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Nature, Period and Scope of the Report

This report, which is the first Sustainability Report of ICBC Turkey Bank A.Ş. ("ICBC Turkey" or "the Bank"), covers the sustainability performance of the Bank and its subsidiaries ICBC Turkey Yatırım Menkul Değerler A.Ş. and ICBC Turkey Portföy Yönetimi A.Ş. (collectively referred to as "ICBC Turkey Securities" or "the Company") from January 1st to December 31st, 2021 in relation to all operations in Turkey, and shares relevant targets. ICBC Turkey aims to report its sustainability activities on an annual basis.

With the report, the economic, environmental and social performance of ICBC Turkey's for 2021 is presented to stakeholders. The report can be accessed via the Public Disclosure Platform (PDP) and <https://www.icbc.com.tr/>.

Compliance With The Legislation and Regulatory Framework

This report has been prepared in accordance with the core option of the GRI Standards published by the Global Reporting Initiative (GRI).

Report content has been compiled according to the methods of deciding on the content and, primarily the principle of materiality as explained in the "GRI Standards" guidelines. Performance disclosures are mainly presented within the scope of "GRI Standards" indicators. Capital Markets Board's (CMB) Sustainability Principles Compliance Framework has also been taken into consideration.

The report covers the Bank's goals set within the framework of its sustainability strategy, its economic, environmental and social performance, and its contributions to the United Nations Sustainable Development Goals (SDGs). The report was developed via an environmentally friendly approach and shared in electronic media.



Chairman's Message

Esteemed stakeholders,

We have completed yet another year in which we were aware of our responsibility towards this unique planet we live on and the humanity we share a common future with, adopted sustainability as a business model, and acted in line with the mission of creating sustainable value. Our strong financial performance continued in 2021, with our consolidated asset size reaching TL 39.4 billion. We have continued to create an effective channel for Turkish banks and the real sector to access foreign financial resources by showing rapid development since our entry into the Turkish banking sector in 2015.

Climate change, the effects of which we feel more and more every day, has heightened our awareness by having an important place on our agenda. The goal of limiting global warming to 1.5°C, as underlined by the Intergovernmental Panel on Climate Change (IPCC), means avoiding many lasting impacts on ecological systems and habitats. This calls for a serious all-round change and transformation. As ICBC Turkey, we believe that climate-friendly investments should be encouraged to ensure this change and transformation take place.

The world of finance is at the forefront of supporting sectors, managing economic, environmental, and social risks, and providing the necessary financial resources to achieve our commitments to combat climate change and our universal mission of reaching the Sustainable Development Goals. In addition to ensuring ecosystem integrity, the sustainability approach requires addressing all segments of society in an inclusive manner, increasing their welfare, education, and creating equal opportunities for all without any discrimination. Accordingly, new technologies and sustainable financing are needed to improve planetary and societal well-being.

Throughout the year, we reinforced our existing infrastructure with a sustainability-oriented approach, supported the capacity development of our human capital with our human resources practices, accelerated access to information through digitalization and innovation, and put forward the Digital Banking Strategic Development Plan 2021–2023. With digitalization becoming more and more a part of our daily activities, we continued to develop innovative solutions for changing needs and demands and to offer them to our customers. In addition to our Bank's wide range of banking products and services, we continued to stand by our customers with financing options. Whatever the local and international market conditions, we continue to contribute to the national economy

without compromising our responsible banking vision or sustainability strategy.

We are delighted to see that countries are starting to respond to climate change by setting net zero-emission targets and strategies to curb global warming. These transitional periods can pose significant risks if not handled with care. Accordingly, we, as ICBC Turkey, always keep ICBC Group's effective "Enterprise Risk Management" approach alive by taking into account global and local developments and ensuring that risks are averted before they arise through preventive actions.

As being the first Chinese bank in Turkey, ICBC Turkey concentrates on its location "focusing on local and expanding into neighboring regions and connecting Europe and Asia". As ICBC Turkey, we are actively supporting China's "Belt and Road" initiative to contribute to Turkey's "Middle Corridor" with the aim of becoming a preferred bank. To this end, we offer high-quality financial services by utilizing the potential of cooperation.

In line with our sustainable banking approach, we identified our focus areas that shape our sustainability strategy by conducting a comprehensive stakeholder analysis. While conducting this study, we brought together our Bank's vision and mission, values, policies, strategy and objectives with the views of our stakeholders with whom we interact and the environmental, social, and governance focus areas. We undertook a comprehensive study that will carry ICBC Turkey's sustainability efforts forward with a strategic approach by blending global trends and international sustainability frameworks that shape the sector with the views of our stakeholders.

We at ICBC Turkey, owe our success to our competent human resources. Relatedly, we attach great importance to the welfare and training of our employees. Throughout 2021, we provided a total of 18,075 hours of training to our employees. With the ICBC Academy, which we will launch in the upcoming year, we will continue to contribute to

the performance development of our employees by rendering these trainings more systematic.

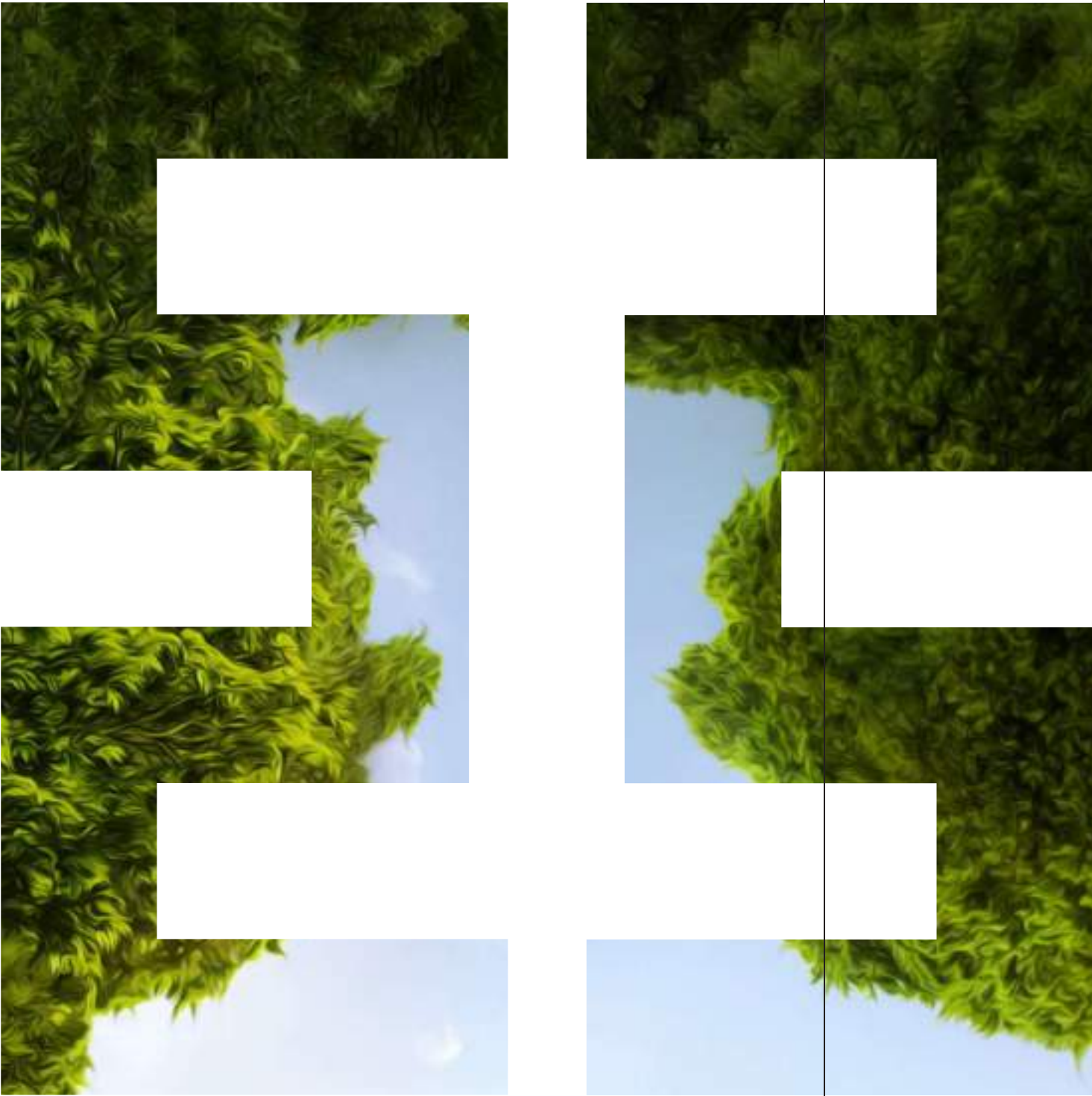
We have taken concrete steps to implement the Green Finance Committee, which ICBC Group launched in 2020 to support climate finance and create sustainable value within our Bank. We are excited to create added value with the sustainable finance instruments we will put forward on this occasion. Currently, the share of renewable energy projects in our total energy project portfolio stands at 56.1%. With this climate-friendly vision, our goal is to increase clean energy finance and to become a sustainable bank that is much more than a financial institution and is always open to development, cares about cultural integration, respects nature and all humanity, and makes a difference in the sector.

The culture of ICBC is based on long-term and strategic thinking. As a bank that has always adopted being innovative and pioneering as its mission, we work with the aim of designing the banking of tomorrow, starting from today. Accordingly, we continue our efforts to expand our products and services through our digital service channels, which make life easier for our customers. We have taken goodwill steps in cooperation with all our other overseas institutions around the world to become the door to Turkey for Chinese investors and to support green finance projects. We look forward to seeing the results of these efforts in the upcoming quarters and creating value for all our stakeholders.

I would like to thank all our stakeholders for their valuable efforts and trust in our long-term, sustainable value creation approach, which forms the basis of our intellectual, financial, and social capital. I am honored that, as ICBC Turkey, we are introducing our first sustainability report, in which we transparently present our sustainability journey and vision to you, our valuable stakeholders.

Xiangyang GAO
Chairman





01

ABOUT ICBC TURKEY

ICBC Turkey's Journey Throughout History

ICBC Turkey Bank A.Ş.'s journey in Turkey began with the acquisition of Tekstilbank. Tekstilbank which was founded in 1986 in Istanbul and listed on the Borsa Istanbul (BIST) in 1990. GSD Holding A.Ş., a shareholder of Tekstilbank, increased its partnership share in Tekstilbank A.Ş. over time, becoming the largest shareholder with a 75.5% share as of 2007. In 2015, ICBC Turkey Bank A.Ş. was established after GSD Group transferred its shares to Industrial and Commercial Bank of China Limited (ICBC).

ICBC increased its shares to 92.8% as a result of the mandatory tender offer made after the acquisition of Tekstilbank, while the remaining shares continue to be publicly traded on Borsa Istanbul. In addition, in 2015, ICBC Turkey Portföy Yönetimi A.Ş. was established within ICBC Turkey Yatırım Menkul Değerler A.Ş., in which the capital markets and investment services transactions of non-banking financial institution are carried out and in which the Bank holds a 99.998% share.

Today, ICBC Turkey Bank A.Ş.'s share in Industrial and Commercial Bank of China Limited is 0.061% and it operates in the fields of corporate banking, project finance, commercial banking, small and medium-sized enterprises (SMEs), financial market transactions, investment banking transactions and fund management transactions (foreign currency, money markets and securities trading) through its subsidiary, international banking services, retail and credit card transactions in Turkey through its 39 branches across the country, as well as ATMs, internet, mobile and telephone branches. In addition to the aforementioned banking activities, the Bank also provides insurance agency services on behalf of contracted insurance companies through its branches. ICBC Turkey, which completed its 7th year of operations in Turkey with the reporting period, strengthened Turkey-China relations with its products, services and solutions, and celebrated the 50th anniversary of the two countries' diplomatic relations in 2021. By the second 50 year, major breakthroughs are expected in infrastructure, energy, security and health.



Main Sponsor: **ICBC**  "World's Largest Bank"

Milestones

2015

The shares of the bank formerly known as Tekstilbank are transferred to ICBC and the trade name of Tekstilbank is changed to ICBC Turkey.

Following the mandatory tender offer, ICBC's shareholding in the Bank increased from 75.50% to 92.84%.

2018

ICBC Turkey Mobile Branch is redesigned and launched to meet customers' daily banking transaction needs.

The Chinex Project, which offers convenient and economical money transfer services to China, is completed.

2020

WeChat Pay Project is launched. The Retail Banking Department starts to serve customers in the SME segment.

2017

The Bank's capital is increased from TL 420 million to TL 860 million through a capital increase.

2019

Daily Time Deposit Account product is introduced to customers.

Human Resources Development Project is completed.

2021

A concrete step is taken to offer sustainable products through the Bank's sustainability management system and green financing.

ICBC Business Matchmaking Platform is launched.

Domestic QR Code payment system and contactless card practices are made available to customers.

ICBC Turkey Vision, Mission and Strategy

ICBC Turkey is strengthening the Turkey-China relations in accordance with the criteria of “Three Comparisons, Three Reviews and Three Improvements”, which encapsulates the ICBC Group’s vision of continuous improvement to be a pioneer in the modeling and integration of financial relations between the two countries. Through strong coordination with the Head Office, the Bank functions not only as a local bank diversifying the Turkish market, but is also on its way to becoming a stronger and more sustainable bank, gaining international value every day.

ICBC Turkey manages its processes with the awareness of the value of corporate governance, corporate culture, environmental protection and social welfare and corporate social responsibility activities while increasing its strong capital structure, quality service approach, business strategy that creates benefits, strong management and innovative solutions.

Vision

Within the context of the international banking conception, to become a bank that is innovative, open to developments, expeditious and meticulous in its services and the most favored by its customers with its prudential risk management approach.

Mission

To generate tailor-made solutions to our customers for their current and future needs, to establish long-lasting relations through our high-quality service approach based on knowledge and creativity, to contribute to our country’s economy by creating social and economic values, to continuously generate added value for our customers, employees and shareholders.

Strategic Targets

- In light of the political movements in the nearby geography and the global financial fluctuations, Achieve a deliberate and sustainable growth by protecting the Bank’s steady balance sheet and strong capital structure by identifying risks correctly.
- Grow in the corporate, commercial, and investment banking segments.
- Sustain the growth in the retail banking area.
- Closely monitor the costs and taking savings measures as practicable as possible.

Three Comparisons, Three Reviews and Three Improvements Approach



Analyzing the Bank’s current situation in the sector and identifying its strengths and areas for improvement.

Reviewing the Bank’s position among other ICBC Group subsidiaries and increasing its contribution to the ICBC Group.

Benchmarking of the Bank’s past and current performance.



Monitoring the activities of the actors of the industry, ICBC Group subsidiaries and the Bank’s own activities with an integrated approach.



After determining the Bank’s current situation with respect to the three criteria mentioned above, taking action on areas that can be improved and ensuring that the Bank plays a pioneering role through good practices.



Following in the footsteps of ICBC Group, ICBC Turkey adopts the **48-Character Guidance** and sets its strategic priorities in the light of the following steps:

战略引领、从严治理
客户至上、服务实体
科技驱动、价值创造
国际视野、全球经营
转型务实、改革图强
风控强基、人才兴业

Within the framework of its international banking approach, ICBC Turkey adopts the vision of being a sustainable bank that is sensitive to environmental and social issues, innovative, fast, meticulous, provides high-quality services and is preferred by customers thanks to its prudent risk approach. In addition, it acts with the mission to create customized solutions for the current and future needs of its customers, to build lasting relationships with a quality service approach based on knowledge and creativity, to contribute to the national economy by creating social and economic value, and to continuously create value for customers, employees and shareholders by combating climate change and protecting the environment.

- In this context, ICBC Turkey considers its strategic focus areas to;
- Maintain a solid balance sheet and strong capital structure, while identifying risks correctly, to monitor climate- and policy-driven movements and global financial fluctuations, and to grow both prudently and sustainably.
 - Continue its successful growth in all segments,
 - Implement cost-saving measures by closely monitoring costs.
 - Reduce the corporate carbon footprint in order to combat the climate crisis and to carry out its activities in line with the SDGs,
 - Emphasize sustainable investments and climate-friendly development projects.

Commitment to the guidance of the strategic structure and good governance

The governance system and capacity development are built on stronger foundations, while improving the effectiveness of scientific methodology and approaches to effective decision-making.



Commitment to the customer and serving the real economy

The Bank is committed to meeting the new expectations and demands for financial services by adhering to the source of the real economy, and special efforts are made to be the "First bank that comes to the minds of retail customers".



Focus on technology and commitment to value creation

Financial technologies support the strengthening of operations and corporate governance and create strong value for the real economy, shareholders, customers, employees and society.

Commitment to international vision and global banking industry trends

Domestic and international markets and resources are actively utilized to contribute to international development.



Pragmatic transformation and commitment to reform

More room for transformation and more vibrant markets for reform are sought, and key areas and key relationships are reformed in line with current developments.



Commitment to solid foundations with effective risk control and talent-oriented development

Sustainability of asset quality is ensured by strengthening result-oriented thinking and combining prevention and control. ICBC strengthens its humanistic approach and corporate culture and enhances cohesion among its employees.

Capital and Shareholding Structure

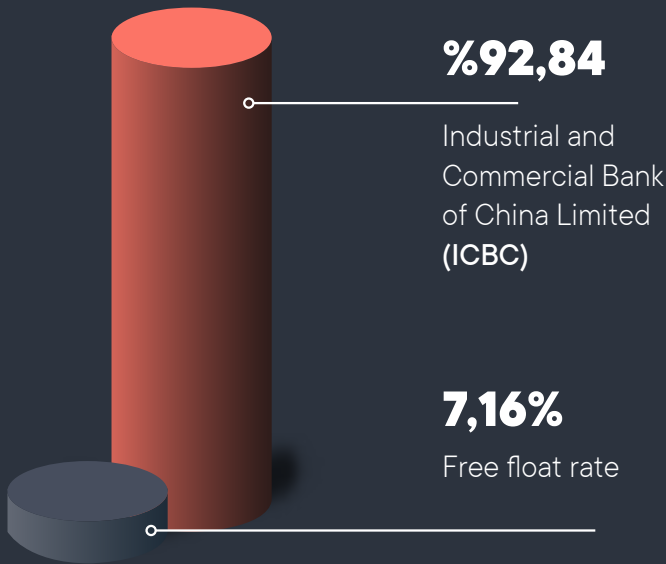
Having celebrated its 6th year 2021, ICBC Turkey has been diligently supporting sustainable development by creating permanent value for the Turkish economy and all stakeholders since 2015.

ICBC Turkey's focus on profitable, healthy and sustainable growth with its strong capital structure is the most important element of its success.

Focusing on sustainable banking and the first bank that comes to mind in China-Turkey cooperation, ICBC Turkey's field of activity includes corporate banking, project finance, commercial banking, SMEs, financial market operations, investment banking operations and fund management operations (foreign currency, money markets and securities trading) through its subsidiary ICBC Turkey Securities, international banking services, retail and digital banking, credit card transactions and insurance agency services offered on behalf of contracted insurance companies.

Representing trust, transparency, reputation and prestige to its stakeholders, ICBC Turkey serves its customers with 729 employees (821 employees together with subsidiaries) as of the end of 2021. ICBC Turkey further strengthens its competitive position with a total of 39 domestic branches, 43 ATMs and digital service channels that are expanding day by day.

92.84% of the Bank's capital is owned by Industrial and Commercial Bank of China Limited (ICBC)¹, and the free float rate is 7.16%. According to the share ledger records in the Bank's shareholding structure, Board Members, General Manager, Deputy General Managers and Assistant General Managers do not hold any shares.



ICBC Turkey's non-banking capital markets and investment services are provided by ICBC Turkey Yatırım Menkul Değerler A.Ş. (ICBC Turkey Securities), in which the Bank has a 99.9% share.

¹ The Bank's Qualified Shareholder is Industrial and Commercial Bank of China Limited.

Affiliates and Subsidiaries

ICBC Turkey Yatırım Menkul Değerler A.Ş. (ICBC Turkey Securities), 99.9% owned by ICBC Turkey, provides mergers and acquisitions (M&A) advisory, equity markets, syndicated loans, project finance, debt capital markets and capital markets brokerage services to domestic government institutions and organizations, financial institutions, corporate and individual clients through 20 Branches across Turkey with 25 years of expertise, and offers strategic partnerships with ICBC Group investment banks based in London and Hong Kong.

ICBC Turkey Securities also plays a role in acquisition finance transactions as well as project and structured finance transactions for the financing and refinancing of major infrastructure and energy investments. The Company plans to carry out its project finance activities with a sustainability perspective in order to mitigate the negative effects of climate change, one of the biggest problems of today, and for a cleaner tomorrow.

ICBC Turkey Securities plays an active role in coordinating syndicated loans and underwriting bond issues for public, bank and corporate clients, and provides research and sales reports as well as corporate guidance for international clients. The Company has been assigned as a market maker for Chinese Yuan/ Turkish Lira futures on Borsa İstanbul. With its subsidiary ICBC Turkey Portföy Yönetimi A.Ş. (ICBC Turkey Asset Management Company), the Company offers

mutual funds and portfolio management alternatives in different risk and return categories to individual and corporate customers and corporate portfolio management services to pension companies.



ICBC Turkey with Consolidated Figures

TL39.4 billion
Asset Size

56%
Increase in Total Asset Size

55%
Share of Loans in Total Assets

Operating Regions (Branches)

ICBC Turkey operates through its Head Office in Istanbul and 39 branches nationwide. In addition to branches, the Bank also offers banking services through its ATMs, internet, mobile and telephone branches



12.3%
Return on Equity

87.8%
Return on Equity increased by 87.8% compared to 2020

TL21.7 billion
Cash Loan Size

56.1%
Share of Renewable Energy Projects in Total Energy Projects Portfolio

934.9
MW
Installed Capacity of Financed Renewable Energy Projects

39
Number of Branches

43
Number of ATMs

821
Number of Employees

96%
Rate of Local Suppliers

100%
Rate of Resolution of Customer Complaints

18,075
hours
Employee Training Hours

95%
Rate of Employees Trained on Anti-Bribery and Anti-Corruption

52%
Rate of Female Employees

11.32
Employee Turnover Rate

19
Number of Awards Won

Awards

ICBC Turkey is proud to have completed 2021 with 19 awards.

19
awards

- International Banker Banking Awards organized by International Banker, the banking magazine of Finance Publishing “**Best Commercial Bank of the Year**” and “**Best Investment Bank of the Year**”
- Global Business Excellence Awards “**Outstanding Business**” Award for achievements in business management
- “**Golden Stevie**” award in two categories “**Banking**” and “**Financial Services**”
- 2020 Vision Awards organized by the League of American Communications Professionals (LACP) – A total of 12 awards (6 platinum and 6 gold) in the “**Commercial Banks and Diversified Financial Services**” categories
- Turkish Capital Markets Association, 6th TCMA Golden Bull Awards “**Intermediary Transactions Leader in Financing Procurement**”
- International Finance Awards – Skopje, North Macedonia Project/Most Innovative Brokerage House – Turkey 2020 Award



LACP VISIONS AWARD

2020 Vision Awards organized by the League of American Communications Professionals (LACP)
A total of 12 awards (6 platinum and 6 gold) in the “**Commercial Banks and Diversified Financial Services**” categories



STEVIE INTERNATIONAL BUSINESS AWARDS

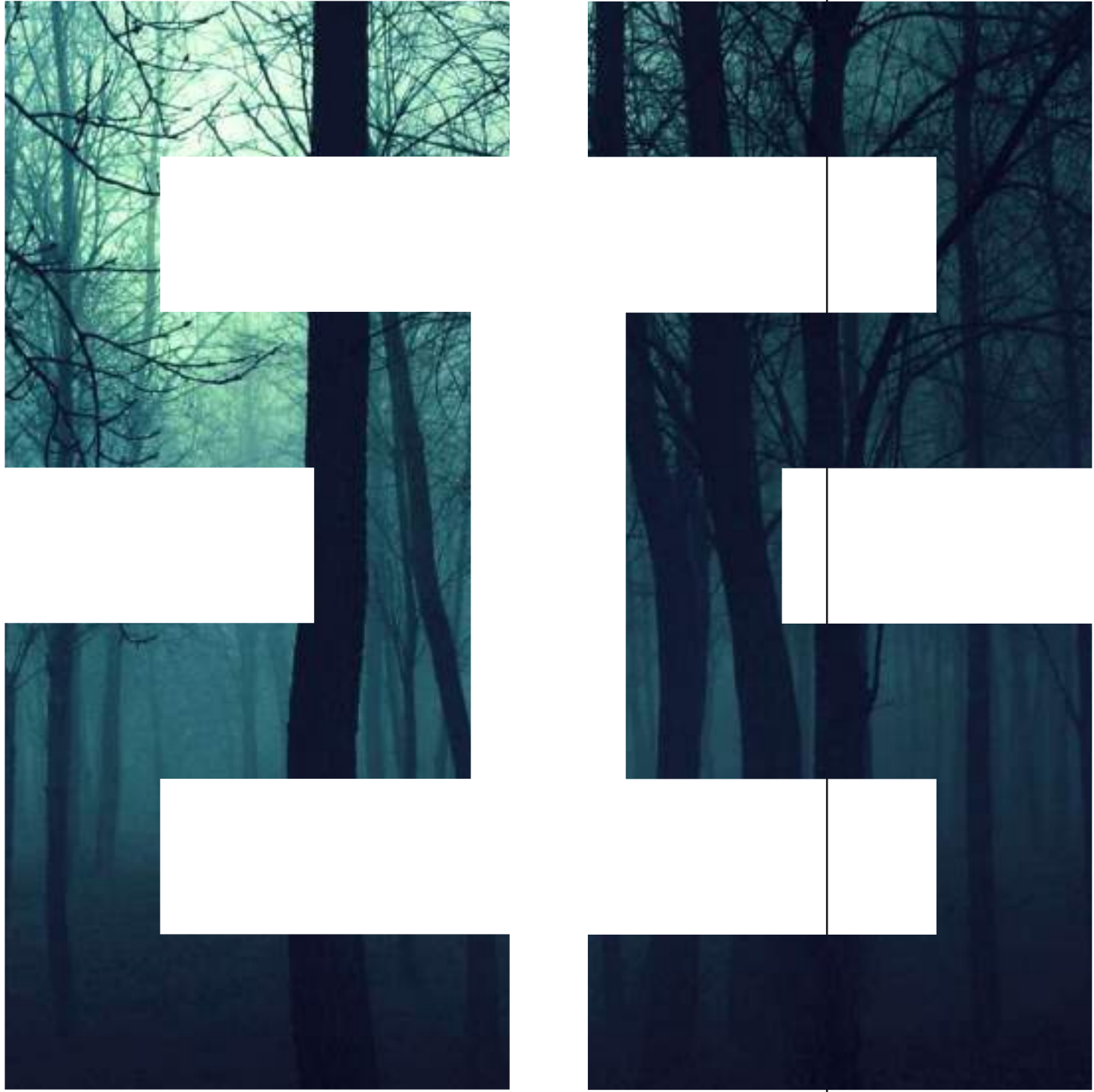
ICBC Turkey was named the winner of Gold Stevie Award in the **Company of the Year** category for medium size entity in the financial services in The 18th Annual International Business Awards
ICBC Turkey was named the winner of Gold Stevie Award in the **Company of the Year** category for medium size entity in the banking in The 18th Annual International Business Awards.



Global Business Excellence Awards
Outstanding Business

THE GLOBAL BUSINESS EXCELLENCE AWARDS 2021

Thanks to its successful business management practices, ICBC Turkey received the “**Outstanding Business**” Award at the Global Business Excellency Awards



02

THE VALUE WE ADD TO SUSTAINABILITY

ICBC Turkey Strategy and Corporate Governance

Responsible and Accountable Management Approach

At ICBC Turkey, corporate governance and corporate risk management practices are considered as a priority issue in order to provide innovative, fast, meticulous, high-quality and uninterrupted service by maintaining a solid balance sheet and strong capital structure within the framework of the international banking mentality, and to ensure a prudent and sustainable growth by minimizing the impact of global financial fluctuations through accurate risk definitions.

Adopting a transparent, responsible and accountable corporate governance approach, ICBC Turkey conducts corporate risk management with a strong structure. The Bank's risk management approach refers to the mechanism of organizing and balancing the responsibilities of the Board of Directors, the Board of Directors Risk Management Committee, senior management and affiliated risk committees and related units in decision-making, execution, supervision and reporting related to risk management. The Board of Directors of ICBC Turkey is ultimately responsible for corporate risk management and the Bank's comprehensive risk management framework is detailed in the Corporate Risk Management Regulation. The framework is established and developed to clearly specify the content to be reported to senior management and committees and the mechanism for handling significant events, to ensure smooth communication of risk information between senior management and departments and branches, to take risk preventive actions, to react immediately in case of any non-

compliance or deviation and to take effective measures.

Within the Corporate Risk Management framework, Board of Directors Risk Management Committee and Senior Risk Management Committee were established and their duties and responsibilities were identified. There are three sub-risk committees at the senior management level: Market Risk Committee, Credit Risk Committee and Operational Risk Committee. The leading departments that will carry out risk management activities in these committees and the responsibilities of these departments have been defined.

The risks identified at ICBC Turkey are generally market risk, interest rate risk, currency risk, equity position risk, commodity risk, specific risk, liquidity risk, loan risk, operational risk, concentration risk, country risk, strategic risk, reputation risk and business continuity risk. Numerical or non-numerical indicators have been established for all risk classes, and measurement and monitoring activities are carried out with these indicators. By assigning the responsibilities of risks within the organization to the relevant departments, more effective risk management is ensured.

The Bank has 3 lines of defense directly responsible for corporate risk management. Lines of defense operate under the possession of senior management and relevant units fulfill their responsibilities through committees.

ICBC Turkey believes in the importance of the effectiveness of internal regulations and practices in its approach to compliance with all relevant legislation, particularly the Banking Law. To this end, as a principle, it has adopted following goals.

- Preserving the Bank's reputation and the trust placed in it while conducting in its financial activities,
- Carrying out all activities in compliance with the Banking Law and other relevant legislation and organizing internal regulations, application instructions and procedures in compliance with the relevant legislation,
- Ensuring compliance of monitoring, reporting and control methods with laws and legal regulations,
- Ensuring that timely and accurate information and documents are provided to regulatory authorities,

- Making timely arrangements at the Bank for new legal regulations and amendments to the legislation,
- Pursuing a strong risk management approach to combat ethical violations and corruption and taking preventive actions through internal audits,
- Raising employee awareness on ethical violations and strengthening employee awareness through training activities.

The Bank holds its committee, Board of Directors, and General Assembly meetings digitally via e-BDS (e-Board of Directors System) and e-GAM (e-General Assembly Meeting System), without consuming any paper and by using e-signature. In this way, both waste generation and transportation-related carbon emissions are prevented, contributing to the reduction of the Bank's carbon footprint.



Ethics and Compliance

ICBC Turkey attaches importance to ensuring full compliance of its activities with the Banking Law and the legal regulations to which it is subject. The Bank regularly works to ensure that all activities, new transactions and products that it offers and plans to offer comply with the Banking Law and all relevant legislation, internal policies and rules and banking practices. In this regard, ICBC Group has a zero-risk tolerance approach and there are various mechanisms established in line with the instructions and regulations within this scope. The Bank includes criteria for legal compliance in the performance evaluation processes of departments and branches, and in the event of sanctions imposed on the Bank in this context, points are deducted in line with the criteria and conditions determined in the performance of the relevant departments and branches according to the results of the review and evaluation.

Policies, procedures and application instructions that include the legal and administrative obligations of the Bank and its personnel and the regulations made by the law and the institutions authorized by the law are issued and a risk culture is created in the Bank and the personnel are informed.

A compliance program is in place to ensure that the Bank and its staff are fully aware of and fulfill their legal and administrative obligations in the fight against money laundering and financing of terrorism. The compliance program includes measures to establish corporate policies and procedures, risk management, monitoring and control activities, training and internal audit. It covers the activities of all departments, units and branches of the Bank as well as foreign branches, agencies, representative offices and similar affiliated units.

Important activities carried out by the Internal Control and Compliance Department within the scope of managing legal compliance are as follows:

- Changes in legislation, regulations and related legal documents are monitored on a daily basis and the relevant departments and branches are informed about the changes.
- Opinions are given to ensure that the Bank's activities comply with the legislation, internal policies and banking practices and control activities are carried out in this context.
- Internal documents such as policies, regulations, application instructions, workflows, etc. that are prepared or amended are reviewed and commented on before they are published.
- Projects in the categories of new regulations, legislative changes, new products or high-risk categories developed by Departments/Centers and enact the project request and tracking application are examined and projects deemed appropriate are approved through the application for further progress.
- Official letters from regulatory authorities and public institutions are followed up and sent to the relevant departments.
- Efforts are carried out to respond to the letters received from official institutions in a timely manner.
- Control activities are carried out to ensure that new or changed regulations are implemented in a timely manner, actions taken by the relevant departments are monitored, departments are informed, and support is provided in cases of doubt.
- Effective and healthy communication is established with regulatory authorities, and information provided by these institutions is shared with the relevant departments and branches.
- Researches are conducted and opinions are given on a wide range of legislative, compliance and anti-money laundering issues about which ICBC Turkey's Head Office departments and units and branches might have doubts.

ICBC Turkey Code of Ethics, which is a guideline on the principles and working order that the Bank's employees must comply with while performing their duties, is

available on the Bank's corporate website, accessible by all stakeholders. In addition, in line with its corporate governance approach, the Bank adopts the "Banking Code of Ethics" published by the Banks Association of Türkiye and acts in accordance with these principles in all business processes.

ICBC Turkey, which has a well-established accountability mechanism, can take swift action in the event of a violation of its ethical principles to resolve the issue urgently. The Bank has a whistleblowing hotline where ethical violations and suspicious incidents identified or witnessed can be reported directly. People who wish to make a notification can send an e-mail to ihbar@icbc.com.tr. In cases where an ethical violation is detected, a disciplinary investigation may be initiated and the process is carried out in line with the rules set out in the Disciplinary Board and Disciplinary Penalties Regulation.

Notifications submitted through the ICBC Turkey Whistleblowing Hotline directly reach a limited number of personnel working at the Internal Audit Department and Internal Control and Compliance Department, and each notification is meticulously examined. The identity of the reporting personnel is kept strictly confidential. In addition, employees can also communicate such incidents to the management of their units and/or to the Internal Control and Compliance Department personnel and the Internal Audit Department through verbal, written or telephone channels.

The Bank's internal communication network, information messages and trainings organized by the Internal Control and Compliance Department remind employees about the whistleblowing hotline and ethical violation notifications. The Company pays utmost attention to the measures taken by the Internal Audit Department and the Internal Control and Compliance Department to combat all kinds of corruption, including extortion and bribery, through on-site and remote audits and control activities, and has established mechanisms to evaluate complaints that may arise in this direction.

In addition, for the audits carried out by the Internal Audit Department, the risk level is measured every year on the basis of the line of activity and a risk assessment matrix is prepared according to these measurements. Within the framework of the risk assessment matrix prepared, the areas to be audited are determined and the risk of fraud is also taken into account when determining the checkpoints in these areas. Therefore, necessary assessments are made regarding these risks during the audits included in the audit plan and at the checkpoints identified during the audits. The Internal Audit Department reports its activities to the Audit Committee on a quarterly basis.

The Internal Control and Compliance Department reports to the Bank's Board of Directors and the Board of Directors Risk Management Committee and Audit Committee 4 times a year, every quarter. The reporting also includes legal compliance efforts. In addition, the Internal Control and Compliance Department prepares an Annual Report and submits it to the Board of Directors Risk Management Committee and an annual Anti-Money Laundering (AML) Report is prepared and submitted to the Board of Directors.

Together with the Bank's Articles of Association, Ethical Principles and Personnel Regulation, the ICBC Turkey Bank A.Ş. Conflicts of Interest Policy have been prepared and published in the internal document management system database accessible by all employees in order to provide guidance on preventing possible conflicts of interest that may arise within the Bank and managing those that cannot be prevented. This document addresses the policy principles on preventing and managing conflicts of interest in a holistic sense, the basic principles determined for the effective implementation of the Bank's conflict of interest policy, conflicts of interest arising from capital market activities, measures to prevent conflicts of interest, resolution of conflicts of interest and similar issues. In addition, no amendments were made to the Bank's Articles of Association in 2021 and there are no significant lawsuits filed against the Bank.

ICBC Turkey uses a scenario-based AML compliance program. Alerts generated by the program are meticulously examined and the transactions subject to the alerts are reviewed within the scope of monitoring and control activities for the prevention of laundering proceeds of crime and financing of terrorism. When necessary, branches or units are contacted for detailed information on the nature of the transactions, the risk profile of the client and the funding sources on which the transactions are based. Transactions that arouse suspicion that they may be linked to all kinds of corruption, including extortion and bribery, are reported to MASAK through the Suspicious Transaction Notification Form. The Bank provides trainings on combating “Laundering Proceeds of Crime and

Financing of Terrorism” in order to raise the awareness and consciousness of its employees on the subject.

Believing that one of the elements of the continuity of a strong corporate governance is employees who are aware of responsible and accountable business conduct, ICBC Turkey provides “Corporate Culture” training on business ethics to bank employees. In support of this approach, it also provides Fraud Risk Awareness Training, Prevention of Laundering Proceeds of Crime and Financing of Terrorism Training, Business Continuity Information Training, Personal Data Protection Law Training, Risk-Sensitive Jobs Training, Information Security Training, ATM Usage and ATM Security Training.

Anti-Bribery and Anti-Corruption Trainings

	2019	2020	2021
Number and ratio of senior executives trained in 2021 (number-%)	75 (100%)	108 (100%)	163 (100%)
Number and ratio of employees trained in 2021 (number-%)	1.684 (92%)	2.803 (92%)	3.982 (95%)

Sustainability Management at ICBC Turkey

Aware of the responsibility of financial institutions in entrusting a livable planet to future generations, ICBC Turkey considers sustainability as an integral part of its way of doing business. In light of this perspective, it focuses on creating value for its customers, shareholders, subsidiaries, employees and all other stakeholders, ensuring the integration of the sustainability approach in all its processes and setting its long-term goals in line with the principles of sustainable growth.

The Bank, which takes care to carry out all its activities in accordance with international sustainability standards, considers contributing to the country’s transition to a low-carbon economy and supporting all stakeholders in this regard by taking into account the environmental,

social and economic impacts of climate change as a whole and handles it together with all relevant laws and legal regulations.

During the reporting period, the Bank implemented the Sustainability Management System by signing an important sustainability project and outlined its mission, which is based on the principles of environmental protection, human rights, social welfare and good governance, under “Sustainability Policy”. Under the Sustainability Management System, a sustainability governance structure reporting to Board of Directors has been established where the Bank’s sustainability performance is regularly monitored, areas for improvement are identified and continuously enhanced.

ICBC Turkey evaluates its responsibilities within the framework of its strategic goals and monitors climate-related risks and opportunities. In line with its sustainability approach, the Bank considers the interests of all stakeholders and aims to ensure integration with the local

community and increase welfare while being part of the solution in combating environmental problems. In its Sustainability Policy, the Bank commits to continue its sustainability activities uninterrupted in order to contribute to a livable future.



ICBC Turkey has established a Sustainability Committee under the leadership of senior management to discuss and implement the decisions to be taken within the scope of the effective management of environmental, social and economic issues and the sustainability strategy of the Bank. The Sustainability Committee carries out all its environmental, social

and governance (ESG) studies in accordance with the current governance structure. In addition, the Bank has a Sustainability Coordinator and Sustainability Working Groups responsible for the implementation of the necessary activities in line with the decisions taken by the Sustainability Committee.

ICBC Head Office’s Sustainability Approach

ICBC Head Office has taken new steps to improve its corporate governance and established the Green Finance Committee in 2020 to manage the green finance organization more effectively and enhance its capacity to manage environmental and social risks. The Green Finance Committee reviews Bank-wide green finance reports, policies and systems, systematizes green finance practices and optimizes evaluation mechanisms. With the participation of 23 member departments, the Committee holds meetings to review green finance reports, policies and rules, systematically

organize the green finance task force, optimize the evaluation mechanism and strengthen green loan assessment. ICBC Group supports many projects and creates sustainable value with sustainable products such as green loans and green bonds. With the aim of becoming one of Turkey’s banks offering green loans, ICBC Turkey decided to establish a Green Finance Committee, following the lead of the ICBC Head Office, and accordingly determined the objectives and working conditions of the Committee.

Sustainability Material Topics of ICBC Turkey

The focal points of ICBC Turkey's sustainability strategy are shaped in line with the economic, social and environmental impacts that arise as a result of its operations and throughout its value chain, as well as the expectations of its stakeholders.

ICBC Turkey has identified its material issues by bringing together the Bank's vision and mission, values, policies, strategy and objectives with the views of the stakeholders it interacts with and environmental, social and governance focus areas. In the process of identifying material issues, corporate strategies, leading organizations in the sector in terms of sustainability, global trends, international sustainability frameworks (GRI Standards, CDP, TCFD, SASB, UN Sustainable Development Goals, UN Global Compact, etc.), World Economic Forum

(WEF) Global Risks Report, United Nations Principles for Responsible Investment (UN PRI) and sectoral practices were examined and a wide universe of topics was created. Subsequently, 15 material issues that are linked to ICBC Turkey's strategic areas were identified.

The issues identified were presented to employees and senior management for evaluation through an online survey. In the survey, the relevant issues were scored by stakeholders according to their levels of materiality, and a materiality matrix was created based on the feedback received from the stakeholders.

The matrix is classified as priority, high priority and very high priority. According to this classification, 6 issues are considered as very high priority issues:

		Employee Satisfaction and Employee/Human Rights
  		Diversity, Equal Opportunity and Non-Discrimination
		Digital Transformation and Digital Banking Applications
		Customer Satisfaction
 		Training, Talent Management and Capacity Building
 		Ethics, Compliance and Anti-Corruption

Materiality Matrix



ICBC Turkey presents below the strategy of the sustainability-linked material issues identified through stakeholder analysis, which SDGs they serve and in accordance with the GRI reporting framework.

Material Issue	Materialization Strategy	Related SDGs
Employee Satisfaction and Employee/Human Rights	Employee satisfaction and human rights have an important role in increasing employee commitment to the organization.	
Diversity, Equal Opportunity and Non-Discrimination	Equal opportunity and diversity practices contribute positively to corporate sustainability as they improve corporate culture and increase employee motivation.	  
Digital Transformation and Digital Banking Applications	The convenience that financial institutions provide to their customers in the field of digitalization also increases customer satisfaction and being competent on digital platforms has a direct impact on the sustainability of institutions.	
Training, Talent Management and Capacity Building	In this period of rapid change and transformation, working with a highly motivated, talented and qualified workforce provides organizations with competitive and reputational advantages.	 
Ethics, Compliance with Laws and Anti-Corruption	Working rules with "integrity" and "honesty" at the core constitute one of the building blocks of a sustainable business model.	 
Financial Inclusion	The existence of a financial system that enables economically weak and disadvantaged members of society to access and use financial products contributes to social welfare.	 
Financial Literacy	Providing financial literacy trainings and awareness-raising activities to bank customers is very important both for the effective management of corporate assets and for creating a more financially conscious customer base.	  

Combating Climate Change and Financing

Financial institutions taking initiatives to reduce their own environmental footprint, as well as supporting investments such as renewable energy, energy and resource efficiency, sustainable production, waste management and innovation, and effective cooperation with national and international funders are crucial to tackling the climate crisis.



Corporate Social Responsibility

The Bank's social responsibility projects directly support economic, environmental and social issues and create sustainable value.



Corporate Governance and Effective Risk Management

The Bank follows a transparent and accountable business conduct model within the framework of fair competition in a way that does not harm the interests of the beneficiaries and the public. Additionally, in order to achieve the objectives of the administration, it systematically identifies and assesses risks at all levels with a specific methodology and takes measures to mitigate the effects of risks.



Customer Satisfaction (Business and Service Development/Quality)

It is very important for institutions to offer innovative services in a way to meet customer demands and in line with evolving/ changing needs, and especially to provide new products/ financial services with a sustainability theme.



Stakeholder Relations and Stakeholder Management

Including stakeholder relations in the core business of the organization and integrating stakeholder expectations into the management strategy is crucial for the sustainability of the organization.



Capital Adequacy and Financial Performance

It is important for banks and their stakeholders to ensure that banks continue their operations with a sound financial structure and to prevent losses to account owners.



Environmental Social Risk Management in Responsible Financing and Lending Processes

The Bank adopts a responsible lending approach that includes the measurement/management of environmental and social risks of all investment projects, compliance with environmental regulations, efficiency, biodiversity, occupational health and safety, and banking that respects human rights.



Development of Sustainable Products

Investor interest in sustainability-themed debt instruments (green and sustainable bonds) and green loans is increasing day by day. Banks' offering products that contribute to sustainable growth also increases customer satisfaction and trust in the bank.



Contribution to Sustainable Development Goals

The Sustainable Development Goals (SDGs) are defined as a call to action with 17 universal targets with integrated economic, environmental and social impacts applicable to countries at different levels of development to address global challenges. It is crucial that actors such as governments, the private sector, academia and civil society organizations work in rigorous collaboration to develop a national agenda and formulate new policies in this framework by 2030. Considering its knowledge and funds, the financial sector plays an important role in achieving the Sustainable Development Goals.

ICBC Turkey has also conducted a comprehensive analysis in order to be part of the solution to these global and regional challenges. With this analysis and the assessments made in the light of its strategic vision, the Bank has identified the SDGs to which it contributes directly and to which it aims to contribute. The SDGs that the Bank prioritizes in its sustainability vision are as follows:

4
QUALITY
EDUCATION

Education is key to the realization of many sustainable development goals. ICBC Turkey believes that quality education is crucial for reducing inequalities, ensuring gender equality and enabling people to live healthier and more sustainable lives. For this reason, the Bank both invests in the development of its own employees' competencies and contributes to the quality of education in the country through corporate social responsibility projects.

7
AFFORDABLE AND
CLEAN ENERGY

Sixty percent of greenhouse gases, which are one of the main factors causing climate change, are emitted into the atmosphere during energy production processes. Clean energy is therefore of great importance in the fight against climate change. At the same time, accessible and reliable energy is needed for smooth daily human life and equitable development. ICBC Turkey supports the transition to a zero carbon economy and focuses on providing financing for renewable energy investments.

8
DECENT WORK
AND ECONOMIC
GROWTH

Sustainable employment is crucial for the elimination of poverty and sustainable development. ICBC Turkey believes that the job opportunities to be created should be worthy of human dignity, productive, fairly remunerated, and provide a healthy and safety environment and social protection opportunities. The Bank develops various products and services to ensure economic prosperity for the whole society and to provide access to financial services for disadvantaged groups.

9
INDUSTRY, INNOVATION
AND INFRASTRUCTURE

The impact of industrialization on sustainable development and technological progress is one of the biggest factors paving the way for economic and social development. ICBC Turkey emphasizes supporting green industries, investing in scientific research and innovation, and makes a difference with the importance it attaches to digital banking.

10
REDUCED
INEQUALITIES

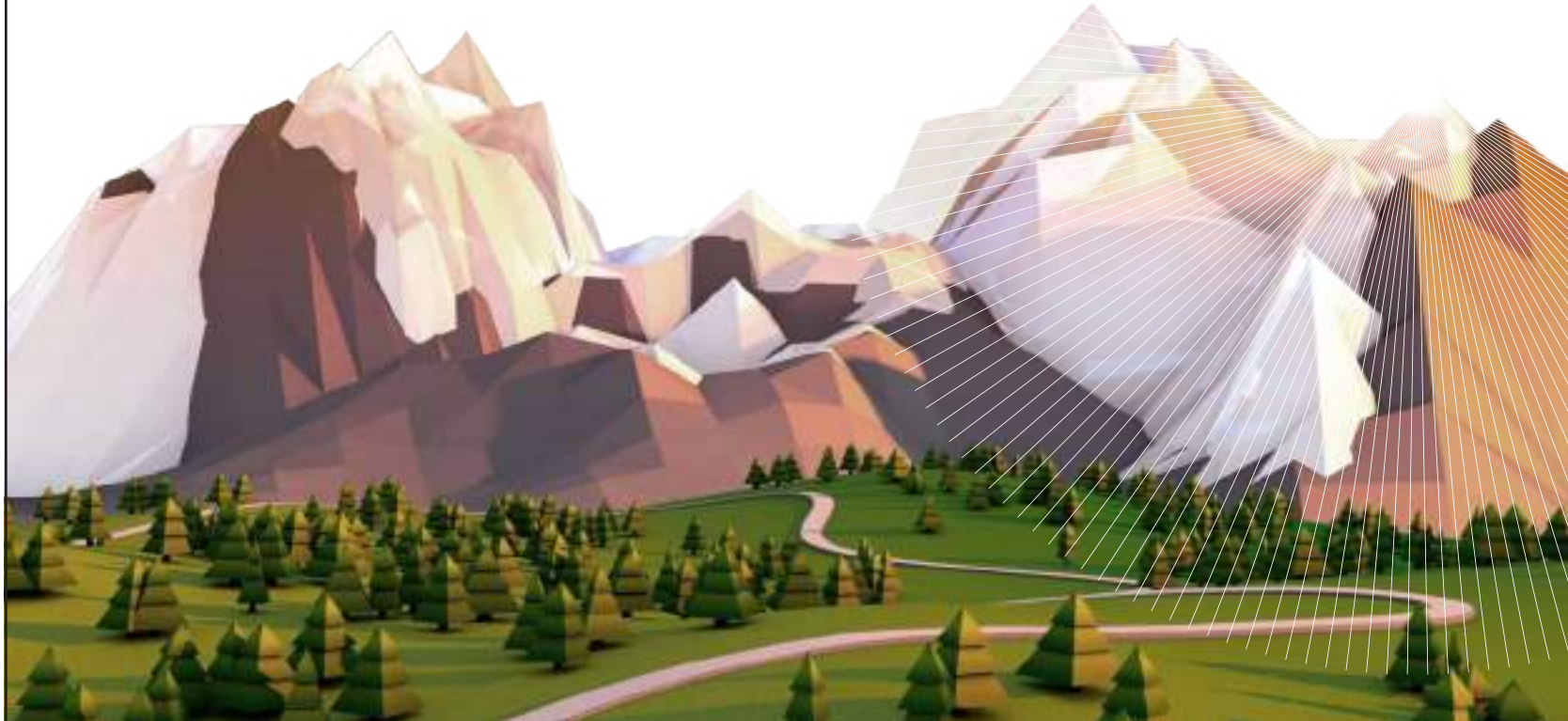
Income inequality is a global problem that demands global solutions. It is necessary to support the participation of all individuals in the economy, regardless of gender, race and ethnicity, to strengthen equal opportunities in all areas, in particular in education and employment, and to promote investment and development assistance. ICBC Turkey stands against all forms of discrimination and promotes equal opportunities throughout the entire value chain, especially in its own operations, in order to create sustainable value, and supports the reduction of inequalities through corporate social responsibility projects.

13
CLIMATE
ACTION

Extreme climate events and rising sea levels affect people's lives in both developed and developing countries. Greenhouse gas emissions have increased by 50% compared to 1990 levels. Given the financing it provides, the financial sector has an important role to play in reducing emissions and protecting natural resources and habitats. ICBC Turkey monitors its corporate carbon footprint and takes steps to improve it, considers the impacts of climate change in the products and services it develops and meticulously analyzes environmental social impacts in its lending processes.

16
PEACE, JUSTICE AND
STRONG INSTITUTIONS

ICBC Turkey believes in the importance of promoting peaceful and inclusive activities, ensuring access to justice for all and building effective, accountable and inclusive institutions at all levels for sustainable development.



Sustainable Financial Structure and Responsible Finance

ICBC Turkey successfully continued its profitable and sustainable growth strategy in 2021 and strengthened its position in the sector in terms of loan volume, deposits and equity size. The Bank's consolidated assets increased by 56% year-on-year from TL 25.1 billion to TL 39.4 billion, while the share of loans in total assets reached 55%. In addition, the Bank's consolidated return on assets and consolidated return on equity were materialized at 0.36% and 12.3%, respectively.

With its vision of being a responsible corporate citizen, ICBC Turkey directly contributes to society, the environment and the economic development of the country in which it operates through its financing instruments. As a result of this contribution, the Bank's cash loans increased by 53% year-on-year to TL 21.7 billion.

ICBC Turkey aims for development that creates environmental and social impact and provides value for all stakeholders. Thanks to the lending criteria shaped in the light of the current strategy and the effective risk management approach, the Bank's non-performing loans ratio continued to remain below the sector average as in previous years and was materialized at 0.20%. ICBC Turkey aims to provide high-quality green finance services to customers' green finance instruments and investment needs by implementing ICBC Group's green finance strategies. The Bank is committed to serving common interests of stakeholders in economic and social development, promoting sustainable economic development and social progress, developing core

values such as "Integrity, Humanity, Prudence, Innovation and Excellence", and maximizing comprehensive value to economy, environment and society. With the aim of being the door for Chinese investors to Turkey and supporting green finance projects, ICBC Turkey has taken goodwill steps in cooperation with all its subsidiaries around the world to realize many projects with high economic added value and has committed to the mission of strengthening the strategic position of the country in the future.

ICBC Turkey is always reviewing and improving its policies and management processes in order to promote sustainable finance, actively support the development of green industries, strengthen the prevention and control of environmental and social risks, and ensure economic development.

In order to ensure that the sustainable profitability approach is internalized throughout the Bank, meetings are organized with ICBC Turkey's Head Office employees and branches on an ongoing basis. In these meetings, the Bank's position on the issue is discussed and action plans are formulated.

ICBC Turkey also observes environmental social responsibility in its customer communications. In line with the Bank's involvement in green finance projects, intensive contact is established with customers, and Bank customers can also cooperate with other ICBC organizations abroad within the scope of the "One ICBC, One Family" approach.

ICBC Turkey successfully maintained its profitable and sustainable growth strategy in 2021 and strengthened its position in the sector in terms of loan volume, deposits and equity sizes.

56%

The Bank's consolidated asset size increased by 56% compared to the previous year.

TL 39.4 billion

The Bank's consolidated assets increased from TL 25.1 billion to TL 39.4 billion.

55%

The share of loans in total assets reached the level of 55%.

0.36%

Consolidated return on assets of the Bank.

TL 21.7 billion

The Bank's cash loans increased by 53% compared to the previous year and reached TL 21.7 billion.

12.3%

Return on Equity



GRI 103-1, 103-2, 103-3, 201-1, 201-2

Climate Change Vision and Adaptation Strategy

On October 5, 2021, with the Paris Climate Agreement, which enacted unanimously in the Turkish Grand National Assembly, efforts to combat climate change have gained momentum in Turkey. ICBC Turkey also aims to be a responsible corporate citizen by combining the contribution to the Turkish economy in its financing decisions and the economic and social welfare awareness adopted within the scope of ICBC Group's international development strategy. The Bank has adopted a sustainable development and development-oriented perspective with the aim of leaving a clean tomorrow for future generations. It continues its efforts to support environmentally sensitive activities, monitor the environmental performance of the investments it lends to and contribute to the low carbon economy.

ICBC Turkey believes that green finance plays an important role in combating climate change,

transition to a low-carbon economy and community development. The Bank internalizes green finance as a fundamental principle of its operations and development and aims to be a leader not only in terms of the quantity of green loans but also in terms of their quality.

ICBC Turkey has a responsible lending approach that takes sustainability principles into account in its lending processes and provides financing to projects that comply with these principles. To this end, the Bank continues its efforts to systematically align its investment and financing structure with sustainability, actively support the development of green finance in key areas, pursue innovations in green investment and financing products, and strengthen the environmental and social risk management of financing.

Breakdown of Loans Disbursed Within the Scope of Renewable Energy

TYPE	NUMBER OF PLANTS	PROJECTS	TOTAL INSTALLED CAPACITY (MW)	ELECTRICITY GENERATION AMOUNT (KWH)	LOAN AMOUNT (USD)
HPP	7	3	518.7	1,244,126,704	127,380,000
WPP	20	1	100	283,381,223	33,000,000
GPP	8	1	259.9	1,776,730,000	30,000,000
SPP	13	4	56.3	135,420,507	57,619,062

ICBC Turkey analyzes the environmental and social impacts of its activities with the Environmental and Social Impact Analysis Report during project evaluation processes and works with international financial institutions on fund transactions that emphasize green finance.

In the processes of investment and financing transactions of corporate customers, "Green Classification" approach was initiated in accordance with ICBC Group instructions as of the end of November 2021. In order to measure the sustainability risk status of corporate clients' investment and financing transactions, four classifications are made: "Environmentally Friendly Category, Environmentally Qualified Category, Observation Category, Remediation Category". This classification aims to strengthen the green finance structure, identify and prevent environmental and social risks that may be encountered in investment and financing transactions.

ICBC Turkey monitors its impact and prepares a Post Loan Management Report for long-term loans. In this context, the process is monitored in coordination by the relevant teams and technical and operational audits are carried out in large-scale projects.

ICBC Turkey works as a supporter of the sector in the transition to a low carbon economy by providing medium- and long-term finance required by green production, circular economy and renewable energy concepts. The installed capacity of renewable energy projects currently financed by the Bank is 934.9 MW.

To support projects in the renewable energy sector:

- In 2021, a total of TL 500 million in financing was provided and a total of 900 MWh of electricity is anticipated to be generated from renewable energy sources as a result of these investments.
- The Bank brought together Turkish and Chinese investors in the supply of renewable energy equipment and contributed to the growth of foreign trade volume between the two countries. It works diligently to reduce its corporate carbon footprint as part of the fight against climate change and encourages the transition to sustainable practices by monitoring not only the impact arising from its own operations but also the impacts along the value chain.

ICBC Turkey develops various practices to reduce paper use and recycles the paper used in the building. In addition, plastics from the consumed drinking water are collected at a single point for recycling.

Support to Reducing the Bank's Paper Consumption with E-Letter of Guarantee

In the reporting period, the Bank transitioned to "e-letter of guarantee" and the system started to be implemented in all branches. E-letter of guarantee requests will be met on the Bank's platform and the volume of letters of guarantee will be increased. Thanks to this good practice, paper consumption was reduced, forests were protected and the Bank's waste footprint was reduced.



Community and Stakeholder Relations

Sustainable Value Chain

Stakeholder Relations

ICBC Turkey aims to create sustainable value while determining its business strategy and priorities and attaches importance to the feedback of its stakeholders. To this end, the Bank adopts an open, honest and transparent communication strategy and utilizes various methods and communication channels to manage stakeholder relations. The Bank provides information to its employees, all business partners, investors and stakeholders in accordance with the legislation, simultaneously and equally, and details this approach in its Disclosure Policy.

ICBC Turkey attaches importance to establishing collaborations with stakeholders for the common goals and problems of all humanity, and carries out a meticulous, transparent, responsible and accountable communication process with all stakeholders, especially employees, customers and suppliers. In this way, the Bank evaluates opinions and feedback and develops and improves its value proposition.

Stakeholder Communication Channels

STAKEHOLDERS	COMMUNICATION METHOD	COMMUNICATION FREQUENCY
 EMPLOYEES	Sustainability report, Annual report	Once a year
	Interim reports	3 times a year
	First Half-Year performance report	Once a year
	Meetings and trainings	Regularly
	Digital communication tools	Continuous
	Digital training programs	Continuous
	E-mail, phone and face-to-face meetings	Continuous
	Committee meetings	Regularly
	In-house publications	Continuous
	Announcements and notifications	Continuous

 CUSTOMERS	Sustainability report, Annual report	Once a year
	Interim reports	3 times a year
	First Half-Year performance report	Once a year
	ICBC Turkey corporate website	Continuous
	E-mail, phone and face-to-face meetings	Continuous
	Periodic customer visits and meetings	Regularly
	Customer Satisfaction requests	Continuous
 SUPPLIERS	Comments submitted via the app	Continuous
	Sustainability report, Annual report	Once a year
	Interim reports	3 times a year
	First Half-Year performance report	Once a year
	E-mail, phone and face-to-face meetings	Continuous
	Corporate website	Continuous
	Meetings	Regularly
 PUBLIC INSTITUTIONS AND LEGISLATIVE BODIES	Sustainability report, Annual report	Once a year
	Interim reports	3 times a year
	First Half-Year performance report	Once a year
	E-mail, phone and face-to-face meetings	Continuous
	Public Disclosure Platform (KAP)	Continuous
	ICBC Turkey corporate website	Continuous
	Meetings and conferences	Regularly
 AFFILIATES	Audits	Regularly
	Periodic reporting	Continuous
	Sustainability report, Annual report	Once a year
	Interim reports	3 times a year
	First Half-Year performance report	Once a year
	E-mail, phone and face-to-face meetings	Continuous
	ICBC Turkey corporate website	Continuous
	Internal correspondence	Continuous
	Online meetings	Continuous
	Digital communication tools	Continuous

Responsible Procurement Approach

ICBC Turkey considers sustainability in the supply chain as a key factor in creating value. The adoption of a responsible supply chain approach by all suppliers and their compliance with environmental, social and ethical principles constitute the basic building blocks of sustainable supplier management.

The Bank acts fairly, honestly and impartially in supplier selection processes and takes into account environmental and social criteria. In these processes, criteria such as ISO standards, food codex, environmental management system, environmental awareness and LEED certificates held by suppliers are

taken into consideration. Compliance with internal procedures and regulations is sought in supplier selections, and necessary measures are taken to minimize risks. In addition, the environmental and social performance of suppliers is periodically monitored and evaluated.

ICBC Turkey attaches importance to working with local suppliers to support the sustainability of its operations and local development. As of 2021, the Bank's local supplier ratio is 96%.

Number of Suppliers

	2019	2020	2021
Total Number of Suppliers	143	144	614
Number of local suppliers (domestic)	138	138	593
Number of overseas suppliers	5	6	21
Ratio of local suppliers (%)	96.5%	95.8%	96.58%
Purchasing ratio of local suppliers (%)	95.42%	96.3%	93.84%

* The reason for the numerical difference compared to the previous year is that the records for 2021 are kept in more detail.

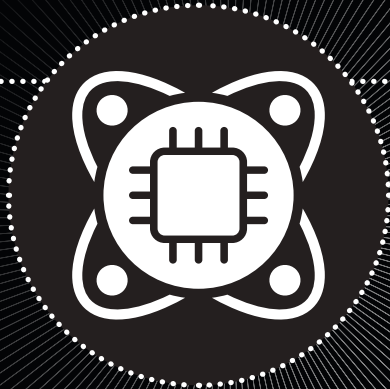


Digitalization and Innovation

Digital Transformation

With the pandemic, access to information and transaction facilities without physical contact has gained importance, customer expectations have shifted in a rapidly changing world and the demand for digitalization has increased. ICBC Turkey's priority is to ensure that the needs of consumers are best met and to create a business model that is compliant with

legislation and financial service providers. Accordingly, the "Digital Banking Strategic Development Plan 2021-2023" was created and the ICBC Turkey Digital Transformation Project was launched in 2021. The Bank aims to increase the harmony between its online and offline channels and to provide customer-oriented service regardless of the channel used.



Financial Technology

ICBC Turkey prioritizes financial technologies in improving its operations and management. The Bank adopts ICBC Group's "First Ranked Retail Bank" strategy, which focuses on enhancing digital transformation through financial technology, improving service level and product range, realizing proper market orientation and building characteristic retail business, and aims to enhance existing structures with innovative systems. In 2021, with the effects of the ongoing pandemic, the Financial Technology Department focused more on digitalization and set its strategic goals as "the development of Retail

and Commercial Banking, Mobile and Internet Banking, remote customer acquisition, and regulatory and loan operations".

In light of these strategic goals, the Financial Technology Department carried out 40 different projects related to the information system infrastructures of seven departments in 2021. With the completion of these projects, the Bank's IT infrastructure was improved, digital banking services were enhanced, compliance with new regulations was ensured and the Bank's operational functionality was improved.

ICBC Turkey's Digitalization and Digital Banking Practices in 2021:

In 2021, the QR Code feature was added to the ICBC Turkey Mobile Branch. With this application, customers can withdraw and deposit money from ICBC Turkey and other bank ATMs and make payments from POS devices. Moreover, new customers are offered the opportunity to make payments without the delivery of a plastic card.

ICBC Turkey Credit Card with contactless feature is now available to customers.

The VDI (Virtual Desktop Infrastructure) project will provide Bank employees with the necessary environment for daily operations where VPN service cannot be provided. The project is intended to be rolled out to all employees in the first quarter of 2023.

CHINEX continues to offer a 50% discount on money transfer costs for students studying in China and Chinese students studying in Turkey.



Information Security

Information security and cyber security issues have come to the fore with digitalization activities. Banks' information assets can be threatened by cyber-attacks. Therefore, ensuring information security is of critical importance. ICBC Turkey analyzes threats within the scope of information security infrastructure works, conducts improvement works to increase the security of existing systems and tries to ensure that risk mitigating checkpoints are established. In addition, it identifies potential risks and takes precautions by having independent firms perform penetration tests and DDOS tests. The Information Security Committee and the Information Security Officer are responsible for ensuring information security management based on national and international standards and best practices. The Financial Technology Department and the Information Risk and Security Department monitor the compliance of information risk and security activities with laws and standards. Regular trainings and announcements are also used to raise the awareness of the Bank's personnel and service providers.

Within the scope of evaluating compliance with the legislation; Regulation on Information Systems and Electronic Banking Services of Banks, Regulation on Independent Audit of Information Systems and Business Processes, Banking Law No. 5411, Regulation on Procurement of Support Services by Banks, Regulation on Internal Systems and Internal Capital Adequacy Assessment Process of Banks, Law on the Protection of Personal Data, and Communiqué on Procedures and Principles for the Establishment, Duties and Work of Teams Combating Cyber Incidents are taken into consideration; and the Internal Audit Department, Internal Control and Compliance Department and external auditors regularly perform information technology audits and periodic controls. Controls over the reliability and continuity of electronic data processing are also audited, compliance with legislation is assessed to prevent risks, and activities are carried out to improve checkpoints to ensure compliance.



Customer Satisfaction and Segment-Based Evaluation

ICBC Turkey considers customer satisfaction and service to the real economy as its strategic priority. With its responsible banking approach and the importance it attaches to digital technology, the Bank maximizes the customer journey experience and constantly reviews and improves all business processes. ICBC Turkey offers ICBC Group's innovative financing models to its customers in a way that meets the requirements of Turkish markets.

Customer Satisfaction and Feedback

At ICBC Turkey, the customer satisfaction process covers all the processes carried out in relation to directing, responding and reporting the suggestions, requests, complaints and satisfaction notifications communicated through stakeholders to the relevant units.

ICBC Turkey monitors customer feedback through various channels. Notifications submitted by customers via the Bank's website, telephone branch, Branches, e-mail, official institutions and organizations are meticulously examined; in case of any complaint, the root cause of the problem is investigated, preventive actions are taken and the problem is resolved.

Customer Complaint Data

	2019	2020	2021
Total number of complaints	555	418	408
Number of closed/resolved complaints	555	418	408
Average resolution time (days)	1.8	2.7	2.7
Resolution time target	2 working days	2 working days	2 working days

Project and Cross-Border Financing

ICBC Turkey offers high value-added, employment-creating innovative financing models to maintain its solid financial structure and achieve sustainable profitability targets. In 2021, the Bank has taken goodwill steps in cooperation with all its subsidiaries around the world to undertake many projects that play a role in the country's development and have high economic added value in order to be the door to Turkey for Chinese investors and to support green finance projects. It is committed to strengthening Turkey's strategic position in the years to come.

Aware of its responsibilities in the fight against climate change, ICBC Turkey aims to further diversify its existing renewable energy portfolio, rapidly increase its green investments and support sustainable finance in the transition to a sustainable economy. By the end of 2021, financed renewable energy projects represented 30% of the total portfolio in terms of number, while the share of renewable energy projects in the total energy project portfolio reached 56.1%. In addition to financing various renewable energy investments such as hydroelectric, wind, and solar, the Bank also finances real estate, port and highway projects, supporting infrastructure and contributing to the development of the country.

In the last few years, the country's resources have started to suffer due to low rainfall caused by climate change. In order to mitigate the impact of climate change on our country, ICBC Turkey, together with other lenders IFC and EBRD, restructured the USD 40 million loan of the 78 MW Karacaören I&II Hydroelectric Power Plants Project, which is of strategic importance in terms of minimizing the devastating effects of the drought experienced throughout Turkey, especially in Burdur, the project region, and supporting renewable energy resources.

Since 2015, 17 projects with a total limit of USD 1.28 billion have been financially closed, and the total number of customers of the department as of the end of 2021 is 109. Following the financial closure of the projects, project loans are meticulously monitored by the Project and Cross-Border Finance Department. The financials of borrower and sponsor companies are regularly reviewed and analyzed.

ICBC Turkey provided a EUR 15 million working capital loan to BOTAŞ, one of Turkey's leading energy providers, to

finance existing gas purchase contracts to provide energy to households, industrial enterprises and power plants using natural gas in electricity generation. This contributed to the development of the country, the development of industrial production and thus the support provided to the market.

USD1.28 billion

17 projects with a total limit of USD 1.28 billion have been financially closed.

56.1%

Renewable energy projects in the total energy project portfolio reached 56.1%.

Corporate Banking

With its corporate banking services, including trade finance, cash management, corporate finance and derivatives, which require extensive market experience, ICBC Turkey offers result-oriented solutions to domestic corporate companies and large international companies.

The Bank is focused on supporting the real sector and production in Turkey, establishing multifaceted and long-term relationships with its customers and further developing these relationships over time. Based on this approach, it provides significant advantages for corporate clients to increase their competitiveness in national and international markets and seize growth opportunities.

The Bank supports the wheels of trade and industry to turn in a way that keeps sustainability in focus, works with the goal of sustainable development in corporate banking, and brings together loans from international financial institutions with private sector investors. Recognizing that its future lies in green transformation,

ICBC Turkey keeps all sectors and investments that will contribute to this transformation on its radar and creates funds for inclusive development investments. In this context, it undertook its first green finance with a syndicated loan led by the EBRD for the financing of electric/hybrid vehicle production. Seeing this transaction as a start, ICBC Turkey continues to meticulously follow all energy, production and infrastructure projects that will add value to the country.

2021 was a year of various crises and global economic volatility for both Turkey and the world. ICBC Turkey also focused on protecting real economy participants and managing its placement portfolio with a risk-sensitive approach. Taking into account capital adequacy, the Bank focused on sustainable and profitable transactions and preserved the diversity of its loan portfolio. Total cash loans extended to key customers from various sectors increased by 33.9% to TL 18.21 billion.

ICBC Business Matchmaking Platform

ICBC Turkey's approach to digitalization and innovation is one of the focus areas of the Bank's sustainable development vision. To this end, the Bank analyzes the global ecosystem well and continues its operations with an understanding of continuous development. Taking the scope of its financial services with a new business model in 2020, ICBC Group brings innovation-oriented solutions to global problems such as language barriers, political uncertainties and access to accurate information encountered in cross-border trade with the ICBC Business Matchmaking Platform launched in 2020.

ICBC Business Matchmaking Platform which supports exports with technological methods helps companies of all sizes to better integrate into the global industrial world and supply chain. With approximately 20 thousand businesses from more than 40 countries and regions, ICBC Turkey provided 295 businesses, whether customers or not, with the opportunity to take part in the platform completely free of charge and supported the development of the country's economy through increased business volume.

ICBC BUSINESS MATCHMAKER PLATFORM



Investment Banking and ICBC Turkey Securities

ICBC Turkey Securities , representing ICBC Group in Turkey, which offers a unique global network with 426 organizations operating in 49 countries in line with its vision of being a “Mega Investment Bank”, continues its Investment Banking services on a regional scale by acting as a bridge between Europe and Asia.

ICBC Turkey Securities offers a comprehensive investment banking platform with an extensive range of services including project finance and advisory, IPO, M&A advisory, debt capital markets, equity markets and syndicated loan coordination and management. ICBC Turkey Securities, one of ICBC Group’s 7 investment banking institutions spread across Asia, Continental Europe and the Americas, is also one of the Group’s 3 main centers providing corporate finance services. ICBC Turkey Securities achieved significant gains in 2021 in the field of innovative products and collaborations covering all stakeholders in light of its sustainability-centered vision in the field of project finance. Within the framework of its project finance activities, ICBC Turkey Securities undertook significant brokerage activities in long-term financing transactions, particularly for investments that will play an important role in Turkey’s sustainable development. Accordingly, in 2021 the Company acted as an intermediary for ICBC Turkey’s participation in the syndication formed with the participation of 8 banks for the financing of the 1,000 MW Solar Power Plant located in Karapınar, Konya, which is one of the largest solar power plants in Turkey and one of the distinguished solar power plants in the world.

ICBC Turkey Securities aims to support sustainable development in Turkey and neighboring countries by establishing long-term financing structures for transactions in energy, production, infrastructure, resource development, economic zone construction,

green industry and similar areas in line with its sustainability vision in the coming periods, to increase its clients’ awareness of sustainability and to continue its efforts to provide access to sustainable financing sources. As part of the “Belt and Road and the Middle Corridor” initiative, the Company is prioritizing the Chinese contribution to major infrastructure and energy projects in Turkey and will continue to enhance its contribution to China-Turkey trade relations through financing.

ICBC Turkey Securities acted as the “Lead Arranger” for Akbank’s USD 676.5 million and Yapı Kredi Bank’s USD 962.4 million sustainability-themed syndications and as the “Lead Bookrunner and Co-Coordinator” in Turkey Wealth Fund’s EUR 1.25 billion syndication transaction within the framework of the funding obtained entirely from foreign financial institutions in the first half of 2021 within the scope of its financing intermediation services license. The Company, as Lead Bookrunner and Co-Coordinator, coordinated the participation of 14 leading banks from Europe, America, Asia and the Middle East in the transaction and intermediated the country financing, all of which came from overseas sources. In addition, in 2021, the Company acted as the “Sole Arranger” in the bilateral financing of USD 130 million to Yapı Kredi Bank from overseas sources.

As part of its IPO and advisory activities in 2021, ICBC Turkey Securities prepared a price determination report for a private sector company after its shares started to be traded on BIST and acted as the lead brokerage house in the rights issue and public offering of the shares of another private sector company. In addition, the Company acted as “Book Runner and Consortium Member” in the public offering of 27 companies on Borsa Istanbul. Accordingly, ICBC Turkey Securities

brokered the introduction of funds worth TL 18 billion to the Turkish economy through capital markets.

ICBC Turkey Securities advises Turkey and China-based corporate companies and government agencies, as well as financial investors, on business opportunities that may arise within the framework of buy-side or sell-side advisory within the scope of M&A advisory services. In addition, projects within the Belt and Road Project route and principles, where Turkey is strategically located as a hub connecting Central Asia, Europe and North Africa, are being worked on meticulously. Moreover, as part of debt capital markets, the Company, with the support of its strong global sales and distribution network, provides brokerage services in the issuance of corporate bonds, Eurobonds, panda bonds and asset-backed securities in domestic and international markets.

ICBC Turkey Securities also creates financial value through brokerage services for the primary and secondary public offerings of its clients, which include

domestic government agencies and leading corporate companies. The Company offers an unrivaled sales and distribution network in IPO transactions with an Asian allocation in sales and distribution, supported by ICBC Group’s strong sales capacity in Asia. In addition, the Company acts as coordinator and arranger in syndicated loans, club loans, bilateral loans and acquisition financing transactions carried out by Turkey’s leading public and real sector institutions and banks. Origination and structuring activities related to these loans are also included in the services provided by the Company. In these projects, the syndication team demonstrates the competence and experience to compete with leading global investment banks.



TL **18** billion
ICBC Turkey Securities brokered
the introduction of funds worth
TL 18 billion to the Turkish
economy through capital
markets

Retail Banking

With its wide range of products and services tailored to customer needs and innovative technological financial products, ICBC Turkey contributes to socio-economic development by touching many areas.

Benefiting from ICBC Turkey's strength in financial technologies, Retail Banking gained rapid momentum and launched many new applications, products and services as part of the digital transformation process. With its financial inclusion approach, the Bank aims to ensure access to banking services for all segments of society. With the added value it creates, ICBC Turkey considers

SMEs as one of the most important building blocks of the Turkish economy. With this vision, the Bank successfully managed the SME segment to strengthen SMEs and contribute more to the economy, expanding its portfolio and increasing the number of SME customers in 2021.

In line with its investments in digital transformation, ICBC Turkey aims to increase the total number of retail banking customers by 90%, 30% of which will be digital banking customers, increase the share of deposit-loan volume in the Bank to 30% and increase its share in total Bank revenues to 10%.

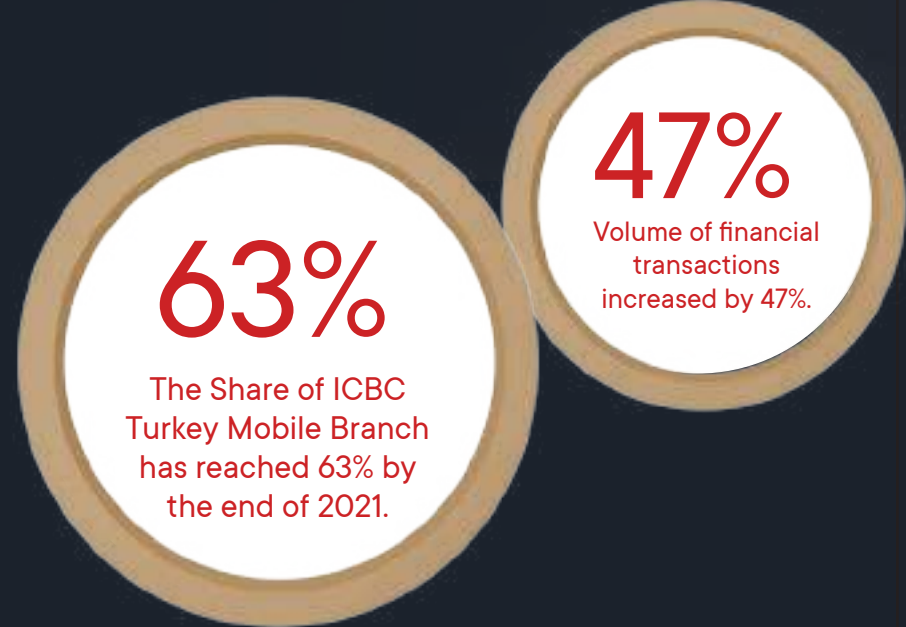
Digital Banking

The value of digital platforms is constantly increasing in the process of delivering products and services to users. In particular, the pandemic we continue to experience has revealed the importance of accessing information and transaction facilities in a quality and fast manner without physical contact, and the demand and need for digitalization of the whole world has increased. ICBC Turkey has closely followed these requirements and completed key digitalization projects in line with both regulatory requirements and its customer-oriented perspective and made them available to its customers.

The steps taken towards digital banking yielded results, with the share of ICBC Turkey Mobile Branch in alternative distribution channels reaching 63% by the end of 2021, while the number of transactions made through the Mobile Branch increasing by 30% and the volume of financial transactions by 47% compared to the previous year.

The total number of transactions made through digital channels increased by 21% compared to 2020.

Digital transformation is characterized by enabling customers to perform all banking transactions quickly, securely and at less cost, and by facilitating innovation and changes in the financial market. Moreover, the convenience that financial institutions provide to their customers in the field of digitalization also increase customer satisfaction.



Accessible Banking

At all of its branches, ICBC Turkey implements practices that facilitate the access of persons with disabilities to services. Accordingly, the boards on branch doors displaying the branch name and opening hours were updated to include the Braille alphabet for visually impaired customers. Access to the Bank's services is facilitated for all customers with disabilities through portable ramps in front of branch doors, a tactile walking surface and a button placed near the entrance so that customers can receive service from Bank personnel if they so prefer. In line with the relevant legislation, ICBC Turkey Bank personnel have also received sign language training in order to facilitate the transactions of hearing impaired customers and to better communicate with them.

Bank ATMs are designed to make it easier for customers with disabilities to receive services. Customers with disabilities can carry out their transactions thanks to audio menu query, headphone jacks and Braille labels at ATMs. Customers who present their disability status to the Bank can perform balance inquiries, cash

withdrawals, cash deposits, credit card debt inquiries and credit card debt payments at domestic ATMs without any additional costs or fees. All of the Bank's ATMs are suitable for use by visually impaired customers, and there is an ATM suitable for use by the orthopedically-handicapped customers is located at the Taksim Branch. In addition, the ICBC Turkey website includes a text magnification and minimization function to ensure that customers with disabilities and customers over a certain age can easily read the content. The texts on the contracts page have been uploaded in PDF format so that they can be read with screen readers, and the current Banking Transactions Agreement with audio reading has been added. The Mobile Branch is accessible to customers with disabilities. In addition, to facilitate the use of visually impaired customers, the keys of ICBC Turkey POS devices are printed in Braille in accordance with the telephone standard. ICBC Turkey allows its customers over the age of 70 to benefit from the rights offered to persons with disabilities without any need to make any prior notification.

The Value We Place on People and Society

Human Resources Management

ICBC Turkey believes that its position in the sector and its corporate identity are formed with the contribution of its employees, whom it regards as its most valuable capital, and believes that all of its employees working with the awareness of being the “Leader of their Profession” will create sustainable value. To this end, the Bank offers its employees a modern, respectful, egalitarian, inclusive and fair working environment that respects human rights and provides opportunities for professional development. With its **Human Resources Policy** and strategy, the Bank’s highest priorities are to develop practices that will ensure employee satisfaction by observing employee rights and to have a qualified, motivated and highly committed workforce. In line with the necessity of sustainable development, the Bank invests in the development of its employees and contributes to the SDGs accordingly. During the materiality analysis based on stakeholder assessments,

the issue of employee/human rights and employee satisfaction ranked highest in the Bank’s sustainability priorities.

In order to manage human capital successfully, a new generation human resources system has been developed and integration work has been completed to enable departments, centers and branches to work more transparently, efficiently and closely. With this system, where performance targets can be monitored, salary adjustments, promotions, bonuses and position changes according to the achievement of targets have been implemented with a simple approach. ICBC Turkey encourages sustainable success with its **Remuneration Policy** based on transparent, balanced performance targets, which stipulates that qualified employees are supported in proportion to their performance throughout the year.

Employee Engagement Practices

ICBC Turkey offers various social and fringe benefits to its employees with an approach focused on providing a work environment where employees’ rights are protected and talent development and employee satisfaction can continue in full.

Bank employees benefit from fringe benefits such as private health insurance, life insurance, additional payments to support private health insurance for family members, meal and transportation fees, birthday gifts, special day (Women’s Day, Teachers’ Day, etc.) gifts, and shopping cards. During the pandemic, employees were protected financially and morally, and while the health of employees was protected with the aids provided, they were also supported economically.

ICBC Turkey regularly conducts analyses for more efficient use of the budget allocated for fringe benefits, taking into account the needs of employees, and increases its positive impact on them. The Bank

recognizes that rewarding success is as important as achieving it. In this sense, employees receive various rights and rewards in return for the skills and talents they bring to ICBC Turkey, including insurance including bonuses, promotions and fringe benefits, paid leave and career training, trainings and feedback that support them to improve their skills. In addition, the “Young Talent Award” is presented every year to recognize the achievements of young talents and the “CEO Bonus Award” is presented to employees who demonstrate outstanding achievement within the head office and branches.

With ICBC Turkey Human Resources Employee Value Proposition (EVP) approach, the Bank aims to improve the remuneration management of departments, centers and branches, to increase the return generated by human capital, and to link the general remuneration level with performance.

Diversity, Inclusion and Equal Opportunity

Diversity, inclusion and equal opportunity constitute the strategic foundations of ICBC Turkey’s performance, development-oriented and innovative business approach and are an integral part of the corporate culture. At the organization, equal opportunities are offered to all employees regardless of age, gender, belief, ethnic origin or any other personal

characteristic and status, and no discrimination or any practice suggesting discrimination is allowed.

Believing that gender equality plays a major role in ensuring equal opportunities, the Bank supports women’s participation in working life. The Bank’s workforce consists of 48% male employees and 52% female employees.

Employees by Gender



Employees by Age Group



Talent Management and Training

In our age of rapid renewal and development, transformation and capacity development are indispensable elements of the modern banking approach. ICBC Turkey builds its business model based on these elements and reinforces it with a learning organization approach. Within the scope of the continuously developing system, the Bank aims to develop its employees and its entire environment, and training is among the elements that have the highest priority.

ICBC Turkey considers its human resources and development activities as the key to continuous development and organizes them with an approach that takes into account the requirements of its corporate strategy. As in all human resources practices of the Bank, training and development activities are associated with its strategic goals, and priorities and are determined in line with needs analyses. In order to increase the practical and theoretical professional knowledge of its employees in relation to their duties, to provide them with job-related skills and to prepare them for higher positions, the Bank carries out activities to determine the training needs, and to establish and execute a training system for this purpose. In addition, the Bank supports its employees in all kinds of self-development (training/seminars/graduate allowances, etc.).

In the framework of its “Best Talent Bank” strategy, the Bank works to increase the productivity and motivation of high-performing employees in order to keep them

with the Bank for a long time and reviews its processes to become a preferred employer for new talents.

ICBC Turkey's training programs include career training programs, personal development training programs, executive manager development training programs, MT (Management Trainee) and basic banking training programs. Trainings are provided by external organizations and the Bank's in-house trainers. Training activities continued uninterruptedly under pandemic conditions, and online training plans and infrastructure were created. In order to minimize the negative psychological effects of the pandemic, the Bank also provided motivational, awareness-raising and remote working trainings to its employees.

ICBC Group periodically organizes “ESG Trends and Green Finance” training programs in all overseas branches. Most recently, an awareness training was organized in October 2021, reflecting the international perspective on global trends in ESG and green finance in the banking sector and best practices in China.

Loan departments and branch personnel received “Basic Project Finance” training as part of the annual training program objectives and gained a basic perspective on both project loans and renewable energy resources. In this way, the Bank aims to create awareness especially on project finance and its environmental impacts in the upcoming periods and to ensure its business objectives and strategies are better understood.

2021 Employee Training Data

	2019	2020	2021
Employee Trainings – Number of Participants (person)	5.568	7.888	10.731
Employee Trainings – Total Hours (person*hour)	18.232	12.717	18.075

ICBC Turkey aims to establish the “ICBC Turkey Academy” in order to continue the trainings it provides under a single structure in order to increase the competence of the human resources that will carry the Bank into the future. In this way, training topics in focus areas such as increasing employee motivation and loyalty, strengthening internal communication, increasing management skills and professional and technical development provided through the digital training platform will be enriched and organized under the roof of ICBC Academy. In addition, ICBC Academy

plans to provide trainings such as sustainability, ESG, green financing that will raise awareness on climate change and its socioeconomic impacts.

The training that all Bank employees receive and the criteria for promotion are clear. The Bank believes that every employee has the potential to be promoted and encourages them to do so. In this process, it approaches all its employees with a fair and transparent system and offers career goals.

Employee Health and Safety

ICBC Turkey considers providing a physically and psychologically healthy working environment for its employees as a priority issue. To this end, the Bank goes beyond the legal requirements in the field of occupational health and safety (OHS) and strives to provide the most suitable working environment for its employees. During the current pandemic period, the Bank has developed a plan for minimizing the effects of the pandemic in order to protect the health and well-being of its employees and their families.

Throughout the pandemic, masks, disinfectants and protective equipment were regularly provided to all employees and social distancing rules were strictly followed. In addition, shuttle and private car services were provided to Bank employees to eliminate the risk of contamination due to the use of public transportation. Plus, to encourage employees to get

vaccinated, a vaccination allowance was provided to employees who had at least two doses of the vaccine. Psychological health is also supported as much as possible within the scope of employee health and safety. To this end, online seminars supported by expert psychologists were organized. In addition, employees can access psychological trainings on the Bank's digital training platform whenever they wish.

Employee health and safety is managed by the Occupational Health and Safety Committee at ICBC Turkey. The Committee consists of 12 members in total, with 4 employee representatives, and meets at least twice a year on OHS issues. The relevant committee continues to work by taking all measures to protect the health and welfare of ICBC Turkey employees.

Social Development

ICBC Turkey plays an important role in integrating with the local community and enhancing community welfare with the vision acquired from ICBC Group. The Bank supports social and cultural activities with the aim of carrying forward the added value it generates in its core business activities and investments, with a view to social benefit.

ICBC Turkey collaborates with various stakeholder groups, especially non-governmental organizations, and carries out social investment programs that will respond to the current needs of the society and contribute to the SDGs. In addition, in order to contribute to the development of the banking sector and the maintenance of confidence in the sector, the Bank contributes to the healthy development of society by complying with regulations on consumer and public health.

ICBC Turkey attaches importance to increasing financial literacy in the society and addresses this

issue as part of its corporate social responsibility approach. Accordingly, the Bank has prioritized financial literacy in its social activities. Charity associations that have been operating in Turkey for many years were recently reviewed and contacted, and the Bank opened accounts with associations and foundations to increase the donations collected. To this end, ICBC Turkey has agreements with the Foundation for The Children with Leukemia (LÖSEV), Darüşşafaka Society, The Spinal Cord Paralytics Association of Turkey (TOFD) and Foundation for the Upbringing and Protection of Mentally Inadequate Children (ZİÇEV), and the invoice/ aid fees of the organizations are collected through all Bank channels. In addition, during the reporting period, agreements were signed with the Hope Foundation for Children with Cancer (KAÇUV), Tohum Autism Foundation, Educational Volunteers Foundation of Turkey (TEGV), and these foundations were added to the Bank's current list of organizations.

Corporate Social Responsibility Projects in 2021

4

QUALITY EDUCATION

10

REDUCED INEQUALITIES

In order to contribute to education, 12 refurbished computers and desktop computers were donated to Mehmet ve İfakat Gülaçtı School in Elazığ.

13

CLIMATE ACTION

15

LIFE ON LAND

Today, when the effects of climate change are felt more and more every day, the importance of controlling global warming, and reforestation projects has increased. In August 2021, following the forest fires that took a toll on Turkey, ICBC Turkey donated 5 saplings for each employee and contributed to the afforestation efforts for forests, which are the natural carbon sinks of the country and are also considered as the lungs of the planet.

16

PEACE, JUSTICE AND STRONG INSTITUTIONS

17

PARTNERSHIPS FOR THE GOALS

The main sponsorship role was undertaken at the Economic and Trade Development Forum on the 50th Anniversary of the Establishment of Diplomatic Relations between China and Turkey (Ankara). This strengthened economic and trade relations between the countries and contributed to cultural integration.



10

REDUCED INEQUALITIES

Adopting inclusiveness and equal opportunity as a corporate culture, ICBC Turkey has provided sign language training to its branch employees and continues its efforts to expand such trainings.

4

QUALITY EDUCATION

9

INDUSTRY, INNOVATION AND INFRASTRUCTURE

10

REDUCED INEQUALITIES

ICBC Turkey shared its technological investments and efforts in digitalization with the visitors as the main sponsor of Mobilefest Digital Technologies Fair and Conference, which was organized as Hybrid (Physical & Online) between November 11-13, 2021.





03

APPENDICES

Bank Head Office/Branch Addresses and Telephone Numbers

BRANCH NAME	ADDRESS	TELEPHONE
Head Office	Maslak Mah. Dereboyu/2 Caddesi, No: 13 Sarıyer/ISTANBUL	(+90) 212 335 53 35
Main Branch	Maslak Mah. Dereboyu/2 Caddesi, No: 13 Sarıyer/ISTANBUL	(+90) 212 335 53 35
Adana Branch	Cemalpaşa Mah. Atatürk Caddesi, Ceyhan Apt. No: 72/A Seyhan/ADANA	(+90) 322 459 58 70
Ankara Branch	Aziziye Mah. Cinnah Caddesi, No: 100/A Çankaya/ANKARA	(+90) 312 440 69 80
Necatibey Branch	Korkutreis Mah. Necatibey Caddesi, No: 40/A Çankaya/ANKARA	(+90) 312 232 17 60
Ostim Branch	Ostim Mah. Uzun Çarşı Caddesi, No: 148/1-1 Yenimahalle/ANKARA	(+90) 312 386 04 50
Antalya Branch	Şirinyalı Mah. İsmet Gökşen Caddesi, Elif Apt. No: 14/A Muratpaşa/ANTALYA	(+90) 242 316 42 30
Aydın Branch	Zafer Mahallesi, Doğu Gazi Bulvarı, No: 51/C Efeler/AYDIN	(+90) 256 215 27 71
Balıkesir Branch	Eski Kuyumcular Mah. Bankalar Sokak, No: 5 Karesi/BALIKESİR	(+90) 266 249 37 61
Bursa Branch	Ahmetpaşa Mah. Fevzi Çakmak Caddesi, No: 69/B Osmangazi/BURSA	(+90) 224 250 41 00
Denizli Branch	Saraylar Mah. Gazi Mustafa Kemal Bulvarı, No: 50/A Merkezefendi/DENİZLİ	(+90) 258 242 12 04
Eskişehir Branch	Sakarya Cad. No: 22/A Tepebaşı/ESKİŞEHİR	(+90) 222 221 67 21
İskenderun Branch	Çay Mah. 5 Temmuz Caddesi, 5 Temmuz Apt. No: 11/A İskenderun/HATAY	(+90) 326 614 08 88
Merter Branch	M. Nesih Özmen Mahallesi, Merter Tekstil Merkezi Fatih Caddesi, No: 31 Merter Güngören/ISTANBUL	(+90) 212 637 41 31
Kadıköy Branch	Caddebostan Mah. Bağdat Caddesi, İl-Ör Apt. No: 258/A Göztepe-Kadıköy/ISTANBUL	(+90) 216 418 01 13
Etiler Branch	Etiler Mah. Nispetiye Caddesi, No: 61 Beşiktaş/ISTANBUL	(+90) 212 257 76 04
Ümraniye Branch	İstiklal Mah. Alemdağ Caddesi, No: 192 Ümraniye/ISTANBUL	(+90) 216 316 70 72

Bayrampaşa Branch	Yenidoğan Mah. Abdi İpekçi Caddesi, No: 26 Bayrampaşa/ISTANBUL	(+90) 212 501 67 00
Moda Branch	Caferağa Mah. Moda Caddesi, No: 138/A Kadıköy/ISTANBUL	(+90) 216 349 81 85
Bakırköy Branch	Zuhuratbaba, İncirli Caddesi, No: 101/B Bakırköy/ISTANBUL	(+90) 212 660 01 60
E-5 Küçükyalı Branch	Aydınevler Mahallesi İsmet İnönü Caddesi No:4A Maltepe/ISTANBUL	(+90) 216 518 00 90
Teşvikiye Branch	Teşvikiye Mah. Hüsrev Gerede Caddesi, Sema Apt. No: 92/A Şişli/ISTANBUL	(+90) 212 259 17 63
Avcılar Branch	Merkez Mah. E-5 Yanyol, No: 159 A Avcılar/ISTANBUL	(+90) 212 593 42 70
Güneşli Branch	Evren Mah. Koçman Caddesi, No: 54/B Bağcılar/ISTANBUL	(+90) 212 630 80 52
Tekstilkent Branch	İkitelli Organize Sanayi Bölgesi Mah. Bağcılar-Güngören San. Sitesi, Metro AVM B Blok, No: 1/B, İç Kapı No: 11 Başakşehir/ISTANBUL	(+90) 212 438 04 44
Maltepe Branch	Bağlarbaşı Mah. Bağdat Caddesi, No: 483 Maltepe/ISTANBUL	(+90) 216 383 35 60
İkitelli Branch	İkitelli Organize Sanayi Bölgesi Mah. Bağcılar-Güngören San. Sit., Metro AVM B Blok, No: 1/B, İç Kapı No: 11 Başakşehir/ISTANBUL	(+90) 212 458 98 98
Beşiktaş Branch	Cihannuma Mah. Barbaros Bulvarı, No: 85/A Beşiktaş/ISTANBUL	(+90) 212 236 73 07
Kozyatağı Branch	Sahrayıcedit Mah. Atatürk Caddesi, No: 32/1-2 Kadıköy/ISTANBUL	(+90) 216 363 17 25
Taksim Branch	Abdülhakhamit Caddesi, No: 25 Beyoğlu/ISTANBUL	(+90) 212 250 61 51
İstanbul Industry and Trade Free Zone Branch	İstanbul Endüstri ve Ticaret Serbest Bölgesi, Hakkı Matraş Caddesi, No: 18 Tuzla/ISTANBUL	(+90) 216 394 26 19
İzmir Branch	Akdeniz Mah. Cumhuriyet Bulvarı, No: 116 Konak/İZMİR	(+90) 232 489 40 51
Bornova Branch	Çınarlı Mah.Şehit Polis Fethi Sekin Caddesi No:5/A Konak/İzmir	(+90) 232 342 89 12
Kayseri Branch	Cumhuriyet Mah. Millet Caddesi, No: 33/D Melikgazi/KAYSERİ	(+90) 352 221 12 42
Konya Branch	Büyük Sinan Mah. Ankara Caddesi, No: 124 Karatay/KONYA	(+90) 332 238 57 29
Mersin Branch	Çankaya Mah. İsmet İnönü Bulvarı, Canatan İş Merkezi No: 112/B Akdeniz/MERSİN	(+90) 324 237 82 84
Bodrum Branch	Yeniköy Mah. Kıbrıs Şehitleri Caddesi, No: 102/A, B, 1 Bodrum/MUĞLA	(+90) 252 313 58 50
Samsun Branch	Kale Mah. İstiklal Caddesi, No: 21/19 İlkadım/SAMSUN	(+90) 362 435 02 42
Trabzon Branch	Kahramanmaraş Caddesi, No: 31 Ortahisar/TRABZON	(+90) 462 326 51 91
Uşak Branch	İsliçe Mah. İsmetpaşa Caddesi, No: 21/A Merkez/UŞAK	(+90) 276 227 74 90

Performance Indicators

Financial Performance Indicators

Key Financial Highlights (TL Thousand)	2019	2020	2021
Asset Size	18,391,481	25,181,183	39,372,886
Loan Portfolio	9,132,429	14,241,068	21,775,246
Equity	1,329,312	1,417,816	1,625,214
Net profit	71,510	90,931	187,189

Key Financial Ratios (%)	2019	2020	2021
Average Return on Equity	5.70	6.41	12.3
Average Return on Assets	0.40	0.36	0.58
Net Fee and Commission Growth	28.82	30.42	-0.23
Increase in Operating Expenses	42.58	29.93	65.81
Expense-to-Income Ratio	35.22	32.14	26.43
Interest Earning Assets / Total Assets	0,998	0,9961	0,9998
Loans / Total Assets	50	57	55
Loan / Deposit	92	122	134
NPL Ratio	1.84	0.32	0.20
Net Loan Risk Cost	1.27	2.01	2.97
Currency-Adjusted Loan Growth	22.65	16.63	-15.79
Special Provision Ratio	0.62	0.79	0.86
Demand Deposits / Total Deposits	6.59	7.72	17.08
Equity / Total Liabilities	7.23	5.63	4.13
Capital Ratio	7.67	7.06	7.5
Capital Adequacy Ratio	18.70	19.57	26.93
Undistributed Profit	71,510	90,931	187,189

Environmental Performance Indicators

Resource Consumption	Unit	2019	2020	2021
Natural Gas	m³	113,194.81	117,767.48	223,581.90
Gasoline	lt	0	0	30,000
Diesel - Generators and auxiliary power units	lt	4,000	4,000	4,000
Diesel - Company vehicles	lt	91,839.79	66,884.72	137,167.71
Electricity	kwh	40,413,593.32	44,233,461.15	47,505,266.18
Generator (Diesel)	lt	4,000	3,500	4,200

Water Consumption	Unit	Value	Value	Value
Total Water Consumption	m³/yr	9,711.25	7,024.25	7,857.25

Waste				
Recycled Non-Hazardous Waste	Unit	Value	Value	Value
Plastic (bottles & bottle caps, 33cc)	quantity	66,000	55,500	57,000

Hazardous Waste	Unit	Value	Value	Value
Alkaline batteries	kg/yr	55	50	45
Batteries	kg/yr	1,000	1,020	1,105
Fluorescent lamps, high pressure mercury-vapor lamps	kg/yr	25	28	26
Medical waste	kg/yr	0	3	4

Social Performance Indicators

Number of Employees by Gender	2019	2020	2021
Direct Employment	820	820	821
Female	436	428	420
Male	384	392	401

Total Workforce by Education Level	2019	2020	2021
Primary School	12	8	7
High School	86	78	74
University and Higher	722	734	740

Total Workforce by Age Group	2019	2020	2021
Female			
18-30	125	119	90
30-45	266	250	248
45+	45	59	82
Male			
18-30	63	67	58
30-45	237	233	223
45+	84	92	120

Breakdown of Senior and Mid-Level Management by Gender	2019	2020	2021
Senior Management			
Female	3	3	3
Male	11	10	10
Mid-Level Management			
Female	23	41	40
Male	54	69	67

Breakdown of Senior and Mid-Level Management by Age Group	2019	2020	2021
Senior Management			
Female			
18-30	-	-	-
30-45	-	-	
45+	3	3	3
Male			
18-30	-	-	-
30-45	1	-	-
45+	10	10	10
Mid-Level Management			
Female			
18-30	-	-	-
30-45	15	31	22
45+	8	10	18
Male			
18-30	-	-	-
30-45	32	45	38
45+	22	24	29

Total Number Newly of Hired Employees by Gender	2019	2020	2021
Female	38	35	44
Male	39	51	49

Number of Employees who Left by Gender	2019	2020	2021
Female	62	43	53
Male	69	42	40

Rates of Returning to Work and Staying at Work After Parental Leave by Gender	2019	2020	2021
Number of Employees who Took Parental Leave			
Female	30	6	18
Male	-	-	2
Number of Employees who Returned from Parental Leave			
Female	20	6	11
Male	-	-	-
Number of Employees who Have not Quit in the Last 12 Months After Returning from Parental Leave			
Female	17	5	11
Male	-	-	2
Total Number of Employees with Disabilities by Gender			
Female	8	6	7
Male	11	12	12
Employee Trainings			
Employee Trainings – Number of Participants (person)	5,568	7,888	10,731
Employee Trainings – Total Hours (person*hour)	18,232	12,717	18,075

GRI Content Index



GRI 102-54

This report has been prepared in accordance with the GRI Standards: Core option.

GRI 102- 55

For the Materiality Disclosures Service, GRI Services reviewed that the GRI content index is clearly presented and the references for Disclosures 102- 40 to 102-49 align with appropriate sections in the body of the Report.

GRI Standard	Disclosures	Related Title or Description	Page Numbers and References
GRI 101: Foundation 2016			
GRI 102: General Disclosures 2016			
GRI 102: General Disclosures 2016	Organizational Profile		
	102-1	ICBC Turkey Bank A.Ş.	
	102-2	About ICBC Turkey	10-21
	102-3	Maslak Mah. Dereboyu/2 Cad. No: 13, 34398 Sarıyer/İstanbul, Turkey	
	102-4	About ICBC Turkey	10-21
		Bank Head Office/Branch Addresses and Telephone Numbers	62-63
	102-5	Capital and Shareholding Structure	16
	102-6	About ICBC Turkey	10-21
	102-7	About ICBC Turkey	10-21
		Performance Indicators	64-68
	102-8	The Value We Place on People and Society	54-59
		Social Performance Indicators	65-68
	102-9	Responsible Procurement Approach	42
	102-10	No significant changes to the shareholding structure and operational scope took place during the reporting period.	
		ICBC Turkey Material Event Disclosure	
	102-11	ICBC Turkey Strategy and Corporate Governance	24-28
	102-12	Sustainability Management at ICBC Turkey	28-29
	102-13	ICBC Turkey has no corporate memberships.	
	Strategy		
	102-14	Chairman's Message	6-7
	102-15	ICBC Turkey Strategy and Corporate Governance	24-28
	Ethics and Integrity		
	102-16	ICBC Turkey Vision, Mission and Strategy	12-13
	102-17	Responsible and Accountable Management Approach	24-25
		Ethics and Compliance	26-28

GRI 102: General Disclosures 2016	Governance		
	102-18	ICBC Turkey Strategy and Corporate Governance	24-28
		Sustainability Management at ICBC Turkey	28-29
	Stakeholder Engagement		
	102-40	Stakeholder Relations	40-41
	102-41	Human Resources Management	54-57
	102-42	Stakeholder Relations	40-41
	102-43	Stakeholder Relations	40-41
	102-44	Stakeholder Relations	40-41
	Reporting Practice		
	102-45	About the Report	4
	102-46	About the Report	4
	102-47	Sustainability Material Topics of ICBC Turkey	30-31
	102-48	There are no restatements.	
	102-49	No significant changes to material elements and element frameworks compared to previous reporting periods.	
	102-50	About the Report	4
	102-51	This is ICBC Turkey's first sustainability report.	
	102-52	Annually	
	102-53	About the Report	4
	102-54	About the Report	4
	102-55	GRI Content Index	69-75
	102-56	No external assurance in place for sustainability reporting.	69-75

Material Topics			
GRI Standard	Disclosures	Related Title or Description	Page Numbers and References
GRI 200: ECONOMIC STANDARD SERIES			
Capital Adequacy and Financial Performance			
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	Sustainable Financial Structure and Responsible Finance	36
	103-2 The Management Approach and its Components	Sustainable Financial Structure and Responsible Finance	36
	103-3 Evaluation of the Management Approach	Sustainable Financial Structure and Responsible Finance	36
GRI 201: Economic Performance 2016	201-1 Direct Economic Value Generated and Distributed	Sustainable Financial Structure and Responsible Finance	36
	201-2 Financial Implications and Other Risks and Opportunities due to Climate Change	Sustainable Financial Structure and Responsible Finance	36
		Climate Change Vision and Adaptation Strategy	38-39

Environmental Social Risk Management in Responsible Financing and Lending Processes			
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	Sustainable Financial Structure and Responsible Finance	36
	103-2 The Management Approach and its Components	Sustainable Financial Structure and Responsible Finance	36
	103-3 Evaluation of the Management Approach	Sustainable Financial Structure and Responsible Finance	36
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure Investments and Services Supported	Sustainable Financial Structure and Responsible Finance	38-39
		Sustainable Financial Structure and Responsible Finance	38-39
	203-2 Significant Indirect Economic Impacts	Climate Change Vision and Adaptation Strategy	38-39
Development of Sustainable Products			
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	Climate Change Vision and Adaptation Strategy	38-39
	103-2 The Management Approach and its Components	Climate Change Vision and Adaptation Strategy	38-39
	103-3 Evaluation of the Management Approach	Climate Change Vision and Adaptation Strategy	38-39
Corporate Governance and Effective Risk Management			
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	Responsible and Accountable Management Approach	24-28
	103-2 The Management Approach and its Components	Responsible and Accountable Management Approach	24-28
	103-3 Evaluation of the Management Approach	Responsible and Accountable Management Approach	24-28
Ethics, Compliance and Anti-Corruption			
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	Responsible and Accountable Management Approach	24-28
	103-2 The Management Approach and its Components	Responsible and Accountable Management Approach	24-28
	103-3 Evaluation of the Management Approach	Responsible and Accountable Management Approach	24-28
GRI 205: Anti-Corruption 2016	205-1 Operations Assessed for Risks Related to Corruption	Ethics and Compliance	26-28
	205-2 Communication and Training About Anti-Corruption Policies and Procedures	Ethics and Compliance	26-28
	205-3 Confirmed Incidents of Corruption and Actions Taken	Ethics and Compliance	26-28
	GRI 206: Anti-Competitive Behavior 2016	206-1 Legal Actions for Anti-Competitive Behavior, Anti-Trust, and Monopoly Practices	No legal action has been taken against the Bank regarding anti-competitive behaviors and activities.

Financial Inclusion			
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	Customer Satisfaction and Segment-Based Evaluation	46
	103-2 The Management Approach and its Components	Customer Satisfaction and Segment-Based Evaluation	46
	103-3 Evaluation of the Management Approach	Customer Satisfaction and Segment-Based Evaluation	46
Financial Literacy			
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	Social Development	58-59
	103-2 The Management Approach and its Components	Social Development	58-59
	103-3 Evaluation of the Management Approach	Social Development	58-59
GRI 300: ENVIRONMENTAL STANDARDS SERIES 2016			
Combating Climate Change and Financing			
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	Climate Change Vision and Adaptation Strategy	38-39
	103-2 The Management Approach and its Components	Climate Change Vision and Adaptation Strategy	38-39
	103-3 Evaluation of the Management Approach	Climate Change Vision and Adaptation Strategy	38-39
GRI 302: Energy 2016	302-1 Energy Consumption within the Organization	Environmental Performance Indicators	65
GRI 303: Water and Effluents 2018	303-3 Water Withdrawal	Environmental Performance Indicators	65
GRI 306: Waste 2020	306-3 Waste generated	Environmental Performance Indicators	65
	306-4 Waste Diverted from Disposal	Environmental Performance Indicators	65
GRI 400: SOCIAL STANDARDS SERIES 2016			
Employee Satisfaction and Employee/Human Rights			
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	Human Resources Management	54-57
	103-2 The Management Approach and its Components	Human Resources Management	54-57
	103-3 Evaluation of the Management Approach	Human Resources Management	54-57

GRI 401: Employment 2016	401-1 New Employee Hires and Employee Turnover	Social Performance Indicators	65–68
	401-3 Parental Leave	Social Performance Indicators	65–68
GRI 403: Occupational Health and Safety 2018	403-1 Occupational Health and Safety Management System	Employee Health and Safety	57
	403-2 Hazard Identification, Risk Assessment, and Incident Investigation	Employee Health and Safety	57
		Social Performance Indicators	65–68
	403-3 Occupational Health Services	Employee Health and Safety	57
	403-4 Worker Participation, Consultation, and Communication on Occupational Health and Safety	Employee Health and Safety	57
	403-5 Worker Training on Occupational Health and Safety	Employee Health and Safety	57
	403-6 Promotion of Worker Health	Employee Health and Safety	57
	403-7 Prevention and Mitigation of Occupational Health and Safety Impacts Directly Linked by Business Relationships	Employee Health and Safety	57
	403-9 Work-Related Injuries	Employee Health and Safety	57
	403-10 Work-Related Ill Health	No employees diagnosed with occupational diseases due to the Bank's activities in the 2021–2022 reporting period.	
Diversity, Equal Opportunity and Non-Discrimination			
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	Human Resources Management	54–57
	103-2 The Management Approach and its Components	Human Resources Management	54–57
	103-3 Evaluation of the Management Approach	Human Resources Management	54–57
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of Governance Bodies and Employees	Diversity, Inclusion and Equal Opportunity	55
		Social Performance Indicators	65–68
	405-2 Ratio of Basic Salary and Remuneration of Women to Men	Human Resources Management	54–57
GRI 406: Non- Discrimination 2016	406-1 Incidents of Discrimination and Corrective Actions Taken	Responsible and Accountable Management Approach	24–28
		There were no cases of discrimination during the reporting period.	

GRI 408: Child Labor 2016	408-1 Operations and Suppliers at Significant Risk for Incidents of Child Labor	Responsible and Accountable Management Approach	24-28
		Ethics and Compliance	26-28
		Responsible Procurement Approach	42
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and Suppliers at Significant Risk for Incidents of Forced or Compulsory Labor	Responsible and Accountable Management Approach	24-28
		Ethics and Compliance	26-28
		Responsible Procurement Approach	42
Training, Talent Management and Capacity Building			
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	Talent Management and Training	56-57
	103-2 The Management Approach and its Components	Talent Management and Training	56-57
	103-3 Evaluation of the Management Approach	Talent Management and Training	56-57
GRI 404: Training and Education 2016	404-1 Average Hours of Training per Year per Employee	Social Performance Indicators	65-68
	404-2 Programs for Upgrading Employee Skills and Transition Assistance Programs	Talent Management and Training	56-57
	404-3 Percentage of Employees Receiving Regular Performance and Career Development Reviews	Social Performance Indicators	65-68
Stakeholder Relations and Stakeholder Management			
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	Stakeholder Relations	40-41
	103-2 The Management Approach and its Components	Stakeholder Relations	40-41
	103-3 Evaluation of the Management Approach	Stakeholder Relations	40-41
GRI 413: Local Communities 2016	413-1 Operations with Local Community Engagement, Impact Assessments and Development Programs	Stakeholder Relations	40-41
		Social Development	58-59

Corporate Social Responsibility			
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	Social Development	58-59
	103-2 The Management Approach and its Components	Social Development	58-59
	103-3 Evaluation of the Management Approach	Social Development	58-59
Customer Satisfaction (Business and Service Development/Quality)			
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	Customer Satisfaction and Segment-Based Evaluation	46-47
	103-2 The Management Approach and its Components	Customer Satisfaction and Segment-Based Evaluation	46-47
	103-3 Evaluation of the Management Approach	Customer Satisfaction and Segment-Based Evaluation	46-47
GRI 417: Marketing and Labeling 2016	417-1 Requirements for Product and Service Information and Labeling	Customer Satisfaction and Segment-Based Evaluation	46-47
	417-2 Incidents of Non-Compliance Concerning Product and Service Information and Labeling	There were no non-compliances during the reporting period.	
	417-3 Incidents of Non-compliance Concerning Marketing Communications	There were no non-compliances during the reporting period.	
Digital Transformation and Digital Banking Applications			
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	Digitalization and Innovation	43
	103-2 The Management Approach and its Components	Digitalization and Innovation	43
	103-3 Evaluation of the Management Approach	Digitalization and Innovation	43



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