internal Control Unit Manager and Head of Internal Audit and Control. Mr. Turgut, who has CMB certificates for Level 3 (Advanced Level License) and Corporate Governance and Derivative Instrument License, is also a member of the Board of Directors and Audit Committee at Garanti BBVA Leasing and Garanti BBVA Fleet; a member of the Board of Directors and Corporate Governance Committee at Garanti BBVA Factoring; a member of the Board of Directors at Garanti BBVA Emekli ve Yardımcı Vakfı (Pension Fund); and a member of the Audit Committee at Garanti BBVA Leasing SA, Garanti BBVA Consumer Finance SA and Garanti BBVA Odeme Sistemleri (Payment Systems); a member of the Board of Trustees and Audit Committee at Teachers Academy Foundation (OAV); a member of the Board of Directors at the IIA Turkey – the Institute of Internal Audit in Turkey, and a member of the Audit Committee at WWF Turkey – World Wide Fund for Nature. He also gives “Risk Management in Financial Markets” graduate courses at Istanbul Ticaret University. Graduate School of Finance as a visiting professor and “Ethical Leadership” courses for students from various universities at EDMER (Association of Ethical Values Center).

The primary responsibilities of the Head of the Internal Audit Department in relation to the Department’s activities are outlined below:

- Ensure that the activities of the Internal Audit Department are carried out in line with the regulatory framework, ethical and integrity principles,
- Verify that the activities of the Internal Audit Department are compliant with internal audit principles and practices published by the BRLA or generally accepted ones; ensure that guidelines, procedures and methodologies, along with a suitable organization structure, are established for the performance of these activities,
- Effectively manage the Internal Audit Department in accordance with the goals set out in the Internal Audit Charter,
- Ensure that the Internal Audit Department remains independent and impartial, and inform the Board of Directors of any hindrance or bottleneck that can arise when conducting Garanti BBVA’s activities; submit an annual explicit confirmation to the Audit Committee, that the Internal Audit function is being executed independently from management levels as a result of the personal assessment he/she will make,
- Ensure that the Internal Audit Department has adequate and appropriate tools and human resource to achieve its predetermined goals,
- Create the Annual Audit Plan in an integrated manner with the Multi-Year Plan,
- Prepare and implement contingency audit plans for audit needs that may arise due to regulatory changes or the Bank’s specific needs,
- Submit the audit plan to the Audit Committee for approval, and conduct periodic reporting on the progress against the plan; Similarly, inform the Audit Committee of necessary major changes in the audit plan due to significant changes in the Bank’s risk assessment or other circumstances,
- Inform the Board of Directors and the Audit Committee about the primary activities of the Internal Audit Department on a quarterly basis,
- Submit a report -at least once a year- to the Audit Committee covering the audits conducted, the developments in the structure and internal governance of the Internal Audit Department, outcomes of quality assurance and improvement programs, HR management practices and declaration of independence,
- Inform the Board of Directors about the strategy he/she will devise for the audit function and associated action plans,
- Inform the Bank’s Senior Management about the outcomes of the audits and suggested improvements.

M. FEİDUİN AKTAŞ
Corporate Security Director

M. Feidun Aktaş got his bachelor’s degree in Electronics and Communication Engineering from Istanbul Technical University and his master’s degrees in Electronics Engineering from Bogazici University and in Management (in English) from Marmara University. October 2019, and currently serves as the Corporate Security Director. Corporate Security encompasses responsibilities for Garanti BBVA’s Information Security, Anti-Fraud Monitoring and Physical Security as outlined below:

Information Security:
- Ensure the development and implementation of information security policies, procedures and guidelines and the management of IT risks based on international standards,
- Design, implement and operate IT Security infrastructure,
- Design, implement and operate Cyber Security functions against changing threats,
- Ensure business continuity planning and disaster recovery testing.

Anti-Fraud Monitoring:
- Develop strategies and design, implement and operate necessary functions for minimizing financial and other losses that may arise from external fraud,
- Implement the arrangements that will ensure that business processes are protected, traceable and detectable against counterfeiting risk, together with the Bank’s lines of business.
- Corporate Security:
- Assign Security Officers within the

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Risk Management

Garanti BBVA measures and monitors its risk exposure on consolidated and unconsolidated bases by using methods compliant with international standards, and in accordance with the applicable legislation. Advanced risk management methods and tools are utilized in measuring credit risk, operational risk, market risk, counterparty credit risk, structural interest rate risk, structural exchange rate risk, and liquidity risk.

End-to-end structured processes are run to design, improve, execute and regularly update the risk measurement models, whose reliability is ensured by way of internal validations.

The Bank’s risk management strategy, policies and implementation procedures, and the tools and models employed for risk management are reviewed within the framework of regulatory changes and the Bank’s needs.

Through the risk appetite framework that consists of risk appetite statements and metrics and is integrated with the budgeting process, the Bank determines the risks that it is prepared to take based on the predicted capability of safe handling of risks so as to achieve the goals and strategic objectives as defined by the Board of Directors. Risk appetite metrics related to capital, liquidity, and profitability and risk-based limits are monitored regularly. The Internal Capital Adequacy Assessment Process (ICAAP) flow and stress testing program are carried out with the participation of all related parties across the Bank. The results of capital planning based on macroeconomic scenario and risk-based stress test analyses are assessed by the Board of Directors and submitted to the BRSA.

Being a bank of systemic importance, the “Recuperation Plan” created to set and define the potential recovery measures and the decision-making process in case of a hypothetical and material deterioration of capital and liquidity metrics is updated annually and shared with the BRSA every year.

Risk assessment is performed also for the Bank’s new product and service developments and risk mitigation measures are determined with the involvement of related parties; the resulting risk mitigation framework is evaluated as to its suitability by the relevant committees.

Effective risk management is ensured through continuous automation and improvements in measurement and reporting.

**DEFINED RISKS AND THEIR MANAGEMENT**

The following risks that the Bank is exposed to are defined and managed in accordance with policies approved by the Board of Directors. Within the scope of the ICAAP and stress testing program process, the internal capital required for credit risk, counterparty credit risk, market risk, structural interest rate risk, structural exchange rate risk and operational risk is calculated annually; stress tests and scenario analyses are conducted and the results are evaluated.

**CREDIT RISK**

Credit risk is defined as the change in a creditor’s ability and willingness to pay its debts and fulfill all contractual obligations due to adverse economic conditions or unexpected developments.
which result in the potential loss exposure of the Bank. For the entire credit portfolio, the “probability of default” generated by credit risk models, “loss given default” calculated using the Bank’s internal data, and “risk amount” parameters are used to calculate the internal capital requirement, which is then monitored as a metric.

Credit risk management, which is a process for consistent assessment and monitoring of credit risks, covers all credit portfolios. Credit risk is managed on a portfolio basis considering the risk-return balance for each portfolio. Up-to-date analyses are performed for risks that do or are expected to gain the foreground in a given period. Stress test analyses are regularly renewed and their results are assessed. Level of compliance with the credit management guidelines issued are evaluated by all units linked to credits, referred to necessary committees, and decisions and actions are taken accordingly.

In view of the risk-based return, the Board of Directors sets limits for credit portfolios, introduces additional or revised limits depending on current needs. Limits are reviewed more frequently in extraordinary situations. Internal capital limits for credit portfolios are determined and monitored. Impact analyses are conducted for internal capital requirement according to regularly reviewed credit risk parameters. Systems are designed to use risk-based measurements in various areas such as pricing, portfolio management and so on.

Necessary risk rating or scoring models are developed for the Bank’s credit portfolios, which models are created to ensure optimal categorization of customers with respect to credibility and to rate them according to objective criteria. Outputs of the internal risk rating and scoring models developed for each portfolio is an important component of the loan allocation process and is also used for measuring default risk of a given customer and portfolio, and for conducting expected loss, internal capital requirement, provision for expected credit loss under TFRS9, risk-based pricing and risk-adjusted return analyses. All models and methodologies are subjected to qualitative and quantitative validation. In addition, periodic model monitoring is carried out for taking action as necessary.

While the Bank’s credit growth in 2022 was TL portfolio-driven, it maintained its healthy asset quality, and the NPL ratio stood at 2.6% at year-end 2022.

COUNTERPARTY CREDIT RISK

Counterparty credit risk (CCR) means the risk of a counterparty, which is a party to a transaction imposing an obligation on both parties, defaulting before the final payment included in the cash flow of the transaction in question. It is defined as the potential risk to be sustained by the Bank in the event of the counterparty’s failure to perform its obligations.

The Bank constantly measures, monitors and creates limits for this risk. The Bank manages the counterparty credit risk that it measures using the fair value measurement method as required by the regulation for derivatives, repo, securities and commodity lending transactions according to the measurement results calculated using the internal model method. Accordingly, risk mitigation techniques are utilized through such practices as international framework agreements, collateral and margin call mechanisms to the extent allowed by the national and international legislation. The measurement model employed is validated at least annually.

The Bank also calculates internal capital for each counterparty credit risk using the loss given default and probability of default parameters calculated for each counterparty based on the internal model.

MARKET RISK

Market risk is defined as the risk of loss that the Bank’s on and off-balance sheet positions may be exposed to within the frame of exchange rate risk, commodity risk, interest rate risk and equity position risk resulting from the changes in market prices.

Market risk is effectively managed by measuring and limiting risk in accordance with international standards, and allocating sufficient capital, as well as risk mitigation through hedging transactions and within a structure that is readily compatible with the constantly evolving and changing new market conditions and regulatory framework using methods and models recognized in international best practices.

Besides measuring regulatory capital requirement using the standard method, the Bank utilizes the Value-at-Risk (VaR) model for identifying, measuring and assessing market risks. Regulatory capital requirement and internal capital requirement based on VaR are also calculated and monitored as a metric for the portfolio the Bank maintains for trading purposes. In this context, VaR is a measure of the maximum expected loss in the market value of a portfolio of a certain maturity as a result of market price fluctuations, at a specified probability within a certain confidence interval. While VaR is calculated using historical simulation method and two-year historical data at 99% confidence interval at Garanti BBVA, regular back testing is conducted to measure the reliability of the VaR model. Regularly reviewed depending on need, the model is validated on an annual basis at a minimum.

Market risk is closely monitored and managed using risk mitigation aligned with the risk appetite and trading policies, creation of an effective control environment and limits. To this end, economic capital, VaR and stop-loss limits approved by the Board of Directors are employed. Limit levels are determined according to annual profit/loss targets and new business strategies. The Bank’s market risk exposure is limited with the desk based VaR and risk factor sensitivity limits, in addition to the aforementioned Board of Directors limits, and the set limits are monitored and reported daily to the senior management and related committees. The stress period used in stress VaR calculations is regularly reviewed, and updated as necessary.

In addition, to identify the risks that might arise from market volatilities, regular stress tests and scenario analyses are conducted using the VaR model.

Although market risk factors sustained major volatilities in connection with domestic and global macroeconomic developments in 2022, market risk limits were put on closer watch and the profitability of the Bank’s trading portfolio could be preserved sustainably.

OPERATIONAL RISK

Operational risk is defined as the probability of loss resulting from human error, inadequate or failed internal processes, improper communication with respect to customers, markets or organizations, failures, interruptions or faults in systems or communication, improper data management, and external events including regulatory risk, cyber attacks, external fraud, natural disasters and faulty services rendered by suppliers.

Operational risk is managed based on the three lines of defense approach. Operational risk appetite and associated limits are determined by the Board of Directors, and the senior management ensures that the operational risk management framework is consistently and effectively implemented and maintained across all operations, processes and products. Formed of business and support units, the first line of defense consists of the principal operational management of the operational risk in products, operations, processes and systems within the frame of the Bank’s policies and procedures. The second line of defense consists of the Risk Management Department, Internal Control Unit and Compliance Department units, which assist the senior management in understanding and managing the operational risks that the Bank is exposed to and support the Board of Directors with respect to monitoring operational risk management activities. The Internal Audit Department that constitutes the third line of defense carries out internal audit activities, and assesses the operational risk management framework independently from all aspects.

Operational risk loss data covering the Bank and affiliates are collected, analyzed and reported to define, measure, monitor and mitigate operational risks. Risk and Control Self-Assessment that defines...
operational risks and measures controls including their risk mitigating impacts serves to identify potential weaknesses, and necessary actions are followed up. Key Risk Indicators that point out major risks are defined, and monitored within the frame of determined thresholds. As part of stress testing, low-frequency, high-impact operational risk incidents included in the scenario portfolio are analyzed in detail.

In 2022, losses were highly limited as a result of powerful management of operational risks in view of the increased gross revenues in connection with the Bank’s activities.

**STRUCTURAL INTEREST RATE RISK**

Structural interest rate risk is defined as potential variations in the Bank’s net income and/or total economic value resulting from the alterations in interest rate.

Structural interest rate risk is assessed in terms of repricing risk, yield-curve risk, basis risk and optionality risk, measured as per international standards including their risk mitigating impacts.

Stress tests and scenario analyses are carried out within the framework of structural interest rate risk to measure the risks resulting from Bank-specific negative developments or major risks and vulnerabilities that may potentially arise in the economic and financial environment under stress, by observing the regulatory and internal interest rate risk management requirements. Results of stress tests are used as input for determining risk appetite, limit and budget related works, for generating balance sheet management strategies, and for evaluating the need for capital. To determine and manage the Bank’s exposure to structural interest rate risk arising from potential maturity mismatches in its balance sheet, duration gap, economic value of equity (EVE), economic capital (ECAP), credit spread risk sensitivity, net interest income (NII), earnings at risk (EaR) are monitored by measuring market price sensitivity of securities portfolios monitored in the banking book. In risk measurements, the more real-like risk factors are included in the calculations using periodically reviewed and continuously improved behavioral models such as loan prepayment and deposit models. The risk metrics calculated and the reports generated are used in the balance sheet interest rate risk management under the supervision of the Asset and Liability Committee.

**STRUCTURAL EXCHANGE RATE RISK**

Structural exchange rate risk is defined as the potential impact of negative exchange rate fluctuations upon the capital adequacy ratio and FC risk-weighted assets, in the case that the Bank performs material operations in currencies other than the local currency in its balance sheet or maintains positions for the sake of preserving capital.

Structural Exchange Rate Risk is monitored according to internal limits and reported. The analyses conducted in this framework are expanded to encompass potential sensitivities that may result from Bank-specific negative events or changes in the market by supervising the regulatory and internal structural exchange rate risk management requirements. In addition, the Bank’s FC position and the profit/loss movements resulting from this position are monitored and reported at regular intervals.

Having started with the impacts of the currency shock of 2021 Q4, 2022 has seen the introduction of a series of banking industry regulations concerning liraization measures. Structural exchange rate risk continued to be managed cautiously and capital was preserved against exchange rate fluctuations.

**REPUTATIONAL RISK**

Reputational risk is defined as the Bank’s risk of loss due to negative views of stakeholders such as customers, employees, shareholders, suppliers, competitors and supervisory authorities or loss of trust in the Bank or reputation impairment as a result of non-compliance with existing legal regulations. The Bank considers and manages its reputational risk within the framework of the Board of Directors approved policy, avoiding all kinds of transactions and activities that would cause reputational risk in the eyes of customers, legal authorities and other stakeholders. Awareness trainings are held about reputational risk throughout the Bank for encouraging all employees to fulfill their duties and responsibilities.

In order to ensure efficient management of reputational risk across the Bank, it is aimed to monitor the Bank’s reputation and reputational risk through a methodological approach and to take all necessary precautions before the reputational risk occurs. Through this methodology, the Bank regularly defines and reviews a map in which it prioritizes the reputational risks it faces, together with a set of action plans to mitigate these risks. It defines key risk indicators for each risk factor to regularly monitor the strength of risk mitigation. The risks and risk factors are defined in dimensions such as customer-centeredness, workplace, ethics and citizenship, finances and leadership. Additional activities for monitoring reputational risk include monitoring the media, the press and social media platforms with respect to the Bank’s reputation, conducting a regular reputation analysis and managing potential impacts; ensuring continued awareness of compliance with laws, corporate standards, Code of Conduct and best practices, and development of processes that guarantee management of IT/Information security and IT-related risks.

Reputational risk factors cover many aspects from marketing practices, customer service to product terms and are governed through the relevant committees within the Bank’s extensive committee structure.

Detailed information can be found in the Committees Section on the website.

**ENVIRONMENTAL AND SOCIAL RISK**

Banks face risks associated, in particular, with occupational health and safety and with financing activities that could result in adverse impacts on the environment and society. Failure to timely and duly address these risks may result in reputational damage and consequently a loss of investor support and customer loyalty, among other challenges. Garanti BBVA sees its proactive management of these risks, such as those arising from climate change, not only as critical to its success but also as one of its most essential duties to its stakeholders. Through its effective approach to sustainability embedded throughout its organization, the Bank monitors a variety of environmental, social and occupational health and safety indicators, benchmarks itself against best practices worldwide, takes steps to close the gap, raises the awareness of employees and collaborates with its peers, financial institutions, customers and business associations.
The Bank also implements an Environmental and Social Impact Assessment Process (ESIAP) in line with international best practices to perform an effective risk assessment of its loan portfolios and to ensure active risk management, and monitors climate-related physical risks and transition risks.

Within the scope of ESIAP, the Bank ensures that the projects financed by the Bank satisfy the social and environmental standards required by legislation and the Bank’s policies. If necessary, the Bank also ensures that project sponsors and other counterparts that are not residing in the same country undertake an impact assessment, take prescribed measures, adopt sector-specific good practices, and establish adequate control mechanisms.

As of end-2022, various units across Garanti BBVA are responsible for managing environmental and social risks.

The Bank has a Sustainability Team of 6 full-time members, a Sustainable Finance Team, which comprises of 4 full-time members within Investment Banking and Finance Department; and Environmental and Social Impact Assessment Team comprised of 2 full-time advisors. Reporting to the Responsible Banking and Sustainability Committee chaired by the Executive Vice President in charge of Client Solutions and Digital Banking, and meets with the participation of the CEO representing the Board of Directors, the teams’ responsibilities regarding the management of environmental and social risks include the following: evaluate policies, strategy and implementation principles for environmental and social risk management; ensure that risk management principles are widely embraced throughout Garanti BBVA and its subsidiaries through controls at different levels; provide technical and implementation support on E&S risk-related measures to customers and other departments. At Garanti BBVA, the implementation of Environmental and Social Loan Policies related to ESIAP processes is the responsibility of Corporate and Commercial Loans Risk Management, Retail and SME Loans Risk Management and all related business lines, Investment Banking and Finance Department and/or the Sustainability Unit.

The application scope of the environmental and social risk management system can be reached at the Environmental and Social Risk Management section on the website.

**COUNTRY RISK**

Country risk is defined as the default risk other than ordinary commercial risks the Bank, its overseas branches and financial subsidiaries face in their dealings with counterparties that are not residing in the same country (counterparties residing in a country different than the one taking the risk).

Country risk is evaluated and monitored on the basis of individual countries using methods compliant with international norms and local regulations. Country risk is monitored and reported on the basis of individual countries on consolidated and unconsolidated bases. Actions are taken to make sure that the Bank’s country risk exposure remains within the set limits, and related reporting, control and audit systems are established as necessary.

**CONCENTRATION RISK**

Concentration risk refers to any concentrations among different types of risks or in any individual risk, which might result in material losses that would endanger the ability to sustain fundamental activities or the financial structure or lead to a significant change in the risk profile.

Risk concentration resulting from the interaction of different risk positions within an individual risk category with one another is defined as “risk-based concentration”, and that resulting from the interaction of different risk positions between different risk categories as “inter-risk concentration”.

Internal capital requirement for credit concentration risk is calculated separately on sector and individual bases. Qualitative and quantitative assessments of concentrations on the basis of individual risks apart from credit risk and concentrations among risks are addressed in reports produced according to risk-oriented policies and procedures.

**LIQUIDITY RISK**

Liquidity risk is defined as the risk of the Bank’s failure to fulfill its payment liabilities on time and without incurring an additional cost due to insufficient cash holdings or cash inflow of the level and quality to finance its cash outflows fully and timely due to cashflow instabilities.

Liquidity risk is managed under the supervision of ALCO and the Weekly Review Committee in order to take appropriate and timely measures in case of liquidity squeeze arising from market conditions or the Bank’s financial structure.

Within the scope of internal liquidity assessment process, liquidity planning is performed annually.

Liquidity stress test results for affiliates are monitored and it is ensured that affiliates which are important with respect to liquidity risk establish and monitor internal liquidity and funding limits to assess the robustness of their liquidity and funding structures.

In addition to the routine activities performed as part of liquidity risk analyses, with respect to sustainability, liquidity and funding risk procedures approved by the Risk Committee, situations anticipating intraday liquidity stress, which could activate the contingency plan, are monitored, and stress testing is performed for intraday liquidity risk.

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During 2022, a close eye was kept on domestic and global macroeconomic events, numerous regulatory changes resulting from associated macroprudential actions, the Bank’s new product and service initiatives and budgeting processes. The effect of relevant changes upon liquidity metrics were analyzed regularly, and shared with the Bank’s senior management.

In 2022, consolidated stress testing analysis was designed and the results were followed up throughout the year as part of consolidated monitoring. The Bank’s liquidity position preserved its solid stance and proactive risk management was sustained. The Liquidity Coverage Ratio, which refers to highly liquid assets held by financial institutions for continued fulfillment of short-term liabilities, remained robust throughout the year and the 2022 last quarter average was registered as 215.6%.
MODEL RISK
Model Risk is the Bank’s potential risk of loss resulting from decisions made based on flawed model outcomes, due to errors in development or use of the model for unintended purposes.

Model risk refers to potential risks that may arise during the life cycle of risk models. The Bank aims to minimize the model risk and manages it using the model risk management framework created.

RISK MANAGEMENT IN AFFILIATES
The Bank closely monitors risk management activities carried out at affiliates with a holistic risk management perspective, in conformity with the international best practice norms in risk management, and in alignment with each company’s own risks, operations and arrangements. The Bank determines the needs for risk management of affiliates and ensures that required studies and reports commensurate with the structure, complexity, size and risks of the related affiliate are effectively managed in coordination with risk management units/functions in affiliates. Necessary work is carried out with affiliates in accordance with market conditions and legal regulations to align risk management policies, rules, procedures and risk limits with the Bank. Risks associated with affiliates, risk measurement results and other risk management activities are monitored.

The Bank’s risk management oversees and evaluates the risk management activities carried out at affiliates, and supports them with the methodology needed in this respect. Consolidated perspective is also applied as and when appropriate.

In 2022, monitoring activities at the Bank’s affiliates were further expanded given the high number of regulatory changes and activity in financial markets in the reporting period.

General Shareholders’ Meetings

General Shareholders’ Meeting is held in accordance with the resolution adopted by the Board of Directors. For reaching the highest number of shareholders possible, the General Meeting announcement including the meeting date, venue, agenda and similar information is duly announced at least three weeks prior to the meeting date as per the provisions stipulated in the Communiqué via the Turkish Trade Registry Gazette, Public Disclosure Platform (www.kap.gov.tr), e-Investor: Investor Information Center, e-Company Companies Information Portal (www.mkk.com.tr), e-General Meeting Electronic General Meeting System (www.mkk.com.tr), the Bank’s websites and two national newspapers. The Bank invites all stakeholders to the General Shareholders’ Meeting, who will be voiceless during such meetings. Before the meeting, balance sheets, income statements and annual reports are made available for review by shareholders within the timeframe determined in the applicable legislation on the Garanti BBVA Investor Relations website, at the Head Office and at all branches. In the General Shareholders’ Meeting, agenda items are discussed and submitted for the shareholders’ approval. Shareholders are entitled to ask questions, express their opinions and submit proposals regarding the agenda items. Questions are handled and answered in accordance with the regulations of the Capital Markets Board as well as the principles and procedures specified in the Turkish Commercial Code. Proposals are submitted for approval at the General Shareholders’ Meeting and become effective if approved by the specified majority. The meeting minutes and the list of attendants of the General Shareholders’ Meeting are posted on the Public Disclosure Platform (KAP), e-Company Companies Information Portal, e-General Meeting Electronic General Meeting System, and Garanti BBVA Investor Relations website on the same day, and is published in the Trade Registry Gazette following its registration. Resolutions adopted in the General Shareholders’ Meeting are carried out in accordance with the legal procedures within due time. Pursuant to the provisions of the Regulation on Electronic General Meeting at Joint Stock Companies and the Communiqué on Electronic General Meeting System Applicable at General Assemblies of Joint Stock Companies, attendance to, and voting at, the General Shareholders’ Meeting via the Electronic General Meeting System is permissible. In addition, holders of depositary receipts have the right to vote and can do so at the General Shareholders’ Meeting. The minutes and the list of attendants of the General Shareholders’ Meeting are available to shareholders on Garanti BBVA Investor Relations websites. These documents can also be obtained from the Subsidiaries and Shareholders Service. Garanti BBVA held its Ordinary General Shareholders’ Meeting for the period 01 January 2021-31 December 2021 on 31 March 2022 and the meeting quorum realized at 63.93%. Media representatives did not attend the General Shareholders’ Meeting. At the meeting, one shareholder lodged a statement of opposition, and expressed demands; in response, necessary information has been given within the frame of the CMB regulations and the principles and procedures set out in the Turkish Commercial Code. There were no transactions in the reporting period for which the decision was left to the General Assembly of Shareholders by reason of dissenting votes cast by independent board members.
Compliance with Corporate Governance and Sustainability Principles

T. Garanti Bankası A.Ş. ("Garanti Bank" or "Garanti" or "the Bank" or "Garanti BBVA") complies with the corporate governance principles set out by the banking legislation, capital market legislation, the Turkish Commercial Code and ancillary regulations, and pays the utmost attention to implement these principles. Garanti BBVA accordingly updates its annual reports and website, making them available to its stakeholders. The shareholders can access comprehensive information, get information about the latest developments and activities from the regularly updated Garanti BBVA Investor Relations website, and can address their questions to the Investor Relations Department and to the Subsidiaries and Shareholders Service.

In keeping with Garanti BBVA's commitment to corporate governance principles, information about the Bank's compliance with non-mandatory principles under the Corporate Governance Communiqué numbered II-171 is provided under the related headings of the Corporate Governance Principles Compliance Report. In addition, disclosures within the scope of Sustainability Principles Compliance Framework as per the Communiqué (no: II-171a) amending the Corporate Governance Communiqué (no: II-171) whereby necessary additions were made on 02 October 2020 to Articles 1 and 8 of the Corporate Governance Communiqué are provided under the related headings.

The Corporate Governance Committee, responsible for overseeing compliance with corporate governance principles and for ensuring that relevant improvement efforts are carried out at the Bank, was established in February 2013, pursuant to the Regulation on the Banks’ Corporate Governance Principles published by the Banking Regulation and Supervision Agency ("BRSA") and the Communiqué Serial: IV-56 on the Determination and Implementation of Corporate Governance Principles issued by the CMB, which was effective at the time. In 2022, the Committee held 2 meetings with full participation of its members. The Board of Directors deemed that the activities performed by the Corporate Governance Committee in 2022 were efficient, appropriate, adequate and compliant with the relevant legislation.

The activities of the Corporate Governance Committee are presented in detail on the Investor Relations website. On the other hand, Garanti BBVA, during 2022, achieved compliance with all of the mandatory principles of the Corporate Governance Communiqué No. II-171. Along with non-mandatory principles, Corporate Governance Principles Compliance Status and Sustainability Principles Compliance Status are summarized in the tables below.

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<table>
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<tr>
<th>Section</th>
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Corporate Governance Principles Compliance Report and Information Form

1.1. FACILITATING THE EXERCISE OF SHAREHOLDER RIGHTS

1.1.2 - Up-to-date information and disclosures which may affect the exercise of shareholder rights are available to investors at the corporate website.

1.2. RIGHT TO OBTAIN AND REVIEW INFORMATION

1.2.1 - Management did not enter into any transaction that would complicate the conduct of special audit.

1.3. GENERAL ASSEMBLY

1.3.2 - The company ensures the clarity of the General Assembly agenda, and that an item on the agenda does not cover multiple topics.

1.3.7 - Insiders with privileged information have informed the board of directors about transactions conducted on their behalf within the scope of the company’s activities in order for these transactions to be presented at the General Shareholders’ Meeting.

1.3.8 - Members of the board of directors who are concerned with specific agenda items, auditors, and other related persons, as well as the officer who is responsible for the preparation of the financial statements were present at the General Shareholders’ Meeting.

1.3.10 - The agenda of the General Shareholders’ Meeting included a separate item detailing the amounts and beneficiaries of all donations and contributions.

1.3.11 - The General Shareholders’ Meeting was held open to the public, including the stakeholders, without having the right to speak.
### Compliance Report

#### Corporate Governance Principles

<table>
<thead>
<tr>
<th>Principle</th>
<th>Yes</th>
<th>Partial</th>
<th>No</th>
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<tr>
<td>1.4. VOTING RIGHTS</td>
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<tr>
<td>1.4.1 - There is no restriction preventing shareholders from exercising their shareholding rights.</td>
<td>X</td>
<td></td>
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<tr>
<td>1.4.2 - The company does not have shares that carry privileged voting rights.</td>
<td>X</td>
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</tr>
<tr>
<td>1.4.3 - The company withholds from exercising its voting rights at the General Shareholders’ Meeting of any company with which it has cross-ownership, in case such cross-ownership provides management control.</td>
<td>X</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>1.5. MINORITY RIGHTS</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>1.5.1 - The company pays maximum diligence to the exercise of minority rights.</td>
<td>X</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>1.5.2 - The Articles of Association extend the use of minority rights to those who own less than one twentieth of the outstanding shares, and expand the scope of the minority rights.</td>
<td>X</td>
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#### Compliance Report

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<th>Principle</th>
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<tr>
<td>1.6. DIVIDEND RIGHT</td>
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<td></td>
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<tr>
<td>1.6.1 - The dividend policy approved by the General Shareholders’ Meeting is posted on the company website.</td>
<td>X</td>
<td></td>
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<td></td>
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<tr>
<td>1.6.2 - The dividend distribution policy comprises the minimum information to ensure that the shareholders can have an opinion on the procedure and principles of dividend distributions in the future.</td>
<td>X</td>
<td></td>
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<tr>
<td>1.6.3 - The reasons for retaining earnings, and their allocations, are stated in the relevant agenda item.</td>
<td>X</td>
<td></td>
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<tr>
<td>1.6.4 - The board reviewed whether the dividend policy balances the benefits of the shareholders and those of the company.</td>
<td>X</td>
<td></td>
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<tr>
<td>1.7. TRANSFER OF SHARES</td>
<td></td>
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<tr>
<td>1.7.1 - There are no restrictions preventing shares from being transferred.</td>
<td>X</td>
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#### Corporate Governance Principles

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<thead>
<tr>
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<tr>
<td>2.1. CORPORATE WEBSITE</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2.1.1. - The company website includes all elements listed in Corporate Governance Principle 2.1.1.</td>
<td>X</td>
<td></td>
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<tr>
<td>2.1.2 - The shareholding structure (names, privileges, number and ratios of shares, and beneficial owners of more than 5% of the issued share capital) is updated on the website at least every 6 months.</td>
<td>X</td>
<td></td>
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<tr>
<td>2.1.4 - The company website is prepared in other selected foreign languages, in a way to present exactly the same information with the Turkish content.</td>
<td>X</td>
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<tr>
<td>2.2. ANNUAL REPORT</td>
<td></td>
<td></td>
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<tr>
<td>2.2.1 - The board of directors ensures that the annual report represents a true and complete view of the company’s activities.</td>
<td>X</td>
<td></td>
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<tr>
<td>2.2.2 - The annual report includes all elements listed in Corporate Governance Principle 2.2.2.</td>
<td>X</td>
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### Compliance Report

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<tr>
<td><strong>3.1. CORPORATION’S POLICY ON STAKEHOLDERS</strong></td>
<td></td>
<td></td>
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<tr>
<td>3.1.1 - The rights of the stakeholders are protected pursuant to the relevant regulations, contracts and within the framework of bona fides principles.</td>
<td>X</td>
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<tr>
<td>3.1.3 - Policies or procedures addressing stakeholders’ rights are published on the company’s website.</td>
<td>X</td>
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<td></td>
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</tr>
<tr>
<td>3.1.4 - A whistleblowing programme is in place for reporting legal and ethical issues.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>3.1.5 - The company addresses conflicts of interest among stakeholders in a balanced manner.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td><strong>3.2. SUPPORTING THE PARTICIPATION OF THE STAKEHOLDERS IN THE CORPORATION’S MANAGEMENT</strong></td>
<td></td>
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<tr>
<td>3.2.1 - The Articles of Association, or the internal regulations (terms of reference/manuals), regulate the participation of employees in management.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>3.2.2 - Surveys/other research techniques, consultation, interviews, observation method etc. were conducted to obtain opinions from stakeholders on decisions that significantly affect them.</td>
<td>X</td>
<td></td>
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<tr>
<td><strong>3.3. HUMAN RESOURCES POLICY</strong></td>
<td></td>
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</tr>
<tr>
<td>3.3.1 - The company has adopted an employment policy ensuring equal opportunities, and a succession plan for all key managerial positions.</td>
<td>X</td>
<td></td>
<td></td>
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<tr>
<td>3.3.2 - Recruitment criteria are documented.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>3.3.3 - The company has a policy on human resources development, and organizes trainings for employees.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>3.3.4 - Meetings have been organised to inform employees on the financial status of the company, remunerations, career planning, education and health.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td><strong>3.4. RELATIONS WITH CUSTOMERS AND SUPPLIERS</strong></td>
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<td></td>
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<tr>
<td>3.4.1 - The company measured its customer satisfaction, and operated to ensure full customer satisfaction.</td>
<td>X</td>
<td></td>
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<tr>
<td>3.4.2 - Customers are notified of any delays in handling their requests.</td>
<td>X</td>
<td></td>
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<tr>
<td>3.4.3 - The company complied with the quality standards with respect to its products and services.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>3.4.4 - The company has in place adequate controls to protect the confidentiality of sensitive information and business secrets of its customers and suppliers.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td><strong>3.5. ETHICAL RULES AND SOCIAL RESPONSIBILITY</strong></td>
<td></td>
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</tr>
<tr>
<td>3.5.1 - The board of the corporation has adopted a code of ethics, disclosed on the corporate website.</td>
<td>X</td>
<td></td>
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<tr>
<td>3.5.2 - The company has been mindful of its social responsibility and has adopted measures to prevent corruption and bribery.</td>
<td>X</td>
<td></td>
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</tr>
</tbody>
</table>
### 4.1. ROLE OF THE BOARD OF DIRECTORS

<table>
<thead>
<tr>
<th>Corporate Governance Principles</th>
<th>Yes</th>
<th>Partial</th>
<th>No</th>
<th>Exempted</th>
<th>Not App.</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1.1 - The board of directors has ensured strategy and risks do not threaten the long-term interests of the company and that effective risk management is in place.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>4.1.2 - The agenda and minutes of board meetings indicate that the board of directors discussed and approved strategy, ensured resources were adequately allocated, and monitored company and management performance.</td>
<td>X</td>
<td></td>
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</tr>
</tbody>
</table>

### 4.2. ACTIVITIES OF THE BOARD OF DIRECTORS

<table>
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<tr>
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<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.2.1 - The board of directors documented its meetings and reported its activities to the shareholders.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>4.2.2 - Duties and authorities of the members of the board of directors are disclosed in the annual report.</td>
<td>X</td>
<td></td>
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<tr>
<td>4.2.3 - The board has ensured the company has an internal control framework adequate for its activities, size and complexity.</td>
<td>X</td>
<td></td>
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<tr>
<td>4.2.4 - The board has ensured the company has an internal control framework adequate for its activities, size and complexity.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>4.2.5 - The role of the Chairman and Chief Executive Officer are separated and defined.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>4.2.6 - The board of directors ensures that the Investor Relations department and the corporate governance committee work effectively. The board works closely with them when communicating and settling disputes with shareholders.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>4.2.7 - The company has subscribed a Directors and Officers Liability Insurance covering more than 25% of the capital.</td>
<td>X</td>
<td></td>
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</tbody>
</table>

### 4.3. STRUCTURE OF THE BOARD OF DIRECTORS

<table>
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<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>4.3.1 - The board of directors has approved the policy on its own composition, setting a minimal target of 25% for female directors. The board annually evaluates its composition and nominates directors so as to be compliant with the policy.</td>
<td>X</td>
<td></td>
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<tr>
<td>4.3.2 - At least one member of the audit committee has 5 years of experience in audit/accounting and finance.</td>
<td>X</td>
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</tbody>
</table>

### Compliance Report

- The Bank's paid-in capital is TL 4.2 billion; and it has subscribed to a Directors and Officers Liability cover with a limit of Eur 110 million (BBVA and Garanti BBVA included) for the individual liabilities of executives and Board members arising from their improper conduct. The Bank’s paid-in capital is TL 4.2 billion; and it has subscribed to a Directors and Officers Liability cover with a limit of Eur 110 million (BBVA and Garanti BBVA included) for the individual liabilities of executives and Board members arising from their improper conduct.

### 4.4. BOARD MEETING PROCEDURES

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<tr>
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<tbody>
<tr>
<td>4.4.1 - Each board member attended the majority of the board meetings in person.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>4.4.2 - The board has formally approved a minimum time by which information and documents relevant to the agenda items should be supplied to all board members.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>4.4.3 - The opinions of board members that could not attend the meeting, but did submit their opinion in written format, were presented to other members.</td>
<td>X</td>
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<tr>
<td>4.4.4 - Each member of the board has one vote.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>4.4.5 - The board has a charter/written internal rules defining the meeting procedures of the board.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>4.4.6 - Board minutes document that all items on the agenda are discussed, and board resolutions include director’s dissenting opinions if any.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>4.4.7 - There are limits to external commitments of board members. Shareholders are informed of board members’ external commitments at the General Shareholders’ Meeting.</td>
<td>X</td>
<td></td>
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</tr>
</tbody>
</table>

### 4.5. BOARD COMMITTEES

<table>
<thead>
<tr>
<th>Corporate Governance Principles</th>
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<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.5.5 - Board members serve in only one of the Board’s committees.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>4.5.6 - Committees have invited persons to the meetings as deemed necessary to obtain their views.</td>
<td>X</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
### CORPORATE GOVERNANCE PRINCIPLES INFORMATION FORM

#### 1. SHAREHOLDERS

**1.1. Facilitating the Exercise of Shareholders Rights**

The number of investor meetings (conference, roadshows, etc.) organized by the company during the year.

- None. The appointment of a special auditor has not been set forth as an individual right in the Articles of Association of the Bank. However, pursuant to Article 438 of the Turkish Commercial Code No. 6352, shareholders have the right to request a special audit from the General Assembly of Shareholders, whether included in the agenda or not. In order to clarify certain aspects within the frame of exercising shareholders’ rights, provided that shareholders making such request have previously exercised the right to obtain or review information as stipulated in the Turkish Commercial Code. So far, Garanti BBVA has not received any request for the appointment of a special auditor. If such a request is received, then the Bank will take maximum care for facilitating the exercise of such special audit right.

**1.2. Right to Obtain and Review Information**

The number of special audit requests that were accepted at the General Shareholders’ Meeting.

- None.

**1.3. General Assembly**

- Link to the PDP announcement that demonstrates the information requested by Principle L.3.40
  - Whether the company provides materials for the General Shareholders’ Meeting in English and Turkish at the same time: Available
  - The links to the PDP announcements associated with the transactions that are not approved by the majority of independent directors or by unanimous votes of present board members in the context of Principle L.3.9: Available
  - The links to the PDP announcements associated with related party transactions in the context of Article 10 of the Communiqué on Corporate Governance: Available
  - The links to the PDP announcements associated with common and continuous transactions in the context of Article 10 of the Communiqué on Corporate Governance: Available
  - The name of the section on the corporate website that demonstrates the information provided in the context of Article 9 of the Communiqué on Corporate Governance: Available
  - The relevant link to the PDP with minute of the General Shareholders’ Meeting where the donation policy has been approved: Available
  - The number of the provision(s) of the articles of association that discuss the participation of stakeholders to the General Shareholders’ Meeting: Available

**1.4. Voting**

<table>
<thead>
<tr>
<th>Compliance Report</th>
<th>Yes</th>
<th>Partial</th>
<th>No</th>
<th>Exempted</th>
<th>Not App.</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.5.7 - If external consultancy services are used, the independence of the provider is stated in the annual report.</td>
<td>X</td>
<td></td>
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<tr>
<td>4.5.8 - Minutes of all committee meetings are kept and reported to board members.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>4.6.1 - The board of directors has conducted a board performance evaluation to review whether it has discharged all its responsibilities effectively.</td>
<td></td>
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<tr>
<td>4.6.4 - The company did not extend any loans to its board directors or executives, nor extended their lending period or enhanced the amount of those loans, or improve conditions thereon, and did not extend guarantees such as surety in favour of them.</td>
<td></td>
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</tr>
<tr>
<td>4.6.5 - The individual remuneration of board members and executives is disclosed in the annual report.</td>
<td>X</td>
<td></td>
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</tr>
</tbody>
</table>
1.4. Voting Rights

- Whether the shares of the company have differential voting rights
  - No

- In case that there are voting privileges, indicate the owner and percentage of the voting majority of shares.
  - There are no voting privileges.

- The percentage of ownership of the largest shareholder
  - 85.97%

1.5. Minority Rights

- Whether the scope of minority rights enlarged (in terms of content or the ratio) in the articles of association
  - No

- If yes, specify the relevant provision of the articles of association
  - None

1.6. Dividend Right

The name of the section on the corporate website that describes the dividend distribution policy


The number of agenda items or paragraphs of the relevant item or paragraph of the meeting and all responses to them

The Board of Directors’ proposal for the distribution of the Bank’s 2021 Balance Sheet Profit was laid down for approval at the General Meeting of Shareholders held on 31 March 2022 and approved with majority of votes. It is resolved that: from the after-tax profit of the Bank for the year 2021 in the amount of TL113,073,306,354.00 in accordance with Article 45 of the Articles of Association of our Bank titled as the “Distribution of the Profit”; the cash gross dividend in the amount of TL1 2,073,331,000.00 be distributed to our Shareholders, dividend distribution be initiated on May 25, 2022. The information provided to our Shareholders regarding the subject is stated in article 6 of the document whose link follows: https://www.garantibbvainvestorrelations.com/en/images/pdf/2022%2003%2031%20General%20Assembly%20Meeting%20Minutes.pdf

Minutes of the relevant agenda item in case the board of directors proposed to the general assembly not to distribute dividends, the reason for such proposal and information as to the use of the dividend

If applicable, specify the name of the sections of the website providing the list of shareholders (ultimate beneficiaries) who directly or indirectly own more than 5% of the shares

https://www.kap.org.tr/en/Bildirim/1014674

List of languages for which the website is available

Garanti BBVA has two different websites prepared in Turkish and English languages. These can be accessed as follows: The website in Turkish www.garantibbva.com.tr

The website in English www.garantibbva.com.tr/en

Prospectuses and other public disclosure documents: Garanti BBVA Investor Relations website
Home > News > Disclosures

Trade registry information: Garanti BBVA Investor Relations website Home > Contact > Garanti BBVA

Latest shareholding and management structure: Garanti BBVA Investor Relations website Home > About Garanti BBVA > Shareholding Structure

Detailed information on preference shares: There are no preference shares.

The latest version of the Articles of Association: Garanti BBVA Investor Relations website Home > Environment, Social and Governance > Articles of Association

Disclosure: Garanti BBVA Investor Relations website Home > News > Disclosures

General meeting documents: Garanti BBVA Investor Relations website Home > Environment, Social and Governance > Annual General Meetings

Dividend distribution policy: Garanti BBVA Investor Relations website Home > Environment, Social and Governance > Policies > Dividend Distribution Policy

Trade registry information: Garanti BBVA Investor Relations website Home > News > Disclosures

Ethical rules created by the company: Garanti BBVA Investor Relations website Home > Environment, Social and Governance > Laws > Code of Ethics

Prospectuses and other public disclosure documents: Garanti BBVA Investor Relations Website Home > News > Disclosures

If applicable, specify the name of the sections of the website providing the list of shareholders (ultimate beneficiaries) who directly or indirectly own more than 5% of the shares


2.2. Annual Report

The page numbers and/or names of the sections in the Annual Report that demonstrate the information requested by Principle 2.2.2.

a) The page numbers and/or name of the sections in the Annual Report that demonstrate the information on the number of board meetings in a year and the attendance of the members to these meetings

- Section: Our Governance, page: 164

b) The page numbers and/or name of the sections in the Annual Report that demonstrate the information on the number of board meetings in a year and the attendance of the members to these meetings

- Section: Our Governance, page: 164
The name of the section on the corporate website that demonstrates the human resources policy covering discrimination and mistratements and the measures to prevent them. Also provide a summary of relevant parts of the human resource policy.

Garanti BBVA’s Anti-Corruption Policy sets out the actions that need to be taken to prevent and determine accountability of Banks cases posed corruption risk, and to encourage reporting. Furthermore, in order to prevent corruption, our Bank and its subsidiaries are engaged in an “anti-corruption awareness program”. In-class and e-learning trainings covering these subjects are assigned to all personnel.

The Human Resources Policy and Code of Conduct are posted on the Investor Relations website. Related information is also available on the Garanti BBVA Investor Relations website > Library section > Corporate-governance/detail/Human-Resources-Policy/97/408/0

Garanti BBVA’s Code of Conduct is set out on Garanti BBVA’s website > Corporate Governance > Policies > Garanti BBVA Code of Conduct

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The name of the section on the corporate website that demonstrates the corporate social responsibility report. If such a report does not exist, provide information about any measures taken on environmental, social and corporate governance issues.

Garanti BBVA Investors Relations website Home > Corporate Governance > Policies > Garanti BBVA Code of Conduct

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4. BOARD OF DIRECTORS - I

4.2. Activity of the Board of Directors

Date of the last board evaluation conducted

In its meeting on 2 March 2022, the Corporate Governance Committee that also functions as the Nomination Committee in line with the applicable legislation evaluated the composition and activities of the Board of Directors to be adequate and compliant with the legislation. The Board of Directors has been informed on the issue during the Board of Directors meeting held on 3 March 2022.

Whether the board evaluation was externally facilitated

No

Whether all board members released from their duties at the GSM

Yes

Name(s) of the board member(s) with specific delegated duties and authorities, and descriptions of such duties

Based on the Bank’s Board of Directors’ decision dated 31 March 2021, it has been decided to assign Audit Committee in charge of the duties and responsibilities within the scope of internal systems, save for “Risk Management” duties that have been delegated to the Risk Committee as per the applicable legislation, which will be based on the Audit Committee’s opinions, suggestions, assessments and the like. Based on the Bank’s Board of Directors’ decision dated 31 March 2021, it has been decided to appoint Board Member Aydın Düren, in charge of the functions of Compliance Unit to replace former Responsible Member M. Cüneyt Sezgin. In accordance with the relevant legislation. Furthermore, based on the Bank’s Board of Directors’ decision dated 03 June 2021, it has been decided to appoint Aydın Düren, who is currently a Board Member, as the Responsible Member of the Board of Directors for Internal Systems of TRNC Country Directorate as from 31.05.2021, to replace former Responsible Member M. Cüneyt Sezgin who resigned from such position on 31.05.2021 as per the applicable legislation.

Number of reports submitted by the internal control unit to the audit committee or other relevant committees

23 in 2022

Specify the name of the section or page number of the annual report that provides the summary of the review of the effectiveness of internal controls

Section: Internal Systems Governance, Page: 196

Name of the Chairman

Süleyman Sözen

Name of the CEO

Recep Baştuğ

If the CEO and Chair functions are combined, provide the link to the relevant PDP announcement providing the rationale for such combined roles

Link to the PDP notification stating that any damage that may be caused by the members of the Board of Directors during the discharge of their duties is insured for an amount exceeding 25% of the company’s capital

PDP disclosure is not available.

The Bank’s capital is TL 4.2 billion, and a Directors and Officers Liability cover for 110 million EUR has been obtained for the individual liabilities of Executives and Board directors, in accordance with the legislation. The Board of Directors has been informed on the issue during the Board of Directors meeting held on 3 March 2022.

The name of the section on the corporate website that demonstrates current diversity policy targeting women directors

The Bank has different practices and policies to ensure gender equality and equal representation within the institution. Women make up 56% of Garanti BBVA’s employees, as well as 40% of middle and senior management roles. In 2022, we continued to be the only bank in Turkey to be included in the Bloomberg Gender Equality Index for 7 years in a row, by raising its score to 80.06 with the steps it took to create an inclusive working culture, flexible working environment innovations, and decreasing gender gap. In addition to our social commitments, we strengthen the awareness of our employees in the field of equality with compulsory gender equality trainings. Board of Directors Diversity and Sustainability Policy was published for the first time on 07.08.2021. In this policy, there is a target of 25% of the Board of Directors to be composed of female members by the end of 2025.

The number and ratio of female directors within the Board of Directors

There are 2 women members representing 18% of the full number of members.
Sustainability Principles Compliance Report

<table>
<thead>
<tr>
<th>Compliance</th>
<th>No</th>
<th>Yes</th>
<th>No</th>
<th>Partial</th>
<th>Not applicable</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. General</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A1. Strategy, Policy and Targets</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>A1.1</td>
<td>The Board of Directors determines material ESG issues, risks and opportunities.</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A1.2</td>
<td>It determines the short and long term goals in line with the Company strategy and ESG policies and makes them public.</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4.4. Meeting Procedures of the Board of Directors

- Specify where the activities of the Audit Committee are presented in your annual report or website (Page number or section name in the annual report/website)
- Specify where the activities of the corporate governance committee are presented in your annual report or website (Page number or section name in the annual report/website)
- Specify where the activities of the nomination committee are presented in your annual report or website (Page number or section name in the annual report/website)
- Specify where the activities of the early detection of risk committee are presented in your annual report or website (Page number or section name in the annual report/website)
- Specify where the activities of the remuneration committee are presented in your annual report or website (Page number or section name in the annual report/website)

4.6. Financial Rights

- Specify where the operational and financial targets and their achievement are presented in your annual report (Page number or section name in the annual report/website)
- The Compensation Policy has been published within the policies under “Environment, Social and Governance” section on investor relations website. Related link: https://www.garantibbvainvestorrelations.com/en/corporate-governance/compensation-policy/compensation-policy/100/421/0
- Specify where the individual remuneration for board members and senior executives are presented in your annual report (Page number or section name in the annual report)

Names of the Board Committees

<table>
<thead>
<tr>
<th>Name of the Board Committees</th>
<th>Name of Committees Defined as &quot;Other&quot; in the First Column</th>
<th>Name-Surname of Committee Members</th>
<th>Whether Committee Chair or Not</th>
<th>Whether Board Member or Not</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corporate Governance Committee (including the functions of Nomination Committee)</td>
<td>Aylın Düzen, Jorge Saenz Azcunaga Carranza, Semra Yortan, Handan Saygın</td>
<td>Jorge Saenz Azcunaga Carranza</td>
<td>Except for Handan Saygın, all members are members of the Board of Directors.</td>
<td></td>
</tr>
</tbody>
</table>

- The Compensation Policy has been published within the policies under “Environment, Social and Governance” section on investor relations website. Related link: https://www.garantibbvainvestorrelations.com/en/corporate-governance/compensation-policy/compensation-policy/100/421/0
- Specify where the individual remuneration for board members and senior executives are presented in your annual report (Page number or section name in the annual report)
A4. Verification
If verified by independent third parties (independent sustainability assurance providers), it discloses its sustainability performance measurements to the public.

B. Environmental Principles
B1. Explain, and publicly discloses policies and practices, action plans, environmental management systems (known by the ISO 14001 standard) and programs in the field of environmental management.

B2. It explains the limitations of the environmental report to be included in the report to be prepared within the scope of the Sustainability Principles, reporting period, reporting date, data collection process and reporting conditions.


B4. The environmental targets included in the rewarding criteria within the scope of performance incentive systems on the basis of environmental management.

B5. Explain how environmental problems are integrated into business goals and strategies.

B6. Green in A2.4.

B7. It explains how it manages environmental issues along the Company’s value chain and integrates suppliers and customers into its strategies, not just in terms of direct operations.

B8. It explains and publicly discloses the cooperation it has made regarding environmental issues with the associations, related organizations and non-governmental organizations it is a member of on the subject of environment, and the duties it has taken, if any, and the activities it supports.

B9. Reports and publicly discloses information on its impacts in a periodically comparable manner within the scope of environmental indicators (Greenhouse gas emissions (Scope-1(Direct), Scope-2 (Energy indirect), Scope-3 (Other indirect)), air quality, energy management, water and wastewater management, waste management, biodiversity impacts).

B10. It describes and publicly discloses the standard, protocol, methodology and base year details used to collect and calculate its data.

B11. Describes the status of environmental indicators for the reporting year (increase or decrease) in comparison with previous years.

B12. Sets short and long-term goals to reduce their environmental impact and publicly discloses progress status according to the targets set in the previous years.

B13. Explains and publicly discloses the strategy and actions to combat the climate crisis.

B14. Describes and publicly discloses the program or procedures to prevent or minimize the potential negative impact of the products and / or services it offers.

B15. It publicly discloses the actions taken to reduce its environmental impacts, the total number of projects and initiatives carried out, and the environmental benefits / revenues and cost savings they provide.

B16. It reports the total energy consumption data (excluding raw materials) and explains the energy consumption as Scope-1 and Scope-2.

B17. Provides information on electricity, heat, steam and cooling generated and consumed in the reporting year.

B18. It conducts studies on increasing the use of renewable energy, transition to zero or low carbon electricity and publicly discloses these studies.

B19. Explains and publicly discloses the renewable energy production and usage data.

B20. It makes energy efficiency projects and publicly discloses the amount of energy consumption and emissions reduction as a result of these studies.

B21. It reports the amount of water withdrawn, used, recycled, and discharged from underground or above ground, its sources and procedures.

B22. It publicly discloses whether operations or activities are included in any carbon pricing system (Emission Trading System, Cap & Trade or Carbon Tax).

B23. Publicly discloses the carbon credit information accumulated or purchased during the reporting period.

B24. Explains the details if carbon pricing is applied within the Bank.

B25. It explains all mandatory and voluntary platforms where it discloses environmental information.
### C. Social Principles

#### C1. Human Rights and Employee Rights

<table>
<thead>
<tr>
<th>No.</th>
<th>Principal</th>
<th>Yes</th>
<th>No</th>
<th>Partial</th>
<th>Not applicable</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1.1</td>
<td>Forms a Human Rights and Employee Rights Policy with a commitment to fully comply with the Universal Declaration of Human Rights, ILO Conventions which Turkey has confirmed and the legal framework and regulations governing the operation of corporate life in Turkey. Discloses the policy in question and the roles and responsibilities associated with its implementation.</td>
<td>X</td>
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</tr>
<tr>
<td>C1.2</td>
<td>Provides equal opportunity in recruitment processes. Considering the supply and value chain effects, it includes fair labor, improvement of labor standards, women’s employment and inclusion issues (such as women, men, religious belief, language, race, ethnic origin, age, disability, refugee, etc.) in its policies.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>C1.3</td>
<td>Describes the measures taken along the value chain for the protection of groups sensitive to certain economic, environmental, social factors (low-income groups, women, etc.) or minority rights / equality of opportunity.</td>
<td>X</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>C1.4</td>
<td>It reports developments regarding discrimination, inequality, human rights violations, forced labor, and corrective practices. Explains the regulations against child labor.</td>
<td>X</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>C1.5</td>
<td>Explains policies regarding investment in employees (training, development policies), compensation, vested benefits, right to unions, work / life balance solutions and talent management.</td>
<td>X</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>C1.6</td>
<td>Determines dispute resolution processes by creating mechanisms for employee complaints and dispute resolution.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>C1.7</td>
<td>It creates occupational health and safety policies and makes them public. Publicly discloses the precautions and accident statistics taken to prevent work accidents and health.</td>
<td>X</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>C1.8</td>
<td>It creates and publicly discloses personal data protection and data security policies.</td>
<td>X</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>C1.9</td>
<td>It creates an ethical policy and discloses it to the public.</td>
<td>X</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>C1.10</td>
<td>Organizes information meetings and training programs for employees on CSR policies and practices.</td>
<td>X</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

### C2. Stakeholders, International Standards and Initiatives

<table>
<thead>
<tr>
<th>No.</th>
<th>Principal</th>
<th>Yes</th>
<th>No</th>
<th>Partial</th>
<th>Not applicable</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>C2.1</td>
<td>It regulates and publicly discloses a customer satisfaction policy regarding the management and resolution of customer complaints.</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C2.2</td>
<td>Information about the communication with stakeholders (which stakeholder, subject and frequency) is publicly disclosed.</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C2.3</td>
<td>It publicly discloses the international reporting standards it has adopted in its reporting.</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C2.4</td>
<td>Discloses the international organizations or principles, which it is a signatory or member of and international principles adopted.</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C2.5</td>
<td>It makes concrete efforts to be included in Borsa Istanbul Sustainability Index and international sustainability indices.</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### D. Corporate Governance

<table>
<thead>
<tr>
<th>No.</th>
<th>Principal</th>
<th>Yes</th>
<th>No</th>
<th>Partial</th>
<th>Not applicable</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>D1</td>
<td>Seeks stakeholders opinions in determining the measures and strategies in the field of sustainability.</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>D2</td>
<td>Social responsibility projects, awareness activities and trainings have been carried out to raise awareness about the issue of sustainability and its importance.</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Financial Reports and Appendix

- Independent Auditor's Opinion and Assurance Reports
- Statements of Responsibility
- Unconsolidated Financial Report
- Consolidated Financial Report
- Appendix
- Contact Information

**Strength**, in a constantly evolving world, is the ability to reach even challenging targets with focus on agility.
INDEPENDENT AUDITOR’S REPORT ON THE ANNUAL REPORT OF THE BOARD OF DIRECTORS

To the General Assembly of Türkiye Garanti Bankası A.Ş.

1) Qualified Opinion

We have audited the annual report of Türkiye Garanti Bankası A.Ş. (“the Bank”) and its subsidiaries (“the Group”) for the period of January 1, 2022 – December 31, 2022.

In our opinion, except for the matter described in the Basis for Qualified Opinion section of our reports, the consolidated and unconsolidated financial information provided in the annual report of the Board of Directors and the discussions made by the Board of Directors on the situation of the Group are presented fairly and consistent, in all material respects, with the audited full set consolidated and unconsolidated financial statements and the information we obtained during the audit.

2) Basis for Qualified Opinion

As described in the Basis For Qualified Opinion section of Independent Auditor’s Reports on the complete set of audited unconsolidated and consolidated financial statements of the Bank and the Group for the period between January 1, 2022 and December 31, 2022 dated January 31, 2023, the unconsolidated and consolidated financial statements as at December 31, 2021 include a free provision at an amount of TL 8,000,000 thousands of which TL 7,500,000 thousands was provided in prior years and TL 500,000 thousands provided in the current period by the Bank and the Group management respectively for the possible effects of negative circumstances which may arise from the possible changes in the economy and market conditions which does not meet the recognition criteria of “Turkish Accounting Standard” (TAS) 37 “Provisions, Contingent Liabilities and Contingent Assets”.

We conducted our audit in accordance with “Regulation on independent audit of the Banks” published in the Official Gazette no. 29314 dated April 2, 2015 published by Banking Regulation and Supervision Agency (BRSA Independent Audit Regulation) and Independent Auditing Standards (InAS) which are part of the Turkish Auditing Standards as issued by the Public Oversight Accounting and Auditing Standards Authority of Turkey (POA). Our responsibilities under those standards are further described in the Auditor’s Responsibilities for the Audit of the Annual Report section of our report. We are independent of the Group in accordance with the Code of Ethics for Independent Auditors (Code of Ethics) as issued by the POA, and we have fulfilled our other ethical responsibilities in accordance with the Code of Ethics. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified opinion.

3) Our Auditor’s Opinion on the Full Set Consolidated and Unconsolidated Financial Statements

We have expressed qualified opinions in our auditor’s reports dated January 31, 2023 on the full set consolidated and unconsolidated financial statements of the Group and the Bank respectively for the period of 1/1/2022-31/12/2022.

4) The Responsibility of the Board of Directors on the Annual Report

In accordance with Articles 534 and 536 of the Turkish Commercial Code 6102 (“TCC”) and communique on ‘Principles and procedures set out by the regulations on preparation and issuance of annual reports of Banks,’ the management of the Group is responsible for the following items:

a) Preparation of the annual report within the first three months following the balance sheet date and submission of the annual report to the general assembly.

b) Preparation and fair presentation of the annual report; reflecting the operations of the Group for the year, along with its financial position in a correct, complete, straightforward, true and honest manner. In this report, the financial position is assessed according to the consolidated and unconsolidated financial statements. The development of the Group and the potential risks to be encountered are also noted in the report. The evaluation of the board of directors is also included in this report.

c) The annual report also includes the matters below:

- Subsequent events occurred after the end of the fiscal year which have significance,
- The research and development activities of the Group,
- Financial benefits such as salaries and bonuses paid to the board members and to those charged governance, allowances, travel, accommodation and representation expenses, financial aids and aids in kind, insurances and similar deposits,
- Other matters prescribed in the communique on ‘Principles and procedures set out by the regulations on preparation and issuance of annual reports of Banks’ published in official gazette no. 26333 dated November 1, 2006.

When preparing the annual report, the board of directors takes into account the secondary legislative arrangements published by the Ministry of Trade and related institutions.
INDEPENDENT ASSURANCE REPORT

To the Management of Türkiye Garanti Bankası Anonim Şirketi,
Istanbul, Türkiye

This report is intended solely for the management of Türkiye Garanti Bankası Anonim Şirketi (hereinafter ‘the Bank’ or ‘Garanti BBVA’) for the purpose of reporting of Selected ESG Information (“Selected Information”) listed below in its 2022 Integrated Annual Report (hereinafter ‘2022 Integrated Annual Report’) that has been prepared by the Garanti BBVA for the period running from January 1, 2022 to 31 December 2022.

Subject Matter Information and Applicable Criteria

In line with the request of the Bank, our responsibility is to provide limited assurance in accordance with Selected Information listed below within the scope of the reporting approach of the Bank specified in “Appendix 1: Reporting Guidelines for Non-Financial Data” (“Reporting Guidelines”) included in pages 252-255 of 2022 Integrated Annual Report.

The Scope of Our Assurance

The scope of our assurance is limited to the examination of financial and operational indicators, social indicators and environmental indicators marked with √ listed in the Selected Information shown below, which are reported in pages 44, 62, 64, 118, 132, 133, 144, 145, 146, 150, 256, and 257 of the 2022 Integrated Annual Report.

Financial and Operational Indicators

- Materiality analysis
- Sustainability governance
- Number of customers
  - Total number of customers
  - Number of digital banking customers
  - Number of mobile banking customers
- Customer complaints
- Number of cardless transactions via Garanti BBVA ATMs in 2022
- Number of cardless transactions via Garanti BBVA ATMs during the reporting period
- Renewable energy portfolio
  - Amount of renewable energy project investments by type as of the end of the reporting period (TL)
  - Installed capacity of renewable energy projects by type as of the end of the reporting period (MW)
  - Garanti BBVA’s market share in the installed power of the wind power plants financed in Turkey as of the end of the reporting period (%)
  - Garanti BBVA’s market share in the installed power of solar power plants in Turkey as of the end of the reporting period (%)

5) Auditor’s Responsibilities for the Audit of the Annual Report

Our aim is to express an opinion, based on the independent audit we have performed on the annual report in accordance with provisions of the Turkish Commercial Code and the Communique on ‘Principles and procedures set out by the regulations on preparation and issuance of the annual reports of Banks’ published in official gazette no.26333 dated November 1, 2006, Banking Regulation and Supervision Agency (“BRSA”) Accounting and Financial Reporting Legislation which includes, “Regulation on Accounting Applications for Banks and Safeguarding of Documents” published in the Official Gazette no.26333 dated 1 November 2006 and other regulations on accounting records of Banks published by Banking Regulation and Supervision Agency (BRSA) and Turkish Financial Reporting Standards (“TFRS”) for those matters not regulated by the aforementioned regulations, on whether the consolidated and unconsolidated financial information provided in this annual report and the discussions of the Board of Directors are presented fairly and consistent with the Group’s audited consolidated and unconsolidated financial statements and to prepare a report including our opinion.

The independent audit we have performed is conducted in accordance with InlAS and BRSA Independent Audit Regulation. These standards require compliance with ethical provisions and the independent audit to be planned and performed to obtain reasonable assurance on whether the consolidated and unconsolidated financial information provided in the annual report and the discussions of the Board of Directors are free from material misstatement and consistent with the consolidated and unconsolidated financial statements.

The name of the engagement partner who supervised and concluded this audit is Damla Harman.

Güney Bağışmsız Denetim ve SMMM A.Ş.
Maslak Mah. Eski Büyükdere Cad.
Daire: 57 34485 Sarıyer
İstanbul - Türkiye

Tel: +90 212 315 3000
Fax: +90 212 230 8291
ey.com
 Ticaret Sicil No : 479920
Mersis No: 0-4350-3032-600017
Environmental Indicators

- Total annual energy consumption by source (MWh)
- Total electricity consumption from renewable energy generation (MWh)
- Total annual water consumption by source (m³)
- Total annual energy consumption by source (MWh)
- Total electricity consumption from renewable energy generation (MWh)
- Total annual water consumption by source (m³)
- Total annual greenhouse gas (GHG) emissions reported according to Scope 1 and 2 of the Greenhouse Gas Protocol (2015) (CO₂e)
- Total Scope 3 emissions (CO₂e)
- GHG intensity per total assets (CO₂e/TL)
- Percentage change in GHG intensity compared to 2012 (%) 
- Total annual emissions prevented by renewable energy projects financed by Garanti BBVA (CO₂e)
- Environmental and Social Impact Assessment Process applied in projects financed by Garanti BBVA
- Projects evaluated in 2022
- Projects rejected in 2022
- Risk notes of projects evaluated in 2022
- Number of site visits in 2022

Social Indicators

- Contribution to sustainable development (billion TL, cumulative)
- Women employee ratio (%)
- Ratio of women employees in senior/middle management
- Women employees/total employees
- Women employee ratio in revenue-generating roles
- Number of maternity leave
- Gender pay gap
- Absentee rate
- Number of employees that completed gender equality trainings
- Contribution to community investment programs
- Total amount of projects evaluated within the framework of community investment programs in the reporting period (TL)

The Bank’s Responsibilities

Garanti BBVA’s management is responsible for the preparation, collection, and presentation of the information for the Selected Information. In addition, the Bank’s management is responsible for ensuring that the documentation provided to the practitioner (EY) is complete and accurate. This responsibility includes establishing and maintaining internal controls, maintaining adequate records, and making estimates that are relevant to the preparation of the 2022 Integrated Annual Report, such that it is free from material misstatement, whether due to fraud or error.

Our Responsibilities

We conducted our assurance engagement in accordance with the Assurance Engagement Standard (AES) 3000 and 3410 which is a part of the Turkish Auditing Standards as issued by the Public Oversight Accounting and Auditing Standards Authority of Turkey (POA). These regulations require that we comply with the ethical standards and plan and perform our assurance engagement to obtain limited assurance about the Selected Information.

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Our firm applies the International Standard on Quality Control 1 and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

Procedures performed in a limited assurance engagement vary in nature and timing from and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

The procedures selected depend on the practitioner’s judgment. The procedures include inquiry of the personnel responsible for collecting and reporting on the Selected Information and additional procedures aimed at obtaining evidence about the Selected Information.
INDEPENDENT ASSURANCE REPORT

To the Management of Türkiye Garanti Bankası Anonim Şirketi,
Istanbul, Türkiye

This report is intended solely for the management of Türkiye Garanti Bankası Anonim Şirketi (hereinafter ‘the Bank’ or ‘Garanti BBVA’) for the purpose of reporting of Principles in the Scope of Limited Assurance (“Selected Information”) listed below in its 2022 Integrated Annual Report’s (“2022 Integrated Annual Report”) Appendix A.5: UNEP-FI Principles for Responsible Banking that has been prepared by the Garanti BBVA for the period running from January 1, 2022 to 31 December 2022.

Subject Matter Information and Applicable Criteria

In line with the request of the Bank, our responsibility is to provide limited assurance in accordance with Selected Information listed below within the scope of the reporting approach of the Bank specified in “Appendix A.5: UNEP-FI Principles for Responsible Banking Impact Report (“Impact Report”) included in pages 260-275 of 2022 Integrated Annual Report.

The Scope of Our Assurance

The scope of our assurance is limited to the examination the Selected Information shown below, which are reported in pages 262-267, 272-273 of the 2022 Integrated Annual Report.

Principles in the Scope of Limited Assurance

• 2.1 Impact Analysis
• 2.2 Target Setting
• 2.3 Target Implementation
• 5.1 Governance Structure for Implementation

The Bank’s Responsibilities

The Bank’s management is responsible for the preparation, collection, and presentation of the Selected Information. In addition, the Bank’s management is responsible for ensuring that the documentation provided to the practitioner is complete and accurate. This also includes establishing and maintaining internal control system guaranteeing that the records are free from material misstatement, whether due to fraud or error.

Procedures Applied

In respect of the Selected Information mentioned above the procedures performed include the following procedures:

1. Interviewed select key senior personnel of the Garanti BBVA to understand the current processes in place for capturing the Selected Information pertaining to the reporting period.
2. Reviewed Selected Information with online communications covering Garanti BBVA locations, as well as reviewed pertaining to the Bank’s other locations in Turkey, against evidence, on a sample basis.
3. Undertook substantive testing, on a sample basis, of the Selected Information.
4. Used the Bank’s internal documentation to evaluate and measure the Selected Information.
5. Evaluated the design and implementation of key processes and controls over the Selected Information.
6. Re-performed, on a sample basis, calculations used to prepare the Selected Information for the reporting period.
7. Evaluated the disclosure and presentation of the Selected Information in the 2022 Integrated Annual Report.

Our Conclusion

Based on the procedures performed and evidence obtained, nothing has come to our attention that causes us to believe that Garanti BBVA’s has not prepared, in all material respects with Selected Information for the year ended in December 31, 2022, the relevant requirements of the criteria as defined in Reporting Guidelines.

Limitations

We permit this report to be disclosed in addition to Garanti BBVA’s 2022 Integrated Annual Report for the year ended in December 31, 2022, to enable the management of Garanti BBVA to show they have addressed their governance responsibilities by obtaining an independent assurance report in connection with the Selected Information. To the fullest extent permitted by law, we accept or assume no responsibility and deny any liability to any party other than Garanti BBVA for our work, for this independent limited assurance report, or for the conclusions we have reached.

Güney Bağımız Denetim ve Serbest Muhasebe Mali Müşavirlik Anonim Şirketi
A member firm of Ernst & Young Global Limited

Zeynep Onay Özdemir, SMMM Partner

02 March 2023
Istanbul, Türkiye
Our Responsibilities

We conducted our assurance engagement in accordance with the Assurance Engagement Standard (AES) 3000 and 3410 which is a part of the Turkish Auditing Standards as issued by the Public Oversight Accounting and Auditing Standards Authority of Turkey (POA). These regulations require that we comply with the ethical standards and plan and perform our assurance engagement to obtain limited assurance about the Selected Information.

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Our firm applies the International Standard on Quality Control 1 and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

Procedures performed in a limited assurance engagement vary in nature and timing from and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

The procedures selected depend on the practitioner’s judgment. The procedures include inquiry of the personnel responsible for collecting and reporting on the Selected Information and additional procedures aimed at obtaining evidence about the Selected Information.

The assurance provider is only performing assurance of the accuracy of the disclosed content. This means that the assurance provider should evaluate if the bank’s description of processes, activities and their outcomes sufficiently reflects actions taken by the bank, rather than evaluating the applied approach itself. This individual assessment of whether the bank is aligned with the requirements of the Principles and is meeting its commitments will be undertaken by a sustainability expert within the UNEP FI Secretariat (the Review Expert). Our work has been carried out in accordance with the requirements laid out in the Guidance for Assurance Providers (version 2) to undertake limited assurance on Principles for Responsible Banking, issued by UNEP FI.
Statements of Responsibility

STATEMENT OF RESPONSIBILITY
IN ACCORDANCE WITH ARTICLE 9 OF THE COMMUNIQUÉ ON PRINCIPLES OF FINANCIAL REPORTING IN CAPITAL MARKETS (II-14.1) ISSUED BY THE CAPITAL MARKETS BOARD

T. Garanti Bankası A.Ş.'s the year-end Annual Report for the period 01.01.2022 - 31.12.2022, prepared in accordance with the Communiqué On Principles of Financial Reporting in Capital Markets (II-14.1) issued by the Capital Markets Board, has been reviewed by us;

- Within the framework of our duties and responsibilities in the Bank and the information we have, we declare that the year-end Annual Report does not include any untrue statement on material events or any deficiency which may make them misleading as of the date of statement,

- Within the framework of our duties and responsibilities in the Bank and the information we have, we declare that the year-end Annual Report honestly reflects the progress and the performance of the business and the financial position of the Bank together with the significant risks and the uncertainties faced.

Sincerely,

Recep Baştuğ
General Manager

Aydın Güler
Executive Vice President

Jorge Saenz-Azcunaga Carranza
Audit Committee Member

Avni Aydın Düren
Audit Committee Member

Belkıs Sema Yurdum
Audit Committee Member

Financial Reports and Appendix

Garanti BBVA's BRSA Consolidated and Unconsolidated Financial reports and the related presentation can be found in the www.garantibbvainvestorrelations.com

Supplementary Reports, presented below, are also available in the Integrated Annual report website located under www.garantibbvainvestorrelations.com

Unconsolidated Financial Report

Consolidated Financial Report

APPENDIX A.1: Reporting Guidelines for the Non-Financial Disclosures

APPENDIX A.2: Environmental Performance Data

APPENDIX A.3: 2022 Environmental and Social Impact Assessment Performance Indicators

APPENDIX A.4: TCFD Disclosure Table

APPENDIX A.5: UNEP FI Principles for Responsible Banking Impact Report

APPENDIX A.6: UNGC and WEPs Principles Analysis According to GRI Standards Content

APPENDIX A.7: GRI Standards Content Index

APPENDIX A.8: Support Service Providers
APPENDIX A.1: Reporting Guidelines for the Non-Financial Disclosures

This section is the guidelines applied for the indicators in scope of limited assurance as explained in the table below. The data reported for each indicator is for the year ended on December 31, 2022. The reporting covers Garanti BBVA’s operations in Turkey, including Garanti Payment Systems, Garanti BBVA Mortgage and Garanti BBVA Technology, unless specifically mentioned in the relevant indicator definition.

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**INDICATOR**

**GUIDANCE NOTES**

**Maturity Analysis**

The requirements established by EFRAG’s new European Sustainability Reporting Standards (ESRS) have been followed, and the new Global Reporting Initiative Standards (GRI Standards) that enter into force in January 2024 are followed to determine the material issues. As BBVA Group, we identified and assessed the set of links between the company and the three pillars of sustainable development, from the perspective of the company’s impacts on the environment and people through its activity – impact materiality – and the impact that the environmental and social issues have on the company’s activity – financial materiality. Compared to the materiality analysis published in 2021, a total of 13 material issues remain, although the “COVID-19” issue has been disregarded and “Natural Capital” has been included. The materiality analysis was conducted in the three phases: Phase 1 - Identification of material issues that are relevant to stakeholders and to Garanti BBVA. Phase 2 - Identification of the potential positive and negative impacts as well as the risks and opportunities for the identified material issues. Phase 3 - Weighting of material issues.

**Sustainability Governance**

Garanti BBVA’s Sustainability Governance is mentioned in the Risk Management section on page 207. Sustainability Governance covers the policies and mechanisms used for the decision-making process regarding economic, environmental and social impacts.

**Total Annual Energy Consumption by Source**

This indicator is defined as the energy consumption from fossil fuel sources for heating, generators, leased vehicle fleet in commercial use, and purchased electricity by Garanti BBVA’s operations (Headquarters, service buildings, branches and ATMs) in Turkey. Universal energy conversion factors provided by the IPCC are used to convert source data in cubic meters, liters and tonnes to MWh. Total Energy consumption is reported following the guidance in GRI 302 Energy consumption within the organization and can be found in Appendix A.2: Environmental Performance Data.

**Total Annual Water Consumption by Source**

Municipality-provided tap water is used in Garanti BBVA’s Turkey’s operations. This indicator is defined as the total amount of water used and withdrawn. Reported following the guidance in GRI 303-3 total water withdrawal source is in Appendix A.2: Environmental Performance Data.

**Total Annual Waste**

This indicator is defined as Garanti BBVA’s recycled hazardous waste (waste oils, vegetable waste oil, cartridge, battery) and non-hazardous recycled waste (paper/cardboard, glass, metal, plastic, etc.). Recyclable hazardous waste (cartridges and batteries) are collected centrally by TAP (Portable Battery Manufacturers and Importers Association) and HP (Hewlett Packard Enterprise). Their total weight is calculated based on data from these two organizations. Since there is no measurement mechanism for non-hazardous recyclable wastes (paper/cardboard, glass, metal, plastic, etc.) collected centrally by municipalities, the calculation of the generated waste is based on the amount of waste generated in the Garanti BBVA Headquarters Building.

Total annual waste amount in the reporting period is given in tons. For details please see Appendix A.2: Environmental Performance Data.

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**E&S Impact Assessment Process related to projects financed by Garanti BBVA**

Within the scope of the Bank’s Environmental and Social Credit Policies, it has an internal methodology based on local legislation and international good practices for environmental and social risk assessment process. For details, see the Environment and Social Impact Assessment Section on page 144.

**TOTAL VARYING GHG EMISSIONS IN CO2-e REPORTED UNDER SCOPE 1 AND 2 OF THE GHG PROTOCOL (2005)**

This indicator is defined as the GHG emissions (CO2, CH4 and N2O and fugitive) from energy consumption from fossil fuel sources for heating, generators, leased vehicle fleet in commercial use and refrigerants for Scopes 1, and purchased electricity by Garanti BBVA’s operations in Turkey (Headquarters, service buildings, branches and ATMs) for Scope 2. IPCC 6th Assessment Report factors are used for global warming potentials and emission factors. Grid Emission Factor is calculated based on the most recent data available by TEAIS for 2021. GHG emissions are reported following the guidance in GRI 305-2 Direct greenhouse gas (GHG) emissions (Scope 1), GRI 305-2 Energy indirect greenhouse gas (GHG) emissions (Scope 2) and the GHG Protocol - Location-based approach and can be found in Appendix A.2: Environmental Performance Data.

**Total Scope 3 emissions**

Scope 3 emissions related to business travel by Garanti BBVA employees is reported following the guidance in GRI 305-3 and the GHG Protocol (2005). Average passenger DEFRA 2002 emission factors (without RF) are used for air travel emissions calculations. Flights are classified as Short Haul (less than 500 km), Medium Haul (between 500 km and 3,700 km), and Long Haul (over 3,700 km). Please see Appendix A.2: Environmental Performance Data.

**GHG Emissions Intensity in the Reporting Period**

Total Scope 1 and Scope 2 GHG emissions divided by total assets of the Bank as of calendar year end in billion TL terms. The total assets are based on the Bank’s audited financial statements. Reported following the guidance in GRI 305-5 and can be found in Appendix A.2: Environmental Performance Data.

**Change in GHG Emission Intensity compared to 2012**

Represents the percentage change in the greenhouse gas emission intensity of the bank in the reporting period since 2012, when the Environmental Management System was implemented. The total assets are based on the Bank’s audited financial statements. Reported following the guidance in GRI 305-5 and can be found in Appendix A.2: Environmental Performance Data.

**Total annual emissions prevented by renewable energy projects financed by Garanti BBVA**

Emissions avoided by the electricity generation based on the operational capacity of solar, wind and hydropower plants during the reporting period are calculated. The projects Garanti BBVA has participated in financing which were operational in the reporting period are taken into consideration for the calculations. Grid Emission Factor is calculated based on the most recent data available by TEAIS for 2021. The projects that are not active are within the scope of the audit. By financing renewable energy projects, emissions are prevented by preventing the burning of additional fossil fuels for electrical energy demand. Please find the details of the calculations in Sustainability and Community Investments section on page 144.

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**Renewable Energy Portfolio**

- Amount of investments in renewable energy projects by type as of the reporting period
- Installed capacity of renewable energy projects by type as of the reporting period
- Garanti BBVA’s market share of wind power plants (WPP) by installed power financed by the Bank in Turkey as of the reporting period
- Garanti BBVA’s market share of solar energy projects (SEP) by installed power financed by the Bank in Turkey as of the reporting period

After the completion of the annual consolidated report, the cumulative amount of financing provided for renewable energy is calculated and published annually in various public reports, especially in the Integrated Annual Report. The total installed wind and solar power data in Turkey is collected by the energy team from official institutions (TEAIS, Ministry of Energy). On a project basis, the banks that provide financing according to the installed power capacity of the project and, if necessary, the financing amounts are determined. Market share is calculated over the installed power included in which the Bank was part of the financing. Details on the calculations here can be found in the Sustainability and Community Investments section on page 144.

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Garanti BBVA 2022 Integrated Annual Report

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Carded Transactions from Garanti BBVA ATMs
• Total number of cardless transactions data from Garanti BBVA ATMs in the reporting period

Contribution to Community Investment Programs
• Total amount of projects evaluated within the framework of social investment programs in the reporting period

Contribution to Sustainable Development
(Billion TL, Cumulative)

Total electricity consumption from renewable generation
It is the share of total electricity consumption from renewable generation, including Garanti BBVA’s IREC certificate purchases.

Carded Transactions from Garanti BBVA ATMs
• Withdrawal/Depositing Money with QR
• Invoice / Fee / Game of Chance/Donation Payment
• Credit Card Installment Payment
• Credit Card Debt Payment
• Cash Advance Withdrawal
• CapBank Withdrawal/Money Transfer
• Consumer General Purpose Loan Application
• Mobile Phone TL Top-up
• Withdrawal Money with Reference Number

Contribution to Sustainable Development (Billion TL, Cumulative)
The following transactions are performed without a card, by using QR from the ATM channel or by entering information such as identity information, mobile phone, invoice number, reference number, IBAN or the amount of money sent:

- Withdrawal/Depositing Money with QR
- Invoice / Fee / Game of Chance/Donation Payment
- Credit Card Installment Payment
- Credit Card Debt Payment
- Cash Advance Withdrawal
- CapBank Withdrawal/Money Transfer
- Consumer General Purpose Loan Application
- Mobile Phone TL Top-up
- Withdrawal Money with Reference Number

Year-end values are taken into account for the calculations of female employee ratios. Top level managers include the CEO and Assistant General Managers.

- Management Level: Bank Directors, Regional Managers, Corporate and Commercial Branch Managers, Unit Managers
- Branch/Manager/Director - IV: Bank Branch Managers (Except Corporate & Commercial), Senior Director and Managers
- Other: Bank Officials, Expert and Expert assistants, Bank assistants and Support Staff

Gender Pay Gap
- The absentee rate is the ratio of the total number of absentee days to the total number of working days calculated based on the medical reports of all sick leaves and injuries entered into the Bank’s system as of 31.12.2022 in the reporting period.
- Garanti BBVA Technology, Garanti BBVA Payment Systems and Garanti BBVA Mortgage customers are not included in the aforementioned absentee rate calculation.

Absenteism Rate
The total number of customers is defined as the number of customers calculated by including customers with at least 1 open product to the Bank’s active customers as of the end of the reporting period. Number of Active Digital Customers: Shows the number of customers who have logged into online or mobile channels at least once in the last 3 months. Number of Active Mobile Customers: It shows the number of customers who have logged into the mobile channel at least once in the last 3 months.

Customer complaints
It is defined as written/verbal complaints and objections made by customers regarding all kinds of problems, grievances and dissatisfaction they encounter while using banking products and services.

Number of employees who completed Gender Equality Trainings
This data gives the number of Garanti BBVA and all its subsidiaries’ employees who completed the Gender Equality Trainings. The names of the completed trainings are as follows:

- Eshbiz (We are equal) Project/I am aware of equality in business life
- The “Unconscious Prejudice”, Module 1
- The “Unconscious Prejudice”, Module 2
- Gender Equality Awareness
- Eshbiz (We are equal) Project/I am aware of equality

Contribution to Sustainable Development means the amount of sustainable finance that the bank offers to its customers in all segments, in line with its strategic sustainability priorities, and covers all kinds of financial services that integrate long-term environmental and social benefits into their business or investment decisions. In the reporting period of Garanti BBVA, within the scope of financing sustainable development, (i) loans and transactions that comply with the Green Loan Principles, Social Loan Principles and Sustainability-Related Loan Principles issued by the MAF; (ii) loans and transactions for climate change mitigation and adaptation projects and/or activities in line with the requirements of the EU Taxonomy Technical Expert Group Report (https://ec.europa.eu/info/sites/default/files/business_economy_euro/banking_and_finance/documents/2020309-available-at-sustainable-finance-taxonomy-final-report-taxonomy_en.pdf); (iii) it includes all loans and transactions that comply with the Sustainable Finance Standards (including local criteria and standards specific to Turkey and are updated every year), which determines the transaction criteria included in the Climate Action and Inclusive Growth headings of the BBVA group.

Under the Climate Action heading (i) renewable energy loans (including loans for rooftop solar systems for individuals and businesses); (ii) energy efficiency loans, including financing of projects that generate more energy savings, including building insulation, efficient electric motors, efficient heating and cooling systems, and process efficiency (iii) green building loans, (iv) green transportation, green vehicle, green transport and electromobility loans (iv) such as electric charging stations. For audiences that meet certain geographic and demographic limit values under the Inclusive Growth heading, there is investment funds covering gender equality, transportation, telecommunication, health, education, culture and sports infrastructures and (v) sustainability criteria.

Total electricity consumption from renewable generation
It is the share of total electricity consumption from renewable generation, including Garanti BBVA’s IREC certificate purchases.

Contribution to Sustainable Development means the amount of sustainable finance that the bank offers to its customers in all segments, in line with its strategic sustainability priorities, and covers all kinds of financial services that integrate long-term environmental and social benefits into their business or investment decisions. In the reporting period of Garanti BBVA, within the scope of financing sustainable development, (i) loans and transactions that comply with the Green Loan Principles, Social Loan Principles and Sustainability-Related Loan Principles issued by the MAF; (ii) loans and transactions for climate change mitigation and adaptation projects and/or activities in line with the requirements of the EU Taxonomy Technical Expert Group Report (https://ec.europa.eu/info/sites/default/files/business_economy_euro/banking_and_finance/documents/2020309-available-at-sustainable-finance-taxonomy-final-report-taxonomy_en.pdf); (iii) it includes all loans and transactions that comply with the Sustainable Finance Standards (including local criteria and standards specific to Turkey and are updated every year), which determines the transaction criteria included in the Climate Action and Inclusive Growth headings of the BBVA group.

Under the Climate Action heading (i) renewable energy loans (including loans for rooftop solar systems for individuals and businesses); (ii) energy efficiency loans, including financing of projects that generate more energy savings, including building insulation, efficient electric motors, efficient heating and cooling systems, and process efficiency (iii) green building loans, (iv) green transportation, green vehicle, green transport and electromobility loans (iv) such as electric charging stations. For audiences that meet certain geographic and demographic limit values under the Inclusive Growth heading, there is investment funds covering gender equality, transportation, telecommunication, health, education, culture and sports infrastructures and (v) sustainability criteria.
APPENDIX A.2: Environmental Performance Data

Energy Consumption Within the Organization

<table>
<thead>
<tr>
<th>ENERGY SOURCE</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Renewable Electricity (MWh)</td>
<td>307.44</td>
<td>217.447</td>
<td>25.021</td>
<td>14.462</td>
<td>14.059</td>
</tr>
<tr>
<td>Renewable Electricity (MWh)</td>
<td>513.74</td>
<td>66.206</td>
<td>25.021</td>
<td>14.462</td>
<td>14.059</td>
</tr>
<tr>
<td>PV Electricity Consumption* (MWh)</td>
<td>67</td>
<td>3.56</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Natural Gas for Heating (m³)</td>
<td>3,988,688</td>
<td>5,270,775</td>
<td>3,575,311</td>
<td>4,564,426</td>
<td>3,538,603</td>
</tr>
<tr>
<td>Natural Gas for Heating (MWh)</td>
<td>2,157.48</td>
<td>50,538</td>
<td>34,285</td>
<td>43,285</td>
<td>38,078</td>
</tr>
<tr>
<td>Diesel for Heating (MWh)</td>
<td>1,393.84</td>
<td>51,642</td>
<td>81,692</td>
<td>252,343</td>
<td>42,646</td>
</tr>
<tr>
<td>Coal for Heating (ton)</td>
<td>117</td>
<td>508</td>
<td>804</td>
<td>1,053</td>
<td>509</td>
</tr>
<tr>
<td>Cone for Heating (ton)</td>
<td>88</td>
<td>21</td>
<td>36</td>
<td>42</td>
<td>62</td>
</tr>
<tr>
<td>Coal for Heating (MWh)</td>
<td>107</td>
<td>73</td>
<td>54</td>
<td>145</td>
<td>208</td>
</tr>
<tr>
<td>Diesel Consumption in Generators (litre)</td>
<td>157,597</td>
<td>120,347</td>
<td>74,540</td>
<td>94,389</td>
<td>67,783</td>
</tr>
<tr>
<td>Diesel Consumption in Generators (MWh)</td>
<td>1,354</td>
<td>1,273</td>
<td>733</td>
<td>928</td>
<td>547</td>
</tr>
<tr>
<td>Fuel Oil (litre)</td>
<td>0</td>
<td>6,120</td>
<td>4,455</td>
<td>11,884</td>
<td>0</td>
</tr>
<tr>
<td>Fuel Oil (MWh)</td>
<td>0</td>
<td>66</td>
<td>47</td>
<td>126</td>
<td>0</td>
</tr>
<tr>
<td>Diesel Consumption in Vehicle (litre)***</td>
<td>1,103,982</td>
<td>1,091,907</td>
<td>710,832</td>
<td>978,275</td>
<td>1,257,632</td>
</tr>
<tr>
<td>Diesel Consumption in Vehicle (MWh)***</td>
<td>10,931</td>
<td>10,743</td>
<td>6,994</td>
<td>9,635</td>
<td>12,716</td>
</tr>
<tr>
<td>Gasoline Consumption in Vehicle (litre)***</td>
<td>26,886</td>
<td>19,098</td>
<td>17,125</td>
<td>16,625,250</td>
<td>1,884,245</td>
</tr>
<tr>
<td>Gasoline Consumption in Vehicle (MWh)***</td>
<td>237</td>
<td>525</td>
<td>152</td>
<td>14,426</td>
<td>16,385</td>
</tr>
<tr>
<td>Total Energy Consumption (MWh)</td>
<td>1,587,758</td>
<td>1,711,772</td>
<td>1,411,293</td>
<td>1,568,800</td>
<td>1,613,320</td>
</tr>
</tbody>
</table>

---

GHG Emissions (Tonnes of CO2 Equivalent)

<table>
<thead>
<tr>
<th>YEAR</th>
<th>SCOPE 1 (TCO2E)</th>
<th>SCOPE 2*** (TCO2E)</th>
<th>SCOPE 3**** (TCO2E)</th>
<th>TOTAL (TCO2E)</th>
<th>% CHANGE IN GHG EMISSIONS INTENSITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>2022</td>
<td>18,891</td>
<td>0</td>
<td>411</td>
<td>19,302</td>
<td>14.6 %</td>
</tr>
<tr>
<td>2021</td>
<td>18,643</td>
<td>0</td>
<td>61</td>
<td>19,304</td>
<td>22.2 %</td>
</tr>
<tr>
<td>2020</td>
<td>10,508</td>
<td>11,934</td>
<td>345</td>
<td>25,243</td>
<td>42.7 %</td>
</tr>
<tr>
<td>2019</td>
<td>14,023</td>
<td>55,198</td>
<td>2,196</td>
<td>70,317</td>
<td>364.2 %</td>
</tr>
<tr>
<td>2018</td>
<td>12,933</td>
<td>54,300</td>
<td>3,111</td>
<td>70,344</td>
<td>368.2 %</td>
</tr>
<tr>
<td>2017</td>
<td>11,835</td>
<td>58,628</td>
<td>2,494</td>
<td>72,957</td>
<td>196.8 %</td>
</tr>
<tr>
<td>2016</td>
<td>10,904</td>
<td>57,259</td>
<td>3,181</td>
<td>67,340</td>
<td>218.6 %</td>
</tr>
<tr>
<td>2015</td>
<td>11,763</td>
<td>63,874</td>
<td>3,571</td>
<td>75,678</td>
<td>271.6 %</td>
</tr>
</tbody>
</table>

---

Water Consumption

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Water (1,000 m³)</td>
<td>284</td>
<td>260</td>
<td>260</td>
<td>186</td>
</tr>
</tbody>
</table>

Waste Management

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Hazardous (tonnes)</td>
<td>7</td>
<td>6</td>
<td>4</td>
<td>20</td>
</tr>
<tr>
<td>Recycled (tonnes)</td>
<td>560</td>
<td>368</td>
<td>385</td>
<td>228</td>
</tr>
</tbody>
</table>

Paper Consumption

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper (1,000 tonnes)</td>
<td>1.1</td>
<td>0.9</td>
<td>0.6</td>
<td>0.6</td>
</tr>
</tbody>
</table>

* Domestic wastes are not included in the calculation scope.

---

** Reported from 2021.

*** Scope 3 emissions are stated as 0 due to the IREC purchases.

**** Stated Scope 3 emissions are due to the business flights.

***** Scope 3 is not included in the intensity calculations.
APPENDIX A.3: Environmental & Social Impact Assessment Process Indicators

| RISK ASSESSMENT BREAKDOWN OF PROJECTS WHICH WERE SUBJECTED TO ESIAP IN 2022 |
|-----------------------------|-----------------|-----------------|-----------------|
| ASSESSMENT RESULT BREAKDOWN | NUMBER OF PROJECTS | LOAN LIMIT (USD, MILLION) |
| Category                      |                  |                  |
| Category A                    | 1               | 65.7            |
| Category B                    | 1               | 0.70            |
| Category C                    | 1               | 0.83            |
| Risk Rating                   |                  |                  |
| R1                            | 0               | -               |
| R2                            | 0               | -               |
| R3                            | 3               | 67.2            |
| R4                            | 0               | -               |
| Final Grade                   | 2               | 65.7            |
|                              | 3               | 15.3            |

**APPENDIX A.4: TCFD Disclosure Table**

<table>
<thead>
<tr>
<th>THEMATIC AREA</th>
<th>RECOMMENDED DISCLOSURES</th>
<th>REFERENCE LINKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Governance</td>
<td>Describe the board's oversight of climate-related risks and opportunities</td>
<td>Responsible Banking and Sustainability Committee, Committees and Policies, section page 90-101</td>
</tr>
<tr>
<td></td>
<td>2022 CDP Climate Change Report, page 2-4</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Describe management's role assessing and managing climate-related risks and opportunities</td>
<td>Responsible Banking and Sustainability Committee, Committees and Policies, section page 90-101</td>
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<td>2022 CDP Climate Change Report, saya 2-4</td>
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<td>Garanti BBVA Sustainability Governance</td>
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<td>Strategy</td>
<td>Describe the impact of climate-related risks and opportunities on the organization’s business, strategy and financial planning</td>
<td>Sustainability and Community Investments section, pages 144-161</td>
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<td>2022 CDP Water Report, pages 8-9</td>
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<td>2022 CDP Climate Change Report, page 10</td>
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<td>Describe the resilience of the organization’s strategy taking into consideration different scenarios, including a 2°C or lower scenario</td>
<td>Sustainability and Community Investments section, pages 144-161</td>
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<td>2022 CDP Climate Change Report, page 17</td>
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<td>Garanti BBVA Climate Change Action Plan</td>
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<td>Science Based Target Commitment</td>
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<td>2018 EU Carbon Pricing Leadership Report, pages 82-84</td>
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<td>Risk Management</td>
<td>Describe the organization’s processes for identifying and assessing climate-related risks</td>
<td>Garanti BBVA Environmental &amp; Social Loan Policies</td>
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<td>Garanti BBVA Environmental &amp; Social Risk Management</td>
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<td>Garanti BBVA Climate Change Action Plan</td>
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<td>2022 CDP Climate Change Report, page 5</td>
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<td>Sustainable Finance Directive</td>
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<td>Describe the organization’s processes for managing climate-related risks</td>
<td>Garanti BBVA Environmental &amp; Social Loan Policies</td>
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<td>2022 CDP Climate Change Report, page 5-13</td>
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<td>Describe how processes for identifying, assessing and managing these risks are integrated into the organization’s overall risk management</td>
<td>Garanti BBVA Environmental &amp; Social Loan Policies</td>
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<td>Garanti BBVA Environmental &amp; Social Risk Management</td>
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<td>Sustainable Finance Directive</td>
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<td>Metrics and Targets</td>
<td>Disclose the metrics used to assess climate-related risks and opportunities in line with its strategy and risk management process.</td>
<td>Appendix A.3: Environmental Performance Data</td>
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<td>Appendix A.4: Environmental &amp; Social Impact Assessment Process Indicators</td>
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<td>2022 CDP Water Report, pages 12-19</td>
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<td>Disclose Scope 1, Scope 2, and if appropriate Scope 3 greenhouse gas (GHG) emissions.</td>
<td>Appendix A.3: Environmental Performance Data</td>
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<td>2022 CDP Climate Change Report, page 34-35</td>
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<td>Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets</td>
<td>Double Materiality Analysis section, page 60-75</td>
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<td>Sustainability and Community Investments section, pages 144-161</td>
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<td>2022 CDP Climate Change Report, page 20-30</td>
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<td>2022 CDP Water Report, pages 10-14</td>
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APPENDIX A.5: UNEP FI Principles for Responsible Banking Impact Report

REPORTING AND SELF-ASSESSMENT REQUIREMENTS

HIGH-LEVEL SUMMARY OF THE BANK’S RESPONSE

REFERENCE(S)/LINK(S) TO FULL BANK RESPONSE/RELEVANT INFORMATION

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.

Describe (high-level) your bank’s business model, including the main customer segments served, types of products and services provided, the main geographical areas in which your bank operates or provides products and services. Please also quantify the information by discussing e.g. the distribution of your bank’s portfolio (%) in terms of geographies, segments (i.e. by balance sheet and/or off-balance sheet) or by discussing the number of customers and clients served.

Established in 1946, Garanti BBVA is Turkey’s second largest private bank with consolidated assets close to TL 1.3 trillion (USD 70 billion) as of December 31, 2022. Garanti BBVA is an integrated financial services group operating in every segment of the banking sector including corporate, commercial, SME, payment systems, retail, private and investment banking together with its subsidiaries in pension and life insurance, leasing, factoring, brokerage and asset management, besides international subsidiaries in the Netherlands and Romania. Garanti BBVA provides a wide range of financial services to more than 23 million customers with 28,544 employees through an extensive distribution network of 2,296 domestic branches, 7,000 foreign branches in Cyprus and one in Malta, and 1 international representative office. Implementing an advanced corporate governance model that promotes the Bank’s core values, Garanti has Banco Bilbao Vizcaya Argentaria S.A. (BBVA) as its majority shareholder with 85.04% share.

It’s shares are publicly traded in Turkey and Garanti BBVA’s Depositary Receipts are listed on the OTC (Over-The-Counter) Markets in the USA. Garanti BBVA has an actual free float of 14.03% in Borsa Istanbul as of December 31, 2022.

Garanti BBVA has been working towards sustainable development by focusing on combating the climate crisis and inclusive growth for 16 years in order to support sustainability, which is one of its strategic goals.

Does your bank also reference any of the following frameworks or sustainability regulatory reporting requirements in its strategic priorities or policies to implement these?

Garanti BBVA has been reporting on its sustainability since 2010, initially through its separate sustainability reports, then through its integrated annual reports. Starting from 2020, the Bank started publishing Turkish Capital Markets Board’s (CBM) Sustainability Principles Compliance Report as an appendix to its integrated annual reports. In 2022, Garanti BBVA has participated in the Pilar-III ESG reporting, which was required by the legal statements of the Banking Development Authority (EBDA) from all European Banks such as Garanti BBVA’s parent BBVA Group.

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 relevant national and regional frameworks.

Garanti BBVA has been reporting on its sustainability since 2010, initially through its separate sustainability reports, then through its integrated annual reports. Starting from 2020, the Bank started publishing Turkish Capital Markets Board’s (CBM) Sustainability Principles Compliance Report as an appendix to its integrated annual reports. In 2022, Garanti BBVA has participated in the Pilar-III ESG reporting, which was required by the legal statements of the Banking Development Authority (EBDA) from all European Banks such as Garanti BBVA’s parent BBVA Group.

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In 2022, BBVA Group has carried out an impact analysis using version 3 of the UNEP FI Portfolio Impact Analysis Tool for Banks. As part of this group analysis Garanti BBVA’s individual impact (excluding subsidiaries) is also analyzed, which constitutes the basis of the conclusion reached by the Bank. The scope of the analysis covers the consumer banking and institutional banking business areas and excludes the investment banking business line due to its small share in BBVA Group’s gross margin, which is around 1%. A small part of the corporate banking portfolio of Garanti BBVA, which corresponds to 81.31%, is left out of the analysis, due to data reliability issues regarding NAČE codes. As a result, the scope of the impact analysis covers close to all consumer banking and institutional banking portfolio of the Bank.

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.

a) Scope: What is the scope of your bank’s impact analysis? Please describe which parts of the bank’s core business areas, products/services across the main geographies that the bank operates in (as described under 1.1) have been considered in the impact analysis. Please also describe which areas have not yet been included, and why.

In 2022, BBVA Group has carried out an impact analysis using version 3 of the UNEP FI Portfolio Impact Analysis Tool for Banks. As part of this group analysis Garanti BBVA’s individual impact (excluding subsidiaries) is also analyzed, which constitutes the basis of the conclusion reached by the Bank. The scope of the analysis covers the consumer banking and institutional banking business areas and excludes the investment banking business line due to its small share in BBVA Group’s gross margin, which is around 1%. A small part of the corporate banking portfolio of Garanti BBVA, which corresponds to 81.31%, is left out of the analysis, due to data reliability issues regarding NAČE codes. As a result, the scope of the impact analysis covers close to all consumer banking and institutional banking portfolio of the Bank.

b) Portfolio composition: Has your bank considered the composition of its portfolio in the analysis? Please provide proportional composition of your portfolio globally and per geographical scope (i) by sectors & industries, for business, corporate and investment banking portfolios (e.g. sector exposure or industry breakdown in %), and/or (ii) by products and services and by types of customers for consumer and retail banking portfolios.

Specifically, a business volume (€AD) of 35,594 million euros has been considered, of which 41.91% corresponds to retail banking and the remaining 58.09% is wholesale banking.

The Context analysis is carried out, based on statistical data and research on trends and scenarios in accordance with version 3 of the UNEP FI Portfolio Impact Analysis Tool for Banks, and the results of the analyses are contrasted with the Bank’s strategic priorities. The Context analysis provided the following subjects and primary impact points for Garanti BBVA:

• Availability, accessibility, affordability, quality of resources & services
• Climate stability; Biodiversity & healthy ecosystems; Circularity

Garanti BBVA’s Sustainability Policy, aligned with the BBVA Group strategy, its Environmental Policy, Climate Change Position & Action Plan, Environmental and Social Loan Policies, and its Human Rights Declaration cover these areas, and provides a framework for their management. The Bank considers and strategizes its sustainability efforts under two main priorities:

(i) Fighting against climate change and protecting the natural environment;
(ii) Ensuring inclusive growth and financial health within the society.

Based on these first 3 elements of an impact analysis, what positive and negative impact areas has your bank identified? Which (at least two) significant impact areas did you prioritize to pursue your target setting strategy (see 2.2.7) Please discuss.

In terms of climate change, the following are identified:

Positive impacts:
- Financing of clients without transition strategies towards a low-carbon economy and lack of support in this transition, which lead to non-compliance with the decarbonisation objectives set by the Paris Agreement.
- GHG emissions resulting from the Bank’s portfolio, from providing finance to carbon-intensive clients / sectors / operations that contribute negatively to climate change.
- Negative environmental impacts of the portfolio due to the financing of highly polluting or low-recyclable clients / sectors / operations.
- Negative direct impacts of the Bank, derived from its own operations: waste generated and resource consumption such as water, energy and paper etc..
- Positive impacts:
- Reduction of GHG emissions and contribution to the fulfilment of the objectives set in the Paris Agreement through the application of the Bank’s sustainability finance approach in its lending practices according to the Environmental and Social Loan Policy, supporting low carbon clients / sectors / operations through provision of better lending terms.
- Reduction in the generation of waste through management and circular economy measures.
- Reduction in resource consumption in water, energy sources and paper through management and efficiency measures.
- Investment in reforestation through carbon offset projects for remaining GHG emissions that are not I-REC certified.

In terms of inclusive growth, the following are identified:

Negative impacts:
- Lack of knowledge of using financial services and products that are specifically aimed at supporting disadvantaged groups.
- Lack or difficulty of access to financial services due to location, rural etc.
- Lack of access to finance and financial services for disadvantaged social groups, due to lack of suitable financing offer or offer of products.
- Low financial awareness levels and lack of available accessible financial services for disadvantaged social groups.
- Lack of knowledge of using financial services and products that are specifically aimed at supporting disadvantaged groups.
- Positive impacts:
- Promotion of access to financial services through digital banking services.
- Development of financial services and products for disadvantaged social groups.
- Programs for financial education and reducing inequalities in the society.
- Promotion of organizations for scaling social impact through building of partnerships.

The specific results of the Impact Analysis may be provided by the Bank’s Responsible Business team, upon request.
Garanti BBVA is committed to establish specific, measurable, achievable, relevant, and time-bound (SMART) goals, in line with Garanti BBVA’s commitment to phase-out of coal-related risks are reflected on its Sustainability Policy and the process is managed according to its Environmental and Social Framework and Loan Policies.

Garanti BBVA has committed that its indirect activity, through its credit and investment portfolio, also be neutral in GHG emissions by 2050, which is a commitment that was delivered as part of its alignment with the Paris Agreement, with updates in 2022: Garanti BBVA has published its commitment to phase out coal in 2030 in its 2021 Integrated Annual Report. In 2020, Garanti BBVA pledged to reduce its carbon emissions by 29% by 2025 and 71% by 2035. Having reduced its emissions arising from its operations by 75% at the end-2020, the Bank purchased additional offset credits to achieve its 2021 emission reduction target. In 2022, Garanti BBVA’s overall scope 1 & 2 CO2 emissions are reduced by 75%.

Garanti BBVA is a signatory of the Net Zero Banking Alliance since 2021, and publishes its 2030 Paris Agreement alignment targets within its 2022 Integrated Annual Report. The Bank’s commitment to phase-out of coal-related risks is reflected on its Sustainability Policy and the process is managed according to its Environmental and Social Framework and Loan Policies.

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In determining or identifying areas for target-setting among its areas of most significant impact, you should consider the bank’s current performance levels, i.e. qualitative and/or quantitative indicators and/or proxies of the social, economic and environmental impacts resulting from the bank’s activities and provision of products and services. If you have identified climate and/or financial healthosomal as your most significant impact areas, please also refer to the applicable indicators in the Annex.

Additionally, Garanti BBVA joined the second round of BBVA Group’s Human Rights due diligence process in 2020, and the three-year process was completed. Within this framework, an assessment of potential internal weaknesses has been undertaken and updated in 2022. Garanti BBVA has committed to engage, as part of its human rights due diligence process, in a series of activity plans to improve the bank’s performance in this area.

Garanti BBVA joined the Net Zero Asset Managers Initiative, in addition to having approved its Exclusion Policy; set 2030 alignment targets in 5 of the most intensive sectors in CO2 emissions (i) electricity generation, (ii) transport activities, (iii) metal industries, (iv) chemicals, and (v) mining and agriculture.


Garanti BBVA set its own sustainable finance mobilization target of Tl150 billion for 2018-2022. In 2021, the Group launched a secondary initiative Global Financial Education Plan, which aims at 2 million people trained and 50 million people reached. Garanti BBVA, monitors and reports its impact resulting from the bank’s activities and provision of products and services. If you have identified climate and/or financial healthosomal as your most significant impact areas, please also refer to the applicable indicators in the Annex.

REFERENCES/LINKS TO FULL BANK RESPONSE/RELEVANT INFORMATION


Garanti BBVA Investor Relations website: ESG section

Garanti BBVA 2022 Integrated Annual Report Garanti BBVA 2022 Integrated Annual Report

INVESTMENTS IN HUMAN CAPITAL

CUSTOMER EXPERIENCE

SUSTAINABILITY AND COMMUNITY INVESTMENTS

FINANCIAL REPORTS AND APPENDIX

Garanti BBVA 2022 Integrated Annual Report

FINANCIAL VALUE

DATA AND TECHNOLOGY

INVESTMENTS IN HUMAN CAPITAL

CUSTOMER EXPERIENCE

SUSTAINABILITY AND COMMUNITY INVESTMENTS

FINANCIAL REPORTS AND APPENDIX

Garanti BBVA 2022 Integrated Annual Report

INVESTMENTS IN HUMAN CAPITAL

CUSTOMER EXPERIENCE

SUSTAINABILITY AND COMMUNITY INVESTMENTS

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Garanti BBVA 2022 Integrated Annual Report

INVESTMENTS IN HUMAN CAPITAL

CUSTOMER EXPERIENCE

SUSTAINABILITY AND COMMUNITY INVESTMENTS

FINANCIAL REPORTS AND APPENDIX

Garanti BBVA 2022 Integrated Annual Report
I. Monthly monitoring of sustainable business channeling objectives (TL 150 billion) broken down by business areas.

- Garanti BBVA has established a unique agenda with stakeholders and has joined the Net Zero Banking Alliance (NZBA).
- Garanti BBVA has integrated sustainability risks into its internal processes, whether physical or transitional, and adopted the BBVA Group’s Environmental and Social Framework.

During 2022, Garanti BBVA has continued to make progress in the decarbonization of its portfolio. In this sense, it has calculated its commitment to reduce the emissions of its client portfolio in top-5 carbon-intensive sectors by 2030, in addition to its previous declaration to phase out coal out of the coal sector completely by 2040. To achieve these targets, the Bank is committed to focus on increasing its efforts in sustainable finance mobilization, in its role of financial advisor towards developing a low-carbon economy, and in developing innovative product and service solutions for decarbonization.

Garanti BBVA’s sustainability teams along with business lines are tasked with drawing up sectoral plans to achieve these ambitious objectives and to encourage clients towards reducing carbon intensities. At the end of this process, the Bank will prepare its Transition Plan, where strategies for managing different business lines and clients are outlined.

In 2022, Garanti BBVA prepared its governance structure for net-zero transition in coordination with teams from sustainability, sustainable finance, risk management etc. This structure will be operationalized to meet the 2030 targets through collectively establishing action plans. This work is a fundamental piece in the management of portfolio alignment and for input for the definition of risk appetite in different sectors. During 2023, target-setting for the rest of the sectors for which an alignment is required will be undertaken.

For the realization of the Bank’s sustainable mobilization target of TL 150 billion (2018-2025), annual objectives by business lines and expected green/social loan ratios are communicated to client managers and it is set as part of the performance premium criteria of all the related bank employees from members of the Board of Directors to branches.

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Garanti BBVA carried out regular monitoring of its objectives and reports progress to its senior management through the Responsible Banking and Sustainability Committee.

The data quality of the PACTA database is expected to improve in time, which will result in more efficient emissions calculations and accordingly updated reduction targets.

- TRi (Transition Risk Indicator), a tool that allows customers to assess the current emissions profile and decarbonization strategies
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Garanti BBVA is in the process of determining its relevant indicators and targets in accordance with the BBVA Group’s UNEP FI Financial Health and Inclusion commitments.

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Garanti BBVA has set objectives towards mitigating climate change and inclusive growth through its business, and it has set the necessary mechanisms for regular monitoring and reporting of these objectives.

**PRINCIPLE 2: CLIENTS AND CUSTOMERS**

*WE WILL WORK RESPONSIBLY WITH OUR CUSTOMERS TO ENCOURAGE SUSTAINABLE PRACTICES AND ENABLE ECONOMIC ACTIVITIES THAT CREATE SHARED PROSPERITY FOR CURRENT AND FUTURE GENERATIONS.*

Sustainability has been among the six strategic priorities of Garanti BBVA for a number of years, and the bank is continuously working to integrate it into all its business with all stakeholders. At the same time, the bank’s sustainability strategy and practical approach is aligned with the BBVA Group.

- In 2022, the BBVA Group's Board approved the update of the General Sustainability Policy, based on supporting clients in their transition towards sustainable business models with a focus on climate change, natural capital and inclusive growth. Garanti BBVA’s own policy is under review for alignment and for extension of scope.
  - Garanti BBVA has a sustainable products framework applicable to its CIB activity, a framework for the issuance of bonds linked to the SDGs and a commitment to human rights, which is also aligned with the Group framework.
  - The BBVA Group’s Environmental and Social Framework is adjusted with stricter measures according to the emerging needs of Turkey’s social and environmental status. The framework is where lending prohibitions are established at the project level and monitoring plans at the client level.
  - The Group also has an internal Sustainable Finance Standard inspired by the European taxonomy and best market practices. Garanti BBVA is compliant to all sustainable finance standards mandated by the BBVA Group and reports its monthly and annual monitoring of sustainable finance figures (specific country-level thresholds apply). These policies and frameworks are applicable to all customer segments and areas of activity.

Garanti BBVA works with its clients to increase sustainable business activities within the economy through green and social products and services it offers. The following details how the integration of ESG aspects in the relationship with clients is carried out:

**ESG support for wholesale clients (corporates, large enterprises) and companies**

At the wholesale level, Garanti BBVA offers a variety of sustainable financing solutions ranging from use-of-proceeds cases (i.e., specific financing products towards sustainable projects) to sustainability-linked loans. In addition, ESG risks of clients are assessed via sector-specific questionnaires assisted by data providers. For clients with high-intensity hard-to-abate sectors where climate transition risks are significant, Garanti BBVA monitors each client’s transition ambition and updates the assessment at least annually with actual client-level data such as emissions intensity. Science-Based Targets Initiative (SBTi) and/or Net-Zero aligned emission reduction targets, investments in low-carbon technology etc. It is specialized assessment and advice by sector, based on data and aimed at helping clients define strategies that allow them to meet and be aligned with the objectives of the Paris Agreement, advance the United Nations 2030 Sustainable Development Agenda, and, where appropriate, provide sustainable financing solutions (debt/equity) that allow them to execute their decarbonisation plans.

In addition, all customers can reach information and a catalog of sustainable products on the Garanti BBVA website. The Bank makes available to its customers information on the products, advice on sustainability and explains their impact on the environment through its carbon footprint calculation and sectoral impact analysis tool, which is launched recently in 2022.

**ESG support for retail clients**

Garanti BBVA supports its clients in incorporating ESG practices through one-on-one meetings and visits, public events, consulting on projects with technology and consulting firms, and other advisory services. Garanti BBVA advises its clients through digital channels and through the commercial branch network. A comprehensive service model that ranges from awareness raising, project design and sponsorships for NGOs for community and public investments.

In addition, the bank manages mobile banking service catalogue and the commercial website offer a wide catalog of sustainable investment and financing products. Garanti BBVA offers several sustainable investment funds for retail investors.

In addition, shopping loans focused on sustainable mobility, energy-efficient housing, green mortgages, retrofit PV loans, etc. are offered to retail customers. In 2022, Bank started a new partnership with Turkish Standards Institute (TSE) to enable its retail clients to receive consultancy services towards EU’s regulations regarding the Carbon Border Adjustment Mechanism (CBAM). The Bank provides The second most important and impactful sustainable development area for the Bank is Inclusive Growth. The Bank offers specific products and mentorship programs towards vulnerable populations, especially women-owned companies and micro-SMEs. Garanti BBVA’s support program for women entrepreneurs has been run since 2006.

Garanti BBVA makes information on sustainability available to customers through its corporate website and various digital media platforms. On the corporate website you can find news and articles, on the transactional banking website and on the mobile banking app you can find information about the sustainable products offered by the bank and even contract them. Garanti BBVA mobile banking app offers a solution for clients to calculate their carbon emissions through their automatic payment information. The app also provides information about the GES emissions’ impact, water consumption and tips on how to reduce carbon footprint such as opting for low-carbon mobility alternatives, energy efficient electronics and reducing unnecessary packaging and increasing recycling.
3.2 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 you have worked on these in the reporting period. Provide information on existing products and services, information on sustainable products developed in terms of value (USD or local currency) and/or as a % of your portfolio, and which SDGs or impact areas you are striving to make a positive impact on (e.g. green mortgages – climate, social bonds – financial inclusion, etc.)

In 2022, one of the main lines of action has been the development of sustainable solutions under three 5 growth levers:
- Developing sector strategies for clients (focus on adoption of low carbon technologies through emission-intensive sectors taking advantage of the Bank’s advisory capabilities)
- Promoting the business (developing products with a focus on specific topics and increased ESG criteria inclusive growth via infrastructure projects, sustainability-linked loans etc.)
- Planning of large commercial bets to rapidly expand our business leveraging our digital advantage (creating an innovative and disruptive value proposition in specific verticals)
- Financing of new sustainable technologies via revision of sustainable finance standards
- Developing new risk management capabilities and through adoption of data-based analyses in sustainability

4.1 Stakeholder identification and consultation

Please describe which stakeholders (or groups/types of stakeholders) you have 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 how your bank interacts with your key stakeholders, internal and external, through various channels. Considering the feedback received as a result of these dialogues and the outputs, priority issues are determined.

Garanti BBVA integrates into its businesses and activities the concerns of its stakeholders (customers, employees, shareholders and investors, suppliers, regulators and superiors, and society in general), among others, on social and environmental issues, diversity, financial responsibility, respect to human rights and prevention of corruption and other illegal conduct.

The Bank acts in dialogue with all its key stakeholders, internal and external, through various channels. Considering the feedback received as a result of these dialogues and the outputs, priority issues are determined.

The Bank has actively participated in numerous initiatives, always in close collaboration with all stakeholders. These initiatives revolve around the following priority areas:
- Universal frameworks of reference: Garanti BBVA and the BBVA Group were one of the founding banks and promoters of the UNEP FI Principles of Responsible Banking
- Alignment with the Paris Agreement: Garanti BBVA joined the Net Zero Banking Alliance promoted by UNEP FI, and the Science Based Target Initiative
- Market Standards, with a role of promoter of the Equator Principles, ICMA’s the Green Bond Principles, the Social Bonds Principles, LMA’s Green Loan Principles and other similar standards developed by the industry itself, as well as the EU Taxonomy.
- Transparency: Garanti BBVA publishes a summary index according to the TCFD recommendations and GRI standards content index for impact materiality reporting within its integrated annual reports.

Garanti BBVA has also been invited to provide an opinion on the 11th Development plan of the Turkish Republic on supporting sustainable finance through regulatory developments, frameworks and conferences and panels, as well as 1:1 meetings.

In November, Garanti BBVA’s sustainability and sustainable finance teams attended the United Nations Conference of Climate Change (COP27) and met with a number of parties through the Conference and 1:1 meetings.

Garanti BBVA started a partnership with “Erguvan,” a platform through which it will offer its customers direct access to carbon credits to offset their emissions.

Garanti BBVA has been active in various international initiatives in the field of sustainable finance.

In February 2022, Garanti BBVA joined the Net Zero Banking Alliance, the United Nations Responsible Banking Principles Working Group and the Environment and Climate Change Working Group of the Turkish Industrialists’ and Businessmen’s Association (TÜSIAD). The Bank is always in close collaboration with all key stakeholders (industry, regulators and supervisors, investors and civil society organizations).

Specifically, throughout 2022, the following initiatives should be highlighted:
- In February 2022, Garanti BBVA’s sustainability team attended the Climate Council, organized by the Ministry of Environment, Urbanization and Climate change, where national policies towards sustainable finance has been discussed among all related stakeholders such as banks, regulatory bodies, and non-profit organizations on finance.
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- The Bank is always in close collaboration with all key stakeholders (industry, regulators and supervisors, investors and civil society organizations).
5.1 Governance Structure for Implementation of the Principles

Please describe the relevant governance structures, policies and procedures your bank has in place to manage significant positive and negative (potential) impacts and support the effective implementation of the Principles. This includes information about:

- which committee has responsibility over the sustainability strategy as well as targets approval and monitoring (including information about the highest level of governance the PRB is subjected to);
- details about the chair of the committee and the process and frequency for the board having oversight of PRB implementation (including remedial action in the event of targets or milestones not being achieved or unexpected negative impacts being detected), as well as;
- remuneration practices linked to sustainability targets.

Implementation of the Principles of Responsible Banking is governed through Garanti BBVA’s Sustainability Policy, which is the primary strategy document of the Board of Directors on this matter. The Board of Directors defines, promotes and monitors the sustainability and climate change strategy and supervises the application of the Sustainability Policy.

The Board of Directors, as the highest supervisory body in the Bank, is directly or through the Responsible Business and Sustainability Committee, periodically monitor the implementation of the Policy through the Internal Audit or the control functions within the Bank, on the one on the basis of periodic or ad hoc reports from the Sustainability Unit. The committee is required to meet at least twice annually, and it is chaired by a Board Member. Among the members are the General Manager and the Executive Vice Presidents of the relevant departments. The Sustainability Unit’s Manager, who is also the secretary of the Responsible Banking and Sustainability Committee, Sustainability team, Responsible Business team and managers of the Bank’s other areas that incorporate sustainability into day-to-day businesses and operations report to the Committee on all related issues. The Bank added sustainability matters in the premium eligibility criteria of all employees at any level, starting with the Board of Directors, therefore the matters discussed are of greatest importance at all employment levels of the Bank.

Garanti BBVA’s Sustainability Unit is connected to the BBVA Group’s Global Sustainability Area, and ensures strategic alignment with the Group in all related matters. This area designs the strategic sustainability agenda and promotes the lines of work around this area of the different units such as Risk Management, Finance, Talent and Culture, Data and Engineering, and Organizational Process Development, and develops new sustainable products. The Global Sustainability Area is part of the highest executive level of the BBVA Group’s organization, and reports to the Group CEO and president, given the highly strategic and transformational nature of the area.

Garanti BBVA Group has developed a complete global training program to ensure that its employees can acquire the knowledge to address strategic sustainability challenges. Through the Campus BBVA training platform, two training itineraries are available to all employees, regardless of their geography and/or role. Globally, more than 102,000 BBVA employees have already been trained with these courses and a total of 16,751 Garanti BBVA employees were assigned sustainability training, including the addition of Principles for Responsible Banking in 2020. It was completed by a total of 15,227 Garanti BBVA employees as of December 31, 2021. The basic sustainability training is designed to acquire basic knowledge about the 2030 Agenda of the SDGs, the role of the financial industry and the BBVA Group and Garanti BBVA strategy. The advanced level includes content on sustainable finance.

In order to provide the necessary skills so that the BBVA Group employees can address sustainability from their different areas of activity, specialized training programs have been developed and specialized training programs are provided for all related sustainability teams in collaboration with renowned international institutions. As part of sustainable development upskilling at Garanti BBVA, all employees were supported with digital trainings and trainings throughout the year, whereas the Sustainability teams are supported with international academic programs. Towards realizing the Bank’s decarbonization targets, several training programs have been developed on portfolio alignment and in relation to the use of the different internal tools developed for the management of the Group’s objectives (alignment dashboard with PACTA methodology and Transition Risk Indicator).

Adopting Responsible Banking practices is one of Garanti BBVA’s primary focuses that is owned by the Bank’s senior management. As sustainability is among the six strategic priorities of the Bank, EVPs, in addition to the CEO is a member of the Responsible Banking and Sustainability Committee, where numerous departments present updates on their sustainability projects through their internal sustainability responsibilities. To encourage ownership of the strategy, the Bank added sustainability matters in the premium eligibility criteria of all employees at any level, starting with the Board of Directors.

To identify new opportunities, Garanti BBVA recognizes that it remains as a leader in sustainable finance in Turkey, cooperation at the global level with peers and suppliers is required. In particular, the Bank’s continues its efforts to assign sustainability training to suppliers in order to clearly demonstrate the sustainability strategies of the bank and encourage external stakeholders to comply with the Bank’s rules.

Through the Bank’s communications channels such as social media posts, it is try to raise awareness on environmental and social issues with a different theme every month. Within the scope of Sustainable Habits, the Bank shares good practices and useful ideas from its employees.

In 2022, Garanti BBVA has launched an internal entrepreneurship program, aimed at encouraging employees to develop projects to improve sustainability of the Bank and receive mentorship from senior management at the same time.

Garanti BBVA Integrated Annual Report 2022: Sustainability and Community Investments, pages 144-161; Senior Management, pages 178-181; Remuneration and Financial Rights, pages 187-189; Committee and Policies, pages 190-191; Risk Management, pages 209-214; Garanti BBVA Investor Relations Website: ESG section Responsible Banking and Sustainability Committee Sustainability Policy

5.2 Promoting a culture of responsible banking

Describe the initiatives and measures of your bank to foster a culture of sustainable banking among its employees (e.g. capacity building, e-learning, sustainability training for client-facing roles, inclusion in remuneration structures and performance management and leadership communication, amongst others).

5.3 Policies and due diligence processes.

Does your bank have policies in place that address environmental and social risks within your portfolio? Please describe.

Please describe what due diligence processes your bank has installed to identify and manage environmental and social risks associated with your portfolio. This can include aspects such as identification of significant risk areas, 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 you have in place to oversee these risks.

With the visible effects of the climate crisis on social life becoming more widespread, all financial sector stakeholders, especially customers and investors, started to focus on environmental, social and governance (ESG) risks in banking risk management and governance mechanisms. The Pillar III ESG reporting, which was included in the legal statements of the European Banking Authority (EBA) in 2022, allows the evaluation of banks’ ESG risks and sustainable finance strategies by all financial sector stakeholders, including customers and investors. In 2022, Garanti BBVA, together with the BBVA Group, of which it is a part, began to analyze the resilience of the banking portfolio against transition risks and physical risks arising from climate change. In 2022, Garanti BBVA also evaluated the risks arising as a result of the studies below in determining the targets of combating climate change and zero Banking.

- Identifying risks in sectors incompatible with the Paris Agreement and measuring transition risks.
- Energy performance monitoring of real estate collateral of the bank.
- Emission intensities of customers in carbon-intensive industries (PACTA).
- Physical risks arising in the bank portfolio as a result of the climate crisis and Financing for activities to reduce the effects of climate change.

5.4 Assurance.

Has this publicly disclosed information on your PRB commitments been assured by an independent assurer?

Garanti BBVA’s sustainability information is reported mainly through its integrated annual reports, which is prepared according to the VRF’s Integrated Reporting Framework. Among the appendices of the report, GRI Standards Content Index, UN Global Compact Communication of Progress and Women’s Empowerment Principles index summaries and the Bank’s TCFD Disclosures summary table is published.

In addition, the Bank responds to Carbon Disclosure Platform’s (CDP) Climate Change and Water questionnaires annually. In 2022, it has been listed among the Global “A” companies in the Climate Change Program results, received A for its disclosures in the Water Program.

Garanti BBVA’s Integrated Annual Report also includes Sustainability Principles Compliance and Corporate Governance Compliance Reports of the Capital Market’s Board of Turkey.

5.5 Transparency and responsibility.

We will periodically review your 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.

5.6 Reporting on other frameworks.

Does your bank disclose sustainability information in any of the listed below standards and frameworks?

Garanti BBVA’s sustainability information is reported mostly through its integrated annual reports, which is prepared according to the VRF’s Integrated Reporting Framework. Among the appendices of the report, GRI Standards Content Index, UN Global Compact Communication of Progress and Women’s Empowerment Principles index summaries and the Bank’s TCFD Disclosures summary table is published.

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Garanti BBVA’s Integrated Annual Report also includes Sustainability Principles Compliance and Corporate Governance Compliance Reports of the Capital Market’s Board of Turkey.

5.7 Outlook.

What are the next steps your bank will undertake in the next 12 months—reporting period (particularly on impact analysis, target setting, and governance structure for implementing the PRB)? Please describe briefly.

The previous sections detail the progress implementation in 2022.

Garanti BBVA’s progress in the implementation of the Principles of Responsible Banking has been published annually as part of the Bank’s Integrated Annual Report, moving forward, the Principles of Responsible Banking Impact Report may be published separately.

In the next 12 months, Garanti BBVA is expected to publish alignment targets for additional carbon-intensive sectors, to which it still has a relatively significant risk, which are also included in the Net Zero Banking Alliance guidelines. The Bank also plans on finalizing its target-setting process for the second area with the greatest impact - inclusive growth - as a result of the impact analysis conducted using the UNEP FI Impact Tool for Banks.

6.1 Governance.

PLEASE PROVIDE YOUR BANK’S CONCLUSION/STATEMENT IF YOU HAVE MET THE REQUIREMENTS REGARDING THE GOVERNANCE STRUCTURE FOR THE IMPLEMENTATION OF THE PRINCIPLES:

Garanti BBVA’s Sustainability Unit, comprised of Sustainability and Responsible Business teams, is responsible for establishing the Bank’s strategy and approach. This unit reports directly to the EVP for Customer Solutions and Digital Banking and also chairs the Responsible Banking and Sustainability Committee.

The committee is required to meet at least twice annually and attended by all EVPs and the CEO of the Bank. The committee is responsible for monitoring the progress of the Bank’s targets, that fall within the scope of sustainability strategy. The CEO is responsible for reporting to the Board of Directors on any critical issues.

The Bank’s Sustainability Unit also connected to the BBVA Group’s Global Sustainability Area, and ensures strategic alignment with the Group in all referred matters.

The existing governance structure provides several levels of checks and balances for Garanti BBVA’s implementation and monitoring of Responsible Banking Principles.

6.2 Reporting on other frameworks.

Garanti BBVA’s Integrated Annual Report 2022:

Garanti BBVA’s UNEP FI Principles of Responsible Banking Impact Report 2022: page 11

Garanti BBVA Integrated Annual Report 2022: About the Report; pages 8-9

Garanti BBVA Integrated Annual Report 2022:

The Bank is in the process of setting its inclusive growth indicators and targets in cooperation with the BBVA Group.

Through the externally-assured disclosure of its most positive and most negative impact areas, related targets and action plans along with the set mechanisms for implementation and monitoring, Garanti BBVA meets the requirements of the Principles for Responsible Banking.
## APPENDIX A.6: UNGC and WEPs Principles Analysis According to GRI Standards Content

### A. UN GLOBAL COMPACT PRINCIPLES COMMUNICATION ON PROGRESS REPORT

<table>
<thead>
<tr>
<th>UNGC PRINCIPLES</th>
<th>GRI STANDARD</th>
<th>REFERENCE</th>
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</thead>
<tbody>
<tr>
<td><strong>HUMAN RIGHTS</strong></td>
<td></td>
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<tr>
<td>Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights.</td>
<td>GRI 2-23, GRI 1-30, GRI 401, GRI 421</td>
<td>Declaration of Human Rights</td>
</tr>
<tr>
<td>Principle 2: Businesses make sure that they are not complicit in human rights abuses.</td>
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<tr>
<td><strong>LABOUR</strong></td>
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<tr>
<td>Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.</td>
<td>GRI 2-7, GRI 2-30, GRI 407, GRI 408, GRI 409</td>
<td>All employees are free to unionize and act of their own free will. Declaration of Human Rights</td>
</tr>
<tr>
<td>Principle 4: Businesses should uphold the elimination of all forms of forced and compulsory labour.</td>
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<tr>
<td>Principle 5: Businesses should uphold the effective abolition of child labour.</td>
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<tr>
<td>Principle 6: Businesses should uphold the elimination of discrimination in respect of employment and occupation.</td>
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<tr>
<td><strong>ENVIRONMENT</strong></td>
<td></td>
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<tr>
<td>Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility</td>
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<tr>
<td>Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies.</td>
<td></td>
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<tr>
<td><strong>ANTI-CORRUPTION</strong></td>
<td></td>
<td></td>
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<tr>
<td>Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.</td>
<td>GRI 205</td>
<td>Anti Corruption Policy</td>
</tr>
</tbody>
</table>

### B. WOMEN’S EMPOWERMENT PRINCIPLES (WEPs) PROGRESS REPORT

<table>
<thead>
<tr>
<th>PRINCIPLES</th>
<th>GRI STANDARD DISCLOSURES</th>
<th>PAGE REFERENCES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Principle 1: Establish high-level corporate leadership for gender equality.</td>
<td>GRI 405</td>
<td>122-123, 140, 230</td>
</tr>
<tr>
<td>Principle 2: Treat all women and men fairly at work - respect and support human rights and non-discrimination.</td>
<td>GRI 401, GRI 405, GRI 406</td>
<td>118, 122, 123</td>
</tr>
<tr>
<td>Principle 3: Ensure the health, safety and well-being of all women and men workers.</td>
<td>GRI 403, GRI 406</td>
<td>126-127</td>
</tr>
<tr>
<td>Principle 4: Promote education, training and professional development for women</td>
<td>GRI 404</td>
<td>45, 84-85, 119, 140, 145, 157</td>
</tr>
<tr>
<td>Principle 5: Implement enterprise development, supply chain and marketing practices that empower women.</td>
<td>GRI 204</td>
<td>45, 140, 145</td>
</tr>
<tr>
<td>Principle 6: Promote equality through community initiatives and advocacy.</td>
<td>GRI 413</td>
<td>89, 140, 160</td>
</tr>
<tr>
<td>Principle 7: Measure and publicly report on progress to achieve gender equality.</td>
<td>GRI 405</td>
<td>97-98, 122-123</td>
</tr>
</tbody>
</table>
APPENDIX A.7: GRI Standards Content Index

Garanti BBVA has reported the information cited in this GRI content index for the period January, 1 - December, 31 2022 with reference to the GRI Standards.

<table>
<thead>
<tr>
<th>GRI STANDARD</th>
<th>DISCLOSURE</th>
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<tr>
<td>GRI 2: GENERAL DISCLOSURES 2021</td>
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<td>2.3</td>
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<td>78, 118-129</td>
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<td>122, 123, 146-186, 190-191, 196-206</td>
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<td>172, 174, 180</td>
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<td>172-173, 180-181, 202-206</td>
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<td></td>
<td>2.15</td>
<td>170, Capital Market Instruments Trading Brokerage Services Framework</td>
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<td></td>
<td>2.16</td>
<td>49, Code of Conduct</td>
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<td>2.17</td>
<td>216</td>
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<td></td>
<td>2.18</td>
<td>Corporate Governance Policy</td>
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### GRI STANDARD

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<td>GRI 301: MATERIALS 2016</td>
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<td>Since the activities of the bank do not directly related to the specified disclosure, it is not located in the report.</td>
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<td>301-2</td>
<td>Since the activities of the bank do not directly related to the specified disclosure, it is not located in the report.</td>
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<td>Since the activities of the bank do not directly related to the specified disclosure, it is not located in the report.</td>
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<td>GRI 303: WATER AND EFFLUENTS 2018</td>
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<td>87, CDP Water Security 2022</td>
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<td>144. A.2 Environmental Performance Data</td>
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<td>GRI 305: EMISSIONS 2018</td>
<td>305-1</td>
<td>144, 146, 147. A.2 Environmental Performance Data</td>
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<td>144, 146, 147, A.2 Environmental Performance Data</td>
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<td>305-4</td>
<td>A.2 Environmental Performance Data</td>
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<td>305-5</td>
<td>144, 146, 147, 152</td>
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<td></td>
<td>305-6</td>
<td>A.2 Environmental Performance Data</td>
</tr>
<tr>
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<td>305-7</td>
<td>A.2 Environmental Performance Data</td>
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<td>127, 229</td>
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<td>GRI 306: WASTE 2020</td>
<td>306-1</td>
<td>Waste Management</td>
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<td>306-2</td>
<td>67, 86, 91, 156, Waste Management</td>
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<td></td>
<td>306-3</td>
<td>144, A.2 Environmental Performance Data</td>
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<td>A.2 Environmental Performance Data</td>
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<td>306-5</td>
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<td>403-1</td>
<td>83, 87, 109, 127, 131, Occupational Health and Safety Management</td>
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<td>87, 126-127, 131, 229</td>
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<td>87, 126-127, 231</td>
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<td>83, 87, 109, 127, 131</td>
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<td>403-7</td>
<td>83, 126, 127, 229</td>
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<td></td>
<td>403-8</td>
<td>Occupational Health and Safety Management (all locations are covered)</td>
</tr>
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<td>403-9</td>
<td>127, 229</td>
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<tr>
<td>GRI 404: TRAINING AND EDUCATION 2016</td>
<td>404-1</td>
<td></td>
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<tr>
<td></td>
<td>404-2</td>
<td>78, 118</td>
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<td>404-3</td>
<td>110, 124-126, 130-131</td>
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<td></td>
<td>404-4</td>
<td>In 2022, no occupational health related disease was diagnosed.</td>
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<tr>
<td></td>
<td>405-2</td>
<td>118, 128-129, 189</td>
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</table>
APPENDIX A.8: Support Services Providers

SERVICE PROVIDER – Service Detail
AGRA FİNTECH YAZILIM ÇÖZÜMLERİ A.Ş. – Software, maintenance and development for transferring, reading and analyzing data
ARAS KARGO YURT İÇİ VE YURT DİŞİ TAŞIMACILIK A.Ş. – Internal and international transportation from/to branches
ATOS MÜŞTERİ HİZMETLERİ A.Ş. – Marketing of retail products and services and of products and services classified as retail receivables
ATOS MÜŞTERİ HİZMETLERİ A.Ş. – Credit card sales, business place verification, credit card limit increase, address update and similar other calls via the Call Center
ATOS MÜŞTERİ HİZMETLERİ A.Ş. – Credit card sales, receiving incoming calls and directing calls to the related contacts
ATOS MÜŞTERİ HİZMETLERİ A.Ş. – Call center service for transferring customer requests regarding banking activities and products to the bank, receiving incoming calls and directing calls to the related contacts
AUSTURIA CARD TURKEY KART OPERASYONLARI A.Ş. – Card Printing and personalizing service
BANTAŞ NAKİT VE KİYMETLİ MAL TAŞIMA VE GÜVENLİK HİZMETLERİ A.Ş. (Brink’s Subcontractor) – Delivery of cash, valuable papers, gold within the scope of Law No. 5188
BB DANIŞMANLIK GAYRIİMKÜN VE EĞİTMİ A.Ş. – Operational transactions carried out before the title deed such as a mortgage, lease annotation, purchase and sale, registration, cancellation
BDH BİLİŞİM VE DESTEK HİZMETLERİ A.Ş. – Business place contract and document provision
BHL TURKEY TEKNOLOJİ A.Ş. – Marketing operations regarding real estate and auto loans
BRİNK’S GÜVENLİK HİZMETLERİ A.Ş. – Delivery of cash, valuable papers and similar valuable goods within the scope of Law No. 5188
CMC İLETİŞİM VE ÇAĞRI MERKEZİ HİZMETLERİ A.Ş. – Technical support and help desk call center service procurement
CMC İLETİŞİM VE ÇAĞRI MERKEZİ HİZMETLERİ A.Ş. – Call center service for general information, transferring customer requests regarding banking activities to the bank, receiving incoming calls and directing calls to the related contacts
CMC İLETİŞİM VE ÇAĞRI MERKEZİ HİZMETLERİ A.Ş. – Call center service for transferring customer requests regarding banking activities and products to the bank, receiving incoming calls and directing calls to the related contacts
CMC İLETİŞİM VE ÇAĞRI MERKEZİ HİZMETLERİ A.Ş. – Receiving incoming calls regarding banking activities such as general information, promotion of individual and retail products and services and transferring of requests in this direction, updating customer information, transferring customer requests regarding banking activities to the bank, and receiving call centre services.
COORBIZ DANIŞMANLIK A.Ş. – Marketing of retail products and services, including in the form of customer visits...
**Introduction**

Garanti Bankası 2022 İntegrated Annual Report

**Value We Created in 2022**

**Financial Value**

**Data and Technology**

**Investments in Human Capital**

**Customer Experience**

**Sustainability and Community Investments**

**Our Governance**

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**Desmer Gvnlük Hizmetleri Ticaret A.S.**
- Delivery of cash, valuable papers, and gold within the scope of Law No. 5188

**DHL Worldwide Express Tasimacilik ve Tic. A.S.**
- Delivery of documents for export transactions to correspondent banks

**Endeks Teknoloji A.S.**
- Marketing operations regarding real estate loan

**Faturalab Elektronik Tic. ve Bilisim Hizmetleri A.S.**
- Operational Services

**Finekus Bilisim Cozumleri Ticaret A.S.**
- SWIFT software maintenance, update and development services

**Fugayrimenkul Danismanlik A.S.**
- The operational transactions carried out at the title deeds registry office such as mortgage, rent annotation, purchase, sale, registration and cancellation

**Garanti Filo Yonetim Hizmetleri A.S.**
- Operational services for the sale of real estate owned by the Bank

**Garanti Konut Finsansmani Danismanlik Hizmetleri A.S.**
- Marketing operations regarding real estate loan

**Garanti Konut Finsansmani Danismanlik Hizmetleri A.S.**
- Operational services for the sale of real estate owned by the Bank

**Garanti Odeme Sistemleri A.S.**
- Marketing, promotion, product development and marketing of retail products, including personal loans, with consultancy, for payment systems, especially debit and credit cards

**Global Bilgi Pazarlama Danisma ve Caagi Servisi Hizmetleri A.S.**
- Marketing of real products and services of products and services classified as retail receivables

**Global Bilgi Pazarlama Danisma ve Caagi Servisi Hizmetleri A.S.**
- Call center service for debt notification and reminder calls

**Guzel Sanatlar Cec Basim Limited Sirkeeti A.S.**
- Czech printing service

**Hangisi Internet ve Bilgi Hizmetleri A.S.**
- Marketing operations regarding real estate and auto loans

**Hobim Arsvileme ve Basim Hizmetleri A.S.**
- Printing and enveloping service

**Iron Mountain Arsvileme Hizmetleri A.S.**
- Storage of physical documents and archive boxes belonging to the bank

**Karbil Yazilim ve Bilisim Teknolojileri Ticaret A.S.**
- Software development and upgrading service

**Kartek Kart ve Bilisim Teknolojileri A.S.**
- POS software development and upgrading services

**Kayragrup Pazarlama Danismanlik ve Destek Hizmetleri Tic. A.S.**
- Marketing of retail products and services and of products and services classified as retail receivables

**Key Yazilim Cozumleri A.S.**
- Software, Maintenance and Development Service for Appraisal and Mortgage Applications

**Kredi Kayit Bureau A.S.**
- Disaster recovery center back-up service

**Loomis Gvnlük Hizmetleri A.S.**
- Delivery of cash, valuable papers, and gold within the scope of Law No. 5188

**Matriks Bilgi Dagitim Hizmetleri A.S.**
- Software/software maintenance/Update services

**Metis Bilgisayar Sistemleri San. Ve Tic. A.S.**
- Marketing of retail products and services and of products and services classified as retail receivables

**Metis Bilgisayar Sistemleri San. Ve Tic. A.S.**
- Call center service for transferring customer requests regarding banking activities and products to the bank, receiving incoming calls and directing calls to the related contacts

**Mt Bilgi Teknolojileri ve Dis Ticaret A.S.**
- POS software development and upgrading services

**Payten Teknoloji A.S.**
- Ensuring the Transaction between the Bank and Directory Server in 3D Secure Transactions

**Pusula Girisim Yatirim ve Danismanlik Hizmetleri A.S.**
- The operational transactions carried out at the title deeds registry office such as mortgage, rent annotation, purchase, sale, registration and cancellation

**Qeyrile Elettronik ve Danismanlik Ltd. Sti.**
- POS software development and upgrading services

**Qevver Elettronik ve Danismanlik A.S.**
- Private Security Services within the scope of Law No. 5188

**Thos Hukuk Otomasyon Sistemleri Yazilim A.S.**
- Software, maintenance and development service for legal proceedings, collection and litigation service management system

**Verifone Elektronik ve Danismanlik Ltd. Sti.**
- POS software development and upgrading services

**Verisoft Bilgi Islem Tic. Ve San. A.S.**
- POS software development and upgrading services

**Worldline Odeme Sistem Cozumlari A.S.**
- Data entry and filing of customer customer documents

**WEBHELP Caagi Merkezi ve Musteri Hizmetleri A.S.**
- Call center services for transferring customer requests regarding banking products and activities to the bank, responding to incoming calls and directing calls to their attention

**WEBHELP Caagi Merkezi ve Musteri Hizmetleri A.S.**
- Receiving incoming calls regarding banking activities such as general information, promotion of individual and retail products and services and forwarding of requests in this direction, updating customer information, transferring customer requests regarding banking activities to the bank, and receiving call center services

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*In addition to the companies and services given above, support services were procured from 765 dealers for Retail Loans Marketing and the Collection of Information and Documentation on Commercial Loans.*
Contact Information

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Levent Nispetiye Mah. Aytar Cad. No:2 34340 Beşiktaş / İstanbul
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Fax: +90 212 318 18 88
Telex: 27635.gatı.tr
Swift: TGBATRIS

WEBSITE
www.garantibbva.com.tr

TRADE NAME
T. Garanti Bankası A.Ş.

TRADE REGISTRY NO
159422

DOMESTIC BRANCHES
Garanti BBVA has 863 domestic branches in 81 cities as of 2021 year end. Information on domestic branches is available on the Bank’s website.

INFORMATION ON SOCIAL MEDIA
You may follow Garanti BBVA on Facebook, Twitter, Instagram, YouTube and LinkedIn.

OVERSEAS BRANCHES

TURKISH REPUBLIC OF NORTHERN CYPRUS - LEFKOSA BRANCH
Bedrettin Demirel Caddesi No:114 Lefkoşa/TRNC
Tel: +90 392 600 53 00
Fax: +90 392 600 53 20

TURKISH REPUBLIC OF NORTHERN CYPRUS - GIRNE BRANCH
Mete Adamır Caddesi No:18 Girne/TRNC
Tel: +90 392 650 53 00
Fax: +90 392 650 53 20

TURKISH REPUBLIC OF NORTHERN CYPRUS - GAZIMAGUSA BRANCH
Sakarya Mahallesi Eşref Bitlis Caddesi No: 20 Gazimağusa/ KKTC
Tel: +90 392 630 03 00
Fax: +90 392 630 03 20

TURKISH REPUBLIC OF NORTHERN CYPRUS - GONYELI BRANCH
Duzyol Sokak No: 12 / B Gonyeli , Lefkoşa/ KKTC
Tel: +90 392 680 30 00
Fax: +90 392 680 30 20

MALTA BRANCH
Ozgur Özdemir
Strand Towers, 36 The Strand Siema SLM 1022 Malta
Tel: +356 232 88 000
Fax: +356 232 88 160
Swift: TGBAMTMTXXX

TURKISH REPUBLIC OF NORTHERN CYPRUS - GUZELYURT BRANCH
Şehit Mustafa Rıza Caddesi No:86/A Kıçık Kaymaklı Lefkoşa/KKTC
Tel: +90 392 600 54 00
Fax: +90 392 600 54 20

TURKISH REPUBLIC OF NORTHERN CYPRUS - KUCUK KAYMAKLIGI BRANCH
Şehit Mustafapaşa Caddesi No:1 Küçük Kaymaklı Lefkoşa/KKTC
Tel: +90 392 600 54 00
Fax: +90 392 600 54 20

GARANTI BBVA INVESTOR RELATIONS WEBSITE IN TURKISH
www.garantibbvayatirimciiliskileri.com

GARANTI BBVA INVESTOR RELATIONS WEBSITE IN ENGLISH
www.garantibbvainvestorrelations.com

THE INVESTOR RELATIONS IPAD AND ANDROID TABLET APPLICATIONS

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www.fmiletisim.com

VIDEO AGENCY
www.mediarubic.com

PHOTOGRAPHY AGENCY
www.pakart.com

Please scan image with your “QR Code Reader” equipped smartphone to access Garanti BBVA Investor Relations website at www.garantibbvainvestorrelations.com for additional information on Garanti BBVA.

287 pages in total, Garanti BBVA Integrated Annual Report 2022 is printed in limited numbers to offer physical access to our stakeholders. Recycled paper and environmentally friendly technologies are used for printing.