

# Insurance for positive impact

2021  
Sustainability  
Report



# Sustainable and positive impact around Turkey

**We're Türkiye Sigorta, empowered by our name. With our success, values and commitment to our country, we're the future of insurance industry as well as our country.**

We use any means for millions to look at the future with hope and confidence in our evolving, changing and growing country. We intend to not only be financially successful but also boost the value we add to our stakeholders and the environment, with all our employees.

We're introducing our first sustainability report as we take care of our business to deploy insurance into the basis, build the future on solid and reliable foundations, and spread our positive impact, in this country.

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# We're knowledge

**Six established insurance and pension companies has come together to found this company. Despite short period of time since our foundation, we build on this substantial knowledge.**

We deliver an outstanding performance as the biggest and leading insurance companies in Türkiye. Expert staff and strong technological infrastructure allows us to utilize product and distribution channel diversity actively. We maintain strong growth as we keep increasing our market shares and reinforcing our industry leading positions for our companies.



# We're satisfaction<sup>+</sup>

**We're a company that undertakes the responsibility of millions of clients at various insurance branches. We reinforce the trust in us by making insurance tangible with easily accessible products and services.**

We, as Türkiye Sigorta, take the intangible concept of insurance and make it more tangible. We take steps towards constantly improving the customer experience and ensuring that our millions of clients look to the future with confidence. We adopt client orientation as a culture rather than an objective, and develop leading practices for accessible insurance business.



# We're responsible

**We recognize our responsibility against nature, land and environment (briefly next generations), and stand against climate crisis risks like a demon.**

We know that climate crisis threatens our future, and play a key role in the area of sustainable finance by providing insurance coverage against potential risks related to climate. We, as a Company, also carry out practices that bring negative environmental impacts of our operations under control. As we reduce our energy consumption with a responsible approach, we make contributions for our country and the next generations meet the green, with our plant donations for forests that were damaged particularly in the past years.



# We're next generation

**With technology; world becomes smaller, distant become close, and everything gets easier. We improve access to our products and services with next-gen practices and innovative solutions.**

Our digitalized world heads for a different future. We, as Türkiye Sigorta, adapt to transformation, and believe that information technologies and R&D efforts are a significant part of the digital transformation process. In this respect, we carry out more active processes by simplifying our digital assets, and produce innovative solutions for our clients, sales channels, operational units, and all employees.



# We're labor

**We worked hard and had significant success in a short period of time. We intended to be worthy of productive people in Anatolia. We continued our rise as we esteemed our employees.**

Our employees and business partners played a big part for us to achieve leading position in many areas. We make a difference in competition as we support our employees in their career path with trainings. We aim for the sky together with the business partners we work in harmony. We care about women employment, and take stronger steps for meeting our responsibility in terms of gender equality.



## About Report

**We systematically manage social, economic and environmental impacts of all the processes we carry out. We're excited and delighted to inform all our stakeholders on our efforts in the light of the positive impact we aimed to create in these areas for the first time with this sustainability report.**

We recognize our responsibility in terms of environmental and social values as much as the economic value we generated as Türkiye Sigorta and Türkiye Hayat Emeklilik, the biggest insurance and pension companies in Turkey. In 2021, we accelerated our efforts for contribution to Sustainable Development with the mission of increasing the positive value created for our company and industry, and then for Türkiye and the world.

We agreed to sincerely and bravely reveal what we can do to make our future comfortable and viable and handle this without forgetting our responsibility for next generations in our Sustainability efforts.

Our goal is to adapt ourselves with an effort for achieving better in every step by generating solutions against environmental and social impacts through what we do in terms of sustainability as well as our insurance and pension activities.

Decisions made by Türkiye Sigorta and Türkiye Hayat Emeklilik within the framework of sustainability are also supported by the management. We systematically manage economic, environmental and social impacts of all the processes we carry out. We're excited and delighted to inform all our stakeholders on our efforts in the light of the positive impact we aimed to create in these areas for the first time with this sustainability report.

### Reporting Scope

Information included in this report has been prepared jointly, covering activities of Türkiye Sigorta and Türkiye Hayat Emeklilik during 1 January 2021 - 31 December 2021. Türkiye Sigorta, the name of our umbrella brand, was used in any text other than those including explanations specific to one of our Companies or comparative explanations for two companies in the report.

### Principles and Standards

Report has been prepared in compliance with GRI Standards: "Basic" option.

Beside the "subject" and "descriptions" in the standard used as the explanations are made in the report contents, United Nations (UN) Global Compact - UNGC Progress Notice requirements were also taken into consideration.

Contributions made by Türkiye Sigorta to United Nations Sustainable Development Goals were also stated.

Besides, generally accepted performance indicators in the industry were included in the report.

Topics, in which compliance with the principles in the CMB Sustainability Principles Compliance Framework (prepared with a "comply" or "explain" approach in this section) was achieved, are explained at length.

The address for the information including the CMB (Capital Markets Board of Türkiye) Sustainability Principles Compliance Framework is provided within the Sustainability Management section.

## Chairman's Message



**We put sustainability perspective at the core of activities performed for achieving our sustainability vision described with the phrase “insurance for positive impact”. We’ll design this perspective by supporting United Nations Sustainable Development Goals and tracking performances in environmental, social and governance (ESG) dimensions.**



**Aziz Murat Uluğ**  
Board Chairman



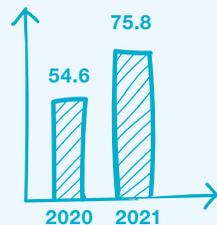
## Chairman's Message

**We, as Türkiye Sigorta, closely monitor how sustainability shapes the insurance ecosystem. The number of climate related disasters in the last two decades almost doubled the number in the previous two decades, affecting more than 4 billion people.**

Our size of assets  
increased to  
**75.8**  
billion TRY.

**Türkiye Sigorta and  
Türkiye Hayat Emeklilik,  
increased to 75.8 Billion TRY  
by the end of 2021.**

Size of Assets (billion TRY)



Dear Stakeholders,

During the reporting period, economic activities started flourishing as the impact of the ongoing COVID-19 pandemic in the world and our country was mitigated via popularization of protection with vaccination and due to a series of measures taken. Problems such as lack of supply for the demand increased by this revival, disruptions in the supply chains, and significant increases in energy, food prices and transport costs were experienced. With all these economic challenges, the impacts caused by the climate crisis have been more palpable. Having faced the new normal, our world, country and even industry then increased their efforts for defining their responsibilities for a sustainable life and quickly adapting to the changing conditions.

We made an announcement regarding the support we, as the Board, will provide to restructure all the processes in our Companies for sustainability with environmental and social awareness to our stakeholders via 2020 annual report for the first time. We started working on shifting towards new models by aiming to address sustainability thoroughly and making the focal point of our business strategies. Our company adopted the vision of quickly

becoming one of the exemplary companies, making maximum effort in its works and following short and long-term sustainability plans.

We put sustainability perspective at the core of activities performed for achieving our sustainability vision described with the phrase "insurance for positive impact". We'll design this perspective by supporting United Nations Sustainable Development Goals and tracking performances in environmental, social and governance (ESG) dimensions.

We, as Türkiye Sigorta, closely monitor how sustainability related risks, particularly the ones resulting from climate crisis, shape the insurance ecosystem. The number of climate related disasters in the last two decades almost doubled the number in the previous two decades, affecting more than 4 billion people. These disasters claimed millions of lives, and resulted in over 3 trillion US dollars of economic loss approximately. Considering the impact of natural disasters on insurable risks, it's seen that approximately 50% of the damage suffered by developed countries and less than 5% of the damage suffered by developing countries are within the insurance coverage. The penetration rate must be increased for the best management of risks caused by natural disasters in developing countries such as Türkiye.

A radical transformation must be performed by readdressing the risk management as our economies and technologies provide a unique resource mobilization for combatting climate change and compliance. We believe that there are also great opportunities for insurance companies in this rapidly changing ecosystem. Thus, the scope of the roles undertaken today by the insurance industry for providing sufficient protection from risk and insuring green

transformation will exponentially increase. Insurance companies can also undertake supportive roles by providing incentives that motivate preventive behaviors for certain products and geographies. If we want to protect the economy and society from the negative impacts of climate change, we need to increase the number and broaden the scope of insured assets.

Incorporating sustainability into corporate strategies and adapting products without delay, insurance companies will have not only met client demands but also provided assurance for the future of both themselves and their country.

Being one of the leading organizations in our country, we also consider contributions to the public welfare among our significant responsibilities. We continued supporting entrepreneurship and innovation driven projects as we conduct training and sponsorship activities to contribute raising awareness of our children and teenagers for social issues during the reporting period with our understanding of using our power for good. We'll continue making contributions to the public welfare in the next periods.

In particular, our valuable employees with a common purpose and intent are included in the stakeholder groups as people and their welfare gain importance with a focus on sustainability. We're happy to keep track of career journeys of our employees, who make efforts for the progress of our industry and company, by securing their rights and supporting their self-development.

I express my sincere thanks on behalf of the Board to all employees and stakeholders who trust us and provide full support for building a clean, blissful, safe and peaceful future.

Sincerely,

**Aziz Murat Uluğ**  
Board Chairman

## General Manager's Message



**We intend to present the value created before the environment and the society, and increase our responsibility by taking firm steps towards future in our journey for corporate sustainability. We, as Türkiye Sigorta, will define our objectives for 2022 more perceptibly in terms of integrating environmental, social and governance risks into our business model systematically.**



**Atilla Benli**  
Board of Directors Deputy Chairman  
and General Manager



## General Manager's Message

**Making a positive impact on environment, society and economic sustainability and improving it in the following years recaps our understanding of sustainability. We launched practices that create added value in various areas for various stakeholder groups within the reporting period in line with this understanding.**

We provided a  
guarantee of up to

**102**

**billion TRY for renewable  
energy projects.**

**Insurance industry is affected  
directly by the climate change  
while it also offers significant  
opportunities for combatting  
climate change. Our company  
has become a significant  
solution partner by providing  
guarantee for profit losses of  
renewable energy investments.**



Dear stakeholders,

We started the sustainability journey to undertake responsibility for providing a viable world for the future generations with innovations and solutions to create value for future by diversifying the aspects we lead as we maintain leadership in individual pension industries via life and non-life insurance in 2021 after the merger. We'd like to share the honor and satisfaction of providing you with our first sustainability report, explaining our sustainability journey for which we took the initial steps and prepared as per the generally accepted reporting standards in the world.

First of all, we prepared our sustainability policy as part of our sustainability efforts, together with "Corporate Governance Committee" that is assigned by the Board of Directors to follow and supervise sustainability efforts, and the "Sustainability Working Group" that was created with participation of various units for raising the awareness of sustainability within the company and popularizing our efforts within our business processes, with a philosophy of creating positive impact

for our environment, employees, agencies, bank branches, brokers, business partners, shareholders and the society.

Making a positive impact on environment, society and economic sustainability and improving it in the following years recaps our understanding of sustainability. We launched practices that create added value in various areas for various stakeholder groups within the reporting period in line with this understanding.

Our efforts to be there for insured people during hard times when they face damages and losses and make them have positive experience progress with more systematical and quicker steps than ever.

Insurance industry is affected directly by the climate change while it also offers significant opportunities for combatting climate change. Our company has become a significant solution partner by providing guarantee for profit losses of renewable energy investments. We provided a guarantee of up to 102 billion TRY for renewable energy projects in 2021. We take our farmers' products under protection via agricultural insurance products to minimize the impact of climate crisis on our farmers, who are at the front line for tackling climate crisis.

We contribute to development of sense of saving at younger ages by expanding the scope of individual pensions with the products offered for those under 18, on the pension side. Also, we provide the Türkiye Hayat ve Emeklilik Sustainability

Stock Pension Investment Fund, comprising companies with positive environmental, social and governance evaluations in Borsa Istanbul and sustainability index for those with responsible investment sensitivity.

We kept witnessing the dramatic impact made by the COVID-19 pandemic in many areas from health to economy, and from education to business life, even though its impact was reduced with the increasing vaccination rates during the reporting period. The pandemic triggered an increase in the awareness of insurance for individuals and a great movement of digitalization within the framework of a service based approach in the insurance industry, due to its impacts. The results of the materiality assessment conducted by us, Türkiye Sigorta, with participation of our stakeholders in 2021 also confirmed these developments. We've seen that digitalization driven feedbacks stood out particularly in the insured and employee groups. Improving our efforts focused on digital transformation as soon as possible is among the most important goals we, as Türkiye Sigorta, expect to achieve. We continue working and planning for improving our digital assets that all stakeholders can benefit and will increase the service quality and assurance in the next period, as well.

We intend to grab the attention of investment world through our competitive and sustainable results as well as environmental, social and governance performance via our strong staff, comprising trained and experience insurance professions enabling us to have strong financials.

## General Manager's Message

**We intend to grab the attention of investment world through our competitive and sustainable results as well as environmental, social and governance performance via our strong staff, comprising trained and experience insurance professions enabling us to have strong financials.**

We renew our human resources processes to provide all our employees a working environment that is respectful and fair in terms of human and employee rights, and to adapt best practices. We provide support via Executive MBA, Micro-MBA, leadership cultivation and development certificates for development of our valued employees, who are/will be the only source and representative of our current and future success. We urgently took measures by meeting the needs of employees such as healthy and safe working environment, communication tools and information processing equipment without letting their working comfort to be disrupted during the pandemic.

We continued our corporate social responsibility projects in 2021, as we did every year for a sustainable future. We hosted the painting contest "Great Pieces from Little Painters" to support mental development of primary school students and increase their interest in the painting and fine arts. We launched the internship programs "Limitless Sales New Graduate Program Development Journey", "Strong Future to Come with You" to provide employment opportunity for university students. In collaboration with The Spinal Cord Paralytics Association of Türkiye, we collected 107 kg of plastic covers and wheel chairs were procured. We donated over 13k saplings. We stood by the entrepreneurs in various areas such as sustainability, technological cities, automotive and mobility, including InsurTech as one of the golden stakeholders within the program organized by ITU Seed Incubation Center, with the motto "Pioneers".

We want to present the value created before the environment and the society, and increase our responsibility by taking firm steps towards future in our journey for corporate sustainability. We, as Türkiye Sigorta, will define our objectives for 2022 more perceptibly in terms of integrating environmental, social and governance risks into our business model systematically.

We're happy to provide you with Türkiye Sigorta 2021 Sustainability Report, prepared in line with the principles of sincerity and transparency.

Sincerely,

**Atilla Benli**  
Board of Directors Deputy Chairman and  
General Manager

Life and non-life insurance  
premium production  
increase has been

**20%**

Our PPS market  
share reached to

**19.2%**

**We passed a year full of success. We, as Türkiye Sigorta, took our sustainable success in our operations a step forward and increased the total premium production to 15.7 billion TRY. We reinforced our leading position in the industry by increasing our market share for PPS to 19.2%.**



## Vision, Mission and Values



### Vision

Be recognized as a global technology company within a decade based on its understanding of offering solutions catering to the need for trust at every moment of life for everyone dreaming of a bright future, and using its power for kindness, while transposing the “after” in the insurance experience with “before”



### Mission

Whenever and wherever trust is needed; the answer is Türkiye, Insurance



### Values

**Confident:** Pioneering, global scale, redefining the insurance experience

**Sensitive:** Listening, understanding, doing candidly, elaborating, placing our relationship with stakeholders at the heart of our business

**Inquisitive:** Discovering, learning, enthusiastic, understanding the past and building “beyond”

**Virtuous:** Being a good person, values, responsibility, importance and respect, doing the right thing, being a role model



## Sustainability Journey

**We created our Sustainability Policy to have an agreement on sustainability management in 2021. We've updated the regulations for the Corporate Committee, undertaking the supervision task for sustainability efforts.**

We started taking first steps in our corporate sustainability journey to be able to improve environmental, social and governance (ESG) performance, understand how insurance activities were affected by the global and local sustainability results, identify responsibilities of all stakeholders of the Company, and to follow-up with process development by including environmental, social and governance goals into business processes on the basis of the strategy.

### 2020

We decided to start corporate sustainability efforts for our Company with the purpose of looking out for the future to be left as a legacy for the next generations, by considering global and local risks and thinking of stakeholder responsibilities. With the sustainability compliance statement, we promised that sustainability will be integrated into our insurance activities and working models, and revealed our responses for the first time in the Sustainability Principles Compliance Framework in 2020 Annual Report. As the leading insurance company in the industry, we set the goal of providing support for increasing the awareness of all stakeholders in the area of sustainability by making a positive impact on our employees, clients, business partners, decision makers and the industry.

### 2021

We created our Sustainability Policy to have an agreement on sustainability management. We've updated the regulations for the Corporate Committee, undertaking the supervision task for sustainability efforts. With 1 chairman and 11 members assigned to various units, we created the Sustainability Working Group to execute sustainability activities with company employees. We contacted with many departments to define Internal processes and collect data while reinforcing the working group in terms of level of knowledge. We conducted a materiality assessment to find out the responsibilities through the lenses of sustainability requested from us by our stakeholders.

### 2022

We'll continue our sustainability efforts with the products and practices that cover the needs of our stakeholders in the best way, meet changing demands of our clients, and streamline client experience. We intend to deep dive into the topic, and ensure goal conservation by defining tasks and responsibilities of all units.



## Sustainability Management

**Türkiye Sigorta tries to execute an effective sustainability management model with the awareness of economic, social and environmental impact areas it create. It acts within the framework of the principle of “creating value”, adopted for managing these impacts.**

Türkiye Sigorta tries to execute an effective sustainability management model with the awareness of economic, social and environmental impact areas it create. It acts within the framework of the principle of “creating value”, adopted for managing these impacts. The company adopts a sustainability based service mentality with the awareness of responsibility for the society and environment, and is guided by the United Nations 2030 Sustainable Development Goals (SDGs) for the practices developed. It also uses the Refinitiv methodology, one of the tools used for measuring corporate sustainability performance. Türkiye Sigorta pays attention to the guidance provided through 10 principles in the UN Global Compact regarding the areas of human rights, working standards, environment and anti-corruption for companies' strategies and operations around the world.

In 2021, the company started carrying out works for increasing the awareness of sustainability efforts initiated and integrating the sustainability mentality into its business processes. The Board of Directors undertook the main responsibility for the sustainability activities and made a statement at the end

of 2020. Then, the Corporate Governance Committee was assigned to the task of supporting sustainability activities, inspecting efforts and tracking their progress to ensure that corporate responsibilities are supervised in the area of sustainability. By signing the Sustainability Policy, Türkiye Sigorta made it clear that there are areas where it's a part of the problem as much as areas where it's a part of the solution to support sustainable development, and that framework of works to be done will be set via measures to be taken and commitments to be made.

You can access the latest versions of the Türkiye Sigorta and Türkiye Hayat Emeklilik Information Policies, in which Türkiye Sigorta details communication practices with its stakeholders, on its website.

<https://www.turkiyesigorta.com.tr/yatirimci-iliskileri/sigorta/kurumsal-yonetim/politikalar/bilgilendirme-politikasi>

<https://www.turkiyesigorta.com.tr/yatirimci-iliskileri/emeklilik/kurumsal-yonetim/politikalar/bilgilendirme-politikasi>



## Sustainability Management

**Corporate Governance Committee convened two times to supervise the sustainability activities carried out in 2021. Decisions taken by the Committee, decisions taken as part of the sustainability principles, and the announcements made as specified by regulations in the CMB Sustainability Principles Compliance Framework of the Capital Markets Board are presented in the annual report.**



Environmental, social and governance policies of Türkiye Sigorta are approved and enforced by the Board of Directors, and listed on the corporate website.

Corporate Governance Committee convened two times to supervise the sustainability activities carried out in 2021. Decisions taken by the Committee, decisions taken as part of the sustainability principles, and the announcements made as specified by regulations in the CMB Sustainability Principles Compliance Framework of the Capital Markets Board are presented in the annual report.

# Sustainability Management



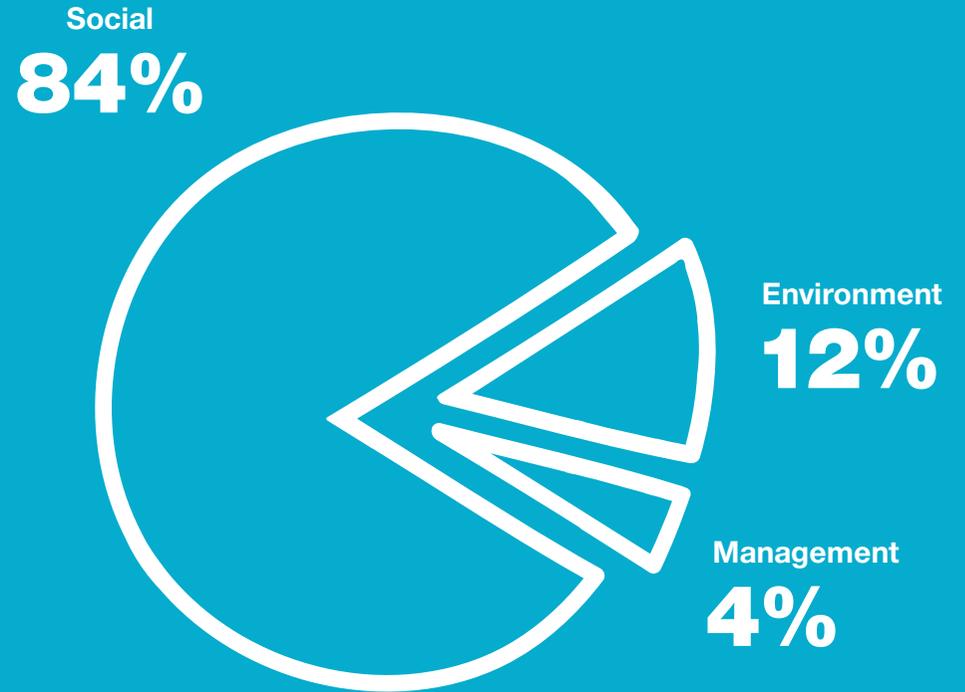
## Breakdown of Sustainability Investment and Spend on an Environmental, Social and Governance Basis

Activity plans and budgets (particularly stakeholder participation, satisfaction survey efforts and awareness trainings) were prepared for adopting a sustainability culture and sustainability management system by maximizing the value created by all stakeholders.

Corporate sustainability practices are implemented during the company operations to maximize contribution to the Company's Sustainable Development Goals and to improve its "Insurance for Positive Impact" activities. Activity plans and budgets (particularly stakeholder participation, satisfaction survey efforts and awareness trainings) were prepared for adopting a sustainability culture and sustainability management system by maximizing the value created by all stakeholders. In 2021, for Türkiye Sigorta, the share of total sustainability expenses and investments in total expenses and investments was 0.65%.

The company primarily focused on popularization of sustainability management system and sustainability culture with the awareness that value created for the stakeholders require long term planning, and made efforts for increasing the awareness for sustainability efforts and integrating the sustainability mentality into business processes in 2021. In this respect, the Sustainability Working Group was established, comprising employees from various units within the Company, under the coordination of Investor Relations to set the philosophy for sustainability activities, and monitoring and reporting through prioritization on a strategic basis.

A sustainability page has been created on the corporate website so that stakeholders can participate in any topic and where possible, immediately; all types of stakeholders shared their feedback and suggestions related to sustainability report and efforts via [surdurulebilirlik@turkiyesigorta.com.tr](mailto:surdurulebilirlik@turkiyesigorta.com.tr).



## Stakeholder Analysis

We, as Türkiye Sigorta, adopt a management mentality based on stakeholder participation. We have various stakeholder groups including clients, employees, shareholders, investors, distribution channels such as agency-bank-broker, service and contracted organizations, suppliers, independent audit organizations, non-governmental organizations (NGOs), media, universities, financial institutions, public enterprises, international organizations. We care about considering the feedbacks and suggestions from our stakeholders via different communication mechanisms at our decision making and implementation processes. Also, we regularly follow agency and client satisfaction via Agency Satisfaction and Client Satisfaction Surveys, organized annually.

We identify the frequency of communication with stakeholders based on quality, expectations and needs of the target audience. With specific communication methods for the stakeholder groups, we intend to enrich decisions and implementations in line with stakeholder feedbacks, and to make sure that stakeholders are informed on activities of our insurance and pension companies and impacts resulting from these activities.

The communication methods for stakeholders as specified by Türkiye Sigorta are indicated in the adjacent table.

Stakeholder Group	Method of Periodic Communication with Stakeholder
<b>Employees</b>	Trainings, orientation, competency, technical and personal development programs, performance goals, internal announcements, quality management system, work committees, project, sustainability efforts, sales and launch meeting, work outputs: planning, presentation, report and practices, employee satisfaction and loyalty surveys, corporate culture surveys, sustainability materiality assessment, voluntary participation in social responsibility and sports activities, Birlikteyiz magazine, social media accounts (facebook, instagram, linkedin, youtube) and corporate website.
<b>Shareholders, Investors and Intermediary Analysts</b>	Corporate investor meetings, investor presentations, correspondences via investor relations e-mail address, financial result presentations and discussions, one-to-one dialogs, general assembly meetings, trade registry gazettes, announcements via public disclosure platform (KAP), corporate governance ranking reports, social media accounts (facebook, instagram, linkedin, youtube), financial reports, annual reports and corporate website, sustainability materiality assessments.
<b>Clients</b>	Agency demands, customer satisfaction surveys, employee satisfaction surveys, market research, sustainability materiality assessments, mobile apps (Türkiye Sigorta Client Platform), life and non-life insurance policies and private pension agreements, sales consultants and client representatives, call center, advertisements, social media accounts (facebook, instagram, linkedin, youtube), annual reports and corporate website.
<b>Official and Academic Institutions, Non-Governmental Organizations, Banks, Financial Organizations and Subsidiaries, Competitor Companies, Syndicates and Media</b>	Press meetings, TV and printed media interviews, press bulletins, seminars, conferences and workshops, one-to-one visits, industrial meetings, general assembly meetings, annual report, financial reports, corporate governance ranking report, social responsibility activities, sponsorships, memberships, collaborations, in-cash and in-kind donations, sustainability materiality assessment, corporate reputation survey, insurance union portal, SEDDK insurance data system, KAP announcements, UYAP, social media accounts (facebook, instagram, linkedin, youtube) and corporate website.
<b>Sales Channel (Agency, Bank, Broker, Digital Channels, etc.)</b>	Sales channel meetings, agency and branch visits, e-mail correspondence, Pusula app, Atlas app, call center, trainings, performance awards, sustainability materiality assessment, e-bulletin deliveries, Pusula magazine, social media (facebook, instagram, linkedin, youtube) and corporate website.
<b>Suppliers, Contractors and Business Partners</b>	Purchase and confidentiality agreements, supplier and contracted organization feedback/satisfaction surveys, e-mail correspondences, project meetings, meeting presentations and reports, project calendars and schedules, tenders, materiality assessment, social media (facebook, instagram, linkedin, youtube) and corporate website.

*As part of integrated management mentality, we use AA 1000 Standard for stakeholder management practices. Use of this standard help with effective and accurate communication with relevant stakeholders and the public during the development process initiated via ESG.*

## Türkiye Sigorta 2021 Materiality Assessment

**Material topics were selected, considering the capability of Türkiye Sigorta and Türkiye Hayat Emeklilik to achieve their vision and strategy as well as stakeholder demands.**



Türkiye Sigorta started making efforts for identifying the sustainability priorities in 2021 within the scope of environmental, social and corporate governance related strategies, changing stakeholder expectations, and global trends. Material topics were selected, considering the capability of Türkiye Sigorta and Türkiye Hayat Emeklilik to achieve their vision and strategy as well as stakeholder demands.

Preparations were made for a materiality assessment by inspecting external trend analysis as well as global and industrial risk reports, sustainability reporting standards, priorities of the initiatives on Türkiye Sigorta's agenda, and the priorities of other companies operating in the industry. Once Türkiye Sigorta specific environmental, social and governance topics, stakeholder groups are defined and which stakeholders within these groups will be provided with a survey is defined, contact addresses to send surveys for stakeholders were collected. External stakeholders were contacted via surveys in accordance with PDPL requirements. Stakeholders were requested to set priorities for the selected topics. 5,173 stakeholders responded to the survey.

## Türkiye Sigorta 2021 Materiality Assessment

	Senior Management	Shareholders, Investors and Intermediary Analysts	Employees	Customers	Sales Channel	Suppliers, Contractors and Business Partners	NGOs, Memberships, Cooperations, Academic, Board of Directors, Banks, Financial Institutions, Affiliates and Competitors, Media, Government Agencies
<b>ENVIRONMENT</b>							
Fighting Against Climate Change	4	11	11	11	12	10	9
Responsible Waste Management, Recycling & Zero Waste	10	12	10	9	10	12	12
Focusing on Responsible Investments	12	10	12	12	11	8	11
<b>SOCIAL</b>							
Customer Satisfaction and Loyalty	2	2	2	1	1	1	1
Improving Digital Customer Experience	5	3	7	5	9	7	5
Employee Appreciation, Rewarding, Side Benefits and Employee Wellbeing	6	5	1	3	3	2	7
Including Employee Opinions in Company Decisions	8	9	5	8	6	9	10
Active Risk and Crisis Management	9	4	6	2	5	5	6
Investing in Training, Talent and Career Development for Employees	11	6	4	6	4	3	3
<b>ECONOMY</b>							
Integration, Infrastructure and Service Quality	1	7	3	4	2	6	8
Strong Financial Performance	3	1	8	7	7	4	2
Enriching Insurance Industry with Technology and Innovative Solutions	7	8	9	10	8	11	4

The figures in the table indicates the priority ranks for the topics as defined by the stakeholder group.

## Türkiye Sigorta 2021 Materiality Assessment

**Prioritized topics were weighted and ranked by the survey results, industrial and global risks as well as the importance of strategic goals of the Company. In this respect, out of the prioritized topics, strategically selected ones were weighted more, and the ones with relatively better development status within the company were evaluated with less weight.**

According to the survey results, it's seen that the senior management wants to prioritize at least one of the topics on environmental, social and economic performance, which are three components of corporate sustainability, and has selected "Combatting Climate Change" among environmental topics, "Customer Satisfaction and Loyalty" among social topics, and "Integration, Infrastructure and Service Quality" and "Strong Financial Performance" among economic topics as the prioritized ones. "Combatting Climate Change" among environmental priorities was foregrounded by the senior management out of the stakeholders while social priorities were ranked in top places in all stakeholders' choices. Out of these topics, "Customer Satisfaction and Loyalty" and "Investment in Training, Talent and Career Development for Employees" were selected by almost all stakeholder groups. Under the title of economy, "Integration, Infrastructure and Service Quality" and "Strong Financial Performance" were defined as the topics prioritized by the stakeholder groups.

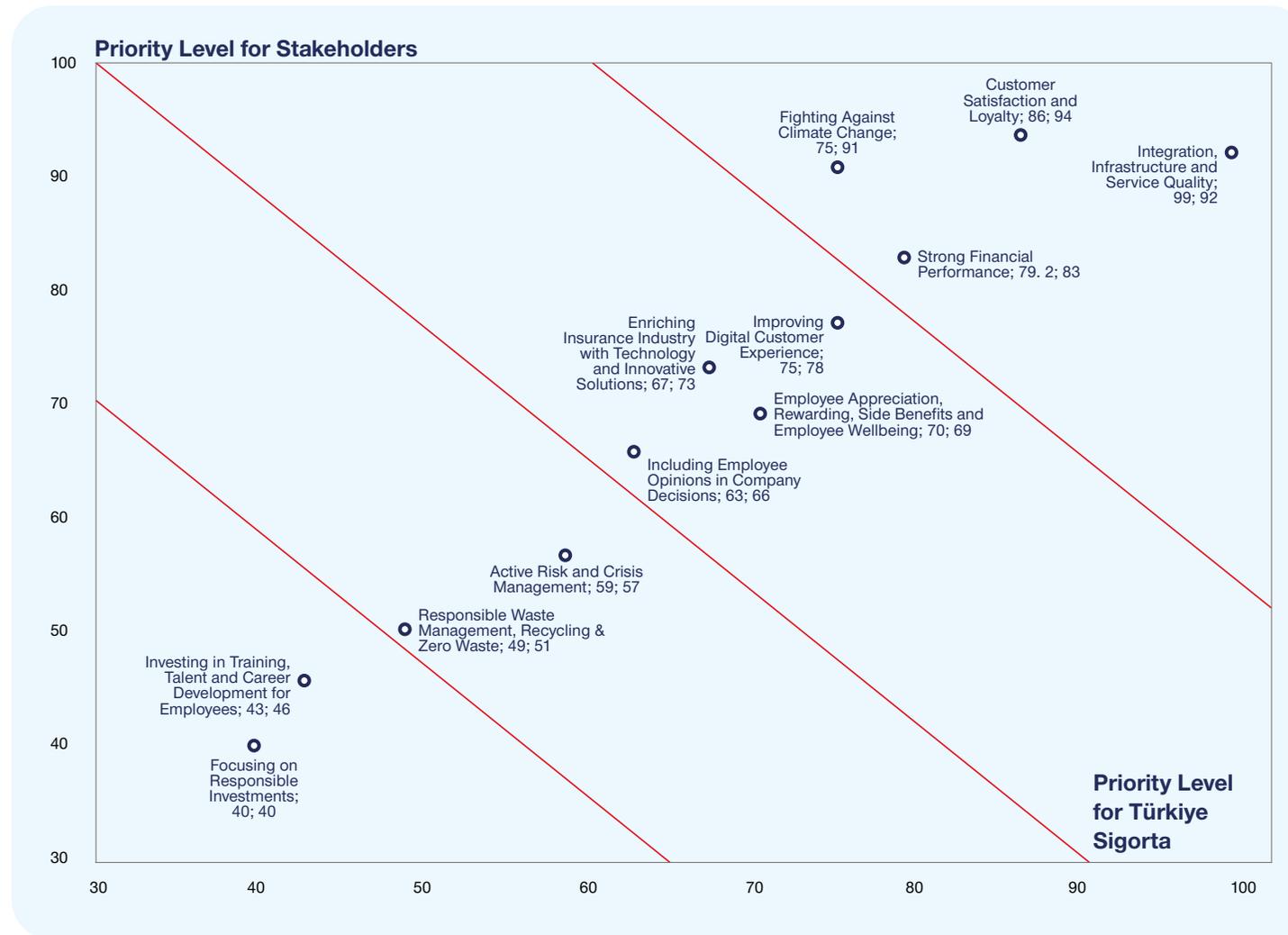
Materiality topics were weighted and ranked by the survey results, industrial and global risks as well as the importance of strategic goals of the Company. In this respect, out of the materiality topics, strategically selected ones were weighted more, and the ones with relatively better development status within the company were evaluated with less weight. Rankings for materiality topics and their sustainable development goals are given in the adjacent table.

### Türkiye Sigorta and Türkiye Hayat Emeklilik Materiality Sustainability Topics:

Priority Group	Material Topics	Sustainable Development Goals
1	Integration, Infrastructure and Service Quality	9
	Customer Satisfaction and Loyalty	8, 12
	Fighting Against Climate Change	13
	Strong Financial Performance	8
2	Improving Digital Customer Experience	12
	Enriching Insurance Industry with Technology and Innovative Solutions	9
	Employee Appreciation, Rewarding, Side Benefits and Employee Wellbeing	8
3	Including Employee Opinions in Company Decisions	8
	Active Risk and Crisis Management	5, 10, 13, 16
4	Responsible Waste Management, Recycling & Zero Waste	12
	Investing in Training, Talent and Career Development for Employees	8
	Focusing on Responsible Investments	1, 3, 4, 5, 10

## Türkiye Sigorta 2021 Materiality Assessment

The following materiality matrix determined by Türkiye Sigorta and its stakeholders provides the levels of materiality topics.



Türkiye Sigorta 2021 Materiality Matrix was created with the materiality topics selected among environmental, social and governance areas as per the expectations of the stakeholder groups as a result of the survey and strategic movement efforts. The topics included in the scope of the matrix created are intended to serve for Türkiye Sigorta's vision, strategy and Sustainable Development Goals.

It's planned that sustainability focused topics for 2022 based on the priorities defined via the opinions of stakeholders and Company executives are shared with all stakeholders, particularly Company employees. In line with the business strategy of Türkiye Sigorta, it's intended that sustainability risks can be integrated into business processes and new business modeling efforts are started within 2022.

## Türkiye Sigorta 2021 Materiality Assessment



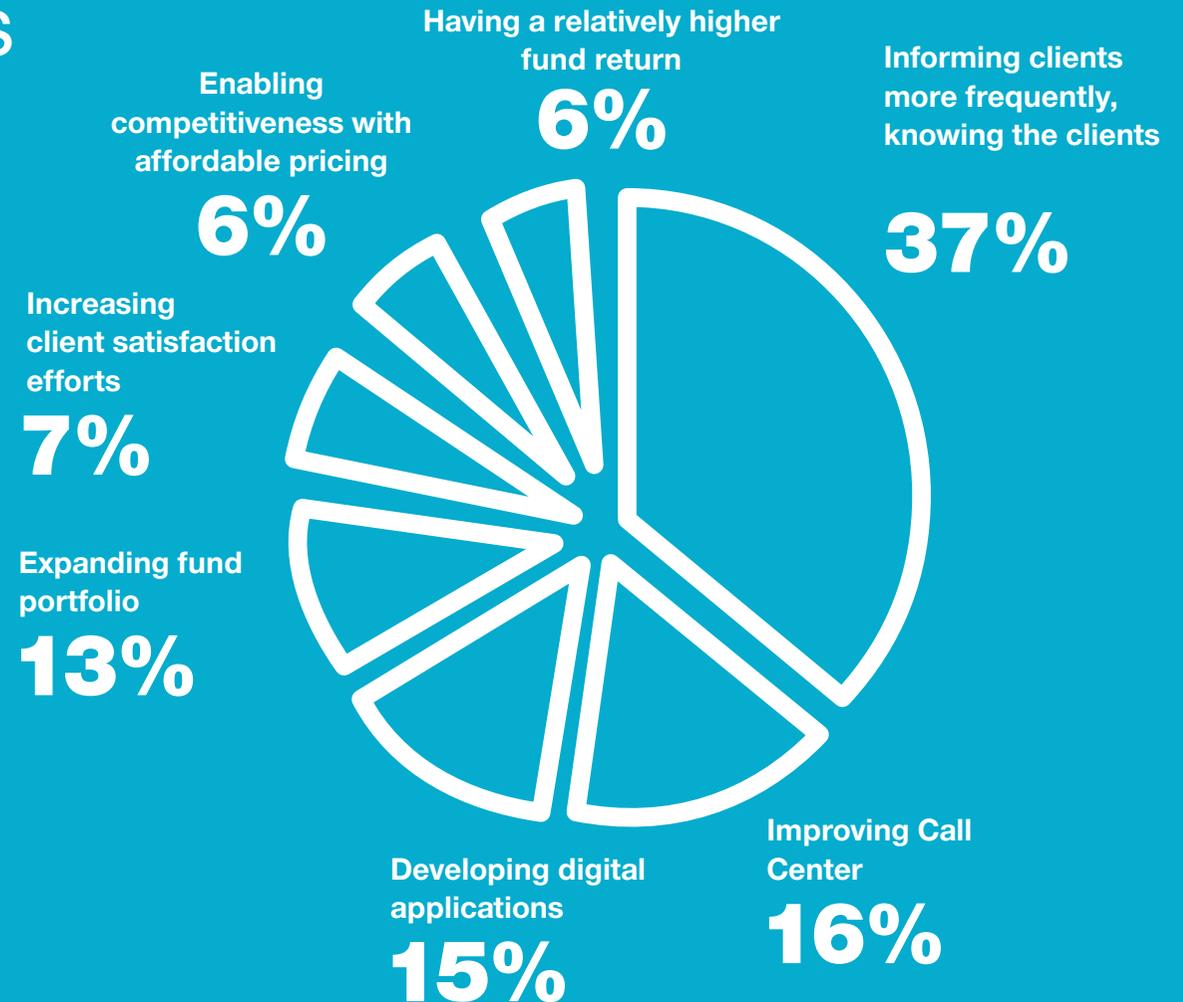
# Stakeholder Requests Defined by Surveys

As a result of the feedbacks from stakeholder groups, it's been found that 37% of the feedbacks suggested having more frequent communication with the clients.

Stakeholders were given the choices for materiality topics and open-ended questions in the materiality assessment survey, and their answers were evaluated under seven titles. As a result of the feedbacks from stakeholder groups, it's been found that 37% of the feedbacks suggested having more frequent communication with the clients. It's also seen that improvements were expected in terms of easily accessing customer contact lines and being transparent against clients.

It was found that there is increased demand for developing digital platforms in the comments made by clients and employees in particular. Developing digital apps and website interface and streamlining transactions with digital apps are listed among the common demands of stakeholder groups.

It's seen that stakeholder groups request for expanding the fund portfolio where client savings are used and increasing client satisfaction through improvements to provide higher levels of fund return.



## Türkiye Sigorta 2021 Materiality Assessment

**We'd like to share the important ones out of the feedbacks from the survey results with you.**

### **Employee Comment;**

I didn't print on any paper although my job is about documents. I made necessary efforts for not consuming unless required.



### **Client Comment;**

Investment on renewable energy projects should be considered.



### **Employee Comment;**

We should adopt the concepts of ecological balance and sustainable life more perceptibly.



### **Client Comment;**

We should be more supportive in topics affecting the entire humanity such as animal rights, animal protection and women's rights.



### **Employee Comment;**

R&D efforts to support sustainability can be made.



### **Senior Management Comment;**

As Directorate of Training, Development and Internal Communication, trainings were assigned and followed up for drawing attention to the climate crisis and increasing awareness of company employees. Trainings and activities (events, images and announcements) continue to be planned in 2022 for increasing awareness of employees in the area of sustainability.



## Insurance and Pension Activities in Terms of Risk Management and Opportunities

**It's ensured that risks are transferred with predictable and measurable costs by Türkiye Sigorta and other actors in the industry. In this way, contributions to economic development are made by supporting financial structures of people with private and corporate insurance.**

The main subject of insurance business is risk measurement and risk management, and one of the basic reasons leading to insurance business is the need for controlling the risk. Since completely eliminating risk isn't possible in many cases, risk management gains importance for rather controlling the risk. Insurance system is actually compensation of the damage suffered by an insured person as a result of occurrence of a threat thanks to the pool generated by means of premiums collected from the insured, who face the same type of threats.

Türkiye Sigorta makes contribution to the economic development by supporting the financial structures of people with private and corporate insurance through transfer of risks with predictable and measurable costs together with other actors in the industry. We, as Türkiye Sigorta, acquired 11 billion 750 million TRY premium income via the policies issued in 2021, compensated 15 trillion 429 million TRY for policies, and made a total of 3 billion 770 million TRY claim payment within the same year.

We, as Türkiye Hayat Emeklilik, acquired 3 billion 927 million TRY life insurance premium income, compensated 629 billion 393 million TRY for life policies and made a total of 1 billion 456 million TRY life compensation payment.

World leaders intend to reduce carbon emissions in half to limit the global average rise in temperatures to 1.5°C, one of the most important breaking points for global warming. Insurance industry plays a key role in transition of carbon heavy industries to low carbon economy. They update current policies in line with climate risks, create transitional products, and helps protect from climate risks. We, as Türkiye Sigorta, lead the transition of old manufacturers into more sustainable resources due to new services and guarantees that reduce the physical transition risks we mentioned. Compared to other industries, we're in a strong position to take the steps, grouped under the titles of introducing new products, services and premium incentives, increasing awareness and adding risk management services, and to accelerate reduction of climate risk.



## Insurance and Pension Activities in Terms of Risk Management and Opportunities

**Türkiye Sigorta provides diversified products and guarantees for current risk of the insured people while it maintains efforts for developing products against new risks. Efforts for developing cyber security products against cyber-risks whose importance increase rapidly are almost done.**



These steps include a wide range of actions such as training the staff on climate literacy, providing risk consultancy services to improve clients' approach towards climate change and control, supporting removal of carbon heavy assets from service in a sustainable manner, and encouraging decarbonation efforts for policy holders by means of low premium costs. We, as Türkiye Sigorta, adopt a business model that is aware of the responsibilities presented by our industry.

Insurance companies allows for efficient allocation of national resources by actively identifying the risk level in various areas via the data and advanced analysis tools they have through research and development activities as well as academic partnerships. It provides guarantee for damages that can be suffered during disasters such as flood, storm, snow, fire, lighting, hail, earthquake, landslide and frost, which result from climate changes.

Another area in which insurance industry creates a direct and indirect positive impact on the local economy is the loan and investment economy. The insured people,

particularly SMEs, are recently supported via indemnity insurance in addition to government supported credit insurance and loan insurance. Financial structures that are supported via insurance products allow for companies to increase their capital accumulation, and continue operating and make new investments. Insurance companies increase their financial power by redirecting their income gained via the premiums they generated into investments.

Türkiye Sigorta provides diversified products and guarantees for current risk of the insured people while it maintains efforts for developing products against new risks. Efforts for developing cyber security products against cyber-risks whose importance increase rapidly are almost done. It's very important that insurance industry expands into various markets and dominates these markets with its services. Turkish market is open for improvement in insurance industry. By the end of 2021, approximately 81% of the vehicles in Türkiye have Compulsory Traffic Insurance while 29% has been covered by non-compulsory comprehensive insurance, one of the most common insurance products. 59% of the properties are covered by Compulsory Earthquake Insurance. The ratio of property insurances, a non-compulsory product that provides guarantee against risks such as fire and robbery, is much lower than this ratio.

As the insurance ratio increases, the burden on societies and countries will be lower and economic well-being will be higher.

Insurance protects from risks in current period, while pension protects from the risks in future. Private pension is a regulation that helps participants to guarantee their future via small amount of monthly savings, and live their retirement period on conditions they dreamed of. Pension funds are both investment and savings tools. Individuals can start a private pension plan and build up savings for retirement; yet there is no government support for this pension plan in our country. We, as Türkiye Hayat Emeklilik, have reached a fund size of 43.8 billion TRY in PPS, and 8.9 billion TRY in APS, including government contribution in 2021.

Pension funds allow for retirees, whose source of income stops or decreases compared to working times, to move into a more peaceful life during their retirement period without lowering their life quality. We, as Türkiye Hayat Emeklilik, made a pension payment of 5.5 million TRY to 3,434 pensioners in 2021.

Including children under 18 in the PPS system in 2021 allowed for children to meet the concept of savings at early ages, and steps to help guarantee their future to be taken.

However, risk management within the Company is supervised at the highest level as required per corporate governance. The processes of defining risks about Company's activities, performing various checks regarding these risks, early identification, taking preventive actions, and managing risks are handled meticulously.

## Board of Directors



As the top level in charge of company's activities, Board of Directors includes the value created before the society and environment into strategic planning. In this context, it's responsible for executing the risk policy. Environmental, social and financial impacts of activities as well as governance and transparency mechanisms are planned by the Board of Directors, the highest level organ, in line with the internal directives of the Company and relevant Board decisions.

Türkiye Sigorta and Türkiye Hayat Emeklilik are represented by the same six board members. Members include two independent board members. General Manager is Board Member by nature, and is a different person than Chairman of the Board. There's no discriminating decision for not having a female member although the Board of Directors has no female members.

The Board of Directors has established various committees to actively meet its duties and responsibilities as per CMB Regulations and Company management:

Audit committee, early risk identification committee and Corporate Governance Committee are the ones established within the scope of regulations. Corporate Governance Committee also undertakes the duties of nomination, pricing and sustainability committees. Current committees have 2 independent members as per the CMB regulations; and either independent member undertakes the duty of chairmanship. Along with two independent members; chairman of internal systems at audit committee, vice general manager of finance management at the early risk identification committee, and investor relations manager at the corporate governance committee are positioned as members. Two committees, which are strategy and information technologies steering committees, have been established as per the company management and their members were selected among board members and senior executives.

## Board of Directors and Internal Committees

### Board Committees

Audit Committee

Corporate Governance Committee

Early Risk Identification Committee

Strategy Committee

Information Technologies Steering Committee

Information on Board Committee members is shared in Türkiye Sigorta and Türkiye Hayat Emeklilik 2021 Annual Reports.

### Internal Committees

Senior Management Committee

Agency Management Committee

Bancassurance Management Committee

Information Technologies Committee

Disciplinary Board

Fund Board

Claims and Technical Committee

Human Resources Committee

Business Continuity and Crisis Management Committee

Personal Data Protection Committee

Operational Risk Committee

Marketing Committee

Purchase and Tender Commission

Asset Investment Committee

## Corporate Governance Compliance and Rating

Türkiye Sigorta received its first corporate governance rating score in 2020, for evaluation of corporate governance activities, comparability of corporate governance with different companies in terms of compliance, and therefore entry into Borsa İstanbul (BIST) Corporate Governance Index as a result of such evaluation. Rating score has been observed to increase in the following periods due to the contribution from improvements in terms of corporate governance. Türkiye Sigorta is included in the BIST Corporate

Governance Index since 24 July 2020. Just like the Board of Türkiye Sigorta, the Board of Türkiye Hayat Emeklilik also made a compliance statement to meet corporate governance requirements in the same way, and paid attention to performance of compliance report and various improvement efforts. Corporate Governance Rating score will be received as of 2022 for our pension company. Corporate governance compliance reports of our companies are published within annual reports.

### Türkiye Sigorta Corporate Governance Rating Scores by Years

Date	Score
22.Jul.20	9.31/10
14.Jul.21	9.35/10

## Internal Systems

Türkiye Sigorta and Türkiye Hayat Emeklilik includes Risk Management and Actuary units within the Internal Systems Department, established in December 2021, and the Chairman of Internal Systems has also been assigned as Audit Committee member. Besides, Audit Committee meets the internal systems related responsibilities of the Board of Directors. Internal audit function continued its efforts directly under the Board of Directors.

### Risk Management Activities

The Risk Management and Internal Control Directorates periodically measures and evaluates the "Asset Risk", "Underwriting Risk", "Provision for Outstanding Claims Risk", "Reinsurance Risk" and "Exchange Rate Risk" with respect to the Company's capital adequacy. "Counterparty Agency Risk" is monitored within the scope of agencies' failure to fulfill their contractual obligations during the collection term, and "Counterparty Reinsurance Risk" is monitored within the scope of non-collection from reinsurers indebted to the Company

"Operational Risk" is measured with respect to the possibility of incurring losses resulting from inadequate or unsuccessful internal processes, people or systems or from external events, which also include legal risk. In addition to those, within the scope of the Company's "Liquidity Risk" analysis, Current Ratio, Liquidity Ratio, Liquid Assets/Total Assets, Liquid Assets/Insurance Technical Provisions, and Liquid Assets/Current Assets ratios are calculated and reported periodically.

The risks Türkiye Sigorta is exposed to are defined in relation to its overall activities, management of these risks is carried out via organizations specified in the regulations, and work plans and generated reports are presented to the associated Board committees. An effort will be made for defining and managing risk types by taking best practices as examples after making an extensive effort in terms of risk diversity in 2022 upon establishment of Internal Systems Department.

### Internal Control Activities

- To perform periodical checks for checkpoints identified for processes such as production, marketing, technical, reinsurance, damage, revocation, law, accounting, collection, human resource and information processing,
- To consider regulatory compliance of sales transactions, and sales personnel abuse and unlawful profit possibilities,

- To consider whether EDS (Essential Data for Supervision) data sent to PSC (Pension Supervision Center) are sent in a healthy way,
- To check Government Contribution as per the considerations within the Audit Guidance,
- To consider and check regulatory compliance of operational actions within the scope of PPS and APS regulation.

Reporting within the scope of risk management, internal check and internal audit is provided below.

	Türkiye Sigorta	Türkiye Hayat Emeklilik
Risk Management Report	23	-
Internal Control Report	7	-
Internal Audit Investigation	2	2
Internal Audit Report	37	2
Internal Audit Report	-	6
Internal Audit Investigation	-	4

## Internal Systems

**Activities are conducted to comply with the “Law on the Prevention of Laundering of Proceeds from Crime and Financing of Terrorism” and regulations and communiqués released pursuant to the said Law.**



### Compliance Activities

Activities are conducted to comply with the “Law on the Prevention of Laundering of Proceeds from Crime and Financing of Terrorism” and regulations and communiqués released pursuant to the said Law. The relevant policy was created upon Board of Directors’ approval.

E-learning and face-to-face training is given to the entire Company personnel and agency employees in order to raise awareness pursuant to Company’s training obligation.

Company’s risk exposure in relation to the use of the insurance service offered by the Company for money laundering or terrorist financing purposes and findings obtained from monitoring and control activities are regularly reported to the Audit Committee delegated by the Board of Directors.

Türkiye Sigorta considers the fight against any type of corruption, including bribery, in business life as a sensitive area. Relevant audit mechanisms are in force for any type of employee interaction with clients and suppliers during business processes. One of the most important tools is the our attitude towards popularizing transparency, accountability, honesty and ethical culture. Accordingly, 85.56% of Türkiye Sigorta employees and 88.31% of Türkiye Hayat Emeklilik employees completed Anti-Corruption trainings on Investigation of Financial Crimes for popularizing an ethical culture within the organization.

### Internal Audit Activities

Internal Audit Directorates are intended to provide senior management with guarantee in terms of performance of company activities in line with laws, other relevant regulations, and internal strategies, policies, principles and goals as well as efficiency and sufficiency of internal check and risk management systems. It carries out

periodical and risk driven audits, and where required, inspections and investigations, in accordance with the internal audit plan approved by the Board of Directors. Internal audit activities can be recapped as follows:

- To perform audit of activities of all units and agencies including regional sales units
- To identify accuracy of financial data
- To measure sufficiency of practices for protection of financial assets
- To perform audit for efficiency of internal check and risk management systems
- To perform audit within the framework of the regulations for supporting people and organizations
- To perform inspection and investigation for transactions that are illegal and contrary to regulations
- perform inspection and investigation for deception, corruption or fraud activities carried out by third parties against the Company.

### 2021-Anti Corruption Training Area Employee Count and Ratio

	Manager and Above Employees	Total of Trained Employees	Total / Total Employees
Türkiye Sigorta	984	187	85.56%
Türkiye Hayat Emeklilik	1049	200	88.31%

## Business Continuity

**BCMS installation project is planned to be started within 2022 to create business-impact analysis, crisis management and business continuity plans for the companies Türkiye Sigorta and Türkiye Hayat Emeklilik.**

Business continuity systems can allow for our companies to perform the value added business processes and the activities related to critical products and services at pre-defined levels, and to suffer minimum loss and to be ready in case of crisis, where disasters such as earthquake, flood, streak of lightning, fire, and external factors such as economic crisis and cyber-attack, and internal problems such as breakdown of company servers, services and release of a critical person occur. Business continuity management system (BCMS) is addressed as an integrated system that is considered by all the stakeholders who are a part of technological efforts and the organization.

BCMS installation project is planned to be started within 2022 to create business-impact analysis, crisis management and business continuity plans for the companies Türkiye Sigorta and Türkiye Hayat Emeklilik. We expect to be at the level of receiving certification in accordance with the ISO 22301 Business Continuity Management System framework in 2023.



## Quality and Process Management

**We adopt the Total Quality Management and fulfill all requirements in order to systematically and regularly raise the quality awareness of the employees, business partners and agents.**

As part of the vision of becoming the leading company in the sectors where we operate, we supervise quality management for all business processes and try to create value for all the stakeholders. We adopt the Total Quality Management and fulfill all requirements in order to systematically and regularly raise the quality awareness of the employees, business partners and agents.

We consider the certificates we have as a part of our corporate performance. We pay attention to determine compliance of our activities with the international standards and ensure our processes have necessary compliance. We're intended to be an exemplary Company that deserves the stakeholders by evaluating development points by means of standards in line with the needs and concluding the evaluation results via quality documentation.

### Türkiye Sigorta

ISO18295:2015 Customer Relations Management

ISO10002:2018 Customer Satisfaction Management System

### Türkiye Hayat Emeklilik

ISO 18295-1/2:2017 - Customer Relations Management

ISO 10002:2018 Customer Satisfaction Management System

ISO 27001 Information Security

In 2022, we aim to focus on necessary continuous improvement activities and ensure that digital document management system is integrated to all our processes, by maintaining our efforts in compliance with ISO 9001:2015 Service Quality Standard document, confirming that we made the services provided by our Company to the clients and business partners comply with the international accreditation standards.

Our forward looking goals in terms of process management include completing our business processes with robotic process automation (RPA) integrations for providing the "speed", which is the primary expectation of our clients and business partners, with a focus on efficiency, scalability, assignment of proficient human resource to strategic tasks and practicality.



## Future Vision of Creating Sustainable Value

We set short, medium and long term goals for managing sustainability matters in line with our vision of Insurance for Positive Impact.

We can define our mentality as shift from single capital business model to six capitals business model while managing sustainability matters in line with our vision of Insurance for Positive Impact.

**Sustainability Vision: “Insurance for Positive Impact”**

### 2021

Reinforcing governance framework  
Creating monitoring and reporting system  
Stakeholder panel preparations  
Making materiality assessment

### 2022 Goals

Publishing first Sustainability report  
Creating sustainability strategy  
Integrating sustainability projects into business processes

### Medium Term

Creating Integrated Value - Achieving transformation into 6 Capital Business Model  
Publishing Integrated Annual Report  
Making Environmental, Social and Governance Performance comply with the BIST SI

### Long Term

Becoming an insurance and pension company that is exemplary in the industry, and comparable to global companies via Environmental, Social and Governance practices



## Financial and Generated Capital

**Maintaining the biggest and leading insurance company position in Turkey, providing confidence for our clients, supporting the investments that are of importance for the future of our country, and providing advantage for the society require a strong financial performance.**



UN SDGs	Indicators	Achievements in 2021
 	Premium Production	Leadership in life and non-life insurance policies (15.7 billion TRY)
 	Fund Size	Leadership in pension industry (52.7 billion TRY)
 	Size of Assets	(75.8 billion TRY)

## Sustainable, Strong and Transparent Financial Performance

**Türkiye Sigorta maintains its leading position with total of 11.8 billion TRY premium production and 13.4% market share, increasing its size of assets to 14.3 billion TRY by the end of 2021.**

Our financial capital creates the main economic input for activities carried out for creating value for our stakeholders. Maintaining the biggest and leading insurance company position in Turkey, providing confidence for our clients, supporting the investments that are of importance for the future of our country, and providing advantage for the society require a strong financial performance. In this context, a sustainable financial performance is included in our materiality topics.

As a company with deep rooted history, expert staff and strong infrastructure, Türkiye Sigorta serves 5.8 million insured people around the country with a wide and strong network comprising 14 agency regional offices, 10 bancassurance regional offices, 3,974 agencies, 4,569 bank branches, 123 brokers and 377 direct sales teams. We maintain our leading position with total of 11.8 billion TRY premium production and 13.4% market share, increasing our size of assets to 14.3 billion TRY by the end of 2021.

Hayat ve Emeklilik company continues to be the biggest and leading pension company in Türkiye, serving 9.3 million insured people and pensioner clients with 18 regional directorates, 84 agencies, 4,321 bank branches, 28 brokers and 579 direct sales teams. Türkiye Hayat Emeklilik maintains its leading position in both industries with 3.9 billion TRY premium production and 22.2% market share in the life insurance industry and 43.8 billion TRY fund size and 19.2% market share in the private pension system, increasing its size of assets to 61.5 billion TRY by the end of 2021 December.

### Türkiye Sigorta

(million TRY)	2020	2021
Market Share	13.04%	13.40%
Industry Ranking	1	1
Premium Production	8,887	11,750
Premium Increase	24%	32%

### Türkiye Hayat Emeklilik

(million TRY)	2020	2021
Market Share	27.67%	22.15%
Industry Ranking	1	1
Premium Production	3,994	3,926
Premium Increase	12%	-2%



## Sustainable, Strong and Transparent Financial Performance

**Türkiye Hayat Emeklilik maintains its leading position in both industries with 3.9 billion TRY premium production and 22.2% market share in the life insurance industry and 43.8 billion TRY fund size and 19.2% market share in the private pension system, increasing its size of assets to 61.5 billion TRY by the end of year in 2021.**

### Private Pension System (PPS)

(million TRY)	2020	2021
Market Share	18.8%	19.2%
Industry Ranking	1	1
Net Asset Value	29,838	43,799
Net Asset Value Increase	36%	47%
Contribution	15,941	19,033
Contribution Increase	25%	19%

### Automatic Enrollment System (AES)

(million TRY)	2020	2021
Market Share	56.30%	54.30%
Industry Ranking	1	1
Net Asset Value	6,637	8,947
Net Asset Value Increase	43%	35%
Contribution	4,901	5,980
Contribution Increase	38%	22%

### Technical Balance

(million TRY)	2020	2021	Increase
Türkiye Sigorta	1,341	1,297	-3%
Türkiye Hayat Emeklilik	1,228	1,176	-4%

### Asset Size

(million TRY)	2020	2021	Increase
Türkiye Sigorta	11,064 14,35130%	14,351	%30
Türkiye Hayat Emeklilik	43,513 61,51041%	61,510	%41

### Total Equity

(million TRY)	2020	2021	Increase
Türkiye Sigorta	3,460	4,220	22%
Türkiye Hayat Emeklilik	2,891	3,914	35%

### Net Profit

(million TRY)	2020	2021	Increase
Türkiye Sigorta	1,153	1,058	-8%
Türkiye Hayat Emeklilik	1,384	1,736	25%

## Responsible Investment

**Closely following the developments in the area of responsible investment and impact investment as a deep rooted company operating in the area of Insurance and Pension, Türkiye Sigorta aims to consider responsible investment and impact investment tools as part of its investment policy within 2022.**

We believe that focusing on investing in assets of the companies worldwide that meet on a common ground, reduce carbon footprint in the fight against global warming by recognizing their responsibility for future, and contribute to protection of the environment and natural resources while following the developments in the investment world, is a fundamental principle of sustainability and public participation approach for an insurance company. Besides, we believe that the potential and interest for impact investments supporting wider sustainability themes will increase.



**Sustainability  
stock investment  
fund asset value**

**610**  
million TRY

**Sustainability  
stock investment  
fund created by  
Türkiye Hayat  
Emeklilik has 260k  
investors.**

Closely following the developments in the area of responsible investment and impact investment as a deep rooted company operating in the area of Insurance and Pension, Türkiye Sigorta aims to consider responsible investment and impact investment tools in line with its investment policy within 2022.

All PPS participants are provided with the opportunity of investing in companies that create value in sustainability topics thanks to the sustainability stock investment fund created by Türkiye Hayat Emeklilik. As of 31.01.2022, it has a net size of fund assets valued at 609.7 billion TRY, and 260k investors.

### Türkiye Hayat ve Emeklilik Sustainability Stock Pension Investment Fund

While the future world is shaped within the theme of "sustainability", Türkiye Hayat ve Emeklilik stands against climate change, supports human rights and make efforts for a more efficient management with the Türkiye Hayat ve Emeklilik Sustainability Stock Pension Investment Fund. Being listed in Borsa İstanbul (BIST) Sustainability Index for sustainability of not just economy but also the society and organizations, and enabling investment into partnership shares of companies that prioritize the environmental, social and governance principles by creating long term value within the scope of a sustainable growth, the fund offers the opportunity of being involved in the future world.

Türkiye Hayat ve Emeklilik participants can get detailed information on the Sustainability Stock Pension Investment Fund on Türkiye Sigorta Client Platform.

Pension participants can include the Türkiye Hayat ve Emeklilik Sustainability Stock Pension Investment Fund to their pension portfolio and use their right to change fund distribution 12 times a year on the platform. Other pension company participants can invest in the fund via Private Pension Fund Trading Platform (BEFAS).



## Intellectual Capital

**Our intellectual capital is based on the culture of innovative and human driven way of doing business. We always make efforts for supporting this culture and taking it a step forward. We follow the trends on the agenda, and take steps with the title of the leading organization in our industry.**

UN SDGs	Indicators	Achievements in 2021	Targets for 2022
 	Completing deduplication projects	<p>The project for combining separate websites used for insurance and pension companies into brand name Türkiye Sigorta has been completed.</p> <p>Pension and health mobile apps were gathered under a single roof and transition to Süper App structure with auto branch was completed.</p> <p>Completing integration of business processes and products on Atlas and Pusula apps</p>	<p>Renewal of Türkiye Sigorta website's design and experience in line with the developed platform architecture</p> <p>Adding property branch as well as robotic fund management and developments of business partners into Süper App</p> <p>Digitalizing application processes for our group clients</p> <p>The data for all companies were combined at Atlas app to include past data and all the depth and it's been ensured that processes and integrations working at various apps work in a way to meet the current business needs in a new environment.</p>
 	Accelerating and streamlining business processes		<p>Implementing the shared app to increase sales proficiency at agencies, bancassurances and all the other sales channels, and provide effective service</p> <p>Digitalizing agency processes</p> <p>Improving "Purchase PPS" platform</p> <p>Improving "Purchase TCIP" platform</p> <p>Digitalizing application processes for our group clients</p>
 	Developing some platform based apps for employees		Building internal client platform

We care about designing various systems, collaborations and technologies to obtain the most efficient and effective results with our strategic initiatives, products and services. Our intellectual capital is based on the culture of innovative and human driven way of doing business. We always make efforts for supporting this culture and taking it a step forward, follow the trends on the agenda, and take steps with the title of the leading organization in our industry.

## Digital Transformation

**In line with the founding goal of the company, we increase the efficiency of the business processes by both producing new digital solutions and simplifying the current digital assets for clients, sales channels, operational units and even all the employees.**

We believe that digital transformation trend, the effects of which we experience more day by day, is one of the most important parameters in creating agile and dynamic organizations. In line with the founding goal of the company, we increase the efficiency of the business processes by both producing new digital solutions and simplifying the current digital assets for clients, sales channels, operational units and even all the employees.

Continuing our digital transformation driven efforts without any slowdown is among our priorities as Türkiye Sigorta. We started making efforts to develop our digital assets from which all stakeholders can benefit and which will increase our service quality and assurance, throughout 2022.

### Projects Completed in 2021

Project Name	Description	Status
Agency Segmentation Project	Agency channel deduplications were completed.	√
Customer Segmentation Project	Customer deduplications were completed.	√
Pension Apps Deduplication Project	Before combining, pension client platforms of three pension companies were reduced to a single platform.	√
Health Mobile App Development	Client platform allowed for viewing policies, printing policies, querying remaining limit info, making requests for health expenses, viewing health expenses, viewing payment schedule, querying for contracted organizations.	√
Corporate Website Deduplication Project	Separate websites for insurance and pension companies were combined under the brand name Türkiye Sigorta to provide services with a single front end for all the clients.	√
Digital Apps Deduplication Project	Pension and health client platforms were gathered under a single roof and together with the auto branch, Süper App testing processes were completed	√
Mobile Application Developments	Home Application Developments	In progress
	Integration of All Products	In progress
	Robo Advise Project Developments	In progress
	Business Partnerships Phase 2 Developments	In progress
	New Function Developments	In progress
What's New in ROTA App	Web part of the ROTA app was developed and went live.	√
	Production integrations for under 18 products recently included in the Private Pension system were added to ROTA system, and sales of these products started earlier than many companies in the industry.	√
	Quick solutions were generated for production related problems and contribution was made to the activeness of the channel through integration with Halkbank.	√
	Request Management System Developments	In progress
	Renewal & Open Term Function Developments	In progress
	Performance Screen Developments	In progress
	Visit and Calendar Developments	In progress
	Elementary Production Developments (Traffic, Automotive, Property, TCIP, Travel, TSS)	In progress
	Life Product Developments	In progress

## R&D Activities

**We make sure to improve our services through new projects to be able to improve ourselves consistently and maintain leading company position.**



We believe that information technologies and R&D efforts are a significant part of our digital transformation process. We make sure to improve our services through new projects to be able to improve ourselves consistently and maintain leading company position.

Main goals for information technologies related efforts of Türkiye Sigorta can be recapped as follows:

- Improving infrastructure and operation
- Increasing source optimization/efficiency and satisfaction
- Increasing corporate maturity and project success
- Meeting client and market demands
- Resolving regulatory/legal requirements
- Improving app coding architecture/performance

## R&D Activities

### We completed many projects successfully throughout 2021 in line with our information technologies and R&D goals.

We completed many projects successfully throughout 2021 in line with our information technologies and R&D goals. We made contribution to the advancement of our industry through various collaborations, and carried out projects to allow us to play a facilitating role in the industry for integration of our systems and services into the digital.

#### Information Technologies Projects Completed in 2021

Project Name	Description	Status
Data Migration Project for Main Systems	Data transfer from main systems to Pusula system were completed for insurance companies after deduplication of their business processes and products.	√
	Transfer of pension companies' data to Atlas app, and all the necessary integrations were completed.	√
Integration with Current Systems	Adaptation to new legal regulations applied to the Private Pension system was completed very quickly, and it was put into service for clients.	√
Emlak Katılım Bank Integration Project	Integration of Emlak Katılım Bank processes were completed on the basis of the project for integration of main systems, started in the area of participation insurance.	√
Insurance Information Center (IIC) Share Data Model Project	Developments were completed in accordance with the new web service architecture provided by the IIC.	√
Local Exchange Merging Project	End point transformation was completed.	√
Centralized Antivirus Consolidation Project	Antivirus programs were deduplicated.	√
Ensuring E-mail Data Safety	Apps/DLP (Data Leak Protection) used for ensuring data safety during e-mail sending and receiving processes were gathered in a single point, their installations were completed, and they were put into service.	√

## R&D Activities

### Information Technology Projects Planned to Be Completed in 2022

Project Name	Description
New Data Center and DRC Design Project	Redesigning the New Data Center, Disaster Recovery Center (DRC), and network and security infrastructures in order to maximize corporate security and service continuity
Data Center Transfer Project	Examining the current data center infrastructure in terms of application dependency and backups in consequence of exploration and analysis activities and planning an uninterrupted transfer to the new data center
DHCP and DNS Consolidation Project	Consolidating the IP distribution and DNS systems serving in different systems
Security Infrastructure Modernization Projects	Restructuring data leakage systems and web application firewall, and introducing such applications that will increase the level of security
Exadata Consolidation DB Design Activities	Consolidating the Exadata that are included in the inventory after the merger project
Increasing Pusula's Performance	Using the new versions of the technologies
TRS Active Directory Consolidation Project	Releasing the user computers, servers, applications from their old domain dependencies, and switching to TRS domain
Identity Manager Project	Enabling secure authentication as well as a safer and more effective user management for all applications used within the Company to provide service to customers

## R&D Activities

### Information Technology Projects Planned to Be Completed in 2022

Project Name	Description
IT Asset Management Project (CMDB)	Identifying needs by reviewing the current software and hardware inventory, and accordingly, ensuring that budget is used efficiently for supply management
Big Data	Being able to prepare customer segment analysis, fraud management, campaign management and all other analyzes required by the organization on the Big Data Platform
Cyber Security Operations Center (SOC)	Switching to an application that works on a 24/7 basis to detect and prevent possible cyber security attacks through the web applications and mobile applications
Transition to Network Operations Center (NOC) Structure	Ensuring that all web and mobile applications serve customers without interruption by deduplication of the company servers and data center
Credit Card Infrastructure Modification Project	Ensuring that payments and payment related integration are made without storing card information of the clients
Robo Advise Integration Project	Making fund selection easy and understandable, which seems complex and complicated for the client
PDPL Regulatory Compliance Project	Reviewing and re-creating processes prepared as per the PDPL regulations, and ensuring compliance with the regulations

## R&D Activities

### Information Technology Projects Planned to Be Completed in 2022

Project Name	Description
PTT Integration Project	Performing operations such as receiving policy, making payment, viewing and printing policies by establishing online web service integration
Business Continuity Project	Establishing ISO 22301 Business Continuity Management System
IFRS 17 Project	Complying with IFRS17 standards
IBAN Validation Project	Verifying account via Findeks
Data Transformation Program	Projects to be completed as part of the program: <ul style="list-style-type: none"><li>- Data Warehouse Modernization</li><li>- Data Governance</li><li>- Organization</li><li>- Big Data</li></ul>
Agile Transformation Project	Determining the suitable model for the organization and restructuring the processes in accordance with this model
Software Architecture Pusula Transformation Project	Backend and frontend developments for the Pusula system, which is insurance software package

## Environmental Resources Management and Climate Change

We intend to make direct contribution to 7 SDGs in the area of environmental sustainability with environmental management project we plan to implement in 2022.



### Images

### Environmental Targets for 2022



Improving environmental policy



Starting preparations for Waste Management at offices



Planning preparations for becoming a Zero Waste Company



Reducing paper use by increasing digitalization

## Environmental Resources Management

**Türkiye Sigorta aims to implement its environmental policies consistently in all its operations.**



Türkiye Sigorta focuses on improving environmental performance of the Company, preventing contamination and controlling environmental risks, making environmental resource management (waste management, water consumption etc.) efficient, monitoring current environmental risks and regulations, and accordingly, combatting climate change and environmental impacts on the supply chain, within the scope of Environmental, Occupational Health and Safety Policy.

You can access the Türkiye Sigorta and Türkiye Hayat Emeklilik Environment, Occupational Health and Safety Policy via the link.

<https://www.turkiyesigorta.com.tr/yatirimci-iliskileri/sigorta/kurumsal-yonetim/politikalar/cevre-is-sagligi-ve-guvenligi-politikasi>

Türkiye Sigorta aims to implement its environmental policies consistently in all its operations.

Regarding waste management in offices, efforts are planned to be made for prioritizing materials that support our attempts for reducing paper consumption, and that are reusable, redeemable or recyclable, and taking measures to reduce use of plastics such as disposable cups etc.

### Environmental Resource Efficiency

Evaluation of global problems and trends, and our process for materiality assessment in relation to national regulations and sustainability, and feedbacks from our stakeholders resulted in the requirement for analyzing both our Company's impact on the problem and contribution to the solution in terms of environmental resource management. Becoming a Zero Waste company is among our priorities as Türkiye Sigorta. In this respect, we included our goals into our plans in a way to expand them over years to monitor our ecological footprint particularly at the general directorate, and then regional offices, and then operations of agencies and other business partners.

**Regarding waste management in offices, efforts are planned to be made for prioritizing materials that support our attempts for reducing paper consumption, and that are reusable, redeemable or recyclable, and taking measures to reduce use of plastics such as disposable cups etc.**



## Environmental Resources Management

**Türkiye Sigorta aims to reduce paper consumption by digitalizing physical document deliveries as much as possible, ensure cost savings, and meet company obligations sooner and more healthily.**

**Thanks to digitalized  
processes**

**1.3**  
**millions of paper waste  
were prevented in 2021.**

**In 2020 and 2021, 9,000 and  
42,000 mails respectively were  
sent digitally instead of being  
sent through the post, saving  
approximately 1.1 million TRY  
in total.**



Efforts for taking measures such as the initiatives to reduce paper consumption in offices, recycle the materials which can be reused or donated, and reduce the use of plastic such as disposable cups etc. go on. Durable traveling mugs were given as a gift to each employee during first year celebrations following the merger. Our employees were encouraged to use thermos mugs both in their daily lives, at take-away cafes and at work.

In order to prevent the pandemic from spreading at offices, we took the measure of using paper cups and small plastic bottles. As preserving employees' health and mitigating the infection risk are among our basic priorities, we could not set goals for reducing the consumption of single-use paper cups or plastic bottles. In consideration of the amount of plastics we could not reduce, we delivered 107 kg caps in support of the plastic cap collection campaign of the Spinal Cord Paralytics Association in the reporting period so as to help creating both economic and social benefit by recycling the materials. Thus, we helped provide the disabled people in need with wheelchairs as well as cushions to prevent bedsores.

For the general and regional directorates of Türkiye Sigorta and Türkiye Hayat Emeklilik, waste sorting efforts will be gradually launched at all offices in order to sort electric and electronic waste and domestic waste, especially paper, carton and glass waste, at source. Within 2022, we aim to complete various activities including identifying the classes of the whole waste created by the companies, sorting such waste accordingly and providing the necessary equipment related to these activities as well as launching waste management processes at all general and regional directorate buildings by creating relevant procedures and regulations, informing the employees on this matter and developing awareness.

Company aims to reduce its paper consumption by digitalizing the physical documents sent as much as possible, enable cost savings and fulfill the corporate liabilities as soon and healthily as possible. At the first phase, we identified such delivery methods that would reduce the number of cargo deliveries. Unless requested specifically by the customers, we preferred e-mail or SMS

option to send the pension contracts, life policies, annual pension statements and opt-out request forms, and indemnity and operation letters that are sent periodically to inform customers, thus we reduced the use of cargo option. In 2020 and 2021, 9,000 and 42,000 mails respectively were sent digitally instead of being sent through the post preventing approximately 1.3 million of paper waste and saving approximately 1.1 million TRY in total.

Minimizing the paper use by sending fewer physical documents enables us to not only support sustainability as an environmentally friendly organization, but also increase the customer satisfaction with quick and effective communications. We aim to spread such applications in 2022 and increase the gains while reducing the paper use.

"Green IT" is another project which was started to save on paper use in 2021. We are planning to prevent the uncontrolled paper wastage resulting after merger because the printers and servers of 6 infrastructures are different from each other by switching all employee computers to TRS-Domain until the end of 2022.

## Environmental Resources Management

**Besides playing a key role in sustainable finance field by minimizing climate-related risks and financing possible damages, Türkiye Sigorta also tracks its impact on the business scale and with its entire supply chain.**

### Fighting Against and Compliance With Climate Change

As an insurance company, Türkiye Sigorta makes its major impact primarily with the risk mitigation measures taken against the increase in the frequency of the environmental disasters caused by the climate change as well as the creative methods it provides for accessing to insurance products. Besides playing a key role in sustainable finance field by minimizing climate-related risks and financing possible damages, our Company also tracks its impact on the business scale and with its entire supply chain.

With regard to development, water is a right for everyone and a priceless natural asset. Climate change, demographic mobility, migration and urbanization, new lifestyles and the reflections of those on the consumption styles are included among the possible reasons which will make bringing water to next generations more difficult. Being aware of its responsibility for water consumption, the Company measured its business-scale water consumption at first.

The greenhouse gases caused by the operations of Türkiye Sigorta and Türkiye Hayat Emeklilik result from the total energy consumption of general and regional directorates throughout the year. Energy consumption consists of the electric energy purchased for lighting, heating and cooling (air conditioners), etc., the natural gas purchased for heating as well as the fuel consumed for daily activities (driving vehicles). In 2021, total energy consumption was 32,848 GJ which was composed of fuel by 66.2%, electricity by 32.5% and natural gas by 1.3%. The energy intensity was 22 GJ per employee.<sup>1</sup>

Türkiye Sigorta	m <sup>3</sup>
2021	9,390
2020	10,509
2019	17,010

In line with the Sustainability Policy, a presentation was made about the sustainability management with the participation of the senior management in order to further integrate the environmental practices into business operations during the reporting period. Additionally, different

environmental resource management topics were addressed by organizing training sessions involving Sustainability Management System (SMS) and environmental policies during monthly working group meetings. In the topics of Fighting Against and Compliance With

	Türkiye Sigorta <sup>2</sup>		
	2019	2020	2021
Electric Consumption (kwh) <sup>1</sup>	3.448.422	3.047.128	2.964.768
Natural Gas Consumption (sm <sup>3</sup> ) <sup>1</sup>	128.815	99.531	110.364
<b>Total Energy (GJ)</b>	<b>12.929</b>	<b>11.368</b>	<b>11.114</b>

	Türkiye Sigorta <sup>2</sup>
	2021
<b>Fuel Consumption</b>	
Gasoline (liters)	309.398
Diesel (liters)	353.632
<b>Total Energy (GJ)<sup>1</sup></b>	<b>21.734</b>

<sup>1</sup> Conversion Factors Used: Electricity consumption kWh = 3,600 KJ; 1sm<sup>3</sup> natural gas = 3,998 KJ; 1 l gasoline = 34,200 KJ; 1 l diesel = 31,536 KJ

<sup>2</sup> Values show the total consumptions by Türkiye Sigorta and Türkiye Hayat Emeklilik.

## Climate Change Control and Compliance

**By 2021, we provided our insurees with a coverage of 102.2 billion TRY for renewable energy projects while issuing 1,235 policies and realizing a total premium production of 52.5 million TRY for Renewable Energy Projects.**

Emission Type	Category	Fuel Type	Emission (tons of CO <sub>2</sub> e)		
			2019	2020	2021
Emissions From Mobile Combustion	Scope 1	Gasoline	*	*	1
Emissions From Mobile Combustion	Scope 1	Diesel	*	*	384
Emissions From Stationary Combustion	Scope 1	Natural gas	305	236	261
Emissions From Purchased Electricity	Scope 2	Electricity	2,376	1,475	1,283
Emissions From Mobile Combustion <sup>3</sup>	Scope 3	Gasoline	*	*	720
Emissions From Mobile Combustion <sup>3</sup>	Scope 3	Diesel	*	*	588

\*As the emission from mobile combustion could not be measured, there is no data on that type for the relevant period.

<sup>3</sup>Scope 3 only includes rental car fuel consumptions.

Climate Change, employees of Türkiye Sigorta and Türkiye Hayat Emeklilik were provided with the "Climate Crisis" training for 415 man-hours in total.

In 2021, Türkiye suffered several disasters induced by climate change. For the business lines and individual policies covered by us, we paid damages for nine types of

climate change-induced events including flood, storm, snowfall, fire, lightning, hail, earthquake, landslide and frost, to the policies assured by Türkiye Sigorta.

In 2021, we paid damages amounting to 50 million TRY in total against climate change-induced flood and fire disasters that were classified as natural disasters.

### Amount of Compensation Paid (million TRY)

Flood	42.3
Fire	7.7
<b>Grand Total</b>	<b>50.0</b>

Company employees experienced in damages were transferred to disaster areas by immediately creating mobile local damages contact points at disaster areas. Employees requested minimum documentation from insurees to compensate their suffering caused by damages, and finalized the procedures without delay. At mobile local damages contact points, questions asked by the disaster victims were answered.

Within the scope of sustainable insurance approach, we continue to work for enriching our renewable energy dominated portfolio. By 2021, we provided our insurees with a coverage of 102.2 billion TRY for renewable energy projects while issuing 1,235 policies and realizing a total premium production of 52.5 million TRY for Renewable Energy Projects. Furthermore, when assessing the requests made by non-renewable energy plants, we ask for more challenging proposal conditions, carry out a risk measurement assessment and eliminate those requests made for the investments failing to reach the

specified performance as much as possible. While aiming to increase the weight of green energy in the portfolio, we assess each plant separately due to the possible risks they might contain.

We provide an environmental pollution coverage with low limits when underwriting compulsory financial liability insurance for marine pollution at coastal facilities as well as fire liability insurance. We also provide coverage as a side product for compulsory financial liability insurance policies for hazardous substances and wastes.

Agriculture, animal breeding and beekeeping are among those industries that face the climate crisis directly. We provide government-backed crop, animal life and aquaculture insurance to protect the businesses operating in such industries, especially the farmers, from the risks of storm, hurricane, flood, frost, hail, drought, quality loss, etc.

## Human Capital

We, as Türkiye Sigorta, consider our employees to be among our most important stakeholders. We support personal and professional development of our human resource, and we care about providing a working environment that enables diversity, gender equality and inclusion.

UN SDGs	Indicators	Achievements in 2021
	Creating a working environment that supports diversity, equality and inclusion	We made efforts to conduct a fair and transparent promotion process and create a common ideal culture together with all our employees. We organized trainings about equality and inclusion.
	Improving employee experience, and increasing employee loyalty	We implemented Leadership Training and Development programs, MBA and micro MBA programs. We made efforts to implement attractive side benefit systems and rewarding processes and perform internal communication activities, identify the communication points well and design the best end-to-end employee experience, contact all employees on their special days and increase employees' sense of loyalty.
	Female employee rate	55.27%
	Rate of female employees returning to work after parental leave	89%

UN SDGs	Targets for 2022
	Creating the employee suggestion system, and realizing the rewarding system project



## Ethical Principles

**Ethical Principles contain our basic principles that our employees should comply with while fulfilling their duties as well as the new and comprehensive arrangements for working order.**



We show an extra sensitivity to compliance with laws and ethical rules as well as any behaviors that will damage the values of justice, transparency, integrity and reliability in the eyes of customers, society and stakeholders as well as the reputation of companies, and insurance and pension industries. We, as Türkiye Sigorta, do not employ people under age 18 and act in accordance with the procedures and principles of child employment. We adopt avoiding forced or compulsory labor as our policy. Ethical Principles contain our basic principles that our employees should comply with while fulfilling their duties as well as the new and comprehensive arrangements for working order. The purpose of these principles is to prevent any possible disagreement and conflict interest among the employees, customers and Company, and to manage this dynamic as balanced and sensitive as possible. Ethical Principles support our vision "Insurance for Positive Impact" as well.

We are planning to revise the said principles in 2022 in order to have them understood properly, observe their universality and specify their scope under the regulations.

## Employee Rights and Employee-Specific Supports

**We attach great importance to allowing employees to benefit from suitable rights and opportunities. We don't pay regards to different benefits among the employees; and try to ensure that there are no benefits that are provided for full time employees but not for part time employees.**

**A 2 year agreement to be valid until 2023 was made with the Union, as it is made every year as part of the important agreements, including items on human rights or reviewed in relation to the human rights related topics.**



We attach great importance to allowing employees to benefit from suitable social rights and opportunities. We don't pay regards to different benefits among the employees; and try to ensure that there are no benefits that are provided for full time employees but not for part time employees. We apply balanced restrictions to those benefits according to the working days of half-time employees.

We do not make any salary deduction from employees who submit a medical certificate. As in all areas, we consider gender equality also in salary distribution. We do not differentiate between the salaries of our female and male employees, and we pay the same salary to our female and male employees engaged in the same role.

We prepared a "Remuneration and Indemnity Policy" for employees, senior executives and Board of Directors, and posted it on the website.

A 2 year agreement to be valid until 2023 was made with the Union, as it is made every year as part of the important agreements, including items on human rights or reviewed in relation to the human rights related topics. Additionally, the entire security personnel has completed trainings on the policies and procedures related to human rights. We proudly reap the fruits of these sensitivities. We are happy to share that no complaint about human rights violation was sent to our Company in the reporting period.

### Side benefits provided to employees:

#### We Offer Financial Welfare Supports to Employees

- We pay bonuses to the all employees on the permanent staff four times in a calendar year over the gross wage.
- We reflect an additional increase rate on the general wage increase according to the annual performance evaluation result of the employee.

- We provide title increase according to their promotion.
- We share Company's success with employees by making premium payments.

#### We Contribute to Employee Welfare

- While providing our employees with comprehensive private health insurance, we also offer private health insurance opportunity for their partners and children.
- We pay a monthly PPS contribution (EGPP) for employees. We make extra payments to that PPS contract when the employee has (delivers) a baby, gets married and on his/her birthday.
- We guarantee the future of our employees with group life insurance.
- We allow birthday leaves for all employees.
- Fire and natural disaster benefits are provided if the employee suffers from such events.

## Employee Rights and Employee-Specific Supports

**Among group private health policies, we offer policies to our employees with high coverage limits and special privileges. Additionally, we provide policies for their children and partners for free upon request.**

### We Make Social Welfare and Support Payments

- We make various payments under the name of moving allowance, fuel allowance, daycare benefit, maternity benefit, death benefit and marriage benefit

### Coverages provided within the scope of health insurance policy:

Among group private health policies, we offer policies to our employees with high coverage limits and special privileges. Additionally, we provide policies for their children and partners for free upon request. While we offer a limitless inpatient treatment coverage, our outpatient treatment coverage is TRY 15,000, higher than general group averages. The total limit of Dental and Glasses/Lens/Frame coverages is TRY 3,000, and they are able to use either coverage at any percentage within that limit. Our employees can avail of private health policy with an insuree contribution of 20%. They can receive services without paying any contribution at Florence

Nightingale and Koç University hospitals. They can have COVID-19 tests for free twice a year, and are given a limited vitamin coverage. Epilepsy and scoliosis are covered in the private health policy for Türkiye Sigorta and Türkiye Hayat Emeklilik employees. Pregnancy follow-up expenses are covered from outpatient treatment coverage, and an additional limit of TRY 10,000 is applied for childbirth. For people aged 40+, we annually offer a mammography check-up for women and PSA check-up for men. We provide an education and rehabilitation coverage of TRY 2,500 for special needs children.

All of these are intended for helping employees lead a healthy life. In case of a disease which is not included in the health insurance policy but threatens employee's life or vital functions, the relevant expenses can be covered from the coverage pool specified by the Company. Health coverage pool can only be used by employees themselves or their employed or unemployed partners and children provided that the health insurance

policy is in effect. When evaluating the requests for using Health Coverage Pool, a board created for the Company reviews the conditions for covering the request from the pool limit by considering the necessity of treatment, employee's income status, his/her partner's income status if employed, the number of their children, etc., and approves covering such expenses if deemed suitable. In 2021, we paid TRY 106,523 from the coverage pool for 12 employees to help with their health expenses.

### AVITA Employee Support Program

On our AVITA support line platform, we provide our employees with services to respond any requests made by them about their health problems from psychological support to medical opinion at any time by phone call. This service has been provided for nearly one and a half year, and within that period, 1,552 calls were made in total including 1,342 by our employees and 210 by their relatives.

**On our AVITA support line platform, we provide our employees with services to respond any requests made by them about their health problems from psychological support to medical opinion at any time by phone call.**



## Diversity and Inclusion

**The corporate structure and communication of Türkiye Sigorta were designed irrespective of race, religion, language, sect, belief, gender, mental or physical inability, age, cultural or social class difference.**

Enriching our corporate structure has always been one of the most important values for us. In this regard, we adopt the principle of offering equal opportunities for everyone, and exhibit a fair and non-discriminatory attitude in all HR processes. Our corporate structure and communication were designed irrespective of race, religion, language, sect, belief, gender, mental or physical inability, age, cultural or social class difference. The wage difference among those doing the same job may only result from objective reasons such as overtime, performance and seniority. With regard to discrimination, our employees and business partners are able to make complaints and applications anonymously using the methods arranged based on the rules of business ethics.

Our Company has always been sensitive to gender equality, and believes that promoting women's employment is essential for the improvement and development of not only our Company, but also our country. It will be possible to increase the GDP significantly by reducing the difference between the employment rates of women and men.

On the other hand, engaging women at all levels of the company makes an important contribution to business performance. Many studies reveal that the presence of female leaders in the business world improves the financial performance and increases investment income, market share, capital and share value, etc. We want to support our female employees throughout their career from recruitment to retirement. We are planning the projects, existing activities and new business ventures carried out in different fields by Türkiye Sigorta and their effects on women and men, and if necessary, make improvements in the project implementation phase accordingly. Additionally, we apply the same recruitment process for people whether disabled or not. When recruiting disabled people, we consider the needs and qualities of the current position, and aim for avoiding negative discrimination in terms of wages, side benefits, titles and responsibilities given to the employees. Instead, we exercise due care for providing a working environment suitable for their health condition, engaging them in such roles that will not trigger their condition, and supplying any additional equipment needed.

	2020			2021		
	Female	Male	Female Employee Rate	Female	Male	Female Employee Rate
Türkiye Sigorta	512	535	49%	649	624	51%
Türkiye Hayat Emeklilik	737	498	60%	729	491	60%

In 2021, the rate of our female employees was recorded to be 55.27% in total. Moreover, we attach the same importance to balancing women/men ratio for both ordinary employees and management teams and enabling the women to represent themselves. We aim to further increase the percentage of women, and do our best to make a contribution to female employment.

We also carefully conduct our procedures for female employees who recently gave birth. In the reporting period, 93 employees in total went on parental leave, and 83 of them are still working within our Company. We provide 2-month paid leave for our employees during the 6-month legal parental leave. Additionally, we pay TRY 2,600 for our employees' EGPP contracts within the month when they have a baby.

2021	Türkiye Sigorta	Türkiye Hayat Emeklilik
Number of Employees Taking Parental Leave	21	72
Number of employees not leaving their jobs within 12 months after returning from parental leave	20	63

## Diversity and Inclusion

**We respect employees' freedom of association, trade union membership and collective bargaining. By 2021, our 980 employees, i.e. more than 39% of our total workforce, are affiliated with unions.**

We respect employees' organization, unionization and collective bargaining rights. All employees are able to have union membership and take charge in union managements. We enable suitable conditions for the unions to freely conduct their activities throughout the company and for the employees to effectively and freely exercise their rights to join union activities and collective bargaining. By 2021, our 980 employees, i.e. more than 39% of our total workforce, are affiliated with unions. We maintain our union relations in a constructive way at a fairly good level through the union representatives selected among employees. During collective bargaining periods, we make decisions based on mutual agreement.

### Number of Union Member Employees in 2021

Company	Number of Union Members	Rate of Union Members
Türkiye Sigorta	500	38%
Türkiye Hayat Emeklilik	480	42%

As part of our equality policy, we open daycare facilities for our employees or provide daycare support, and make daycare opportunities accessible for both mothers and fathers. In this respect, we provide care and education services for 0-6 years old children of our 59 male and 66 female employees. Nearly 125 children benefit

from daycare facilities including the children of both female and male employees. We support pre-school education by enabling an education environment that contributes to the pre-school care and education services for our employees' children and supports their development.

### Türkiye Sigorta

Female	66	53%
Male	59	47%
<b>Total</b>	<b>125</b>	<b>100%</b>

### Türkiye Hayat Emeklilik

Female	96	58%
Male	69	42%
<b>Total</b>	<b>165</b>	<b>100%</b>

## Employee Development and Training

**Türkiye Sigorta Academy has started to work as of 2021 with the aim of developing employees' professional knowledge and competencies, creating innovative contents and adding value to all stakeholders from a human-centered perspective.**

For investments, we prioritize not only the technological infrastructure, but also the employee development. Türkiye Sigorta Academy has started to work as of 2021 with the aim of developing employees' professional knowledge and competencies, creating innovative contents and adding value to all stakeholders from a human-centered perspective. Professional and Technical Development, Personal Development, Corporate Development and Licensing trainings were provided based on urgent and important needs at first. We made investments in employee development with long-range training programs.

For new recruits, we aimed to accelerate employees' adaptation to the Company and reached all new employees with live and online training sessions.

We encourage our units, especially actuary, accounting, law, fund management, audit, and investor relations, to acquire licenses and memberships.

Türkiye Sigorta organizes regular training sessions to improve the professional knowledge and competencies of the employees. The main training programs completed throughout the year are summarized in the following table:

Training Name	Program Content	Employees Trained	Training Duration & Groups
Basic Insurance and PPS Training	<ul style="list-style-type: none"> <li>Basic Insurance</li> <li>Basic life and pension</li> </ul>	Over 1,000 marketing, agency sales and customer communication employees	13 groups of 12 hours each
Sale Culture Alignment Training and Development Project	<ul style="list-style-type: none"> <li>Setting strategies and expectations</li> <li>Current state analysis</li> <li>Sales coaching</li> <li>Reporting</li> </ul>	Agency and bancassurance insurance sales consultants including regional directors	1-year period & 255 people
We are Stronger Together - Teamwork Training	<ul style="list-style-type: none"> <li>Team spirit</li> <li>Effective communication</li> <li>Sense of cooperation</li> </ul>	Employees of Pension and Insurance bancassurance regional directorates	Two-day trainings & 18 cities, 34 groups and 590 participants
Performance Management and Feedback Techniques Training in Effective Leadership	<ul style="list-style-type: none"> <li>Enabling the directors to effectively lead the performance management process</li> <li>Evaluating employees properly</li> <li>Supporting their development with active feedbacks</li> </ul>	Pension and Insurance directors	Two days & 157 participants
Foreign Language Development Program	<ul style="list-style-type: none"> <li>Training provided on the agreed online English training platform</li> </ul>	500 critical employees	1-year program

## Employee Development and Training

**Türkiye Sigorta organizes regular training sessions to improve the professional knowledge and competencies of the employees.**

Some of the other training sessions performed are grouped as follows:

### Technical & Sales Training

- Actuary Training
- BEFAS Trainings
- Branch Training
- Technical Training Specific to Business Areas
- Participation Insurance Training
- Risk Supervision Training
- Branch Culture Training
- Product Training

### IT Trainings

- MS Office Program Training
- Power BI Training
- SQL Trainings
- SAP-BO Training

### Other Professional Trainings

- Call Center Orientation Training
- UFRS Trainings
- Training for Administrative Affairs Teams
- HR Analytics Training
- Quality Coaching Training
- Process and Quality Training

Training Name	Program Content	Employees Trained	Training Duration & Groups
Training and development program for internal trainers	<ul style="list-style-type: none"> <li>• Spreading the culture of learning</li> <li>• Enabling internal knowledge sharing by training internal trainers</li> </ul>	75 internal trainers	5 groups of 56 hours each
Leadership Development and Leadership Training Certificate Program	<ul style="list-style-type: none"> <li>• Bosphorus University provided training.</li> </ul>	Leadership Development Program 25 directors Leadership Training Program 25 managers	78 hours for 1 development group 102 hours for 1 training group
PMP and Executive MBA programs	<ul style="list-style-type: none"> <li>• Yıldız Technical University and Bosphorus University provided training.</li> </ul>	PMP Program: 75 Pension and Insurance employees -MBA program: 17 Pension and Insurance executives	PMP 108 hours & 3 Groups - MBA 1 group
PMP programs	<ul style="list-style-type: none"> <li>• Yıldız Technical University PMP Program</li> <li>• Boğaziçi University PMP Program</li> </ul>	20 employees 67 employees	35 hours 1 group 39 hours 3 groups
Executive MBA programs	<ul style="list-style-type: none"> <li>• Yıldız Technical University Executive MBA programs</li> </ul>	17 employees	1-year program
Micro-MBA Program	<ul style="list-style-type: none"> <li>• İstanbul Technical University provided training.</li> </ul>	29 Pension and Insurance employees	96 hours 1 group
Limitless Sales New Graduate Program Development Journey	<ul style="list-style-type: none"> <li>• Basic Insurance,</li> <li>• Basic Sales Skills,</li> <li>• Personal Development</li> <li>• Financial Management,</li> <li>• Product-Screen Training</li> </ul>	Newly Graduated Employees	125 hours for 106 employees 4 group training
A Strong Future will Come with You - Internship Program	<ul style="list-style-type: none"> <li>• The basic development of the interns who stepped into the industry was promoted and followed with the development program, using face-to-face and e-learning methods and was reinforced with gamification and micro-learning.</li> </ul>	28 interns	9 groups & 22 hours

## Human Resources Policy and Talent Management

**In 2021, we redesigned the recruitment process to align with the changing work structure due to the pandemic in order to properly conduct the potential resource evaluation and evaluation tool arrangement processes, and 25 executives and 377 specialists joined the Türkiye Sigorta family.**

In line with the strategic Human Resources perspective and the vision and mission of Türkiye Hayat Emeklilik, the Company's human resources policy aims:

- To create the ideal culture that will enable the Company to achieve its strategic priorities and goals, and to attract and recruit the talented candidates who will show high performance and move the Company forward,
- To support its employees with training and development plans/programs and accurate pricing,
- To evaluate career opportunities with attractive fringe benefits systems as well as fair and structured, multidimensional evaluation systems,
- To organize the implementation of rewarding processes and internal communication activities.

In line with this policy;

- Recruitment procedures are organized within the framework of the principle of providing equal opportunities to candidates on equal conditions.
- The wages and fringe benefits of the employees are determined by considering the wage level in the market.

- All rights provided to employees are clearly regulated in the human resources regulation, and it is ensured that every employee who fulfills the specified conditions can benefit from these rights without discrimination.
- Regular training sessions are organized to improve the professional knowledge and competencies of the employees.
- Safe working environment and conditions are provided for the employees in accordance with the Occupational Health and Safety Legislation.
- Personal data of the employees are carefully stored, meeting the criteria specified in the Personal Data Protection Law (PDPL).

In 2021, we redesigned the recruitment process to align with the changing work structure due to the pandemic in order to properly conduct the potential resource evaluation and evaluation tool arrangement processes. In 2021, 25 executives and 377 specialists joined the Türkiye Sigorta family. In 2021, the Company launched two separate Young Talent Programs including Limitless Sales New Graduate Program and A Strong Future will Come with You

- Internship Program in order to primarily recruit young talents to the Company with a talent acquisition approach based on its recruitment needs. With regard to talent management, we aim to create a working atmosphere that will bring current employees' corporate loyalty to the highest level and a human resources system that the potential candidates will want to work with most.

Türkiye Sigorta aims for a dynamic structure creating its own potential resource for opportunities by internally matching Company's workforce to correct needs through career mobility. It is based upon designing a justice-focused career evaluation process with multidimensional evaluation tools, feedback interviews and development plans. This design covers employees at all levels from newly graduated employees to senior executives. In the career mobility process of 2021, there were 40 and 192 horizontal mobility changes (department change, transfer to another workplace, etc.) at governance and expert levels respectively, and 57 and 307 vertical mobility changes (promotion) at governance and expert levels respectively.

### Targets for 2022

- Switching to the new generation performance system increasing employee participation in 2022
- Increasing employees' own development and their contributions to our Company by creating a "Development Map" based on the development areas identified for them
- Starting the accompany process to provide the new employees with a better experience
- Enabling our employees to increase their awareness and experience leadership skills with the Mentorship Program



## Employee Participation in Decision-Making Processes

**We care about adopting an open communication culture and capitalizing on their knowledge in order to develop employee relations based on mutual communication.**

We, as Türkiye Sigorta, act by considering our human asset as our most valuable asset. We care about adopting an open communication culture and capitalizing on their knowledge in order to develop employee relations based on mutual communication. We believe

that organizational learning will create a competition advantage for our Company. We include our employees in decision-making processes to increase organization's innovation capacity and the organizational learning speed, and try to build self-learning systems.

Following the merger of our Companies on September 2020, we created 10 main committees and 22 working subgroups to identify the deficiencies, deduplicate the processes and operations, complete data transfers without loss, and conduct the merger project by strengthening the infrastructure. In total, 197 employees actively participated in various committees and stages of the project. We were able to identify the unprecedented risks, assumptions and restrictions, and mitigate their effects by including all our employees in the process for making systematic and rational decisions in our projects, and they provided any support needed to complete the projects on time by contributing the projects with their opinions and developments.

One of the projects we conducted with our employees in 2021 was the PDPL project aimed at harmonizing all our processes with the Personal Data Protection legislation. We enabled our 135 directorates to be involved in the decision points related to data reconciliation by including them in this process.

One of our targets for 2022 is to build a suggestion system, where the employees will be able to share their opinions, to ensure their participation in the decision-making mechanism. With the suggestion system to be built in 2022, we will start an appreciation and recognition process to show the value we attach to our employees' opinions. We will continue our project with the instant rewarding process to be started late 2022 or early 2023. Additionally, we will make our appreciation and recognition process sustainable with the opinion competition to be held annually.



## Occupational Health and Safety

**For Türkiye Sigorta, guaranteeing the health and safety of employees has become a keystone of its work culture. Its occupational health and safety performance is regularly followed up, evaluated, and periodically reported.**

In line with the attention paid to Occupational Health and Safety especially at the international level and the acceleration of improvement efforts, its importance has scaled up for our country. For us, guaranteeing the health and safety of employees is a keystone of our work culture. Our occupational health and safety performance is regularly followed up, evaluated and periodically reported.

At our Company, we aim to create a safe and healthy working environment for employees with the motto “zero occupational accident” by proactively reducing the risks to an acceptable level, reducing all tangible and intangible losses, and fulfilling the requirements and applicability of national and international occupational health and safety legislations.

Occupational health and safety activities are carried out according to Türkiye Sigorta Human Resources Policy and legal regulations by the workplace health and safety units of the Human Resources and Training Directorate. There are company-wide Occupational Health and Safety boards, which have 24 members in total including 4 employee representatives, organized according to legal regulations.

Working environments of the insurance industry are considered as “low-hazard” in terms of hazard classification. We identified 101 hazards that are possible to happen in the Company, and took necessary measures against them. In the reporting period, the number of injuries was zero and the accident weight ratio was 0% for our employees. Within that period, there were also no occupational disease case in Türkiye Sigorta's operations.

### Accident Statistics

	Türkiye Sigorta	Türkiye Hayat Emeklilik
Accident Weight Ratio ((Total Days Lost/(Total Working Days - Non-working Days)) * Daily Working Time * 200.000)	0	0
Injury Ratio ((Total Occupational Injuries/(Total Working Days - Non-working Days)) * Daily Working Time * 200.000)	0	0
Occupational Disease Ratio ((Number of Occupational Diseases/ (Total Working Days - Non-working Days)) * Daily Working Time * 200.000)	0	0
Lost Day Ratio ((Total Occupational Lost Days/(Total Working Days - Non-working Days)) * Daily Working Time * 200.000)	0	0
Number of Deadly Accidents	0	0

## Occupational Health and Safety

**In order to raise employees' consciousness about occupational health and safety and to create awareness, OHS trainings were provided to 342 employees (including interns) for 2,736 man-hours by Türkiye Sigorta, and to 120 employees for 960 man-hours by Türkiye Hayat Emeklilik, 3,696 man-hours in total, in 2021.**

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A regular and balanced mobility is an essential element of a healthy lifestyle. In order to support our employees' physical and mental health and keep them healthy with sports activities, we provide gym and professional sports equipment support at an area of 400 m<sup>2</sup> at Levent General Directorate building including the weekends.

Since the beginning of 2021, we have been offering dietitian service to all employees at Levent General Directorate building. Employees requesting that service are firstly assessed in terms of their condition, then the most suitable diet programs are prepared for and shared to them, and they have weekly follow-ups for their personal diet.



## Measures Taken Against COVID-19 Pandemic

**For the COVID-19 pandemic started in 2020, Türkiye Sigorta not only regarded the health of its employees as a priority, but also took necessary measures for both customer and community health.**



Although we have got over the pandemic to a large extent, its psychological effects seem to continue in our lives for a long time. For the COVID-19 pandemic started in 2020, the Company not only regarded the health of its employees as a priority, but also took necessary measures for both customer and community health.

The measures adopted by the Crisis Management Committee were immediately started to be implemented at the highest level:

- Temperature readings were continuously taken at Company entrance points by thermal cameras or electronic thermometers, and masks, disinfectants and cologne were continuously distributed to employees.
- The cleaning frequency was increased for the common spaces at the workplace, and offices were disinfected weekly.
- For officers, seating order was rearranged by widening the space between tables.

Additional measures were taken by also considering the business continuity:

- The employees falling under the scope of the Administrative Leave Circular for Public Employees went on leave.
- The employee numbers were minimized at units, and all employees excluding a few employees who were required to be present at general directorate building were started to work from home.
- Employees were immediately provided with laptops/tablets needed for remote access.
- The Internet connection needed for remote access was also provided by the Company by taking the necessary actions.
- The activities intended for raising the knowledge and awareness about the methods of protection from COVID-19, measures to be taken and fighting against COVID-19 were supported by multi-channel communications.

In the insurance industry, we have included the COVID-19 treatment in private health insurance and supplemental health insurance coverages in order to contribute to the solidarity spirit even though it was not covered and no premium was paid for that risk.

Unless specified otherwise in policies, we reimbursed the COVID-19-related treatment expenses of our insurees as per the policy coverage limits and contribution rates. The amount of indemnities paid due to COVID-19 diagnosis from the beginning of the pandemic until the end of 2021 approximately reached to 10.2 million TRY.

## Clients

**At our Company, “Customer Focus” is adopted as a culture rather than a goal. To this end, we consider the expectations of our customers and business partners as the main component of the improvement journey while developing our processes.**

At our Company, “Customer Focus” is adopted as a culture rather than a goal. To this end, we consider the expectations of our customers and business partners as the main component of the improvement journey while developing our processes.

The satisfaction levels of all our customers and business partners were followed up periodically with relevant surveys and studies throughout the year. In the reporting period, the following scores were measured: 83 for General Agency Satisfaction, 70 for Customer Satisfaction, 69 for Loyalty and 68 for Competitiveness.

The service quality and performance of the outsourcing companies offering services on behalf of the Company are also followed up periodically.

We will continue to design projects suitable for our Company’s strategies and priorities, or make unit or job-based developments by matching the development areas identified according to the results of these surveys and studies to our business processes. As always, we will adapt the digital transformation and new generation technologies to our business also in 2022.

The most prominent suggestions made in the customer satisfaction surveys are listed below:

- Increasing digital capabilities, understanding the website, and easy access to information
- Extending the scopes and coverage limits of insurance policies
- Increasing the number of contracted hospitals
- Accelerating transactions
- Evaluating the knowledge and communication of employees

We pay attention to provide solutions and offer our services as soon and effectively as possible by following up the customer calls. In this regard, we served our customers at a request solving rate of 77% in the reporting period 2021 by answering 95% of more than 1 million calls received by our call center. Türkiye Sigorta Call Center’s average call response time was 34 seconds in 2021.

We are planning to perform such measurements that will enable us to see the experience, efforts and recommendations of the customer and distribution channels of not only our insurance companies, but also our life and pension companies in 2022. Additionally, our future goals include realizing the cultural transformation together with our solutions partner that is able to create suitable outputs for our strategies by interpreting the on-site customer feedback data collected immediately at the contact points to be specified.



### billion TRY Coverages Provided to Customers

Türkiye Sigorta	15,429
Türkiye Hayat Emeklilik	641

### billion TRY Net Claims Payments

Türkiye Sigorta	2,553
Türkiye Hayat Emeklilik	1,439

## Clients

**We, as Türkiye Sigorta, always give particular importance to customer satisfaction and provide our customers with tailored solutions through our products and services developed in different insurance fields to meet evolving expectations and needs.**

### Products offered to customers:

#### VEHICLE INSURANCE

Dost Car Insurance  
Fiat Car Insurance  
Extended Car Insurance  
Traffic Insurance  
TRNC Car Insurance  
Exempt Car Insurance  
Tractor Insurance  
Green Card Insurance

#### PRIVATE PENSION

Under 18 PPS Plan  
Under 18 Kumbara PPS Plan  
Gençliğin BES'i Plan  
Basic Plan  
Earning Plan  
Steady Basic Plan  
Maximum Earning Plan  
Güldüren Yarınlr Plan  
OKS Plans

#### PERSONAL ACCIDENT

Ailem Güvende  
Individual Accident  
Girişimcim Güvende  
Her Şeye Hazırım  
Employer Protection  
SME Urgent Support  
Sağlığım Yerinde

#### FINANCIAL INSURANCES

Government-backed Credit Insurance  
Surety Bond  
Credit

#### LIFE INSURANCES

Eğitimin Gücü Life Insurance  
Artı Hayat Insurance  
Educational Support Insurance

#### WORKPLACE INSURANCES

Gas Station Package  
Pharmacy Package  
Workplace Extra  
Comprehensive Workplace  
Hotel Package  
Auto Plaza Package  
Fire Subscription

#### HOME INSURANCES

Eşyam Güvende  
Home Extra Package  
Home Package  
Mortgage  
Sarı Panjur  
Housing Estate Common Space  
Ziraat Special Home  
Compulsory Earthquake Insurance - TCIP

#### ENGINEERING

Electronic Device Insurance  
Construction All Risks  
Leasing All Risks  
Machinery Breakdown Insurance  
Assembly All Risks

#### TRANSPORTATION

CMR Liability  
Insurance of Goods  
Hull Insurance  
Yacht Insurance  
Domestic Carrier's Liability

#### HEALTH INSURANCES

Private Health Insurance  
Cankurtaran Insurance  
Group Private Health Insurance  
Group Supplemental Health Insurance  
Risky Disease Treatment and Support Insurance  
Travel Health Insurance  
Supplemental Health Insurance  
Foreigner's Health Insurance

#### LIABILITY

Authorized Lift Service Professional Liability  
Compulsory Financial Liability Insurance for Marine Pollution at Coastal Facilities  
Professional Liability Insurance Policy  
Compulsory Liability Insurance for Private Security  
Compulsory Financial Liability Insurance for Hazardous Substances and Wastes  
Compulsory Financial Liability Insurance for Medical Malpractice  
Compulsory Liability Insurance for Bottled Gas  
Third Party Financial Liability  
Financial Liability for Product

#### AGRICULTURE

Government-backed Crop Insurance  
Government-backed Animal Life Insurance  
Government-backed Aquaculture Insurance

## Agencies

**In 2021, Türkiye Sigorta Products trainings, which involved company's authorized people informing the agencies, were completed with the participation of nearly 2,500 agencies divided into 16 groups in order to support the agencies for the new agency collaborations and enable them to know the insurance products.**

Agencies are one of the leading sales channels of insurance companies. Insurance companies have important duties in terms of providing information and training opportunities for continued collaboration with agencies.

### Türkiye Sigorta Agency Academy

In collaboration with Marmara University, Türkiye Sigorta launched the Agency Academy which offer training programs to increase agency performance and support their efforts. With Türkiye Sigorta Agency Academy, we aim to support the agencies about the industry and business knowledge. In collaboration with Marmara University and accompanied by expert academics, we designed the Agency Academy Certification Program which prioritizes both professional and corporate development of the agencies. The 78-hour training program planned for 300 select agencies was completed between July and December 2021. Certificates were given to the agencies at the end of the program.

In 2021, 3,932 agency employees in total participated in 11 Pusula Product and Collection Trainings organized by including both the new agencies and the existing agencies which asked for participation.

### Agency Orientation Programs

In 2021, Türkiye Sigorta Products trainings, which involved company's authorized people informing the agencies, were completed with the participation of nearly 2,500 agencies divided into 16 groups in order to support the agencies for the new agency collaborations and enable them to know the insurance products. These trainings are regularly provided for the new agencies.

### Türkiye Sigorta Pusula Magazine

We started to issue Türkiye Sigorta Pusula Magazine in order to increase the connections with Türkiye Sigorta and Türkiye Hayat Emeklilik agencies, thus enabling a permanent communication.

Our magazine aims to improve communication with distribution channels, deepen the relation between channels and the company and interactively convey the company messages to the stakeholders while serving as a two-way communication channel to reflect all expectations, needs and suggestions of the distribution channels.

By the contents of our magazine, we position our agencies as content creators instead of passive readers. While the relevant agencies tell about the cities in their regions for the travel page of the magazine, our agencies share their stories with us in such sections as "doyen agency" and "one of us".

By offering our magazine for free in Turkcell Dergilik app, we not only make it easy to read and access for everyone, but also limit the hard copies to a certain number.



## Banking Channels

**In our banking channel, we ensured process efficiency by offering trainings and organized campaigns to support sales following the system integration efforts completed with product and coverage deduplication.**

We care about our relations with the banking channel stakeholders and work with utmost diligence to increase their satisfaction.

In our banking channel, we ensured process efficiency by offering trainings and organized campaigns to support sales following the system integration efforts completed with product and coverage deduplication. The PPS plan adopted in 2021 for people under the age 18 was put on banking screens. Bank employees were trained about the screen and product in a 1-year program.

In 2021, we launched several applications in the field of digitalization: We started to sell TCIP, home, car, traffic, travel health and supplemental health insurance products with VakıfBank through the project "Insurance Product Sales by WEB Channel", the first of its kind in Türkiye, and also started to sell insurance products over the mobile apps of Vakıf Katılım and Ziraat Katılım Banks. For Türkiye Hayat Emeklilik, we enabled online additional PPS contribution payment and online customer request collection on the side of Ziraat Bank. Reducing the manual processes and transaction times has increased our PPS volume by positively affecting our sales capacity. With the "Intermediary Institution Satisfaction Survey" completed by our top 3 banking channels, we identified the points to increase the satisfaction of our banking distribution channels and prepared action plans for the fields to be improved.

### Commission Payments by Production Channels

million TRY	Türkiye Sigorta	Türkiye Hayat Emeklilik
Banking Channel	834	1.208
Agency Channel	434	35
Co-assured Transactions	133	-
Brokers	70	-
<b>Total Commissions Paid</b>	<b>1.471</b>	<b>1.243</b>

## Investors

**We meticulously answer any questions of our investors as soon as possible. We plan quarterly analyst discussions and investor meetings, and tell the activities about the Company, recent developments and our future expectations.**

We transparently inform our stakeholders about our financial management through our financial reports, investor presentations, website, general meetings, the events we hold or attend, and the investor meetings. We meticulously answer any questions of our investors as soon as possible. We plan quarterly analyst discussions and investor meetings, and tell the activities about the

Company, recent developments and our future expectations. We submit introductory information about our Company to new investors.

Considering our values, we continue to work for bringing the Turkish insurance industry to top in global competition by offering solutions to fulfill the need for trust.

million TRY

Dividend Payments to Shareholders

Türkiye Sigorta	493
Türkiye Hayat Emeklilik	648



## Suppliers

**We, as Türkiye Sigorta, are aware of the requirement for integrating sustainability into commercial activities, especially the entire supply chain, in order to produce value for our stakeholders.**

We, as Türkiye Sigorta, are aware of the requirement for integrating sustainability into commercial activities, especially the entire supply chain, in order to produce value for our stakeholders. We are able to differ our environmental and social impact with our purchase decisions and by spreading our process transparency and corporate sustainability policies and procedures to

our supply chain. And the direct economic impact created in our supply operations is an indicator of our contribution to Türkiye's development. Within this scope, we, Türkiye Sigorta and Türkiye Hayat Emeklilik, paid 981 million TRY in total in 2021.

million TRY

Payments to Suppliers

Türkiye Sigorta

636

Türkiye Hayat Emeklilik

345

We care about our relations with the suppliers, and we send monthly performance reports to our repair service suppliers. That report contains the parts covered or not covered by the companies within that month, total discount amount and rate,

etc. Similar to our repair service suppliers, we evaluate a lot of business partners and suppliers. We continue to work for building long-lasting cooperations with our suppliers by developing systematic performance measurement projects.



## Employees

**We started an internal magazine centered on our values of self-confidence, virtue, sensitivity and curiosity to revive the team spirit, increase efficiency, and strengthen the organic bond between our colleagues and the organization.**

In the beginning of our report, we tried to explain the value attached to our employees with the benefits, development programs and trainings provided to them as well as the competency management, opportunities to participate in decision processes, and reward and appreciation processes. It is important for us that our employees work contentedly and peacefully with equal opportunities.

The projects and developments realized with the power of our employees within just a year after the merger are the preliminary indicators of the works to be done in the future. We continue to work with an exemplary conduct and attitude for unity and solidarity.

### **Birlikteyiz Magazine:**

We started an internal magazine centered on our values of self-confidence, virtue, sensitivity and curiosity to revive the team spirit, increase efficiency, and strengthen the organic bond between our colleagues and the organization.

Our quarterly digital magazine features the organizational news, our achievements and corporate contents as well as people centered topics such as the hobbies of our colleagues, their achievements in sports and arts, etc. Furthermore, we prepare an up-to-date and extensive publication with arts & science, digital life and the sections to support our development.



### **million TRY**

### **Payments to Employees**

Türkiye Sigorta	320
Türkiye Hayat Emeklilik	282

## Social Investments

**At Türkiye Sigorta, the leader of the insurance and pension sectors, we know that our business is naturally focused on the people and the world. We aim to use our power to serve for social good.**

UN SDGs	Indicators	Achievements in 2021
 	Internal waste reduction projects according to Zero Waste Regulations	107 kg of plastic caps were collected in company buildings through the plastic waste collection efforts made by the different branches of the company. There are ongoing preparations for having a Management System.
  	Raising awareness of children and young people about social issue	<p>We sponsored the Zero Waste Education Set to raise environmental and sustainability awareness in children.</p> <p>We organized a painting contest for children with the theme COVID-19 Pandemic.</p> <p>We donated over 1,800 books to schools located different parts of Türkiye.</p>
   	Participating in entrepreneurial and innovative projects	<p>With the contributions of the Ministry of National Education and the collaboration of WeWALK Teknoloji, we provided visually impaired children with smart canes.</p> <p>We provided cash and investment support to the entrepreneurs in Big Bang Start-up Challenge.</p>
	Organizing the New Generation Insurance School Program	We organized a 5-week New Generation Insurance School Program for the university students and new graduates, who are interested in insurance industry and seek a career in this industry, to acquire a prior knowledge about all technical and legal aspects of insurance. We aimed to support the students completed the program to seize the job opportunities in the insurance field at the beginning of their careers.

At Türkiye Sigorta, the leader of the insurance and pension sectors, we know that our business is naturally focused on the people and the world. We aim to use our power to serve for social good. In this regard, we are aware that the human-centric nature of our products and services goes hand in hand with our sustainability goals, and we do not hesitate to take actions addressing to social and environmental needs.

### Türkiye Sigorta and Türkiye Hayat Emeklilik ran for good in 43<sup>rd</sup> İstanbul Marathon!

We are proud of being supported voluntarily by our employees in all our investments and collaborations. With the participation of our General and Regional Directorates, we voluntarily ran for good with our 40 employees in 10 km virtual marathon and 50 employees in 15 km physical track during the İstanbul Marathon held annually for the benefit of several NGOs. In total, TRY 40,885 was donated.

## Environmental Investments

**As Türkiye Sigorta, we minimize the environmental impact caused by our activities, and also create social benefit by realizing such projects that add value to environmental sustainability such as plastic cap collection efforts.**

### Seedling Donations and Efforts for Fighting Forest Fires

The Company made the following donations to help relieve the losses of the forest fires started at many locations of Türkiye:

- For the forest fires in Hatay: 2,620 seedlings
- For the forest fires started in summer 2021: 11,000 seedlings

### Zero-Waste Operation Goal

There are ongoing preparations for having a Management System according to Zero Waste Regulations. It is aimed to

- prevent/reduce waste generation by making efforts to prevent wastage as soon as moving to Financial Center in 2022 as targeted

- collect the wastes separately by sorting at the source and create a temporary storage infrastructure, and
- integrate the existing waste management system to zero waste management system.

### Plastic Cap Collection Activity

In collaboration with the Spinal Cord Paralytics Association of Türkiye, 107 kg of plastic caps were collected as a result of the plastic waste collection efforts made by the general and regional directorates.

## Investment in Education

**In order to make a sustainable future possible, we believe that we have to start raising conscious and responsible generations today. Within this scope, we provided educational support through several collaborations in 2021.**

In order to make a sustainable future possible, we believe that we have to start raising conscious and responsible generations today. In line of this belief, we supported the new generations in the fields of environment, culture and arts by making collaborations and investments.

### Environment

In order to create environmental and sustainability awareness in children, we sponsored the Zero Waste Education Set issued on the topics of renewable energy, global warming, environmental cleaning, recycling and ecosystem by Çevreci Çocuk Yayınevi. During the event held in Sivas within the scope of the Zero Waste Project, children were given sprout pencil gifts in addition to the education sets.

#### **We donated 10 thousand books to the primary school students in Sivas, Erzurum and Hakkari:**

- Hakkari: 3,000 education sets
- Erzurum: 2,000 education sets
- Sivas: 5,000 education sets

### Arts

We held the painting contest **“Great Art Pieces by Little Painters”** in order to support the mental development of primary school students and to evoke an interest in the art of painting and fine arts.

The theme of the contest for 2021 was “Superheroes Without Capes: the Healthcare Professionals” who heroically helped save many lives throughout COVID-19 Pandemic

During this contest which children aged 5 to 9 and 10 to 15 participated in with more than 90 works, top 40 works entitled to be showcased and the winners were granted awards.

### Culture

Supported by its employees and agencies, Türkiye Sigorta donated books to a lot of schools over kitapsepeti.com within the scope of the project **“Let’s Make the Children Read as We Read, Engaging Them in Books”**.

The aim of this project realized in collaboration with Kitapsepeti KÖK Platform was for the children to develop a habit of and love for reading by donating books to schools. The number of the books donated to schools is as follows:

- Kocaeli Doğantepe Baş iskele Primary School - 600 books
- Ağrı İncesu Primary School - 600 books
- Yozgat Belekçihan Primary School - 600 books

**This project was awarded with Silver prize in “Social Responsibility” category of PSM Awards 2021 where the innovative companies of the world of finance and technology compete.**

## Investment in Entrepreneurship, Innovation and Technology

**We make collaborations with the initiatives building their business models on Sustainable Development Goals, particularly the topics of reducing inequalities, sustainable cities and living spaces, climate action and urban mobility, and we care about participating in those structures that support the creation of such initiatives.**

We believe that the innovative approaches and solutions will solve the problems of today and the future. So, we make collaborations with the initiatives building their business models on Sustainable Development Goals, particularly the topics of reducing inequalities, sustainable cities and living spaces, climate action and urban mobility, and we care about participating in those structures that support the creation of such initiatives.

### Let's Walk Together Project

With this project that we realized with the contributions of the Ministry of National Education and the collaboration of WeWALK Teknoloji, we supported the visually impaired children to have smart canes.

With WeWalk, we provided the visually impaired students with more than 100 smart canes.

### ITU Seed Big Bang Start-up Challenge InsurTech Program

We participated as a golden stakeholder in the program organized with the motto "Pioneers" in December by ITU Seed Incubation Center which is ranked among top 5 university entrepreneurship centers.

Entrepreneurs were provided with awards, cash and investment support amounting to 458 million TRY in total during the 10<sup>th</sup> year of Big Bang Start-up Challenge featuring the initiatives in the fields of automotive and mobility, sustainability, technological cities and InsurTech.



## Economic Performance Indicators

	2020	2021
<b>Active Size (million TRY)</b>		
Türkiye Sigorta	11,064	14.351
Türkiye Hayat Emeklilik	43,513	61.510
<b>Total Equity (million TRY)</b>		
Türkiye Sigorta	3,460	4,220
Türkiye Hayat Emeklilik	2,891	3,914
<b>Net Profit (million TRY)</b>		
Türkiye Sigorta	1,153	1,058
Türkiye Hayat Emeklilik	1,384	1,736
<b>Premium Production (million TRY)</b>		
Türkiye Sigorta	8,887	11,750
Türkiye Hayat Emeklilik	3,993	3,926
<b>Market Share (%)</b>		
Türkiye Sigorta	13,04	13,42
Türkiye Hayat Emeklilik	27,67	22,15
<b>Premium Increase (%)</b>		
Türkiye Sigorta	24	32
Hayat	12	-2
<b>Technical Balance (million TRY)</b>		
Türkiye Sigorta	1,341	1,297
Türkiye Hayat Emeklilik	1.228	1.176

## Environmental Performance Indicators

	2020	2021
<b>Electric Consumption (kWh)</b>		
Türkiye Sigorta	1,756,020	1,589,348
Türkiye Hayat Emeklilik	1,291,108	1,375,420
<b>Heating Consumption (m<sup>3</sup>)</b>		
Türkiye Sigorta	50,189	49,342
Türkiye Hayat Emeklilik	53,070	57,294
<b>Total Energy Consumption (KJ)</b>	11,367,548,912	11,114,359,237
<b>Water Consumption (m<sup>3</sup>)</b>		
Türkiye Sigorta	5,062	4,766
Türkiye Hayat Emeklilik	5,447	4,624

## Social Performance Indicators

Number of Employees	2020			2021		
	Female	Male	Total	Female	Male	Total
Türkiye Sigorta	512	535	1,047	649	624	1,273
Türkiye Hayat Emeklilik	737	498	1,235	729	491	1,220

Number of Employees by Contract Type	2020			2021		
	Permanent	Subcontracted	Total	Permanent	Subcontracted	Total
Türkiye Sigorta	1,047	120	1,167	1,273	155	1,428
Türkiye Hayat Emeklilik	1,235	139	1,374	1,220	102	1,322

Number of Employees by Employment Type	2020			2021		
	Half-Time	Full-Time	Total	Half-Time	Full-Time	Total
Türkiye Sigorta	0	1,047	1,047	0	1,273	1,273
Türkiye Hayat Emeklilik	0	1,235	1,235	0	1,220	1,220

Number of Senior and Middle Level Executives	2020			2021		
	Female	Male	Total	Female	Male	Total
<b>Number of Senior Executives</b>						
Türkiye Sigorta	1	7	8	2	7	9
Türkiye Hayat Emeklilik	0	2	2	1	3	4
<b>Number of Middle Level Executives</b>						
Türkiye Sigorta	21	65	86	22	73	95
Türkiye Hayat Emeklilik	19	55	74	19	49	68

Number of Employees by Age	2020	2021
<b>Permanent Employees of Türkiye Sigorta</b>	<b>1,047</b>	<b>1,273</b>
18-25	5	87
25-35	365	545
35-50	620	601
50+	57	40
<b>Subcontracted Employees of Türkiye Sigorta</b>	<b>120</b>	<b>155</b>
18-25	14	19
25-35	43	60
35-50	43	42
50+	20	34
<b>Permanent Employees of Türkiye Hayat Emeklilik</b>	<b>1,235</b>	<b>1,220</b>
18-25	6	62
25-35	596	634
35-50	607	503
50+	26	21
<b>Subcontracted Employees of Türkiye Hayat Emeklilik</b>	<b>139</b>	<b>102</b>
18-25	19	11
25-35	94	68
35-50	24	20
50+	2	3

## Social Performance Indicators

Number of Employees by Education Status	2020	2021
<b>Permanent Employees of Türkiye Sigorta</b>	<b>1.047</b>	<b>1.273</b>
Primary School	2	2
Secondary School	1	1
High School	92	91
Associate's Degree	120	118
Bachelor's Degree	698	914
Postgraduate	132	145
Doctorate	2	2
<b>Subcontracted Employees of Türkiye Sigorta</b>	<b>120</b>	<b>155</b>
Primary School	26	21
Secondary School	7	6
High School	37	28
Associate's Degree	15	27
Bachelor's Degree	33	71
Postgraduate	2	2
Doctorate	0	0

Number of Employees by Education Status	2020	2021
<b>Permanent Employees of Türkiye Hayat Emeklilik</b>	<b>1.235</b>	<b>1.220</b>
Primary School	5	5
Secondary School	1	1
High School	42	41
Associate's Degree	159	152
Bachelor's Degree	892	900
Postgraduate	136	120
Doctorate	0	1
<b>Subcontracted Employees of Türkiye Hayat Emeklilik</b>	<b>139</b>	<b>102</b>
Primary School	8	7
Secondary School	5	4
High School	39	24
Associate's Degree	48	36
Bachelor's Degree	39	31
Postgraduate	0	0
Doctorate	0	0

## Social Performance Indicators

### OHS Data 2021

#### Number of Accidents

Türkiye Sigorta	0
Türkiye Hayat Emeklilik	0

#### Accident Weight Ratio (%)

Türkiye Sigorta	0
Türkiye Hayat Emeklilik	0

#### Number of Injuries

Türkiye Sigorta	0
Türkiye Hayat Emeklilik	0

#### Number of Occupational Disease

Türkiye Sigorta	0
Türkiye Hayat Emeklilik	0

#### Number of Deadly Accidents

Türkiye Sigorta	0
Türkiye Hayat Emeklilik	0

#### Number of OHS Committees

Türkiye Sigorta	10
Türkiye Hayat Emeklilik	10

#### Number of Employee Reps in OHS Committee

Türkiye Sigorta	2
Türkiye Hayat Emeklilik	2

### Total OHS Training Provided to Employees (hours) 2021

Türkiye Sigorta	2,736
Türkiye Hayat Emeklilik	960

### Number of Employees Received Anti-corruption Training 2021

Türkiye Sigorta	1,171
Türkiye Hayat Emeklilik	1,249

### Number of Employees Received Environmental Training 2021

Türkiye Sigorta	200
Türkiye Hayat Emeklilik	215

### Average Time of Training Provided to Employees (hours) 2021

	2021	
	Female	Male
Türkiye Sigorta	9.9	8.1
Türkiye Hayat Emeklilik	11	9

### Ratio of Average Entry Level Wage to Minimum Wage (%) 2021

	2021	
	Female	Male
Türkiye Sigorta	1.33	1.33
Türkiye Hayat Emeklilik	1.33	1.33

### Number of Employees Taking Parental Leave 2021

Türkiye Sigorta	21
Türkiye Hayat Emeklilik	72

### Number of Employees Returning to Work After Parental Leave

Türkiye Sigorta	20
Türkiye Hayat Emeklilik	63

## GRI Content Index



The report content was prepared in compliance with the requirements of GRI Standards' Core option. By the GRI Materiality Disclosures Service offered over the Turkish version of the report, it was verified that the general disclosures from the GRI Standard 102-40 to 102-49 were properly present in the report.

GRI Standard	Disclosures	Containing Section	Page
<b>GRI 101: Foundation (2016)</b>			
<b>GRI 102 General Disclosures (2016)</b>			
<b>Organizational Profile</b>			
	102-1 Name of the Organization	About Report	Page: 8
	102-2 Primary Brands, Products and Services	About Report	Page: 8
	102-3 Location of the Organization's Headquarters	Türkiye Sigorta Büyükdere Cad. No:110 P.K. 34394 Esentepe-Şişli/İSTANBUL Türkiye Hayat Emeklilik: Levent Mah. Çayır Çimen Sok. No:7 P.K. 34330 Levent-Beşiktaş/İSTANBUL	Page: 80
	102-4 Location of Operations	Sustainable, Strong and Transparent Financial Performance	Page: 36-37
	102-5 Ownership and Legal Form	General Manager's Message	Page: 11-13
	102-6 Markets Served	Sustainable, Strong and Transparent Financial Performance	Page: 36-37
	102-7 Scale of the Organization	Sustainable, Strong and Transparent Financial Performance	Page: 36-37
	102-8 Information on -Employees and other workers	Human Capital Social Performance Indicators	Page: 51.77-79
	102-9 Supply Chain of the Organization	Sustainability Management	Page: 16-18
	102-10 Significant Changes to the Organization and Its Supply Chain	There were no significant changes to organization's supply chain in the reporting year.	Page: 69
	102-11 Precautionary Approach	Internal Systems Management and Internal Audit	Page: 30
<b>GRI 102: GENERAL DISCLOSURES</b>	102-12 Externally-Developed Economic, Environmental and Social Charters, Principles, or Other Initiatives to Which the Organization Subscribes, or Which It Endorses	About Report Türkiye Sigorta 2021 materiality assesment	Page: 8, 20-25
	102-13 Membership of Associations	General Memberships: Became a member of TÜYİD - Turkish Investor Relations Society in the reporting period.	Page: 21
<b>Strategy</b>			
	102-14 Statement From - Senior Decision-maker	General Manager's Message	Page: 11-13
	102-15 Key Impacts, Risks and Opportunities	Risks and Opportunities	Page: 26-27
<b>Code of Ethics and Principles</b>			
	102-16 Values, Principles, Standards and Norms of Behavior	Vision, Mission and Values	Page: 14
	102-17 Mechanisms for Advice and Concerns About Ethics	Mechanisms for Advice and Concerns About Ethics	Page: 52
<b>Governance</b>			
	102-18 Governance Structure	Board of Directors	Page: 28-29
	102-19 Delegating Authority	Board of Directors	Page: 28-29
	102-20 Executive-Level Responsibility for Economic, Environmental and Social Topics	Sustainability Management	Page: 16-18
	102-21 Consulting Stakeholders on Economic, Environmental and Social Topics	Stakeholder Analysis	Page: 19
	102-22 Composition of the Highest Governance Body and Its Committees	Sustainability Management	Page: 16-18

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GRI Standard	Disclosures	Containing Section	Page
	102-23 Executive Power of the Chair of the Highest Governance Body	Board of Directors Internal Systems Management and Internal Audit	Page: 28-29
	102-24 Nominating and Selecting the Highest Governance Body	Board of Directors	Page: 28-29
	102-26 Role of the Highest Governance Body in Setting Purpose, Values and Strategy 28-29	Board of Directors	Page: 28-29
	102-29 Identifying and Managing Economic, Environmental and Social Impacts	Sustainability Management	Page: 16-18
	102-31 Review of Economic, Environmental and Social Topics	Sustainability Management	Page: 16-18
	102-32 Highest governance body's role in Sustainability Reporting	Sustainability Management	Page: 16-18
	102-33 Communicating Critical Concerns	Sustainability Management Türkiye Sigorta 2021 -Materiality Assessment	Page: 16-18, 20-25
	102-35 Remuneration Policies for the Highest Governance Body and Senior Executives	HR Policy and Talent Management	Page: 59
	102-36 Process for Determining Remuneration	Employee Rights and Employee-Specific Supports	Page: 53-54
	<b>Stakeholder Engagement</b>		
	102-40 List of Stakeholder Groups	Stakeholder Analysis	Page: 19
	102-41 Collective Bargaining Agreements	Diversity and Inclusion	Page: 55-56
	102-42 Identifying and Selecting Stakeholders	Stakeholder Analysis	Page: 19
	102-43 Approach to Stakeholder Engagement	Stakeholder Analysis	Page: 19
	102-44 Key Topics and Concerns Raised	Türkiye Sigorta 2021 Materiality Assessment	Page: 20-25
<b>GRI 102: GENERAL DISCLOSURES</b>	<b>Reporting</b>		
	102-45 A List of All Entities Included in the Organization's Consolidated Financial Statements or Equivalent Documents	Financial Capital Economic Performance Indicators	Page: 36-37, 76
	102-46 Process For Defining Report Content and Topic Boundaries	About Report	Page: 8
	102-47 A List of the Material Topics Identified in the Process for Defining Report Content	Türkiye Sigorta 2021 Materiality Assesment	Page: 20-25
	102-48 The Effect of Any Restatements of Information Given in Previous Reports, and the Reasons for Such Restatements	This is the first sustainability report of Türkiye Sigorta.	Page: 81
	102-49 Significant Changes From Previous Reporting Periods in the List of Material Topics and Topic Boundaries	This is the first sustainability report of Türkiye Sigorta.	Page: 81
	102-50 Reporting Period	About Report	Page: 8
	102-51 Date of Most Recent Report	This is the first sustainability report of Türkiye Sigorta.	Page: 81
	102-52 Reporting Cycle	About Report	Page: 8
	102-53 Contact Point for Questions Regarding the Report or Its Contents	Sustainability Management	Page: 16-18
	102-54 Claims of Reporting in Accordance With the GRI Standards	About Report	Page: 8
	102-55 GRI Content Index	GRI Content Index	Page: 80
	102-56 External Assurance	No external audits were performed within the scope of the sustainability report.	

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GRI Standard	Disclosures	Containing Section	Page
<b>ECONOMIC PERFORMANCE</b>			
<b>GRI 103: MANAGEMENT APPROACH 2016</b>	103-1 Explanation of the Material Topic and Its Boundaries	Türkiye Sigorta 2021 -Materiality Assessment	Page: 20-25
	103-2 Management Approach and Its Components	Sustainable, Strong and Transparent Financial Performance	Page: 36-38
	103-3 Evaluation of the Management Approach	Sustainable, Strong and Transparent Financial Performance	Page: 36-38
<b>GRI 201: ECONOMIC PERFORMANCE (2016)</b>	201-1 Direct Economic Value Generated and Distributed	Sustainable, Strong and Transparent Financial Performance	Page: 36-38
	201-2 Financial Implications, Risks and Opportunities Due to Climate Change	Environmental Resources Management and Climate Change Environmental Resource Efficiency Fighting Against and Compliance With Climate Change	Page: 47-50
<b>MARKET PRESENCE</b>			
<b>GRI 103: MANAGEMENT APPROACH 2016</b>	103-1 Explanation of the Material Topic and Its Boundaries	Türkiye Sigorta 2021 Materiality Assessment	Page: 21-25
	103-2 Management Approach and Its Components	Sustainable, Strong and Transparent Financial Performance	Page: 36-38
	103-3 Evaluation of the Management Approach	Sustainable, Strong and Transparent Financial Performance	Page: 36-38
<b>GRI 202: MARKET PRESENCE (2016)</b>	202-1 Ratios of Standard Entry Level Wage by Gender Compared to Local Minimum Wage	Diversity and Inclusion	Page: 55-56
<b>FIGHT AGAINST CORRUPTION</b>			
<b>GRI 103: MANAGEMENT APPROACH 2016</b>	103-1 Explanation of the Material Topic and Its Boundaries	Türkiye Sigorta 2021 Materiality Assessment	Page: 20-25
	103-2 Management Approach and Its Components	Chairman's Message	Page: 9-10
	103-3 Evaluation of the Management Approach	Employee Development and Training	Page: 57-58
<b>GRI 205: -ANTI CORRUPTION (2016)</b>	205-2 Communication and Training About Anti-Corruption Policies and Procedures	Employee Development and Training	Page: 57-58
	205-3 Confirmed Incidents of Corruption and Actions Taken	No incidents of corruption were witnessed in the reporting period.	Page: 82
<b>ENERGY</b>			
<b>GRI 103: MANAGEMENT APPROACH 2016</b>	103-1 Explanation of the Material Topic and Its Boundaries	Fighting Against and Compliance With Climate Change	Page: 49-50
	103-2 Management Approach and Its Components	Fighting Against and Compliance With Climate Change	Page: 49-50
	103-3 Evaluation of the Management Approach	Fighting Against and Compliance With Climate Change	Page: 49-50
<b>GRI 302: ENERGY (2016)</b>	302-1 Energy Consumption Within the Organization	Fighting Against and Compliance With Climate Change Environmental Performance Indicators	Page: 49-50, 76
	302-3 Energy Intensity	Fighting Against and Compliance With Climate Change	Page: 49-50
	305-4 GHG Emissions Intensity	Fighting Against and Compliance With Climate Change	Page: 49-50
	305-5 Reduction of GHG emissions	Fighting Against and Compliance With Climate Change	Page: 49-50

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GRI Standard	Disclosures	Containing Section	Page
<b>WATER AND EFFLUENTS</b>			
<b>GRI 103: MANAGEMENT APPROACH 2016</b>	103-1 Explanation of the Material Topic and Its Boundaries	Environmental Resource Efficiency	Page: 47-49
	103-2 Management Approach and Its Components	Environmental Resource Efficiency	Page: 47-49
	103-3 Evaluation of the Management Approach	Environmental Resource Efficiency	Page: 47-49
<b>GRI 303: WATER AND EFFLUENT (2018)</b>	303-1 Interactions With Water As a Shared Resource	Environmental Resource Efficiency	Page: 47-49
	303-5 Water Consumption	Environmental Resource Efficiency Environmental Performance Indicators	Page: 47-49, 77
	307-1 Non-compliance With Environmental Laws and Regulations	No incidents to cause non-compliance with environmental legislation were happened in the reporting period.	Page: 83
<b>EMISSIONS</b>			
<b>GRI 103: MANAGEMENT APPROACH 2016</b>	103-1 Explanation of the Material Topic and Its Boundaries	Fighting Against and Compliance With Climate Change	Page: 49-50
	103-2 Management Approach and Its Components	Fighting Against and Compliance With Climate Change	Page: 49-50
	103-3 Evaluation of the Management Approach	Fighting Against and Compliance With Climate Change	Page: 49-50
<b>GRI 305: EMISSIONS (2016)</b>	305-4 GHG Emissions Intensity	Fighting Against and Compliance With Climate Change	Page: 49-50
	305-5 Reduction of GHG emissions	Fighting Against and Compliance With Climate Change	Page: 49-50
<b>ENVIRONMENTAL COMPLIANCE</b>			
<b>GRI 103: MANAGEMENT APPROACH 2016</b>	103-1 Explanation of the Material Topic and Its Boundaries	Environmental Resource Management	Page: 47-49
	103-2 The Management Approach and Its Components	Environmental Resource Management	Page: 47-49
	103-3 Evaluation of the Management Approach	Environmental Resource Management	Page: 47-49
<b>GRI 307: ENVIRONMENTAL COMPLIANCE (2016)</b>	307-1 Non-compliance With Environmental Laws and Regulations	No incidents to cause non-compliance with environmental legislation were happened in the reporting period.	Page: 83
<b>EMPLOYMENT</b>			
<b>GRI 103: MANAGEMENT APPROACH 2016</b>	103-1 Explanation of the Material Topic and Its Boundaries	Human Capital	Page: 51-63
	103-2 The Management Approach and Its Components	Human Capital	Page: 51-63
	103-3 Evaluation of the Management Approach	Human Capital	Page: 53-54
<b>GRI 401: EMPLOYMENT (2016)</b>	401-1 New Employee Hires and Employee Turnover	Diversity and Inclusion Human Resources Policy and Talent Management	Page: 55-56
	401-2 Benefits Not Provided to Temporary or Part-Time Employees but Provided to Full-Time Employees	Employee Rights and Employee-Specific Supports	Page: 53-54
	401-3 Parental Leave	Diversity and Inclusion	Page: 55-56

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GRI Standard	Disclosures	Containing Section	Page
<b>LABOR AND MANAGEMENT RELATIONS</b>			
<b>GRI 103: MANAGEMENT APPROACH 2016</b>	103-1 Explanation of the Material Topic and Its Boundaries	Human Capital	Page: 51-63
	103-2 The Management Approach and Its Components	Human Capital	Page: 51-63
	103-3 Evaluation of the Management Approach	Human Capital	Page: 51-63
<b>GRI 402 LABOR AND MANAGEMENT RELATIONS (2016)</b>	402-1 Minimum Notice Periods Regarding Operational Changes	Human Resources Policy and Talent Management	Page: 59
<b>OCCUPATIONAL HEALTH AND SAFETY</b>			
<b>GRI 103: MANAGEMENT APPROACH 2016</b>	103-1 Explanation of the Material Topic and Its Boundaries	Human Capital	Page: 51-63
	103-2 The Management Approach and Its Components	Occupational Health and Safety	Page: 61-62
	103-3 Evaluation of the Management Approach	Occupational Health and Safety	Page: 61-62
<b>GRI 403: OCCUPATIONAL HEALTH AND SAFETY (2018)</b>	403-1 Occupational Health and Safety Management System	Occupational Health and Safety	Page: 61-62
	403-2 Hazard Identification, Risk Assessment and Incident Investigation	Occupational Health and Safety	Page: 61-62
	403-3 Occupational Health Services	Occupational Health and Safety	Page: 61-62
	403-4 Worker Participation, Consultation and Communication on Occupational Health and Safety	Occupational Health and Safety	Page: 61-62
	403-5 Worker Training on Occupational Health and Safety	Occupational Health and Safety	Page: 61-62
	403-6 Promotion of Worker Health	Employee Rights and Employee-Specific Supports	Page: 53-54
	403-7 Prevention and Mitigation of Occupational Health and Safety Impacts Directly Linked by Business Relationships	Occupational Health and Safety	Page: 61-62
	403-8 Workers Covered by an Occupational Health and Safety Management system	Occupational Health and Safety	Page: 61-62
	403-9 Work-related Injuries	Occupational Health and Safety	Page: 61-62
	403-10 Work-related ill health	Occupational Health and Safety	Page: 61-62
<b>TRAINING AND EDUCATION</b>			
<b>GRI 103: MANAGEMENT APPROACH 2016</b>	103-1 Explanation of the Material Topic and Its Boundaries	Employee Development and Training	Page: 57-58
	103-2 The Management Approach and Its Components	Employee Development and Training	Page: 57-58
	103-3 Evaluation of the Management Approach	Employee Development and Training	Page: 57-58
<b>GRI 404: EDUCATION AND TRAINING (2016)</b>	404-1 Average Hours of Training Per Year Per Employee	Employee Development and Training	Page: 57-58
	404-2 Programs for Upgrading Employee Skills and Transition Assistance	Programs Employee Skills and Transition Assistance Programs	Page: 57-58
	404-3 Percentage of Employees Receiving Regular Performance and Career Development Reviews	Employee Development and Training Human Resources Policy and Talent Management	Page: 57-59

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GRI Standard	Disclosures	Containing Section	Page
<b>DIVERSITY AND EQUAL OPPORTUNITY</b>			
<b>GRI 103: MANAGEMENT APPROACH 2016</b>	103-1 Explanation of the Material Topic and Its Boundaries	Diversity and Inclusion	Page: 55-56
	103-2 The Management Approach and Its Components	Diversity and Inclusion	Page: 55-56
	103-3 Evaluation of the Management Approach	Diversity and Inclusion	Page: 55-56
<b>GRI 405: DIVERSITY AND EQUAL OPPORTUNITY (2016)</b>	405-1 Diversity of Governance Bodies and Employees	Diversity and Inclusion	Page: 55-56
	405-2 Ratio of Basic Salary and Remuneration of Women to Men	Employee Rights and Employee-Specific Supports	Page: 53-54
<b>NON-DISCRIMINATION</b>			
<b>GRI 103: MANAGEMENT APPROACH 2016</b>	103-1 Explanation of the Material Topic and Its Boundaries	Diversity and Inclusion	Page: 55-56
	103-2 The Management Approach and Its Components	Diversity and Inclusion	Page: 55-56
	103-3 Evaluation of the Management Approach	Diversity and Inclusion	Page: 55-56
<b>GRI 406: NON-DISCRIMINATION (2016)</b>	406-1 Incidents of Discrimination and Corrective Actions Taken	Diversity and Inclusion	Page: 55-56
<b>FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING</b>			
<b>GRI 103: MANAGEMENT APPROACH 2016</b>	103-1 Explanation of the Material Topic and Its Boundaries	Diversity and Inclusion	Page: 55-56
	103-2 The Management Approach and Its Components	Diversity and Inclusion	Page: 55-56
	103-3 Evaluation of the Management Approach	Diversity and Inclusion	Page: 55-56
<b>GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING RIGHT (2016)</b>	407-1 Operations and Suppliers in Which Freedom of Association and Collective Bargaining Right may be at Risk	Diversity and Inclusion	Page: 55-56
<b>CHILD LABOR</b>			
<b>GRI 103: MANAGEMENT APPROACH 2016</b>	103-1 Explanation of the Material Topic and Its Boundaries	Ethical Principles	Page: 52
	103-2 The Management Approach and Its Components	Ethical Principles	Page: 52
	103-3 Evaluation of the Management Approach	Ethical Principles	Page: 52
<b>GRI 408: CHILD LABOR 2016</b>	408-1 Operations and suppliers at significant risk for incidents of child labor	There are no operations at risk for child labor. No incidents of child labor were happened in the reporting period.	Page: 85

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GRI Standard	Disclosures	Containing Section	Page
<b>FORCED OR COMPULSORY LABOR</b>			
<b>GRI 103: MANAGEMENT APPROACH 2016</b>	103-1 Explanation of the Material Topic and Its Boundaries	Ethical Principles	Page: 52
	103-2 The Management Approach and Its Components	Ethical Principles	Page: 52
	103-3 Evaluation of the Management Approach	Ethical Principles	Page: 52
<b>GRI 409: FORCED OR COMPULSORY LABOR</b>	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor and measures taken	No incidents of forced/compulsory labor were happened in the reporting period	Page: 86
<b>PUBLIC POLICY</b>			
<b>GRI 103: MANAGEMENT APPROACH 2016</b>	103-1 Explanation of the Material Topic and Its Boundaries	Social Investments Entrepreneurial, Innovative and Technological Investments	Page: 72, 75
	103-2 The Management Approach and Its Components	Social Investments Entrepreneurial, Innovative and Technological Investments	Page: 72, 75
	103-3 Evaluation of the Management Approach	Social Investments Entrepreneurial, Innovative and Technological Investments	Page: 72, 75
<b>GRI 415: PUBLIC POLICY (2016)</b>	415-1 Political Contributions	Social Investments Entrepreneurial, Innovative and Technological Investments	Page: 72, 75
<b>CUSTOMER HEALTH AND SAFETY</b>			
<b>GRI 103: MANAGEMENT APPROACH 2016</b>	103-1 Explanation of the Material Topic and Its Boundaries	Customers	Page: 64-65
	103-2 The Management Approach and Its Components	Customers	Page: 64-65
	103-3 Evaluation of the Management Approach	Customers	Page: 64-65
<b>GRI 416: CUSTOMER HEALTH AND SAFETY (2016)</b>	416-1 Assessment of the Health and Safety Impacts of Product and Service Categories	Customers	Page: 64-65
<b>CUSTOMER PRIVACY</b>			
<b>GRI 103: MANAGEMENT APPROACH 2016</b>	103-1 Explanation of the Material Topic and Its Boundaries	Customers	Page: 64-65
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## Prepared by

**Türkiye Sigorta Sustainability Working Group**

[surdurulebilirlik@turkiyesigorta.com.tr](mailto:surdurulebilirlik@turkiyesigorta.com.tr)

## Report Advisor

**Deloitte Türkiye Sustainability Services**

[https://www2.deloitte.com/tr/tr/pages/risk/topics/surdurulebilirlik-hizmetleri.html?icid=top\\_surdurulebilirlik-hizmetleri](https://www2.deloitte.com/tr/tr/pages/risk/topics/surdurulebilirlik-hizmetleri.html?icid=top_surdurulebilirlik-hizmetleri)

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