



SUSTAINABLE AGRICULTURE

WOMEN ENTREPRENEURSHIP

2 ZERO HUNGER

5 GENDER EQUALITY



8 DECENT WORK AND ECONOMIC GROWTH

7 AFFORDABLE AND CLEAN ENERGY



INCLUSIVE FINANCE

ENERGY EFFICIENCY



ŞEKERBANK
2015 SUSTAINABILITY REPORT

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Report Theme

Since the very inception of our Bank, our mission has been to support economic growth based on production and rural development. In this regard, we present our performance in financing sustainable development between January 1, 2014 and December 31, 2015 to all our stakeholders in our second Sustainability Report.

We are upholding our mission of “Community Banking” by being a bank that defines financing sustainable development with economic, social and environmental dimensions as part of our core business for 62 years and thus maintain our reputation as pioneers in this field.

In this context, 2015, a year where crucial decisions were made in terms of climate change and sustainability also represented an important milestone as we carry our sustainability strategy into the future.

At the United Nations General Assembly in September 2015, all UN member countries agreed on striving to achieve

17 Sustainable Development Goals (SDGs) for a better world by 2030.



This important event was followed by the 21st Conference of the Parties (COP 21) held in Paris in December where 195 Countries, including Turkey, committed to the Paris Agreement with the aim of keeping global warming below 2°C and sustainable development was again brought to the world’s attention.

With the aim of supporting our country in achieving the SDGs, and raising awareness about the goals not only in urban but also in rural areas, as Şekerbank, under the guidance of our responsible banking concept which dates back to our establishment, we have grouped our activities and vision in alignment with the United Nations Sustainable Development Goals.

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Sustainable Agriculture

End hunger, achieve food security and improved nutrition and promote sustainable agriculture

Within our founding mission's framework to promote agricultural and rural development, we continue to provide support to production by family farmers throughout Turkey; also we continue to work to prevent migration from rural areas to cities; to enable small producers to have access to efficient resources and financial services; to unite divided

agricultural lands; and to promote investment in energy efficiency in agriculture for generations to come. We carry our pioneering role forward by upholding our Community Banking mission through promoting economic growth based on production dynamics and the development of rural life based on the financing of sustainable agriculture.



Women Entrepreneurship

Achieve gender equality and empower all women and girls

As a signatory of the 'Women's Empowerment Principles' (WEPs) which was jointly initiated by the United Nations Global Compact and UN Women, we have continued to increase the number of our female business owners and entrepreneurs, continually adding more women to our 27,000 female clients. In addition, we are enabling

female producers previously excluded from the banking sector to access financing for the first time. We continue to reach out to women village by village and town by town with the aim of increasing female entrepreneurship especially in rural areas and supporting women's participation in education and the economy.

7 AFFORDABLE AND CLEAN ENERGY



Energy Efficiency

Ensure access to affordable, reliable, sustainable and modern energy for all

Since the launch of EKO kredi, the first banking product for financing energy efficiency investments in Turkey, we have introduced approximately 80,000 people to energy efficiency and prevented 5.2 million tons of carbon dioxide emissions with the aim of bringing reliable, sustainable,

modern and accessible energy across Turkey. Our EKO kredi product was presented as a best practice product in energy efficiency at the Rio +20 United Nations Sustainable Development Summit and through EKO kredi we maintain our leadership role in energy efficiency financing.

8 DECENT WORK AND ECONOMIC GROWTH



Inclusive Finance

Promote sustained inclusive and sustainable economic growth, full and productive employment and decent work for all

We offer field banking throughout Turkey located in 71 provinces and approximately 100 off-center districts, most of which have been serving in the same location for approximately half a century and together with our local banking know-how, we provide financing to hundreds of thousands of micro businesses and SMEs. As for unbanked groups who are unable to benefit from financial services,

we implement Turkey's sole microfinancing system to offer specially tailored micro-loans. We continue to play a pioneering role in the financing of inclusive growth that embraces every part of the country, from rural to urban, giving priority to investments that will ensure sustainable economic growth with a focus on development through production, decent work and entrepreneurship.

About Our Report

G4-18

Stakeholder engagement

During the report preparation process, in addition to conducting strategy meetings with our managers aimed at measuring our social, environmental and economic impacts and increasing the efficiency of our Bank, we also investigated and analyzed our key stakeholders' expectations in terms of sustainability. In communicating sustainability with our stakeholders, we conducted a sustainability analysis workshop. In addition, for activities where we give priority to our customers, we offer support especially to potential customers through training programs.

The details of these activities are explained in the "Dialogue with Our Stakeholders" section of our report.

The principles of our report

This report represents our first report under the Global Reporting Initiative's G4 Sustainability Reporting Guidelines ('GRI G4') and

is based on the standard disclosures and performance indicators of GRI in accordance with the "Comprehensive" level. www.globalreporting.org

The report is coherent with GRI's materiality, stakeholder inclusiveness, sustainability context, and completeness principles. When prioritizing stakeholders, AA1000 Accountability Stakeholder Engagement Standards and when identifying strategic sustainability topics, GRI's 2013 Sustainability Topics for Sectors Report and IFC's (International Finance Corporation) Sustainability Performance Standards were taken into consideration. www.ifc.org

We prepared our report to cover the 10 principles of the UN Global Compact. References to how the Bank addresses the UNGC principles can be found in the GRI G4 Content Index. www.unglobalcompact.org

Scope of subsidiaries, leased facilities, joint ventures and other group companies in the report

G4-17

Unless stated otherwise, the content in this report covers all our banking operations in Turkey and the report boundary we have used is based on the control approach and is the same for all GRI G4 Indicators that we have reported including the G4 Economic Indicators data. Şekerbank's subsidiaries are not included in the scope of this report.

In the report, "Our Bank", "Our Company" and "we" represent "Şekerbank T.A.Ş." and/or "Şekerbank T.A.Ş. employees" unless stated otherwise.



Letter From Our General Manager



Şekerbank, founded 63 years ago, to support economic development based on sustainable agricultural production and rural development by bringing together hundreds of thousands of cooperative-member sugar beet farmers, continues today to fulfill this mission, which it defines as 'Community Banking'.

Since its establishment, Şekerbank's responsibility to Anatolian farmers, which constitute its source of founding capital, has been reflected on all of its activities to date. This responsibility, which is inherited from our

founders, also brings the obligation to preserve nature and our culture in terms of the common future of mankind.

Our people-oriented and responsible banking approach, which places Şekerbank in a special position in Turkey's private sector banking: has been realized through its pioneering role in the Bank's production and rural development financing, corporate governance processes, energy efficiency, evaluation of environmental and social impacts in loan processes as well as through organizing culture-art projects with the inclusion of off-center districts. In other words, Şekerbank has been financing sustainable development by addressing economic, social and environmental dimensions for 63 years with its broad branch network, 66 percent of which are located in Anatolia and have been operating in the same location for half a century.

In line with our vision of uniting local with global, we have re-defined our strategy, which bears many similarities to the

Sustainable Development Goals agreed on by United Nations member countries in September 2015, to be even further aligned with these targets.

We have focused on the goal of taking a more inclusive, sustainable and strong development route by 2030 through grouping our activities under four separate sustainable development goals: sustainable agriculture, women's entrepreneurship, energy efficiency and inclusive finance.

With the same responsibility, we will continue to carry our rooted past that symbolizes the richness of Anatolian lands into the future and to preserve our pioneering role of financing sustainable development for our common future using the guidance of the United Nations Sustainable Development Goals.

Respectfully yours,

Servet Taze
General Manager

Mission, Vision and Values

Our mission

With the Community Banking understanding from village to city, we are a modern bank that considers both local features and needs, introduces banking services to those who do not have a banking account, grows by creating value together with its satisfied customers, employees and partners, and gains its strength from its deep rooted past.

Our vision

To become the “leading bank in financing small enterprises” among Turkey’s top ten private banks in terms of asset size.

Our values

Open communication

We respect different perspectives we are open to any suggestions from our colleagues and customers. To add value to our Bank and colleagues provide we share all kinds of ideas and knowledge among all members of the organizational structure timely and in a due manner, keeping communication channels open within the organization.

Continuous development

We aspire and strive to acquire new thoughts, knowledge, and skills with an interrogative viewpoint; we are willing to work together and assume responsibility for continuous development of ourselves and others.

Customer orientation and acting locally

We take heed of meeting the expectations and needs of all our customers and ensuring the customer satisfaction by presenting the products and services rapidly and graciously, considering the local features as well.

Result orientation

We take on focusing on the desired results/targets, taking actions of our own accord and without delay to solve the emerging problems, being followed, accomplishing our work while increasing the profit and efficiency.

Corporate loyalty

We believe in the value of contributing to the performance of our

corporation and being loyal to our corporation by working in a respectful, fair, self-sacrificing, sharing, participative manner and with solidarity within our own team and with our other colleagues.

Our Financial Performance at a Glance*



In 2015...

Agricultural loans grew by **32%**, bringing the credit volume above 2.1 billion TL

The volume of **deposits in the agricultural segment** grew by nearly **80%**

Savings deposits increased by **18%**, nearly twice the growth rate of the sector

88% of our total loan portfolio is allocated to **commercial loans and production**

EKOkredi loans provided to individual customers grew by **146%**

Our Sustainability Performance



Sustainable Agriculture

62 YEARS

of experience in agricultural banking since October 12, 1953

32%

Increase in agricultural loans, doubling the sector average in 2015

240.000*

Number of farmers we reach in 71 provinces and almost 100 off-center districts in Turkey

TL 2.1 BILLION

Total financing provided to farmers



Women Entrepreneurship

26,500

Number of women entrepreneurs and business customers

TL 335 MILLION

Financing we provided for 11,000 women entrepreneurs in the last year

23%

Percentage of female customers that we introduced to microfinance for the first time

50%

Percentage of female employees

7 AFFORDABLE AND
CLEAN ENERGY



Energy Efficiency

**24.2 BILLION
KWH**

Electricity consumption
reduction achieved
through projects
financed by EKO kredi

**5.2 MILLION
TONS**

CO₂ emissions prevented
through energy efficiency
projects financed by
EKO kredi

100%

Percentage of electronic waste
sent to licensed waste disposal
companies

79.000

Number of customers
introduced to energy
efficiency

8 DECENT WORK AND
ECONOMIC GROWTH



Inclusive Finance

28.000

The number of tradesmen and
farmers who never had access to
banking services that we reached
out to as part of Turkey's first
microfinance project

545.000**

Number of Micro, Small
and Medium Enterprise
(MSME) customers

57%

Share of SME loans
within total loan
portfolio

**LOCATED IN
71 PROVINCES AND
APPROXIMATELY
100 OFF-CENTER
DISTRICTS**

Our established branch network, most
of which have been serving in the
same location for half a century, also
stands as a symbol of local banking

Our Position in the Sector and Our Sustainability Strategy

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Founded through the collective initiative and small savings of cooperative sugar-beet farmers in October 12 1953, Şekerbank has continued to realize its founding mission of financing sustainable rural development and agricultural production for 62 years.

Şekerbank is a medium sized Bank in Turkey in terms of its asset size, however, with its 62 years of well-established experience, extensive branch network as well as broad-based customer portfolio in agriculture/SME banking, Şekerbank is considered a large bank in Anatolia.

Through our responsible banking principles, Şekerbank continues to work towards its aim of creating value for all its social stakeholders and the economy.

As a role model in Turkey's private sector banking with regard to sustainable development financing, Şekerbank is a signatory to various international climate change platforms. The bank is also among a limited number of institutions from Turkey

that participate in the United Nations Finance Initiative (UNEP-FI) and the United Nations Global Compact (UN Global Compact). Following participation in the 2015 climate conference COP21 in Paris, Şekerbank signed the UN Global Compact's Business Leadership Criteria on Carbon Pricing platform and took its place among a willful number of institutions to initiate work toward the transition to a low-carbon economy.

Shortly after the announcement of the United Nations Sustainable Development Goals (SDGs), Şekerbank re-defined its sustainability strategy in the light of substantial similarities between the Goals and the Bank's existing work in regards to sustainable development. Grouped under four key Sustainable Development Goals, the Bank aims to continue its activities while increasing its support towards the targets set by Turkey for a better world by 2030.

Fundamental components of Şekerbank's sustainability strategy are as follows

- As part of its founding mission to finance sustainable agriculture, Şekerbank has supported 240,000 family farmers throughout Turkey for generations and continues to provide support for rural development and sustaining agricultural production.
- As a bank that allocates nearly 88% of its loan portfolio to production under corporate, commercial, SME and agricultural loans, Şekerbank's business strategy focuses on financing investments that are production oriented and support employment through micro businesses and SMEs to strengthen sustainable economic growth.
- Through Turkey's first energy efficiency financing product, EKO kredi, launched in 2009, Şekerbank has provided energy efficiency opportunities to almost 80,000 people up to date and continues to be a role model among energy efficiency financing institutions while supporting access to clean energy for all.
- Şekerbank has assessed the social and environmental impacts of all projects during the loan allocation process since 2009 and has been measuring and reporting its own carbon footprint to international investors through CDP since 2010.
- Through Turkey's first microfinancing project, the Bank introduces banking services to those who have no access to banking services and increases financial inclusiveness.
- With the aim of supporting women entrepreneurship in rural areas, Şekerbank works towards enabling women's access to financial resources by increasing their participation in education and the workforce.
- The sustainability principles, which are strategically followed at the Board level and executed by the General Manager and the Executive Vice President of Strategy and Corporate Communications, are integrated into the Bank's core business and are implemented in coordination with the relevant department managers and in field operations.
- Being the first bank in Turkey to receive a corporate governance grade, Şekerbank maintains its reputation as a pioneer by treating corporate governance as a crucial aspect of sustainability and handling these issues at the Board level.
- With its understanding of responsible and people-oriented banking, Şekerbank has one of the widest and most broad-based loan and deposit portfolios within the the sector and continues its growth by providing small loan and deposit rates with the aim of spreading wealth across its broad base.

- 66% of our extensive branch network is in Anatolia. By offering field banking throughout Turkey located in 71 provinces and approximately 100 off-center districts, most of which have been serving in the same location for half a century, Şekerbank focuses on rural areas and brings financial as well as cultural resources to the local community.

In summary, at Şekerbank, financing sustainable development is not considered a social responsibility but as the very essence of its business strategy and the Bank's sustainability strategy is addressed at the Board level.



Case study

Coordinated by Turkey's Ministry of Development, Şekerbank's EKO kredi project was chosen one of the best practices in energy efficiency at the Rio+20 United Nations Conference on Sustainable Development. Şekerbank participated in Rio+20 as the sole representative of the Turkish financial services industry.



ZERO HUNGER



Sustainable Agriculture

End hunger, achieve food security and improved nutrition and promote sustainable agriculture

Our founding mission

Financing sustainable agriculture is Şekerbank's founding purpose. Founded through the collective initiative of cooperative beet farmers 62 years ago with the aim of supporting collective farming, rural development and financing industrial agriculture, Şekerbank has been the role model of financing sustainable agriculture for 62 years.

Consisting mostly of small producers, we have continued serving nearly 240,000 family farmers throughout Turkey for generations. Through our approximately 250 agricultural banking customer representatives, most of whom are agricultural engineers or regional experts, we continue to visit farmers in village cafes and at their farms, and to provide them with solutions to enhance agricultural productivity.

Supporting energy efficiency in agriculture

As well as developing the first banking products to reduce farmers' energy and other operational costs, we are also introducing our customers to energy savings with modern agricultural irrigation systems. We have already introduced around 6,500 farmers to energy efficiency and we

continue to include more every day.

We approach the agricultural value chain with the aim of sustaining small producers and supporting sustainable agricultural production in villages and thus continue to fulfill our founding mission.

A first in the world and Turkey: Family Farming Banking

We have embodied sustainable development as our way of doing business: in line with this we launched the "Family Farming Banking" project in November 2014 with the aim of preventing migration from villages to cities. The aim of the "Family Farming Banking" project, which we started following the Food and Agricultural Organization of the United Nations' announcement of 2014 as the "International Year of Family Farming", is to discourage farmers abandoning their land due to economic hardship caused by limited access to financial resources and to diminish the losses incurred due to land division.

Our goal in the "Family Farming Banking Project" is to uphold our mission of Community Banking by supporting rural development

to increase efficiency in agricultural production, encourage collective farming and prevent the destruction of local cultures.

We continue providing first time services in the sector such as 10-year installment payment options and developing special solutions for the needs of our farmers who have migrated from their villages due to decreases in income because of issues such as; division and reduction of farm lands due to inheritances, limited means of irrigation and the inability to implement modern farming techniques.



We continue supporting our small producers to benefit from economies of scale by aggregating their croplands and resources together, increasing their climate change adaptation capacities through energy efficiency investments and by helping farmers to establish cooperatives to enhance their purchasing power.



As key members of sustaining rural life, we encourage youth and women farmers to become entrepreneurs through our “Family Farming Banking” project.

Taking SDG 2 as reference, through “Family Farming Banking” we are working towards building a world that

is agriculturally focused and has a more even distribution of economic growth by supporting small scale food producers, giving priority to family farmers and women to have secure equal access to land, efficient resources and inputs, information, and financial services by 2030.

Target of the Project

To make 1 in every 4 farming families in Turkey a part of the Şekerbank family by 2018 and to extend sustainable agriculture even more.

Successes of our Project

- We reached 60,000 farming families through “Family Farming Banking” during 2015 and extended more than TRY 1.6 billion in loans.
- Our mobile sales teams visited more than 1,000 villages in 2015.
- Supported the global initiative led by the Food and Agriculture Organization of the United Nations (UN-FAO) who declared 2014 as the “International Year of Family Farming” and played our part as the only bank to support these activities regarding the importance of agricultural production.
- Raised awareness about the importance of family farming and agricultural production in the public opinion.

Community awareness communication on the importance of sustainable agriculture

As we continue communicating our products and services through our responsible banking approach, we also aim to raise awareness within the community. With this regard, we launched a commercial about our "Family

Farming Banking" product and raised awareness across the country about the importance of agricultural and rural development. As a community, we have realized the value of preserving the vitality of agricultural production in order to maintain our food resources and economic future.





Family Farming Banking commercial campaign

As part of the campaign, over 10,000 tweets with the hashtag #senbırakıpgitmediye was trending on Twitter.

Campaign reached over 780,000 people on Facebook.

Viewed more than 1 million times on YouTube.

Following the success of the campaign in 2015 we developed a follow-up commercial film to show farmers the support they received on social media.

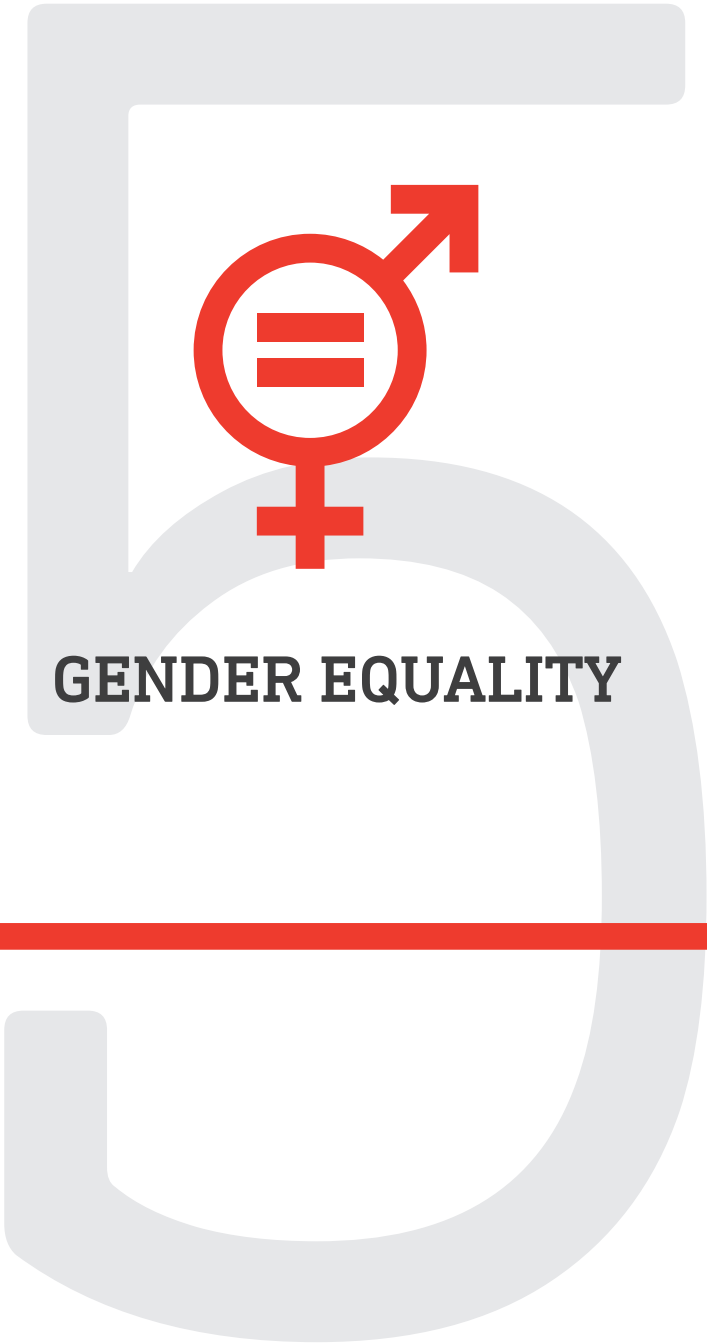
In the second campaign titled, “Tweet Village”, from among the 10,000 tweets we hoped to bring some of those messages directly to their intended owners, the farmers. As part of the commercial film, we identified 17 villages that were particularly suffering from land abandonment. Next, the special tweets were printed on signs and were displayed in village centers, across the walls of houses, and near public fountains. The “Tweet Village” campaign ran in TV and digital media platforms and received great attention.

The “Family Farming Banking” commercial campaign has won 11 different awards including the Cannes Lions for its ability to raise awareness among the public on the importance of agricultural production.

Social impact analysis of “Tweet Village”

Commercial film reached over 700 thousand people on Facebook.

Viewed almost 200 thousand times on YouTube.





Women Entrepreneurship

**Achieve gender equality and empower
all women and girls**

Increasing women's access to finance

We currently have over 26,000 female business owners and entrepreneurial customers throughout Turkey, many from rural areas. We provide our services to nearly 7,000 women customers with our "Üreten Kart" ("Producer Card") being the first card



in both Europe and Turkey to combine a credit card with a debit card. Moreover, we provide many privileges to our women customers such as training opportunities and free banking products.

Through our dedicated work in women banking which is a key part of all our customer segments, we have provided over TL 335 million loans to nearly 11,000 women entrepreneurs over the past year. We aim to include 28,000 more women entrepreneurs into the economy, especially those living in rural areas, by the end of 2018.

Considering the fact that 55% of women in Anatolia are not included in the banking system, we give high priority to including women producers into the economy. Taking SDG 5 as a reference, we have established supporting women's entrepreneurship as the basis of our inclusive financial activities in order to ensure women gaining equal rights and the ability to control access to financial services, the ownership of land and other property types as well as access to inheritance and natural resources in accordance to domestic law.

Supporting equal gender opportunity platforms

We are following the global agenda in this context by participating in international platforms on empowering women and including them in the economy. Also, we are fulfilling our commitments by enabling access to financial services and supporting the United Nations' SDG 5 Gender Equality. Accordingly, at the beginning of 2016, Şekerbank signed the Women's Empowerment Principles (WEPs) established in partnership with the United Nations Global Compact and UN Women. We are among

the few banks in Turkey that has signed the WEPs, one of the most important global initiatives in the private sector aimed at strengthening women so that they can take part in all sectors and at all levels of the economy. Having signed the initiative with our General Manager's support, we have joined the list of leaders in the business world that are pioneering efforts on Women's Empowerment. As a bank, we continue to extend the scope of our work in this direction.

Building on having signed the WEPs statement during the reporting period, we promoted and invested in initiatives to create platforms for training and in forming financing outlets for women entrepreneurs, especially tradeswomen and farmers, in rural areas.



Public-private partnership for entrepreneurship training and support for women farmers

In line with our aim to prevent migration from rural areas to cities, we also work on increasing the number of women entrepreneurs and producers in rural areas through our "Family Farming Banking" project. As part of the project in 2015, we supported the "Program for Reinforcement of Women's Entrepreneurship in Agriculture" organized by the Ministry of Food, Agriculture and Livestock with the support of KOSGEB and İŞKUR to strengthen

women entrepreneurship in the agricultural sector. In the program, 70 hours of "Practical Entrepreneurship" trainings were given to 407 female farmers over a period of 10 days in Kırklareli, Gaziantep, Zonguldak, Muğla, Malatya, Balıkesir, Çankırı and Konya. After the training, the female farmers received their certificates in a ceremony organized across eight provinces, and had the chance to present their projects to the community, development agencies, and public and private institutions in project bazaars.

From the projects developed, province winners were selected

and brought together at an award ceremony organized in Istanbul on the 15th of October for International Women's Day.

As part of supporting the potential future of women entrepreneurs and their businesses, we awarded the eight winners with customary gold coins as investment in their projects. In addition, two projects were selected from the winners and awarded monetary awards of TL 30,000 and TL 15,000 each for their innovative and sustainable business model.

We are continuing to give support to the Ministry of Food, Agriculture and Livestock's project for women's entrepreneurship in agriculture in 2016 as well. As part of the project, we have stood beside nearly 1,000 women entrepreneurs who participate in different parts of agriculture, yet all of whom have the potential to become pioneers and role models in the sector.

We believe women farmers in rural areas are the essential force to sustaining family farming culture and therefore by supporting them to become business owners and contribute to agricultural

production, we also support the continuity of rural life.

By supporting gender equality, we take part in achieving one of the main purposes of the SDGs and join forces with the public and private sectors in order to support the development of well adapted regulations for the empowerment of women and young girls.

Financial literacy trainings for tradeswomen

We became the first bank to sign a protocol for women entrepreneurs with the Confederation of Turkish Tradesmen and Craftsmen (TESK) to encourage women's more active and entrepreneurial participation in the economy. Accordingly, we prepared an insurance package to provide healthcare services and give support for problems women may encounter in their workplaces. Within the scope of the protocol, we worked together with TESK to provide practical entrepreneurship trainings that would help women who would like to start their own business prepare a business plan within the framework of our KOSGEB and İŞKUR partnership.



Esra Özdin

The road to a goose farm

Esra Özdin raises geese in Kırklareli. After marrying at 19,

she left İstanbul and settled in Kırklareli. She has a 9-year-old daughter and a 15-year-old son. Özdin, who won first place raising geese tells her story: “Living in Kırklareli was tough at first. Power used to go out, sometimes we wouldn’t be able to buy bread because there was no transportation. It was hard, but I said to myself ‘Esra, roll up your sleeves’. I never regretted leaving İstanbul. I have a small garden. I started growing food for my family at first. After going to an entrepreneurship course,

I decided the most appropriate animal husbandry in our local climate was raising geese according. My husband is very supportive, he is always with me to the end in whatever I want to do. My uncle has a 3 decaire piece of land. We will raise geese in part of this land. We will start with 20 poultry houses. We did sheep and goat farming, however the animals couldn’t cope with the sudden changes in the climate. Geese are sturdy and resistant to change in climate, that’s why I want to raise geese.

From the sun to drying, from stevia to sweet project

Gaziantep winner Belgin Yılmaz hopes to participate in agricultural co-ops, and also support the environment and her income through her project “From the Sun to Drying, From Stevia to Sweet”. The project uses a solar powered drying system to grow stevia (sugar plant), which is a popular alternative to sugar in the area. Yılmaz, who is 30 years old



Belgin Yılmaz

and married with 3 children explains: “I graduated from elementary school and didn’t

have the chance to study further. I was the first to grow stevia in my village and in all of Gaziantep. I want to make this project, which I believe will help me, my family, the environment and everybody, a reality. By achieving this, I will become an example to women in villages.

You can view this news story through the following link (in Turkish): www.milliyet.com.tr/bu-kadinlar-ekmegini-girisim-den/ekonomi/detay/2150049/default.htm

On the last day of the training session, we gave a training titled “Financial Literacy for Entrepreneurs”. A total of 89 women entrepreneurs, who have completed their training, have been awarded in three different periods since October, 2015.

We also gave “KOSGEB Entrepreneurship Training” to 50 women in the Manisa Chamber of Tradesmen and Craftsmen between January 2016 and February 2016.

Raising awareness on women entrepreneurship in national and international platforms

Throughout the reporting period, Şekerbank executives participated in three important conferences on women entrepreneurship to explain the importance of women’s participation in the economy and to communicate the support given to sustainable economic development through women entrepreneurship.

- We organized a special session on “Financing of Sustainable Development and Women Entrepreneurs” at the Forum İstanbul Summit in 2014.

- We participated in the 2nd Sustainable Finance Forum organized by the Sustainable Development Association, which is the Turkey branch of World Business Council for Sustainable Development’s (WBCSD). We shared our good practice examples at the “Women’s access to financing resources for a more sustainable economy and its role in the finance sector” session.

- We attended with the representatives of the private sector, public, education and non-governmental organizations and women entrepreneurs in the “Investment Conference for Women Entrepreneurs in Turkey” hosted by IFC (International Finance Corporation), which is a shareholder of our Bank, and discussed what could be done to remove the barriers for women entrepreneurs in Turkey.

Business environment that provides diversity and equal opportunity

We offer equal opportunities and apply national and international norms without regard to gender, age,



disability, nationality, and religion to employees throughout their careers at Şekerbank. We believe that having a participatory and multifaceted workforce aligns with our sustainable development strategy and is an important factor for creating a more knowledgeable and cultured environment.

We protect the rights of our employees, 50 percent of whom are women, as defined in the National Labor Code which is also referred to in Şekerbank’s own code. As part of the introduction process to Şekerbank, we offer new employees e-training on our human resources policies and the social rights in the workplace. Similarly, we take into consideration experience, length of employment, and the work position of our employees when we consider distribution of wages.

We have been awarded the “ETİKA 2014 Turkey’s Most Ethical Company” award given by the Ethical Values Center Association (EDMER) which gives the award to exemplary companies and executives for raising ethical standards and work ethics awareness.

Our employees are remunerated based on fixed and performance based income in accordance with the principles set out by Human Resources and Premium Regulations of the Bank. We carefully evaluate the target management and sales performance measurements of business units and branches through the Şeker Kazan System (ScoreCard). In addition, we use “Competency Based Performance Evaluation System” and “Performance Measurement Performance System” for all Bank employees.

Gender equality and equal opportunity in the recruitment process

Under the principles of gender equality and equal opportunity, for open positions in our Bank, we offer creative platforms for new graduates to show their potential during the recruitment processes. We reach young graduates in agricultural



Case study

In May 2015, we launched the ‘Young Generations Project’ and organized events to introduce students to the banking sector at various universities. As a bank with a focus on sustainable agriculture, we have carried out all-day career activities with over 250 students at 10 different universities on the topics of agriculture, economics and management sciences. Participants were generally university students, 43% of whom were female. The events included a workshop and competition in which the students prepared projects on certain banking related issues and they presented their projects to a committee of the Bank employees. At the end of the competition, students were also offered a chance to work at Şekerbank after graduation. After passing our bank’s examination at our bank, we offered positions to seven students and they became employees at the bank.

engineering faculties from different provinces with special projects and career day events in order to consider them for our agricultural banking department, which is one of our bank's key areas.

In 2014, we were awarded the "Respect to Human" award from Kariyer.net for responding to all job applications received on the same day of application and for giving fast and personal feedback during every step of the application process.

Training opportunities

Şekerbank offers training programs with innovative, creative and analytical methods that provide career advancement and personal development for all employees to improve their performance. Both experienced and beginners, as well those who are promoted to another position within the Bank, are required to attend the Şekerbank Career School programs. Having a Career School certificate is a key criterion for employee advancement. The Bank's Career School has awarded 2,403 certificates for promotions since 2011, including 496 certificates in 2015.

Leadership School
Participation: 654 employees and 70 branch managers

Training programs:
Management, personal development and visionary trainings

Percentage of employees receiving classroom trainings to total employees: 80%

Days of training per employee: 3.8

Occupational health and workplace safety

We provided mandatory occupational health and safety trainings to all branches, regional offices and headquarter locations in 2014. In 2015, we included 300 employees who had not previously had the training before.

Open communication

Within the scope of our "Open Communication" principle, which is one of the core corporate values of our Bank, we have several communication channels through which our employees can communicate all types of suggestions and complaints.

One of these channels, "I Have a Recommendation",

is an online platform where our employees have been communicating ideas and suggestions mainly on process development for the last five years. All suggestions submitted on the platform are evaluated and those considered to be beneficial to the Bank are put into practice. Every month a “Suggestion of the Month” is selected and a prize and certificate are presented to the suggestion owner.

2,971 suggestions in 2014 and 2015

- 15 Environmental
- 52 Social
- 2.904 Economic

232 of the suggestions were evaluated as beneficial and were put into practice.

Case study

Every year, we meet with our managers at the Annual Evaluation Meetings to evaluate the Bank’s previous year and the strategic priorities for the following year. The Annual Evaluation Meeting in 2015 was held with approximately 2000 Şekerbank employees in attendance in Antalya under the theme: “Different, Smart, Profitable”. The meeting started with speeches from the Chairman and General Manager and continued with interactive presentations from senior managers. Our annual “Şekerbank’s Stars Award Ceremony” also took place during the meetings.

Awards under 13 different categories were given to 25 branches. In addition, we held strategy meetings in which the current situation of the regions and future targets were assessed in Istanbul, Ankara, Erzurum, Bursa, İzmir, Samsun, Gaziantep and Antalya with the participation of our General Manager and Assistant General Managers. We held 11 different meetings between 25 April and 10 May 2014. During the series of meetings, under the principle of ‘open communication’ after listening to our employees’ suggestions on a number of topics we started several projects which we continue to follow up on.



Contributing to the education of children in rural areas for the past 32 years

Having a strong brand awareness and customer base especially in non-metropolitan areas, Şekerbank was one of the first banks to build one of the first village schools in Turkey in the 1960s.



The Şeker Çocuk magazine has been developed to support the education of village school children with limited access to facilities. The magazine has been distributed free of charge to all parts of Turkey for the last 32 years. In addition to the children of our customers and employees, Şeker Çocuk magazine is also accessed by thousands of children all over Turkey by being sent to child protection institutions and hospitals in Anatolia. The 'Braille Alphabet'

version of the magazine is also printed and distributed to rehabilitation centers and schools for visually impaired children.

Our goal is not only to support the education of children in city centers, but also to support children of primary school age, especially girls, living in rural areas. We aim to enable children to become interactive, inquisitive and reflective with the Şeker Çocuk magazine so that girls in rural areas can be empowered at all levels.



Visually impaired children meet art

Şekerbank has been supporting the "Dokunduğum Renk (The Color I Touch) Project" enabling visually impaired children to experience culture and art through content specially prepared for them. Within the scope of the project organized in the Istanbul Museum of Modern Art for the purpose of increasing the quality of life of the visually impaired, over 1,400 visually impaired children, youth and adults have been involved since 2011.

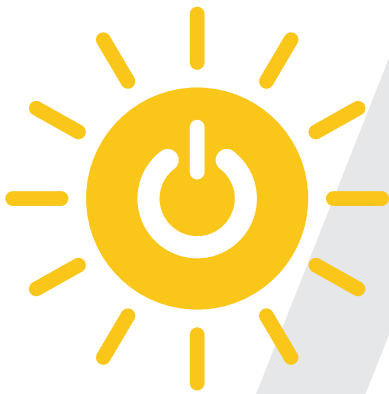




“All Children Must Be Happy!”

The ‘All Children Must Be Happy’ project started through the cooperation of ADEV (Research Support Education Foundation), our customers, and employees in 2010. The target of the project is to reach children with limited opportunities in Anatolia to provide books and school supplies for primary school libraries and toys for kindergartens.

With this project, we are able to create greater awareness by inviting our customers and employees to take part in rural development thus spreading the benefits that we create across a larger spectrum. In 2015, we supported hundreds of children in 24 schools by providing books and school materials to increase the quality of their education in rural areas.



**AFFORDABLE
AND CLEAN ENERGY**



Energy Efficiency

**Ensure access to affordable, reliable,
sustainable and modern energy for all**

5.2 million tons of CO₂ emissions prevented through EKO kredi

Climate change continues to be a major problem facing global society. Especially in developing countries, large energy projects and huge investments in fighting climate change stand out, while the energy savings of individuals and the level of awareness in society remain low.

It is envisaged that energy demand in Turkey, where 75 percent of energy is currently imported, will double by 2020 if demand for energy continues at today's levels. In Turkey, about 35% of total energy consumption occurs from buildings and it is estimated that more than 50% of the energy consumed in buildings is used for heating and cooling purposes. However, 85% of the 20 million dwellings in our country have no heat insulation. If all of these buildings were to be insulated we would have the potential to save 10 billion dollars worth of energy annually. All of these indicators show that energy efficiency projects are just as important as investments in energy production.

In 2009, Şekerbank developed the EKO kredi product with the aim of increasing energy savings and protecting natural resources. With EKO kredi, we promote awareness regarding efficient use of labor and natural resources by supporting individuals, farmers, tradesmen and businesses' energy efficiency investments offered with favourable loan terms.

We offer different opportunities for each



segment through EKO kredi, which was developed as a first in the Turkish banking sector and helped inspire the development of many products in this field. With EKO kredi, we finance not only insulation but also all kinds of energy efficiency investments from solar and wind energy systems to waste treatment and waste management, from

natural gas conversion to class A electrical appliances, and from efficient heating/cooling to efficient lighting systems to modern irrigation equipment.

By the end of 2015, with EKO kredi, we have provided over TL 672 million worth of energy efficiency financing and introduced more than 79 thousand people to energy savings. As a result of energy efficiency investments made with EKO kredi, we have achieved 24.2 billion kilowatt-hours of energy savings and prevented 5.2 million tons of CO₂ emissions. Furthermore, through EKO kredi, 201 million cubic meters of natural gas savings were achieved as a result of insulating over 109 dwellings.

As a signatory member of UNEP-FI and the Business Leadership Criteria for Carbon Pricing initiative we are proud to be a pioneer in energy efficiency financing, and are aiming to carry this flag forward with reference to SDG 7 towards helping improve access to affordable, secure and modern energy for all.

Creative communication

Since 2009, we have undertaken a number of award winning communication

initiatives, highlighting the savings that will be achieved through energy efficiency measures in society. We have strived to increase our brand value by aiming to communicate the importance of energy saving to the public through creative advertisements rather than by simply aiming to improve our product sales performance.

Real-sector partnerships

Through real-sector partnerships developed under EKO kredi, we have been able to provide consultancy services to our customers on energy efficiency while also supporting the revitalization of the economy by contributing to an increase in the transaction volumes of environmentally friendly operating businesses.

Partnership with non-governmental organizations on financing renewable energy resources

At the national level, we have worked together with the Federation of All Energy Producers and Consumer Associations (Energy Federation) on financing renewable energy sources, especially solar power plants (GES), which are expected to gain importance in the

upcoming period. Within this frame, Şekerbank will provide financing to firms that request support from the Energy Federation through EKO kredi and continue working on raising awareness amongst the network members of the federation by conducting meetings and trainings to support clean energy investments. We strive to promote solar energy investments in Turkey, the second richest country in Europe in terms of solar energy, and awareness among users and contractors. In this context, Şekerbank will work with the Energy Federation to select a pilot region to focus on increasing solar energy investments in the future.

Partnership with European Bank for Reconstruction and Development on energy efficiency

Şekerbank is the first bank to participate in the European Bank for Reconstruction and Development (EBRD) Energy Efficiency Finance Facility Program in Turkey (TuREEFF), providing energy efficiency loans within the scope of urban transformation. Through the program, risky buildings are demolished and we offer loan possibilities for reconstruction

in accordance with energy efficiency criteria. In addition, by building partnerships with many leading construction companies, consultants and industry leaders, we provide our customers with support and reassurance that their buildings will have less carbon emissions and energy loss.

Our goal is to support the financing of greener, more energy efficient commercial and residential buildings, and to contribute to the development of registered green businesses in our supply chain.

Accessing international resources for sustainable energy

Our continued success with EKO kredi is leading to new collaborations and strong partnerships with international financial institutions and development agencies.

During the reporting period, the share of loans received for renewable energy financing and energy efficiency investments from international finance institutions within our total foreign resources increased from 15% to 17%. These funds, provided by international finance organizations on account

of Şekerbank's leading role in financing sustainable development, reach the right recipients through the Bank's extensive branch network in Anatolia. Thus, we continue to support the goal of extending reliable, sustainable and modern energy for all, as expressed by Sustainable Development Goal 8.

“Insulation mobilization” will insulate 60 thousand dwellings every year

In collaboration with Filli Boya, we launched an insulation campaign for dwellings and buildings to promote energy efficiency in April 2015. The goal of the project is to insulate 60 thousand buildings every year by providing TL 300 million annually in financing support. Our goal is to support more individuals and building managers by offering them advantageous financing options. As part of the campaign, our customers can obtain Energy Efficiency Certificates for their buildings or residences. In addition, they can benefit from Capatect's expertise in insulation and receive free technical advice, which supports our commitment to offer affordable financing for realizing modern and sustainable energy systems.

Goal to provide TL 50 million financing to solar energy

Şekerbank cooperated with Baymak in August 2015, to promote the benefits of solar energy, one of Turkey's most abundant renewable energy sources, to generate electricity in residential and commercial establishments. As part of this project, we aim to provide TL 50 million in financial resource support by the end of 2017. In doing so we will contribute to the installment of about 30



megawatts of solar energy systems which corresponds to annual electricity consumption of 3 medium-sized cities.

In this context, we aim to establish solar energy systems in 3,300 residential and commercial buildings, and achieve a total energy savings of 65.7 million kilowatt hours by the end of 2017. As Şekerbank, we believe that we are playing an important role in raising awareness on renewable energy in Turkey and in financing the transition to a low-carbon economy in Turkey through our extensive customer portfolio.



Combatting climate change

Carbon footprint reporting since 2010

We have been measuring our greenhouse gas (GHG) emissions and reporting to international investors under the CDP Climate Change program since 2010. We also had the privilege to be among the first few participants of the CDP Water Program, which was launched for the first time in Turkey in 2015, and voluntarily measured and



publicly disclosed our water footprint as well.

We strive to improve our report each year and raise awareness among our employees on sustainability issues by organizing training programs in this regard. In 2015, we made significant improvements to our system in order to increase the scope and reliability of our carbon data collection through the collaboration of key departments and external consultants. These system improvements have increased the quality of the data we

collected and as a result we were able to set a 5% reduction target in emission intensity by 2020 based on our 2014 baseline. With the help of the new energy management database, we aim to improve this target next year. By 2020, we aim to set stronger targets each year by advancing our emissions data collection systems and the quality of energy efficiency projects we finance.

Our building energy efficiency performance

In 2013, we signed the “Declaration on Energy Efficiency in Buildings (BEV)” initiative organized by the World Sustainable Business Development Council (WBCSD) and the Sustainable Development Association (SKD). With the knowledge that 35% of energy use is consumed by buildings, and in light of our leadership role in financing energy efficiency investments, we signed the BEV initiative, which encourages companies to report their CO₂ emissions performances and reduction targets, and their overall sustainability improvements annually.

In this context, 2015 has been an important year in terms of energy savings as we moved to our new headquarters. In line with our commitment to reduce emissions intensity in our BEV Report, our new headquarters is designed with modern, energy-efficient equipment selected to support our energy efficiency goals and sustainability vision.

In addition to the new investments we make, we renew our branches and our buildings every year by giving priority to places where we can get the highest energy savings and cost reductions in our existing buildings. In 2015, 421 air conditioning units in our branches were replaced with energy efficient units with A + or higher levels. We also took special care in selecting ozone-friendly refrigerants for these units that were renewed and newly purchased for all units. These changes will help achieve an annual emissions reduction of 332 metric tons of CO₂ (eq).

Our energy performance

Energy consumption by source (GJ)

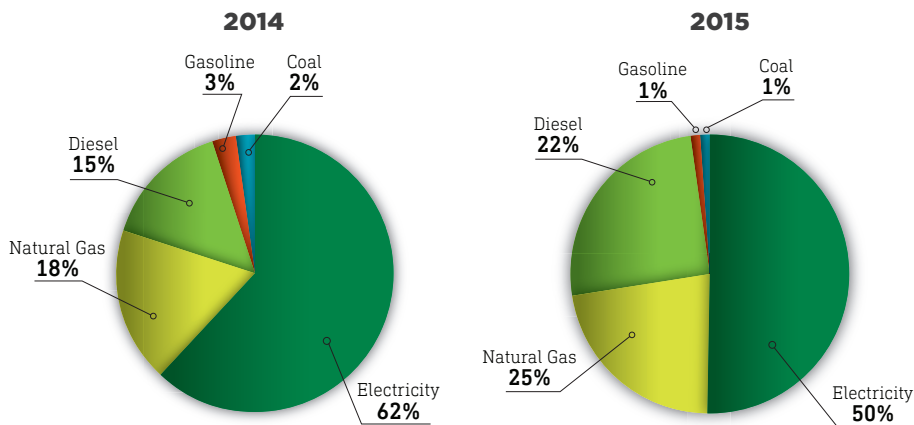
	2014 (GJ)	2015 (GJ)
Electricity	68,504	68,972
Natural Gas	19,955	34,548
Diesel	17,077	29,802
Gasoline	3,171	1,675
Coal	1,847	1,786
Total	110,554	136,783
Intensity (GJ/FTE)	22.21	33.43

References for the conversion factors used can be found in Appendix 3.

The increase in our energy consumption between 2014 and 2015 is attributed to the

greater scope in our reporting and improvement in our data collection procedures.

Energy consumption by source



Emissions by activity

Greenhouse gas emissions by activity (tCO₂e)

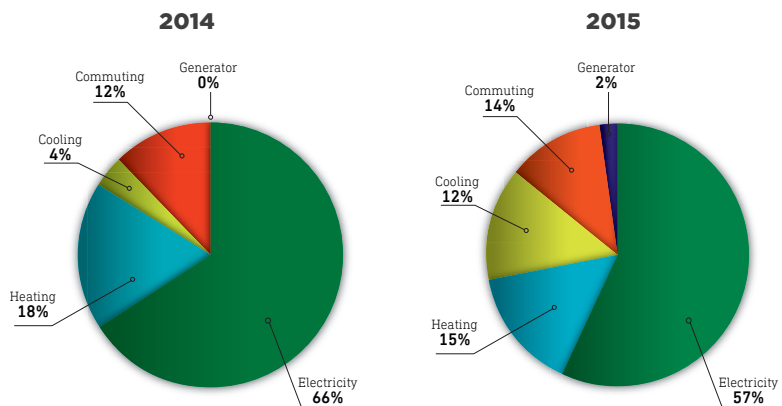
	Activity	2014 (tCO ₂ e)	2015 (tCO ₂ e)
Scope 1	Heating	2,363	2,367
	Cooling	544	2,294
	Commuting	1,525	1,922
	Generator	18	314
Scope 2	Electricity	8,793	9,063
	Total	13,243	15,960

Please refer to Appendix-3 and 7 for the conversion factors and resources used.

The increase of emissions between 2014 and 2015 is attributed to the greater scope in our reporting and improvements in our data collection procedures for

Scope 1 and Scope 2 emissions. In line with these systematic improvements, our assessment score for our 2015 performance increased compared to the previous year.

GHG emissions by activity



Water management

When we evaluate the impacts of water related risks, on the one hand we consider possible scenarios that could affect our customers, on the other

we consider the impacts of water consumption of both our employees and our customers. In addition to our efforts to reduce water consumption, we also assess how our operations

will be affected by changes in the quality and quantity of the water supply and work to develop new methods to minimize the related risks accordingly.



Case study

We carried out a water management assessment in 2014 and it came to our attention that water consumption in our Aegean Regional Office building was much higher than any of the Bank's other operations. We investigated the factors causing the high water consumption together with the ways to reduce it and started the improvement projects in light of our findings.

As a result of the project;

- Leakage from 20 reservoirs were prevented,
- 8 urinals were installed with photocell taps to prevent water wastage,
- Building maintenance staff and kitchen staff have been informed on efficient use of water.

As a result of these efforts, we have reduced the water consumption of the building by approximately 75%.

Assessing social and environmental impacts of loans

Development-focused efforts to combat climate change are not only limited to the internal operations of our Bank, but also include the external environmental and social impacts of financed projects. Based on the analysis of possible environmental and social impacts of loans provided by our Bank, our Social and Environmental Management System (SEMS) is an integral part of our lending processes.

As Şekerbank, we started implementing SEMS in 2009 following the approval of our Board of Directors and thus became one of the first commercial banks in Turkey to implement such a system. We are constantly updating our SEMS structure based on the extensive international information developed by the International Finance Corporation (IFC) who is also one of our shareholders. We not only have periodic consultations with IFC but we also share information regarding developments on these processes and due to the dynamic structure of this system, we continuously work

together on updates. With the exception of individual customers, we assess all commercial and corporate customer segments in terms of their environmental and social impacts under the scope of SEMS. In the cases where we find negative social and environmental impacts, we aim to give feedback to our customers in order to eliminate these impacts or help them reduce the effects of these impacts to acceptable levels, and thus contribute to increasing customer awareness. In this way, we believe we are supporting our customers' ability to reduce their environmental and social impacts and helping them to grow their businesses in a more sustainable way.



**DECENT WORK AND
ECONOMIC GROWTH**

Inclusive Finance

Promote sustained inclusive and sustainable economic growth, full and productive employment and decent work for all

88 percent of our loan portfolio is allocated to production

Şekerbank, founded 62 years ago through the collective efforts of hundreds of thousands of beet cooperative member farmers in Anatolia whose aim was to support economic development that is based on rural development, continues to support production by upholding the same mission today. Through this mission of “Community Banking,” we are financing the economic, environmental and social dimensions of sustainable development.



Owing to our extensive branch network in Anatolia, 66% of which have been serving in the same location for nearly half a century, and our expertise in local banking, we have developed a widespread customer base that includes SMEs, tradesmen, local

businesses and agricultural banking customers. In our country, where capital accumulation is low, we aim to increase financial access, give priority to supporting investments, production, and SMEs at all levels, and aim to spread wealth across a wide base.

Today, 88% of our total loan portfolio consists of commercial loans; namely agriculture, tradesmen, local businesses, SMEs and corporate loans; and through the importance we place on production we differentiate our position in the sector.

Deep know-how in SME Banking



SMEs are essential in terms of their contribution to production and employment in our country. With the daily

increase in their numbers and variety of their needs by sector and region, SMEs are becoming more and more important as part of the financing of sustainable growth. As Şekerbank, we serve our SME customers with a wide range of products and provide consultancy services on the changing legislation and practices. For example, our local business owner customers can benefit from a wide range of consulting services from legal counseling to financial consultancy, from hotel information services to booking, and congress-fairs to conference organization by calling our “Producer Support Line” all free of charge.

In line with our Community Banking mission, we have allocated more than half of our total loan portfolio to SMEs with a special focus on micro and small businesses. The average size of our SME loans corresponds to half of the sector average. This is the most important indicator showing how broad-based our SME portfolio is. Instead of financing large corporate giant firms or consumption oriented activities and services, we strategically prioritize financing SMEs in order to support sustainable

economic growth.

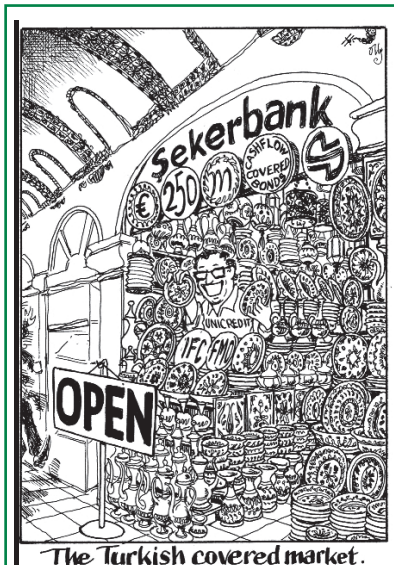
We believe that it is of utmost importance for the finance sector to support tradesmen, farmers and SMEs and internalize a broad-based understanding of banking so as to be able to achieve a sustainable pace of growth based on production in Turkey. In this context, we continue to stand with SMEs throughout Turkey on both their good days and bad days.

Bridge between international financial institutions and Anatolian SMEs

Şekerbank acts as a sustainable finance bridge between international financial institutions and SMEs in Anatolia.

Owing to our expertise in local banking, we are proud to be regarded as 'the key bank of Turkey' by international financial institutions for our ability to reach local craftsmen and SMEs especially in Anatolia.

Our agriculture, tradesmen and SME customers receive 70.2% of the 1.2 billion dollars of foreign financing in our balance sheet provided by international financial institutions.



The Turkish covered market.

Case study

In 2011, we executed the issuance of SME-backed covered bond for the first time in the world and in Turkey. In line with our wide range of SME loan portfolios and our expertise in this area, internationally qualified investors have invested in Şekerbank Covered Bond (VTMK) and we have realized a total issued volume of TL 1.458 billion through this program. We have directed these financial resources to craftsmen, SMEs and local businesses as long-term and sustainable financing support. The transaction represents a good model for the banking sector to create alternative sources for sustainable economic growth.



Mehmet Şimşek

Robert J. Shiller

Hasan Basri Gökten



60th anniversary special: Financing Sustainable Development Conference

Şekerbank organized the “Financing Sustainable Development Conference” in Istanbul for its 60th year anniversary, during which the Bank hosted Prof. Robert J. Shiller, one of the most prominent economists in the world, Sterling Professor at Yale University, and the Nobel Laureate in Economics in 2013. Şekerbank’s Chairman of the

Board Dr. Hasan Basri Gökten hosted the event and held the opening speech alongside the Minister of Economy Mehmet Şimşek. The event drew in considerable attendance from the business and finance world. By bringing public, private and media stakeholders together, the environmental and social dimensions of economic growth and related national/international policies have moved onto the main agenda of the public and business world.

Widening access to finance

Worldwide 2 billion people do not have access to official financial services. World Bank studies show that a significant proportion of the population over the age of 15 in Turkey has had no previous interaction with an official banking institution or financial services. For this reason, Turkey is among the target countries listed in the World Bank's Universal Financial Access by the 2020 initiative, which aims to increase financial access globally.

Şekerbank, with its expertise in the area of inclusive finance through its extensive branch network, has conducted joint research with the Boston Consulting Group in order to evaluate the current situation of the use of financial services in Turkey. Research results reveal that approximately 15 million people in Turkey are not able to benefit from banking services and 55% of women in Anatolia have insufficient financial access.

Taking these findings into account, Şekerbank has further developed

its microfinancing project in 2015, which was first launched in Turkey in 2006 as the first product of its kind, with the consultancy of International Projekt Consult GmbH who has global experience in this area. With the aim of strengthening its capacity to increase access to financial services for all segments of society, especially small producers and micro-enterprises, Şekerbank has provided extensive training to its employees in this process and raised microfinance experts all over Turkey.



Increasing access to financial resources through microfinance

In order to ensure financial inclusion in Turkey, it is vital to develop special lending processes for our tradesmen and farmers, who had no previous access to banking services, as well as for women entrepreneurs who are not yet included in the economy.

As Şekerbank, we started the implementation of Turkey's first microfinance lending model in 2006 to fulfill this mission.

We are widening access to financial services through a cash-flow based model that applies face-to-face

communication and takes into consideration total household income and aims to increase the entrepreneurial capability of the customer. By calculating the cash flows and paying power of tradesmen, farmers and micro enterprises, many of whom are unable to receive any loans via standard processes due to not having any credit activities with banks previously, we not only provide them with financial consultancy, but also help to increase their production capacities. Within this context, we have provided financial support to more than 28 thousand tradesmen and farmers thus far.

While developing the next phase of our microfinance project, we closely followed the developments at the G20 Summit in 2015 where the importance of financial inclusion and sustainable economic growth was highlighted. In the same year, we started the second phase of the project with a team of nearly 30 microfinance experts who received international level trainings and we focused on bringing inclusive finance in seven locations. In this new phase, we focused 100% in rural areas and provided loans to 126 people in the last year, carrying out a separate loan analysis for women who work at home.



Research reveals that 55% of women in Anatolia are not included in the banking system. We give priority to the inclusion of women in the economy as entrepreneurs, especially in rural areas.

Şahsene Atalay

“Through microfinance, I was able to raise my own sheep.”

Şahsene Atalay who is 47-years-old and married with 3 children, spent her entire life in the village of Burdur Çavdır, contributing to the family budget by cultivating sugar beet and wheat. In order to cover the expenses of her three children after her husband had some health problems, Şahsene continued to look after her husband and children by feeding and grazing other people's animals in the village. When Şekerbank's

microfinance team visited the village, she met with our team in a village house and shared her desire to start her own business as well as her business ideas. We have provided microfinancing for Şahsene to buy her own sheep and set up her own business. Şahsene said; “I don't do the cleaning jobs I used to do, I'm interested in raising sheep. I want to increase the number of animals I raise”. While Mrs. Atalay proudly tells her story, she also encourages other women in the village to become business owners too.



Cennet İşlek

“I met with Şekerbank at a time when I had difficulty in my work and received financing”

Cennet İşlek, who is 28 years old and married with two children, runs the Vitamin Buffet which she founded in Osmaniye, Düziçi in 2014. Emphasizing that she met with Şekerbank during a difficult period for her business, İşlek said, “I usually sell sandwiches and orange juice and I had never interacted with a bank before. Indicating that she did not have the courage to take out a loan until after she received both microfinancing

and training from the bank which encouraged her to think long term. “I borrowed the loan in March 2015. Using this financing, I bought a car to buy products that were cheaper from the food market and would reduce my costs accordingly. I'm thinking of renewing my car. We even have plans to expand our business by joining with the shop next door in the upcoming period. While doing so, we know we can get support from Şekerbank. I am thinking about taking out a loan again to grow my business after I payback my current loan,” she says.



Method: Since producer, craftsmen and micro businesses mostly have never had banking services or have limited access to financial resources, our field teams reach out to these segments of customers through conducting active site visits to local chambers, associations, co-operatives and social centers. Then we assess qualitative and quantitative data of potential customers alongside our uniquely developed methods which differ from those used by financial institutions and surpass more traditional credit rating analysis processes, which often do not include such customer groups in the first place. Şekerbank microfinance specialists are able to calculate the cash flow and the customer's ability to pay based on their household incomes and also guide them on how they can grow their business financially.

Goal: We aim to contribute to the widening of financial access by reaching and incorporating farmers, micro business owners and entrepreneurs who live in rural areas and have never interacted with the banking system due to the existing loan assessment procedures, and instead provide financial and qualitative assessments specifically designed for these customer segments. Our primary goal is to increase the formal economic activity rate by providing microfinance to 500 tradesmen, farmers and micro-enterprises every year, women in particular. In addition, by contributing to the homogeneous increase of income per capita by increasing the welfare levels of those with limited access to finance, we are contributing to achieving inclusive economic growth in line with SDG 8.

Number of people visited in rural areas in scope of the microfinance project

Year: 2015	Farmers Visited	People Visited in Villages	People Visited in Coffeehouses
Number of People	287	1,486	3,000



**Owner of Şeker Gıda
Ahmet Başmaya**

“My name is Ahmet Başmaya, I have been running the Şeker Gıda store since 2001 with Şekerbank’s support. I was born in Oğuzeli, Gaziantep. I worked with my father out in the field as a farmer until I finished primary school. After coming back from military service in 1994,

I took over a bakery and ran it until 1998. For a period, I was unemployed and then I purchased this place. Since that day, I have been working in my shop. During a period when I was struggling I found out about Şekerbank and received financing. I did not have the courage to work with banks before that. The Şekerbank team visited me

and we had tea as a family and chatted. They mentioned the microfinance option and I used fee-free loans. I run my shop with my children. Sometimes other kids from the neighbourhood also work at the shop and I give them pocket money. Thankfully I am earning well now and business is going good.”

Continuous support to small producers, tradesmen and cooperatives

As part of our inclusive finance strategy, we continue to design many proposals and products that will increase the level of access to financing for our most important customer groups; namely small producers, tradesmen and cooperatives.

Discount support for cooperatives members

In 2015, Şekerbank partnered with All Consumption Cooperatives Central Union Limited (Tüm Tüketim Kooperatifleri Merkez Birliği - Merkez Tükobirlik) and offered a special Cooperative Card (Coop Card) to cooperative members and tradesmen in the region to support economic growth.

Coop Card customers can benefit by getting discounts of up to 15% on clothing, gas and household appliance purchases at nearly one-hundred Şeker Bonus businesses in Kocaeli province. Alongside the discount, the card also offers options to choose easy installment payments.

15th of each month is “Small Business Day”

With the continued success of our platform “Our Doors are Open to Small Business” that we started in 2013, we have declared the 15th of



every month “Small Business Day” and encouraged consumers to shop from local producers and tradesmen. The aim of the campaign is to revitalize production and at the same time support the national economy by helping tradesmen to increase their business volumes. We have continued to build this platform through new partnerships that continue to keep the doors of shops open and support local economic activity. Last year, we started a new partnership with Zorlu Elektrik to help tradesmen and small enterprise customers of Şekerbank with their electricity bills. Our customers

whose monthly electricity bill exceeds TL 130 can benefit from up to 13% discounts from Zorlu Elektrik. In addition, we extended the benefits for electricity payments to all our customers including retail, corporate, and farmer customers.

We stand by our produce suppliers and baker tradesmen

As part of our special support to fruit and vegetable marketplace and baker tradesmen, we developed the campaigns “Fresh Support Package” and “Support for Your Bread Package” to support their needs for financing and increase their transaction volumes. With these and similar campaigns, we finance innovative and



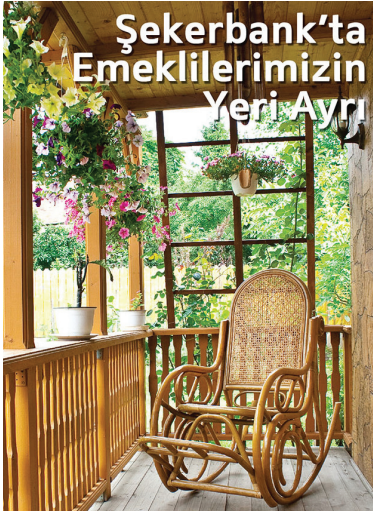
economic growth providing advantageous terms and conditions towards special segments.

A Snapshot of 2015 Innovation in trust

As part of our efforts to leverage access to financial services in 2015, Şekerbank was the first bank to implement the QR Coded Cheque application developed by the Credit Registration Bureau (KKB). This initiative aims to provide wider access to financial services and make payments by cheque more secure. This initiative, which was developed by the Credit Registration Bureau (KKB), is expected to be a symbol of credibility in the cheque market.

Exclusive services to retirees

We offer many exclusive services to our pension customers with our campaign “Retirees Have a Special Place at Şekerbank”. For our pension customers, we do not charge account maintenance fees, EFT or money order transactions fees. In addition, all Şekerbank branches offer priority service to retirees who can also call the 444 0 344 7/24 exclusive Retiree Support Line. Also as a special consideration to our retirees who cannot make it to the branches due to health reasons we deliver their pension payments to their homes.



For sixty-two years, we have been the sole address for broad-based savings

Individual savings deposits constitute 68% of our deposit volume, which accounts for 61% of our total liabilities. Half of our individual deposits constitute widespread savings that are below TL 250 thousand. We continue to present niche products to further strengthen this structure, which represents both strength and reliability, especially in Anatolia.

Contribution to employment

As Şekerbank, we provide services in regions where no other bank branches are located in Turkey,

and contribute directly to employment by providing career opportunities for the local youth population in our branches as well as indirect employment arising from the investments financed by the Bank itself in the local communities.

On the other hand, we provide second pension fund options through SEMVAK (Şekerbank T.A.Ş. Personnel Pension Fund), which is comprised of our employees and retirees and is one of the main shareholders of Şekerbank T.A.Ş.. In this regard, our employees, who are shareholders of our bank, have a high corporate loyalty profile and can benefit from the opportunities displayed by participating in the business environment.

The main principles of our human resources policy also reflect this belief:

- Creating an appropriate environment for our employees to improve their technical knowledge and personal skills,
- Establishing and implementing a practicable career development and planning system for all employees,

- Applying a fair wage system based on roles and responsibilities of the individual,
- Creating an environment where communication channels are open at all levels,
- Reward high/good performance and be a bank that makes a difference through satisfaction and commitment of our employees.

We are the first bank in Turkey to receive a corporate governance rating

We consider our corporate governance processes within the scope of sustainability, and we maintain our commitment to the principles of corporate governance: fairness, transparency, accountability, and responsibility. As Turkey's first bank to receive a corporate governance rating and enter the Borsa Istanbul Corporate Governance Index in 2008 we have one of the highest ratings in Turkey among the deposit banks with "91.10" out of 100.

Local community meets with contemporary art in branches

For 62 years, by placing social responsibility at the core of our way of doing business together with the belief that

true development will be realized when it is supported by economic growth that takes into consideration social, cultural and environmental dimensions, we are bringing contemporary art to Anatolia and embracing our cultural heritage.

Şekerbank's journey into the arts started with Ömer Sunar Art Gallery in 1980s and continued with the activities in this field in Ankara until 2005. Through its new media arts project called "Açıkekran" launched in 2011, Şekerbank aims to increase access to contemporary art and culture.

Şekerbank fulfills its mission of supporting art by integrating local and global perspectives and presenting video art through the Açıkekran New Media Arts Gallery to both its employees and customers who visit the branches. In addition, in the common areas of our headquarters building in Levent, there are simultaneous video broadcasts from selected exhibitions 24 hours a day in Istanbul-Center, Ankara Küçükkesat and Kızılay, Tekirdağ Alpullu, Ordu, İzmir, Bodrum, Mardin and Edirne, across 9 Şekerbank branches located in 8 different provinces.

Starting in May 2011, we have gathered exhibitions, artists and works under the Açıkekran project and published them in a book called “ Açıkekran 2011-2014”. We aim to reach broader audiences with the book which is an important archival study in terms of remembering the works from the past and encouraging future artists while adding to the artistic knowledge in the country.



With Açıkekran modern art works can be viewed at Şekerbank branches.

Our support for cultural heritage

Şekerbank’s 60th Anniversary: Our Story, Turkey’s Story

In June 2014, we published a book entitled “Şekerbank’s 60th Anniversary: Our Story, Turkey’s Story”. The book tells the story of Şekerbank’s 60-year history together with the story of social and economic growth in Turkey from the day our Bank was founded by cooperative sugar beet producers in 1953 up to the present time. At the same time, with its detailed photography and letter archive, the book reflects on not only the Bank’s financial development but also on the importance it has given to growth of local communities and the Bank’s exceptional commitment toward this end.



“A drop of pleasure: A 500 year-old story of Turkish Coffee”

Coffee has a special place in Turkish culture and to honor this long history, in 2013, it was added to the UNESCO Intangible Cultural Heritage Representation of Humanity list as the 11th registered heritage of Turkey under the title “Turkish Coffee Culture and Tradition”. We were the main sponsor of the exhibition “A drop of pleasure: A 500 year-old story of Turkish Coffee” held between February 21, 2015 and June 21, 2015 at Topkapı Palace in order to increase the national and international awareness of Turkish coffee for future generations. Under the patronage of the Ministry of Culture and Tourism, the exhibition was organized by Topkapı Palace Museum and Turkish Coffee Culture and Research Association, and we supported the book compiled as part of the exhibition with the same name.

Our publications on society and sustainability can be found at the link below:

www.sekerbank.com.tr/hakkimizda/yayinlarimiz?gkuvhvqxldxuojuw

Appendix 1 Approach to Materiality

G4-18, G4-19, G4-20, G4-21, G4-22

As Sekerbank, we have adopted a materiality approach that places emphasis on and prioritizes the interests and expectations of our key stakeholder groups (including customers, employees shareholders and investors, government authorities, regulators and IFIs) in order to identify sustainability risks and determine their magnitudes.

While developing our sustainability report, we applied the GRI Principles for Defining Report Content and Quality to select the issues. In light of these principles, we endeavored to make the report complete and accurate in terms of material issues and in accordance with the general sustainability trends in Turkey and in our sector globally. We also ensured that issues deemed important by our stakeholders were included as material topics and representative of stakeholder feedback and expectations.

As part of the preparation for this report and in accordance with the GRI G4 data collection and reporting process, we undertook a detailed analysis of our most material issues across our businesses and linked these issues to the corresponding GRI G4 indicators that are listed in the G4 Index. We also took into account stakeholder feedback received via surveys on employee satisfaction, customer awareness, sustainability awareness and corporate reputation as part of our regular engagement with our stakeholders during the reporting period when developing the report content.

Methodology

During the preparation of this GRI G4 report, in order to determine material issues we held sustainability trainings and workshops where we applied the material GRI-aspects with the aid of external consultants. A materiality analysis workshop was held with the participation of different groups for the 2014-2015 Sustainability Report analysis. In the

workshop we had discussions with our representatives of stakeholder groups about what challenges, issues, and areas for action were considered most important through exercises, group activities and presentations of material issues. We then linked the material topics for each primary stakeholder group to the corresponding GRI G4 indicators.

Following the workshop, we held discussions and sent out surveys of the results. We subsequently calibrated the results of the workshop against the additional information

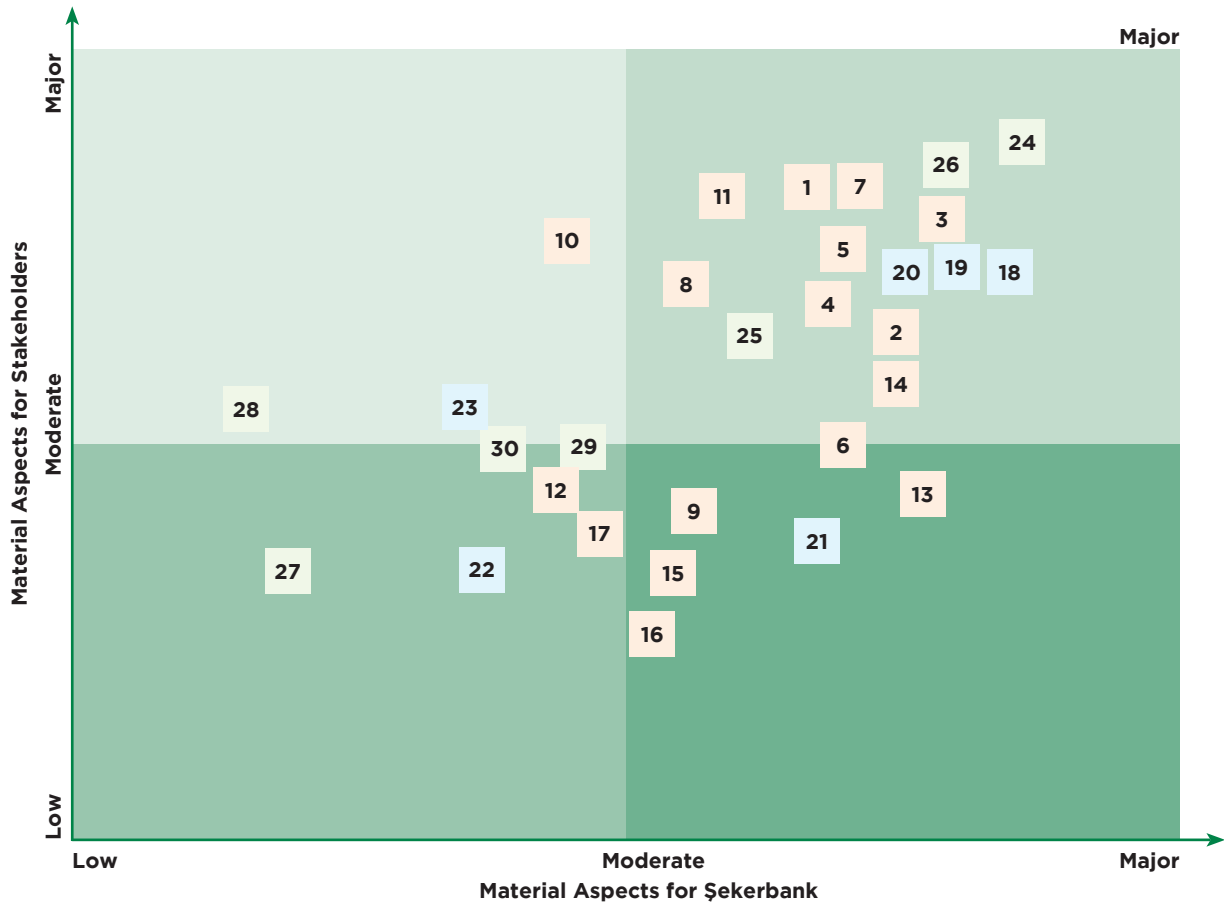
from our key stakeholders and the updated document was evaluated and agreed upon in joint effort with our consultants and top management. The final results are organized in a Materiality Analysis as seen below and provided in the framework in the sustainability report.

The below Figure summarizes the results of Şekerbank's G4 materiality analysis. Topics were prioritized based on their expectations of the stakeholder groups and the significance of potential impact on the Bank's ability to deliver on its sustainable development

strategy. The matrix organizes the areas for action based on their moderate, significant or major importance to Şekerbank. Our highest priority topics are in the upper right-hand box and were reported on in this year's sustainability report.

Please see the following page for a full list of the aspects deemed material together with the materiality analysis.

Şekerbank Materiality Analysis



In line with our responsible banking approach derived from our foundation, we place just as much importance on our economic performance in areas of operation and the resulting economic effects as we do on social and environmental issues, which we perceive to be an indispensable part of economic development. In addition to our pioneering role in financing energy efficiency and inclusive growth from a sustainable and social aspect, which we consider to be amongst our priorities and core business, Şekerbank also continues to

build awareness, including amongst its employees and stakeholders, through its communication and reporting activities and assess social and environmental impact of loans through infrastructure investments. Additionally, and in accordance to the Bank's values of honesty and open communication, Şekerbank's priorities are being committed to protecting the confidentiality of its customers' information, considered to be its most important stakeholder group, to work ethically in accordance to the legal framework, to strictly adhere to

legislation against anti-competitive behavior, to fight corruption and to establish an equal opportunity working environment. As the first bank in Turkey to receive a corporate governance rating, Şekerbank continues to uphold its high position in the Corporate Governance Index, a grade given each year based on all topics, including transparency, and shares its policies and practices in this area with its shareholders on its website.

List of Material Aspects

	Issue	Categories
1	Local Communities	Social
2	Anti-corruption	
3	Customer Privacy	
4	Compliance (Social)	
5	Anti-competitive Behaviour	
6	Public Policy	
7	Employment	
8	Diversity and Equal Opportunity	
9	Equal Remuneration for Women and Men	
10	Training and Education	
11	Labor Practices and Decent Work	
12	Occupational Health and Safety	
13	Labor/Management Relations	
14	Investment	
15	Non-discrimination	
16	Freedom of association and collective bargaining	
17	Supplier Human Rights Assessment	
18	Energy	Environment
19	Water	
20	Emissions	
21	Compliance (Environmental)	
22	Overall (Environment)	
23	Environmental Grievance Mechanisms	
24	Economic Performance	Economic
25	Market Presence	
26	Indirect Economic Impacts	
27	Procurement Practices	
28	Product and Service Labeling	
29	Products and Services	
30	Marketing Communications	

Appendix 2 Open Dialogue with Our Stakeholders

G4-24, G4-25, G4-26, G4-27

We have described our stakeholders as all entities that are related to our Bank in society, those affected by our products/services and activities, and/or who can influence our Bank's corporate objectives by their actions and decisions.

Keeping in mind that the views and ideas of our stakeholders may vary depending on their interests, we communicate with all our key stakeholders and inform them on our activities including our sustainability impacts via various platforms, and try to obtain their opinion in a variety of contexts.

As part of our ongoing stakeholder engagement program, we came together with our stakeholders to learn from them and made sure we remain in mutual understanding. With the "Iftar Meals" dinner program held every year, our employees and managers were able to meet with local artisans, farmers and business representatives,

public authorities, producers and local media members and talk about their issues. In last year's events, which were hosted by Şekerbank's General Manager and Chief Economist in 5 different cities, we welcomed approximately 1,500 of our stakeholders. We benefited from the events considerably in terms of providing a pro-active response to our key stakeholders and strengthening our existing ties.

Since 2009, Şekerbank has taken an active role in business-oriented NGOs as part of a goal to establish a common framework for creating greater awareness as well as raising the bar on implementing sustainability issues in the financial sector. As a company that cooperates with the Sustainable Development Association (SKD) and co-chairs the Sustainable Finance Working Group, we continue to carry out projects to encourage businesses to take into consideration sustainability criteria when they are

forming their business strategies.

In order to obtain our stakeholders' expectations regarding our sustainability performance, we use diverse communication channels such as strategic alliances, one-on-one meetings, conferences, seminars, workshops, surveys as noted in the table below. We share this information with our stakeholders, consult them when necessary, discuss and pro-actively follow-up. Within the scope of our information policy, we inform the public via special circumstances disclosures, annual reports, financial tables and reports, web pages, investor meetings, presentations, the Trade Registry Gazette, the Official Gazette, daily newspaper advertisements, announcements and press releases.

Key Stakeholder Groups and Engagement Platforms

Stakeholder Groups	Our Approach	Communication Platforms and Channels
<p>Customers</p>	<p>We pay utmost importance to providing customer satisfaction and meeting the expectations, needs and local demands of all of our customers, while also offering products and services in a fast and friendly manner. (Frequency of communication: 24 hours/7 days a week)</p>	<p>Daily economic bulletins, e-bulletins, customer awareness surveys, call center, branches, web site, advertisements and promotional campaigns, arts performances (Açık Ekran), business development meetings, informative meetings, Special Customer Platforms such as Producing Anatolia Get-Togethers, social media; https://www.facebook.com/Sekerbank https://twitter.com/Sekerbank http://www.linkedin.com/company/Sekerbank https://www.instagram.com/sekerbank/ https://www.youtube.com/user/SekerbankTAS</p>
<p>Employees</p>	<p>We adopt an interactive operation mentality regarding our internal communication. The backbone principle of our internal communication is to inform our colleagues, whom we see as our most important stakeholders and brand ambassadors, regarding important developments concerning our Bank, and in line with our corporate "open communication" values, we take into account the feedback we receive from them.</p> <p>(Communication frequency: Employee satisfaction surveys are carried out on a biannual or triennial basis, however, we also hold interim online surveys where we can receive feedback from our employees. Our recommendation and internal communication portals are always open).</p>	<p>Employee satisfaction survey, corporate performance system, meetings (such as annual evaluation, performance evaluation), I Have a Recommendation platform, e-bulletins, Seker.net portal, Bear In Mind bulletins, daily economic bulletins, announcements and memorandums via e-mail.</p>
<p>Shareholders and investors</p>	<p>Whether it be our shareholders or our investors, we have adopted the principle of being continuously in contact through a variety of communication channels and to inform them in a transparent, correct and timely manner. By sharing in full all of the required notifications established by Turkey's legislators, we place high importance on informing our domestic and international investors in the most transparent and correct manner.</p> <p>(Frequency of communication: Any progress that the investors and shareholders need to be aware of is conveyed to them simultaneously through the Public Information Platform)</p>	<p>General Assembly Meetings, Public Information Platform, annual and interim activity reports, CMB Corporate Governance Principles Compliance Statement, press releases, special circumstance announcements, financial tables and reports, face to face meetings.</p>
<p>Policy makers, regulators and government authorities</p>	<p>In all our activities as Şekerbank, we are very sensitive to compliance with laws and regulations and legislation. We are in communication with the Banking Regulation and Supervision Agency (BRSA) that regulates, monitors and supervises the banking sector in Turkey, additionally the CMB, the SDIF, the Undersecretariat of Treasury, the CBRT, relevant ministries and other institutions and organizations as prescribed by law and legislation. We closely follow all of the developments that are relevant to our sector and if required, we present our suggestions in regards to regulation amendments.</p>	<p>Sectoral meetings, reports, various working groups, Public Information Platforms, oral and written notices, press bulletins, corporate governance compliance reports, financial statements and reports, annual and interim reports and special circumstance announcements.</p>

Key Stakeholder Groups and Engagement Platforms

Stakeholder Groups	Our Approach	Communication Platforms and Channels
International financial institutions	Since our establishment, the focus of our activities have been on SMEs, craftsmen, small businesses, micro enterprises, agriculture and entrepreneurship and owing to our expertise in this area, we provide long term resources from international financial institutions, thereby continuing our collaborations. (Frequency of communication: Constant)	Face-to-face meetings, reports, working group discussions
Local communities	We closely monitor issues related to the society and local communities in places where Şekerbank operates in both local and international forums and work towards responding to developments related to sustainable development with our communication channels and company events. By ensuring members of society and the community are always able to access through communication channels, we ensure a people-oriented approach in our banking.	Daily economic newsletters, electronic bulletins, call center, social media and electronic mail accounts, internet sites, advertising campaigns, branches, regional offices and head office. In addition, special meetings and events such as local customer meetings, Iftar programs or the Sustainable Finance Forum (an event we sponsor).
Finance sector (banking sector)	As a bank that is member of the Board of Directors of the Turkish Banking Association (TBB), we actively participate in the studies and meetings of the Association and contribute to its activities. (Communication frequency: Monthly).	Meetings, TBB membership, panels, forums and working groups
Media	Our relationship with media members is based on mutual respect and transparency. We pay importance to accurately and timely informing the media through press releases and press conferences.	Press conferences and meetings, press releases, news contents and economy bulletins
Non-governmental organisations and sectoral associations	We attach high importance to our cooperation with non-governmental organizations and exchanging views on our activities as well as conducting joint projects.	Memberships, working groups, forums and conferences

Appendix 3 Conversion Factors

Emission Source	Energy Factors	Emission Factors			References	
SCOPE I	MJ/Unit	kgCO ₂ /GJ	kgCH ₄ /GJ	kgN ₂ O/GJ		
Heating						
Diesel (lt)	35.69	74.1	0.005	0.0001	2006 IPCC Guidelines for National Greenhouse Gas Inventories, Volume 2, Chapter 1	
Natural Gas (m ³)	32.16	56.1	0.005	0.0001		
Fuel Oil (lt)	32.56	69.3	0.01	0.0006		
Coal (kg)	11.90	101	0.01	0.0015		
Vehicles						
Diesel (lt)	35.69	74.1	0.0039	0.0039		
Gasoline (lt)	32.56	69.3	0.0038	0.0057		
Generator						
Diesel (lt)	35.69	74.1	0.005	0.0001		
Fuel Oil (lt)	32.56	56.1	0.005	0.0001		
Refrigerants		kgCO₂/kg			DEFRA 2015	
HCFC-22	-	1,810				
R410a	-	2,087.5				
Nitrogen	-	298				
R410a	-	2,087.5				
SCOPE II		kgCO₂/kWh			IEA (2013). CO ₂ Emissions from Fuel Combustion, 2013 Edition, Highlights. International Energy Agency.	
Electricity (kWh)	3.60	0.473				

Appendix 4 Social Performance Tables

Social Performance Indicators				
Employees				
By Category	Unit	2014	2015	GRI G4
White collar	Number of people	4460	4078	LA1
By Contract Type	Unit	2014	2015	GRI G4
Contracted	Number of people	4460	4078	LA1
Full-time Employee	Number of people	4460	4078	LA1
By Gender	Unit	2014	2015	GRI G4
Male	Number of people	2178	2034	LA12
	Ratio	49%	49.9%	LA12
Female	Number of people	2282	2044	LA12
	Ratio	51%	50.0%	LA12
By Age	Unit	2014	2015	GRI G4
Under 30	Number of people	1262	1228	LA12
	Ratio	28%	30%	LA12
30-50	Number of people	3050	2743	LA12
	Ratio	68%	67%	LA12
Over 50	Number of people	148	107	LA12
	Ratio	3%	3%	LA12
By Management Category	Unit	2014	2015	GRI G4
Top Management (General Manager and Deputy General Manager)	Number of people	14	14	LA12
Group Managers	Number of people	8	6	LA12
Managers	Number of people	423	414	LA12
Directors	Number of people	1372	1272	LA12
Other	Number of people	2643	2372	LA12
Other Groups	Unit	2014	2015	GRI G4
Employees with disability	Number of people	92	95	LA12
Breakdown of Female Employees by Position	Unit	2014	2015	GRI G4
Top Management (General Manager and Deputy General Manager)	Number of people	1	1	LA12
Group Managers	Number of people	2	2	LA12

Social Performance Indicators				
Managers	Number of people	127	123	LA12
Directors	Number of people	734	682	LA12
Other	Number of people	1418	1236	LA12
Occupational Health and Safety	Unit	2014	2015	GRI G4
Accidents excluding first aid level	Number/Year	0	0	LA7
Occupational disease rate	Number/Year	0	0	LA7
Lost days due to diseases	Day/Person	0	0	LA7
Absentee rate (Female)	Day/Person	0	0	LA7
Absentee rate (Male)	Day/Person	0	0	LA7
Maternity Leave 2014-2015	Unit	2014	2015	GRI G4
Number of female employees who took maternity leave	Number of people	136	123	LA3
Number of female employees who returned to work after maternity leave ended	Number of people	82	75	LA3
Number of female employees who returned to work after maternity leave ended	Ratio	60%	61%	LA3
New Employees	Unit	2014	2015	GRI G4
Female	Number of people	370	147	LA1
	Ratio	39%	37%	LA1
Male	Number of people	574	249	LA1
	Ratio	61%	63%	LA1
Under 30	Number of people	543	243	LA1
	Ratio	58%	61%	LA1
30 -50	Number of people	393	149	LA1
	Ratio	42%	38%	LA1
Over 50	Number of people	8	4	LA1
	Ratio	1%	1%	LA1
Headquarters	Number of people	192	71	LA1
	Ratio	20%	18%	LA1
Regional Offices and Branches	Number of people	752	325	LA1
	Ratio	80%	82%	LA1
Employee Turnover	Unit	2014	2015	GRI G4
Female	Number of people	300	386	LA1
	Ratio	47%	50%	LA1
Male	Number of people	334	392	LA1
	Ratio	53%	50%	LA1
Under 30	Number of people	191	277	LA1
	Ratio	30%	36%	LA1

Appendix 4 Social Performance Tables






Social Performance Indicators				
30 - 50	Number of people	399	456	LA1
	Ratio	63%	58%	LA1
Over 50	Number of people	44	45	LA1
	Ratio	7%	6%	LA1
Headquarters	Number of people	110	117	LA1
	Ratio	17%	15%	LA1
Regional Offices and Branches	Number of people	524	661	LA1
	Ratio	83%	85%	LA1
TRAININGS				
Full-time Employees	Unit	2014	2015	GRI G4
Male	Total hours	3828	1840	LA9
	Ratio	54%	52%	LA9
Female	Total hours	3243	1698	LA9
	Ratio	46%	48%	LA9

Appendix 5 Memberships and Endorsed Initiatives

Memberships and Associations

	Turkish Organizations, Associations and Chambers	Şekerbank Representative Status
	Business Council for Sustainable Development in Turkey (BCSD Turkey)	Member
	People Management Association of Turkey (PERYÖN)	Member
	Corporate Communication Professionals Association (KİD)	Member
	Association of Advertisers (RVD)	Member
	The Banks Association of Turkey (TBB)	Member
	Corporate Governance Association of Turkey (TKYD)	Member
	International Organizations, Associations and Chambers	Şekerbank Representative Status
	Institute of International Finance (IIF)	Member
	UNEP-FI	Member
	UN Global Compact	Member

Initiatives Endorsed by Şekerbank

	Initiatives Şekerbank Endorses and Participates Voluntarily
	IFC – Social and Environmental Performance Standards
	CDP – Climate Change and Water Programs
	TBB – Working Group on Financial Sector's Role in Sustainable Development
	Business Leadership Criteria on Carbon Pricing
	Women's Empowerment Principles-WEPs

Appendix 6 Awards

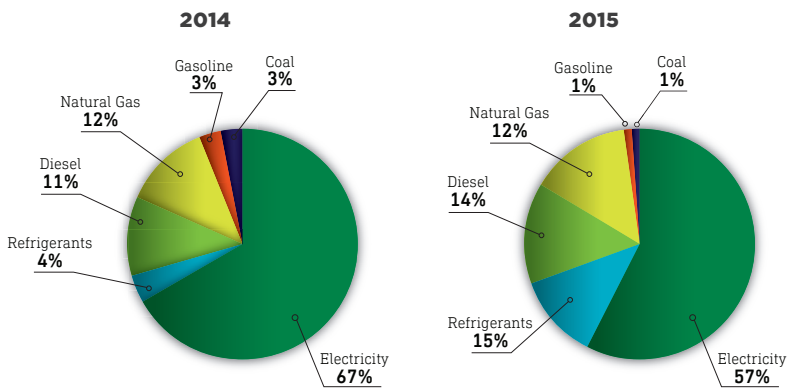
Product	Award	Presenting Entity	Year
Tweet Village	"Fors Media Outdoor Digital Category Award" and "Best Finance/Insurance Advertising Certificate of Success"	Arvak Outdoor Advertising Foundation	2015
Şekerbank	"The First Guarantee Transaction in Turkey" award under the Trade Facilitation Programme (TFP)	EBRD	2015
Family Farming	Bronze Lion Award in "Outdoor" Category at the 62 nd Cannes Lions International Creativity Festival	Cannes Lions	2015
Family Farming	Silver Prize in "Direct" category within Golden Drum	Slovenian Advertising Chamber (SOZ)	2015
Family Farming	"Media/Ambient Media Usage" category award at MediaCat Felis Awards	MediaCat	2015
Family Farming	"Sustainability Communication" award under the "Sustainable Business Awards"	Sustainability Academy	2015
Family Farming	Crystal Apple Turkey Advertisement Awards Contest, 7 Crystal Apple Prizes received, 2 of them in grand categories	Crystal Apple Turkey	2015
Tweet Village	3 Silver Crystal Apple Prizes received at the Crystal Apple Turkey Advertising Awards	Crystal Apple Turkey	2015
Family Farming	Golden Prize in "Banking and Finance" category	Effie Turkey	2015
Family Farming	"Innovative Sustainability" Competition "Best Social Innovative Practice Award"	SKD Turkey	2015
Family Farming	Gold prizes in "Interactive Campaign" and "Low Budget Campaign" categories, and a silver prize in "Outdoor" category	Midas Awards	2015
Tweet Village	Golden Mixx Award in "Online-Offline Integration" category at the Mixx Awards	IAB (Interactive Advertising Bureau) Turkey	2015
Şekerbank	"Fastest Growing Bank in Commercial Cards in 2014"	MasterCard	2015
Şekerbank	"Respect to Human Award" at the "14th Respect to Human Awards"	Kariyer.net	2015
Şekerbank	ETİKA 2014 Turkey's Most Ethical Company Award	Center of Ethic Values (EDMER)	2015
Şekerbank	"Ahi Community Service Award"	Ministry of Customs and Trade	2014
2013 Sustainability Report	A Silver Award at the 2014 Spotlight Awards under "Sustainability Report" category	League of American Communications Professionals (LACP)	2014
2013 Sustainability Report	One of the Top 100 Communications Materials of 2014	League of American Communications Professionals (LACP)	2014
Şekerbank	"The Fastest Growing Bank in Commercial Cards in 2013"	MasterCard	2014

Appendix 7 Emissions Performance

GHG Emissions by Source (tCO₂e)

		2014 (tCO ₂ e)	2015 (tCO ₂ e)
Scope 1	Refrigerants	544	2,294
	Diesel	1,412	2,239
	Natural Gas	1,619	1,944
	Gasoline	423	238
	Coal	452	182
	Scope 2	Electricity	8,793
Total	Total	13,243	15,960
	Intensity (tCO₂e/FTE)	2.97	3.90

GHG Emissions Distribution by Source





GRI G4 Content Index

G4 GENERAL STANDARD DISCLOSURE

General Standard disclosure	Description	Section and Page	Omissions
G4-1	Statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability	Letter from our General Manager, page 12	-
G4-2	Description of key impacts, risks, and opportunities	Risk Management System, http://www.sekerbank.com.tr/en/aboutsekerbank/risk-management-system Our position in the sector and our sustainability strategy, pages 18-19	-
G4-3	Name of the organization	Şekerbank T.A.Ş.	-
G4-4	Primary Brands, products and services	Şekerbank 2015 Annual Report, http://www.sekerbank.com.tr/docs/default-source/faaliyet-raporlari/faaliyetraporu-2015.pdf?sfvrsn=8 , page 7	-
G4-5	Location of the organisation's headquarters	Istanbul, Turkey	-
G4-6	Number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report	Turkey	-
G4-7	Nature of ownership and legal form.	Şekerbank 2015 Annual Report, page 9	-
G4-8	Markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries)	Şekerbank 2015 Annual Report, pages 116-117	-

General Standard disclosure	Description	Section and Page	Omissions
G4-9	Scale of the organization, including: <ul style="list-style-type: none"> • Total number of employees • Total number of operations • Net sales (for private sector organizations) or net revenues (for public sector organizations) • Total capitalization broken down in terms of debt and equity (for private sector organizations) • Quantity of products or services provided 	Our Financial Performance, pages 14-15 Appendix 4 – Social Performance Tables, pages 70-72 Şekerbank 2015 Annual Report, pages 116-117	-
G4-10	Breakdown of workforce by contract type and gender	Appendix 4 – Social Performance Tables, pages 70-72	-
G4-11	Percentage of total employees covered by collective bargaining agreements	Our employees have the right to join trade unions. http://www.sekerbank.com.tr/en/aboutsekerbank/human_resources/remuneration-policy	-
G4-12	Describe the organization's supply chain	We give priority to local suppliers and take into account their references, service range and quality as well as their prices.	-
G4-13	Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain	Şekerbank 2015 Annual Report, page 9	-
G4-14	Addressing precautionary approach or principle	Our position in the sector and our sustainability strategy, pages 18-19 Şekerbank 2015 Annual Report, page 80	-
G4-15	External charters, principles, or other initiatives endorsed	Appendix 5 - Memberships and endorsed Initiatives page 73	-

GRI G4 Content Index

General Standard disclosure	Description	Section and Page	Omissions
G4-16	Memberships of associations and advocacy organizations	Appendix 5 - Memberships and endorsed Initiatives page 73	-
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES			
G4-17	(a) List all entities included in the organization's consolidated financial statements or equivalent documents. (b) Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report	Scope of subsidiaries, leased facilities, joint ventures and other group companies included in the report, page 10 Şekerbank 2015 Annual Report, pages 168-169	-
G4-18	(a) The process for defining the report content and the Aspect Boundaries (b) How the organization has implemented the Reporting Principles for Defining Report Content	Appendix 1 - Approach to Materiality, pages 62-63 Appendix 2 - Open Dialogue with Our Stakeholders, page 10	-
G4-19	List all the material aspects identified in the process for defining report content	Appendix 1 - Approach to Materiality, pages 62-63	-
G4-20	For each material aspect, report the Aspect Boundary within the organization	Appendix 1 - Approach to Materiality, pages 62-63	-
G4-21	For each material aspect, report the Aspect Boundary outside the organization	Appendix 1 - Approach to Materiality, pages 62-63	-
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements	Appendix 1 - Approach to Materiality, pages 62-63	-
G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries	No significant changes from previous reporting period in the scope and aspect boundaries.	-

General Standard disclosure	Description	Section and Page	Omissions
STAKEHOLDER ENGAGEMENT			
G4-24	List of stakeholder groups engaged by the organization	Appendix 2 - Open Dialogue with Our Stakeholders, page 66	-
G4-25	The basis for identification and selection of stakeholders with whom to engage	Appendix 2 - Open Dialogue with Our Stakeholders, page 66	-
G4-26	Organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process	Appendix 2 - Open Dialogue with Our Stakeholders, page 66	-
G4-27	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns	Our position in the sector and our sustainability strategy, pages 18-19 Appendix 2 - Open Dialogue with Our Stakeholders, page 66	-
REPORT PROFILE			
G4-28	Reporting period	January 1, 2014 – December 31, 2015	-
G4-29	Date of most recent previous report	January 1, 2013 – December 31, 2014	-
G4-30	Reporting cycle	Biennial	-
G4-31	Contact point for questions	surdurulebilirlik@sekerbank.com.tr	-
G4-32	"In accordance" option, the GRI content Index	GRI Content Index, page 76 In accordance with "Comprehensive" option	-
G4-33	Policy and current practice regarding external assurance	Our financial tables from 31.12.2015 has been externally audited.	-

GRI G4 Content Index

General Standard disclosure	Description	Section and Page	Omissions
GOVERNANCE			
G4-34	Governance structure of the organization, including committees of the highest governance body	Şekerbank 2015 Annual Report, pages 62-68	-
G4-35	Process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees	Our position in the sector and our sustainability strategy, pages 18-19	-
G4-36	Appointed executive-level position or positions with responsibility for economic, environmental and social topics	General Manager and Executive Vice President of Strategy and Corporate Communications	-
G4-37	Processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics	Appendix 2 - Stakeholder Dialogue, page 66 Our position in the sector and our sustainability strategy, pages 18-19	-
G4-38	The composition of the highest governance body and its committees	Şekerbank 2015 Annual Report, pages 62-68	-
G4-39	Is the Chair of the highest governance body also an executive officer?	Our Chairman of the Board does not play a direct role in execution. However, he does take part in strategic and decisional processes through the authority assigned by our shareholders.	-
G4-40	Nomination and selection processes for the highest governance body and its committees	Şekerbank 2015 Annual Report, page 52	-
G4-41	How conflicts of interest are avoided and managed	Şekerbank 2015 Annual Report, pages 55-68	-
G4-42	The highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.	Şekerbank 2015 Annual Report, pages 55-68	-

General Standard disclosure	Description	Section and Page	Omissions
G4-43	Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics	Şekerbank 2015 Annual Report, pages 55-68 Our position in the sector and our sustainability strategy, pages 18-19	-
G4-44	Processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics	Şekerbank 2015 Annual Report, pages 55-68 Our position in the sector and our sustainability strategy, pages 18-19	-
G4-45	The highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities	Şekerbank 2015 Annual report, pages 55-68 Our position in the sector and our sustainability strategy, pages 18-19	-
G4-46	The highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics	Şekerbank 2015 Annual Report, pages 55-68 Our position in the sector and our sustainability strategy, pages 18-19	-
G4-47	The frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities	Şekerbank 2015 Annual Report, pages 55-68 Our position in the sector and our sustainability strategy, pages 18-19	-
G4-48	The highest committee or position that formally reviews and approves the organization's sustainability	Our position in the sector and our sustainability strategy, pages 18-19	-
G4-49	The process for communicating critical concerns to the highest governance body	Şekerbank 2015 Annual Report, pages 55-68	-
G4-50	The nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them	Şekerbank 2015 Annual Report, pages 66-68	-

GRI G4 Content Index

General Standard disclosure	Description	Section and Page	Omissions
G4-51	Remuneration policies for the highest governance body and senior executives	Şekerbank 2015 Annual Report, pages 66-68	-
G4-52	Process for determining remuneration	Şekerbank 2015 Annual Report, pages 66-68	-
G4-53	How stakeholders' views are sought and taken into account regarding remuneration	Şekerbank 2015 Annual Report, pages 66-68	-
G4-54	Ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees	-	This information is not publically communicated since there was no such rule in the precedent market and it is considered as a trade secret.
G4-55	Ratio of percentage increase in annual total compensation for the organization's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees	-	This information is not publically communicated since there was no such rule in the precedent market and it is considered as a trade secret.
ETHICS AND INTEGRITY			
G4-56	Values, principles, standards and norms of behavior such as codes of conduct and codes of ethics	Code of Ethics, http://www.sekerbank.com.tr/en/aboutsekerbank/human_resources/code-of-etnics	-
G4-57	Internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines	Customer Communication System Employee Complaints and Notification Line Open Communication, page 34 Şekerbank Call Center http://www.sekerbank.com.tr/hakkimizda/iletisim	-
G4-58	Internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity	Customer Communication System Employee Complaints and Notification Line Open Communication, page 34 Şekerbank Call Center http://www.sekerbank.com.tr/hakkimizda/iletisim	-

G4 SPECIFIC STANDARD DISCLOSURES

Indicator	Specific Standard Disclosures (DMA)/G4 Indicator		Page	Omissions	UNGC
Economic Performance	DMA	-	Şekerbank 2015 Annual Report, page 74	-	-
	G4-EC1	Direct economic value generated and distributed (EVG&D)	Şekerbank 2015 Annual Report, pages 12-13 Our Financial Performance, page 14	-	-
	G4-EC2	Risks and opportunities posed by climate change	Energy Efficiency, page 39, CDP Climate Change 2015 Response	-	-
	G4-EC3	Coverage of the organization's defined benefit plan obligations	Şekerbank 2015 Annual Report, page 150-151	-	-
	G4-EC4	Total monetary value of financial assistance received by the organization from governments during the reporting period	No financial assistance was received from the government during the reporting period.	-	-
Indirect Economic Impacts	DMA	-	Sustainable Agriculture, page 20 Women Entrepreneurship, page 27 Energy Efficiency, page 39 Inclusive Finance, page 49	-	-
	G4-EC7	Development and impact of infrastructure investments and services supported	Sustainable Agriculture, page 20 Energy Efficiency, page 39 Inclusive Finance, page 49	-	-
	G4-EC8	Significant indirect economic impacts, including the extent of impacts	Sustainable Agriculture, page 20 Women Entrepreneurship, page 27 Energy Efficiency, page 39 Inclusive Finance, page 49	-	-

GRI G4 Content Index

Indicator	Specific Standard Disclosures (DMA)/G4 Indicator		Page	Omissions	UNGC
Procurement Practices	DMA	-	GRI G4 Content Index, Page 76	-	-
	G4-EC9	Proportion of spending on local suppliers at significant locations of operation	Percentage of purchased paper and office supplies within the total budget: 60% of the Purchasing Budget is spent on Paper and Office Supplies. All our suppliers were local companies.	-	-
Energy	DMA	-	Energy Efficiency, page 39	-	-
	G4-EN3	Energy Consumption within the organization	Our Energy Performance, page 45	-	Environment (7,8)
	G4-EN4	Energy Consumption outside the organization	Our Energy Performance, page 45	-	Environment (8)
	G4-EN5	Energy Intensity	Our Energy Performance, page 45	-	Environment (8)
	G4-EN6	Reduction in consumption	Energy Efficiency in our buildings, page 44	-	Environment (8,9)
	G4-EN7	Reductions in energy requirements of products and services	Energy Efficiency, page 39 Energy Efficiency in our buildings, page 44	-	Environment (8,9)
Water	DMA	-	Water Management, page 46	-	-
	G4-EN8	Total water withdrawal by source	Water Management, page 46, CDP Water 2015 Response	-	Environment (7,8)
	G4-EN9	Water sources significantly affected by withdrawal of water	Water Management, page 46, CDP Water 2015 Response	-	Environment (8)
	G4-EN10	Percentage and total volume of water recycled and reused	-	This was not disclosed because it is not applicable to our areas of activity.	Environment (8)

Indicator	Specific Standard Disclosures (DMA)/G4 Indicator		Page	Omissions	UNGC
Emissions	DMA	-	Our Emissions Performance, page 46	-	-
	G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	Our Emissions Performance, page 46, CDP Climate Change 2015 Response	-	Environment (7,8)
	G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	Our Emissions Performance, page 46, CDP Climate Change 2015 Response	-	Environment (7,8)
	G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)	CDP Climate Change 2015 Response	-	Environment (7,8)
	G4-EN18	Greenhouse gas (GHG) emissions intensity	Our Emissions Performance, page 46, CDP Climate Change 2015 Response	-	Environment (8)
	G4-EN19	Reduction of greenhouse gas (GHG) emissions	Energy Efficiency, page 46 Energy Efficiency in our buildings, page 46 CDP Climate Change 2015 Response	-	Environment (8,9)
	G4-EN20	Emissions of ozone-depleting substances (ODS)	CDP Climate Change 2015 Response	-	Environment (7,8)
	G4-EN21	NOx, SOx, and other significant air emissions	-	This was not disclosed because it is not applicable to our areas of activity.	Environment (7,8)

GRI G4 Content Index

Indicator	Specific Standard Disclosures (DMA)/G4 Indicator		Page	Omissions	UNGC
Products and Services	DMA	-	Our position in the sector and our sustainability strategy, pages 18-19	-	-
	G4-EN27	Mitigation of environmental impacts of products and services	Sustainability Performance, page 16-17 Sustainable Agriculture, page 20 Energy Efficiency, page 39 Measuring the Role of Social and Environmental Impact on Loans, page 47	-	Environment (7,8,9)
	G4-EN28	Percentage of products sold and their packaging materials that are reclaimed by category	Proportion of electronic waste sent to licensed waste disposal companies %100	-	Environment (8)
Environmental Compliance	DMA	-	Our position in the sector and our sustainability strategy, pages 18-19	-	-
	G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	No fines and sanctions for non-compliance with environmental regulations were received in the reporting period.	-	Environment (8)
Overall	DMA	-	Our position in the sector and our sustainability strategy, pages 18-19	-	-
	G4-EN31	Environmental expenditures and investments	Our Sustainability Performance, pages 16-17	-	Environment (7,8,9)

Indicator	Specific Standard Disclosures (DMA)/G4 Indicator		Page	Omissions	UNGC
Environmental Grievance Mechanisms	DMA	-	Our position in the sector and our sustainability strategy, pages 18-19	-	-
	G4-EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance	In the reporting period all complaints received by our Bank's Customer Communication System were analyzed and there were no complaints regarding about environmental effects and climate conditions.	-	Environment (8)
Labor	DMA	-	Business environment that provides diversity and equal opportunity, page 32	-	-
	G4-LA1	New employee hires and employee turnover	Appendix 4, Social Performance Tables, pages 70 - 72	-	Labor (6)
	G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part time employees	We do not employ any part-time employees.	-	-
	G4-LA3	Return to work and retention rates after parental leave	Appendix 4, Social Performance Tables, pages 70 - 72	-	Labor (6)
Labor/ Management Relations	DMA	-	Our Human Resources Policy, http://www.sekerbank.com.tr/en/aboutsekerbank/human_resources/human-resources-policy	-	-
	G4-LA4	Minimum notice periods regarding operational changes	Legal notice periods are applied in our Bank.	-	Labor (6)

GRI G4 Content Index

Indicator	Specific Standard Disclosures (DMA)/G4 Indicator		Page	Omissions	UNGC
Occupational Health and Safety	DMA	-	Occupational Health And Safety, page 34	-	-
	G4-LA5	Percentage of workforce represented in formal joint management, worker health and safety committees	100%	-	-
	G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	No incidents within this scope took place during the reporting period.	-	-
	G4-LA7	Workers with high incidence or high risk of diseases related to their occupation	Appendix 4. Social Performance tables, pages 70-72 As part of the activities we conduct, our employees are not exposed to high risk of serious diseases or injuries.	-	-
	G4-LA8	Health and safety topics covered in formal agreements with trade unions	Remuneration Policy, http://www.sekerbank.com.tr/en/aboutsekerbank/human_resources/remuneration-policy	-	-
Learning and Development	DMA	-	Training Opportunities, page 34	-	-
	G4-LA9	Average hours of training per year per employee by gender, and by employee category	Training Opportunities, page 34 Appendix 4, Social Performance Tables, pages 70-72	-	Labor (6)

Indicator	Specific Standard Disclosures (DMA)/G4 Indicator		Page	Omissions	UNGC
Learning and Development	G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Training Opportunities, page 34 Training Policy http://www.sekerbank.com.tr/en/aboutsekerbank/human_resources/training-policy	-	-
	G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	Business environment that provides diversity and equal opportunity, page 32 100%	-	Labor (6)
Diversity and Equal Opportunity	DMA	-	Business environment that provides diversity and equal opportunity, page 32	-	-
	G4-LA12	Composition of governance bodies and employee breakdown	Appendix 4, Social Performance Tables, pages 70 - 72	-	Labor (6)
Equal Remuneration for Women and Men	DMA	-	Remuneration Policy, http://www.sekerbank.com.tr/en/aboutsekerbank/human_resources/remuneration-policy	-	-
	G4-LA13	Ratio of basic salary and remuneration of women to men	Our Bank's remuneration system is gender-neutral and based entirely on performance, department and grade.	-	Labor (6)

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Indicator	Specific Standard Disclosures (DMA)/G4 Indicator		Page	Omissions	UNGC
Labor Management Grievance mechanisms	DMA	-	Open Communication, page 34 Şekerbank Call Center http://www.sekerbank.com.tr/hakkimizda/iletisim	-	Labor (6)
	G4-LA16	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	There were no grievances reported during the reporting period.	-	Labor (6)
Social: Human Rights					
Investment	DMA	-	Code of Ethics: http://www.sekerbank.com.tr/en/aboutsekerbank/human_resources/code-of-etnics	-	-
	G4-HR1	Human rights screening or clauses included in significant investment agreements	Assessing social and environmental impacts of loans, page 47 We have regulations in place to control the compliance to social commitments regarding human rights during our loan assessments.	-	Human Rights (2)
	G4-HR2	Employee training on human rights	Although there is no separate training provided in relation to human rights, all our employees are trained about human right issues related to our activities as part of the Code of Ethics training.	-	Human Rights (2)
Non-discrimination	DMA	-	Business environment that provides diversity and equal opportunity, page 32	-	-
	G4-HR3	Actions taken in incidents of discrimination	No incidents occurred during the reporting period.	-	Labor (6)

Indicator	Specific Standard Disclosures (DMA)/G4 Indicator		Page	Omissions	UNGC
Freedom of Association and Collective Bargaining	DMA	-	Remuneration Policy, http://www.sekerbank.com.tr/en/aboutsekerbank/human_resources/remuneration-policy	-	-
	G4-HR4	Supporting right to freedom of association and collective bargaining in risk areas	Remuneration Policy http://www.sekerbank.com.tr/en/aboutsekerbank/human_resources/remuneration-policy	-	Labor (3)
HR Assessment	DMA	-	Human Resources Policy, http://www.sekerbank.com.tr/en/aboutsekerbank/human_resources/human-resources-policy	-	-
	G4-HR9	Operations subject to human rights reviews or impact assessments	No reviews conducted during the reporting period.	-	Human Rights (1)

GRI G4 Content Index

Indicator	Specific Standard Disclosures (DMA)/G4 Indicator		Page	Omissions	UNGC
Local Communities	DMA	-	Inclusive Finance, page 49	-	-
	G4-S01	Local community engagement, impact assessments, and development programs	Inclusive Finance, page 49 100%	-	Human Rights (1)
	G4-S02	Operations with significant negative impacts on local communities	There were no reported impacts during the reporting period.	-	Human Rights (1)
Anti-corruption	DMA	-	Code of Ethics, http://www.sekerbank.com.tr/en/aboutsekerbank/human_resources/code-of-etnics	-	-
	G4-S03	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified.	There were no reports received during the reporting period.	-	-
	G4-S04	Communication and training on anti-corruption policies and procedures	Code of Ethics, http://www.sekerbank.com.tr/en/aboutsekerbank/human_resources/code-of-etnics All our employees are trained regarding anti-corruption.	-	Anti-Corruption (10)
	G4-S05	Confirmed incidents of corruption and actions taken.	There were no reports received during the reporting period.	-	Anti-Corruption (10)

Indicator	Specific Standard Disclosures (DMA)/G4 Indicator		Page	Omissions	UNGC
Public Policy	DMA	-	Corporate Governance Policy	-	-
	G4-S06	Total value of political contributions by country and recipient/beneficiary	Our Bank does not offer any political contributions.	-	Anti-Corruption (10)
Anti-competitive Behaviour	DMA	-	Corporate Governance Policy	-	-
	G4-S07	Total number of legal actions for anti-competitive behavior, and anti-trust and monopoly practices and their outcomes.	There were no reports received during the reporting period.	-	-
Compliance	G4-S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	There were no significant fines for non-compliance with laws and regulations during the reporting period.	-	-
Social: Product Responsibility					
Product and Service Labelling	DMA	-	Corporate Governance Policy	-	-
	G4-PR3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements	We have flyers, brochures and engagements, in compliance with related regulations, to introduce our products and services.	-	-

GRI G4 Content Index

Indicator	Specific Standard Disclosures (DMA)/G4 Indicator		Page	Omissions	UNGC
Product and Service Labelling	G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	There were no incidents of significant non-compliance to regulations and voluntary rules in product and service information labeling.	-	-
	G4-PR5	Results of surveys measuring customer satisfaction	The subject is followed up through Customer Communication System. Open Communication, page 34 Şekerbank Call Center http://www.sekerbank.com.tr/hakkimizda/iletisim	-	-
Marketing Communications	DMA	-	Code of Ethics, http://www.sekerbank.com.tr/en/aboutsekerbank/human_resources/code-of-etnics	-	-
	G4-PR6	Sale of banned or disputed products	Our Bank takes utmost care complying with the laws and regulations. Therefore we do not sell any banned or disputed products.	-	-
	G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	There are no related cases.	-	-

Indicator	Specific Standard Disclosures (DMA)/G4 Indicator		Page	Omissions	UNGC
Customer Privacy	DMA		Code of Ethics, http://www.sekerbank.com.tr/en/aboutsekerbank/human_resources/code-of-etnics	-	-
	G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	There were no reports received during the reporting period.	-	-
Compliance	DMA	-	Code of Ethics, http://www.sekerbank.com.tr/en/aboutsekerbank/human_resources/code-of-etnics	-	-
	G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	There were no reports received during the reporting period.	-	-

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EY
Climate Change and Sustainability Services

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