



2023 SUSTAINABILITY REPORT

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PRESENTATION

ABOUT THE REPORT

SCOPE OF THE REPORT

The Sustainability Report discusses the financial, environmental and social performance of Türkiye İhracat Kredi Bankası A.Ş. (Türk Eximbank) for the period from 1 January 2023 through 31 December 2023. The Report addresses all operations and locations of the Bank.

The Report covers information about Türk Eximbank's corporate strategy, management understanding, sustainability approach, stakeholder interaction, material issues, and economic, social and environmental value it generates. Additionally, the elements that the Bank directly or indirectly contributes to have been identified within the frame of the United Nations Sustainable Development Goals (SDGs) and discussed in the Report.

2023 Sustainability Report has been prepared in accordance with Global Reporting Initiative's (GRI) Standards. The Report's content has been compiled using the methods for content determination, especially the materiality principle, as described in the guidelines. Performance reporting are mainly presented within the scope of "GRI Standards" descriptions. International Finance Corporation (IFC)'s Performance Standards on Environmental and Social Sustainability established for identifying, assessing and handling social and environmental risks were also taken into consideration when preparing the Report.

REPORTING PERIOD

Unless otherwise stated, the Report covers the period from 1 January 2023 through 31 December 2023.

The data contained herein represent a benchmark for future sustainability reports to be released by Türk Eximbank.

REPORTING CYCLE

Türk Eximbank publishes its Sustainability Report on an annual basis. The Bank is planning to report its operations annually also in the future.

FEEDBACK

The Sustainability Report is accessible on www.eximbank.gov.tr. Questions, opinions and suggestions about the Report can be e-mailed to surdurulebilirlik@eximbank.gov.tr.

The information in the Report is based on reliable and verifiable data. The contents of the Report may not be copied, modified or redistributed without the explicit written consent of Türk Eximbank.

CHAIRMAN'S MESSAGE

As Türk Eximbank, we have focused on supporting value-added production and exports and encouraging green and digital transformation based on an approach that prioritizes sustainability.

Distinguished Stakeholders,

In 2023, global economic growth was below the long-term average.

In 2023, global economy failed to match its long-term average and remained below it with a rate of 3.2, while decoupling was observed between regions and sectors. Tight financial conditions, increased geopolitical tensions, barriers to international trade and structural changes in the supply chain repressed global trade and growth.

Global growth will presumably remain flat in the period ahead due to relatively tighter monetary policies, less supportive fiscal policies and reduced productivity resulting from structural issues. Notwithstanding, growth outlook for our main trade partners is improving.

Türkiye's economy displayed a strong growth performance in 2023.

National economy expanded by 4.5% in 2023 despite the earthquake disaster, weakened export markets and loss of momentum in global trade. One third of growth stemmed from machinery and equipment investments.

National income at current prices crossed the USD 1 trillion-threshold in 2023 with per capita income standing at USD 13 thousand 110.

The economy program implemented with a strict anti-inflationary focus from the second half of 2023 triggered rebalancing of domestic demand and net export's negative contribution to growth lessened.

Solid growth outlook reflected on the labor market. Unemployment rate in 2023 stepped down to 9.4%, the lowest of the past decade.

At USD 255.4 billion, exports broke the record of the Republic era in spite of weak external demand and the earthquake. Underpinning this achievement was our product and market diversification strategy. As the number of our export destinations reached 50 and that of export products 54 in 2023, the share of our exports in the world rose to 1.07%.

In 2023, our services revenues topped USD 100 billion as tourism revenues reached USD 56 billion.

The current deficit dropped significantly in the second half of the year thanks to steps for economic rebalancing, and ended the year at the order of USD 45 billion.

In line with the program, we are envisaging that the rebalancing of the economy will get stronger, net exports will lend positive contribution to growth, current deficit will keep improving and inflation will fall.

We achieved major progress in several areas over the course of the past 21 years and our country has the potential to attain much more. Türkiye is a regional and global manufacturing hub with its investment environment, start-ups, well-trained human resource, advanced infrastructure and geopolitical location.

In the Century of Türkiye, we are targeting to increase our country's potential in this respect, to climb up in global value chains and increase our share in exports on the back of structural reforms that will increase productivity and competitiveness and accelerate twin transition.

We are attaching importance to increasing the financial strength of our Bank as we aspire to extend stronger support to our exporters. We are diversifying our funding through bond issues, loan agreements and syndicated loans.

Türk Eximbank, which targets healthy and sustainable growth, authored successful results in financial and operational terms in 2023.

The capital raise for the total amount of TL 21.9 billion by the Ministry of Treasury and Finance not only strengthened our Bank's capitalization, but also enables increased loan support to all our exporters and particularly to the SMEs.

Moreover, daily rediscount loan limit was increased by ten folds from TL 300 million to TL 3 billion with the aim of giving exporters improved access to financing.

In 2023, our Bank's shareholders' equity grew by 79% to TL 42.4 billion. Net lending was up by 69% to TL 516.3 billion, putting our Bank in the 9th place in the banking industry in terms of lending size.

Credit, insurance and guarantee support provided by Türk Eximbank in 2023 added up to USD 42 billion, which is targeted to be further brought up to USD 50 billion in 2024.

We carry on with our sustainability and climate action efforts.

Climate action and sustainability are two issues with an ever-growing importance. At Türk Eximbank, we are reviewing our business models in these areas and revising our implementations as necessary.

We are supporting climate action and low carbon transition to step up sustainability and our exporters' competitive strength on the international arena. In 2024, we are aiming to extend support to investments for compliance with the Carbon Border Adjustment Mechanism with sustainability-themed funds.

In addition, we will carry on with financing support to high technology and value-added exports by prioritizing digital transformation. Our support to the SMEs and women entrepreneurs will continue uninterrupted also in the period ahead.

We continue to proudly serve our country in the new century of our Republic.

The successful results we have attained in 2023 when we joyfully celebrated the centennial of our Republic attest to the correctness of our roadmap.

Being the officially-supported export credit agency, we will resolutely carry on with our activities for the welfare and stability of our country, drawing on our vision , our targets aligned with our country’s export strategies, our corporate culture and experience.

In addition to the products, services and practices that reflect our dynamic structure, we will keep supporting increased productivity and added value in exports with employee and exporter satisfaction.

As we walk down this path that lead to our targets, I would like to thank our employees for their endless efforts and contributions, our business partners for their unyielding support, and our exporters.

Osman ÇELİK

Chairman of the Board of Directors

GENERAL MANAGER'S MESSAGE

Being our country's official export credit agency, Türk Eximbank goes beyond being a provider of credit and insurance support, and acts as a guide for the green transformation journeys of exporters with a sustainability-focused approach.

Dear stakeholders,

I am happy to present Türk Eximbank's third Sustainability Report for your review. We are underlining the importance of sustainable exports and trade in our report that discusses our Bank's sustainability initiatives, projects, direct and indirect impact on a broad perspective.

At Türk Eximbank, we keep a close eye on the developments in the world as we manage all our processes, financial and non-financial alike. We are aiming to create permanent value for the society, exporters, employees and other stakeholders with the sustainability roadmap we have developed within the frame of international principles in various departments including climate change, environmental and social criteria, and efficient utilization of natural resources. One tool we employ to reach this goal has been the "Sustainability, Environmental and Social Risk Management System" project. We defined the project's purpose as conducting the Bank's operations in accordance with sustainability principles and formulating our governance structure in line with these principles. We exercised the utmost care to ensure compliance with the UN Sustainable Development Goals (SDGs) when devising our sustainability roadmap.

We continued to stand by the side of our exporters also in 2023 by means of Türk Eximbank support mechanisms.

As we move forward in line with our country's export strategies, we continue to take additional steps in relation to sustainability at Türk Eximbank. While we provided cash credit support worth USD 19.6 billion to our exporters in 2023 in keeping with our mission derived from our identity as the official export credit agency, we also allowed our exporters to carry out exports securely by insuring receivables in the total amount of USD 22.4 billion.

I pray for Allah's mercy upon those who perished in the horrendous earthquake disaster of February 2023 that aggrieved our entire nation, and offer my condolences to those who lost loved ones and our entire nation, wishing all strength and solitude. As Türk Eximbank, we continue to stand by the side of our exporters who were affected by the earthquake. To this end, we prioritized women entrepreneurs in the earthquake-hit region in their access to financing with respect to sustainability-linked loans that we financed in 2023. We expanded the performance criteria for sustainability-linked loans with the targets to provide funding to companies supporting women's employment and SMEs undertaking green production.

We renewed our sustainability-linked syndicated loan by roll-over ratio of over 100% by securing a financing of USD 674 million in May and USD 658 million in November. Hence, we have taken our sustainability efforts one step further.

While our lending to the SMEs amounted to USD 5 billion in 2023, the financing we provided to women entrepreneurs via the CBRT, Türk Eximbank and associated funds reached USD 740 million.

We took part in the international Eurobond markets for the second time in 2023 and carried out a bond issue of USD 500 million within the frame of our strategy to diversify our funding and increase our long-term borrowing options. We secured a solid demand from approximately 120 international investors, almost quadrupling the issue, despite the volatile global financial markets.

Our bond issue earned the “Quasi-Sovereign/GRE Bond Deal of the Year” award at the “Bonds, Loans & ESG Capital Markets CEE, CIS & Türkiye Awards”, which is one of the prestigious recognition programs in the finance sector.

We realized our first-ever capital investment in an international entity.

By all means, we are supporting Türkiye’s policies to broaden the borders of goods and services exports and to advance trade with countries with high export potential although geographically distant. In this context, we signed a shareholder’s agreement with the Africa Finance Corporation (AFC), one of the most important financial institutions in Africa, in 2023.

We consider this strategic partnership to be a significant cooperation that will strengthen the economic ties between Türkiye and AFC-member countries and will derive support for Turkish exporters and contractor companies.

We added momentum to our digital transformation processes in 2023.

We concentrate on achieving productivity and effectively using our resources by backing our service network with new digital applications, benefiting from the technological advancements that gain increasing speed all over the world.

We introduced several projects that will facilitate our work processes on the back of digitalization initiatives we carried out in 2023. In our initiatives, we gave weight to sustainability topics that we placed at the heart of our strategy.

For harmonization with the European Green Deal, we created a model for calculating carbon tax costs in order to prepare for the carbon border tax implementation that will be initiated in 2026. We continue to digitize our manual work processes. The digitalization projects introduced secured increased productivity in our work processes.

We will keep charging ahead resolutely in our course we set for a better future.

In 2023, when we proudly and joyfully celebrated the centennial of our Republic, we continued to work for our country and our future drawing on our guiding values, deep-seated history and experience.

So too in the future, we are determined to move ahead by correctly reading into the developments in our sector and into the needs of our exporters, and to create value for all our stakeholders and our country, being a bank that makes optimum use of its resources and capacity and constantly builds on its human capital.

I would like to thank our employees, exporters and all our stakeholders who played a big part in our achievements in 2023 for their support and contributions.

Sincerely,

Ali GÜNEY

General Manager

CORPORATE PROFILE

Türkiye's official export support institution

Türkiye İhracat Kredi Bankası A.Ş. (Türk Eximbank) was incorporated through the transformation of the Devlet Yatırım Bankası into a joint stock company subject to the provisions of the Private Law within the principles set out by the Decree numbered 87/11914. Having started operations in 1987 as an official export credit agency according to international taxonomy, the Bank started implementing its programs *de facto* by early 1988.

Türk Eximbank increases the diversity of its products and services year by year, which it has developed for driving exports, diversification of export goods and services, penetrating new markets for export goods, and providing assurance to exporters, overseas contractors and investors in international markets.

As the official export credit agency in Türkiye, the Bank has been extending credit and receivable insurance support to exporters of goods and services, to firms undertaking projects abroad, and companies producing and selling investment goods since 1987.

Responding to exporters' business and investment finance needs on the one hand, Türk Eximbank protects exporters from collection and market risk by way of receivable insurance and derivatives/FC buying/selling transactions on the other hand, and helps them increase the share they get from international trade.

Gradually expanding branch network

Türk Eximbank offers service with 23 branches and 6 liaison offices throughout the country as of the end of 2023. Headquartered in İstanbul (Anadolu Yakası), the Bank has İç Anadolu, Marmara and Ege Regional Directorates

Türk Eximbank renders its services through 23 branches covering İstanbul Avrupa Yakası, İstanbul Odakule, İstanbul İkitelli OSB, İstanbul Merkez Şube, Gaziantep, İzmir, Denizli, Bursa, Kayseri, Konya, Ankara, Antalya, Adana, Gebze, Çorlu, Maltepe, Manisa, Mersin, Eskişehir, Trabzon, Kahramanmaraş, İskenderun and Diyarbakır branches, and 6 liaison offices in Samsun, Aydın, Erzurum, İstanbul Anadolu Yakası Organize Sanayi Bölgesi, Isparta and Balıkesir.

• SHAREHOLDING AND CAPITAL STRUCTURE

The Undersecretariat of Treasury holds all of the Bank's shares. Neither the chair nor the members of the Board of Directors nor the general manager nor any deputy general manager owns shares in the Bank.

Based on the Bank's Board of Directors decision dated 23 June 2023, the Bank's registered capital was increased to TL 20,600,000,000, which is the current registered capital amount.

The Bank's Ordinary General Assembly Meeting convened on 21 July 2023, and Article 7 of the Articles of Association was updated and the authorized capital was increased to TL 50,000,000,000.

VISION & MISSION

VISION

The objectives of the Bank are to help improve exports, diversify export goods and services, penetrate new markets for export goods, help exporters increase their share in international trade, extend the necessary support for their ventures, provide competitive strength and assurance to exporters and overseas contractors and investors in international markets, and support and encourage overseas investments and the production and sales of investment goods for export.

MISSION

The Bank may undertake the following activities to achieve its objectives:

- To finance exports of goods and services, and foreign currency earning services in pre and post-shipment stages by means of short-, medium-, and long-term buyer's and/or seller credit facilities,
- To provide guarantees for credit facilities to be obtained by exporters from domestic and foreign banks and financial institutions for export finance,
- To extend credit lines, participate in the financing of, and provide insurance and guarantees for improving overseas contracting services and investments,
- To provide export credit insurance to encourage the sale of goods and services by providing insurance coverage for exporters against losses that may arise out of commercial and political risks,
- To extend credit lines and provide guarantees for exports to domestic and foreign banks and financial institutions,
- To provide credit insurance coverage for the sale of goods that are produced in foreign countries by companies in the capital of which exporters hold, directly or indirectly, at least fifty percent stake, or that are caused to be produced by companies established abroad, in which the exporters or the overseas companies in the capital of which they hold, directly or indirectly, at least 50 percent stake, to be sold under their brands (including brands belonging to companies within the same group of companies) and are sold within the country of production or to other countries other than Türkiye,
- To benefit from reinsurance opportunities and provide reinsurance facilities,
- To extend loans for overseas financial leasing and to provide guarantees for this purpose,
- To extend loans for domestic capital goods production and sales, for exports and foreign currency earning activities,
- To secure loans and funds from domestic and foreign financial institutions, and money and capital markets,

- To pursue operations in accordance with the guidelines provided for in the Banking Law for development and investment banks and to perform the duties incumbent upon it as per the applicable regulation,
- To function as an insurance agency,
- To request all kinds of information and documents in connection with the activities of all public and private institutions, entities and banks as well as real and legal entities, institutions and entities to which it has extended credit facilities, has participated in the financing of, issued guaranties in favor of, or has insured; and to monitor the actions of exporters that it has a credit, guarantee and/or insurance relationship with,
- To rent, purchase, sell or dispose of immovables for its own needs, to acquire immovables to liquidate its receivables, to receive any kind of collateral including mortgages on immovables for credits extended and guarantees issued,
- To hold foreign currency positions, maintain foreign currency funds and effect all kinds of foreign exchange and capital market and derivatives transactions,
- To get rediscount credits from the Central Bank of the Republic of Türkiye and issue marketable securities denominated in TL and/or foreign currencies,
- To establish or participate in domestic as well as overseas subsidiaries engaged in activities aligned with the objectives of the Bank's foundation; to purchase and sell securities and broker the sale thereof,
- For the fulfillment of its duties, to undertake or commission research, development and technical training studies and provide technical assistance,
- To extend credits for the purchase of export-oriented brands, patents, know-how and technology transfers, and technical cooperation,
- To perform other tasks and transactions that will contribute to the achievement of its objectives.

KEY INDICATORS (FINANCIAL, ENVIRONMENTAL, SOCIAL)

FINANCIAL INDICATORS

As of 31 December 2023, Türk Eximbank's net profit reached TL 11.3 billion, its RoA was 2.40% and its RoE was 46.24%.

(TL million)	2022	2023	Change (%)
Total Assets	346,037	607,852	76
Total Loans *	304,839	516,281	69
Funds Borrowed	259,019	434,031	68
Securities Issued	41,722	100,724	141
Subordinated Loans	6,507	9,017	39
Equity	23,751	42,432	79
Interest Income	17,232	48,133	179
Net Profit for the Period	6,232	11,258	81

* Total loans include non-performing loans (NPLs).

Please see Türk Eximbank 2023 Annual Report for further details:

[Click here](#) for PDF.

[Click here](#) for HTML.

Türk Eximbank's Position in the Turkish Banking Sector (%)

	Turkish Banking Sector *	Türk Eximbank**
Loans/Assets	50.4	85.1
NPL Ratio	1.6	0.1
Capital Adequacy Ratio	18.85	20.84
Return on Assets	3.19	2.40
Return on Equity	41.53	46.24

* BRSA data as of December 2023

** Türk Eximbank data as of December 2023.

CREDIT SUPPORT

(USD million)



INSURANCE/REINSURANCE SUPPORT

(USD million)



TOTAL CREDIT/INSURANCE/GUARANTEE SUPPORT

(USD million)



ENVIRONMENTAL INDICATORS

24,414,921	2,909.2	555
TOTAL GHG EMISSIONS (tCO ₂ e)	ENERGY CONSUMPTION (MWh)	SUSTAINABILITY-ORIENTED R&D AND INNOVATION INVESTMENTS (thousand TL)
Category 1 337	6,332.5	
Category 2 60	WATER CONSUMPTION (m ³)	
Category 3 1,180	9,265	95.1
Category 4 610	PAPER WASTE SENT FOR RECYCLING (kg)	TOTAL SUSTAINABILITY-RELATED INVESTMENTS (million TL)
Category 5 24,412,734		

SOCIAL INDICATORS

802	286	121
FULL TIME EMPLOYEES (FTEs)	TOTAL FEMALE EMPLOYEES	NEW EMPLOYEES
12,127	23,526	45.77
TOTAL IN-CLASS TRAINING (FTE x Hours)	TOTAL ONLINE TRAINING (FTE x Hours)	AVERAGE TRAINING PER PERSON (Hours)
1,140	809	16,929
OHS TRAINING (Hours)	NUMBER OF EMPLOYEES TAKING OHS TRAININGS	TOTAL EXPORTERS
3,131	14,262	84.2%
NEW EXPORTERS	TOTAL SME EXPORTERS	SME EXPORTERS/TOTAL EXPORTERS

DEVELOPMENTS IN 2023

ECONOMIC ENVIRONMENT

2023 has been a challenging year for the global economy.

2023 came up with a series of risk factors that slowed down global economic recovery. Besides the ongoing war between Russia and Ukraine, geopolitical risks and regional tensions in the Middle East and Asia increased and repressed global trade.

The trade war between the US and China continued and protectionist policies began gaining weight in global trade. Although global trade displayed a booming tendency in the post-pandemic period due to demand backlog, this trend lost momentum in 2023.

While the supply chain issues emerging during the pandemic were eliminated to some extent, logistic costs remained an issue in 2023.

Tight stance maintained by numerous central banks in a bid to counter the escalating global inflation gave rise to volatilities in money and capital markets in 2023. Inflation indicators improved in a number of countries; notwithstanding, inflation stayed above long-term averages and central banks' targets.

In 2023 when the effects of global warming and climate change were felt at an even greater degree, agricultural production continued to be injured by climate disasters such as drought, floods and extreme weather, which resulted in high food prices.

Economic activity sustained its strong course in Türkiye.

During 2023, the Turkish economy suffered from a number of negative events including the slowdown in global economy, weakening in its main export markets, and the devastating earthquakes that hit our country in February. Despite these factors, economic activity sustained its strong course in Türkiye with the support lent by domestic demand.

The second half of the year saw effective and determined steps being taken to fight inflation, along with initiatives taken to strengthen financial stability by way of structural reforms and fiscal policy besides monetary policy.

While these efforts helped expand commercial credits, their composition began improving as export and investment credits achieved increased share.

Macroeconomic policies introduced in the aftermath of the general elections held in May initiated the disinflation process. Thanks to the selective lending practices prioritizing exports and manufacturing, and the positive setting resulting from contracted current deficit, Türkiye's CDS premium slid down to below 300 points and a positive investment environment was formed.

ACTIVITIES

In addition to credit support, Türk Eximbank protects exporters against collection and market risk with receivable insurance and derivatives/FC trading, ensuring them sustain their operations.

- LOANS

2023 Actuals on the Basis of Domestic Lending Programs (billion USD)	
Direct Lending	19.1
Bank-Sourced Loans	6.6
CBRT-Sourced Loans	12.5
Intermediary Bank/Institution Loans*	0.5
Total	19.6

* A minimum of 30% of the lines allocated to intermediary banks must be disbursed to SMEs. Accordingly, SMEs were extended loans in the amount of USD 0.493 billion via intermediary banks in 2023 (91%).

Total volume of the Bank's domestic lending in 2023 including maturity extensions split as USD 16.3 billion short-term loans and USD 3.3 billion medium-long term loans.

During 2023, 13,167 companies benefited from Türk Eximbank's credit programs. Prioritizing SMEs that act as the engine of the Turkish economy in its lending activities, Türk Eximbank allocated 25.31% of the credit facilities mostly constituted by TL loans to the SMEs.

In 2023, SMEs were disbursed TL 98.8 billion and USD 902.6 million in loans, and total SME lending reached USD 5 billion.

Attaching importance to supporting women entrepreneurs, Türk Eximbank provided a financing of USD 740 million to exporters in this segment sourced from the CBRT, Eximbank and associated funds in 2023.

Türk Eximbank discounts its export receivables with the aim of increasing export volume by encouraging exporters' forward sales transactions, and facilitating their penetration to new and target markets.

Marketing activities are ongoing for the "Manufacturing Credit for Exporters Program", which will be financed by low-cost special funds to be secured from overseas financial institutions and export credit agencies with the aim of financing exporters' raw material, intermediate goods and investment goods procurement.

In the aftermath of the earthquakes that occurred in our country on 6 February 2023 and caused excessive damage, Türk Eximbank undertook significant efforts to help relieve the losses. To this end, the Bank:

- Gave priority in lending to exporter companies located in areas that were severely destroyed by the earthquake,
- Allowed maturity extension of up to 180 days in loan repayments,
- Granted an additional one year-period for closure of export and FC-earning service commitments for Bank-sourced facilities obtained before 6 February 2023 (included),
- Granted an additional six months-period for closure of export and FC-earning service commitments for CBRT-sourced export and FC-earning services rediscount credit facilities obtained before 6 February 2023 (included).

Furthermore, Türk Eximbank plans to sign a funding agreement for USD 100 million with the Asian Infrastructure and Investment Bank (AIIB) for medium/long term financing of investment needs of exporters who were affected by the earthquake in 2024.

DOMESTIC CREDITS BY COUNTRY GROUPS

(%)



European Union	44
Other	26
Middle East and North Africa	10
Canada and North America	7
Far East and Japan	5
Non-EU Europe	4
Central and Western Asia	4

DOMESTIC CREDITS BY SECTORS
(%)



● Logistics and Transportation	18
● Food	10
● Metal	8
● Chemistry and Plastics	8
● Construction and Construction Materials	8
● Textile and Textile Raw Materials	8
● Ready-to-Wear and Apparel	7
● Services	7
● Wholesale Trade	5
● Automotive	4
● Electric & Electronics	3
● Agriculture and Fishery	3
● Furniture, Household and Office Equipment	2
● Machinery and Equipment	2
● Other*	7

*"Other" includes "Information and Communication Technologies", "Paper and Forestry Products", "Energy", "Electrical Household Appliances", "Health", "Retail" and "Glass" sectors.

Under the existing overseas bank analysis and credit line allocation methodology, as of the end of 2023 a total credit line of USD 422 million was allocated to 8 banks, 2 of which are multinational banks. Hence, the transaction coverage expanded over 54 countries via the member countries of multinational banks by the end of the year.

The loans disbursed under International Loans Programs in 2023 amounted to USD 46.8 million, and repayments collected from debtors totaled USD 138.3 million.

● **RECEIVABLE INSURANCE**

During 2023, shipments worth USD 22.4 billion were covered under Türk Eximbank's Short-Term Export Credit Insurance, Short-Term Domestic Credit Insurance and Specific Export Credit Insurance programs.

Under the short-term export credit insurance program, exports worth USD 19.7 billion was provided with insurance cover in 2023, and premiums in the amount of USD 64.9 million were collected for in-scope shipments.

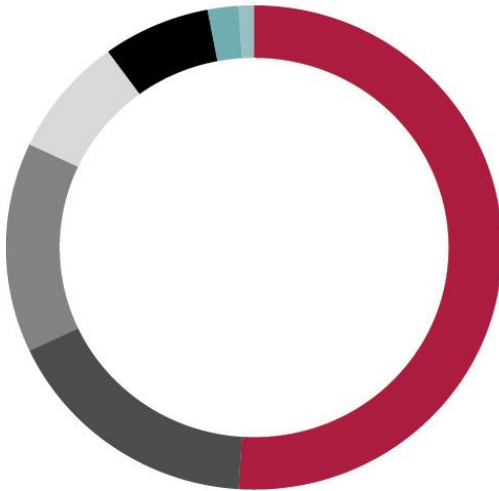
53,190 buyers were granted a limit under the Short-Term Export Credit Insurance Program that is commonly used by exporters, and 6,857 companies benefited from the program as of year-end 2023.

In 2023, Türk Eximbank indemnified USD 24.9 million in losses, which arose from shipments to various countries and the receivables from which could not be collected when due, under the Short-Term Export Credit Insurance Program. In the same period, Türk Eximbank recovered a portion of USD 6 million out of the losses indemnified before.

Within the scope of the short-term domestic credit insurance program that entails all credit-sale shipments up to 360 days, which are associated with domestic operations, 159 firms' shipments worth USD 2.7 billion were insured as of year-end 2023. Premiums in the amount of USD 6.3 million were collected for insured shipments, while claims paid amounted to USD 35 thousand.

INSURANCE COVER BY COUNTRY GROUPS

(%)



● European Union (EU)	51
● Europe (Non-EU)	17
● Asia	14
● North and Central America	8
● Africa	7
● South America and the Caribbean	2
● Oceania	1

INSURANCE COVER BY SECTOR

(%)



● Food	10
● Construction and Construction Products	9
● Ready-to-Wear and Apparel	9
● Electrical Household Appliances	8
● Textile and Textile Raw Materials	7
● Chemistry and Plastics	7
● Metal	7
● Wholesale Trade	7
● Machinery and Equipment	6
● Furniture, Household and Office Equipment	6
● Automotive	5
● Retail	4
● Services	3
● Logistics and Transportation	3
● Electric & Electronics	2
● Paper and Forestry Products	2
● Other	5

- **INTERNATIONAL RELATIONS**

There are over 60 agreements of various content that Türk Eximbank signed with the export credit agencies of 40 countries, as well as multilateral financial institutions. The Bank sustained its close cooperation with these institutions and its efforts for signing new agreements also in 2023.

OECD Arrangement on Officially Supported Export Credits

Türk Eximbank is a member of the OECD's Working Party on Export Credits and Credit Guarantees and OECD's Participants to the Arrangement on Officially Supported Export Credits, and hence, takes part in and contributes to the activities of these groups.

In 2023, the Bank took part in the negotiations held for the OECD Arrangement on Officially Supported Export Credits. The meetings resulted in flexible solutions that will allow expanding the scope of climate-friendly projects that can be supported and implementation of longer terms. Moreover, the report regarding how member countries implement OECD Recommendation on Environmental and Social Due Diligence, together with suggested revisions to the Recommendation was approved by the Working Party on Export Credits and Credit Guarantees.

Participation in Africa Finance Corporation as a Shareholder

Türk Eximbank signed a shareholding agreement with Africa Finance Corporation (AFC), one of Africa's most important multilateral financial institutions, for a 3.25% stake in the company, thus, becoming the first non-African shareholder in the continent's leading provider of infrastructure solutions.

Representing Türk Eximbank's first-ever shareholding in an international institution, this strategic partnership is targeted to lend contribution to increase the presence and contract undertaking capacities of Turkish exporters and contractors in the region, particularly in AFC-member 42 African countries.

Sustainability-linked Syndicated Loans

With the sustainability-linked syndicated loan deal carried out in May 2023, Türk Eximbank secured a fund with a 1-year maturity in the total amount of USD 674 million, which consists of EUR 522 million, USD 54 million and CNY 325 million and which was participated by 24 international banks.

In November 2023, the Bank renewed the syndicated loan -again tied to sustainability criteria- with a roll-over ratio of over 100%. Under the deal participated by 21 international banks, Türk Eximbank obtained a 1-year financing of USD 658 million in total, which consisted of EUR 496.2 million, USD 79 million and CNY 350 million.

Performance criteria of both facilities include credit disbursement to women entrepreneurs and SMEs exporting green products, particularly those located in the earthquake-hit region.

In addition, in August, Türk Eximbank secured a USD 277 million-fund with a one year maturity under the murabaha syndicated loan agreement coordinated by the Islamic Trade Finance Corporation (ITFC), a member of the Islamic Development Bank (IsDB) Group. The deal was given the “Trade Finance Deal of the Year” award at the IsDB Group’s Private Sector Forum.

Borrowings from International Capital Markets

Funds worth approximately USD 2 billion were obtained from international capital markets on the back of Eurobond deals whose issuances were completed in January and October 2023 and private placements.

Other Activities in 2023

- Türk Eximbank signed a Memorandum of Understanding with Export Credit Greece (ECG), the export credit agency of Greece, targeted at co-financing the transactions that the companies of the two countries will undertake in third countries, as well as mutual sharing of knowledge and experience.
- The Memorandums of Understanding between our Bank and multilateral financial institutions, namely Economic Community of West African States (ECOWAS) Bank for Investment and Development (EBID) and Algeria’s official export credit agency CAGEX, have been renewed.
- The Memorandum of Understanding for general cooperation between Türk Eximbank and China Eximbank, one of the official export credit agencies of the People’s Republic of China, entered into force with the signing ceremony held on 21 November 2023. The MoU is targeted at provision of co-financing, guarantee and support for the projects and transactions that Turkish and Chinese companies will jointly undertake in third countries, as well as technical cooperation, thereby giving Turkish exporters access to new sources of financing and maintaining their competitiveness.
- Being a member of the Berne Union (the International Union of Credit and Investment Insurers), Aman Union (DHAMAN [The Arab Investment and Export Credit Guarantee Corporation] and Commercial & Non-commercial Risks Insurers & Reinsurers in Member Countries of Organization of Islamic Cooperation), Asian Exim Banks Forum and ADFIMI (Association of National Development Finance Institutions (DFIs) in Member Countries of the Islamic Development Bank (IDB)), Türk Eximbank participated in the said associations’ meetings, seminars and workshops held in 2023.

- **INFORMATION TECHNOLOGY AND DIGITALIZATION**

Information Technology

Türk Eximbank takes on activities that build on its competencies in line with the technological advancements introduced by the digital era, and continues to achieve speed and productivity and use resources effectively by backing its service infrastructure with new technology.

In 2023, the Bank added momentum to its electronic transformation processes and implemented several projects that will fulfill and facilitate exporters' needs.

In this context, lending processes were integrated with İhracatı Geliştirme A.Ş. (İGE) incorporated for providing surety support to exporters, and the guarantees offered to exporters were further diversified.

Phase 1 of the Internet and Mobile Branch Revamping Project was launched in 2023. Within the scope of Phase 1, Internet and Mobile Branches were redesigned, credit and insurance main pages were created, and notifications were collected under a single menu. The new design that provides ease of use served to improve exporter experience and enhance exporter satisfaction. Infrastructure upgrading activities will continue in 2024.

According to digital activity criteria of the Banks Association of Türkiye (BAT), Türk Eximbank has 9,007 active digital companies and 12,245 active digital users that have signed in and completed a transaction at least once as of the fourth quarter of 2023.

Digitalization Projects in 2023				
Business Process	Sub-Process	Project Status	Beneficiary Stakeholder	Scope
Credit	Credit Transformation Process	Completed	Employees, Exporters	Credit processes were optimized, resulting in increased productivity and speed, thus enhancing exporter experience.
				Data management mechanism was created and integrated data infrastructure was established.
Insurance	Insurance Enhancement Process	Completed	Employees	Manual processes were automatized, operational risks were eliminated and allocation durations were shortened.
				Fraud attempts can now be detected and prevented.
Online Banking	Internet and Mobile Branch Project	In Progress	Exporters	New functions were added to insurance and credit menus, and transaction sets were simplified.
Digital Application	Supplier Portal Project	Completed	Employees, Suppliers	Using EXİMBUY, purchasing can be made online.
	HR Systems Project	Completed	Employees	The new HR portal "Humanist" enables management of leave, overtime, personnel information, remuneration portal and support services on a single module.
Reporting	Internal Audit and Internal Control Project	Completed	Employees	Effectiveness of internal audit and internal control activities at the Bank was increased, and audit and control activities can now be monitored via the system.

Business Continuity Activities in 2023

Main banking database, server, data storage and backup systems were upgraded to capture the advancements in technology as part of Business Continuity activities. Furthermore, physical server environments were migrated to the virtualization platform for operational efficiency and energy efficiency purposes, which resulted in a virtualization ratio of 98%.

Initiatives Undertaken

- Database Infrastructure Modernization
- Server, Storage and Virtualization Systems Modernization
- Desktop Virtualization and Infrastructure Deployment

Bank Business Continuity testing was carried out throughout the year, and work was undertaken regarding compliance with the ISO 27001 Information Security Management System Standard and the Regulation on Banks' Information Systems and Electronic Banking Services.

Robotic Process Implementations

Targeting to alleviate the operational load on business units with the use of robotic technology, Türk Eximbank identifies transactions that cause this workload and includes them in robotic implementations. The Bank aims to have recurrent, unchanging transactions with clear-cut rules to be carried out by digital workforce, which are currently performed by employees.

In line with this, 14 processes were taken to RPA (Robotic Process Automation) environment so that certain tasks in our Bank's operational processes will be handled by robot software, increasing the productivity of our Bank's workflow.

As was the case in 2023, Türk Eximbank intends to use, upgrade and broaden robotic process implementations also in the future.

Information Security

The Information Security unit that reports to the General Manager is responsible for monitoring and handling information security practices at Türk Eximbank.

To protect the Bank's data and systems against unauthorized access, breaches and threats, necessary security measures are in place, such as encryption, access controls, security protocols and monitoring activities.

In view of the ever-increasing complexity and frequency of cyber threats, information security becomes a fundamental element of the Bank's business strategy. To this end, necessary integration work is underway for aligning information security activities with the business goals. In this context, the Bank aims to make sure that information security is espoused as corporate culture with all its aspects such as network security, change management, front-end and back-end security, data protection, regulatory compliance, incident response and security awareness training.

Within the frame of Security Operation Center activities, measurements such as security incidents, security vulnerability remedy rates and compliance with security standards are regularly reported to the Bank management and related stakeholders.

Security controls are constantly reviewed and monitoring capability is increased through new tools for detecting vulnerabilities on the back of the work undertaken across the Bank. Security Information and Event Management (SIEM) tool is kept up-to-date to establish a modern Security Operation Center infrastructure.

Within this scope, various restrictive, monitoring and preventive activities were carried out in 2023, including, in particular, collection of security and event-based logs, creation and monitoring of correlations/alerts, data leakage and classification, access tracking and approval.

A close eye is kept on addressing the vulnerabilities identified as the result of scans performed and timely action-taking. Work was undertaken to protect the Bank's information and data by way of periodic controls and instant responses.

Technology Risk Management and Counter-Measures Adopted

- Application platform infrastructure has been replaced in order to establish an effective Information Technology Risk Management.

For higher cyber security maturity level purposes, a simulation application service was outsourced in 2023 against potential attack vectors specific to security products, and cyber security maturity level was increased with cyber information service, end-user zero-day malware detection and prevention system, and breach and attack simulation system.

- Being a member of Marmara Earthquake Workshop Group, active-active network infrastructure investments between primary and secondary data centers were carried on for the sake of effective business continuity management during 2023. In this frame, investments were made specifically in virtualization hardware/software platform and network topology on the basis of business continuity in 2023.
- Benefits were derived in terms of identifying actions to be taken and implemented to establish a common business continuity policy with other banks and to prepare against a possible earthquake.

- Desktop virtualization system granted the capability to let employees perform their tasks extramurally in case of a potential earthquake.
- Recognizing that the human factor plays an equally important role in ensuring security as do technical measures, training was given to increase stakeholders’ information security awareness, awareness campaigns were conducted and phishing attack simulations were carried out. In 2023, 3 phishing attack simulations were performed.

Anti-Fraud Efforts

In addition to the internet and mobile banking channels that it has made available for use by exporters in line with its expanding business volume and digitalization initiatives, Türk Eximbank assigned borrowing accounts to each exporter for holding their liquid assets equivalent to their respective credit risks, and perform their FC buying/selling, payment and transfer transactions.

Due to these developments, anti-fraud efforts gained importance for protecting the Bank and exporters from malevolent third parties. To this end, scenarios were created for detecting out-of-the ordinary, counterfeiting or fraudulent banking transactions based on examples from the sector and Bank-specific transactions, and these scenarios started to be followed up through internal developments.

The “Data Sharing Inventory” created in 2022 to keep data sharing under control was upgraded in 2023 and vested in a simpler and more structured format.

Data shared with third parties are reported to the Banking Regulation and Supervision Agency at certain intervals as per the regulation.

- **AWARDS RECEIVED IN 2023**

Türk Eximbank’s bond issuance by early 2023 received “Quasi-Sovereign/GRE Bond Deal of the Year” award at the “Bonds, Loans & ESG Capital Markets CEE, CIS & Türkiye Awards”, a prestigious and respected recognition program in the finance sector organized by the GFC Media Group.



TÜRK EXİMBANK AND SUSTAINABILITY

SUSTAINABILITY APPROACH AT TÜRK EXİMBANK

Considering environmental, social and governance (ESG) issues as the building blocks of its sustainability strategy, Türk Eximbank benchmarks its initiatives in this department against international norms and practices and the regulation in force in Türkiye.

It is no longer a matter of choice for businesses to work with a sustainable business model in the rapidly changing world that is confronted and forced to deal with numerous issues from climate change to socioeconomic inequality. In order to identify and manage their risk exposure, organizations are compelled to take into account financial and non-financial matters when developing their business models and strategies.

Based on this material fact, Türk Eximbank launched the “Sustainability, Environmental and Social Risk Management System” Project in 2019 to carry out all its activities in line with sustainability principles and to shape its governance structure on the center of these principles, and established its processes accordingly.

Steps continue to be taken in relation to the Sustainability Management System to assess environmental and social risks of the Bank’s lending and insurance activities and to guarantee that the same are effectively managed in line with the Bank’s strategy.

SUSTAINABILITY PRINCIPLES

Sustainability Principles cover all business processes of Türk Eximbank. The Sustainability Committee is responsible for the monitoring and execution of the Sustainability Principles, while the authority for their amendment, approval and annulment rests with the Board of Directors.



Increasing exporters' access to finance with financing instruments that support sustainable development and, where possible, improving repayment conditions in related transactions.



Considering the positive and negative effects on sustainable development in our country as well as in foreign countries where the relevant activity takes place.



Executing the processes of evaluating, monitoring and reporting the environmental and social risks of applications made to the Bank in integrity in accordance with our own Environmental and Social Impact Policy, while providing financial support for exports in order to increase Türkiye's international competitiveness.



Pledging not to engage in activities that do not meet the Environmental and Social Impact Policy principles, and declaring activities that can never be supported in terms of their environmental and social impacts in the Türk Eximbank Exclusions List.



Proactively tapping new sources whereby it can provide financing support for projects and new technologies that contribute to sustainable development, and taking steps by financing projects that reduce sustainability risks and maximize benefits while trying to strengthen the competitiveness of Turkish exporters.



Incorporating a climate perspective into all activities to increase its support for Turkish exporters and make them more competitive in a low-carbon future.



Publicly disclosing how the risks and opportunities that affect the Bank's business model will be managed within the framework of the Climate Change Mitigation and Adaptation Policy.



Monitoring regularly the environmental and social impacts of Türk Eximbank's operational activities and targeting to improve the same continuously.



Providing continuous technical support to employees and customers, with the awareness that capacity building is an indispensable constituent of sustainability activities.



Believing that cooperation with all stakeholders is necessary for sustainable success, and developing cooperation opportunities in this direction.



Managing the sustainability impacts of the activities throughout the supply chain, in compliance with the laws, with a sense of responsible procurement.



Supporting the implementation and continuous improvement of corporate sustainability management at the level of international sustainability standards through "TESMS".

- ENVIRONMENTAL AND SOCIAL PRACTICE GUIDELINES

When evaluating the transactions to be supported, Türk Eximbank prioritizes environmental and social awareness, human rights and work ethics criteria and takes as the basis the principles included in the Environmental and Social Guidelines prepared pursuant to the Recommendation of the Council on Common Approaches for Officially Supported Export Credits and Environmental and Social Due Diligence” (The “Common Approaches”).

Türk Eximbank Environmental and Social Practice Guidelines can be reached at:

<https://www.eximbank.gov.tr/content/files/8b61a662-bc88-4f7f-a377-bc8cec1559c9/turk-eximbank-environmental-and-social-guidelines>

When assessing direct or indirect environmental and social impacts in all its operations, Türk Eximbank considers internationally accepted standards and principles, some of which are specified hereinbelow:

- [Recommendation of the Council on Common Approaches for Officially Supported Export Credits and Environmental and Social Due Diligence \(The “Common Approaches”\)](#)
- [IFC Performance Standards](#)
- [The World Bank Environmental, Health and Safety General Guidelines](#)
- [The World Bank Environmental and Social Framework](#)
- [The United Nations’ Guiding Principles for Business and Human Rights](#)

In 2023, Türk Eximbank conducted environmental and social risk assessment for 450 applications for the World Bank, Asia Infrastructure and Investment Bank and Council of Europe Development Bank loan requests, resulting in loan disbursements to 214 companies. The Bank was involved in the management of the companies’ environmental and social risks through experts’ field visits and independent audit process.

Loan Disbursements Following an Environmental and Social Risk Assessment

2023 Risk Score Distribution						
Credit Source	No. of Companies			Loan Amounts (USD)		
	A	B	C	A	B	C
IBRD	0	77	38	0	58,826,707	31,583,763
AiIB	0	16	6	0	78,354,490	16,009,070
CEB	3	60	14	1,525,695	48,448,334	9,607,524
Total	3	153	58	1,525,695	185,629,531	57,200,357

SUSTAINABILITY POLICIES

Türk Eximbank regards sustainability as an essential element for the protection of the future and places it at the heart of its strategy.

When conducting its activities, Türk Eximbank considers all financial and non-financial risks that include environmental, social and governance factors, and continually enhances the Sustainability Management System that it implements at the level of international standards.

In this context, the Bank has prepared and publicly disclosed its Sustainability Principles, Environmental and Social Impact Policy and Climate Change Adaptation and Mitigation Policy.

Türk Eximbank Sustainability Principles

Türk Eximbank formulated and released its sustainability approach and Sustainability Principles.

Türk Eximbank Sustainability Principles can be reached at:

[turk-eximbank-sustainability-principles](#)

The Bank established its Environmental and Social Impact Policy and Climate Change Adaptation and Mitigation Policy, which are complementary to its Sustainability Principles.

Türk Eximbank Environmental and Social Impact Policy

The Bank formulated its Environmental and Social Impact Policy with the aim of managing its direct and indirect environmental and social impact resulting from its operations.

Türk Eximbank Environmental and Social Impact Policy can be reached at:

[Sustainability Policies - Türk Eximbank](#)

Türk Eximbank Climate Change Adaptation and Mitigation Policy

Türk Eximbank believes in the important role of export credit agencies in promoting climate compatible development. For this reason, the Bank extends support for climate change and low carbon transition initiatives so that exporters can be more sustainable, resilient and stay internationally competitive in their activities.

Türk Eximbank Climate Change Adaptation and Mitigation Policy can be reached at:

[turk-eximbank-climate-change-adaptation-and-mitigation-policy](#)

The Sustainability Committee is responsible for monitoring and executing the Environmental and Social Impact Policy and Climate Change Adaptation and Mitigation Policy, and Türk Eximbank Board of Directors is responsible for approving, updating and annulling the same.

Environmental and Social Impact Policy and Climate Change Adaptation and Mitigation Policy, which are part of Türk Eximbank's Sustainability Management System, are reviewed at least annually, and updated as necessary. All updates are made available to Türk Eximbank employees and other stakeholders on the Bank's intranet and internet sites.

SUSTAINABILITY ORGANIZATION

Türk Eximbank handles its business processes that it develops with an economic, environmental and social sustainability approach on the back of an effective organizational structure.

At Türk Eximbank, the Sustainability Committee is responsible for incorporating sustainability in business processes and managing it. Reporting to the Board of Directors and headed by the General Manager, the Sustainability Committee is charged with incorporating sustainability in the Bank's business processes, their implementation and ensuring their continuity.

Organized under the Strategic Planning and Sustainability Directorate, the Sustainability Department conducts its activities with five employees, one supervisor and one manager.

During 2023, the Sustainability Committee held 2 meetings and the Sustainability Sub-Committee held 4 meetings.

Sustainability Committee

Head and Members of the Committee	Role in the Committee
General Manager	Head of Committee
Deputy General Manager - Treasury/Finance/International Credits	Member
Deputy General Manager - Marketing	Member
Deputy General Manager - Credit Allocation	Member
Deputy General Manager - Information Technology and Operation	Member
Deputy General Manager - Strategy and Finance	Member
Deputy General Manager - Insurance	Member
Funding Director	Coordinator & Member

MATERIALITY ANALYSIS

Recognizing the importance of understanding stakeholder needs and expectations, and prioritizing their optimal fulfillment, Türk Eximbank made it a principle to generate permanent value within the frame of its sustainability approach, to continually maintain a dynamic responsibility towards all its stakeholders, and to exhibit a management approach respectful of human rights.

Türk Eximbank sought stakeholder feedback in the identification of material issues that it has undertaken as part of its sustainability initiatives and administered a questionnaire, which was participated by internal and external stakeholders and devised with a double materiality perspective.

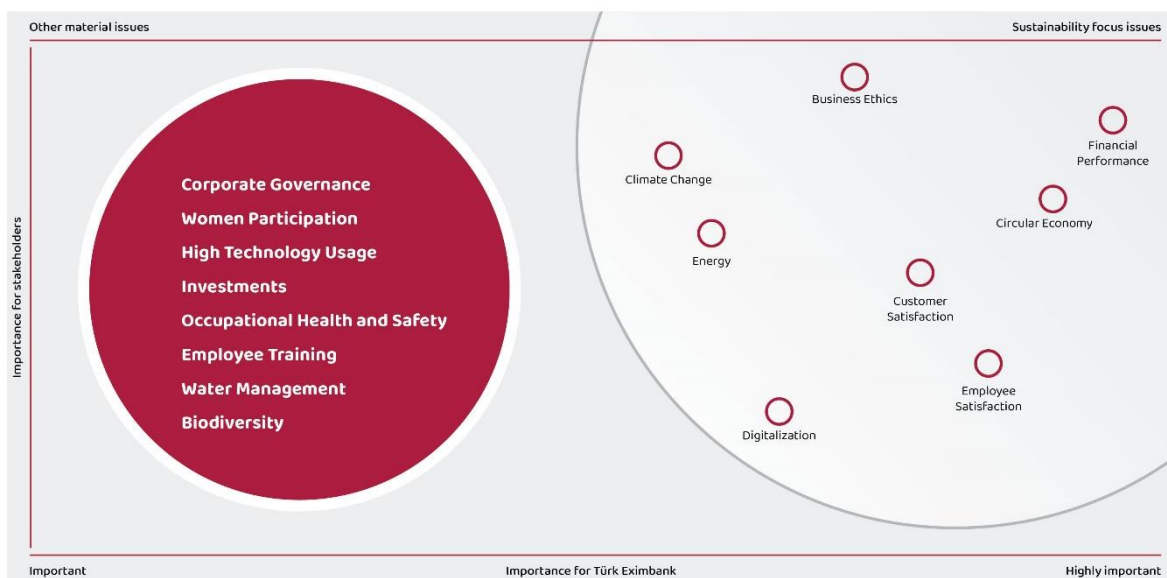
Türk Eximbank invited its stakeholders comprised of top management, employees, exporters, lenders, export credit agencies and sector organizations to take part in the questionnaire. Responded to by 170 internal and external stakeholders in total, the questionnaire results were evaluated by the Sustainability Committee. The Bank's material issues were determined taking into consideration the Bank's strategy, top management's opinions and mega trends as well.

The material issues determined as the result of the study were grouped under 8 main headings, and current status assessments, benchmarking, target and key indicator identification were carried out for focus points.

These material issues that are aligned with the Bank's mission, vision, key goals and strategies are addressed in detail and backed with performance indicators in the chapters of the report.

Türk Eximbank's material issues are listed below and detailed on the Materiality Matrix.

Materiality Matrix



Türk Eximbank Material Sustainability Issues of Focus	Related SDG						
1- Financial Performance	8 DECENT WORK AND ECONOMIC GROWTH 	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 	10 REDUCED INEQUALITIES 	11 SUSTAINABLE CITIES AND COMMUNITIES 	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	17 PARTNERSHIPS FOR THE GOALS 	
2- Work Ethics	8 DECENT WORK AND ECONOMIC GROWTH 	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 					
3- Circular Economy	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	13 CLIMATE ACTION 	15 LIFE ON LAND 				
4- Employee Satisfaction	4 QUALITY EDUCATION 	5 GENDER EQUALITY 	8 DECENT WORK AND ECONOMIC GROWTH 	10 REDUCED INEQUALITIES 	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 		
5- Customer Satisfaction	8 DECENT WORK AND ECONOMIC GROWTH 	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 	10 REDUCED INEQUALITIES 	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 			
6- Climate Change	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	13 CLIMATE ACTION 	15 LIFE ON LAND 				
7- Digitalization	8 DECENT WORK AND ECONOMIC GROWTH 	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 	13 CLIMATE ACTION 				
8- Energy	7 AFFORDABLE AND CLEAN ENERGY 	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	13 CLIMATE ACTION 				

TÜRK EXİMBANK'S STAKEHOLDERS

- STAKEHOLDER RELATIONS

Türk Eximbank considers sustainability as a key instrument of offering value to its stakeholder group, as well as of financial performance in the short, medium and longterm, and integrates sustainability matters in its business processes and corporate decisions.

Constantly improved stakeholder relations

Stakeholder relations are important in terms of determining and implementing an effective sustainability and corporate governance strategy. Within the scope of these relations, Türk Eximbank defines sustainable development opportunities presented by the economic environment and increases its contribution to economic progress through multi-lateral cooperations it develops.

The Bank pursues stakeholder needs and expectations in all business processes, and conducts its activities within the form of a business conduct concept in alignment with the laws, regulation, arrangements and ethical rules in force.

Attaching the utmost importance to maintaining sustainable dialogue with its stakeholders, Türk Eximbank uses the feedback from stakeholder communication process as input in various areas such as identification of strategic priorities, policy development, devising the business model and so on.

- STAKEHOLDER COMMUNICATION

Stakeholder involvement plays a key role for upgrading the products and services on offer, identifying risks and opportunities, and providing, maintaining and improving a transparent and accountable management concept.

Based on this fact, Türk Eximbank manages stakeholder relations on the basis of a participative, transparent and two-way communication system.

Stakeholder Group	Stakeholder	Communication Channel with Stakeholders	Stakeholder Expectation	Actions Taken
Internal Stakeholder	Employees	E-mail, phone, meetings, questionnaires, face-to-face/online contacts, Electronic Document Management System (EDMS), demand management system	<ul style="list-style-type: none"> Responsible approach to human resources Ensuring employee welfare Rewarding performance Occupational health and safety Performance assessment Employee training and development Equal opportunities and diversity Environmentally responsible business Secure banking activities Digital applications and IT technology infrastructure 	<ul style="list-style-type: none"> Training activities Professional and personal training programs Performance assessment system OHS initiatives Exim HR “Söz Sende” application and “Söz Sende” gatherings Digital process upgrades Sustainability-related activities
External Stakeholder	Public Institutions	E-mail, phone, meetings, Electronic Document Management System (EDMS), organization portals, questionnaires	<ul style="list-style-type: none"> Effective and timely finalization of demands Compliance with regulations and internal bylaws Supporting exports Handling applications and demands 	<ul style="list-style-type: none"> On-time delivery of necessary information and requirements Implementing the public agencies’ requirements at the organization Offering financing sources that will support exporters Taking part in working groups
	Suppliers	E-mail, phone, meetings, Eximbuy	<ul style="list-style-type: none"> Payments for purchased goods/services Carrying out necessary tasks in relation to contractual terms 	<ul style="list-style-type: none"> Timely and full payment of purchased goods/services Reaching agreement upon contract terms

	International Financial Institutions	E-mail, phone, online/face-to-face meetings, reporting	<ul style="list-style-type: none"> • Ensuring timely submission of all required information • Paying site visits, as necessary, to qualifying exporters to be financed • Monitoring that the credit terms are being fulfilled during the term of the loan • Reporting with responsible banking approach • Supporting sustainable development 	<ul style="list-style-type: none"> • Timely delivery of necessary information and requirements • Visiting exporters as necessary • Ensuring that credit terms are monitored • Reporting timely and in the required format • Offering financing sources that will support sustainable development
	Sector Institutions	E-mail, phone, online/face-to-face meetings, questionnaires	<ul style="list-style-type: none"> • Finding common solutions for exporters 	<ul style="list-style-type: none"> • Developing partnerships and collaborations • Following up the regulatory arrangements with a potential impact on exporters' competitiveness
	Exporters	Phone, e-mail, questionnaires, Public Disclosure Platform, exporter meetings, website, social network accounts, press releases, site visits	<ul style="list-style-type: none"> • Maintaining work ethics • Financing exporters • Financing renewable energy and energy efficiency • Bringing applications to conclusion swiftly • Responding to exporter expectations in credit allocation and insurance processes • Responsible banking concept 	<ul style="list-style-type: none"> • Conducting all activities in line with Türk Eximbank's work ethics • Supporting exporters with appropriate funds • Supporting sustainable projects • Evaluating applications and getting back to the applicant for missing documents • Addressing, handling and mitigating exporter complaints

Sustainability Communication

Internal Communication

In 2023, Türk Eximbank continued working on its Sustainability Bulletin launched in 2021. Taking care to address different topics in each Sustainability Bulletin released, the Bank shares the progress it achieves in relation to sustainability with its employees via these bulletins.

During 2023, 8 Sustainability Bulletins were published which dealt with various topics including Carbon Border Adjustment Mechanism (CBAM), European Union Emissions Trading System, SDGs and Türk Eximbank, and energy and paper consumption data.

External Communication

Sustainability Manager Caner GENÇELİ represented Türk Eximbank at the Banks Association of Türkiye Sustainability Working Group Good Practices Conference and İTHİB (İstanbul Textile and Raw Material Exporters Association) Sustainability Financing Conference. The presentations addressed topics such as Türk Eximbank's approach to sustainability, carbon emission measurement method stemming from the loans disbursed by the Bank in 2022, and environmental, social and climate risks addressed in the ICAAP report.

Additionally, Türk Eximbank maintains its sustainability communication with external stakeholders via its posts on social network platforms.



- INSTITUTIONAL MEMBERSHIPS



The International Union of Credit and Investment Insurers



The Association of National Development Finance Institutions (DFIs) in Member Countries of the Islamic Development Bank (IDB)



AMAN Union



Environmental Practitioners Group

AEBF

Asian Exim Banks Forum



Participants to the Arrangement on Officially Supported Export Credit

Platforms Türk Eximbank belongs to



Ministry of Environment, Urbanization and Climate Change National Carbon Pricing Specialized Working Group



Türkiye Exporters Assembly (TİM) Industry Sustainability Science Committee



Foreign Economic Relations Board (DEİK) Green Transformation Working Group



İstanbul Chamber of Industry Sustainability Platform



Banks Association of Türkiye (TBB) Role of Financial Sector in Sustainable Growth Working Group

SUSTAINABLE DEVELOPMENT GOALS (SDGs) AND TÜRK EXİMBANK




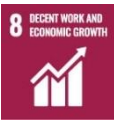


Türk Eximbank aims to measure the environmental and social impact of its operations, to take measures to mitigate its impact, and thus, to fulfill its responsibility in these areas with steps taken in harmony with the SDGs.

Adopted by 193 UN-member states on 25 September 2015, the convention titled “Transforming our world: the 2030 Agenda for Sustainable Development” comprises 17 SDGs and 169 associated targets.

Global concurrence secured around the SDGs that put forth a sweeping sustainability agenda marks an important turning point for guiding the world to a more inclusive and sustainable growth path.

In our day, tens of thousands of businesses and civil society organizations around the world are revisiting their way of doing business in line with the targets described under the SDGs and in the light of the universal criteria of sustainability.

Türk Eximbank directly contributes to 10 SDGs with the value it generates and shares within the scope of its sustainability priorities and initiatives.

SDG	Activities
	<p>Personal and professional development training for all employees</p> <ul style="list-style-type: none"> • Training and Certificate Procedure • Exim Academy Platform • Internal Trainer Training Program • Executive Development and Leadership Development training • Professional internal training programs on the Bank's products and services • Occupational Health and Safety training • Internship positions in the IT unit for university students under ExIT Long-Term Internship Program
	<p>Activities aimed at ensuring complete and effective participation of women in economic and social life and their having equal opportunities</p> <ul style="list-style-type: none"> • Credit facilities for meeting women entrepreneurs' financial needs • Opportunity for all women employees to be promoted to managerial positions and to be included in promotion appraisals
	<p>Activities aimed at increased energy efficiency</p> <ul style="list-style-type: none"> • Financing provided to renewable energy and energy efficiency projects • Efficiency investments focused on protecting the environment at the Head Office and branch buildings • I-Rec certificate
	<p>Support mechanisms for high added-value exports, entrepreneurship, innovation and green transformation</p> <ul style="list-style-type: none"> • SME finance • Financing women entrepreneurs • Medium-long term investment goods financing within the scope of international loans • Participation finance products • Digital banking products • Sustainability-themed syndicated loans
	<p>Inclusive financial instruments that support sustainable production</p> <ul style="list-style-type: none"> • Low-cost loans to medium- and small-scale exporters • Receivable insurance for exports • Domestic credit insurance • Participation finance products • Support models for minimizing exporters' carbon tax costs within the scope of compliance with the Carbon Border Adjustment Mechanism • Support exporters with parallel/co-financing and guarantees secured from international institutions
	<p>HR practices and corporate governance policies that prioritize equal opportunities and diversity</p> <ul style="list-style-type: none"> • Offer equal opportunities to candidates during recruitment and promotion • An HR Procedure with details on equality and anti-discrimination

	<p>Support projects for combating climate change within the frame of the target of decarbonized Türkiye by 2053</p> <ul style="list-style-type: none"> • Financing provided to renewable energy and energy efficiency projects • Environmental and Social Impact Assessment (ESIA) system • Sustainability-linked syndicated loans • Participation in, and contribution to, the activities of the OECD Working Party on Export Credits and Credit Guarantees and OECD Participants to the Arrangement on Officially Supported Export Credits
	<p>Regularly monitor environmental impact of operational activities; develop strategies and policies for building on methods to combat climate change</p> <ul style="list-style-type: none"> • Integrated Management System entailing quality, environment, occupational health and safety topics • Monitoring, calculating and reporting carbon and GHG emissions • I-Rec certificate
	<p>Initiatives targeted at preserving the land ecosystem and preventing loss of biodiversity</p> <ul style="list-style-type: none"> • Waste management and recycling initiatives • Effective water management for saving water
	<p>Programs contributing to sustainable economic growth through national and international collaborations</p> <ul style="list-style-type: none"> • Agreements made with multi-lateral financial institutions and export credit agencies • Participation in various meetings, seminars and workshops held by various financial institutions during the course of the year • Creation of sustainability reports and performance indicators

RISKS AND OPPORTUNITIES

In 2023, Türkiye succeeded in being one of the countries to grow its exports despite contracted global trade, and exports was registered at its historic high at USD 255.8 billion as of the end of the year. Important steps were taken in the reporting period for penetrating new markets and acquiring additional share in existing markets. This success attained in exports pointed at the solid production and exportation capacity of Türkiye.

Among the factors that negatively affected Türkiye's exports, volatilities in global economy and escalated freight costs gain the top ranks. Fluctuations in raw material prices and supply chain interruptions restrained exports in some sectors, and customs duties and trade barriers in certain countries complicated access to products.

Gaining the forefront on chapter basis was the exportation of motor vehicles, furnaces and machinery, mineral fuels and mineral oils. In terms of market, on the other hand, the European Union sustained its title as the largest export market whereas USA and the Middle East took place among other major markets.

The Medium Term Plan forecasts 2024 exports at USD 267 billion. Activities aimed at penetrating new markets, diversifying exports and increasing added value in production continue uninterruptedly to help our country reach this target.

The main risk elements in 2024 include geopolitical tensions anticipated to keep affecting global trade negatively, continued stagnation of demand at Türkiye's partners in export, globally elevated customs duties and trade barriers. While these risks exist, our country's skilled workforce, geographical location, growing production capacity and government incentives present significant opportunities for exports. Türkiye has the means to further increase its exports and achieve a more important position in global trade provided that the risks are managed proactively and provided further that necessary steps are taken.

The volatility in CBRT-sourced loans was striven to be compensated with loans sourced from Türk Eximbank and international funds.

Türk Eximbank, the capital of which is wholly owned by the Republic of Türkiye Ministry of Treasury and Finance, does not have any subsidiaries that it controls directly or indirectly. Therefore, the Bank is not included in any risk group.

At Türk Eximbank, risk management activities are carried out in accordance with the Regulation on the Internal Systems of Banks and Internal Capital Adequacy Assessment and other regulations and the BRSA Good Practice Guidelines. In this context, it is targeted to establish the risk culture across the entire Bank, and to improve the risk management function as close as possible to good practices by constantly bettering the human resource and the system.

The effect of potential default by companies that will presumably fail to comply with sustainability policies in terms of climate-related and environmental and social risks upon capital adequacy is measured using stress testing/scenario analysis at Türk Eximbank. Additionally, international requirements (BIS/Climate-related financial risk measurement methodologies etc.) are followed and work is underway to incorporate sustainability-themed risks within Structural Block 1 and Structural Block 2 risks. Studies on environmental, social and climate-related risks are detailed in the ICAAP Report and Risk Management Implementation Principles.

Within the context of the European Green Deal and Carbon Border Adjustment Mechanism, selected exporters engaged in high-risk sectors were subjected to climate and green deal risk calculations, and risks and opportunities were evaluated accordingly.

On the other hand, that the tax payment system is still some time away is considered as an opportunity for businesses to make their preparations in this regard. Being the bank of exporters, Türk Eximbank will continue to keep exporters informed about the topic and to provide guidance for taking measures in relation to the significant costs of the matter.

2024 TARGETS

Türk Eximbank carries on with its operations adhering to the roadmap and projects devised in the Strategic Transformation Program it has launched in 2020 in line with Türkiye’s export strategies.

Strategic Transformation Program

Türk Eximbank launched the “Strategic Transformation Program” in 2020 as part of its restructuring efforts, under which it was transformed into a structure that proactively supports exporters that generate high added value.

In this context, the Bank works towards determining exporters’ needs and potential barriers that they might face in advance to broaden its product and service range targeted at their needs and improving exporters’ experience with Türk Eximbank’s services and products.

Committed to sustaining its support to exporters at an increasing extent in the new century of the Turkish Republic, Türk Eximbank takes heed of international best practices, as well as the policies and measures specified in economy programs when setting out its strategic priorities and goals.

Main goal: “Augmenting the Impact of Eximbank Support Schemes to the Country’s Exports”

In line with its main goal, Türk Eximbank defined its strategic priorities as “increasing the support schemes provided for value-added exports”, “increasing the support schemes provided to SME exporters”, and “increasing the support schemes targeted towards green transformation”.

As part of green transformation financing efforts, Türk Eximbank is anticipated to secure funds in the amount of EUR 1.3 billion approximately in 2024 to support exporters’ energy efficiency and renewable energy investments.

To reach these targets, the Bank’s strategic priorities that it will continue to work on and develop in 2024 are as follows:

- Digitalization and technological transformation programs,
- Support mechanisms directed towards exporters’ green and digital transformation,
- Eximbank credit and insurance business model transformation programs,
- Support mechanisms focused on high technology and added value,
- Introduction of the foreign trade module and intermediate foreign trade transactions.

Target	Action Taken/to be Taken
Giving priority to financing high-technology and value-added exports	Türk Eximbank's business model and corporate infrastructure will be developed in view of international best practices, and Eximbank's support schemes will be made available with priority given to green and digital transformation in the financing of high technology and value added exports.
Continuing to collaborate with surety institutions for new exporter acquisition	The number of exporters benefiting from the Bank's financing schemes will be increased by making available İGE-guaranteed credit facilities and reactivating KGF Treasury-Backed Guarantee Transactions Protocol.
	Weight will be given to financing SMEs and women entrepreneurs.
Supporting investments for achieving compliance with the Carbon Border Adjustment Mechanism	The Bank will continue to work on support models for minimizing exporters' carbon tax costs. Credit support will be provided from sustainability-themed funds to investments for compliance with the Carbon Border Adjustment Mechanism primarily to global buyers' suppliers in Türkiye.
Supporting Türkiye's "Levelling Up Exports to Distant Countries Strategy"	Support will be given to the Ministry of Trade's initiatives for increasing the range of exports of goods and services and developing trade with countries that are geographically distant from the country and have high export potential. To this end, 2024 Target Countries defined by the Ministry of Trade will be taken into account.
Broadening initiatives in Participation Finance	One of the interest-free fund disbursement methods introduced for interest-averse exporters, the <i>İstisna</i> method will be used to finance customers' investment needs.
	Furthermore, Participation-Based Export Receivables Insurance will contribute to increasing our country's exports in a safe environment by insuring the exporters' export receivables that will arise from their sales of goods in accordance with the Participation Banking Principles and Standards to non-resident buyers against commercial and political risks.
Offering new digital solutions for exporters	Digital service infrastructure reinforcement project will be brought to completion, and the transaction sets offered to exporters through digital channels will be diversified.
Maturing information security processes	The system will be reviewed in terms of upgrading security surveillance and data loss prevention processes; existing rule sets will be rearranged to generate less erroneous cases, new rule sets will be added in line with current risks, and awareness programs will be organized in addition to information security training. Furthermore, the scope of scenarios employed in security testing will be broadened.
	In parallel with all these initiatives, all security operations will be automatized using the Security Orchestration, Automation and Response (SOAR) solution.

	<p>The channel capability will be increased for anti-fraud efforts with the addition of new scenarios and deepening of existing ones.</p> <p>Collaboration with other banks and institutions will be carried on and joint solutions will be introduced.</p>
Increased Ratio of SME Lending Volume	The ratio of SME lending volume, which was registered as 25.2% in 2023, is targeted to be increased in 2024.
Disbursing Funds Secured from Supranational Institutions	The fund secured from supranational institutions is planned to be made available to support exporters.
Increasing the Share of High and Medium-High Technology Exports in Credit Volume	The share of high and medium-high technology exports in credit volume is targeted to be realized as 42.20% in 2024.
Conducting an Employee Satisfaction Questionnaire	Attaching importance to maintaining effective communication with employees, Türk Eximbank targets to administer an employee satisfaction questionnaire in 2024.
Implementing RPA (Robotic Process Automation) for further gains in business processes fit for automation	The gains secured in 2023 in energy- and time-consuming business processes bringing operational load thanks to RPA initiatives are intended to be broadened in 2024 with the aim of energy saving, increased productivity and further enhancement of internal/external customer satisfaction.
Supplier Evaluation Process	Attaching importance to supplier evaluation and compliance, Türk Eximbank targets to establish a supplier assessment process in 2024 to evaluate suppliers in terms of conformity to specifications, meeting deadlines and compliance with sustainability policies and the like. Suppliers failing to achieve the score set by the Bank in the evaluation will likely be suspended.
Reviewing HR Behavioral Competence Definitions and Introduction of Competence and Potential Measurement Assessment Systems	The Bank is targeting to review competence sets and align assessment tools depending on competence sets in 2024.

Digitalization Projects in 2024		
Business Process	Sub-Process	Scope
Credit	Credit Analysis Process	Company analysis process is targeted to be digitized for process improvement purposes.
	Credit Allocation Process	Credit allocation processes are targeted to be simplified and brought into alignment with business processes for increased operational efficiency.
	Credit Operation Process	Commitment processes in relation to credits are targeted to be simplified, and commitment closure procedures are targeted to be performed and tracked by the exporter via online banking channel.
	Product Description Process	It is targeted to simplify product description screens, establish the pricing structure, prepare the setup for detailed reporting in relation to customers and increase operational efficiency.
Insurance	Insurance Limit Allocation Process	Insurance limit allocation processes are targeted to be improved for increased customer satisfaction and operational efficiency.
	Insurance Operation Process	Insurance operation processes are targeted to be improved for increased customer satisfaction and operational efficiency.
Treasury	Treasury Transactions Process	Transition is planned to be made to the Treasury Web Module designed using new technology.
Accounting	Accounting Procedures Process	It is targeted to improve accounting processes, develop control mechanisms, create monitoring screens and increase operational efficiency.
Reporting	Data & Reporting	It is targeted to create the architectural solution that will fulfill Türk Eximbank's existing reporting and data warehouse needs, to facilitate access to data and enhance data quality.
	Self-Serve Modeling	Developments are targeted to be made, which will allow preparation of the reports needed by users.
	TFRS 9	TFRS 9 processes are targeted to be reviewed and improved.
	Scorecard Dashboard	Developments will be made for targets that serve the Bank's strategy and to allow tracking the actualization of these targets.
Online Banking	E-Branch Process	Process developments are targeted to be made on E-branch in view of recent technologies.
Information Technology	Information Technology	Technological, infrastructural and data-driven upgrades will be made to the BT infrastructure.

MANAGEMENT SYSTEMS

Türk Eximbank carefully follows up the arrangements in relation to quality, environment, and occupational health and safety, and has its management services recertified on the back of improvements and audits.

Integrated Management System

Türk Eximbank has established the “Integrated Management System” with the aim of conducting all its activities in accordance with international management systems. The Integrated Management System Policy, which was formulated for developing its corporate governance structure in line with the said norms as well, has been approved by the Bank’s Board of Directors.

Türk Eximbank started working on Integrated Management System in 2022 with the aim of bringing quality, environment and occupational health and safety management systems together under a single roof for their more efficient and easier management.

The same year, the Bank successfully passed the international ISO 9001 Quality Management System, ISO 14001 Environmental Management System and ISO 45001 Occupational Health and Safety Management System audits with the Integrated Management System it has established at the organization, and certified its Integrated Management System institutional structure at its Head Office units and all branches with ISO Integrated Management System certifications.

As a result of recertification audits in 2023, Türk Eximbank’s compliance with the said international standards was endorsed once again.

To broaden the scope of its Integrated Management System, Türk Eximbank conducted work on the international “ISO 37001:2016 Anti-Corruption (Anti-Bribery) Management System” in 2023. The Bank successfully passed the certification audit for the standard and was entitled to ISO 37001:2016 Anti-Corruption (Anti-Bribery) Management System certification for its Head Office units and all branches.

Accordingly, Türk Eximbank set up the Anti-Bribery/Anti-Corruption and Ethics Committee and the Anti-Bribery/Anti-Corruption and Ethics Policy and Anti-Bribery/Anti-Corruption and Ethics Committee Procedure were approved by the Board of Directors decision. The Anti-Bribery/Anti-Corruption and Ethics Policy is available for access by employees and the public on the Bank’s website. Furthermore, all guides containing the rules to be followed in the execution of ISO 37001:2016 system were drawn up and enforced.

Bribery/corruption incidents and violation of ethical principles are required to be reported through the “Whistleblowing Line”.

Türk Eximbank Integrated Management System Certifications	Certification Date
ISO 9001:2015 International Quality Management System Standard	26.12.2023
ISO 14001:2015 International Environmental Management System Standard	26.12.2023
ISO 45001:2018 Occupational Health and Safety Management System Standard	26.12.2023
ISO 37001:2016 Anti-Bribery (Anti-Corruption) Management System Standard	29.12.2023
ISO 27001:2013 Information Security Management System Standard (Head Office Information Technology units)	21.01.2023

TÜRK EXİMBANK AND ENVIRONMENTAL SUSTAINABILITY

ENERGY AND EMISSIONS MANAGEMENT

Türk Eximbank extends support to exportation of environmentally-beneficial goods and services to support the development and broadening of low-carbon technology and infrastructures.

Combating Climate Change

Predicting and closely monitoring climate risks, Türk Eximbank is aware that climate change can significantly affect its business activities. Accordingly, the Bank targets to help export companies to achieve technological progress in relation to low carbon emissions.

Türk Eximbank systematically evaluates the climate and sustainability criteria of credit and insurance products it offers, and takes into consideration the criteria that might have an impact on itself and its exports (GHG emissions, energy efficiency, resource efficiency, climate risks, etc.) on the basis of international best practices, as well as the environmental and social principles it has established.

Under ICAAP activities undertaken, the Bank defined the general quality of climate risk and physical and transition risks, assessed the portfolio credit amount associated with climate risk, and determined the share of companies with high climate risk within the current distribution.

Carbon Emissions

Türk Eximbank reckons with the sphere of indirect and direct impact of its operations, and takes the necessary steps to track and reduce carbon emissions, which are critical for combating climate change. First initiated in 2020, carbon and GHG emissions tracking, calculation and reporting were carried out in accordance with ISO 14064:2018 for 2023.

GHG Emissions (TCO ₂ e)	2021	2022	2023
Category 1	263	303	337
Category 2	605	209	60
Category 3	1,032	990	1,180
Category 4	3,267	1,018	610
Category 5	3,543,431	15,090,766	24,412,734
Total	3,548,598	15,093,286	24,414,921

Energy Saving

Türk Eximbank achieved a completion rate of 67% in its initiative to obtain 50% of its electricity need from renewables based on a purchase of 1.000 MWh I-Rec in 2022. The Bank's target to have 90% of its energy consumption for 2023 certified with I-Rec was surpassed and materialized as 92%.

In 2023, for energy saving purposes at the Central Anatolia Regional Directorate service building, TL 54 million was spent for the building's automation system, split as TL 35.1 million for periodic maintenance and TL 18.9 million for the replacement of broken mechanical piece.

Carbon Border Adjustment Mechanism

Following the European Green Deal released in 2019, the European Commissions published the "Fit for 55" package of regulation in 2021. Covered in this package, Carbon Border Adjustment Mechanism is intended to be initiated first as an emissions reporting obligation from 2023 for six carbon-intensive industries (cement, electricity, fertilizer, iron & steel, aluminum and hydrogen) and fiscal obligations will kick in from 2026 within the scope of the said reporting systematic.

Under the said mechanism, Türk Eximbank created a model for calculating the carbon tax costs of exporters with high risk of being subject to carbon border tax within the Bank's portfolio. As every risk embodies opportunities, the digitized cost approach is considered to potentially provide a deliverable that will form the foundation of its short-medium-term strategy, as well as granting the Bank a new perspective for climate risks.

Interactive Collaborations for the Environment and Climate Crisis

Türk Eximbank collaborates with its stakeholders, Ministries in particular, to help fulfill exporters' needs in relation to green transformation and sustainability.

To this end, the Bank regularly participates in the meetings held by;

- Ministry of Environment, Urbanization and Climate Change National Carbon Pricing Specialized Working Group,
- Türkiye Exporters Assembly (TİM) Industry Sustainability Science Committee,
- Foreign Economic Relations Board (DEİK) Green Transformation Working Group,
- İstanbul Chamber of Industry Sustainability Platform,
- Banks Association of Türkiye (TBB) Role of Financial Sector in Sustainable Growth Working Group, and

in various organizations and online meetings of various organizations to keep abreast of current developments.

WATER MANAGEMENT

Türk Eximbank tracks water consumption and saving, which it regards as important indicators, and addresses the matter in its sustainability bulletins for raising awareness of the society.

The Bank's goals within the frame of water management are as follows:

- Ensuring saving in water consumption,
- Reducing individual and institutional water consumption and raising awareness,
- Prevention of water pollution.

For responsible and efficient use of water, aerators were installed in kitchen and lavatory taps at the Central Anatolia regional directorate building in 2023.

Water Consumption	2021	2022	2023
Quantity of mains water used for consumption (m ³)	5,671.8	6,154.5	6,332.5

WASTE MANAGEMENT

Türk Eximbank disposes of the waste resulting from its operational activities at the Head Office, regional directorates and branches in accordance with the Environmental Management System and applicable regulations. The Bank sorts the waste at source, thus ensuring maximum recycling and minimizing the formation of non-recyclable waste. Non-recyclable waste is delivered to licensed firms holding legal permissions and included in the recovery cycle within the frame of laws and regulations.

Paper use is the key reason of waste generated at Türk Eximbank as it is an entity engaged in the services industry. The Bank undertakes process improvements and digitalization initiatives to prevent paper consumption and to reduce the quantity of paper consumed for banking operations in the short-term. To this end, the Bank surpassed its 2023 goal of reducing paper consumption by 6% and cut paper consumption by 41%.

Türk Eximbank issues notices to encourage employees working in all service buildings to place paper waste in recycling boxes located on the floors instead of dustbins.

In 2023, the quantity of packaging waste increased by nearly 90% as compared to 2022 due to destruction of archived documents sent for recycling.

11,325 kg of waste was delivered to Ümraniye Municipality and recycling firms from the Head Office building, and 660 kg of waste was sent to the recycling facility from the Central Anatolia Regional Directorate. Packaging, paper, plastic and cardboard waste collected in recycling boxes in offices at the Aegean Region Regional Directorate were delivered to İzmir Chamber of Commerce's (İZTO) service building attendants.

In 2023, Türk Eximbank continue to dispatch waste batteries and waste such as end-of-life toners and cartridges collected at the Head Office building to licensed recycling firms.

Quantity of Waste Sent for Recycling

Type of Waste	Quantity	2021	2022	2023
Paper and Cardboard Packaging	kg	1,388	2,885	9,265
Plastic Packaging	kg	770	1,050	90
Metal Packaging	kg	0	387	0
Glass Packaging	kg	220	495	10
Mixed Packaging	kg	2,060	1,480	2,620

BIODIVERSITY

While biodiversity is not an area of direct impact for Türk Eximbank, it takes place within SDGs as an important sustainability indicator and is addressed in all awareness raising efforts.

Recognizing that holistic conservation of the ecosystem is possible only through conservation of biodiversity, Türk Eximbank tackles the matter within the frame of management systems. The Bank establishes and monitors social and environmental audit mechanisms and practices for protecting natural resources, biodiversity and cultural heritage.

TÜRK EXİMBANK AND SOCIAL SUSTAINABILITY

HUMAN RESOURCES

• HUMAN RESOURCES PRACTICES

Türk Eximbank explicitly and accurately shares its vision, mission and values with all its employees and targets to create the human resource possessing the qualities aligned with this goal.

Human Resources Policy

The fundamental aim of Türk Eximbank's Human Resources Policy is to guarantee consistent execution of fundamental principles associated with Human Resources (HR) functions at the Bank such as recruitment and employment, training and development, performance management, labor relations, compensation management and so on. No revisions were made to the HR Policy since July 2022.

Türk Eximbank's Human Resources Policy can be accessed at:

<https://eximbank.gov.tr/tr/hakkimizda/insan-kaynaklari/insan-kaynaklari-politikamiz>

Human Resources Transformation Project

Launched in 2022, the Human Resources Transformation Project was first implemented in 2023. Accordingly, recruitment processes, career and talent management processes, compensation and fringe benefit processes were updated to the benefit of employees.

Additionally, "Exim HR", the new HR System, went live in 2023, which is intended to ensure more effective and efficient management of HR processes.

Equal Opportunities and Diversity

Türk Eximbank does not discriminate on the basis of gender, and offers equal career opportunities for recruitment and promotion to female and male employees.

There is no gender pay gap at Türk Eximbank, and all salaries are determined according to the job and position.

NUMBER OF EMPLOYEES - 2023

(%)



● Female	36
● Male	64

Number of Employees	
Female Employees	286
Male Employees	516
Total	802

Employees by Tenure	Female	Male	Total
0-5 years	122	221	335
5-10 years	60	163	223
10 years and longer	104	132	236
Total	286	516	802
Employees by Gender and Age	Female	Male	Total
>50 years of age	12	22	34
30-50 years of age	240	446	686
<30 years of age	34	48	82
Total	286	516	802
Managers	Female	Male	Total
>50 years of age	11	17	28
30-50 years of age	61	147	208
<30 years of age	-	-	-
Total	72	164	236

Recruitment Process

Türk Eximbank aims to be the employer of choice for high-performing, competent and engaged human resource. For this purpose, the Bank determines the selection criteria for candidates to be recruited in accordance with the requirements of the job, and professional, technical and behavioral competencies.

At Türk Eximbank, recruitment processes for staffing planning, needs and fulfillment are carried out in accordance with the Workforce Planning and Recruitment Procedure criteria based on the hiring and working terms and conditions set out in the HR Regulation.

In 2023, new competence sets were designed according to the Bank's corporate values, and enforced in recruitment, career and talent management processes.

These processes, which are continually improved, were digitalized end-to-end in 2023 and the new career and recruitment model and application management system were put into service. Employee engagement and induction performances are followed up using probation period forms.

Moreover, custom-designed for the IT teams with the purpose of supporting the Bank's growth in the technology area and also of contributing to social responsibility, "ExIT Long-Term Internship Program" that made its debut was initiated and long-term interns comprised of 3rd and 4th grade students started working as part of the Bank's IT team.

Remuneration and Fringe Benefits

Türk Eximbank established its remuneration policy to devise and launch fair, transparent and competitive compensation systems in line with its long-term goals and strategies. This policy is formulated to attract, retain and reward the human resource necessary for sustainable success to the Bank.

Türk Eximbank implements similar pay for equal work policy, and any differences between individuals' pays stem from due consideration given to performance appraisals.

Türk Eximbank introduced the "Contributory Private Pension" practice to complement the Social Security System with the aim of giving employees access to increased welfare on the back of additional income during their retirement through investing their savings in private pension. In addition, the private health insurance coverage was expanded and employees were presented with new types of leaves and additional compensation opportunities in 2023.

Employees are also entitled to various fringe benefits, which include nursery benefit, maternity benefit, death benefit (for 1st degree relatives), marriage benefit, allowance for children with disabilities, commuter benefit, work location benefit and birthday leave.

Türk Eximbank takes part in sectoral research questionnaires periodically administered by consultant firms for improving processes and practices associated with personnel rights and fringe benefit management, reviews comparison of existing fringe benefits with others in the market, and plans suggestions for creation of possible new fringe benefits.

Career Management

Türk Eximbank offers its employees need-based professional development and lifelong learning support, and targets to ensure positive attitude and job satisfaction by keeping them highly motivated through realistic and measurable performance targets.

Through the career planning and succession system, the Bank recognizes high-potential employees early, offering the necessary professional knowledge, skills, development opportunities to these employees, and supporting them to prepare for positions that involve more responsibilities.

Using the internal notice system to announce career opportunities, Türk Eximbank introduced the application management system, thus making sure that all its recruitment ads reach both internal and external candidates.

Talent and Performance Management

In devising its Talent and Performance Management Strategy, Türk Eximbank went through the following processes in parallel with the Performance and Career Management Procedure. Accordingly, the Bank:

- Created a net and measurable targets systematic.
- Secured continued improvement by establishing feedback culture in the organization and identified high-performers.
- Determined the performance management system to be applied for rewarding.
- Defined career transition and promotion processes as part of career management.

Türk Eximbank carries out performance appraisal once a year and effects promotions twice a year under the Performance and Career Management Procedure.

The Bank implements the “9 Box Talent Grid” for talent management. Employees’ performances and potentials are brought together in the grid and the outcomes are used to determine employees’ performance scores and promotion processes. These results are also used for designing the development plans that will support employees’ career goals and for their appointment to different units where they will perform better.

Based on 2023 year-end performance appraisals, employees found to be successful were rewarded and promotion times of better performers were shortened accordingly.

Employee Satisfaction

Türk Eximbank provides a communication environment whereby employees are able to convey their ideas, suggestions and opinions freely.

Introduced in 2023, Exim HR Helpdesk Module gathered all kinds of employee questions and requests about HR service processes under a single roof.

Carefully considering employee suggestions and expectations each year, the Bank implements, and continues to further develop and improve, fair, transparent and data-driven systems to enhance employee engagement and satisfaction.

Designed in 2021 for increasing employee satisfaction, the “Söz Sende” platform lets employees exchange ideas directly with top managers and convey their demands and suggestions. In this context, employees reported 146 suggestions and 63 complaints in 2023.

In 2022, “Söz Sende” gatherings were organized for employee satisfaction purposes, in addition to the platform. In these gatherings, employees find the opportunity to come face-to-face with top managers and share their demands and suggestions directly with the General Manager and Deputy General Managers. During 2023, 2 Söz Sende gatherings were held, which were attended by a total of 19 employees.

Internal Customer Satisfaction Survey

Türk Eximbank conducts Internal Customer Satisfaction Surveys to measure and assess how satisfied employees are with the service they receive from other units within the organizations; more accurately and quickly execute the processes among the units that have business relationships; improve the Bank's process quality and internal customer experience, and support its development.

Through the Internal Customer Satisfaction Survey, the Bank targets to reveal the units' strengths, development opportunities, and areas for action.

Employee participation rate in the Internal Customer Satisfaction Survey conducted in 2023 was 84%.

Following the completion of the evaluation of survey outcomes, the Bank plans to take steps for improvement and development actions.

- **HUMAN RESOURCE AND TRAINING**

Türk Eximbank provides training opportunities in any area its employees might need, and offers professional development and lifelong learning support.

Türk Eximbank aims to equip all its employees with the competencies required by their respective positions, contribute to building on their personal development and professional knowledge, and get them future-ready through the training and development activities carried out.

The Bank plans basic, leadership and functional reskilling training for its employees and assigns training programs throughout the year in line with its training policy implemented in accordance with the Training and Certificate Procedure.

Türk Eximbank determines training topics according to employees' personal and professional competencies and performance results, taking into account the Bank's strategy and business development needs.

Türk Eximbank offers the necessary professional knowledge, upskilling and development opportunities to identified high-potential employees and supports them in preparing for positions that entail more responsibilities. The Bank devises personalized development programs for manager candidates to train future managers from amongst its own employees.

Türk Eximbank encourages its employees to pursue academic studies abroad, and grants sabbatical leaves to scholar employees under the Jean Monnet Scholarship Program for the duration of their overseas education, thus enabling them to benefit from this academic right.

Training Performance Indicators

Training Hours	2021	2022	2023
Total Training Hours	2,390	14,428	35,653
Average Training Hours per Employee	3.19	19.29	45.77

Total Hours of Classroom Training in 2023	12,127
Total Hours of Online Training in 2023	23,526

(Total training hours = Participating FTE x Training Hours)

Digitalization in Training

For Türk Eximbank, 2023 has been a year in which digital transformation was given momentum and digital applications were diversified for training activities. In this context, the Bank upgraded the existing Exim Academy platform and transitioned to a sector-leading platform that offers a highly rich digital learning catalogue.

Additionally, employees were assigned Udemy Business licenses, which give them unlimited access to all training programs. Udemy and Enocta have been integrated to give unified access to both platforms via Exim Academy.

Employees can reach the training content anytime, anywhere using a mobile app that can be downloaded on their smart phones.

Internal Trainer Training Program

Under the Internal Trainer Training Program, Türk Eximbank provided training to employees specialized in their respective fields and possessing the potential to function as internal trainers, upon completion of which they received their Internal Trainer certificates. The Bank started using internal trainers actively and began compensating them for the hours of training they give.

Number of People Who Attended Internal Trainer Training and Received Certificates	Female	Male
Number of Trainees	20	28
Training Hours	240	336

Highlights of 2023 Training Activities:

- Managerial Development and Leadership Development training programs were designed and implemented for the Bank's top-level managers. In this scope, six managers received 48 hours of Leadership Development Training, whereas nine managers received 54 hours of Managerial Development Training.
- Banks Association of Türkiye (TBB) and Participation Banks Association of Türkiye (TKBB) platforms started to be used actively particularly for certification training.
- All branch employees were included in "Foreign Trade" training given by internal trainers in face-to-face and online formats.
- In face-to-face and online "Interest-Free Finance" internal training programs, branch and related unit employees were familiarized with, and raised awareness of, participation finance.
- Face-to-face "Sustainability and Environmental/Social Risk Assessment" internal training that involved hands-on practice was given to a focus group selected from amongst branch employees.
- For a group of participants comprised of managers frequently interviewing candidates, "Basic Interviewing Techniques" training was organized, which was intended to improve interviewing processes and interviewees' experiences.
- "Managerial Skills Development" training was organized to build on the managerial skills of employees holding a manager title who did not have team management experience.
- A comprehensive, three-module, face-to-face "Effective Portfolio Management" training program was prepared, which was attended by all marketing employees at branches.
- Compulsory Information Security training, which was outsourced, was assigned to employees on IT teams; moreover, employees on software teams were assigned compulsory Secure Software Development training.
- The training program titled Anti-Money Laundering (AML) and Countering the Financing of Terrorism (CFT) which also addressed anti-bribery and anti-corruption, and the program titled ISO 37001:2016 Anti-Bribery Management System Awareness were assigned to all employees and stood at completion ratios of 98% and 93%, respectively, at the time of this writing.
- Protocols were signed with four foundation universities, under which employees wishing to pursue graduate or post-graduate studies can get discounted rates, thus supporting academic advancement of employees.

Internal Training Programs in 2023

Training Heading	Number of Sessions	Training Hours	Total Session Hours	Number of Participants	Total Training Hours
Foreign Trade	5	3.5	17.5	132	462
Basic Formulas in Excel	2	4	8	10	40
CTP at Eximbank	2	3.5	7	45	157
Interest-Free Finance	9	3.5	30.5	203	701
Secure Software Development	2	3	6	39	117
Participation Receivable Insurance	2	2	4	79	158
Sustainability and Environmental/Social Risk Assessment	2	8	16	47	375
New Murabaha Processes	1	1	1	51	51
Total	25	18	90	606	2,061

Other Training Programs

Training Heading	Number of Participants	Total Training Hours
Sustainability	810	639
Ethics	10	20
Environment	808	159
Anti-Bribery and Anti-Corruption	811	2,038
Information Security	862	641

- OCCUPATIONAL HEALTH AND SAFETY (OHS) PRACTICES**

Türk Eximbank makes it a priority to protect the health and ensure safety of all its employees, in particular, and all its stakeholders, in general.

Türk Eximbank put in place various practices to ensure occupational health and safety of its employees at all regional directorates, branches and liaison offices, as well as its Head Office. Accordingly, the Bank acts in accordance with the ISO 45001:2018 Occupational Health and Safety Management System Standard, which is part of the Integrated Management System coordinated by the Process and Quality Management Department. The said standard is implemented as a proactive system, taking into consideration potential and/or actual risks and potential opportunities.

In 2022, the Bank qualified for Occupational Health and Safety Management System certification, and successfully passed the surveillance audit for the said standard in 2023, thereby ensuring continuity of the certification.

Attaching importance to preventing work-related accidents and illnesses and protecting employee health by maintaining healthy and safe working environments, Türk Eximbank achieved its “zero workplace accident” target in 2023.

Türk Eximbank employs an Occupational Health and Safety Expert that works in the HR and Organizational Development Department, who holds authorization certificates. Furthermore, the Bank set up an Occupational Health and Safety Committee comprised of 11 individuals.

OHS data are kept and followed up both by the OHS expert and the Process and Quality Management Department. Any workplace accident is examined in detail by the OHS expert and reported to the OHS Committee. Accidents and incidents assessed by the Committee members are analyzed, employee opinions and suggestions including risks and opportunities are received, and OHS system is effectively managed.

In 2023, Occupational Health and Safety Standards compliance training given to all Bank employees by the Recruitment and Talent Management Department continued in 2023. In this context, employees were given 1,140 hours of OHS training in 2023.

Furthermore, one emergency drill was carried out at Türk Eximbank Head Office within the frame of the emergency plan prepared.

OHS Training in 2023

Training Heading	Number of Participants	Total Training Hours
OHS	809	1,140
Emergency and Fire	40	160

CUSTOMER SATISFACTION

Türk Eximbank establishes an open and active communication with exporters that take place within its stakeholders, and makes sure they have complete, accurate and consistent information about the Bank’s activities.

In line with its target to create permanent exporter satisfaction, Türk Eximbank carefully considers all information, complaints, requests and suggestions from exporters to understand and cater to their expectations, and also regards this information as an important tool and input for improving its business processes.

At Türk Eximbank, complaints received via the website, phone or email are processed and handled in accordance with the Customer Complaints and Feedback Handling Process.

Issues subject to complaints are forwarded to related units depending on the content and entered in the call recording system, with the status “awaiting response from related unit”. Once complainants are informed about the related unit’s response and/or action, the call is reclassified under the status “completed”.

Export Support Service (ESS) Channels				
Website	Complaints are reported using the forms on the website at www.eximbank.gov.tr	Forms are automatically forwarded to ESS recording system in the form of automatic entries and email notifications for being processed. The complaint is conveyed to the related unit by ESS. The complaint is maintained on the call record system with the status “awaiting response from related unit”.	The complainant is responded to within 25 days as set out in the “Customer Complaints and Feedback Handling Process” document. The related unit reports its response and/or the action it has taken to ESS, and either asks the ESS to inform the complainant or can directly contact the complainant to provide information.	After the complainant is contacted, the entry in the call record system is reclassified under “completed” status.
E-mail	Written requests are e-mailed to ihracatdestek@eximbank.gov.tr	The complaint, which is manually entered in the call record system by ESS, is simultaneously conveyed to the related unit. The complaint is maintained on the call record system with the status assigned as “awaiting response from related unit”.		
Phone	ESS phone line is reached at the number 0850 200 55 00	The complaint, which is manually entered in the call record system by the ESS employee who takes the call, is simultaneously conveyed to the related unit. The complaint is maintained on the call record system with the status assigned as “awaiting response from related unit”.		

During 2023, ESS received 41 exporter complaints, of which 8 were about marketing communication/information and 33 related to other matters, and they were all resolved.

PROCUREMENT MANAGEMENT

Türk Eximbank collaborates with many suppliers within the scope of its business processes, and anticipates its suppliers to achieve full compliance with laws and regulations, as well as the Bank's corporate values.

Türk Eximbank takes care to engage experienced suppliers that are professionally and technically competent, have references from financial institutions, fulfill authorization and certification requirements, and present economically advantageous proposals.

In the evaluation and selection of suppliers, the Bank opts for suppliers who are aligned with the “productive supply chain, mindful supply chain, risk-averse supply chain and agile supply chain” strategies and conform to the sustainability protocol and the terms and conditions of the regulation.

Purchasing and contract management performance criteria at Türk Eximbank

- Timely completion of purchasing processes,
- Increasing the discount rates secured for purchased goods/services
- Increasing the ratio of contracted purchases and zeroing the ratio of returned products.

Having signed sustainability protocols with nearly 60% of its suppliers in 2023, the Bank is targeting to increase this ratio to the order of 75% in 2024.

Aiming to diversify its supplier pool with new suppliers that will contribute value to the Bank in purchasing transactions, Türk Eximbank undertook improvement and optimization efforts for its supply chain management in 2023.

In this context, end-to-end supplier portal was launched, and purchasing started to be made via “EXIMBUY Supplier Portal” and Dutch auction tender processes started to be carried out online.

Türk Eximbank offers training about EXIMBUY Supplier Portal to those suppliers that may need it. In addition, seven employees from the purchasing unit received 45 hours of training on purchasing in the banking and finance sector, agreement and sectoral contract reviews, strategic purchasing method, negotiation techniques and bargaining skills, supplier performance management and supplier relations.

Türk Eximbank attaches importance to buying locally and green purchasing, and pays particular attention to make sure that the product is domestic and national, and the supplier is a domestic firm particularly in material procurements. The Bank contributed to GHG emissions reduction with its efforts to increase the ratio of sustainability protocols signed with suppliers to 60% and conducting tenders online.

Taking care to maintain effective supplier relations and to enhance supplier satisfaction, Türk Eximbank extends the necessary support for improving payment conditions to its suppliers in goods and services procurements. The Bank reclassifies suppliers that it no longer works with under “suspended” within EXIMBUY. To date, 39 companies were reclassified as “suspended”.

Purchasing Performance in 2023

Number of Purchasing Contracts	Number of Procurements Paid on Maturity	Rate of Timely Payments (%)
137	137	100

CORPORATE GOVERNANCE

CORPORATE GOVERNANCE CONCEPT AND STRATEGIES

When carrying out its operations in line with its long-term strategy and goals, Türk Eximbank pursues a multi-dimensional corporate governance approach that entails risk management for key issues, regulatory compliance and environmental/social impact analysis.

The Board of Directors serves as the highest management body responsible for making the strategic decisions that will draw the Bank's roadmap. Focused on ensuring an accurate balance between risk and return, these decisions make the foundation of Türk Eximbank's rational, cautious corporate governance concept that looks out for the future as well.

Policy and Strategy Documents that Regulate Türk Eximbank's Operation

The principles regarding Türk Eximbank's incorporation and duties are set out in the Law no. 3332 and the Council of Ministers resolution no. 2013/4286 dated 28 January 2013 based on the said Law.

Policy Documents
Regulation and Documentation Policy
Human Resources Policy
Integrated Management System Policy
Domestic Credit Policies
Credit Classification Policy
Information Security Policy
Main Process Documents
Credits Main Process
Insurance Main Process
Treasury Main Process
SWIFT Process
EFT (Electronic Fund Transfer), ESTS (Electronic Securities Transfer System) and IHS (Auction System) Processes
Financial Reporting Main Process
Support Main Process
Legal Reporting Process
ISO 37001 Documentation
Anti-Bribery/Anti-Corruption and Ethics Policy
Anti-Bribery/Anti-Corruption and Ethics Committee Procedure
Anti-Retaliation Guidelines
Conflict of Interest Prevention Guidelines
Donations and Assistance Guidelines
Gifts and Entertainment Guidelines
Due Diligence Guidelines
Consultation Notification and Reporting Guide

TÜRK EXİMBANK BOARD OF DIRECTORS

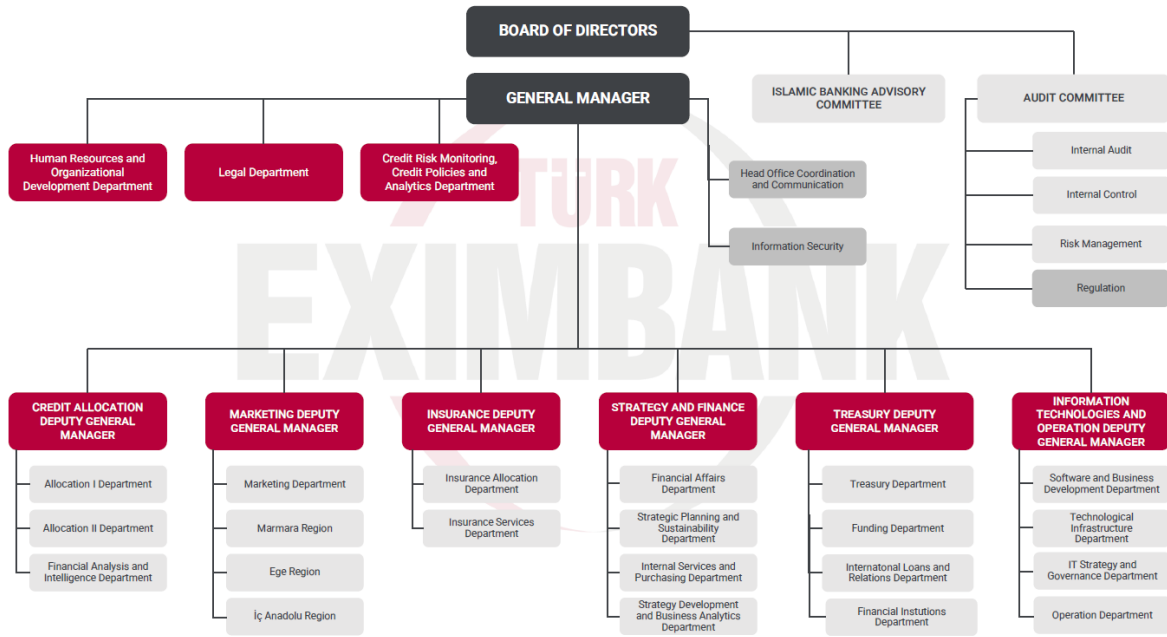
Name	Position
Osman ÇELİK	Chairman of the Board
Özgür Volkan AĞAR	Vice Chairman of the Board
Ali GÜNEY	Member of the Board and General Manager
Nail OLPAK	Member of the Board and Audit Committee Member
Fahriye Alev ARKAN	Member of the Board
Mustafa GÜLTEPE	Member of the Board
Didem Bahar ÖZGÜN YILMAZ	Member of the Board and Audit Committee Member

TÜRK EXİMBANK EXECUTIVE COMMITTEE AND MANAGERS OF INTERNAL SYSTEM UNITS

Name	Position
Necdet KARADENİZ	Deputy General Manager
Mustafa Çağrı ALTINDAĞ	Deputy General Manager
Taner YAVUZ	Deputy General Manager
Hakan UZUN	Deputy General Manager
Erdem OKUR	Deputy General Manager
Sadık Ömer YILBAŞ	Head of Internal Audit
Özlem UÇAR	Head of Internal Control
Alper MİLLİ*	Head of Risk Management
Ali ÇAPAR	Manager of Regulatory Compliance

* Since 03 May 2023, Alper Milli has been carrying on with his position as unit head at the Risk Management Department as Credit Risk Assistant Director .

ORGANIZATION CHART



COMMITTEES OPERATING AT TÜRK EXİMBANK

At Türk Eximbank, there are the Audit Committee, Credit Committee, Participation Banking Advisory Committee, Corporate Governance Committee and Remuneration Committee that support the Board of Directors in the effective management of all business processes and adoption of strategic decisions, which are directly affiliated and report to the BoD.

The Board of Directors members also serve on these committees, which operate in line with the Bank's corporate governance understanding and oversee and supervise that the operations are in alignment with the laws, current regulation and regulations.

During 2023;

- The Audit Committee held 12 meetings and passed 25 decisions;
- The Credit Committee held 12 meetings and passed 12 decisions;
- The Participation Banking Advisory Committee held 26 meetings and passed 32 decisions.

The other committees operating at Türk Eximbank are as follows:

- Executive Committee
- Assets & Liabilities Committee (ALCO)
- Information Systems (IS) Strategy Committee
- Information Systems (IS) Steering Committee
- Business Continuity and Crisis Management Committee
- Information Security Committee
- Anti-Fraud Committee
- Confidential Information Disclosure Committee
- Disciplinary Committee
- Sustainability Committee
- Country Risk Classification Assessment Committee
- PDPL Committee
- Anti-Bribery/Anti-Corruption and Ethics Committee
- New Product and Activity Development Committee
- Operational Risk Committee

RISK MANAGEMENT, INTERNAL AUDIT, INTERNAL CONTROL, REGULATORY COMPLIANCE, WORK ETHICS

• RISK MANAGEMENT

At Türk Eximbank, the risk management system has been established with the aim of defining, measuring, exploring, reporting, analyzing, monitoring and auditing risks in every aspect of banking activities within the frame of principles approved by the Board of Directors.

The Bank's risk management activities are carried out by two departments: Credit Risk and Market and Other Risks departments. Head of Risk Management reports to the Board of Directors via the Audit Committee.

Head of Risk Management monitors the Bank's risk exposure resulting from its operations using internal methods and other risk metrics, in addition to the standard methods considered within the BRSA's capital adequacy obligations; conducts stress tests and shares the outcomes with the Audit Committee, and with the Board of Directors via the Audit Committee, if/when needed.

Non-financial risks that remain outside of quantifiable risks that are monitored on the basis of legal and internal limits (i.e. technology risk, information security, regulatory risk, Environmental, Social and Governance (ESG) risks and climate-related risks that relate to sustainability, reputation risk, etc.) are followed up within the frame of the ICAAP report issued in coordination with business units, assessments made during new product/support services processes and quarterly Risk Assessment Reports submitted to the top management. Risk levels (low, medium or high) in relation to operations are consolidated particularly with the Integrated Risk Matrix included in Risk Assessment Reports in line with best practices principle.

In 2023, Türk Eximbank established the Operational Risk Policy Document and Internal Loss Data Procedure in view of the publications of international risk organizations that it belongs to (GARP, IOR) in addition to Basel III documentation for compliance with the New Standardized Approach for Operational Risk, for which the BRSA has not yet issued a regulation, and set up the Operational Risk Committee in this framework.

Risk Management Policy

Türk Eximbank maintains the risk level that it needs to undertake when fulfilling its legal functions expressed as "providing financial support to the export industry" with an approach that will not result in weakened financial strength. The Bank set its risk appetite at a ratio (13%-15%) that is just above 12%, which is the target ratio for compliance with legal capital adequacy ratios, and provided assurance by a Board of Directors decision that necessary steps would be initiated for capital increase in the event that the existing capital adequacy ratio dropped to this interval.

Detailed policies for all risk types can be found in Risk Management Implementation Principles.

- **INTERNAL AUDIT**

Türk Eximbank set up the Internal Audit Department to assist the Board of Directors in the performance of its monitoring and supervisory functions, which reports to the Board of Directors via the Audit Committee.

The Internal Audit Department performs the following tasks within the framework of Audit Committee Regulation issued within the scope of the Regulation on Internal Systems of Banks and Internal Capital Adequacy Assessment Process:

- Analyzing and evaluating the compliance of the Bank's activities with the relevant laws, regulations, decrees, communiqués, articles of association, banking principles, instructions and other statutes;
- Reviewing and evaluating the functioning, efficiency and adequacy of the Bank's internal control and risk management systems;
- Providing opinions, suggestions and comments regarding effective and efficient use of the Bank's resources,
- Reviewing the accuracy and reliability of accounting records and financial reports,
- Evaluating the operation, efficiency and adequacy of the Bank's information systems and communication channels,
- Conducting audits and examinations of operations, accounts and activities in the Bank's headquarters units, regional directorates and branches.

The Internal Audit Department performs its activities in an impartial and independent manner exercising the required professional diligence, with the aim of ensuring that the resources are used efficiently and that all activities make the maximum contribution to the Bank.

- **INTERNAL CONTROL**

During 2023, on-site branch controls, unit controls and centralized control activities were carried out at Türk Eximbank within the scope of internal control activities.

The Internal Control Unit performed on-site controls at the Head Office Branch, Odakule, Maltepe, İkitelli OSB, Ankara, Bursa and Gaziantep branches as per its schedule in 2023. Centralized controls addressed activities in relation to Credits, Accounting Transactions and Financial Reporting, Payment Systems, Treasury and Insurance processes.

As part of the controls, credits disbursed within the frame of sustainability system were included in the sampling. During the examinations made, various findings associated with the sustainability management system were established and included in the related control report.

- **REGULATORY COMPLIANCE**

The fundamental banking duties of the Regulatory Compliance Unit at Türk Eximbank covers regulation, compliance and participation finance. The Bank took on comprehensive work in this area in 2023.

Regulatory Activities

- The entire regulation governing the Bank was researched and the “List of Governing Regulation” was prepared.
- Monthly Regulatory Bulletin started to be issued for announcements and updates to keep the entire organization informed.
- Feedback was provided within the scope of PDPL for tasks and business processes across the Bank and steps were taken for achieving regulatory compliance as applicable.
- Regulation is reviewed with respect to sustainability and green asset topics, regulatory follow-up is undertaken in line with the considerations covered in the Bank’s 2024 targets to help achieve the targets.
- Regulation analyses were taken on with respect to draft regulatory framework concerning sustainability and green assets.

Compliance Activities

- Transaction tracking scenarios are developed and scenario outcomes are studied, in relation to which actions are taken.
- Aimed at determining the compliance risk levels of the Bank’s existing exporters pool, following up their risk exposure and subjecting the same to periodical reviewing, Project KYC was developed and its infrastructural work has been completed.
- Work was initiated on “Paygate Inspector Business Flow Revision” as the master project of 2023 in order to check the prohibition/sanction status of existing exporters’ transactions and new exporter acquisitions in total compliance with the regulation.
- Daily controls are performed based on the risk criteria of domestic/foreign sanction lists (OFAC-Related TR-based exclusions). Surveillance teams are informed when necessary and special surveillance records are kept.
- An internal list was created which covers the risk considerations established in the evaluations carried out within the frame of compliance.
- Compliance assessments are carried out for foreign institutions and entities that the Bank intends to work with, and risk analyses are provided.
- Country risk analysis was performed and Country Risk Rating Report was prepared.

- Focus groups are being identified and “Country Fact Sheets” are prepared. Summary Country Fact Sheets were prepared for 20 countries.
- Anti-Bribery/Anti-Corruption and Ethics Policy was drafted with the incorporation of ethics matters. An Anti-Bribery/Anti-Corruption and Ethics Committee has been set up at the Bank.

- **WORK ETHICS**

Türk Eximbank acts in accordance with all national and international regulatory framework in all its operations and manages the same in parallel with the policies it has set and documentation prepared such as processes and procedures.

An Anti-Bribery and Anti-Corruption Policy is in place, which is aimed at clearly and explicitly manifesting Türk Eximbank’s commitments in relation to work ethics and anti-corruption; establishing ethical rules and all Bank employees’ responsibilities in this respect, and ensuring that all employees achieve compliance with the national/international regulatory frameworks.

In 2023, the Bank incorporated ethics matters within the Anti-Bribery/Anti-Corruption Policy and updated the same with the title Anti-Bribery/Anti-Corruption and Ethics Policy, which was publicly disclosed on the website.

Türk Eximbank Anti-Bribery/Anti-Corruption and Ethics Policy can be reached at:

<https://eximbank.gov.tr/content/files/e7ce155a-f0c8-40a3-8e4a-75d7e92bd300/rusvet-yolsuzlukla-mucadele-ve-etik-politikasi>

Additionally, Anti-Bribery/Anti-Corruption and Ethics Committee was set up to increase internal awareness. The Committee works towards constantly building on bribery, corruption and ethics issues, establishing and developing an ethical culture in this scope. The Committee drew up 6 different guidelines and announced them internally.

- Guide to Preventing Retaliation
- Gifts and Entertainment Guidelines
- Anti-Retaliation Guidelines
- Donations and Assistance Guidelines
- Conflict of Interest Prevention Guidelines
- Consultation, Notification and Denunciation Guidelines

Considering also providing benefits to the society in all its activities, Türk Eximbank makes sure that all its employees act in accordance with the ethical principle of “Benefiting the Society” in all their dealings with internal/external individuals and organizations/institutions within the frame of the said ethical principle. Accordingly, the Bank employees are given

regular training about Anti-Bribery, Anti-Corruption and Ethics. The content of these training programs are determined so as to raise consciousness and increased awareness of the topic within the scope of related laws, regulations and internal policies.

Sanctions to be applied for violation of the Anti-Bribery/Anti-Corruption and Ethics Policy are as follows:

- Various sanctions and disciplinary punishments, up to and including annulment of employment contract, are applied depending on the nature of the subject for employees violating the Policy.
- Employees who report in good faith any contradictions to the Policy principles within the frame of integrity and transparency principles are not subjected to any punishment, ill-treatment or retaliation.
- Acts in contradiction to the Policy are reported to judicial authorities, provided that legal conditions materialize therefor depending on the nature of the subject.

As an essential prerequisite, all notices received via the Bank's communication channels under the Anti-Bribery/Anti-Corruption and Ethics Policy that are accessible to the employees and the public at large on Türk Eximbank's official website are confidential. Principles and procedures for anonymous reporting are set out in the guidelines prepared in accordance with ISO 37001:2016 International Anti-Bribery/Anti-Corruption Management System Standard.

Anti-Money Laundering (AML) and Countering the Financing of Terrorism (CFT)

Anti-Money Laundering (AML) and Countering the Financing of Terrorism (CFT) Policy and Principles are in place at Türk Eximbank, as per the Law no. 5549 on Preventing Laundering Proceeds from Crime (AML), Law no. 6415 on the Prevention of Terrorist Financing (CTF) and Law no. 7262 on Preventing the Financing of Proliferation of Weapons of Mass Destruction, international covenants, recommendations and standards. The Policy sets out the Bank's principles and rules, and explicitly stipulates the Bank's obligations.

Türk Eximbank Anti-Money Laundering and Countering the Financing of Terrorism Policy can be reached at:

<https://www.eximbank.gov.tr/en/about-us/sustainability/anti-money-laundering-combating-the-financing-of-terrorism-and-counteracting-proliferation-financing-policy>

The goals of the Anti-Money Laundering and Countering the Financing of Terrorism Policy and Implementation Principles include, among others, raising awareness of the Bank's employees, mitigating risk exposure, maintaining secure banking activity, and protecting the Bank's reputation and exporter quality.

In order to avoid any related sanctions and to minimize related risks, Türk Eximbank integrated the Paygate Inspector product, which was initiated as a master project in 2023, in its banking systems and established an automatic process.

Providing regular AML and CFT training every year, The Bank supports the processes by raising increased employee awareness, and ensures continuity of anti-risk activities and projects (KYC Module, Scenarios, Country Risk Analysis, etc.) by closely monitoring the risks.

APPENDIX

PERFORMANCE TABLES

Social Performance Indicators			
	2021	2022	2023
Total Number of Employees	734	748	802
Number of white-collar employees	734	748	802
Female	259	270	286
Male	475	478	516
Total Number of Employees by Age Groups	734	748	802
Under 30	60	55	82
Between 30-50	632	653	686
Over 50	42	40	34
Female Employees	259	270	286
Under 30	30	32	34
Between 30-50	219	225	240
Over 50	10	13	12
Male Employees	475	478	516
Under 30	30	23	48
Between 30-50	413	428	446
Over 50	32	27	22
Number of Employees with Managerial Titles	220	222	236
Managerial Titles by Gender	220	222	236
Female	64	69	72
Male	156	153	164
Managerial Titles by Age	220	222	236
Under 30	1	0	0
Between 30-50	188	192	208
Over 50	31	30	28
Total Number of Employees by Annual Working Hours	734	748	802
0-5 years	294	286	335
5-10 years	293	247	223
10 years and over	147	215	236
Female Employees	259	270	286
0-5 years	97	102	122
5-10 years	86	70	60
10 years and over	76	98	104
Male Employees	475	478	516
0-5 years	197	184	221
5-10 years	207	177	163
10 years and over	71	117	132
Ratio of Employees with 10 Years and Over to Total Number of Employees			
Female	10%	13%	13%
Male	10%	16%	16%

Number of Employees in the Sustainability Structure	6	5	6
Female	2	2	1
Male	4	3	5
Employee Turnover Ratio (%)	3	9	4
Number of Disabled Employees	22	20	21
Female	2	2	2
Male	20	18	19
Number of Employees Entitled to and Taking Parental Leave	37	34	34
Female	9	11	9
Male	28	23	25
Number of Employees Returning from Parental Leave	32	25	33
Female	4	2	8
Male	28	23	25
Ratio of Employees Returning from Parental Leave			
Female	44%	18%	89%
Male	100%	100%	100%
Total Number of Employees Subject to Regular Performance Evaluation	1,464	1,530	825
Female	511	550	293
Male	953	980	532
Training			
Total Training Time (hour)	2,390	14,428	35,653
Average Training Time Per Employee (hour)	3.19	19.29	45.77
Average Training Time by Gender (hour)			
Female	2.74	19.30	38.03
Male	3.43	19.48	38.70
Sustainability Training			
Number of Employees Participating in Sustainability Trainings	755	753	810
Total Sustainability Training Time (hour)	515.25	1,236	639
OHS Trainings			
Number of Employees Participating in OHS Trainings	55	786	809
Total OHS Training Time (hour)	372	742	1,140
Environment Trainings			
Number of Employees Participating in Environment Trainings	755	689	808
Total Environment Training Time (hour)	515.25	662	159
Anti-Bribery and Anti-Corruption Training			
Number of Employees Participating in Anti-Bribery and Anti-Corruption Trainings	715	570	811
Total in Anti-Bribery and Anti-Corruption Training Time (hour)	248.22	1,027	2,038
Investment Amount in Employee Development (TL)	326,622.96	3,106,774.44	12,048,483.22
Budget and Investments Allocated for OHS (TL)	0	154,700.50	656,285.06

Environmental Performance Indicators			
	2021	2022	2023
Energy			
Electricity Consumption (kWh)	1,397,165.53	1,483,060.55	1,567,519.06
Diesel (generator) (liter)	90	1,703.25	0
Diesel (liter)	45,020.90	38,516.62	28,782.87
Gasoline (liter)	46.42	24,920.50	50,073.27
Natural Gas (m ³)	73,443.61	69,320.73	63,939.80
Air Conditioning Fugitive Gases (kg)	0	1.50	13.00
YSC (kg)	100	75	60
Emission			
Category 1 - Direct GHG Emissions and Removals			
Stationary Combustion - CO ₂ Emission (tCO ₂)	142.52	138.77	123.88
Stationary Combustion - CH ₄ Emission (tCO ₂)	0.36	0.35	0.31
Stationary Combustion - N ₂ O Emission (tCO ₂)	0.07	0.07	0.06
Total Stationary Combustion Emission (tCO₂)	142.95	139.20	124.24
Mobile Combustion - CO ₂ Emission (tCO ₂)	118.33	156.40	186.62
Mobile Combustion - CH ₄ Emission (tCO ₂)	0.18	0.71	1.23
Mobile Combustion - N ₂ O Emission (tCO ₂)	1.65	3.10	4.59
Total Mobile Combustion Emission (tCO₂)	120.16	160.21	192.43
Fugitive Emissions (tCO₂)	0.10	3.21	19.95
Category 1 - Total Emission (tCO₂e)	263.20	302.62	336.64
Category 2 - Indirect GHG Emissions from Imported Energy			
Electricity (tCO ₂)	604.83	209.12	60.12
Category 2 - Total Emission (tCO₂e)	604.83	209.12	60.12
Category 3 - Indirect GHG Emissions from Transportation			
Business Travel (air) (tCO ₂)	24.60	95.25	95.41
Employee Commuting (tCO ₂)	778.70	823.92	984.80
Waste Disposal (Logistics) (tCO ₂)	38.18	27.18	24.99
Purchased Goods (Logistics) (tCO ₂)	3.83	0	0
WTT (Well-to-tank) Fuels-Electricity (tCO ₂)	186.69	43.74	74.82
Category 3 - Total Emission (tCO₂e)	1,031.99	990.08	1,180.02
Category 4 - Indirect GHG Emissions from Products Used by the Organization			
Waste Disposal (tCO ₂)	21.93	17.61	15.36
Business Hotel Stay (tCO ₂)	6.28	7.71	31.16
Cargo Shipping (tCO ₂)	1.04	0.72	0.59
Homeworking (tCO ₂)	267.31	8.42	5.72

Areas Out of Financial Control (tCO ₂)	0	199.42	197.03
Paper Purchasing (tCO ₂)	5.12	7.35	1.25
Purchased Goods (tCO ₂)	2,933.59	673.63	264.50
Capital Goods (tCO ₂)	30.71	102.00	93.65
Water Supply (tCO ₂)	0.85	0.92	1.12
Category 4 - Total Emission (tCO₂e)	3,266.83	1,017.79	610.37
Category 5 - Indirect GHG Emissions Associated with the Use of Products from the Organization			
Credits (tCO ₂)	3,543,431.07	15,090,759.65	24,412,726.97
Investments (tCO ₂)	0	6.61	6.77
Category 5 - Total Emission (tCO₂e)	3,543,431.07	15,090,766.26	24,412,733.74
Total Emission (tCO₂e)	3,548,597.93	15,093,285.86	24,414,920.87
Waste			
Quantity of Waste Sent for Recycling			
Paper and Cardboard Packaging (kg)	1,388	2,885	9,265
Plastic Packaging (kg)	770	1,050	90
Metal Packaging (kg)	0	387	0
Glass Packaging (kg)	220	495	10
Mixed Packaging (kg)	2,080	1,480	2,620
Water			
Water Consumption			
Mains Water (m ³)	5,671.8	6,154.5	6,332.5

GRI CONTENT INDEX



CONTENT INDEX
ESSENTIALS SERVICE

2024

For the Content Index - Essentials Service, GRI Services reviewed that the GRI content index has been presented in a way consistent with the requirements for reporting in accordance with the GRI Standards, and that the information in the index is clearly presented and accessible to the stakeholders. The service was performed on the Turkish version of the Report.

STATEMENT OF USE	Türkiye İhracat Kredi Bankası A.Ş. (Türk Eximbank) has reported in accordance with the GRI Standards for the period 1 January 2023-31 December 2023.		
GRI 1 USED	GRI 1: Foundation 2021		
APPLICABLE GRI SECTOR STANDARD(S)	N/A		
GRI STANDARD	DISCLOSURE	LOCATION	EXPLANATION
GENERAL DISCLOSURES			
GRI 2: GENERAL DISCLOSURES 2021	2-1 Organizational details	<ul style="list-style-type: none"> • Corporate Profile 	
	2-2 Entities included in the organization's sustainability reporting	<ul style="list-style-type: none"> • About the Report 	
	2-3 Reporting period, frequency and contact point	1 January 2023-31 December 2023 Annual <ul style="list-style-type: none"> • About the Report 	
	2-4 Restatements of information	There are no restatements of information during the reporting period.	
	2-5 External assurance	The report has not received external assurance.	
	2-6 Activities, value chain and other business relationships	<ul style="list-style-type: none"> • Corporate Profile • Activities Homepage - Türk Eximbank (Our Products and Services)	
	2-7 Employees	<ul style="list-style-type: none"> • Human Resources 	
	2-8 Workers who are not employees	There are no workers working at Türk Eximbank who are not employees of the Bank.	
	2-9 Governance structure and composition	<ul style="list-style-type: none"> • Türk Eximbank Board of Directors • Türk Eximbank Executive Committee and Managers of Internal System Units • Organization Chart Corporate Management - Türk Eximbank	
	2-10 Nomination and selection of the highest governance body	Corporate Management - Türk Eximbank (Articles of Association)	

2-11 Chair of the highest governance body	<ul style="list-style-type: none"> • Türk Eximbank Board of Directors 	
2-12 Role of the highest governance body in overseeing the management of impacts	<ul style="list-style-type: none"> • Corporate Governance Concept and Strategies • Sustainability Approach at Türk Eximbank 	
2-13 Delegation of responsibility for managing impacts	<ul style="list-style-type: none"> • Sustainability Approach at Türk Eximbank • Sustainability Organization 	
2-14 Role of the highest governance body in sustainability reporting	<ul style="list-style-type: none"> • Sustainability Approach at Türk Eximbank • Sustainability Organization 	
2-15 Conflicts of interest	https://eximbank.gov.tr/content/files/e7ce155a-f0c8-40a3-8e4a-75d7e92bd300/rusvet-yolsuzlukla-mucadele-ve-etik-politikasi	
2-16 Communication of critical concerns	<ul style="list-style-type: none"> • Sustainability Organization • Materiality Analysis • Stakeholder Communication • Human Resources Practices/Employee Satisfaction- Internal Customer Satisfaction Survey • Customer Satisfaction 	
2-17 Collective knowledge of the highest governance body	<ul style="list-style-type: none"> • Türk Eximbank Board of Directors About Us - Türk Eximbank (Management)	
2-18 Evaluation of the performance of the highest governance body	<ul style="list-style-type: none"> • Corporate Governance Concept and Strategies 	
2-19 Remuneration policies	<ul style="list-style-type: none"> • Human Resources Practices/Remuneration and Fringe Benefits https://eximbank.gov.tr/tr/hakkimizda/insan-kaynaklari/ucret-yonetimi	
2-20 Process to determine remuneration	<ul style="list-style-type: none"> • Human Resources Practices/Remuneration and Fringe Benefits https://eximbank.gov.tr/tr/hakkimizda/insan-kaynaklari/ucret-yonetimi	
2-21 Annual total compensation ratio		Not disclosed due to the Bank's privacy policy.
2-22 Statement on sustainable development strategy	<ul style="list-style-type: none"> • Chairman's Message • General Manager's Message • Sustainability Approach at Türk Eximbank • 2024 Targets 	

	2-23 Policy commitments	<ul style="list-style-type: none"> • Sustainability Policies • Corporate Governance Concept and Strategies <p>Policy Documents - Türk Eximbank</p>	
	2-24 Embedding policy commitments	<ul style="list-style-type: none"> • Sustainability Policies • Internal Audit <p>Policy Documents - Türk Eximbank</p>	
	2-25 Processes to remediate negative impacts	<ul style="list-style-type: none"> • Environmental and Social Guidelines • Human Resources Practices • Customer Satisfaction <p>Environmental and Social Impact Assessment - Türk Eximbank</p>	
	2-26 Mechanisms for seeking advice and raising concerns	<ul style="list-style-type: none"> • Human Resources Practices/Employee Satisfaction- Internal Customer Satisfaction Survey • Customer Satisfaction 	
	2-27 Compliance with laws and regulations	<ul style="list-style-type: none"> • Regulatory Compliance 	
	2-28 Membership associations	<ul style="list-style-type: none"> • Institutional Memberships 	
	2-29 Approach to stakeholder engagement	<ul style="list-style-type: none"> • Materiality Analysis • Stakeholder Relations 	
	2-30 Collective bargaining agreements	There is no collective bargaining agreement at Türk Eximbank.	
MATERIAL TOPICS			
GRI 3: MATERIAL TOPICS 2021	3-1 Process to determine material topics	<ul style="list-style-type: none"> • Sustainability Approach at Türk Eximbank • Materiality Analysis 	
	3-2 List of material topics	<ul style="list-style-type: none"> • Materiality Analysis <p>Financial Performance Work Ethics Circular Economy Employee Satisfaction Customer Satisfaction Climate Change Digitalization Energy</p>	
FINANCIAL PERFORMANCE			
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	<ul style="list-style-type: none"> • Chairman's Message • General Manager's Message • Sustainability Approach at Türk Eximbank • Materiality Analysis 	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	<ul style="list-style-type: none"> • Key Indicators (Financial, Environmental, Social) • Activities 	

	201-2 Financial implications and other risks and opportunities due to climate change	<ul style="list-style-type: none"> Risks and Opportunities 	
	201-3 Defined benefit plan obligations and other retirement plans	https://www.eximbank.gov.tr/content/files/22639273-1936-4a75-9a65-1c4a0192e891/annual-report-2023 (Explanations and Notes to the Unconsolidated Financial Statements, Section three, Note: XVII, Section five, Note: II-7.3, Note: IV-6)	
	201-4 Financial assistance received from government	https://www.eximbank.gov.tr/content/files/22639273-1936-4a75-9a65-1c4a0192e891/annual-report-2023 (Explanations and Notes to the Unconsolidated Financial Statements, Section three, Note: XXII)	
GRI 203: Indirect Economic Impacts 2016	GRI 203-2 Indirect Economic Impacts	<ul style="list-style-type: none"> Environmental and Social Guidelines Risks and Opportunities Environmental and Social Impact Assessment - Türk Eximbank	
GRI 207: Tax 2019	207-1 Approach to tax	https://www.eximbank.gov.tr/content/files/22639273-1936-4a75-9a65-1c4a0192e891/annual-report-2023 (Explanations and Notes to the Unconsolidated Financial Statements, Section three, Note: XVIII)	
	207-4 Country-by-country reporting	https://www.eximbank.gov.tr/content/files/22639273-1936-4a75-9a65-1c4a0192e891/annual-report-2023 (Explanations and Notes to the Unconsolidated Financial Statements, Section three, Note: XVIII)	
WORK ETHICS			
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	<ul style="list-style-type: none"> Chairman's Message General Manager's Message Sustainability Approach at Türk Eximbank Materiality Analysis Work Ethics 	
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	https://eximbank.gov.tr/content/files/e7ce155a-f0c8-40a3-8e4a-75d7e92bd300/rusvet-yolsuzlukla-mucadele-ve-etik-politikasi	
	205-2 Communication and training about anti-corruption policies and procedures	https://eximbank.gov.tr/content/files/e7ce155a-f0c8-40a3-8e4a-75d7e92bd300/rusvet-yolsuzlukla-mucadele-ve-etik-politikasi	
	205-3 Confirmed incidents of corruption and actions taken	There were no confirmed incidents of corruption during the reporting period.	
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	<ul style="list-style-type: none"> Work Ethics https://eximbank.gov.tr/content/files/e7ce155a-f0c8-40a3-8e4a-75d7e92bd300/rusvet-yolsuzlukla-mucadele-ve-etik-politikasi	

CIRCULAR ECONOMY			
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	<ul style="list-style-type: none"> • Chairman's Message • General Manager's Message • Sustainability Approach at Türk Eximbank • Materiality Analysis • Waste Management 	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	<ul style="list-style-type: none"> • Waste Management • Environmental Performance Indicators 	
	306-2 Management of significant waste-related impacts	<ul style="list-style-type: none"> • Waste Management • Environmental Performance Indicators 	
	306-3 Waste generated	<ul style="list-style-type: none"> • Waste Management • Environmental Performance Indicators 	
	306-4 Waste diverted from disposal	<ul style="list-style-type: none"> • Waste Management • Environmental Performance Indicators 	
	306-5 Waste directed to disposal	<ul style="list-style-type: none"> • Waste Management • Environmental Performance Indicators 	
EMPLOYEE SATISFACTION			
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	<ul style="list-style-type: none"> • Chairman's Message • General Manager's Message • Sustainability Approach at Türk Eximbank • Materiality Analysis • Human Resources 	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	<ul style="list-style-type: none"> • Human Resources Practices • Social Performance Indicators 	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	<ul style="list-style-type: none"> • Human Resources Practices • Social Performance Indicators 	
	401-3 Parental leave	<ul style="list-style-type: none"> • Human Resources Practices • Social Performance Indicators 	
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes	https://www.eximbank.gov.tr/content/files/22639273-1936-4a75-9a65-1c4a0192e891/annual-report-2023 (Explanations and Notes to the Unconsolidated Financial Statements, Section three, Note: XVII, Section five, Note: II-7.3, Note: IV-6)	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	<ul style="list-style-type: none"> • Occupational Health and Safety (OHS) Practices • Social Performance Indicators 	
	403-3 Occupational health services	<ul style="list-style-type: none"> • Occupational Health and Safety (OHS) Practices • Social Performance Indicators 	

	403-5 Worker training on occupational health and safety	<ul style="list-style-type: none"> • Occupational Health and Safety (OHS) Practices • Social Performance Indicators 	
	403-6 Promotion of worker health	<ul style="list-style-type: none"> • Occupational Health and Safety (OHS) Practices • Social Performance Indicators 	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	<ul style="list-style-type: none"> • Occupational Health and Safety (OHS) Practices • Social Performance Indicators 	
	403-8 Workers covered by an occupational health and safety management system	<ul style="list-style-type: none"> • Occupational Health and Safety (OHS) Practices • Social Performance Indicators 	
	403-9 Work-related injuries	<ul style="list-style-type: none"> • Occupational Health and Safety (OHS) Practices • Social Performance Indicators 	
	403-10 Work-related ill health	<ul style="list-style-type: none"> • Occupational Health and Safety (OHS) Practices • Social Performance Indicators 	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	<ul style="list-style-type: none"> • Human Resource and Training • Social Performance Indicators 	
	404-2 Programs for upgrading employee skills and transition assistance programs	<ul style="list-style-type: none"> • Human Resource and Training • Social Performance Indicators 	
	404-3 Percentage of employees receiving regular performance and career development reviews	<ul style="list-style-type: none"> • Human Resource and Training • Social Performance Indicators 	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	<ul style="list-style-type: none"> • Human Resource and Training • Social Performance Indicators 	
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	There were no incidents of discrimination during the reporting period.	

GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Türk Eximbank does not employ child labor under any circumstances.	
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	There were no incidents of forced or compulsory labor during the reporting period.	
GRI 414: Supplier Social Assessment 2016	414-2 Negative social impacts in the supply chain and actions taken	<ul style="list-style-type: none"> • Procurement Management 	
CUSTOMER SATISFACTION			
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	<ul style="list-style-type: none"> • Chairman's Message • General Manager's Message • Sustainability Approach at Türk Eximbank • Materiality Analysis • Customer Satisfaction 	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	<ul style="list-style-type: none"> • Customer Satisfaction <p>There were no substantiated complaints regarding breach of customer privacy and loss of customer data during the reporting period.</p>	
CLIMATE CHANGE			
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	<ul style="list-style-type: none"> • Chairman's Message • General Manager's Message • Sustainability Approach at Türk Eximbank • Materiality Analysis • Energy and Emissions Management • Water Management • Biodiversity 	
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	<ul style="list-style-type: none"> • Water Management • Environmental Performance Indicators 	
	303-2 Management of water discharge-related impacts	<ul style="list-style-type: none"> • Water Management • Environmental Performance Indicators 	
	303-3 Water withdrawal	<ul style="list-style-type: none"> • Water Management • Environmental Performance Indicators 	
	303-4 Water discharge	<ul style="list-style-type: none"> • Water Management • Environmental Performance Indicators 	
	303-5 Water consumption	<ul style="list-style-type: none"> • Water Management • Environmental Performance Indicators 	

GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	<ul style="list-style-type: none"> • Biodiversity • Environmental Performance Indicators 	
	304-2 Significant impacts of activities, products and services on biodiversity	<ul style="list-style-type: none"> • Biodiversity • Environmental Performance Indicators 	
	304-3 Habitats protected or restored	<ul style="list-style-type: none"> • Biodiversity • Environmental Performance Indicators 	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	<ul style="list-style-type: none"> • Energy and Emissions Management • Environmental Performance Indicators 	
	305-2 Energy indirect (Scope 2) GHG emissions	<ul style="list-style-type: none"> • Energy and Emissions Management • Environmental Performance Indicators 	
	305-3 Other indirect (Scope 3) GHG emissions	<ul style="list-style-type: none"> • Energy and Emissions Management • Environmental Performance Indicators 	
	305-4 GHG emissions intensity	<ul style="list-style-type: none"> • Energy and Emissions Management • Environmental Performance Indicators 	
	305-5 Reduction of GHG emissions	<ul style="list-style-type: none"> • Energy and Emissions Management • Environmental Performance Indicators 	
GRI 308: Supplier Environmental Assessment 2016	308-2 Negative environmental impacts in the supply chain and actions taken	<ul style="list-style-type: none"> • Procurement Management 	
DIGITALIZATION			
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	<ul style="list-style-type: none"> • Chairman's Message • General Manager's Message • Sustainability Approach at Türk Eximbank • Materiality Analysis • Information Technology and Digitalization 	
ENERGY			
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	<ul style="list-style-type: none"> • Chairman's Message • General Manager's Message • Sustainability Approach at Türk Eximbank • Materiality Analysis • Energy and Emissions Management 	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	<ul style="list-style-type: none"> • Energy and Emissions Management • Environmental Performance Indicators 	

	302-2 Energy consumption outside of the organization	<ul style="list-style-type: none"> • Energy and Emissions Management • Environmental Performance Indicators 	
	302-3 Energy intensity	<ul style="list-style-type: none"> • Energy and Emissions Management • Environmental Performance Indicators 	
	302-4 Reduction of energy consumption	<ul style="list-style-type: none"> • Energy and Emissions Management • Environmental Performance Indicators 	
	302-5 Reductions in energy requirements of products and services	<ul style="list-style-type: none"> • Energy and Emissions Management • Environmental Performance Indicators 	

COMMUNICATION

Head Office

İnkılap District, Dr. Adnan Büyükdeniz Street No: 7B,
34768, Ümraniye/İSTANBUL

T +90 (216) 666 55 00

F +90 (216) 666 55 99

info@eximbank.gov.tr

Sustainability Department

surdurulebilirlik@eximbank.gov.tr

www.eximbank.gov.tr

eximbank.gov.tr