

APPENDIX A.2: SCOPE AND BOUNDARIES OF THE MATERIALITY ANALYSIS

MATERIAL ISSUE	INTERNAL AND EXTERNAL IMPACTS	RELEVANT SECTION	PAGE
Solvency and Financial Performance	Displaying strong and sustainable financial performance is important for both the Bank and external stakeholders and affects individuals and institutions to whom Garanti BBVA attributes economic value.	Operational Excellence	148
Corporate Governance and Strong Management of All Risks	Effective, accountable and responsible internal operation mechanisms are important for Garanti BBVA and its external stakeholders.	Operational Excellence Sustainability Corporate Governance	148 120 192
Business Ethics, Culture and Customer Protection	Transparent reporting informs all stakeholders about Garanti BBVA. Banking with honest and ethical values is important for Garanti BBVA's reputation and all stakeholders.	Financial Health Reaching more Customers Data & Technology Corporate Governance	110 136 180 192
Easy, Fast and DIY	Digitalization of internal processes and services offered to customers and also allows customers to perform any operation in an easy and agile way while making use of digital platforms and state-of-the-art technology has importance for customers and Garanti BBVA.	Reaching more Customers Operational Excellence Data & Technology	136 148 180
Financial Health and Advice	Providing financial literacy training to those with less economic resources to support them in entering the banking system affects the Bank and all its stakeholders.	Financial Health Sustainability Data & Technology	110 120 180
Climate Change: Risks & Opportunities	It covers the effects of climate change arising from Garanti BBVA's own activities as well as the activities of its customers. Considering environmental impacts and climate change impacts in financing processes affects the Bank and all its stakeholders and expresses Garanti BBVA's sector leadership and transformation in the field of sustainable finance.	Sustainability	120
Responsible Use of Personal Data (data privacy, responsible AI)	The use and security of personal data and the confidentiality of customer information are important to all customers. Security breaches affect Garanti BBVA both financially and reputationally.	Data & Technology	180
Cybersecurity (cyber attacks, data theft, fraud)	Cyber risks, cyber attacks, data security and fraud are important for all customers and Garanti BBVA. Security breaches affect Garanti BBVA both financially and reputationally.	Data & Technology	180
Employee Engagement and Talent Management	It is important for the performance of Garanti BBVA that the work environment is attractive for employees, improving their loyalty and well-being with the investment made in employees, including experts and ensuring continuous improvement.	The Best and The Most Engaged Team	168
Diversity and Work-Life Balance	Respect for diversity and equality (gender, age, religion, race...); Paying attention to the balance between business life and private life is important for Garanti BBVA and its external stakeholders.	The Best and Most Engaged Team	168
Human Rights	Respect for human rights is important both for the Bank and its stakeholders.	The Best and Most Engaged Team	168
Inclusive Growth (Contribution to society, entrepreneurship, financial inclusion, financial education)	Supporting the economic development of the country and the society, compliance with the legislation, creating employment and realizing social programs affect Garanti BBVA and the individuals and institutions that Garanti BBVA attributes economic value to. Providing financial literacy training to those with less economic resources to support them in entering the banking system affects the Bank and all its stakeholders.	Sustainability	120