

Responsible Banking for People, Society and the Future

DenizBank
Sustainability
Report
2021



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CONTACT

As DenizBank, we endeavor to conduct our operations in a manner that prioritizes the future of our planet. We all share a responsibility for protecting our natural resources and bequeathing a hospitable world to the next generations. For this purpose, we perform regular analyses of our direct and indirect impacts on the economy, society and the environment in terms of sustainability and we spare no effort in our aim to leave a mark on the future.





INCLUSIVE BANKING



82%

We are present with our expertise in agricultural banking for producers in 31 thousand villages, which corresponds to 82% of all the villages in Turkey.

As DenizBank, we strive to make banking services accessible for everyone. We consider the issue of financial inclusion as a significant piece of our sustainability strategy.

We have branches in 46 districts where no other private banks offer financial services. DenizBank has 21 branches in the farthest reaches of Turkey, where agriculture is the only means of making a living. The dispersion of our branches demonstrate our passion behind the importance we attach to farmers and agriculture.





WE STRIVE FOR THE CONTINUITY OF PRODUCTION



3 month deferment

Loan payments amounting to TL 1.5 billion from more than 13 thousand SMEs were deferred for three months in 2021 due to the ongoing impact of the pandemic.

We stood by SMEs, which are vital for the economy, as well as other enterprises and manufacturers in good times and in bad times. In line with our banking mission, we consistently supported niche sectors to alleviate the negative impact of the pandemic on our economy in order to cast away the uncertainties plaguing our society. Across Turkey, we used every means available to create employment, to keep our tradesmen in business, and to facilitate continuity of production.





WE WORK FOR THE FUTURE OF AGRICULTURE



45%

Leader among private
banks with the highest
market share in
agricultural lending

As DenizBank, we have considered the support of agriculture as a national issue since day one. We are gratified to be the top-ranked private bank with our extensive support for the sustainability of agricultural production. With the vision of contributing to the movement from urban to rural areas and helping young people raise their hopes on their own lands, we bring our services to border regions and work shoulder-to-shoulder with our farmers across Turkey.





FULL SUPPORT TO WOMEN



Number of women
farmers served

250
thousand

We know that the societies that meaningfully develop and progress are those in which women's efforts are recognized across every sphere of life. We stand by the women-led SMEs that add value to the economy, the women farmers who bring the bounty of the land to our tables, and the women's enterprises that can change the world with their ideas. We believe preparing a better future for our female employees is among our duties, and bearing our social responsibility for all women who will create a promising future for Turkey.





CLEAN FUTURE WITH RENEWABLE ENERGY



1.1

USD billion
Renewable energy
financing

We are aware of the significant responsibility that financial institutions assume during the transition to a low carbon economy. We closely observe the environmental effects with respect to our credit allocation criteria, and finance renewable energy projects for the future of our country and the world. We contribute to sustainable consumption of limited resources, fighting climate change and raising resilience against the environmental risks. Furthermore, we procure 98% of the energy we consume from clean energy resources.





WE ARE HERE FOR OUR EMPLOYEES



86%

Rate of managerial
appointments made
within the Bank in 2021

In 2021, a total of 1,191 employees were promoted and 86% of the managerial appointments were performed within the Bank. DenizBank continuously monitors employee engagement and satisfaction, and sets an action plan based on the results. In the Employee Engagement Survey conducted in 2021, the Bank raised its score by five points compared to the previous year, exceeding the banking industry's average.





INTRODUCTION

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About the Report

With the publication of this first Sustainability Report, DenizBank ("Bank") aims to inform all stakeholders about how the Bank associates its social, environmental and governance performance with its economic outputs and its efforts regarding sustainability.

The Report contains the economic, social, environmental and governance performance of the Bank in domestic operations performed between January 1 and December 31, 2021. Data provided in the Report and performance indicators are results obtained by the Bank in 2021, unless otherwise specified. Moreover, historical comparisons are provided when needed.

The Report also includes the link between the business strategies, approaches and practices of DenizBank and the United Nations Sustainable Development Goals. Through such annual reports, the Bank will continue to inform stakeholders regarding its sustainability performance in a holistic, responsible and transparent manner.

You can share feedback and suggestions on the Report and our sustainability activities via the following e-mail addresses.

sustainability@denizbank.com

sürdürülebilirlik@denizbank.com

Our Vision, Mission and Values



DenizBank's mission

is to maximize employee, customer and shareholder satisfaction with its position, image and corporate characteristics by adopting a supermarket approach to financial services.



DenizBank's vision

is to facilitate sustainable and profitable development to be considered the choice partner of financial institutions in the region of Middle East, Balkans, Caucasus, and CIS, while being regarded as one of the top banks in Turkey.

As DenizBank family, we are one of the most significant boosters of the national economy with the strength we get from our extensive network of branches located in 81 provinces of Turkey, our local and overseas subsidiaries, and wide range of products. We maintain our activities with a permanent focus on serving the future of our country and we never forget our responsibility for the heritage that we pass to the next generations. Since we established as a bank in 1997, we are dedicated to our work and constantly adhere to the principle of responsible banking. We have embraced SME's with their vital role for the economy, society and the environment; agriculture along with a focus on food security; tourism and maritime sectors that are creating considerable employment and bringing foreign investment to our country; together with energy, infrastructure, education and healthcare industries, municipalities and football clubs as our niche industries.



Message from the Chairman of the Board



226

TL billion

As one of the greatest promoters of our country's economic development, we raised our consolidated loan volume by 35% in 2021, reaching TL 225.7 billion.

Esteemed Stakeholders,

The recent economic and social turmoil, as well as various environmental threats, exposed the importance of acting within a model of cooperation and solidarity in which everyone takes responsibility for a livable future. The pandemic, as the peak point of such pressures, offered a dramatic reminder about the use of our limited resources. We must act quickly and forcefully in a tremendous collective effort as part of the Sustainable Development Goals if we wish to leave a more livable and prosperous world to future generations.

DenizBank has been operating for a quarter-century with a commitment to contributing to Turkey and the ecosystem in which it exists. Since its establishment, the Bank has worked towards the sustainable development of the national economy, with a focus on socially responsible and inclusive growth, pioneering the industry through this vision.

Aligned with this vision, we took substantial steps to integrate sustainability, which we positioned among our strategic priorities in 2021, into the development-based business model that adopted since our establishment. In that period, we created a new management structure and policies that support a holistic and more effective sustainability governance.

In all our activities, we focus on enhancing the value that we create for every segment of society and the world, in all the areas we touch, ranging from responsible financing to supporting key development industries such as agriculture and tourism, and from financial participation and



inclusion to innovation. In addition, we target minimizing the global footprint originating from our activities, by measuring it regularly according to performance criteria to be set by us. We believe that we will contribute to an extensive transition also in sustainability before the society and stakeholders through our broad sphere of influence and strength.

We will continue to work to present a better future to our society and the world, with the assistance and guidance of our stakeholders, particularly our employees, our customers and our shareholders. I thank all our stakeholders for your support in this long-term journey.

Hesham Abdulla Al Qassim
Chairman of the Board



Message from the CEO

Esteemed Stakeholders,

I am delighted to share this first Sustainability Report. The Report discusses in detail our systematic works, which are conducted with the aim of creating value and contributing to the future of the stakeholders within our environmental, social and economic sphere. As well, the Report includes our commitments and our targets.

Since its establishment, DenizBank has performed its activities with the vision of responsible banking. Thus we have consistently focused on strategic areas for our country's future via multidimensional support mechanisms as well as financing. We strive to ensure that those working in our SMEs and niche industries, including tourism, can benefit from their efforts and look at the future with hope.

Furthermore, we never forget our responsibility to bestow the next generation an environmentally sensitive institution that cares about the problems of our planet and assumes active roles to contribute to the solution. We have always observed the right of future generations to live in a world where they can breathe clean air and meet their needs. In 2021, we established our sustainability management system and set our policies in this regard with the aim of embodying this human- and plant-centered approach and placing it on a sound basis.

In 2021, we entered a period in which we took significant steps to diversify our sources through sustainability-themed credits. We determined the accessibility of services for our citizens with disabilities and the financing of agriculture as performance criteria for our first sustainability-linked syndicated loan, which amounts to USD



840 million. Thus, we created a basis for our commitments in these fields. In the same period, we obtained long-term resources of USD 435 million from international financial institutions through securitization for use in energy efficiency and renewable energy projects and to promote women entrepreneurs with limited access to financing. In the upcoming period, we target raising the share of our sustainability-related borrowing transactions in total foreign borrowings.

On the other hand, we are aware that changes – in part due to the recent global pandemic and the climate crisis, as well as their related issues on agriculture and food safety – are necessitated in our relation with the soil and the limited natural resources of our planet. We know that financial service providers have a major role to play in maintaining agricultural production, enhancing productivity, and eliminating structural problems in the industry. As DenizBank, we provide service to 1.4 million of the 2.2 million registered farmers in Turkey. We have a leading position in agricultural loans among private banks with a market share of 45%.



249

TL billion

As DenizBank, reaching every segment of our country with a broad-based banking approach, we increased our consolidated deposit size by 48% in 2021.



Message from the CEO

Today, we need to concentrate on the concept of sustainability in order to reinforce every aspect on the value chain in the banking ecosystem. We regard sustainability as the main pillar of our corporate culture.

Under the “No agriculture, no life” motto, we reach every corner of Turkey via staff employed in our extensive branch network, most of whom are agricultural engineers and local people. We try to show our gratitude to farmers through our innovations, arranged entirely within the framework of their typical financing needs, such as Producer Card, and our financing model that considers the farmer’s labor and the sweat of their brow. We deploy our strength in technology and innovation towards sustainable development of agriculture while contributing to the acceleration of movement to rural areas by promoting small family businesses and women and youth employment in agriculture. From Deniz to Earth application, the scope, content and contact strength of which we continuously develop, has been our farmers’ greatest digital assistant in their access to qualified information since 2015. We are enormously proud to direct more sector players in supporting our producers with such efforts by capturing the interest of Turkish banking industry in this vital area since 2002, when we started agricultural banking.

We bolster the field of tourism, the smokeless industry that has a key role in our country’s development, with the opportunities we provide. We have sadly observed that tourism has suffered the heaviest damage from the pandemic-related slowdown of social mobility. As DenizBank, we stood by the industrial stakeholders in this field, in which we are a pioneer with respect to financing, in these difficult times. We relieved them either by restructuring or by deferring the loans, in the amount of about USD 1.4 billion, that we had supplied.

Another substantial agenda item is the access of SMEs to the pecuniary and intellectual resources required to boost the value they created for our economy, which is vital, and to enable them to cope with challenging circumstances and to expand and bring their businesses to the future. The participation of disadvantaged groups in the economy and the development of women’s entrepreneurship and farming are also two areas where we allocate financing resources. In addition, we provide women with the knowledge and decision-making skills required in social and economic life through our activities on financial literacy, as well as the support we give to original initiatives such as the Association of Women in Technology (Wtech).

With the awareness of social responsibility, we promote areas such as sports, culture and art, which help us develop a meaningful connection with our sphere. For years, we have been providing high-level support to numerous different branches for the development of sports in our country: We have a high opinion of sustainable investments that leave a mark in this field, with significant sensitivity to enabling widespread access to arts, sports and culture.

We know that today we need to concentrate on the concept of sustainability in order to reinforce every aspect on the value chain in the banking ecosystem. Incorporating a sustainability perspective is the sole key to optimizing resources and protecting natural and cultural heritages, ecological processes and biological diversity. The path to qualified development, especially for

emerging economies such as Turkey, is based on the ability of all segments in the society to access financial products and services under equal conditions. For this reason, we place financial inclusion at the focal point of our environmental, social and governance (ESG) strategies.

The hard work of a big family that is deeply committed to our Bank and its principles unquestionably lies behind all our efforts, made with the mission of serving our country and our future. It would be impossible to have constructed this business model – through which we brought banking to pathless corners of our country and to every segment of society – without the dedication and self-sacrifice of our employees, and our sense of community. For this reason, we consider it vital to build up the organic corporate loyalty and happiness of DenizBank’s all Sailors and Captains.

From our first day of operation, we have aimed to create an institution where our children and grandchildren will want to work and one that will nourish their values by embracing from the heart. We regard sustainability as the main pillar of our corporate culture and our “pole star,” and shoulder the responsibility for further inspiring our stakeholders to make sustainable choices.

I look forward to recording many more lines in our sustainability adventure...

Kind regards,

Hakan Ateş
CEO



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DenizBank Financial Services Group (DFSFG)

Since 1997 DenizBank continues its journey to become Turkey's fifth biggest private bank, embracing sustainability as an integral part of its corporate culture.



Banking Services

DenizBank
DenizBank AG (Australia)
DenizBank Moscow (Russia Federation)
Eurodeniz International Banking Unit Ltd. (TRNC)

Financial Leasing, Factoring

DenizLeasing
DenizFaktoring

Cultural Services

DenizKültür

Information Technology Services

Intertech
Ekspres Bilgi İşlem

Investment Activities

DenizYatırım
DenizPortföy

Real Estate Investment Trust

Deniz Real Estate Investment Trust

Other Services

Bantaş
Açık Deniz Radyo-TV
fastPay Elektronik Para ve Ödeme Hizmetleri
NEOHUB



DenizBank in Brief

Moving forward as a big corporate family of 14 thousand people as of 2021, with the aim of generating sustainable financing models in every field it operates, DenizBank established various financial support mechanisms most of which serve as a model for the industry.



396

TL billion

DenizBank's total consolidated assets rose to TL 396 billion in 2021 with an increase of 50%.



DenizBank has viewed banking as a mission since the day it started off with just a banking license in 1997. The Bank pursues its responsible banking approach to develop and add value to the Turkish economy. DenizBank exists with its far-reaching network of branches and ATM's even in the locations where other private banks do not operate, attending to the needs of its customers with the motto "We are Here."

DenizBank witnessed three acquisitions and a public offering in its short history. Joined Dexia, one of the leading finance groups of Europe, in 2006. Later, the Bank was involved in the greatest investment of Russia in Turkey and began providing services under the roof of Sberbank, one of the biggest banks in Europe at the time. The Bank was acquired by Emirates NBD, a pioneering financial institution in its region, in August 2019.

Since day one, the goal of DenizBank is to create opportunities and better living conditions for future generations, while leaving a heritage to be passed on by generations. In 2021, the Sustainability Committee was established with the aim of integrating DenizBank's sustainability objective across all banking operations, and establishing its mission of serving the society – an integral feature of the Bank – as a policy to be passed on to the future generations. Thus, the activities carried out in this respect started to be managed with an interdisciplinary dynamic.



DenizBank in Brief

DenizBank sensitively approaches the subject of keeping its activities by protecting the life balance and all natural resources in the world.

The Bank that grows stronger amid crises

Having adopted a value-based banking approach contributing to production and development since its establishment, DenizBank maintained this stance throughout the 2001 crisis, during which the Turkish financial system faced significant challenges and the number of banks in the country fell from eighty to almost fifty. The Bank acquired 178 branches that were transferred to the fund.

The Bank has made significant contributions to the industry in terms of innovations, product groups and human resources since it acquired Tarişbank and moved into agricultural banking with the aim of “protecting farmers from usurious lenders and exorbitant interest rates.” It incorporated a tradition embraced by 120 thousand farmers, and protected and sustained this knowledge and value. DenizBank developed a service model that is tailored for the producers and designed to meet their real needs, by teaching agriculture financing to its Sailors and Captains, most of whom are local people and agricultural engineers. At the same time, this approach reversed the movement from rural to urban areas in Turkey, reinforcing the belief of especially young generations that they can build a future on their own lands.

Moving forward as a big family of 14 thousand people as of 2021, with the aim of generating sustainable financing models in every field it operates, DenizBank established various financial support mechanisms most of which serve as a model for the industry.

The ecosystem approach at the core of DenizBank's activities

In addition to the Bank's capacities in technology and innovation, DenizBank accords utmost importance to the ecosystem in which it exists. DenizBank has always focused on acting cooperatively for a sustainable future, and will continue to operate in that manner.

The Bank's operations are aimed at bequeathing future generations an institution that gives back to society, and does not compromise on the principles

of transparency, accountability, justice and responsibility. DenizBank approaches the subject of maintaining its activities by protecting the life balance and all natural resources in the world.

With the vision of leaving a mark on the future, DenizBank will fulfill its duties at the highest level, consistently acting in the consciousness that ensures the inclusive continuity of life in the future. The Bank sustains its operations with the understanding of responsible banking through which it backs the interests of its country and addresses the common problems of humanity and the future of the planet, thinking beyond its branches, regions, own institution and financial status.

DenizBank A.Ş. Shareholding Structure - 31.12.2021

Shareholders	Nominal Value (TL)	Share Ratio %
Emirates NBD Bank P.J.S.C.	5,696,099,996	99.99999988%
<i>Investment Corporation of Dubai</i>		55.7579%
<i>Capital Assets LLC</i>		5.3290%
<i>Free Float</i>		38.9131%
Other Shareholders	4	0.00000007%
TOTAL	5,696,100,000	100.00%





Emirates NBD in Brief



687

AED billion

Total assets of Emirates NBD is AED 687 billion as of December 31, 2021.



98%

Emirates NBD Group, an important player of the global digital banking industry performs 98% of all financial transactions and demands outside its branches.

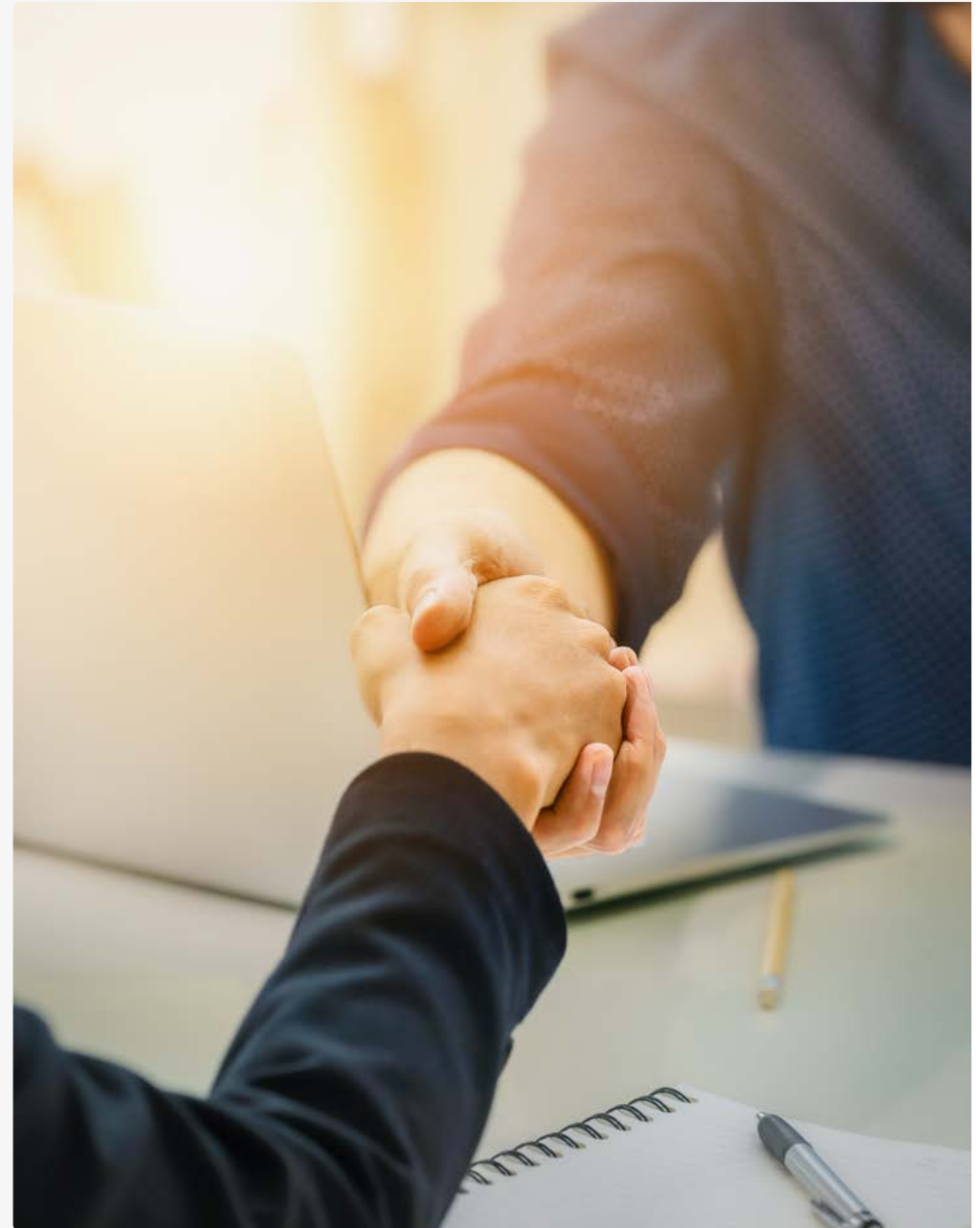
Emirates NBD gives service to 17 million customers in 13 countries.

Emirates NBD (DFM: Emirates NBD) is one of the leading banking groups of MENAT (Middle East, North Africa and Turkey) region. It operates in 13 countries and renders service to 17 million customers.

Total assets amount to AED 687 billion (approximately USD 187 billion) as of December 31, 2021. The Group operates in the UAE, Egypt, India, Turkey, Kingdom of Saudi Arabia, Singapore, United Kingdom, Austria, Germany, Russia and Bahrain with 900 branches and 4,079 ATMs/SDMs. Furthermore, it has agency offices in China and Indonesia.

Emirates NBD Group offers customers, companies, governments and institutions various financial products and services which can be listed as corporate banking, Islamic banking, investment banking, private banking, asset management, global markets, and treasury and brokerage activities.

The Group is a significant player of the global digital banking industry that performs 98% of all financial transactions and demands outside its branches. Moreover, the Group provides service together with E20, a digital business bank for entrepreneurs and SMEs, and Liv, a lifestyle digital bank for generation Y. Emirates NBD is the active participant and supporter of the UAE's main development and sustainability initiatives, including financial literacy and greater participation of the people with disabilities in society. Emirates NBD Group is the Official Banking Partner and the Premier Partner of Expo 2020 Dubai.





2021 Financial Performance

DenizBank maintained its stable growth in 2021 with a robust financial performance.

Consolidated Financial Indicators (TL Million)	2019	2020	2021	Increase (%)
Total Assets	217,314	263,961	395,884	50%
Equity	17,749	23,027	29,048	26%
Loans	142,786	167,283	225,726	35%
Deposits	154,459	167,467	248,509	48%
Net Profit	1,308	1,866	3,540	90%

Consolidated Basic Ratios (%)	2019	2020	2021
Capital Adequacy Ratio	14.33	16.23	16.83
Net Loans/Total Assets	65.70	63.37	57.02
Average Return on Equity	7.86	8.87	13.94

Unconsolidated Financial Indicators (TL Million)	2019	2020	2021	Increase (%)
Total Assets	156,478	199,256	308,719	55%
Equity	17,720	22,889	28,857	26%
Loans	96,955	120,907	167,433	38%
Deposits	97,328	109,207	171,514	57%
Net Profit	1,336	1,793	3,547	98%

Unconsolidated Basic Ratios (%)	2019	2020	2021
Capital Adequacy Ratio	17.69	18.67	17.88
Net Loans/Total Assets	61.96	60.68	54.23
Average Return on Equity	8.05	8.55	14.07



2021 Awards

Focusing on producing the technology and initiatives that will shape the future of banking, DenizBank won the Banker's "Bank of the Year" Award both in Western Europe and Turkey.



DEAL OF THE YEAR AWARD IN EUROPE

- In February 2021, DenizBank secured a USD 435 million equivalent debt facility to be utilized mostly in environmentally friendly and sustainable projects and was awarded "Deal of the Year in Europe" by The Banker, a prestigious media organ in finance industry and also "Structured Finance Deal of the Year" by Bond and Loans-Turkey Awards. The transaction which is substantial for the diversity of investors and has maturity of up to seven years drew considerable interest of the international investment and development institutions, institutional investors and commercial banks.



BANK OF THE YEAR AWARDS

- Hosting and pioneering the initiatives where the technologies that will shape the future of banking can be produced, DenizBank won The Banker's "Bank of the Year" Award both in Western Europe and Turkey.



GLOBAL FINANCE INNOVATORS AWARD

- With its Pole Star Project, DenizBank received "Global Finance Innovators Award" in the Corporate Finance category.



WINNER IN THE FUTURE OF DIGITAL INFRASTRUCTURE

- In IDC (International Data Corporation) Awards, Intertech, a technology subsidiary of DenizBank was deemed worthy of the 1st prize in the category of "Future of Industry Ecosystems" with its "API Ecosystem" and in the category of "Dx Future of Digital Infrastructure" with its inter-Cloud which is the first Financial Cloud platform in Turkey. Besides, it was awarded Gold prize in the category of "Best Infrastructure" by PSM (Payment Systems Magazine).



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Our Approach

We minimize our indirect environmental and social impacts, and promote the works which will leave a mark on the future by giving priority to the investments that meet our sustainability criteria.



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We bear responsibility for contributing to the inclusive continuity of life without compromising on the principles of accountability, transparency, responsibility and justice.

Since we established, we have acted with our responsible banking approach, and have embraced our responsibility at the highest level in order to contribute to the inclusive continuity of life without compromising on the principles of accountability, transparency, responsibility and justice.

Creating grounds with which we can offer benefit together by getting support of the ecosystem as well as our uninterrupted investments in innovation and technology, and promoting sustainability in any field have been our priority since the first day. On the other hand, we have acted to inspire all stakeholders to make sustainable choices.

In banking, we pay attention to the principles of leaving no section behind in development, achieving equality of opportunities for all and grounding on environmental compliance. By giving priority to

the investments that meet sustainability criteria, we minimize our indirect environmental and social impacts and promote the works which leave a mark to future.

With the Sustainability Management System put into use for the purpose of monitoring the sustainability performance regularly, we discuss all activities in a holistic manner and track them within the framework of the policies and procedures.

As a financial institution, we go into our approach under the headings of social, environmental and managerial sustainability with our credit facilities, products and services and the awareness of our responsibility for the future of the world.



Responsible banking approach

Since our establishment, we have acted with our responsible banking approach that values people and society.



Our Focal Points

PEOPLE AND SOCIETY

We perform banking with a responsibility which watches over the present and future of humanity and the world.

ENVIRONMENT

We hold onto our planet with the respect for the environment and rights of the future generations!

DIGITALIZATION AND INNOVATION

We take steps to shape the future's banking with our knowledge regarding technology and innovation.





Milestones

Sustainability journey of DenizBank



1997:

- DenizBank started banking activities with a banking license obtained through the tender of Privatization Administration in September 1997.
- DenizBank became the first bank that entitled to receive ISO-9001 certificate in the year it was founded.

1999:

- DenizBank switched to online banking in 1999.

2001:

- DenizBank overcame the 2001 crisis which affected the whole banking industry, but gave strength to the Bank.
- At the end of the year, DenizBank acquired 82 branches previously owned by the banks transferred to the Savings Deposit Insurance Fund (SDIF). As unemployment in the banking industry went on rising due to the crisis, 1,700 professional bankers were brought under the umbrella of DenizBank. Thus, their survival in the industry was ensured.

2002:

- In December 2002, DenizBank purchased all shares of Tarıřbank, including 100% of Tarıř Menkul Değerler's capital, which was an intermediary institution. Journey of DenizBank in the agricultural industry where no private bank entered yet, got started with the acquisition of Tarıřbank, and formed the basis of today's agricultural banking.
- In 2002, DenizBank bought 100% of the shares owned by Intertech Bilgi İşlem ve Pazarlama Ticaret A.Ş. which would be the technology base of the Bank.
- DenizBank purchased 99.99% of Esbank AG, Wien (it was renamed as DenizBank AG in 2003), a commercial bank in Vienna (Austria), in September 2002. Today, it continues giving service as the largest subsidiary of a Turkish Bank abroad.

2003:

- As a first in agricultural banking, DenizBank developed and began to render "Producer Card" service which is the biggest supporter of farmers.
- All shares of CJSC İktisat Bank (Moscow), a bank in Moscow were bought in June 2003 (its name was changed to "DenizBank Moscow" and "CJSC Dexia Bank," respectively).

2004:

- On September 24, 2004, DenizBank offered 25% of its capital to public with a record demand which was 5 times and its shares were listed on the Istanbul Stock Exchange. The public offering became a milestone in Turkish capital markets which were static after the crisis.
- In December 2004, DenizBank founded DenizKültür which has been bringing together numerous works in culture and art, and the art lovers for many years.

2005:

- The Bank took a major step in the field of technology after Microsoft allowed it to use a digital banking operating system on which Microsoft was still working.

2006:

- DenizBank shares were transferred to Dexia, the Franco-Belgian banking giant in Europe, with a record multiplier of 4.7 on October 17, 2006, and Dexia became the principal shareholder of the bank. Subsequently, a tender offer was made for the shares traded on the ISE, and Dexia's ownership increased to 99.84%.

2007:

- In March 2007, DenizBank bought 99.6% of Global Hayat Sigorta A.Ş.'s shares. It was renamed as DenizHayat Sigorta (Deniz Hayat) in August 2007, and DenizEmeklilik (Emeklilik ve Hayat A.Ş.) after obtaining license to operate as a pension company in November 2008.

2008:

- DenizBank's training center, Deniz Academy came into service.

2009:

- In June 2009, DenizLeasing established Pupa Gayrimenkul Kiralama ve Yönetim Hizmetleri A.Ş. to invest mainly in real estate, real estate projects and the rights related to real estate.



Milestones

DenizBank's journey from past to present

2011:

- On October 3, 2011, 99.86% of DenizBank's shares in its affiliated company, Deniz Emeklilik was sold to American Life Hayat Sigorta A.Ş. (MetLife) for EUR 161.9 million.
- Founded as a rare structure in finance industry, DenizTV became the bank's television that raises the bank's efficiency in training and internal communication.

2012:

- Sberbank acquired 99.85% of DenizBank shares from Dexia for USD 3.5 billion on September 28, 2012.

2013:

- On July 1, 2013, DenizBank took over Citi Turkey's retail business line, including retail banking branches which had over 600,000 customers, TL 1.2 billion loans/receivables, TL 1.6 billion deposits and about 1,400 employees.

2014:

- DenizBank was chosen the "Most Innovative Bank of the Year" in 2014 BAI Banking Innovation Awards given by USA-based Bank Administration Institute (BAI) and American Bankers Association (ABA), two of the world's most respected institutions in banking management field of financial services industry.

2015:

- DenizBank was deemed worthy of "Global Innovator" award given by European Financial Management Association (EFMA) and management consultancy company Accenture, in the most prestigious category in 2015 Innovation Awards considered by international financial circles as one of the most prestigious award platforms having over 3,000 members from the banks and finance institutions in 130 countries.

2016:

- DenizBank was chosen as "Number 1 in the World in Innovation" by BAI once again. Thus, the bank was at the top in digital field in the last three years in a row with the awards that it won.

2017:

- DenizBank became the only private bank that took action in the "Relief Loan" project applied in cooperation with the Union of Chambers and Commodity Exchanges of Turkey (TOBB) and the Credit Guarantee Fund of Turkey (KGF).

2019:

- On July 31, 2019, Emirates NBD bought 99.85% of DenizBank shares from Sberbank. Thus, DenizBank shares changed hands for the 3rd time with almost 1 multiplier despite the tough market conditions, and were sold for TL 15.48 billion.

- Emirates NBD used its right to squeeze out other shareholders of DenizBank pursuant to provisions of the Communiqué on Squeeze Out and Sell Out Rights no. II-27.2. As a result, DenizBank shares held by the other shareholders were purchased by Emirates NBD and ownership ratio of Emirates NBD in DenizBank became 100%. As of December 16, 2019, DenizBank's shares were delisted from stock market.

2021:

- In July 2021, with the understanding of "ecosystem banking," the Bank established the new fintech subsidiary NEOHUB in order to stand behind the entrepreneurial ecosystem in Turkey. Key activities of the company are software development and marketing, research and development, innovation and innovation activities and consultancy. Deniz Aquarium, Deniz Ventures and fastPay were combined under the umbrella of NEOHUB to provide centralized solutions for the start-ups in Turkey.
- The Sustainability Committee was established under the chairmanship of DenizBank's CEO. The first meeting was held on December 1, 2021.



Sustainability Roadmap

We prepared a comprehensive roadmap in which we take up every aspect of sustainability integrated into all of our work areas.

ENVIRONMENT

Environmental impact assessment of our operations

- Measurement of corporate carbon footprint
- Measurement of corporate water footprint
- Waste management
- Mitigation of emissions in focused areas
- Responsible resource consumption

ISO 14001 -
ISO 14064

Contribution to circular economy
(Head Office and in whole impact area)

- Use of the products which have high energy efficiency and/or are compatible with circular economy
- Production technologies and processes

Green and Sustainable Bond Study

Environmental and social risk management system

- Environmental and social risk categorization mechanism
- Integration of Environmental, Social and Governance (ESG) subjects into loan policies
- Data base
- Measurement of the financial impacts made by the risks of climate crisis

SOCIETY

Training and dissemination

- Raising awareness of employees on environmental, social and corporate governance
- ESG Risk Management
- E-learning materials
- ESG Workshops

Support for art, culture and education, volunteering initiatives

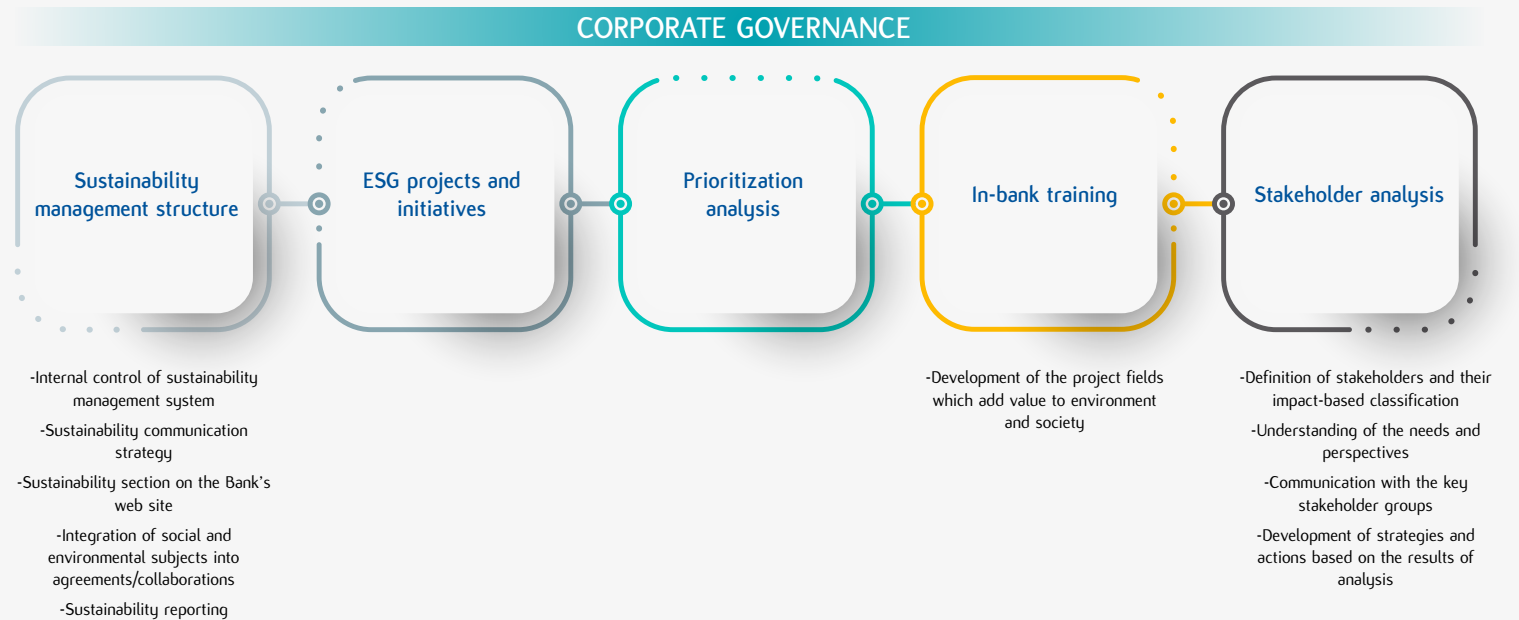
Financial inclusion

Collaborations and NGO memberships

Studies on women's empowerment



Sustainability Roadmap





Prioritized Sustainable Development Goals

We shape our sustainability goals in line with the United Nations Sustainable Development Goals and directly make contribution to 12 goals.

2 **END HUNGER**
Sustainability in Agriculture and Support to Rural Development ([Page 44-45](#))
Digital Banking in Agriculture and From Deniz to Earth ([Page 51](#))

4 **QUALITY EDUCATION**
Deniz Academy and In-Bank Training ([Page 68-69](#))

5 **SOCIAL GENDER EQUALITY**
Support for Women's Enterprises ([Page 37-38](#))
Sustainability in Agriculture and Support to Rural Development ([Page 44-45](#))
Diversity, Inclusion and Equal Opportunity ([Page 63](#))

6 **CLEAN WATER AND SANITATION**
Responsible Financing, Investment, Products and Services ([Page 36](#))
Water Management ([Page 59](#))

7 **ACCESSIBLE AND CLEAN ENERGY**
Responsible Financing, Investment, Products and Services ([Page 36](#))
Energy and Emissions Management ([Page 58](#))
Water Management ([Page 59](#))

8 **DECENT WORK AND ECONOMIC GROWTH**
Support for Women's Enterprises ([Page 37-38](#))
Banking without Barriers ([Page 39-40](#))
Retirement Banking ([Page 41](#))
Sustainability in Agriculture and Support to Rural Development ([Page 44-45](#))
Support for Sustainable Tourism ([Page 47](#))
Support for SMEs ([Page 48](#))
NEOHUB ([Page 55-56](#))
People and Society ([Page 62-72](#))

9 **INDUSTRY, INNOVATION AND INFRASTRUCTURE**
Responsible Financing, Investment, Products and Services ([Page 36](#))
Support for Sustainable Tourism ([Page 47](#))
Intertech and Digital Transformation ([Page 52](#))
Energy and Emissions Management ([Page 58](#))

10 **REDUCING INEQUALITIES**
Support for Women's Enterprises ([Page 37-38](#))
Banking without Barriers ([Page 39-40](#))
Retirement Banking ([Page 41](#))
Support for SMEs ([Page 48](#))
Diversity, Inclusion and Equal Opportunity ([Page 63](#))

11 **SUSTAINABLE CITIES AND COMMUNITIES**
Responsible Financing, Investment, Products and Services ([Page 36](#))
Support for Sustainable Tourism ([Page 47](#))

12 **RESPONSIBLE PRODUCTION AND CONSUMPTION**
Sustainability in Agriculture and Support to Rural Development ([Page 44-45](#))
Support for Sustainable Tourism ([Page 47](#))
Digital Banking in Agriculture and From Deniz To Earth ([Page 51](#))

13 **CLIMATE ACTION**
Sustainability in Agriculture and Support to Rural Development ([Page 44-45](#))
Digital Banking in Agriculture and From Deniz To Earth ([Page 51](#))
Energy and Emissions Management ([Page 58](#))

14 **MARINE LIFE**
Sustainability in Agriculture and Support to Rural Development ([Page 44-45](#))
Water Management ([Page 59](#))





OUR SUSTAINABILITY GOVERNANCE

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- 31 Corporate Governance
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- 33 Sustainability Management
- 34 Risk Management





Our Sustainability Policies

DenizBank approaches sustainability as the main criterion in the policies and practices for its employees, proper management of its impacts on the environment and the financial activities it offers to customers.

Our Governance Policy

We offer value-centered service to our stakeholders through our approaches that commune with technology and target permanent development. We aim to protect the confidence in our Bank, and our reputation with the high business ethics standards we adopt.

As part of this, DenizBank;

- Embraces a mentality based on sharing the values it creates through its services and activities, with shareholders, customers, employees and other stakeholders in harmony with the principles of transparency, accountability, responsibility and justice.
- Activities and objectives of the Bank in the field of sustainability are performed by the Sustainability Committee,
- Closely tracks national and international developments in the industry by attending the initiatives in the field of sustainability in order to successfully achieve the long-term goal of creating value for all stakeholders,
- Targets ensuring customer satisfaction permanently,
- Manages the works on the field of sustainability through a transparent and accountable structure,
- Never tolerates bribery and corruption by observing the ethical and moral rules adopted as the Bank values, and embraces the principle of managing these issues within the Anti-Corruption Policy and Ethical Principles Policy.

Our Environmental Sustainability Policy

Finance industry has a substantial role due to the strong financing assistance that it provided in transition to low carbon economy. With the awareness of this role, DenizBank takes heed of contributing to sustainable consumption of limited resources, fighting climate change and raising the resilience to environmental risks by means of its services and activities.

As part of this, the Bank;

- Manages the environmental and social impacts arising from its operational activities through the “Direct Environmental Social Impacts Management Policy,” monitors the consumption and environmental impacts within this scope and targets improvement by implementing projects to mitigate such impacts,
- Manages and tracks the environmental & social impact process in product and service processes as part of the “Management Policy of Environmental & Social Impacts in Credit Facility Processes,”
- Promotes combating and adapting to global climate change, which is one of the rules of sustainable development, by developing sustainable financial products and watching over the emissions originating from its operations,
- Treats fairly in selection of suppliers, and considers giving priority to the suppliers that adopt environment-friendly applications in purchasing processes, with the aim of encouraging low carbon economy.

In 2022, the Bank will commence the activities for meeting the criteria of the Zero Waste Project conducted by the Ministry of Environment and Urbanization to reduce waste formation. Besides, it plans to start measuring and reporting internal greenhouse gas emission values at regular intervals in the same period for the purpose of managing climate change risks.

Our Social Sustainability Policy

DenizBank;

- Targets providing a healthy and safe work environment to its employees with an approach that respects human and employee rights and observes equal opportunities,
- Contributes to creating awareness in the field of sustainability within the Bank and in society by continuously giving support to training and competency development activities for enhancing corporate capacity,
- Aims to contribute to its employees' success with a fair rewarding and performance system and works to provide a working environment compatible with its ethical values and strategic goals,
- Targets developing the products and services which promote social development with a perspective of sustainability,
- Supports the agricultural industry and local development, which is an important field of economic activity in Turkey, with the financing it provides to agriculture and farmers,
- Implements projects which will contribute to social development and bolsters up the projects aiming to raise social awareness, especially in the fields of education, culture, art and sports, and targets making contribution to society.



Corporate Governance

DenizBank fully complies with the corporate governance principles and is attentive to the national and international practices in this area.

Executive Committee

DFSG Executive Committee is a body appointed within the scope of the powers assigned by the Board of Directors to the CEO. In principle, the committee gathers once a week under the chairmanship of the CEO. General Secretary is an elemental member of the Executive Committee and does not have the right to vote. The Executive Committee was established to inform the Board of Directors and prepare for it, to evaluate and decide on several strategic decisions and to exchange information. In case the suggestions on the subjects under the CEO's authority are accepted, execution stage starts under the responsibility of the CEO and the relevant Executive Vice President or General Manager of the related subsidiary. Suggestions regarding the subjects under the authority of the Board of Directors are submitted for the information of the Board by the CEO, and the resolutions made are implemented under the responsibility of the Board.

Executive Board

Executive Board was established to function within the scope of the powers assigned to the CEO by the Board of Directors. It aims to assess the managerial subjects quickly and properly within DenizBank Financial Services Group in line with the "common sense" principle.

The Board is invited and convenes when Executive Committee needs to ask the information and opinion of the other executive managers about the matters concerning the whole organization. The Executive Board is a consultative body. The opinions expressed to it are advisory.

The Executive Board convenes at least six times a year to the purpose when necessary, based on the suggestions about the matters concerning the whole organization or those brought forward by the transaction officers, whose interests and knowledge are sought, on the matters concerning their own span of authority.

Board of Directors Committees

The following committees established by the Board of Directors provide the necessary support for the works of the Board;

- Audit and Risk Committee,
- Corporate Governance and Nomination Committee,
- Remuneration Committee,
- Credit Committee,
- Sustainability Committee.

Detailed information on the Board of Directors, Executive Management and committees can be found in DenizBank Annual Report 2021.

Corporate Governance Principles and Policies

DenizBank handles relationships with its stakeholders by means of a management approach grounded on the principles of transparency, equality, responsibility and accountability. The Bank fully complies with the corporate governance principles and is attentive to the national and international practices in this area. Duties, powers and responsibilities of the Board of Directors, the top management body of DenizBank were determined with this approach as well according to Banking Legislation, Turkish Commercial Code and the relevant regulations.

The Corporate Governance Principles Compliance Statement can be accessed via <https://www.denizbank.com/en/investor-relations/corporate-governance/policies/ethical-principles-policy2>





Management Policies

Suppliers which do business with DFSG undertake to utilize the material resources responsibly and to support the dissemination of environment-friendly technologies with the aim of sustainable development by respecting the environment and the rights of future generations.

Policies of the Bank set within the scope of the corporate governance principles can be accessed via the web addresses below:

You can visit our web page for details of DenizBank [Information Policy](#) and corporate information.

You can visit our web page for details of DenizBank [Ethical Principles Policy](#) and corporate information.

You can visit our web page for details of DenizBank [Human Resources Policy](#) and corporate information.

You can visit our web page for details of DenizBank [Dividend Distribution Policy](#) and corporate information.

You can visit our web page for details of DenizBank [Corporate Social Responsibility Policy](#) and corporate information.

You can visit our web page for details of DenizBank [Remuneration Policy](#) and corporate information.

You can visit our web page for details of DenizBank [Anti-Corruption Policy](#) and corporate information.





Sustainability Management

With the principle of responsible banking, DenizBank founded the Sustainability Coordination Department this year under the Financial Institutions Group for the purpose of managing all activities about sustainability. The Department is in charge of encouraging the activities in the field of sustainability by tracking the national and international practices regarding sustainability, and giving inspiration to employees based on the sustainability goals.

Accordingly, Sustainability Management System was established to measure and manage the direct and indirect environmental and social impacts. The infrastructure needed to measure and monitor the related impacts was generated as well. On the operational side of the system, the environmental engineers employed

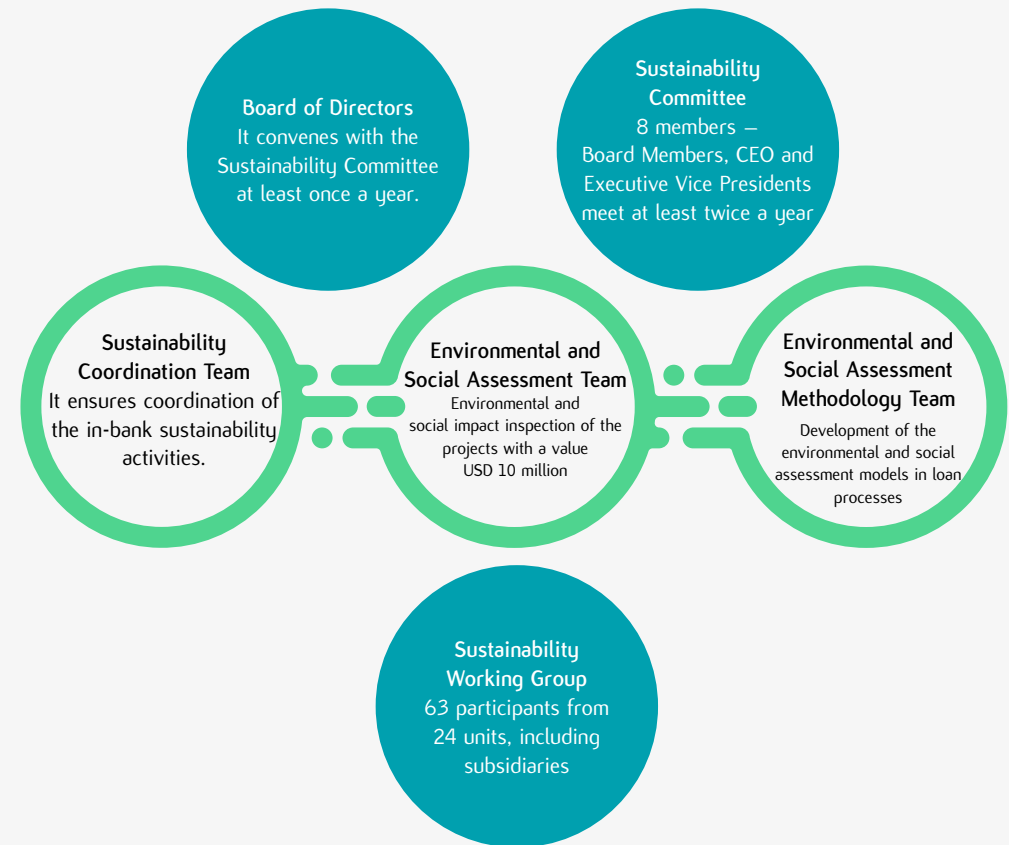
within the Project Finance department inspect environmental and social impact of the project finance loans which amount to USD 10 million or more. The expert team that holds office within Agricultural Banking R&D department is responsible for developing the methodology and infrastructure required for implementing the environmental and social assessment model to the other loan segments.

Sustainability Committee

DenizBank Sustainability Committee is an executive management committee responsible for the sustainability strategy.

The Committee provides a top-level governance for the Bank's sustainability-related activities, including environmental and social risk management and climate change management, in an integrated manner. Presided by the CEO, the committee consists of the Board Members and Executive Vice Presidents. It convenes together with the Board of Directors at least once a year in order to discuss the sustainability topics. Sustainability principles are identified based on the policies set by the Sustainability Committee. Such principles are integrated into the business strategies of the Bank in a quite sensitive manner.

Organization Structure of Sustainability at DenizBank



Members of the Sustainability Committee

Name Surname	Position	Description of membership
Hakan ATEŞ	Chairman	Executive Member - CEO
Tanju KAYA	Member	Executive Member
Derja KUMRU	Member	Executive Member
Bjorn LENZMANN	Member	Non-Executive Member
Ruslan ABİL	Member	Executive Vice President
Bora BÖCÜGÖZ	Member	Executive Vice President
Savaş ÇITAK	Member	Executive Vice President
Verda Beril YÜZER OĞUZ	Member & Committee Secretariat	Executive Vice President



Risk Management

Risk Management Group performs extensive activities regarding risk management, which plays a significant role in setting DenizBank's strategies.



Risk management activities are carried out in line with the principles set forth in the following risk policies:

- Credit Risk Policy
- Counterparty Credit Risk Policy
- Concentration Risk Policy
- Model Risk Policy
- Liquidity Risk Policy
- Interest and Exchange Rate Risk Policy
- Market Risk Policy
- Operational Risk Policy
- Cyber Security Risk Management Policy
- Strategy and Business Risk Policy
- Residual Risk Management Policy
- Regulatory Risk Policy
- Reputation Risk Policy
- Country Risk Policy
- Compliance Risk Policy
- Tax Risk Policy

Risk Management Group performs extensive activities regarding risk management, which plays a significant role in setting DenizBank's strategies. Risk Management Group is responsible for forming, inspecting and reporting the necessary policies and application procedures within the scope of the rules determined by the executive management of the Bank and the Group with the aim of identifying, measuring, analyzing and monitoring the risks that are exposed or likely to be exposed, especially regarding the risk/return structure of cash flows, and for coordinating the activities as part of the risk appetite statement.

Risk Management Group prepares reports for the Audit and Risk Committee, Assets and Liabilities Committee, Credit Committee and Risk Committee at the level of the policy and application and according to the feature and requirement of the process. Furthermore, it works in coordination with the Internal Control, Compliance and Inspection Board.

- The Group periodically reports to the Audit and Risk Committee and Assets and Liabilities Committee the risk analyses which have a place in directing for detecting and monitoring the risk limits and developing the risk management strategies.
- Credit risk management is handled with a holistic approach that incorporates modeling, validation, analysis, assessment and follow-up processes. The processes regarding credit risk are conducted with the participation of the Corporate and Commercial Loans Group, Retail, SME, Agricultural Underwriting and IFRS Group, CRM and Change Management Group Credit Follow-Up and Risk Monitoring Group, Risk Management, Credit Committee, and Executive Credit Risk Committee.

Each business unit is responsible for managing its own operational risk. However, policies are set and activities are monitored and reported in coordination with the Internal Control, Compliance and the Inspection Board. Assessments are made in the Audit and Risk Committee.

Risk management activities consist of risk identification, measurement and management processes. DenizBank performs its banking activities by strictly adhering to risk management policies that aim to analyze risks and monitor them within reasonable limits. As an essential principle, the Bank adopts developing the systems that comply with, particularly the regulations of Basel Committee on Banking Supervision and Risk, and the international directive risk management principles.



Risk management activities

consist of risk identification, measurement and management processes.



SUSTAINABLE FINANCE

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- 41 Retirement Banking
- 42 Agricultural Banking
- 44 Sustainability in Agriculture and Support for Rural Development
- 46 Our Mission in Agricultural Banking
- 47 Support for Sustainable Tourism
- 48 Support for SMEs

1.1
USD
billion

Renewable energy
financing

6,500
MW

Amount of installed
power mediated for
activation
(Total installed power of
Turkey 98,000 MW)

840
USD
million

The first
sustainability-
related syndicated
loan

250
thousand

Number of women
farmers supported

1.4
TL billion

Total loan volume
provided to women
farmers

1.1
Million

Number of Retirement
Banking customers

45%

Leader with the loan
market share in
Agricultural Banking
among private banks

17
TL billion

Total loan volume of
Agricultural Banking

1.4
TL million

Number of DenizBank
customers in
Agricultural Banking
(Total number of
registered farmers in
Turkey: 2.2 million)

620
Thousand

Number of Producer
Cards

30%

Amount of increase in
SME loans

1.5
TL billion

loan deferment
Loan payment of over
13 thousand SMEs
which amounts to
TL 1.5 billion was
deferred for 3 months





Responsible Banking, Investment, Products and Services

DenizBank has provided a project financing support of USD 1.1 billion for renewable energy projects and sustainability to date.



6,500 MW

Installed capacity mediated for activation



6 CLEAN WATER
AND SANITATION



7 AFFORDABLE AND
CLEAN ENERGY



9 INDUSTRY, INNOVATION
AND INFRASTRUCTURE



11 SUSTAINABLE CITIES
AND COMMUNITIES

Promoting the transition of Turkey to low carbon economy, DenizBank gives priority to financing of the investments in energy efficiency and renewable energy. It is planned to comprehensively monitor the environmental and social impact levels of the investments to be financed in the upcoming period, with physical measurement and assessment systems.

Turkey's total installed power generation capacity exceeded 98 thousand MW at the end of 2021. Within the last 15 years, DenizBank interceded for the activation of 6,500 MW installed capacity. The Bank carries on supporting financing of the energy industry also through electricity distribution, natural gas distribution and wholesale projects. As of November 2021, a 12-year project financing loan of USD 100 million was allocated to Karapınar Solar Power Plant Project. When completed, it will be the largest solar power plant in Europe. DenizBank is the private Turkish bank that made the highest contribution to this syndication.

DenizBank has provided a project financing support of USD 1.1 billion for renewable energy projects and sustainability to date.

The Bank collaborates with the international finance institutions such as the European Bank for Reconstruction and Development (EBRD), International Finance Corporation (IFC), European Fund for Southeast Europe (EFSE) and Green for Growth Fund (GGF) for the purpose of promoting the business lines and activities which contribute to sustainability. The medium & long term resources provided by the Bank in this context are utilized in the critical areas for sustainable development such as agriculture, energy efficiency, micro SMEs, infrastructure works in underdeveloped regions, health, municipal finance and women's empowerment.

Amount of the resources that the Bank procured from 13 institutions on the basis of 37 contracts and turned into sustainable financing corresponded to over USD 2 billion by the end of 2021.

In November 2021, DenizBank received a total foreign fund of USD 840 million with its first sustainability-related syndicated loan. The transaction was the largest syndicated loan in the industry in the last two years, with 49 participants from 22 countries. In line with rendering qualified service to the customers with disabilities as part of financial inclusion, financing of sustainable agriculture and farmers, which are of great importance in raising the accessibility of ATMs and branches and ensuring food safety, were set as the performance criteria of the syndication. Total cost of the transaction with a roll-over ratio of 110% stood at $\text{libor} + 2.15\%$ (in USD) and $\text{Euribor} + 1.75\%$ (in EUR).

In the reporting period, the Bank obtained funding of USD 435 million under the securitization program Based on Foreign Remittance Flows. On February 18, 2021, the funds provided in USD and EUR primarily with 5-year and ranging up to 7-year maturity drew great interest from international investment and development institutions, institutional investors, and commercial banks.

The transaction was crowned with the "Funding Deal of the Year in Europe" by The Bankers magazine, and the "Structured Financing Deal of the Year" by Bonds and Loans Turkey.

The largest parts of the loan were provided by the International Finance Corporation (IFC) and the European Bank for Reconstruction and Development (EBRD) with USD 150 million and USD 100 million, respectively. The resources were used to fund energy efficiency and renewable energy projects, support the women's enterprises with limited access to finance, and finance the agricultural industry deemed strategically significant by DenizBank.

How do we create value?

- Harmony between global sustainability goals and DenizBank's strategies and practices that support sustainable development
- Our powerful cooperations with the regional development agencies and other international finance institutions
- Our financing weight in responsible and sustainable investments, particularly in renewable energy and energy efficiency
- Our experience and expertise in the industries with a strong relation of sustainability, such as agriculture and tourism
- The finance support we give to the projects that will boost social development, such as education and health projects
- Our support to the projects for social and economic development of the country through infrastructure financing such as airports and power plants
- Sustainability-related syndication loan and the awarded securitization loan most of which is planned to be used in environment-friendly and sustainable projects





Support for Women's Enterprises

DenizBank handles gender equality with a responsible and holistic approach, and supports women's enterprises in increasing their presence in the market with its non-banking supports as well as the products and services it offers.



8.7

TL billion

Financing provided by DenizBank to 350 thousand women's enterprises by the end of 2021



Further integration of women into the economic and social life and achieving gender equality also in business life are regarded as the key elements of qualified development today. As seen all over the world, the women whose participation in working life accelerates also in Turkey enhance their contribution to entrepreneurial ecosystem and economy with their potential.

DenizBank handles gender equality with a responsible and holistic approach, and works for women's enterprises to create higher economic added value with its non-banking supports as well as the products and services it offers.

To consolidate women's status in economic and social life, the Bank forms many initiatives, especially;

- Development of customized financial products,
- Loans for the SMEs that encourage women's employment,
- Support for women farmers,
- Support for the women-led SMEs via the partnerships with the Turkish Industrial Development Bank and the European Bank for Reconstruction and Development.

The Bank carries out its activities as part of supporting women's enterprises under three main business lines: Retail Banking Micro Enterprises, SME Banking and Agricultural Banking.

To stand behind the economic life cycle of its women-led SME customers, DenizBank obtained a fund of USD 50 million from the European Bank for Reconstruction and Development (EBRD) in 2021. Moreover, it is "the first bank" in the industry to sign the TurWIB (Financing and Consulting for the Business Women in Turkey) agreement valid until March 30, 2023 with the Credit Guarantee Fund (CGF). CGF guarantees of up to TL 9.6 million are provided to female manufacturer-exporter customers who actively participate in company management and activities, and up to a maximum of TL 5 million for other female owned businesses.

Besides, the Bank carries on its efforts for creating a package that contains cross and supplementary loan-specific products in order to make this resource available for the target audience, using effective communication and marketing means. It is planned to include the advantages such as free Business Card, free money transfer, complementary health insurance and POS products in the package for the first year.

Likewise, DenizBank cooperates with Frankfurt School of Finance & Management within EBRD's Financing and Advisory Support Program for Women's Businesses for the purpose of making use of its current position in the field of women's enterprises based on approach and process, and identifying the areas that are open to advancement.





Support for Women's Enterprises

With its 19 years' know-how in agricultural banking, DenizBank gives weight, particularly to find solutions for the problems of women farmers and to make their production more efficient.

In addition to financing, transfer of knowledge and experience is used by DenizBank to expand its responsible approach in this field. Through its subsidiary Intertech, the Bank contributes to the efforts of the Association of Women in Technology (Wtech) of which it is one of the founders, together with Turkey's leading institutions. The association targets boosting the number of women employed in the field of science and technology by providing equal opportunity. CEO of the Bank, Hakan Ateş holds office in Board of Directors of Wtech where DenizBank's Executive Vice President in Charge of IT and Operation Dilek Duman is the President of the Training Committee and Board Member. The association provides training in basic technological fields such as software, artificial intelligence, deep machine learning and data expertise which are expected to shape the future, in order to specialize

individuals and prepare them for the working life. With mentor role model activities, it also brings together the participants and stakeholders on science and technology platform.

We Stand by Our Women Farmers

DenizBank minds the access of women farmers to finance in agriculture, which provides 27% of women's employment in our country. Total loan volume in this customer group within the Bank which raised the number of women farmers it serves to 250 thousand by the end of 2021 is about TL 1.5 billion.

Shaping its approach in the agricultural banking to completely generate solutions for the farmer- and production-specific issues, the Bank performed social anthropology studies with a special focus on the work processes and problems of the women farmers in Thrace and Central Anatolia regions.

How do we create value?

- Our mindset of financial solution partnership
- Our products and services that contribute to women's empowerment in economic and social life
- Easy access to financing with our multi-channel structure and digital capabilities
- Setting women's empowerment and women's banking as our strategic priority and focal point
- Our non-banking services (training and consulting specific to SMEs, Micro customers and farmers)
- Sources of finance specific to women's employment and women's enterprises (TurWIB – CGF guaranteed-EBRD / TSKB (World Bank) funds)
- Extensive activities carried out with the social responsibility approach for women farmers



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Accessible Banking

Aiming to ensure that all disadvantaged groups receive complete and convenient financial services, DenizBank gives service to visually impaired customers at all ATMs.



Ratio of ATMs designed for orthopedically handicapped people

8 DECENT WORK AND
ECONOMIC GROWTH



10 REDUCED
INEQUALITIES



DenizBank targets reaching all segments of society with its services. With this mentality, it continues to develop all banking channels to facilitate the access of its customers with disabilities to the Bank's products and services. DenizBank determined its goals within this scope based on the criteria in the Law No. 5378 on Disabled People which regulates the rules and procedures about adapting banking services to access and use of the customers with disabilities, and the Regulation dated January 1, 2017 on the Accessibility of Banking Services.

In 2021, transformation of the branches and non-branch channels as part of banking without barriers continued. In this regard, ratio of ATMS suitable for orthopedically handicapped people which was 17% in 2020 was heightened to 20% with the efforts made in this year. On the other hand, visually impaired customers can get service from all DenizBank ATMs.

Making ATMs and branches accessible by the customers with disabilities is also among the sustainability-related goals of DenizBank within the first syndication loan that was received by the Bank in November 2021 and is based on the sustainability performance criteria. The Bank speeded up the relevant activities.



Works for ATMs

- DenizBank continues its efforts sustainably to provide the convenience to its customers with disabilities for making transactions from the Bank's ATMs. The ATMs determined within this scope were redesigned to easily render service to the customers with disabilities. Besides, all new ATMs are installed in a way to be convenient for the use of disabled people if the ambient conditions are appropriate.
- Level of height as well as board and lightning equipment were designed in view of the customers with disabilities.
- Bank's ATM screens were chosen to ensure that image quality will always be high and will not become invisible. ATM control keys were positioned in accordance with the telephone standard.
- Cash withdrawal and cash deposit features, card slot, receipt slot and headphone jacks were designed in such a way that customers with disabilities can access easily and safely.
- It was ensured that the customers who submitted their disability status to the Bank can make the transactions of balance inquiry, cash withdrawal, cash deposit, credit card debt inquiry and credit card debt payment without paying additional fees and charges on all active ATMs across Turkey.
- Voice menu service is provided on the ATMs. As part of this, the services of balance inquiry, cash withdrawal, cash deposit, credit card debt inquiry and credit card debt payment are available. In this user-friendly voice menu, the sound volume can also be set by customers.



Accessible Banking

We assume responsibility for removing the inequalities of opportunity in any field and permanently develop our service infrastructure to promote barrier-free life.

Works for Branches

- DenizBank pays attention that the signboards, plates and warnings are of sufficient size and are adequately illuminated. In the signboards, the use of green and red colors together is avoided and braille letters are included.
- The following practices and efforts were/ are being carried out at certain branches in order to make the branches comply with the accessibility standards and to facilitate the service for the customers with disabilities:
 - Placing anti-slip tape on the gates and stairs of branches,
 - Hanging introductory signboards with Braille letters on the gate and closest booth of the branch,
 - Using perceivable surfaces for indoor and outdoor,
 - Affixing emergency warning and communication button next to the gate of the branch,
 - Installing emergency voice equipment connected to the central alarm system,
 - Building a disabled access ramp depending on the pavement width during the construction works in the newly-rented premises,
 - Training branch staff about the sign language,
 - Building accessible toilet that fully meets the disability standards, on ground floors.

Visual and Web Works

- At all DenizBank branches, there are two different screens: "Customer TV" and "Booth TV." Actual and interesting news and the Bank's products and services are shown "in mute mode" on the screens. Media are in "mute" mode, so the expression language used consists of texts, graphs and animations.
- It is planned to offer online correspondence channel service to our customers with disabilities via the Online Banking.



How do we create value?

- Our service infrastructure which we continuously enhance to eliminate the inequalities of opportunity and promote a barrier-free life in line with the Sustainable Development Goals
- Innovative solutions we develop for our citizens with disabilities to have easily access to our services based on our understanding of financial inclusion
- Our support to the customers with disabilities through non-branch channels together with the opportunities brought by digital transformation





Retirement Banking

As of the end of 2021, there are 13.5 million retired customers in Turkey. DenizBank has a market share of 8.3% in this segment among all banks. DenizBank is the second bank that pays pension the most, with a market share of 23.2% among private banks.



1.1
million

Number of Retirement Banking customers

8 DECENT WORK AND ECONOMIC GROWTH

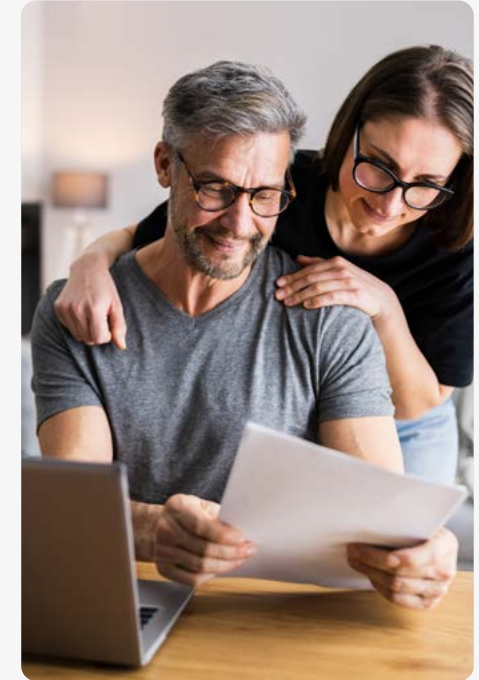


10 REDUCED INEQUALITIES



Endeavoring to offer better lives to pensioners who have worked and produced for years and play a significant role in building the future of our country, DenizBank carries on its activities with the aim of being the bank that ideally understands the needs of pensioners and gives service beyond their expectations. DenizBank which has closely tracked the needs of pensioners since 2010, provided services to 1.1 million pensioner customers as of the end of 2021. Various banking services are offered, including discounted interest rates on general purpose, car and housing loans, special advantageous interest rates for their deposits, priority standing in branch and call center transactions, as well as free-of-charge EFT and money transfer through online banking. Pensioner Bonus, the first-ever credit card specially designed for pensioners in Turkey, allows the pensioner cardholders to earn bonus points and shop free-of-charge or with discounts

at merchants using their points, or receive billing discounts during seasonal promotional campaigns. They also get extra discounts on cinema, theater, and pharmacy spending. As seen throughout the world, pensioners in our country were also affected the most during the global pandemic. DenizBank mobilized to ensure that this valuable customer segment, pensioners, perform their transactions without leaving home, and gave support to them on social media channels as well as generating solutions for their financial needs. Thanks to healthy life content, recipes and award-winning competitions prepared on Facebook with the experts, pensioners can have access to a lot of practical information easily. Furthermore, they can benefit from extra discounts in their cinema, theater and pharmacy expenses. The withdrawal limits from ATMs were increased for pensioners as well. Improvements were made to enable them to perform salary, transfer and promotion transactions via mobile banking.



How do we create value?

Exclusive opportunities for pensioners

- Features designed for needs with Pensioner Bonus Credit Card
- Advantageous deposit and loan interest rates
- Free of charge internet banking services
- 25% discount in use of cash box

Privileged banking services

- Service priority in branches
- Cost free withdrawal on ATMs of other banks
- Easy-to-use customer services menu and quick connection to customer representative

Special events

- Picnics and concerts
- Theatre and cinema
- Health seminars



Agricultural Banking

Continuity of the agricultural industry and production is of great importance for meeting food need of the rapidly-increasing world population as well as permanence of the industries such as textile and pharmacy which make use of the agricultural industry.



Agricultural revolution, namely the neolithic revolution, which took place in the lands, including Turkey 12 thousand years ago, irreversibly changed people's way of life, so it is one of the most critical milestones in 2.5 million-year development process of the humanity.

In contrast to the hunter-gatherer period in which humanity came a long way to find the food they need, the social structure formed after the agricultural revolution was organized to change its environment and found a way to reproduce it in a controlled manner by transforming essential nutrients.

As this production cycle necessitated transition to settled life, increased production amount first led to the development of mathematics and accounting, defense and state organization arose to preserve the property fact, division of labor emerged to enable different people to perform different works at certain places and other basic concepts of the modern works such as specialization, organization skill and law were formed.

It is not a coincidence that the meaning of the word "colere" which is the etymological origin of the "culture" word has the meaning of "bread" as well as "to protect, to take care." Agriculture that maintained societies' manner of life, namely their culture in terms of both organization and their reflection in daily life since the agricultural revolution is one of the principal industries which shape human's relation with nature and other humans.



From this perspective, preserving the agriculture which has been performed on these lands for 12 thousand years, and carrying the ancient knowledge passed from generation to generation, to future generations is a struggle for sustainability on its own.

Reasons such as the necessity of changing the production pattern resulting from that the food need of the rapidly-increasing world population rises at the same rate, and that the average income shifted their nutrition diet from grains to protein-based foods, and opening of the agricultural lands to settlement for the purpose of sheltering and income generation and the reduction of production areas reveal the vital importance of agriculture.

Furthermore, production capacity should be sustained increasingly to meet needs of the industries such as textile, pharmacy and food that utilize agricultural outputs.



Agricultural Banking

Having begun operating in agricultural financing after acquiring Tarihbank in 2002, DenizBank shouldered the heritage of an institution that has straightly tackled for the sake of these goals for over 100 years.



In this respect, better management of production planning and input purchasing processes in the agricultural industry which is below the average in accessing to financing, or the capability of the industry to more conveniently manage storing and protecting the raised products in way that it has the right to save on its price, with financial solutions, and expanding the business through investments and enhancing productivity are of critical issues for the sustainability of agriculture.

In 2002, DenizBank actually shouldered the heritage of an institution that has straightly tackled for the sake of these goals for over 100 years.

Established in 1913 in today's Western Anatolia Region, Milli Aydin Bank aims to act under the identity of a cooperative bank organized to enable a segment of significant traders and the farmers who held production to regain their voice on the

products and prices. The relevant understanding of cooperative that can be stated as that farmers fund themselves together and boost their profits by selling their products together set an example for the sustainability of agriculture achieved economically.

With the merge transaction performed in 2002, DenizBank incorporated this 100-year model and the financing perspective as a matter of fact. Providing support to more than 300 agricultural and livestock products today, the Bank clearly demonstrates how it internalizes and maintains this heritage with its R&D-backed technological infrastructure and its intense assistance for the population engaged in family farming, which constitutes 95% of the agricultural composition.

As soon as DenizBank stepped into agricultural banking, it took action to quickly resolve the main problems and barriers such as yearly income earning of producers which happens only at the harvest, the problems faced in accessing and transportation to bank branches, lack of a credit score structure that considers the basic metrics that are criteria in agricultural financing, and poor communication between farmers and the banking industry.

Thus, a financial innovation like Producer Card that provides repayment facility at maturity, creates cost opportunities with 0% interest advantages and is easily accessible via the branch network located domestically anywhere with agricultural activities or the alternative distribution channels was introduced to the industry.





Sustainability in Agriculture and Support for Rural Development



17

TL billion
Loan Volume



We deem support for agriculture as our responsibility for a sustainable tomorrow...

- 367 agriculture branches
- Loan volume of TL 17 billion
- Leader with the loan market share of 45% among private banks
- 1.4 million of the 2.2 million registered farmers in Turkey are DenizBank Agricultural Banking customers

Today, DenizBank carries on the agricultural banking activities in a total of 367 branches located in 81 provinces of Turkey that are fully concentrated on agriculture, with its field team mostly comprised by agricultural engineers. Established by a private bank for the first time through differentiation in the structuring of Head Office, regional offices and branches, structure of the Agricultural Banking organization was defined considering special needs of the farmers, ranging from credit facility system to access to information, and an agriculture-specific systematic manner of work was set. Today, DenizBank is Turkey's leading private bank in agriculture with a working model in which service is provided to farmer's home, field and land, and the economic and social structure of villages is transformed through the branches opened in border regions.

Our Sustainability Vision in Agriculture

Sustainability of agricultural production is threatened by major issues, namely numerous climatic, social and economic facts such as the separation between rural and urban life throughout the world, the gradually-aging farmer population as a result of this, increasing number of extraordinary climatic events with a rising severity, and the escalation in temperature whose results are regarded as a measurable loss of productivity. Solutions for these issues generally twine around two points. First, maintaining "family farming," which is the dominant

agricultural business model around the global, as a structure, in other words, achieving economic and social sustainability; second one is the issue of combating global climate change which requires a much more collective approach, namely the matter of ensuring ecological sustainability.

Within this framework, it is vital to more effectively utilize the financial instruments such as the risk transfer systems like the agriculture insurance which aims to steadily provide the "sufficient income" level for social and economic sustainability of farmers, the licensed warehousing system (ELUS) applied to prevent income losses resulting from price stability and an agricultural financing system that can respond to unstable cash flow. Based on such objectives, DenizBank prioritizes;

- Backing up the farmers at the risk of ending production owing to disasters, climate-based losses and cyclical production problems,
- Offering Irrigation Loans to disseminate the modern irrigation techniques that will hinder uncontrolled irrigation and maintain quality of soil while protecting the water resources,
- Making the soil analysis widespread, standing behind the optimum cultivation of soil through the campaigns that intercede for the use of fertilization procedures and preventing soil pollution originating from the excessive use of inputs, while protecting farmers from the cost hikes based on such extreme utilization of inputs,
- Interceding for ensuring the dissemination of agriculture insurance against any risk, particularly basic external factors which will bring the production to a standstill, and for the upgrade of the said insurance based on the product,
- Finding solutions for the liquidity requirement of agriculture with the Producer Card that brings considerable advantages and cost benefits in input purchases of, especially the family businesses and accordingly, the micro producers, and the opportunities to repay at harvest.

In addition to these instruments which focuses on the financial needs of farmers and achieve continuity in production, more extensive methodologies should be put into use typically for building up ecological sustainability. This is a two-sided issue: "reduction" as a set of practices aimed at globally mitigating greenhouse gas emissions, and "adaptation" as a set of practices that refer to the ideal adaptation to current climate change. For each, there are measures grounded on the technology, that is to say "smart agriculture" as the widely used definition, which is planned specifically for the agricultural industry and is existing or leverageable. They nourish economic sustainability by going beyond being the elements that limit the environmental damage, thanks to their characteristics that improve efficiency and repress cost through prevention of excess and unnecessary input use in production.

DenizBank adopted the missions of primarily support the effective use of financial instruments that directly contribute to the economic sustainability of rural life, and pioneering the advancement of these instruments in a way that also ensure a smart agriculture-based transformation which considers the environmental impacts. At this point, another point to take into account is the small family businesses which are the dominant agricultural enterprises in Turkey. From the first day, the Bank has paid regard to the accessibility of the small family businesses to its services and has offered a broad bolster mechanism ranging from the directive financing for eliminating the problems resulting from the use of chemicals and water, to renewable energy financing such as SPP and WPP projects and to sustainability-themed training and dissemination activities in rural areas.



Sustainability in Agriculture and Support for Rural Development

We have branches in 46 districts where only public banks operate, excluding DenizBank. Besides, 21 branches of DenizBank are located in the districts where our country has borders with other countries. Both indicate the particular importance we attach to agriculture.



840

USD million

The first sustainability-related syndication loan aimed at agriculture in the industry

The Bank also works intensively to enhance the capacity of small family businesses by bringing them together with the smart agricultural technologies. Primary goals are to boost the productivity of unit area, protect natural resources, raise the income of producers while bringing cost advantage in this way and nourish and conserve “the family farming” model that forms the social tissue.

DenizBank attaches great importance to agricultural chambers, associations, and co-operatives so that the micro-scale farmers can be protected and perform better production. As part of a collaboration with leading associations and co-operatives such as Çukobirlik, Tarış, Pankobirlik, irrigation co-operatives, sprawl, and cattle breeders' unions, the Bank has offered the partners of the unions an opportunity to meet agricultural input procurement at affordable costs.

As DenizBank, we render agricultural banking services at 367 branches specially organized for agriculture in the regions with intense agricultural activities and many farmers. Of these branches, 107 are Green Drop branches which are located in the county seats with a population of at most 15 thousand. With our regional managers and mobile teams in 9 regions as well as our branches, we reach 31 thousand villages which make up 82% of 38 thousand villages (total number) in Turkey, bringing agricultural banking and our producers together. We designed this extensive service network enriched with alternative channels that can bring service to the farmer doorstep when necessary, by means of this exclusive organization structure formed specifically for agriculture.

Producer Card that meets farmers' needs from end to end

Designed especially for the needs of the industry, the “Producer Card” facilitates micro producers' access to financing while offering producers a cost advantage in agricultural procurement with zero interest, and maturity advantage in contracted merchants. The Bank is the pioneer in the agricultural commercial card market with 620 thousand Producer Cards and innovative opportunities it provides.

- Purchase of agricultural inputs from 18 thousand contracted merchants with zero interest of up to six months
- Purchase of fuel oil from contracted fuel stations with zero interest of up to five months
- Opportunity to use Installment Loan from physical branches and digital channels of the Bank
- Opportunity of cash advance
- Payment of TARSİM agricultural insurance policies with “0” rate until the harvest
- Payment of other insurances and bills with suitable interest rates at harvest time
- Purchase of equipment from contracted merchants with the advantage of making a payment only once a year and a maturity term of up to three years
- Opportunity to purchase agricultural inputs at attractive prices for partners of unions and cooperatives such as Çukobirlik, Tarış, and Pankobirlik, irrigation cooperatives, and breeding and cattle cooperatives
- Application through branches, ATMs or SMS

Our support for women farmers

- **Mobile Truck Project:** With the social responsibility vision, we provided training service on finance and cultivation as well as medical screening by reaching 9 thousand women farmers in 27 villages located in two regions.
- **Support for Women Cooperatives:** We prefer the products produced by women cooperatives, while sending gifts and promotions to our stakeholders.
- **Our Products on Credit, and Campaigns**
 - **Monthly Support for Farmers:** 28 thousand women farmers benefited from the product, which we provided the opportunity of payment at the harvest and advantageous interest rates.
 - **March 8 International Women's Day Campaign:** Zero-interest cash advance and advantages in insurance products

Financial Resources for the Sustainability in Agriculture

In 2021, DenizBank brought USD 840 million to national economy with the syndicated loan that contains sustainability of agriculture among its target criteria, thus being the first in its field. The syndicated loan agreement, which includes commitments to develop solutions to increase the productivity of all farmers and especially women throughout the country, aims to increase the resources provided with the Producer Card, the most important financial instrument for sustainable agriculture. Moreover, it is aimed to increase the number of agricultural products focused on important issues such as efficient use of lands, protection of natural resources such as water and soil, and energy efficiency.

At DenizBank, financing facilities under the grant initiatives such as the Rural Development Investment Support Program (RDISP) and the European Union's Instrument for Pre-Accession Assistance in Rural Development (IPARD) are offered as well. Specialized project team of the Bank provides full support to entrepreneurs to complete applications for these various programs.



Our Mission in Agricultural Banking

From the aspect of agricultural industry, we approach sustainability under three headings: economic, social and environmental. We contribute to the preservation of the social fabric in rural areas as well as the sustainability of production by promoting the production activities of our farmers in every possible way.



Economic Sustainability

- Financing products and services adapted for the income period of the agricultural product
- Digital cooperative approach
- Bolster for the unification of agricultural lands
- Long-term investment loans for producers to expand their business



Social Sustainability

- Standing behind “family farming”
- Strategy of being close to producer through physical branch network
- Social responsibility projects in rural areas
- Supporting local economy by employing farmers’ children



Environmental Sustainability

- Consultancy on responsible sourcing to farmers through the “Deniz To Earth” ecosystem
- Financing support for environment-friendly production
- Bolstering technological transformation and smart agriculture practices up



Support for Sustainable Tourism



We regard tourism as one of the key elements of sustainable growth.

Tourism is one of the industries to which we attach strategic priority...

- We pioneer the industry in financing of tourism.
- We restructured/postponed loans of the tourism professionals during the pandemic.

Tourism is of vital importance for our country which owns matchless cultural and natural richness, due to its employment capacity, its contribution to reduction of the current account deficit in our country with the foreign exchange inflow it provides, and the fact that it nourishes numerous sub-business lines. On the other hand, vulnerability of the industry to macroeconomic, geopolitical and climate change-related risks makes its access to financing difficult.

DenizBank targets raising its contribution to sustainable development and enhancing social welfare by reaching the potential of the industry with the efforts it made in this niche area. The Bank is the leader in tourism financing by the end of 2021.

DenizBank collaborated with its subsidiaries DenizBank AG and DenizBank Moscow, thereby creating an ecosystem that integrally backs up the industry, from the first touch to foreign tourists to hotels and suppliers. In addition to big companies, small hotels and restaurants in SME group can make use of the Bank's privileged services.

With the financing it provided, DenizBank actively contributed to implementation of the infrastructure and transport projects which have strategic significance for the development of our country and tourism.

Besides, it continued to stand by the stakeholders in the industry so that tourism, which is one of the business lines affected by the pandemic the most, can get out of this tough period with the least damage. In 2020 and 2021 where pandemic was the main agenda item, the loans provided by the Bank in this field were either restructured or postponed to ease the cash flow of tourism professionals. The Bank keeps enhancing its banking solutions portfolio to facilitate the business operations of the contracted merchants in tourism industry. Within this scope, it added the feature of receiving payments in different foreign currencies (GBP, USD, EUR) to Dynamic Currency Conversion (DCC) transactions in 2021.

On the other hand, the destruction of natural resources and cultural heritage items stands out as the biggest risks that will influence the future of tourism. Performing its activities with the principle of serving the future of our country, DenizBank stands behind the

steps in generalizing the concept of sustainability in tourism and its sphere of influence, and developing the environmental and social performance of its stakeholders in the industry. The Bank prioritizes the investments that aim to develop sustainable tourism, ensure responsible use of water, energy and resources, mitigate the environmental footprint, protect biodiversity and seas in port activities, and accelerate the transition to low carbon.

How do we create value?

- We regard tourism as one of the key elements of sustainable growth.
- We are pioneer in banking industry with our financing opportunities that suit the cash flow structure of the business line, and our banking solutions differentiated.
- We are one of the biggest promoters of the infrastructure projects which target the development of tourism industry.
- Through our efforts on sustainable financing, we are of service to development of the environmental and social performance in tourism industry.





Support for SMEs

DenizBank that positions the support for the SMEs, namely the soul of the Turkish economy, at the core of its sustainability approach, aims to facilitate commercial lives of the SMEs with its financial and intellectual capital.



1.5
TL billion

Total loan amount subjected to 3-month deferment

8 DECENT WORK AND
ECONOMIC GROWTH



10 REDUCED
INEQUALITIES



We help our SMEs achieve their economic goals...

- Increase of **30%** in SME loans in 2021
- Cash loan financing support to **3** thousand customers as part of the Nefes 2021 Loan Protocol signed in cooperation with the Union of Chambers and Commodity Exchanges of Turkey (TOBB) and KGF
- A loan payment of over **13** thousand SMEs which amounts to **TL 1.5 billion** was deferred in 2021 as the effects of the pandemic went on

With its expert team at the Head Office, Regional Offices and branch locations in all of Turkey's provinces, DenizBank SME Banking Group offers products and services to meet all kinds of financial needs and expectations of small and medium-sized businesses with an annual turnover of TL 1 million to TL 125 million. The Bank considers such support in this field as an investment in the national economy.

Financing programs for SMEs

- Check Payment Support Loan and Economic Stability Shield Loan Support programs designed to minimize the potential impact of pandemic on employment, production, trade and payment systems
- Bolstering SMEs' access to financing up through KGF (Credit Guarantee Fund) and state-funded loan programs

Special Digital Solutions for SMEs

DenizBank designs future-oriented products and services to help digitalize SMEs, the dynamic and driving force of the Turkish economy. The Bank offers digital solutions to its SME customers' project, loan, and financing needs to support them in global markets.

The Bank which expanded scope of the services offered via MobilDeniz for SMEs, ensured the extensive usage of innovative mobile app such as "Deniz'e Çek Gönder" (Send a Check to Deniz), so SMEs can now learn the loan eligibility status of their checks and quickly access cash without visiting a physical branch. Furthermore, it broke a new ground in the industry. With the integration of a robotic process KOBİ-TEK in the loan application process, customers are provided with a much faster loan allocation and disbursement experience.

Legal Digital Approval was introduced for legal companies in Turkey in June. In this way, SME customers of a legal entity had the opportunity to approve their banking transactions through the MobilDeniz or DenizKartım applications. Legal Digital Approval saves time for the legal companies in line with their needs, eliminates the need for a wet signature, and allows DenizBank to reduce paper consumption based on its sustainability goals.

DenizBank embraces digital transformation as a response to customers' rising demand for services and information through mobile channels. The growing emphasis on speed and transparency in foreign trade transactions with intensive use of foreign currency prompted DenizBank to join the SWIFT GPI system. This new standard in global payments enables instant monitoring of international money transfers via mobile banking for all DenizBank customers.

How do we create value?

- Support for the SMEs which create employment to maintain commercial life and employment
- Enhancing financial access by means of the SME support programs
 - Nefes Loan Program in cooperation with TOBB
 - KGF-backed loans for the customers with limited loan access resulting from insufficient assurance
 - Check payment-OPEX
- Banking packages with customized advantages designed for industrial needs
- Direction to alternative sustainable service channels and digital solutions
- Guidance to SMEs in their ESG and digital transformation journey
- Technical consultancy support
 - Foreign Trade Contact Line at +90 212 348 34 44



DIGITALIZATION AND INNOVATION

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3.8

million

Number of active digital customers

95%

Realization rate of the banking transactions in non-branch channels

27%

Share of the digital channels in customer acquisition

77%

Rate of providing loans from non-branch channels (68% of these loans were concluded in an end-to-end digital manner.)

56

million pages

Amount of paper prevented from being used, with digital approval processes

2,500

Number of staff employed to strengthen the digital services in non-branch channels

270

thousand+

Number of From Deniz to Earth app downloads

Service to 49 institutions in 11 countries

Information technology services rendered in the finance industry with Intertech

500

thousand

Number of active fastPay users

450

TL million

Size of loans supplied via fastPay





Our Digital Journey

DenizBank has a leading position with its innovation generation and technology development capacity in the financial services industry whose digitalization performance is quite advanced compared to its models around the world.



95%

Rate of the banking transactions via non-branch channels

Based on the strategy of delivering a unique customer experience in all channels, DenizBank merged the Non-Branch Channels Group with the Digital Transformation and Change Management Group in 2021.

We are the pioneer of digital transformation in Turkish banking industry

- With our **2,500** employees holding office in non-branch channels, we diminish dependence of our customers on physical channels and speed up their transition to digital environment.
- A total of **3.8 million** active digital customers visit our digital channels on average 18 times per month.
- In 2021;
 - **95%** of our banking transactions were carried out via our non-branch channels.
 - **27%** of the customer acquisition processes within Remote Customer Acquisition were achieved through our digital channels.
 - **77%** of our loans were provided via our non-branch channels. Of them, 68% were concluded in an end-to-end digital manner.
 - **29%** of the new deposit accounts were opened by means of the non-branch channels.
 - We reached **500 thousand** active fastPay users.
- Thanks to our digital approval processes, we avoided the use of **56 million pages** of paper.

Digital Channels

DenizBank carries on making continuous improvements in MobilDeniz and Online Banking applications to achieve ease of transactions and improve customer experience. In 2021, Internet Banking was renewed in terms of both visual design and user experience, considering the principles of mobile-first and compatible design with any device.

With the BRSA's regulation allowing remote identification, MobilDeniz is positioned as a customer acquisition channel as well as a service and transaction platform. DenizBank introduced a service to allow users to become customers remotely, without visiting a physical branch. New customers enter their identity information via the

mobile application and converse with customer representatives at the Call Center to join DenizBank.

DenizBank renewed its corporate website (denizbank.com) in 2021 with mobile device compatibility and a "Mobile First" approach, and was introduced to users.

- Content management and website updating were made easier with the site's new content management system.
- Moreover, DenizBank.com, previously available on two separate websites — mobile and web, was merged to be managed through a single platform with its device-responsive design.
- The number of monthly visitors to the web site renewed in 2021, jumped by 40%, compared to the previous year.





Digital Banking in Agriculture and from Deniz to Earth

Inclusion Enhanced by Digital Competences

DenizBank has focused on expanding financial inclusion with the solutions tailored to the needs of farmers since the first day. Based on this understanding, the Bank introduced “Green Drop” branches - a first in Turkey - at the locations which are not eligible for opening branch, but have agricultural potential. Thus, the farmers in such regions can receive agricultural banking services. DenizBank developed a working model in which it stands by and closer to farmers anytime and anywhere through the tablet visits to villages, fields, and homes as well as the remote access channels such as telemarketing, SMS, ATM, and Digital Banking.



DenizBank which brought branches to villages, offered its agricultural knowledge and consultancy services to social media by means of the “From Deniz To Earth” platform. Another innovative solution of DenizBank for the agricultural industry, “Deniz'den Toprağa (From Deniz to Earth)” Facebook page, designed especially for producers, now boasts over 100 thousand followers, enhancing farmers' financial literacy and providing agricultural advisory to producers. Weather information, grant-support news, and information on product prices at harvest times are also provided for farmers to grow their crops more efficiently. The “Deniz'den Toprağa” smart device application, the latest addition following the launch of the “Deniz'den Toprağa” Instagram account, won the Best New Product and Service Award in the “Innovation” category at the 2017 EFMA – DMI Awards, a highly prestigious international recognition platform for financial markets.

All producers – whether they are customers of DenizBank or not – and anyone who is interested in agriculture or considers it a hobby can use this application for free. The application has so far been downloaded more than 270 thousand times. Thanks to the algorithms in the application, by stimulating in a virtual environment of the entire growth process of a product from the planting date to the harvest, fertilization, disinfestation, and irrigation recommendations specific to each stage are instantly delivered to the producers.

We stand by our farmers 24/7

Another substantial function of the “Deniz'den Toprağa” app, “Ask the Engineer” feature enables users to submit their questions 24/7 to an expert team of agricultural engineers and receive their answers either via the application or by calling the indicated numbers.

Producers can instantly access information such as market and stock prices, news updates, and official announcements. The “Rent a Tractor” feature helps producers share equipment and machinery that are required to continue production. Developed in 2019, the Satellite Field Tracking menu allows users to track satellite images of their saved fields and monitor the development level of their fields online from the application. Thus, users receive recommendations from agricultural engineers about underdeveloped areas of the fields and boost their productivity.

DenizBank became one of the main stakeholders of the DITAP (Digital Agriculture Market) initiative, which was designed by the Ministry of Agriculture and Forestry as a product supply chain that aims to facilitate consumer access to agricultural and animal products while decreasing production costs for producers.

In the project with the most advanced API infrastructure in Turkey, the Bank carries on its efforts for special solutions in the financing area of the system developed by its financing business partner, the Ministry. In the project scheduled for launch in 2022, DenizBank will continue providing benefits to producers as their financial business partner.

Information and Advisory Services Creating Added Value

With the aim of bolstering the growth of the industry up, DenizBank offers information and advisory services to producers and agricultural enterprises as well as the entrepreneurs and industrialists that show an interest in the industry. Besides, the Bank supports agricultural investment projects with attractive maturity and repayment terms so that investors can finance their projects in cattle breeding, animal husbandry for meat production, dairy farming, sheep and goat breeding, green housing, and orcharding.

To expand the availability of agricultural publications across Turkey and ensure that farmers have direct access to quality information, DenizBank joined forces with the Ministry of Agriculture and Forestry to conduct Turkey's most extensive training campaign. As part of the campaign, a total of 500 thousand agricultural books were delivered to producers in 5 thousand villages so far, via the agricultural engineers who served as consultants. Sponsoring the “Agriculture, Forest and People” national photography contest held by the Ministry, DenizBank promotes that agriculture is added to, especially the agenda of the urban population in this way, and that a pretty comprehensive visual archive about the labor of farmers and value of production is formed. In addition, the Bank grants full-tuition scholarships to successful children of disadvantaged farmers in collaboration with the Turkish Education Association (TED).

How do we create value?

- We are the first private bank that generated the organization of Agricultural Banking.
- We lead the market with a market share of **45%** among the private banks.
- We stand by the farmers with our original risk and credit scoring system.
- Our branch network of Agricultural Banking covering all rural regions in Turkey
- International resources we procure for the development of agricultural industry
- Our tailor-made products/services for farmers and agricultural enterprises
- Our communication strength enhanced with digital channels, our advisory services and the social initiatives we developed to back up farmers (“From Deniz to Earth” platform, and the collaborations with public institutions, private organizations and NGOs)
- “Ask the Engineer” service which answers questions of farmers 24/7



Intertech and Digital Transformation

Intertech boosted its income by 60% and the number of employees by 12% in 2021. The Company carried out its activities within the framework of its vision of being the regional leader in financial technology products and services and its mission of providing indispensable experiences.



49 institutions across 11 countries

Operation network of Intertech

Remote Customer Acquisition

DenizBank quickly introduced the remote customer acquisition processes which became effective as of May 1, 2021, and eliminate the need for visiting a branch to open a new account. These processes were disseminated in digital media to provide competitive advantage to the Bank. Efforts for financial deepening and customer retention are made successfully for the customers acquired. Thanks to this focus, the share of digital banking now accounts for 27% of new customer account openings monthly at DenizBank. With the competitive advantage of the customer experience and remarketing activities carried out in coordination with all non-branch channels, the conversion rate from application to account opening rose by 73% year-on-year.

Intertech

Founded to render the information technologies services required by the industry, Intertech has been operating under the roof of DFSG since 2002. The company provides innovative and effective solutions to 49 institutions in 11 countries apart from DFSG, with a superior service quality.

Working with the vision and mission of being the leading bank of the region in financial technology-based products and services by increasing its income by almost 60% and number of employees by almost 12% in 2021, Intertech maintained being at the heart of the technological transformation in financial services, with its support to the projects it developed for DFSG and its external customers, and for the initiatives carried out in collaboration with the stakeholders in the industry.

2021 awards making Intertech's mark

- 1st prize in the category of "Future of Industry Ecosystems" at IDC Awards
- 1st prize in the category of "Future of Digital Infrastructure" with its inter-Cloud solution and Gold prize granted by PSM in the category of "Best Infrastructure"

Intertech has designed a continuous, robust and flexible IT development infrastructure for DFSG. The company has also established the Disaster Recovery Center in Ankara, outside operational areas, assuring that continuous services will be provided in cases of emergencies and disasters.

In project development activities, Intertech draws strength from the Solution Partners Ecosystem, positioned as the natural extension of its human resources. The Solution Partners Ecosystem of 22 companies in 2020 reached 55 companies at the end of 2021 and continues to grow with the inclusion of candidate companies that has the competencies expected by Intertech and meet the software development standards. At the end of 2021, the solution partners created more than 30% additional workforce in addition to the Intertech internal development resource and enabled Intertech to respond to the needs of its customers in a complete and timely manner. They also contributed the Intertech internal resource to further focus on its strategic projects.

- **Transformation:** It transforms the way of doing business (Agile, DevSecOps, Business Analysis, Software Quality) and its technology (Microservices, APIs/Open Banking, Cloud).
- **Customers:** The mechanisms required to ensure customer satisfaction were put into use. Assigning dedicated customer representatives, conducting project and team-based NPS studies, market and value-oriented pricing, developing product roadmaps blended with pandemic and BRSA compliance
- **Productivity:** It boosted its software development productivity by over 35%.
- **Quality:** The software's code quality was enhanced by 31%, and the service continuity target set by the BRSA was achieved in all banks for all critical banking systems.

fastPay Elektronik Para ve Ödeme Hizmetleri A.Ş.

fastPay Elektronik Para ve Ödeme Hizmetleri A.Ş. is an electronic money and payment services company established under Law no. 6493 and licensed by the CBRT.

As of year-end 2021, 30% of the 2.3 million registered fastPay users were active and 32% had their credit cards registered in their fastPay wallet. In 2021, fastPay mediated the loan disbursement of TL 450 million via the mobile application thanks to its agreement with DenizBank.



Data Security

DenizBank places utmost emphasis on individual rights and freedoms which are protected in the Constitution of the Republic of Turkey, within the framework of the right of privacy and protection of private life.

Data Security and Privacy

DenizBank places utmost emphasis on individual rights and freedoms which are protected in the Constitution of the Republic of Turkey, within the framework of the right of privacy and protection of private life. In this regard, the highest level of sensitivity is shown to the processing, confidentiality, and security of personal data regarding real persons who benefit from the products and services and who have relations with the Bank, in accordance with the Law on the Protection of Personal Data.

In 2021, within the scope of laws and secondary regulations, Personal Data Protection Board decisions and legislation related to data protection and data privacy, the Bank;

- Created structures in compliance with the legislation by reviewing the bank's business processes,

- Evaluated the suitability of new processes,
- Established the necessary prerequisites and legal basis for the processes in compliance with the legislation and personal data security with the third parties that provide support services and external services,
- Fulfilled the Bank's obligations within the scope of legal regulations as Data Controller,
- Increased the awareness of all the employees on the protection of personal data,
- Examined the requests and issues sent by customers and legal authorities within the scope of protection of personal data, and responded them within the legal period through internal communication and collaboration.

How do we create value?

- Non-branch banking channels that we group under the roof of a single organization
- Digital channels that we continuously develop with a focus on uninterrupted service and user experience
- Consolidating financial inclusion with the digital channels we formed with a segment-based approach for solution
- Leading IT company of finance industry: Intertech
- First digital wallet of Turkey and the first electronic money service licensed by the Central Bank: fastPay
- Investments in data security and privacy which we make to deliver the most secure banking experience to our customers





Data Security

As part of social sustainability, information and cyber security, data privacy, business continuity and crisis management are handled centrally. This process is performed by the fully-independent teams reporting to DenizBank's Board of Directors.

Cyber Security and Data Privacy

Having the awareness of its responsibility for data security and privacy, DenizBank manages its business strategies and processes in accordance with the international standards (NIST, ISO, PCIDSS) which comply with the relevant legislation and regulations, and in which best practices are referenced.

As part of social sustainability, information and cyber security, data privacy, business continuity and crisis management are handled centrally. This process is performed by the fully-independent teams reporting to DenizBank's Board of Directors. Human, process and technology governance is implemented in the form of DenizBank Financial Services Group (DFSG) Policies.

DenizBank believes that accurate and effective management of the information risks faced by the technology-dependent structures is possible with competent human resources. For this purpose, the Bank takes competent people in the industry to its team and applies technical skill and competence development programs from the "continuous development" perspective. Conferences and seminars, particularly about information security, business continuity and data privacy are held to ensure the development of social awareness.

Training and awareness activities are carried out within Deniz Academy with the aim of building an information security culture across the group. The activities get started with periodical/mandatory training and are reinforced by regular tests, informative messages, competitions, videos,

and the efforts made as from the person's first acquaintance with the organization. The information security awareness program aims to increase the awareness of customers and third-party service providers as well as of the employees.

It is regarded that the strategies set to prevent cyber threats make up a simple and comprehensible focal point which will completely achieve the goals. It should be made sure by designing the appropriate controls at any stage of the processes that the structure works securely.

DenizBank invests in both human resource and technology with the aim of ensuring secure and reliable running of the information systems, and protecting them from cyber-attacks.

- It utilizes globally-accepted solutions, examines potential incidents with the monitoring structures fed from multiple intelligence sources, and analyzes them according to the level of criticality, based on the "Defense in Depth" strategy that will ensure the confidentiality, integrity and accessibility of data.
 - A layered security architecture was structured against current cyber-attacks, especially ransom attacks and social engineering attacks.
 - Virtual patch systems are used to respond to zero-day vulnerabilities that may arise on critical servers.
 - Server segments are separated by role and application type and controlled by firewall intrusion prevention systems.
 - To detect the access anomalies on user computers and the whole network traffic, anomaly detection systems are utilized and the alarms generated are analyzed on the central monitoring systems.
- Special access management systems are used to manage authorized user accounts and hide passwords.
 - All users can have access to critical services with the passwords generated through multicomponent verification applications and only at the authorization level. User authorizations are defined through a central identity access structure and the principle of least privilege is followed in the authorizations given.
 - Cyber security tests which are integrated into secure software development and commissioning processes are conducted. Weak points are found out by means of internal and external vulnerability scans, and tracked until they are closed.
 - Technology-backed processes were created to monitor third-party risks, and the cyber security levels of external service providers were made traceable.
 - Business impact analyzes are carried out to avoid any business interruption, and operational resilience, business continuity, business recovery and return, and crisis management plans were made to ensure the continuity of critical business processes and connected resources. Plans are subjected to periodical testing and verified.
 - Maturity level of the information security is regularly measured with both self-assessment and external consultancy, and the areas for improvement are detected and the necessary transformation plans are implemented.

All strategies, plans and investments needed for minimizing the risks regarding the confidentiality, integrity, accessibility and continuity of information are supported by DenizBank Board of Directors.



NEOHUB

On July 1, 2021, NEOHUB, the new generation subsidiary of DenizBank started its operations under a structure where Deniz Aquarium, Deniz Ventures and fastPay interact with each other. The Company which provides network- and experience-oriented physical support for Turkey's entrepreneurship ecosystem has a wide range of competencies ranging from software house to sales and marketing unit, from product development/management to open banking practices.

Neo and Hub mean “new” and “the central part of something,” respectively. NEOHUB, which is a combination of these two words, incorporates Deniz Aquarium and Deniz Ventures Venture Capital Investment Fund as an innovation, entrepreneurship and acceleration center for internal/external startups. Such entities are positioned to provide service to both banking and non-banking industries and to establish a bond. Having set out with the mission of becoming an innovative attraction center where everyone aspires to visiting, NEOHUB provides training programs, consultancy services and support to DenizBank employees as

well as working closely with the start-ups in the ecosystem. As part of this, NEOHUB introduced the Startup Acceleration Program with its continuous open call to the ecosystem. Besides, it aims to stand behind new ideas and projects by spreading the entrepreneurship culture with an In-House Entrepreneurship and Innovation Program called Fikir Limanı. It also plays a leading role in encouraging the employees to lay the foundations of entrepreneurship through the Entrepreneurship Certificate Program which is a special training program for DenizBank staff.



NEOHUB

The aim of DenizBank's subsidiary, NEOHUB, in the Entrepreneurship Certificate Program is to enrich the in-house entrepreneurship and innovation perspective.

Startup Acceleration Program

Within the Acceleration Program, five startups have been accepted after passing the evaluation process to date and have been backed up for six months. These startups are Fon Radar, Senkrondana, Steto, Varsapp and Walkers. Application and evaluation processes of the program, which makes continuous open call throughout the year, go on periodically. In this regard, one of the new startups to be bolstered up within the program has been Move On.

In the program where joint efforts are made by providing support such as office, mentoring, consultancy and cooperation, one of the most valuable contribution belongs to the Guides of the Blue Ocean which is comprised by the people from DenizBank Financial Services Group Management, and pilots entrepreneurs in the market and within the Bank. Moreover, NEOHUB team guides the startups weekly and makes contribution to their development through regular meetings. There is also a mentorship system which functions productively. Such benefit-oriented approach continues after the startups enter the graduation period following the Demo Day to be held at the end of the 6-month program.

In-House Entrepreneurship

Main purpose of the In-House Entrepreneurship and Innovation process is to both improve/differentiate the Bank's internal processes by embracing an innovative perspective as part of the corporate culture, and to provide additional income/benefit through the projects and business models developed by Sailors who are encouraged to use their imagination.

Innovation Ambassadors

Processes of the Startup Acceleration and the In-House Innovation and Entrepreneurship Programs are bolstered up by different business lines and the Innovation Ambassadors in the region. Ambassadors are the first contact points in business lines and regions for needs of the startups in the Startup Acceleration Program. Besides, they ensure coordination with Deniz Aquarium by playing an active role in the collaboration processes conducted with the startups. In the In-House Innovation and Entrepreneurship Program, the ambassadors stand behind the process by performing assessment and guidance for the suggestions and ideas brought to Fikir Limani.

Entrepreneurship Certificate Program

The Entrepreneurship Certificate Program, introduced by the DenizBank subsidiary, NEOHUB with the support of Deniz Academy for the bank employees, lasts a total of 10 weeks with seven expert trainers who give courses on entrepreneurship from A to Z. In the program, participants receive mentor support customized for their needs and goals, according to their development maps. The participants who complete the 480-minute training in 9 modules appear before jury with their investor presentations on Demo Day. After graduation, they take their certificates in NFT format.





ENVIRONMENT

- 58 Energy and Emissions Management
- 59 Water Management
- 60 Waste Management
- 61 Supply Chain Management

98%

98% of the energy consumed is based on clean energy

Direct support for the international efforts made to reduce carbon emissions

DenizBank Head Office building is the first project in Europe certificated at LEED v4 Gold level

129

hybrid vehicles

The hybrid vehicles included in DenizBank fleet in 2021 reporting period

Financing support for the investments in waste water and recycling

Financing support for the projects which aim to develop the water infrastructure in the fields of agriculture and tourism

Paper consumption diminished with digitalization

The activities performed in line with the Zero Waste practices





Energy and Emissions Management

DenizBank manages the direct impact of its operations in line with the sustainability strategies, national legislation and the valid reference practices in the international arena, which it takes as reference.

Following up the credit facility processes, which mainly create indirect environmental impacts, with an effective environmental and social risk management system, DenizBank manages the direct impact of its operations in line with the sustainability strategies, national legislation and the valid reference practices in the international arena, which it takes as reference. Almost all (98%) of the energy used by the Bank that speeded up its efforts to reduce the natural resources it consumes, including the Head Office and branches, is met from renewable resources. DenizBank Head Office building is the first project in Europe certificated at LEED v4 Gold level.

DenizBank which targets raising its support for combatting climate change plans to take actions for mitigating emissions. In 2021 reporting period, diesel vehicles in the Bank's fleet began to be replaced by the environmental-friendly vehicles. Within this scope, 129 hybrid vehicles were added to the fleet.

In the following period, the Bank will regularly measure its performance in the direct environmental impacts, particularly the energy it consumed and natural resources, with the methodologies accepted by the international stakeholders and will go for setting science-based goals. In the first phase of the Bank's environmental impact reporting process, it is planned to measure the waste-based emissions resulting from business travels, daily business transportation and operations of Head Office as well as the 1st and 2nd category of greenhouse gas emissions.

Energy efficiency and clean energy are our focal point.

- Our renewable energy risk of **USD 467 million** is **40%** of our total energy portfolio
- Direct support for the international efforts made to reduce carbon emissions
- Contribution to innovation- and alternative energy-centered R&D projects
- Renewable energy financing of USD 1.1 billion
- Support for renewable power plants, low-carbon public transportation and mobility
- Financing support for the fields such as energy storage, smart grids, energy saving and central heating
- **98%** of the energy consumed is based on clean energy
- Head Office building with LEED Gold certificate
- Our vehicle fleet renewed with the eco-friendly hybrid vehicles



DenizBank Head Office building is the first project in Europe certificated at LEED v4 Gold level.





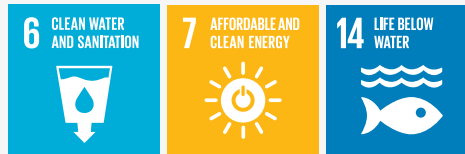
Water Management

DenizBank takes action to mitigate water consumption at all physical service points where its operations generate environmental impacts.

DenizBank, which carries out educational and encouraging activities on responsible use of water in niche areas such as tourism and maritime, apart from its specialty, agricultural banking, takes action to mitigate water consumption at all physical service points where its operations generate environmental impacts. In Head Office building, grey water is used to water the surfaces and garden and wash vehicles.

Clean water is in our sights

- Use of grey water in our Head Office building
- Support for the responsible water consumption in agriculture, tourism and maritime industries
- Educational and informative initiatives for farmers
- Incentives for modern agricultural methods
- Financing support for the investments in protection of water such as waste water and recycling, and sustainable urban drainage systems
- Financing support for the projects which aim to develop the water infrastructure in the fields of agriculture and tourism



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Waste Management

Zero waste policy is a substantial element of DenizBank's goals to reduce its impact on the environment, in line with its sustainability principles.

As part of the zero waste regulation, several projects are conducted to separate and recycle waste.

Within this scope;

- As part of the Zero Waste Management, the necessary activities which contain the processes of collecting wastes separately by their type (paper, plastic, glass, domestic, metal, medical waste, battery, electronic waste within the security systems), carrying and delivering them to recycling companies were initiated in the Head Office building in accordance with the LEED Gold Certification. It is recorded within the department.
- The use of dispenser size water and plastic water bottles is minimized by utilizing purified water dispensers at the Head Office and all branches.
- Cooking oil wastes of the dining hall at Head Office are separated and delivered to the contracted company. It is recorded within the department.

The Bank plans to be included in T.R. Integrated Environmental Information System (IEIS) formed by the Ministry of Environment and Urbanization, in 2022. Thus, it will be able to record the wastes taken out from the Head Office building.

We focus on waste reduction and management...

- Advanced waste management system
- Paper consumption diminished with the digitalized processes
- Activities in the integrated environmental information system portal carried out in line with the zero waste practices





Supply Chain Management

Suppliers which do business with DFSG undertake to support the dissemination of environment-friendly technologies with the aim of sustainable development by respecting the environment and the rights of future generations.

DenizBank expects its suppliers to comply with all applicable environmental laws, regulations and standards and to display preventive approaches to reduce the environmental impact of the products and services it supplies. Suppliers which do business with DFSG undertake to utilize the material resources responsibly and to support the dissemination of environment-friendly technologies with the aim of sustainable development by respecting the environment and the rights of future generations.

DenizBank Business Ethics for Suppliers can be accessed via <https://www.denizbank.com/en/investor-relations/corporate-governance/policies/ethical-principles-policy2>





PEOPLE AND SOCIETY

- 63 Diversity, Inclusion and Equal Opportunity
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14
thousand+
Total number of
employees

54%
Ratio of female
employees
(Over the industrial
average)

35%
Ratio of female
employees holding
office as department
manager and in upper
positions

“CODE”
New values excellently
matching with the
deep-rooted corporate
culture: “Collaboration,
Ownership, Drive and
Enterprising”

1.6
million hours
Total training time for
2021
(95% of training
sessions were given
via digital channels)

10.5
hours
Average training hours
per employee

**Training for
Sustainable
Development**
Guides of Deniz
Summit held with the
participation of 200
internal instructors

750
thousand hours
Watch time of Deniz
Academy YouTube
channel

**Internship for
1,138
students**
Internship opportunity
provided through
Deniz Aşırı, Deniz'in
İncileri and Deniz'in
İncileri Plus online
internship programs

**Significant
services to our
country with
DenizKültür in the
fields of culture
& art, sports and
education**

4 QUALITY
EDUCATION



5 GENDER
EQUALITY



8 DECENT WORK AND
ECONOMIC GROWTH



10 REDUCED
INEQUALITIES





Diversity, Inclusion and Equal Opportunity

DenizBank adopted the principle of raising today's and tomorrow's managers by offering equal opportunities to its employees, and giving priority to in-house human resources in career opportunities.

Our diversity vitalizes us...

- 54% of all DenizBank employees are women (Over the industrial average)
- 35% of the employees holding office as department manager and in upper positions are female

DenizBank regards human capital as the guarantee of its goal to create a set of values that will leave a mark to the future. Besides, the Bank prioritizes providing its employees with an egalitarian, inclusive, participatory, healthy and safe work environment which respect human rights and adds value to social life. The Bank invests in human resources with a focus on the employee loyalty and personal and professional development. It aims to be the employer brand preferred by innovative and creative potential candidates who desire pursuing a career in banking industry.

General human resources policies implemented to ensure the ideal functioning of the Bank and its subsidiaries are grounded on the following principles summarized.

1. Respect for Human Approach: To embrace showing respect for human as the first prerequisite of success; as part of this, to provide a peaceful professional environment and physical working conditions where all employees can use and improve their skills and abilities without discrimination.

2. Transparent Management Approach: To pave the way for new ideas by ensuring mutual trust, understanding and communication, thereby finding solutions to problems with a common sense. To establish and develop user-friendly technological systems through which our employees can communicate all kinds of requests, suggestions and opinions, as well as receiving information on the practices concerning them.

3. Opportunity for Training and Development: To target shaping the careers of our employees based on their successes and competences with the belief that human resources are the most valuable investment of an institution, and to choose managers of the future among our employees.

4. Fair and Reliable Wage Management: To implement a wage management system that promotes achievement and excellence, rewards employees and contains fair and reliable salary and fringe benefits that accord with the market and current conditions.

DenizBank incorporates a culture that is open to differences regardless of religion, language or race. Foreign-national employees and employees with disabilities make up separately a different mosaic in diversity of the Bank.

All employees work under equal conditions and are subjected to the same evaluation criteria in their career journey.

Aiming to ensure that women play more roles in social and economic life with the banking activities, DenizBank strongly stands behind the gender equality institutionally with the inclusive employer approach.

Our new values that will nourish our rooted collective culture: "CODE"

In 2021, We adopted the corporate values of our shareholder Emirates NBD which are Collaboration, Ownership, Drive, Enterprising shortened as CODE and translated them as İş birliği, Sahiplenme, Tutku and Eylem, shortened as İSTE. Besides, we performed the launch and dissemination activities of these corporate values with a deep-scaled understanding that brought our Bank to this day. We believe that these values will commune with our corporate culture and be the polestar in all of our work processes.





Customer Experience and Satisfaction

DenizBank offers its customers qualified products, services and solutions uninterruptedly from all contact points, which it bolsters up with its powerful technology and integrated multi-channel strategy.



15

million incoming calls

Total number of incoming calls answered in 2021

In addition its value-added products and services, another key component of DenizBank's power to create value is its focus on the perfect customer experience and the customer relations it builds on the basis of transparency and accountability. The Bank offers its customers qualified products, services and solutions uninterruptedly from all contact points which it bolsters up with its powerful technology and integrated multi-channel strategy.

DenizBank transparently manages the Policy on Personal Investment Transactions of Employees and the rules and regulations required for the employees to obey in their interaction with customers, as well as the Ethical Principles, Code of Conduct, Anti-Corruption and Conflict of Interest procedures. Furthermore, DenizBank's letter of commitment, TEK (Clean, Ethical, Quality) is drawn up for ethical sales in banking operations. The commitment includes the principles of offering banking products based on the needs and purposes of customers, doing sales and marketing to the right customers, providing complete information to customers, avoiding being indifferent and unconcerned to customers' demands and leading to customer complaints. On the other hand, there are Ethical Reporting channels that customers as well as our staff can refer to in the presence of any problem. The notices are handled and evaluated on a confidential basis.

DenizBank's level of customer satisfaction and meeting expectations is regularly measured through customer researches conducted with scientific methods and Net Promoter Score (NPS) studies. In 2021, DenizBank modified its NPS measurement infrastructure. These systems modifications were designed to measure customer experience regularly and methodically, ensure that the related works performed cover all contact points, and maximize the number of customers whose experience can

be measured. With the new NPS tool purchased, the integration project was launched in 2021. Integration was completed for MobilDeniz and the branch channel in the same period. Analysis of the feedback received from the NPS channel was initiated specifically for the MobilDeniz platform and the Customer Satisfaction team. Follow-up of the Branch channel is underway in a pilot region. Reporting and measurement results are shared on a monthly basis.

"Experience Design" for development of customer experience

- We monitor NPS feedbacks and data of customers with complaint records on a monthly basis; we identify the problematic topics (with high volumetric density or with an increasing trend).
- We collect more comprehensive data to understand the root cause by listening to sample complaint record calls, organize customer calls by working with specific call scripts, and analyze and report the call scripts.
- We make benchmark analyses by conducting an industrial research specific to the product/channel/service in question and identifying the best practices.
- We prepare draft action plans, each contact point of which we focus on separately, according to the feedback received from customers and industry practices.

Customer Satisfaction Department is responsible for examining studiously every piece of customer feedback received at DenizBank across all channels and products, increasing positive feedbacks and preventing negative feedbacks by analyzing root causes. The Bank conducts efforts to become the "Voice of the Customer" inside the organization by adhering to the standards of "ISO: 10002-2014 Customer Satisfaction Quality Certification." To effectively manage the rise in customer notifications reaching the Department during the pandemic and to provide customers with much faster feedback response, the Customer Satisfaction staff was expanded and strengthened.

Communication with Customers

All processes and the personal performance system at the DenizBank Call Center, which provides high quality, 24/7 and uninterrupted service to its customers, are designed based on the principle of maximizing the customer experience.

In 2021, 15 million incoming calls were answered by the Call Center. With the Audio Response System designed to provide fast and easy service, the virtual assistant, DENİZ started offering the call-back option at a different time for customers who do not want to wait in the line when they call. Understanding that customers' time is highly valuable, DENİZ embraces a proactive service approach and completes 51% of all incoming calls with effective guidance.



Customer Experience and Satisfaction

The Call Center which was a significant stakeholder of remote customer acquisition projects in 2021 carries on the duty of being an influential channel for bringing new customers to DenizBank with the newly-created Digital Customer Acquisition team.



96%

AfiliDeniz customer satisfaction level

The Call Center which was a significant stakeholder of remote customer acquisition projects in 2021 assumed the duty of being an influential channel for bringing new customers to the Bank with the newly-created Digital Customer Acquisition team.

The AfiliDeniz channel, introduced to reduce the branch workload and improve the customer experience, operated with an expanded capacity and a broader set of transactions within the framework of Portfolio Management from the Center approach in 2021.

To bring more effective solutions to call center support needs of the customers which have increased during the pandemic, the support service via video call was put into use for both the customers with disabilities and the Affluent customers. Thanks to this function, one-to-one portfolio management service was implemented and the AfiliDeniz achieved a quite high level of customer satisfaction, 96% at the end of the period.

DenizBank kept formulating innovative concepts for the Bank's strategies also in 2021 to better serve branch customers. Intensive efforts are carried on to develop new product and service models by addressing changing customer needs with unique financial solutions. The Bank is focused on meeting the evolving needs resulting from digital transformation and the global pandemic rather than simply using traditional banking solutions.

Satisfaction of pensioners, one of the customer groups most affected by the pandemic, is among the priority issues for DenizBank. It was ensured that pensioners perform their transactions through alternative distribution channels without leaving home. Furthermore, their withdrawal limits from ATMs were raised. Improvements were also made to enable pensioners to carry out salary transfer and promotion transactions through mobile banking.

Embracing the principle of "Respect for Pensioners," DenizBank develops solutions to meet financial needs of this valuable customer segment and aims to touch their social lives. The Bank also stands by them, particularly on social media. Thanks to healthy life content, recipes and award-winning competitions prepared on Facebook with the experts, pensioners can have access to a lot of practical information easily.

How do we create value?

- Uninterrupted communication with our customers grounded on transparency and accountability
- Our integrated multi-channel infrastructure, which we permanently develop with the new generation technologies
- Our customer experience and process management centered on unconditional customer satisfaction
- Communication channels that always listen to our customers and come up with customized and quick solutions for their needs, complaints and feedbacks





Human Resources Policies

DenizBank raises its executives and stars internally. It concentrates on offering the ideal opportunities and tools for the occupational development of its employees, considering the next generation leadership mentality and generation gaps.



86%

Ratio of the executive assignments among current employees

Remuneration and Fringe Benefits

At DenizBank, wage policies are set in line with the principles and standards of merit and equality within the framework of international norms and legal regulations. Such policies are in harmony with the Bank's ethical values, strategic goals and internal balance.

One of the Bank's fundamental human resources policies and principles is the understanding of "fair and reliable wage management." DenizBank wage management system consists of fair and reliable wages and other fringe benefits that encourage success and excellence, and accord with the market and current conditions.

Fringe benefits provided to DenizBank employees

- Bonus payments:
 - Seniority indemnity
 - Professional indemnity
 - CMB indemnity
 - Technology professional indemnity
 - Data Scientist indemnity
 - Premium and PUPA
 - Private health insurance
 - PPS
 - Food card and dining hall
 - Shuttle service

Recruitment, Career and Performance Management

The equality approach adopted within DenizBank is applied also in recruitment processes. In 2021, over 20 thousand candidates attended online exams of the Bank. The job interviews were made with 10,002 people completely online due to the ongoing impact of the pandemic. In the same year, 3,650 new members joined the DenizBank family. Of them, 2,871 were staffed employees and 779 were the newly-hired ones. As part of these recruitments, 58% make up the fresh graduates in our Bank whose mission is to raise new professionals for the industry.

In recruitment processes conducted in 2021, DenizBank started to share the documents and content about the Bank, and received the necessary documents from the candidates via the new electronic application introduced, rather than e-mail.

With the aim of introducing the Bank and to attracting young talents to the institution, the Bank attended 65 online university events and met with 15,000 students in 2021. These online events offered a rich content, including interview simulation, preparing resume etc. to the students with the aim of their development.

With three different internship programs, DenizBank has provided internship opportunity to more than 1,000 students since 2013. Graduates of the Deniz'in İncileri Plus Program designed for the senior university students joined the Bank's staff.

With the understanding of raising executives of the future internally, a total of 1,191 banking personnel received promotion in 2021. 86% of the executive appointments during the year were made among the current employees. DenizBank employees are primarily chosen as part of the career opportunities within the Bank. 2,729 employees were appointed

and reassigned in 2021 in line with horizontal and vertical career maps.

Throughout the promotion process, held twice a year, employees participate in competence assessment tools according to their titles.

Within the scope of the "Assessment Center" process and the "Assistant Manager Leadership Development Journey," a program for Assistant Managers who participate in the process as manager candidates, the AI-based online assessment process "Casebot" continued to be applied in 2021 as well.

Guidance is given to all employees in their career path for the purpose of contributing to their performance, competencies and personal development. These employee career services focus on the next-generation leadership approach, generation gaps and background diversity. DenizBank is committed to providing a work environment where employees can realize their full potential.

Highlights about us

- **54%** of our employees are female. We aim to heighten the ratio of female executives, which is currently **35%**, in our managerial staff.
- We put great emphasis on equality and diversity and carry on investing in the improvement of employees' development and commitment.
- With the employee assistance fund, we stand behind our employees when they get into difficulties.
- We raised our Employee Engagement Survey score by **5** points compared to the previous year and exceeded the average of the banking industry.



Human Resources Policies

At Social Media Awards Turkey, DenizBank Human Resources won the Silver Award in the “Career” category in 2021. The award was based on data collected as part of “the Social Media Brand Index.”



10
thousand viewers

Number of viewers reached with 20 live stream events in 2021

Employees at DenizBank that aims to raise the managers of today and tomorrow, can attend Bahçeşehir University “Corporate MBA” program and Sabancı University “Cyber Security” program.

The Bank makes regular communication via the Bank’s career sites, youth communication channels and social media to introduce DenizBank, explain its work to large audiences, and announce career opportunities to potential candidates. With the goal of being the bank of choice, DenizBank actively uses its social media accounts – on LinkedIn, Facebook (DenizBank Human Resources), Deniz’de Kariyer Instagram (@denizdekariyer) and Twitter (@denizbankik) – to continuously increase its follower base.

In 2021, 20 live broadcast events were held with the experts in their fields on Instagram account, thus approximately 10 thousand viewers were reached.

As a result of these efforts, DenizBank Human Resources Career Instagram page ranks first in the industry with the highest number of followers.

At Social Media Awards Turkey, jointly organized by Marketing Turkey & BoomSonar and Deloitte, DenizBank Human Resources won the Silver Award in the “Career” category in 2021. The award was based on data collected as part of the Social Media Brand Index.

Internal Communication, Employee Engagement and Satisfaction

DenizBank significantly regards establishing an uninterrupted, transparent and healthy communication with human resources. It brought an in-house communication application, “Denizde” into the use of all employees. Employees can share photos, videos, thank you cards and can follow

the news and announcements shared by the units, on the application. The application was renewed and developed based on the feedbacks of employees received in 2021.

In the same period, a project was started to renew the intranet page of the DenizPortal Human Resources that allows employees to access all information about Human Resources. All information to be sought by the employees, and latest news will be added to portal page, raising the effectiveness of this communication channel.

Through “Microsoft Teams,” the “PratİK” chatbot was launched to quickly respond to the frequently-asked questions of the other related departments, especially HR and to enhance employee satisfaction. In order to ensure that all questions of employees are answered, a chatbot memory was developed to perform regular follow-ups.

DenizBank strives to ensure the continuity of the peaceful work environment for its employees. Besides, it makes personalized communication on special occasions. The Bank also makes its employees feel that it stands by them, with the communication it establishes with them and their families on special days such as Mother’s Day, Father’s Day, and national and religious holidays.

To achieve the satisfaction of DFSG employees, the complaints about;

- Working conditions and environment
- Health problems
- Occupational health and safety
- Business relations
- Bullying and harassment
- Discrimination and equal opportunity

communicated through various channels are responded and the relevant issues are solved in coordination with the related units.

DenizBank that continuously monitors the employee engagement and satisfaction, raised its score in Employee Engagement Survey conducted in 2021, by 5 points compared to the previous year and exceeded the average of banking industry.

Hybrid Working Model

Since the beginning of the pandemic, the employees of the Head Office units have been directed to work from home. Teams keep working based on the hybrid system as part of their own planning upon the gradual removal of restrictions and social isolation measures. Internet package support was provided to employees as part of remote working.

Occupational Health and Safety

DenizBank fulfills completely other obligations related to all local and international legislation on occupational health and safety practices. There is a procedure which includes a set of rules applied by the Bank to ensure a healthy and safe working environment.





Deniz Academy and In-Bank Training

Aiming to raise the bankers of today and tomorrow, DenizBank keeps bolstering MBA and FinTech programs up.



1.6

million hours

Total training time
in 2021

4 QUALITY
EDUCATION



Training at DenizBank

Taking into consideration the needs of the digital era and focusing on the training needs analysis of all employees within DenizBank Financial Services Group (DFSG), Deniz Academy prepares all employees for the competencies of the future and designs their personal learning journeys in line with the “Upskill and Reskill” approach.

In line with its mission of “rapidly transforming new recruits into Sailors and training managers from its own structure,” Deniz Academy continued its digitalization journey, which it started in the previous years, through Orientation and Basic Development following the transition to the work-from-home model. A total of seven different orientation programs and 89 different Basic Development Programs were organized for employees working in Branches, Head Office units and Non-Branch Channels. Post-training promotion exams are also held on the online platform.

In 2021, Deniz Academy stood behind its employees in a comprehensive manner based on the lifetime sustainable development approach and continued to organize training, workshops and interviews for its employees considerably.

Deniz Academy training programs

- Strategy
 - Explorers of Micro (Sales Orientation and Corporate Customer Acquisition)
 - Risk Management During the Pandemic (Risk and Credit Management)
- Leadership
 - Development Center
 - Assistant Manager Development Program
 - Mentor Programs
 - Manager Orientation Program
 - “New Captains Club” for branch managers
 - “Online Culture in 7 Steps” for executives
- Certificate Programs
 - Agricultural Mastership
 - Data Translator
 - Entrepreneurship
 - Business Analyst

Data Science School

Established in 2018, the Data Science School produced its third class of graduates in 2021. The third year of specialized instruction continued with 45 data scientist trainees.

46 hours of online training per person was provided through an online training platform dedicated to data science training. In addition, technical training, leadership training and personal development training were delivered online. Experienced data scientists were assigned as mentors for those recruited in 2021. Seminars and meetings are organized for data scientists every month to convene and share information.

Talent Management Projects

Aiming to raise the bankers of today and tomorrow, DenizBank keeps bolstering MBA and FinTech programs up. 6th term of the BAU Financial Technologies Postgraduate Program was completed. The 7th term of BAU Corporate MBA continues with 21 DenizBank employees.



Emrah Şahin (Denizli)



Deniz Academy and In-Bank Training

Within the scope of sustainability, which is one of the priorities of DenizBank, the Guides of Deniz Summit was held on November 24 under the theme “Training for Sustainable Development” with the participation of 200 internal trainers.



90

thousand subscribers

Number of subscribers reached by Deniz Academy's YouTube channel in 2021

Internship at DenizBank

- Internship opportunity to **1,138** students in 2021 with the online internship programs: Deniz Aşırı, Deniz'in İncileri and Deniz'in İncileri Plus
- About **250** competency-based training content provided through digital learning platforms
- Fourth group of the Reverse Mentoring Program was brought to completion with the participation of **12** mentees and **24** mentors.

Guides of Deniz Summit

Some 85% of Deniz Academy trainings are delivered by internal trainers called Guides of Deniz. In addition to the Digital Guide transformation trainings, Trainer Training sessions were held to raise new digital guides during the pandemic. We will continue to train new Guides of Deniz in 2022.

Within the scope of sustainability, which is one of the priorities of DenizBank, the Guides of Deniz Summit was held on November 24 under the theme “Training for Sustainable Development” with the participation of 200 internal trainers.

Digital Chats at DenizBank

As of February 2021, 19 different live chats were held on the online platform with famous people from different sectors such as culture, art, sports and business world, who have achieved great success both in the national and international arena. Taking place every two weeks on Fridays, the live broadcasts will continue in 2022 with different stories and the creators of these stories.

Distance Learning and Deniz Academy YouTube

With more than 1,400 training content in the catalog, 570 thousand training sessions were completed with the participation of 16 thousand people. 750 thousand hours of YouTube views were added to nearly 400 thousand hours of zoom and e-training hours. The rate of digital education corresponded to 95% in this period of increased digitalization.

Videos under the titles of Professional, Young and Life are uploaded three days a week on the Deniz Academy YouTube channel, which was opened in September 2020. Since the day it was opened, around 200 videos have been uploaded and these videos have reached 750 thousand hours with a total of 7.6 million views. Deniz Academy's YouTube channel reached 90 thousand subscribers in 2021. The channel aims to add social value and raise social awareness by reaching out not only to the Bank's ecosystem but also to a wider audience in Turkey and abroad. Such content is utilized in the training of the participants in In-Bank Basic Development Program (BDP), Certificate Programs and Internship Programs.

Highlights about us

- Total hours of training in 2021: **1.6 million** hours Average training hours per employee: **10.5** **95%** of training sessions were given via digital channels
- A total of **1.6 million** hours of training given within Deniz Academy in 2021.

How do we create value?

- 7 different orientation programs and 89 different Basic Development Programs were organized.
- 46-hour online training was received per person.





Corporate Social Responsibility

Having adopted the mission of being more than just a bank from the day it was founded, DenizBank manages its financial activities as a whole, with a sense of responsibility for its country and people and through the long-term support it gives for sports, culture, art and literature.

Our Social Responsibility Vision and Activities

DenizBank has adopted the mission of being more than just a bank from the day it was founded. Going beyond its financial services, the Bank targets rendering service in all fields to our country. Based on the idea that culture and art are some of the main disciplines that carry the gains of humanity between generations, it strives to make such accumulation in this field for the society. On the other hand, the Bank embraces sports and education, especially for the future of our youth, and archeology due to living in a region known as the cradle of civilizations, and many other fields for the strong future of our country as a whole.

Established in 2004, DenizKültür represents the Group's corporate and social mission through various educational, cultural, arts and sporting events.

Culture & Art

With the awareness that a country's development level is closely related to the degree of penetration of culture and art into society, DenizBank has stood behind art and artists with its "Yes to Arts" motto since its establishment. It maintains its activities in different branches ranging from classical music to opera and cinema with the principle of sustainability of cultural and artistic life in our country and its accessibility for all segments of society.

Istanbul State Symphony Orchestra

DenizBank has been the corporate sponsor of IDSO since 2004, with the aim of bringing classical music to large segments of society. The Bank gives its name to IDSO DenizBank Concerts, which has a privileged place in cultural and artistic life of Istanbul.



Karşıyaka Chamber Orchestra

DenizBank has promoted Karşıyaka Chamber Orchestra, the first chamber orchestra established with the staffed artists of the district municipalities in Turkey, since 2017.

Başkent Orchestra

The Bank has provided support to Orchestra Academic Başkent DenizBank Concerts, which are significantly favored by the art lovers in Ankara, since 2012.

TÜRSAK & DenizBank First Script First Movie Competition

The Bank teamed up with the Turkish Cinema and Audiovisual Culture Foundation (TÜRSAK) to introduce the "DenizBank First Script First Film" competition in order to create a guiding platform for script writing and help out the cinema industry. With this cooperation, a scientific perspective at international standards has been brought to script writing which is the backbone of cinema art, and our young scriptwriters who are just at the bottom of the ladder have been encouraged since 2015.



Corporate Social Responsibility

Based on the idea that culture and art are some of the main disciplines that carry the gains of humanity between generations, DenizBank strives to make such accumulation in this field for the society.

[DenizBank Children's Opera](#)

"DenizBank Children's Opera," was introduced to wed children to culture and art at early ages. DenizBank Children's Opera, a first in the world that stars children, has been offering the children a valuable space where they can enhance their creativity and imagination since the "Papagenolar" performance in 2019.

[Sponsorship for Black Week](#)

DenizBank sponsored the Black Week Festival organized in the field of literature, to which it attaches great importance. Also, the festival brings together dozens of names from Turkey and the world who have devoted themselves to a niche field such as crime.

[Gümüşlük Festival](#)

The Bank carried on its journey started with a concert support in 2010, as the Main Sponsor of the Festival between 2010 and 2017. With its bolster for the festival closely known by the music authorities, it contributed to publicity of our country in the global arena.

[Bodrum Music Festival](#)

DenizBank was among the supporters of Bodrum Music Festival 2018, which is a gift to the cultural and artistic life of our country.

[International Bodrum Opera and Ballet Festivals](#)

For many years, the Bank has supported the International Bodrum Festival, Turkey's first ballet festival which hosts successful performances of the international ballet art as well as those in our country, and International Istanbul Opera Festival which brings together the distinguished works of Turkish and world operas, and art lovers.

[Support for Alacahöyük Archaeological Excavations & Laodikeia Ancient City](#)

DenizBank assumes the duty to take responsibility in the field of archeology, that sheds light on the common past of the whole humanity and is kneaded with scientific passion, great patience and effort. With this perspective, it promoted Alacahöyük Excavation that shines out as the first national excavation of Turkey, between 2013 and 2018. In 2018, the Bank contributed to the excavations performed for Laodikeia Ancient City, the most ancient settlement in Denizli Plain which is included in the "Tentative list of World Heritage Sites" upon the decision of UNESCO, by the Ministry of Culture and Tourism and Pamukkale University.

[Sports](#)

Since its establishment, DenizBank has regarded supporting all branches of sports, especially football as a duty before society, because football is the locomotive element which provides the most resource transfer to amateur and Olympic branches, thus paving the way for our youth to adopt sports. With the support it provides to our clubs, and excluding A-teams, it also indirectly funds different branches, which are promising for Turkey's sportive future. In this way, DenizBank contributes to the training of our athletes, who have brought numerous achievements to our country on international platforms.





Corporate Social Responsibility

[Turkish Football Federation - National Team](#)

DenizBank agreed a three-year main sponsorship deal with the Turkish Football Federation in 2020 to support all men's National Football Teams. As the first institution to undertake the National Team bank sponsorship after 2014, the Bank fulfills a substantial social duty while standing behind the football economy on a platform where all segments of society come together.

[DenizBank EuroLeague Global Sponsorship](#)

As part of the Global Sponsorship agreement with the EuroLeague Basketball, the most prestigious organization of the European basketball at club level, DenizBank assumed the global sponsorship of 7DAYS EuroCup events which began in 2019-2020 season, together with Turkish Airlines within a 6-year collaboration. With the partnership it has made, the Bank contributes to spread the love of basketball to large segments of the society.

[CEV](#)

DenizBank which combined forces with CEV, continental governing body of volleyball in Europe, in 2013 became the name sponsorship of "CEV Volleyball Champions League." Within this cooperation which became a significant part of the European volleyball family, the most elite club championship of the world volleyball was named "CEV DenizBank Volleyball Champions League" as from 2014 for three years. The Bank carried on this cooperation as the official partner of CEV between 2017 and 2018.

[Education](#)

As an institution that has aimed to leave a heritage to the future, namely its children and grandchildren beyond the bank vault since the first day, DenizBank considers its support for education as a duty before future generations. It bears responsibility for this field with the mission of contributing to equal opportunity in access to education, and protecting the future of our country.

[TOVAK](#)

DenizBank supported the repair of numerous schools and kept doing so by contributing to the IMECE project of Community Services Foundation (TOVAK) which was launched under the main solution partnership of the Ministry of National Education. In the project, philanthropists, local administrations, village or neighborhood residents, teachers and students came together for the repair of primary schools in need.

[Turkish Education Association](#)

The Bank has supported the Turkish Education Association, whose mission is to make financial and scientific contributions to education platform of our country, since 2003. In cooperation with the Turkish Education Association, a full education scholarship is offered to the successful children of farmer families in villages which face financial impossibilities.

DenizBank targets leaving a rich heritage which will be embraced by the future generations from the heart, touches any sphere of development and protects future, through its support for culture, art, sports and education.



Contact

Head Office

Büyükdere Cad. No:141 34394
Esentepe/Istanbul/Turkey
Phone: +90 (212) 348 20 00
Fax +90 (212) 354 83 48

Domestic Branches

DenizBank has a total of 686 branches across Turkey. Detailed information on domestic branches can be found by clicking on the following link to the Bank's website:

<https://www.denizbank.com/sube-ve-atmler/>

Foreign Branches

Bahrain Branch
Al Jasrah Tower 6th Floor,
Office No: 62/63 PO Box 10357, Diplomatic Area,
Manama-Kingdom of Bahrain
Phone: +973 17541137
Fax: +973 17541139

Trade Registry No

368587

Website

www.denizbank.com

