

Contribution to Sustainable Development Goals and Targets

5,565 20 min

We contribute to the United Nations 2030 Sustainable Development Goals and the Paris Agreement with our activities, collaborations and actions. The Bank published its first Sustainability Report in 2010, its Sustainability Policy in 2014, and its first Integrated Annual Report in 2017. In our 2023 Integrated Annual Report, we aim to explain in detail how we contribute to the Sustainable Development Goals with our practices. As Garanti BBVA, we contribute to all 17 Sustainable Development Goals and 70 targets.

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



1 NO POVERTY

DESCRIPTION	GARANTI BBVA ACTION	STATUS	RELATED MATERIAL ISSUES
<p>1.4. By 2030, ensure that all men and women, in particular the poor and the vulnerable, have equal rights to economic resources, as well as access to basic services, ownership and control over land and other forms of 13 property, inheritance, natural resources, appropriate new technology and financial services, including microfinance</p>	<p>Unbanked Women Program (Hesabim Bilen Kadınlar Programı)</p>	<p>Unbanked Women Program aims to support the active participation and empowerment of women who have not previously encountered banking services or have limited communication with them in economic life.</p>	<p>INCLUSIVE GROWTH</p>
	<p>The program targets women to gain knowledge about the benefits of the banking system, improve budget management, evaluate savings, and find solutions tailored to their needs. (page 190)</p>		

2 ZERO HUNGER

DESCRIPTION	GARANTI BBVA ACTION	STATUS	RELATED MATERIAL ISSUES
<p>2.3. By 2030, double the agricultural productivity and incomes of small-scale food producers, in particular women, indigenous peoples, family farmers, pastoralists and fishers, including through secure and equal access to land, other productive resources and inputs, knowledge, financial services, markets and opportunities for value addition and non-farm employment</p>	<ul style="list-style-type: none"> • Agricultural Support Package • Sustainable Agricultural Loans 	<p>Supports agricultural establishments during and after production periods with the financial products developed (page 189)</p>	<p>INCLUSIVE GROWTH</p> <p>CLIMATE CHANGE</p>
<p>2.4. By 2030, ensure sustainable food production systems and implement resilient agricultural practices that increase productivity and production, that help maintain ecosystems, that strengthen capacity for adaptation to climate change, extreme weather, drought, flooding and other disasters and that progressively improve land and soil quality</p>			

3 GOOD HEALTH AND WELL-BEING

DESCRIPTION	GARANTI BBVA ACTION	STATUS	RELATED MATERIAL ISSUES
<p>3.9. By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water and soil pollution and contamination</p>	<ul style="list-style-type: none"> • "We Will Learn and Heal" program • Take Good Care of Yourself programs • Employee Support Hotline • Working Environment Guide • Ergonomics Training • Compliance with national and international standards in Occupational Health and Safety • Healthcare infrastructure expenditures • Environmental and Social Loan Policies 	<p>OHS team of 45 Occupational Physicians, OHS Experts and Occupational Nurses (page 147)</p> <p>"We Will Learn and Heal" program is designed to support employees during natural disaster situations such as earthquakes (page 144)</p> <p>Protecting and improving employee health through comprehensive health applications. (page 148)</p> <p>OHS software enabling Risk Assessments of any risk that may threaten employee health and safety at the workplace (page 148)</p> <p>Within the "Business Continuity" process, a wide variety of scenarios such as earthquake, flood, fire and bad weather and regional simulations were practiced (page 148)</p> <p>The Marmara Earthquake Preparedness Program (page 148)</p> <p>Under Social Sustainable Finance Standards, funding for healthcare infrastructure expenditures amounted to approximately TL 4.2 billion on all segment (page 188)</p> <p>Within the scope of Environmental and Social Loan Policies, social impacts are evaluated and risks are reduced as much as possible (page 250)</p>	<p>DEFENCE OF THE HUMAN RIGHTS EMPLOYEES</p>
<p>3.c. Substantially increase health financing and the recruitment, development, training and retention of the health workforce in developing countries, especially in least developed countries and small island developing States</p>			
<p>3.d. Strengthen the capacity of all countries, in particular developing countries, for early warning, risk reduction and management of national and global health risks</p>			

4 QUALITY EDUCATION

QUALITY EDUCATION: ENSURE INCLUSIVE AND EQUITABLE QUALITY EDUCATION AND PROMOTE LIFELONG LEARNING OPPORTUNITIES FOR ALL

DESCRIPTION	GARANTİ BBVA ACTION	STATUS	RELATED MATERIAL ISSUES
<p>4.3. By 2030, ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university</p>		<p>To address the aftermath of earthquakes and contribute to youth employment, the 'Together for the Future' program in development, support, and employment has been initiated (page 140)</p>	
<p>4.4. By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship</p>	<ul style="list-style-type: none"> • Teachers Academy Foundation (ÖRAV) • "We Will Learn and Heal" program 	<p>As part of the 'We Will Learn and Heal' initiative, 39,297 employees attended 25 training sessions aimed at ensuring their readiness, both physically and psychologically, in the event of natural disasters (page 144)</p> <p>Communicating with Violence-Victim Employees training was designed specifically for Talent and Culture Advisors. (page 153)</p>	<p>DEFENCE OF THE HUMAN RIGHTS</p> <p>EMPLOYEES</p> <p>INCLUSIVE GROWTH</p>
<p>4.5. By 2030, eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous peoples and children in vulnerable situations</p>	<ul style="list-style-type: none"> • Together for the Future Program • 5 Pebbles: Social and Financial Leadership Program 	<p>Number of teachers ÖRAV (Teachers Academy Foundation) reached in 2022: 71.826 (> 359.000 since 2008) (page 191)</p>	
<p>4.7. By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development</p>	<ul style="list-style-type: none"> • Teachers without Distance Webinar Series • EqualUs Project (EsitBiz) • Türkiye Women Entrepreneur Academy 	<p>12.730 students and 913 teachers were reached in 2022 within the scope of 5 Pebbles: Social and Financial Leadership Program (page 192)</p> <p>2.158 teachers were reached in 2023 within the scope of Teachers without Distance Webinar Series (page 192)</p>	
<p>4.a. Build and upgrade education facilities that are child, disability and gender sensitive and provide safe, non-violent, inclusive and effective learning environments for all</p>	<ul style="list-style-type: none"> • Talent Development Activities 	<p>ÖRAV's "Supporting Social and Emotional Skills in Preschool Education" implemented under EqualUs Project reached 549 teachers, and indirectly 8.235 students in 2023 (page 194)</p>	
<p>4.c. By 2030, substantially increase the supply of qualified teachers, including through international cooperation for teacher training in developing countries, especially least developed countries and small island developing States</p>		<p>Türkiye Women Entrepreneur Academy, an uninterrupted 12-year program contributing to the capacity building and development of female entrepreneurs, reached nearly 350 women in 2023. (page 168)</p> <p>In 2023, 5.504 GETSımf (webinars) were planned, achieving a total participation number of 73,630 across the Garanti BBVA Group companies. (page 141)</p>	

5 GENDER EQUALITY

GENDER EQUALITY

DESCRIPTION	GARANTİ BBVA ACTION	STATUS	RELATED MATERIAL ISSUES
<p>5.1. End all forms of discrimination against all women and girls everywhere</p>		<p>In July 2023, we launched the Unbanked Women Program with the aim of supporting the active participation of women in the economy who have not previously encountered banking services or have limited communication with them. (page 185)</p>	<p>DEFENCE OF THE HUMAN RIGHTS</p> <p>INCLUSIVE GROWTH</p> <p>EMPLOYEES</p>
<p>5.5. Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life</p>	<ul style="list-style-type: none"> • Unbanked Women Program • Garanti BBVA Women Entrepreneurs Program • Bloomberg Gender Equality Index • Board Diversity Policy • Gender Loan Equal • Opportunity Model implementation • Women's Empowerment Principles (WEPs) • Equal Pay Policy • Cooperation with KAGİDER • Environmental and Social Loan Policies 	<p>The amount of TL cash loans provided under financing support to womeentrepreneur customers, categorized as a special customer group, exceeded TL 27 billion by the end of 2023 in all segments combined. (page 168)</p> <p>Total applications to Türkiye's Woman Entrepreneur Competition that helps to encourage women entrepreneurs and unveil role models approached 45 thousand. Applications received for 2023 competition outnumbered 1,800. (page 168)</p> <p>350 women were reached by the Türkiye Women Entrepreneur Academy in 2023. (page 168)</p>	
<p>5.b. Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women</p>		<p>As per its mission to penetrate new markets, Garanti BBVA has become the main sponsor of the "Trade of Women" platform led by KAGİDER (Women Entrepreneurs Association of Türkiye) to strengthen cooperation of women entrepreneurs with one another and with entities and to seize new opportunities. The Platform will facilitate women entrepreneurs' cooperation with relevant entities that will support their participation in procurements and tenders. (page 168)</p>	
<p>5.c. Adopt and strengthen sound policies and enforceable legislation for the promotion of gender equality and the empowerment of all women and girls at all levels</p>		<p>A cooperation agreement was signed with the UN Women in 2016. (page 153)</p> <p>In 2022, by taking steps towards creating an inclusive working culture and implementing innovations in flexible working environments, we continued to be the only bank in Türkiye to feature in the Bloomberg Gender Equality Index for seven consecutive years, achieving a score of 89.06 in 2023. (page 153)</p> <p>Within the scope of Environmental and Social Loan Policies, social impacts are evaluated and risks are reduced as much as possible. (page 250)</p>	



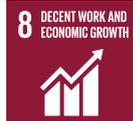
CLEAN WATER & SANITATION

DESCRIPTION	GARANTİ BBVA ACTION	STATUS	RELATED MATERIAL ISSUES
<p>6.1. By 2030, achieve universal and equitable access to safe and affordable drinking water for all</p>		<p>☐ Within the scope of the Blue Breath (Mavi Nefes) project which is carried out in cooperation with Turkish Marine Environment Protection Association/ TURMEPA sea sweepers have recycled approximately 200.071 tons of waste. Within the project, 2 sea sweepers operate in the Istanbul Strait, 1 liquid waste collection boat operates in Adrasan, and 1 sea sweeper collects solid and liquid waste in Van. (page 191)</p>	CLIMATE CHANGE
<p>6.3. By 2030, improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally</p>	<ul style="list-style-type: none"> • Blue Breath Project • Business for Plastic Initiative • Basic Level Zero Waste Certificate • Water efficiency projects • Environmental and Social Loan Policies 	<p>☐ As of March 31, 2023, the commitment to reduce and prevent the use of plastic, declared to the Business World Plastic Initiative in 2021, has resulted in a reduction of 318.6 tons of plastic over the declared two-year period. (page 184)</p>	
<p>6.6. By 2020, protect and restore water-related ecosystems, including mountains, forests, wetlands, rivers, aquifers and lakes</p>		<p>☐ In 2023, the bank, in addition to the Zincirlikuyu Head Office and Pendik Campus facilities, has been awarded the Basic Level Zero Waste Certificate by the the Ministry of Environment Urbanization and Climate Change for 14 service buildings. (page 183)</p>	
		<p>☐ Within the scope of Environmental and Social Loan Policies, social impacts are evaluated and risks are reduced as much as possible. (page 250)</p>	



AFFORDABLE & CLEAN ENERGY

DESCRIPTION	GARANTİ BBVA ACTION	STATUS	RELATED MATERIAL ISSUES
<p>7.1. By 2030, ensure universal access to affordable, reliable and modern energy services</p>		<p>☐ Loans disbursed under Green Mortgage in 2023: TL 1.4 billion (page 189)</p>	CLIMATE CHANGE
<p>7.2. By 2030, increase substantially the share of renewable energy in the global energy mix</p>	<ul style="list-style-type: none"> • Garanti BBVA Eco-efficiency Plan • Climate Change Action Plan • Coal Phase Out Plan • Sustainable products linked to renewable energy and energy efficiency • ISO 14001 Environmental Management System 	<p>☐ Commitment not to finance new investments in coal plants and coal mines and to zero risks associated with coal activities in the portfolio by 2040 at the latest (page 175)</p>	
<p>7.3. By 2030, double the global rate of improvement in energy efficiency</p>		<p>☐ Since the introduction of the ISO 14001 Environmental Management System in 2012, the Bank's carbon intensity decreased by 98% (page 183)</p>	
<p>7.a. By 2030, enhance international cooperation to facilitate access to clean energy research and technology, including renewable energy, energy efficiency and advanced and cleaner fossil-fuel technology, and promote investment in energy infrastructure and clean energy technology</p>		<p>☐ Garanti BBVA Eco-efficiency Plan: Target to fulfill at least 80% of the annual energy consumption from renewables and to reduce energy consumption per square meter and per employee each year between 2021-2025 (page 183)</p>	
<p>7.b. By 2030, expand infrastructure and upgrade technology for supplying modern and sustainable energy services for all in developing countries, in particular least developed countries, small island developing States, and land-locked developing countries, in accordance with their respective programmes of support</p>	<ul style="list-style-type: none"> • Environmental and Social Loan Policies 	<p>☐ Remote Eye System achieved a 15% savings in electricity consumption compared to the same periods in 2019 in 157 of bank's locations. (page 183)</p>	
		<p>☐ In 2023, financing for energy efficiency projects exceeded 430 million TL. (page 189)</p>	



DECENT WORK & ECONOMIC GROWTH

DESCRIPTION	GARANTİ BBVA ACTION	STATUS	RELATED MATERIAL ISSUES
<p>8.3. Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services</p>		<p>☐ We continue our support to the entrepreneurial ecosystem through the Garanti BBVA Partners Entrepreneurship Accelerator Program. In the new period, we diversified our support by introducing the Garanti BBVA Partners Tech sub-program, focusing on technology-based startups in the data, cybersecurity, payment systems, and sustainability verticals (page 170)</p>	DEFENCE OF THE HUMAN RIGHTS INCLUSIVE GROWTH EMPLOYEES
<p>8.4. Improve progressively, through 2030, global resource efficiency in consumption and production and endeavour to decouple economic growth from environmental degradation, in accordance with the 10-year framework of programmes on sustainable consumption and production, with developed countries taking the lead</p>	<ul style="list-style-type: none"> • Garanti BBVA Partners Accelerator Program • Employee Support Hotline • Working Environment Guide • Ergonomics Training • Compliance with national and international standards in Occupational Health and Safety • Equal Opportunity Model implementation • Women's Empowerment Principles (WEPs) • Equal Pay Policy • Target to increase % of women on Board to 25% • Environmental and Social Loan Policies 	<p>☐ OHS team of 45 Occupational Physicians, OHS Experts and Occupational Nurses (page 147)</p> <p>☐ OHS software enabling Risk Assessments of any risk that may threaten employee health and safety at the workplace (page 148)</p> <p>☐ In 2023, Garanti BBVA carried on with the psychological support via the "Employee Support Hotline" in keeping with the emphasis it places on employees' psychological wellbeing. (page 148)</p>	
<p>8.5. By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value</p>		<p>☐ Various emergency scenarios such as earthquake, flood, fire and extreme weather were experienced within the scope of Business Continuity process. Improvement areas were identified, for which necessary actions were taken. (page 148)</p>	
<p>8.7. Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms</p>		<p>☐ Within the scope of Environmental and Social Loan Policies, social impacts are evaluated and risks are reduced as much as possible. (page 250)</p>	
<p>8.8. Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment</p>		<p>☐ In line with the diversity target of the Board of Directors, it is aimed that female managers will represent 25% of the Board of Directors by the end of 2025 (page 108)</p>	
<p>8.10. Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance and financial services for all</p>		<p>☐ As per its mission to penetrate new markets, Garanti BBVA has become the main sponsor of the "Trade of Women" platform led by KAGİDER (Women Entrepreneurs Association of Türkiye) to strengthen cooperation of women entrepreneurs with one another and with entities and to seize new opportunities. The Platform will facilitate women entrepreneurs' cooperation with relevant entities that will support their participation in procurements and tenders. (page 167)</p>	
<p>8.b. By 2020, develop and operationalize a global strategy for youth employment and implement the Global Jobs Pact of the International Labour Organization</p>		<p>☐ A cooperation agreement was signed with the UN Women in 2016. (page 153)</p>	

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE			
DESCRIPTION	GARANTİ BBVA ACTION	STATUS	RELATED MATERIAL ISSUES
<p>9.1. Develop quality, reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all</p>		<p>☐ Leader with more than 15 million digital customers; 90% of total sales go through digital channels (page 22)</p>	<p>INCLUSIVE GROWTH</p> <p>CUSTOMERS: ACCESSIBILITY OF COMMERCIAL CHANNELS AND FINANCIAL HEALTH</p>
<p>9.2. Promote inclusive and sustainable industrialization and, by 2030, significantly raise industry's share of employment and gross domestic product, in line with national circumstances, and double its share in least developed countries</p>		<p>☐ Applications for the new term of the Garanti BBVA Partners Tech sub-program, focusing on technology-based entrepreneurs in the data, cybersecurity, payment systems, and sustainability verticals, have started to be accepted under the Garanti BBVA Partners Entrepreneurship Accelerator Program. (page 167)</p>	
<p>9.3. Increase the access of small-scale industrial and other enterprises, in particular in developing countries, to financial services, including affordable credit, and their integration into value chains and markets</p>	<ul style="list-style-type: none"> • Garanti BBVA Partners Accelerator Program 	<p>☐ Salt Research comprises a library, an extensive archive, and digital contents; makes publications and archival documents located within its structure available to researchers free of charge. Salt Research offers online access to archive collections and more than 2,000,000 documents and resources. (page 192)</p>	
<p>9.4. By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities</p>	<ul style="list-style-type: none"> • Digital Solutions for Corporate Customers • Salt 	<p>☐ The Bank's climate finance contribution, that independent auditor provided limited assurance amounted to TL 29.9 billion (page 188)</p>	
<p>9.5. Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries, in particular developing countries, including, by 2030, encouraging innovation and substantially increasing the number of research and development workers per 1 million people and public and private research and development spending</p>	<ul style="list-style-type: none"> • Clean transportation and renewable energy investments 	<p>☐ In 2022, the Bank introduced its new sustainability-themed support package developed for supporting its customers, mainly the SMEs, that will be impacted by the European Green Deal and Carbon Border Adjustment Mechanism in their exports to EU in reducing their GHG emissions. Throughout these initiatives, over 180 corporate clients were engaged through organized events in the year 2023. (page 182)</p>	
<p>9.b. Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries, in particular developing countries, including, by 2030, encouraging innovation and substantially increasing the number of research and development workers per 1 million people and public and private research and development spending</p>			

10 REDUCED INEQUALITIES			
DESCRIPTION	GARANTİ BBVA ACTION	STATUS	RELATED MATERIAL ISSUES
<p>10.1. By 2030, progressively achieve and sustain income growth of the bottom 40 per cent of the population at a rate higher than the national average</p>		<p>☐ To facilitate access to banking services for individuals with disabilities and address their diverse needs, we are enhancing the experience through channel improvements and collaborations with other organizations. (page 167)</p>	<p>DEFENCE OF THE HUMAN RIGHTS</p> <p>EMPLOYEES</p> <p>INCLUSIVE GROWTH</p>
<p>10.2. By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status</p>	<ul style="list-style-type: none"> • Accessible banking services • Equal Opportunity • Model implementation • Women's Empowerment Principles (WEPs) 	<p>☐ We have been running the EqualUs Project since the beginning of 2022 in order to contribute to change by raising awareness on gender equality. In cooperation with Equality Matters, an initiative of the Mother Child Education Foundation (AÇEV), we are aiming to raise awareness of employees. So far, 16,277 Garanti BBVA employees have successfully completed the 'Equality Awareness Training.' (page 194)</p>	
<p>10.3. Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard</p>	<ul style="list-style-type: none"> • Equal Pay Policy • Environmental and Social Loan Policies • Gender Loan • Garanti BBVA Code of Conduct 	<p>☐ Through the Unbanked Women Program, a total of 1,760 women participated in face-to-face and online financial literacy trainings in 2023, aiming to empower women to manage their finances more effectively. (page 190)</p>	
<p>10.4. Adopt policies, especially fiscal, wage and social protection policies, and progressively achieve greater equality</p>	<ul style="list-style-type: none"> • eording, BlindLook and KAGİDER partnerships 	<p>☐ As a result of the importance it attaches to gender equality and women's empowerment, Garanti BBVA was one of the first to implement the Equal Opportunities Model (in Turkish: FEM). (page 153)</p>	
<p>10.6 Ensure enhanced representation and voice for developing countries in decision-making in global international economic and financial institutions in order to deliver more effective, credible, accountable and legitimate institutions</p>	<ul style="list-style-type: none"> • Whistleblowing Channel • Integrity Committee • Audit Committee • EqualUs (EsitBiz) Project • Unbanked Women Program 	<p>☐ Also, Garanti BBVA is one of the first signatories of the Women's Empowerment Principles (WEPs) and is the first bank in Türkiye to sign them. (page 153)</p>	
		<p>☐ With eording, priority is given to rural women who are negatively affected economically and sociologically by the climate crisis in the production of seed balls, thus creating a sustainable income source for them and we fight the global climate crisis altogether. (page 169)</p>	

11 SUSTAINABLE CITIES AND COMMUNITIES			
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DESCRIPTION	GARANTİ BBVA ACTION	STATUS	RELATED MATERIAL ISSUES
<p>11.3. By 2030, enhance inclusive and sustainable urbanization and capacity for participatory, integrated and sustainable human settlement planning and management in all countries</p>	<ul style="list-style-type: none"> • LEED Certified Buildings 	<p>The only bank in Türkiye holding LEED Platinum Certificate (page 183)</p>	<p>CLIMATE CHANGE</p> <p>INCLUSIVE GROWTH</p>
<p>11.4. Strengthen efforts to protect and safeguard the world's cultural and natural heritage</p>	<ul style="list-style-type: none"> • Plastic reduction and avoidance pledge • ISO 14001 Environmental Management System 	<p>Disbursements under the Green Mortgage product launched in 2017 to encourage living in green, environment-friendly buildings totaled TL 1.4 million in 2023. (page 189)</p>	
<p>11.4.1. Total per capita expenditure on the preservation, protection and conservation of all cultural and natural heritage, by source of funding (public, private), type of heritage (cultural, natural) and level of government (national, regional, and local/municipal)</p>	<ul style="list-style-type: none"> • Basic Level Zero Waste Certificate • Green Mortgage Loans 	<p>In 2023, the Bank has been awarded the Basic Level Zero Waste Certificate by the Ministry of Environment, Urbanization, and Climate Change for an additional 14 service buildings, in addition to the Zincirlikuyu Head Office and Pendik Campus facilities. Simultaneously, it has been actively managing its environmental impacts related to operations through the ISO 14001 Environmental Management System, which has been certified since 2012. (page 183)</p>	
<p>11.6. By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management</p>	<ul style="list-style-type: none"> • Environmental and Social Loan Policies • Salt 	<p>Within the scope of Environmental and Social Loan Policies, social impacts are evaluated and risks are reduced as much as possible. (page 250)</p>	
<p>11.c. Support least developed countries, including through financial and technical assistance, in building sustainable and resilient buildings utilizing local materials</p>	<ul style="list-style-type: none"> • Festival sponsor of Istanbul Jazz Festival for 24 years • Supporter of National Men's and Women's Basketball Teams and Wheelchair Basketball Men's and Women's National Teams 	<p>Salt carries out various programs including exhibitions, movie screenings, performances, concerts, conferences, and workshops on a wide variety of topics. Salt has hosted more than 4 million visitors in its buildings in Galata and Beyoğlu. (page 193)</p>	
		<p>The Bank has been extending uninterrupted support to Istanbul Jazz Festival as the festival sponsor since 1997. (page 193)</p> <p>Garanti BBVA is the main sponsor of 12 Giant Men, Pixies of the Court, 12 Brave Hearts, and 12 Magical Wrists basketball teams. (page 193)</p>	

12 RESPONSIBLE CONSUMPTION AND PRODUCTION			
RESPONSIBLE CONSUMPTION & PRODUCTION			
DESCRIPTION	GARANTİ BBVA ACTION	STATUS	RELATED MATERIAL ISSUES
<p>12.2. By 2030, achieve the sustainable management and efficient use of natural resources</p>			<p>CLIMATE CHANGE</p>
<p>12.4. By 2020, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment</p>	<ul style="list-style-type: none"> • Coal Phase Out Plan • Environmental and Social Loan Policies 	<p>The bank has been actively managing its environmental impacts related to operations through the ISO 14001 Environmental Management System, which has been certified since 2012 (page 183)</p>	
<p>12.5. By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse</p>	<ul style="list-style-type: none"> • ISO 14001 Environmental Management System 	<p>Commitment not to finance new investments in coal plants and coal mines and to zero risks associated with coal activities in the portfolio by 2040 at the latest. (page 175)</p>	
<p>12.6. Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle</p>	<ul style="list-style-type: none"> • Sustainable Financial Transactions 	<p>Within the scope of Environmental and Social Loan Policies, social impacts are evaluated, and risks are reduced as much as possible. (page 250)</p>	
<p>12.8. By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature</p>	<ul style="list-style-type: none"> • Direct Environmental Impact Mitigation Efforts • Global EcoEfficiency Plan 	<p>Volume of sustainable finance products offered for investments and acquisitions in the areas of waste management, recycling, and circular economy implementations exceeded TL 2.2 billion in 2023. (page 188)</p>	
<p>12.c. Rationalize inefficient fossil-fuel subsidies that encourage wasteful consumption by removing market distortions, in accordance with national circumstances, including by restructuring taxation and phasing out those harmful subsidies, where they exist, to reflect their environmental impacts, taking fully into account the specific needs and conditions of developing countries and minimizing the possible adverse impacts on their development in a manner that protects the poor and the affected communities</p>	<ul style="list-style-type: none"> • Integrated Annual Report • Garanti BBVA Climate Index • eCoding and BlindLook partnerships 	<p>Under our partnership with eCoding, we are shooting seed balls primarily to hard-to-reach areas for various ecological causes facilitated by Garanti BBVA mobile. (page 169)</p> <p>Through our partnership with BlindLook, we enable financial inclusion of tens of thousands of visually impaired individuals. (page 167)</p>	

13 CLIMATE ACTION			
CLIMATE ACTION			
DESCRIPTION	GARANTİ BBVA ACTION	STATUS	RELATED MATERIAL ISSUES
<p>13.1. Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries</p>	<ul style="list-style-type: none"> • Türkiye's Life: Fire Management Grant Program • Blue Breath Project • Garanti BBVA 2025 Pledge • Environmental and Social Loan Policies • PACTA Methodology • Coal Phase Out Plan • Climate Change Action Plan • EU Pillar-III reporting • Garanti BBVA Eco-efficiency Plan • ISO 14001 Environmental Management System • eording partnership 	<p>In collaboration with WWF-Türkiye, we initiated the "Türkiye's Life: Fire Management Grant Program" in June 2022. As of the end of 2023, a total of 6 projects have been implemented under the support program. (page 190)</p>	CLIMATE CHANGE
<p>13.2. Integrate climate change measures into national policies, strategies and planning</p>		<p>Under the Blue Breath Project, since September 2021, the education program has reached over 67,000 students and more than 2,800 teachers in 250 schools across Kocaeli, Bursa, Istanbul, Çanakkale, Tekirdağ, Yalova, and Balıkesir. (page 191)</p>	
<p>13.3. Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning</p>		<p>Under our partnership with eording, we are shooting seed balls primarily to hard-to-reach areas for various ecological causes facilitated by Garanti BBVA mobile. (page 169)</p>	
<p>13.a. Implement the commitment undertaken by developed-country parties to the United Nations Framework Convention on Climate Change to a goal of mobilizing jointly \$100 billion annually by 2020 from all sources to address the needs of developing countries in the context of meaningful mitigation actions and transparency on implementation and fully operationalize the Green Climate Fund through its capitalization as soon as possible</p>		<p>Total contribution to Sustainable Development amounted to 120 billion TL (page 175). Garanti BBVA has updated its goal of providing sustainable financing to a total of 400 billion TL by 2025 (2018-2025) (page 186)</p>	
		<p>Guiding targets employing the PACTA methodology in the transition process for carbon-intensive sectors (page 176)</p>	
		<p>Alignment with the EU Pillar-III reporting and analyses of the Bank portfolio's exposure to physical risks of climate change and natural disasters (page 176)</p>	
		<p>In line with the bank's coal phase out plan, risks associated with customers defined as coal customers due to coal mining and coal-fired thermal power plant activities are closely monitored, with a gradual reduction goal. There has been a 19% reduction in risks related to coal customers in 2023. (page 179)</p>	
		<p>Under ESLP, customers are assigned emissions reduction targets for combating climate change, and are encouraged to employ feasible alternative technologies. (page 250)</p>	
		<p>Since the introduction of the ISO 14001 Environmental Management System in 2012, the Bank's carbon intensity decreased by 98%. (page 183)</p>	
		<p>Garanti BBVA Eco-efficiency Plan: Target to fulfill at least 80% of the annual energy consumption from renewables and to reduce GHG emissions each year between 2021-2025 (page 183)</p>	
		<p>As part of the Eco-Efficiency Plan to reduce water consumption, for the first time in 2023, the water consumption of the bank's branches and buildings in 2022 was calculated and certified according to the internationally recognized ISO 14046 Water Footprint Standard. (page 184)</p>	

14 LIFE BELOW WATER				
LIFE BELOW WATER: CONSERVE AND SUSTAINABLY USE THE OCEANS, SEAS AND MARINE RESOURCES FOR SUSTAINABLE DEVELOPMENT				
DESCRIPTION	GARANTİ BBVA ACTION	STATUS	RELATED MATERIAL ISSUES	
<p>14.1. By 2025, prevent and significantly reduce marine pollution of all kinds, in particular from land-based activities, including marine debris and nutrient pollution</p>	<ul style="list-style-type: none"> • Blue Breath Project • Environmental and Social Loan Policies 	<p>As part of the Blue Breath Project conducted in collaboration with the TURMEPA/Sea Cleaners Association, since September 2021, sea sweepers have recycled approximately 200.071 tons of waste. Within the project, 2 sea sweepers operate in the Istanbul Strait, 1 liquid waste collection boat operates in Adrasan, and 1 sea sweeper collects solid and liquid waste in Van. (page 191)</p>	CLIMATE CHANGE	
<p>14.2. By 2020, sustainably manage and protect marine and coastal ecosystems to avoid significant adverse impacts, including by strengthening their resilience, and take action for their restoration in order to achieve healthy and productive oceans</p>		<p>Within the scope of Environmental and Social Loan Policies, social impacts are evaluated, and risks are reduced as much as possible. (page 250)</p>		
15 LIFE ON LAND				
LIFE ON LAND: PROTECT, RESTORE AND PROMOTE SUSTAINABLE USE OF TERRESTRIAL ECOSYSTEMS, SUSTAINABLY MANAGE FORESTS, COMBAT DESERTIFICATION, AND HALT AND REVERSE LAND DEGRADATION AND HALT BIODIVERSITY LOSS				
DESCRIPTION	GARANTİ BBVA ACTION	STATUS	RELATED MATERIAL ISSUES	
<p>15.1. By 2020, ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services, in particular forests, wetlands, mountains and drylands, in line with obligations under international agreements</p>	<ul style="list-style-type: none"> • Türkiye's Life: Fire Management Grant Program • Environmental and Social Loan Policies • eording partnership 	<p>In collaboration with WWF-Türkiye, we initiated the "Türkiye's Life: Fire Management Grant Program" in June 2022. As of the end of 2023, a total of 6 projects have been implemented under the support program. (page 190)</p>	CLIMATE CHANGE	
<p>15.2. By 2020, promote the implementation of sustainable management of all types of forests, halt deforestation, restore degraded forests and substantially increase afforestation and reforestation globally</p>		<p>Forestation commitments are being obtained within the scope of ESLP Deforestation Impact Management Process (page 190)</p>		
<p>15.a. Mobilize and significantly increase financial resources from all sources to conserve and sustainably use biodiversity and ecosystems</p>		<p>Under our partnership with eording, we are shooting seed balls primarily to hard-to-reach areas for various ecological causes facilitated by Garanti BBVA mobile. (page 169)</p>		



PEACE, JUSTICE AND STRONG INSTITUTIONS



16.4. By 2030, significantly reduce illicit financial and arms flows, strengthen the recovery and return of stolen assets and combat all forms of organized crime

- TCR and Reputation Training

- Environmental and Social Loan Policies

- Defense Industry Specific Guidelines

- EqualUs (EsitBiz) Project

- Garanti BBVA Code of Conduct

- Whistleblowing Channel

- HR Internal Control Mechanism

- Integrity Committee

- Audit Committee

☞ Communicating with Violence-Victim Employees training was designed specifically for Talent and Culture Advisors. **(page 153)**

☞ Under Environmental and Social Loan Policies, it is assessed whether certain activities and products associated with the defense industry violate corporate standards and principles. **(page 250)**

☞ Ethics Reporting Hotline **(page 237)**

☞ Ethics, Gender Equality, and Anti-Corruption Trainings **(page 237)**

INTEGRITY & ETHICAL BEHAVIOUR
DEFENCE OF THE HUMAN RIGHTS



16.5. Substantially reduce corruption and bribery in all their forms



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



16.7. Ensure responsive, inclusive, participatory and representative decisionmaking at all levels



PARTNERSHIPS FOR THE GOALS: STRENGTHEN THE MEANS OF IMPLEMENTATION AND REVITALIZE THE GLOBAL PARTNERSHIP FOR SUSTAINABLE DEVELOPMENT



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

- Sustainability Themed Sectoral Working Groups

- TUSIAD Working Group

- UNEP FI Impact Tool

- Net Zero Banking Alliance

- Environmental and Social Loan Policies

- Sustainable Finance

- ecording, Blindlook, ÖRAV, WWF-Türkiye, TURMEPA, KAGİDER, Equality Matters, FODER, KEDV partnerships

- Sponsorships in sports, culture and arts

☞ Presidency of TÜSİAD's (Turkish Industry and Business Association) Sustainable Finance Sub-Working Group **(page 181)**

☞ Impact analysis of the Bank's portfolio employing UNEP FI Impact Tool **(page 175)**

☞ Involvement in the decarbonization of the banking industry with Net Zero Banking Alliance, Science-Based Targets Initiative pledges. **(page 181)**

☞ Sustainability-themed sectoral working groups we are part of: 45 **(page 181)**

☞ Contribution is lent to customers and financial institutions to improve their environmental and social performances through briefings on environmental and social issues. **(page 179)**

The value we create through our partnerships with ecording, BlindLook, and KAGİDER can be found in the **"Customer Experience"** section.

The value we create through our partnerships with ÖRAV, TURMEPA, WWF-Türkiye, Equality Matters, FODER, and KEDV can be found in the **"Community Investment Programs"** section.

☞ The information about sponsorships in sports, culture, and the created value can be found on **(page 193)**

CLIMATE CHANGE
INCLUSIVE GROWTH

Stakeholder Engagement



1,290



5 min

CUSTOMERS

Issue	What does Garanti BBVA do about it?	Related Section	Relevant Material Topic
Expectation for a secure customer experience against increased and evolving cyber threats and responsible AI use.	<ul style="list-style-type: none"> Garanti BBVA Cybersecurity Center Information Security Committee reporting to the Board of Directors Tools for ensuring and deploying data security were developed and infrastructure projects aimed at increasing the reliability of infrastructure were carried on. 	Data and Technology	CYBERSECURITY RESPONSIBLE DATA USE INCLUSIVE GROWTH CUSTOMERS: ACCESIBILITY OF COMMERCIAL CHANNELS AND FINANCIAL HEALTH INTEGRITY & ETHICAL BEHAVIOUR DEFENCE OF THE HUMAN RIGHTS
The need for the provision of services giving the underbanked population, particularly individuals with disabilities and the underprivileged population, greater access to financial services.	<ul style="list-style-type: none"> Partnership with Blindlook Accessible Banking Services Women Entrepreneur support program and Garanti BBVA Accelerator Program that support the startup ecosystem within the frame of Inclusive Growth Working to increase the financial literacy of individuals and their participation in the banking system for inclusive growth 	Customer Experience	
The need for supporting customers to build on their financial planning skills to help them be prepared against contingencies and plan their future.	<ul style="list-style-type: none"> "My Ecological Status" section on mobile banking launched in keeping with the focus on financial health Financial Advisory for our SME customers Smarter, customizable solutions for customers using AI, machine learning, and big data applications. 	Customer Experience Data and Technology	
Regularly seek customer opinions and improve services based on an approach aligned with business ethics and protecting customers against risks.	<ul style="list-style-type: none"> Net TCR (Transparent, Clear and Responsible Banking) Score and Net Promoter Score (NPS) measurement (1st in Corporate Banking, 1st in Commercial Banking; 2nd place in SME banking, 2nd place in retail banking and 2nd place in Mobile Banking) Perform root cause analyses for customer complaints; taking corrective and improvement actions (15 actions in 2023) 	Customer Experience	
Develop consumer products that will support customers' transition to a low-carbon economy.	<ul style="list-style-type: none"> Over 50 sustainable finance products covering all our Retail, SME, Commercial, Corporate segments 	Sustainability and Community Investments	
Reach customers through any channel they need	<ul style="list-style-type: none"> Digital onboarding experience Open Banking >500 functions set on Garanti BBVA Mobile banking Uninterrupted service 7 days a week via Live Support line The first customer satisfaction channel offering service 24/7 on social networks: "Garanti BBVA'ya Sor" (Ask Garanti BBVA) Türkiye's first AI-based smart assistant: UGI Campaigns, card information, and cardless payment solutions with BonusFlas. 	Customer Experience	

EMPLOYEES

Issue	What does Garanti BBVA do about it?	Related Section	Relevant Material Topic
Build on our employees' knowledge and skills about Personal Data Protection Law through awareness activities	<ul style="list-style-type: none"> Data Sharing Committee reporting to the Board of Directors Awareness programs for customer privacy and information security Training or briefings concerning external fraud Cybersecurity training per FTE 	Data and Technology	CYBERSECURITY RESPONSIBLE DATA USE DEFENCE OF THE HUMAN RIGHTS
Cybersecurity investments attuning remote access infrastructures with current needs and security principles, secure teleworking for employees	<ul style="list-style-type: none"> Centralized Operations Business Processes Management (BPM), Process Mining, Intelligent Document Processing (IDP) and Robotic Process Automation (RPA) technologies 	Data and Technology	
Physical and administrative OHS measures in work areas, supporting employee development	<ul style="list-style-type: none"> "Take Good Care of Yourself" Mobile App developed for employee wellness Enriched and improved digital learning platform to promote continuous learning culture "We Will Learn and Heal" program is designed to support employees during natural disaster situations such as earthquakes Various scenarios including earthquake, flood, fire and bad weather conditions and regional simulations within the scope of "Business Continuity" process ISO 22301 Business Continuity Management System Security and Resilience"" certification 	Investing in Human Capital	
Raise increased awareness of gender equality among employees	<ul style="list-style-type: none"> A fair and transparent working environment dominated by equal opportunities and diversity Contributing to change by raising awareness about gender equality, the EqualUs (EsitBiz) Project has been ongoing since the beginning of 2022 Target to increase % of women on Board seats to 25% min. In-house trainings to increase awareness for the Gender Equality 	Investing in Human Capital	

COMMUNITY (INCLUDING CIVIL SOCIETY ORGANIZATIONS, ASSOCIATIONS AND INTERNATIONAL ORGANIZATIONS)

Issue	What does Garanti BBVA do about it?	Related Section	Relevant Material Topic
Expectation for sharing the know-how and in-depth experience in ESG Management and Sustainable Finance.	<ul style="list-style-type: none"> Actively participating in or heading 45 working groups and 30 initiatives Garanti BBVA Climate Index Advisory service in relation to "Green Deal" 	Sustainability and Community Investments	
Expectation for alignment of portfolios with low carbon pathways	<ul style="list-style-type: none"> Decarbonization targets by 2030 for other carbon-intensive industries such as energy, automotive, iron and steel, and cement Target to provide a min. funding of TL 400 billion for the financing of sustainable activities between 2018-2025 Principles for Responsible Banking Impact Report Climate Change Action Plan First bank from Türkiye to pledge coal phase-out in 2021 Carbon-Neutral Bank as of 2020 , 15 years before the targeted date Responsible Banking and Sustainability Committee Environmental and Social Impact Assessment System 	Sustainability and Community Investments	CLIMATE CHANGE NATURAL CAPITAL EMPLOYEES
The need for the development of community investment programs supporting inclusive growth	<ul style="list-style-type: none"> Investment amount in community programs: 875 million TL Unbanked Women Program 5 Pebbles: Social and Financial Leadership Program WWF -Türkiye (World Wild Fund for Nature) Turkish Marine Environment Protection Association/ TURMEPA The Teachers Academy Foundation (ÖRAV) Salt Partnerships in the areas of sports and music Partnership with KAGİDER Partnership with Equality Matters 	Sustainability and Community Investments	INCLUSIVE GROWTH DEFENCE OF THE HUMAN RIGHTS
Expectation for adherence to Human Rights and having specific reports and targets for diversity and inclusion	<ul style="list-style-type: none"> A fair and transparent working environment dominated by equal opportunities and diversity Target to increase % of women on Board seats to 25% min. In-house trainings to increase awareness for the Gender Equality 	Investing in Human Capital	

SHAREHOLDERS AND INVESTORS

Issue	What does Garanti BBVA do about it?	Related Section	Relevant Material Topic
Expecting information on the following issues: - Macroeconomic projections - Impacts of regulatory framework - Inflation accounting - Expectation for comparable, easily accessible data in Environmental, Social and Governance (ESG) areas - Information about an evolving corporate governance structure against cybersecurity threats	<ul style="list-style-type: none"> Addition of content, development and targets within the scope of sustainability and financial health strategic priorities to financial presentations Detailed account of ESG issues and publication of ESG Analysts Database file on the Investor Relations website Regular communication with analysts, investors and fund managers via investor conferences, teleconferences and webinars Webcasts of Financial Results Operating Guidance Plan presentations, comparison of actualizations versus targets Disclosure of risks and opportunities via the Integrated Annual Report "Data and Infrastructure Information Security" and "Application Solutions Information Security" teams and the Information Security Committee reporting to the Board of Directors 	Financial Value Sustainability and Community Investments The Environment We Operate in Data and Technology	INTEGRITY & ETHICAL BEHAVIOUR CYBERSECURITY CLIMATE CHANGE

GOVERNMENT AGENCIES AND REGULATORY AUTHORITIES

Issue	What does Garanti BBVA do about it?	Related Section	Relevant Material Topic
Evaluation of Climate Changerelated opportunities and risks by and between banks and regulatory authorities	<ul style="list-style-type: none"> Actively participating in or heading 45 working groups and 30 initiatives Garanti BBVA Climate Index Advisory service in relation to "Green Deal" 		
CBRT Open Banking services	<ul style="list-style-type: none"> As part of the Open Banking initiative launched by the end of 2023, applications for initiating payments through different institutions and the ability to track accounts from various institutions through a single point have been implemented Access account information at other banks and make money transfers from those accounts from Garanti BBVA platforms Capability to follow up member merchant/POS movements with other banks on the basis of member merchant/POS device on Garanti BBVA Mobile and Internet 	Sustainability and Community Investments Customer Experience Data and Technology	CLIMATE CHANGE NATURAL CAPITAL RESPONSIBLE DATA USE CUSTOMERS: ACCESIBILITY OF COMMERCIAL CHANNELS AND FINANCIAL HEALTH
National Artificial Intelligence Strategy (NAIS) of the Presidency of the Republic of Türkiye Digital Transformation Office	<ul style="list-style-type: none"> Support the development of 2,200 participants with more than 60 internal training programs offered in areas including artificial intelligence, machine learning, deep learning, chatbot, data modelling for employees for propagating data-driven decision making culture Providing education of 100 students in Computational Data Science, which was started to be offered as a credit course at İstanbul Technical University from 2021 with the aim of supporting the society's competence in artificial intelligence and machine learning New machine learning and deep learning model integrated into Garanti BBVA systems in 75 projects in 2023 		