



2025 Sustainability Report

Table of Contents

01 — About the Report

- 10 Executive Messages
- 13 Our Vision, Mission, and Goals
- 13 Our Capital and Shareholding Structure
- 14 Our Activities and Services
- 16 About QNB Group
- 18 Our Sustainable Success Journey
- 20 Organizational Structure
- 21 Awards and Achievements

03 — Sustainability Governance

- 25 Sustainability Strategy
- 25 Sustainability Policy
- 26 Our Sustainability Goals
- 28 Materiality Assessment
- 32 Stakeholder Engagement

04 — Governance

- 36 Corporate Risk Management
- 38 Ethics, Compliance, and Corporate Governance Structure
- 42 Financial Inclusion and SME Support Mechanisms
- 44 Digital Transformation and Innovation
- 47 Data Security and Customer Privacy

05 — Environment: Toward a Sustainable Future

- 52 Climate Change and Environmental Risk Management
- 54 Energy Efficiency and Resource Efficiency Practices
- 54 Waste Management and Zero-Waste Practices
- 57 Sustainable Value Chain Management
- 62 Sustainable Financing

06 — Social Transformation: Toward a Sustainable Future

- 66 Employee Experience, Talent, and Workforce Well-Being
- 70 Diversity, Equity, and Inclusion
- 72 Occupational Health and Safety
- 73 Customer Experience and Satisfaction
- 76 Social Contribution and Social Investment

07 — Appendices

- 80 Economic Performance Indicators
- 82 Environmental Performance Indicators
- 84 Social Performance Indicators
- 90 GRI Content Index



01

About the Report

About the Report

Prepared by QNB Faktoring, this Sustainability Report has been published to disclose the Company's environmental, social, and governance (ESG) performance through a holistic approach and to transparently communicate its sustainability strategy and priorities to its stakeholders. The report evaluates the Company's capacity to create economic value through its operations, as well as its environmental impacts and social contributions, within a systematic framework.

Within this scope, the report details the Company's long-term value-creation model by addressing the relationship between financial services activities and sustainable development, as well as responsible financing practices, risk management approaches, and corporate governance structure. Responding quickly and effectively to the liquidity needs of the real sector through its factoring solutions, QNB Faktoring aims to support its customers' resilience and growth capacity by advancing these activities in line with sustainability principles.

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards and discloses relevant indicators. The principles of accuracy, comparability, auditability, and transparency were followed throughout the reporting process, and stakeholder expectations and material sustainability topics were considered in determining the report's content. This report covers the period from January 1, 2025, to December 31, 2025, and is aligned with the financial reporting period. Activities carried out during the reporting period, performance indicators, and areas for improvement have been evaluated and presented in accordance with relevant methodologies.



Responding quickly and effectively to the liquidity needs of the real sector through its factoring solutions, QNB Faktoring aims to support its customers' resilience and growth capacity by advancing these activities in line with sustainability principles.

You can share your opinions, suggestions, or feedback on our sustainability report and sustainability activities by emailing us at sustainability@qnbfaktoring.com.tr.



02

About QNB Faktoring

Message from the Chairperson



Dear Stakeholders,

The sustainability of economic transformation depends on businesses having access to the necessary financing at the right time and under the right conditions. In particular, enabling SMEs, the backbone of the economy, to sustain production, continue investing, and create new employment opportunities is key to achieving both economic growth and the United Nations Sustainable Development Goals (UN SDGs). At QNB Faktoring, we view financing not merely as a tool to meet today's needs, but as a strategic enabler that empowers businesses to prepare for the future with confidence. Guided by this vision, we place sustainability at the center of our operations and make it integral to our long-term value-creation approach, continuing to develop responsible, solution-focused financing models.

By providing SMEs with flexible and timely access to financing, the factoring industry directly contributes to the resilience of the real economy. Strengthening this contribution on a sustainable basis requires the responsible management of environmental and social risks, as well as support for financing solutions that create social benefit. Through our Sustainability Policy, which took effect in 2024, we have made this approach more systematic and have established the assessment of environmental and social risks as an integral part of our credit approval processes.

In 2025, this approach began to deliver more tangible results. As part of our digital transformation investments, our newly launched mobile application reduced transaction times and improved our sustainability

performance by reducing our paper consumption and carbon footprint.

We reinforce our sustainability approach not only through practices that reduce our environmental impacts, but also through policies that support inclusive growth. One of the fundamental pillars of this approach is gender equality. The fact that women represented 55% of our workforce by the end of 2025 is one of the clearest indicators that the principles of equality and inclusion are not merely commitments for our Company but integral parts of our corporate culture.

In line with the UN SDGs, strengthening SMEs' access to financing, supporting women entrepreneurs, providing financing for environmentally friendly investments, and contributing to projects that generate social benefit remain among our priorities.

In this report, we share our sustainability priorities, the steps we have taken, and the progress we have made, guided by our principles of transparency and accountability.

I would like to thank all our employees, customers, business partners, and stakeholders who have placed their trust in us and contributed to this transformation as we work together to build a sustainable future.

Sincerely,

Ömür Tan

Chairperson of the Board of Directors,
QNB Faktoring A.Ş.

Message from the CEO



Dear Stakeholders,

Sustainability is a management philosophy that influences all our decision-making processes and business practices. We integrate this approach across all aspects of our Company, including customer solutions, risk management, human resources, and operational processes, enabling us to address our growth objectives and sustainability priorities holistically. This mindset formed the foundation of the steps we took in 2025.

One of the most tangible outcomes of this approach was the digitalization of our operational processes. Thanks to the new mobile application and digital approval processes we introduced in 2025, our customers can now complete their transactions using significantly less physical documentation, significantly reducing our paper consumption and indirect carbon footprint. We consider digitalization not only a transformation that enhances operational efficiency but also an important sustainability tool that optimizes resource use and reduces our environmental impacts. The solutions we offer through QNB Türkiye's Digital Bridge platform facilitate SMEs' access to financing and support more efficient and sustainable business models. In pursuit of these objectives, we continue to implement innovative solutions that both enhance the customer experience and support our environmental responsibility.

Reinforcing our operational transformation with a strong governance approach is also a priority for our Company. Within this scope, we have adopted the Environmental, Social, and Governance (ESG) approach as a core element of our decision-making processes. Our Sustainability Committee ensures that ESG objectives are embedded in our decision-making processes, and the ESG-focused training we provide to our sales teams and our ongoing stakeholder engagement support the integration of this approach in our corporate culture. By

integrating ESG criteria into our credit approval and risk assessment processes, we seek to ensure that the activities we finance are aligned with sustainable development goals.

This approach also guides the financing solutions we offer our customers. In line with our vision for inclusive growth, we continue to offer dedicated financing solutions and no-cost programs for women entrepreneurs. The financing support we provide to businesses operating in the green energy sector is also among the key initiatives strengthening our sustainable financing portfolio.

We do not limit sustainability to our financing solutions; we also promote it through initiatives that support education and social development.

Education and financial literacy are among our highest social investment priorities. Through the Equal Opportunity in Education Scholarship Program we carry out in partnership with Özyeğin University, we support access to higher education for students with limited financial means, while our donations to the Turkish Education Foundation contribute to the broader social impact of education. Our membership in the Financial Literacy and Inclusion Association (FODER) is another important partnership that supports our approach to financial inclusion.

Our sustainability journey is not the result of a single year, but of a transformation we continue to pursue with determination. Moving forward, we will continue to apply the same philosophy to create long-term value for our customers, employees, and all our stakeholders.

Sincerely,

Nergis Ayvaz Bumedian

CEO and Board Member, QNB Faktoring A.Ş.

About QNB Faktoring

Operating with deep financial expertise, a strong partnership structure, and a customer-focused approach, QNB Faktoring has a prominent role in the factoring sector, delivering solutions that contribute to the sustainable development of trade. Facilitating businesses' access to financing through its innovative services and effective risk management approach, the Company distinguishes itself as a reliable business partner that promotes economic value creation.

QNB Faktoring was established in Türkiye on June 8, 2009, and commenced operations on October 5, 2009. The Company's core business comprises domestic and international factoring transactions, through which it provides customers with receivables management, collection, and financing solutions. Operating primarily in Türkiye, the Company delivers fast, flexible, and effective services, leveraging its team of experts and robust technological infrastructure.

QNB Bank A.Ş. is the Company's main shareholder with 99.99% of the shares, and the remaining shares are held by Group companies. Supported by the financial stability and corporate governance approach

provided by this strong partnership structure, QNB Faktoring continues to operate on a solid foundation. Additionally, as a member of Factors Chain International (FCI), one of the world's most prominent organizations in the factoring industry, the Company has the capacity to operate on a global scale.

QNB Group, of which QNB Faktoring is a subsidiary, is one of the leading groups in the international financial sector with its broad geographic reach and strong financial structure. Operating in over 30 countries across three continents, the Group is a major global player with its extensive service network and high level of expertise. This strong structure strengthens QNB Faktoring's competitiveness in both the local market and international transactions.

Through its factoring services, the Company aims to strengthen businesses' cash flow, enable the effective management of collection processes, and contribute to the continuity of trade. In line with this objective, QNB Faktoring prioritizes providing fast, reliable, and sustainable financing by developing solutions tailored to customer needs.



Our Vision, Mission, and Goals

Vision

To be the most preferred partner for financial solutions that boost Türkiye's overall trade volume.

Mission

To deliver sustainable economic benefits to our customers, employees, shareholders, investors, and all other business partners by consistently creating added value.

Strategic Priorities and Goals

- 1 Raising awareness for factoring transactions in and outside Türkiye and supporting trade development by providing essential insights into trade finance and receivables management.
- 2 Managing customer receivables and collections using effective models to ensure a steady cash flow.
- 3 Providing innovative, prompt, and effective solutions tailored to customer needs through accurate analysis and a proactive approach, contributing to sectoral growth.

Our Capital and Shareholding Structure

The Company's paid-in capital amounts to TL 1 billion 65 million, and the shareholding structure is distributed as follows:

Shareholder	Share in Capital
QNB Bank A.Ş.	99.9999976%
QNB Finansal Kiralama A.Ş.	0.0000006%
QNB Yatırım Menkul Değerler A.Ş.	0.0000006%
İbtech Uluslararası Bilişim ve İletişim Tek. Araştırma Geliştirme Danışmanlık Destek San. ve Tic. A.Ş.	0.0000006%
QNB Portföy Yönetimi A.Ş.	0.0000006%

Our Activities and Services

Through the comprehensive factoring solutions it offers to finance domestic and international trade, QNB Faktoring aims to strengthen its customers' cash flow and enable them to manage their financial processes effectively. Through products and services tailored to businesses operating across different scales and industries, the Company contributes to the sustainability of commercial activities.

QNB Faktoring's core business activities include acquiring receivables arising from the sale of goods and services on deferred payment terms, providing financing against these receivables, managing collection processes, and assuming receivables-related risk. Within this framework, the Company provides its customers with three core benefits: financing, collection, and guarantee services.

1 Domestic Factoring Services

Through factoring services provided for receivables arising from domestic commercial transactions, the Company provides businesses with fast and flexible financing solutions. Through these services, companies convert forward sales into cash, increasing liquidity and securing operational continuity.

2 International Factoring Services

Through its membership in Factors Chain International (FCI), QNB Faktoring provides international factoring solutions for export and import transactions. Within this scope, the Company helps reduce risks in foreign trade transactions by providing exporting companies with receivables guarantee, collection, and financing services.

3 Solutions Tailored for SMEs

QNB Faktoring considers facilitating SMEs' access to financing, one of the key drivers of economic growth, a strategic priority. Products and services developed within this scope address SMEs' immediate financing needs and support SMEs' commercial sustainability by reducing collection risks. In particular, converting receivables from forward sales into cash strengthens SMEs' working capital and increases their growth capacity.

4 Receivables Management and Collection Services

By professionally managing its customers' collection processes, QNB Faktoring reduces their operational burden and improves collection performance. The Company's effective risk assessment systems and strong operational infrastructure support the timely and secure collection of receivables.

5 Risk Management and Guarantee Services

Through its guarantee services, the Company protects its customers against commercial receivables risks, enabling businesses to operate with greater confidence in trade activities. The Company carries out its credit evaluation and monitoring processes in line with its sustainable risk management approach.

6 Digital and Customer-Focused Solutions

By continuously strengthening its technological infrastructure, QNB Faktoring aims to provide customers with fast, transparent, and accessible services. Streamlining processes through digital channels, increasing transaction speed, and improving customer experience are among the Company's key priorities.

[Click here](#) for detailed information.

Our Products

QNB Faktoring offers factoring services structured around three core areas: financing, collection, and guarantees. This service model enables businesses to manage their receivables effectively while helping them meet their liquidity needs and reduce commercial risks. The Company offers these services as an integrated solution or individually, depending on customers' needs.

1 Financing

Our financing service allows seller companies to receive prepayment on a specified portion of the deferred receivables they assign without waiting for maturity, accelerating the conversion of receivables into cash and enabling businesses to strengthen their working capital without the need for external financing. This financing model supports companies' growth and helps expand their commercial capacity.

2 Collection

Our collection service professionally manages the tracking and collection of customers' receivables. Through this service, companies significantly reduce their operational workload, lower costs, and save time. Effective management of collection processes allows companies to allocate more resources to their core business activities.

3 Guarantees

Our guarantee service protects sellers' receivables against the risk of buyers defaulting on their payment obligations. This service helps reduce commercial risks and enables businesses to operate in a more secure and sustainable trading environment.

[Click here](#) for detailed information.

About QNB Group

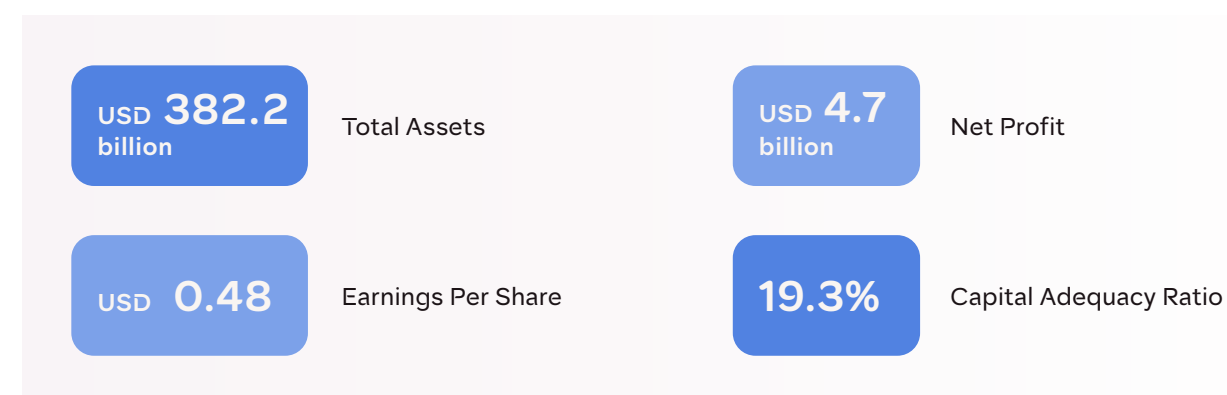
QNB Bank A.Ş. (QNB Türkiye), the main shareholder of QNB Faktoring with 99.99% of the shares, strongly supports the Company's strategic direction and corporate development. QNB Türkiye operates as part of Qatar National Bank (QNB Group), which has established a strong presence across the Middle East, Africa, and international markets.

With an extensive operational network spanning more than 30 countries, a customer base of more than 36 million, and strong credit ratings, QNB Group ranks among the world's leading financial

institutions and is one of the largest financial institutions in the Middle East and Africa. Backed by a strong capital base, international expertise, and a sustainable growth approach, QNB Group aims to create long-term value across all the markets in which it operates.

Leveraging QNB Group's global expertise, strong financial infrastructure, and sustainable banking vision, QNB Faktoring continues to provide its customers in Türkiye with innovative, reliable, and sustainable financing solutions.

QNB Group Key Financial Performance Indicators



Business Segments

QNB Group has structured its operations around four core lines of business to address the evolving needs of different customer segments. This diversified business model supports the Group's balanced global growth and strengthens its ability to create sustainable value across different geographies.

International Operations ensures the coordinated execution of activities across QNB Group's extensive global network, contributing to a consistent, high-quality customer experience by enhancing operational standards, strengthening oversight mechanisms, and enabling the exchange of best practices across countries.

Corporate and Commercial Banking is one of the Group's core business segments, offering a comprehensive portfolio of products and services, including structured financing, project financing, sustainable financing, transaction banking, and investment banking solutions for large corporations, public institutions, and commercial clients. This business segment is a key driver of the Group's contribution to economic development and the growth of the real sector.

Asset and Wealth Management is the line of business where QNB Group develops personalized financial solutions for corporate clients and high-

net-worth and ultra-high-net-worth individuals. Encompassing both onshore and offshore banking services, this business segment aims to create long-term financial value through investment management, wealth planning, and private banking solutions.

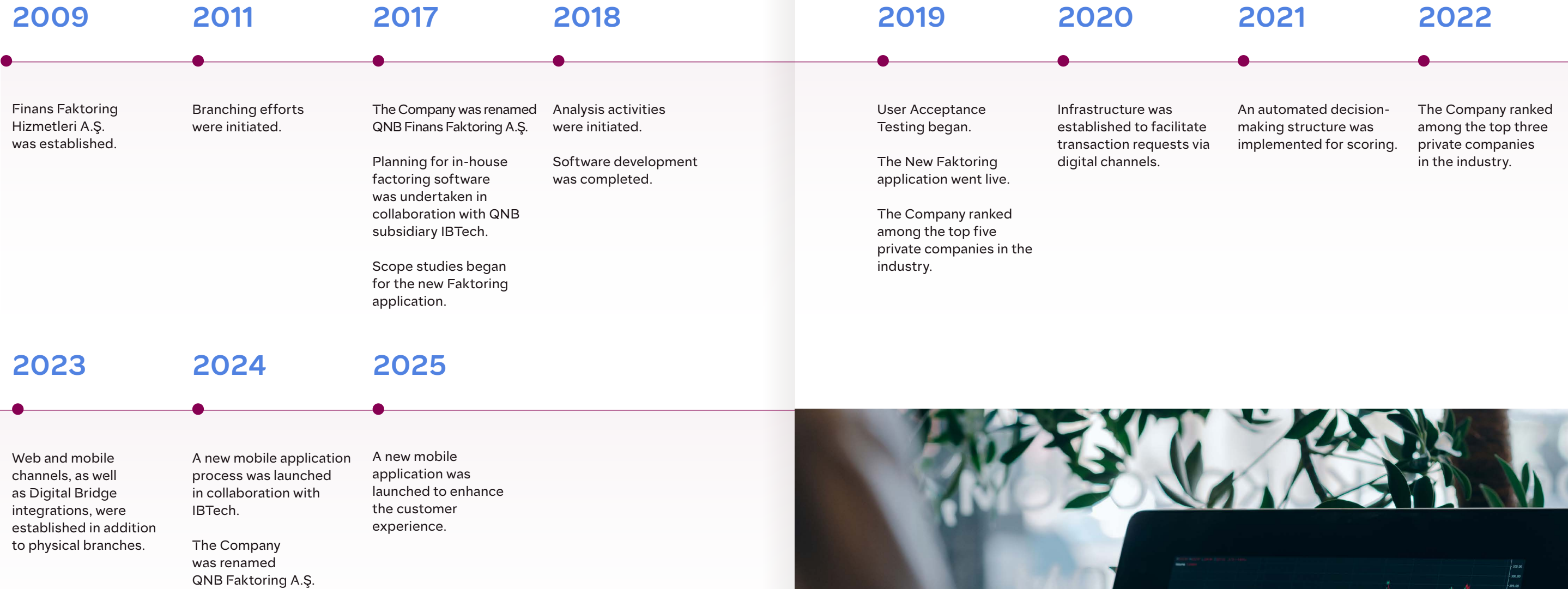
Retail Banking is one of the Group's most extensive business segments, providing access to its broad

customer base. Through its extensive service network of nearly a thousand branches, including subsidiaries, and more than 5,390 ATMs, the Group provides millions of customers with accessible, innovative, and customer-focused banking services. Supported by digital banking solutions, this business model enables the continuous enhancement of customer experience.

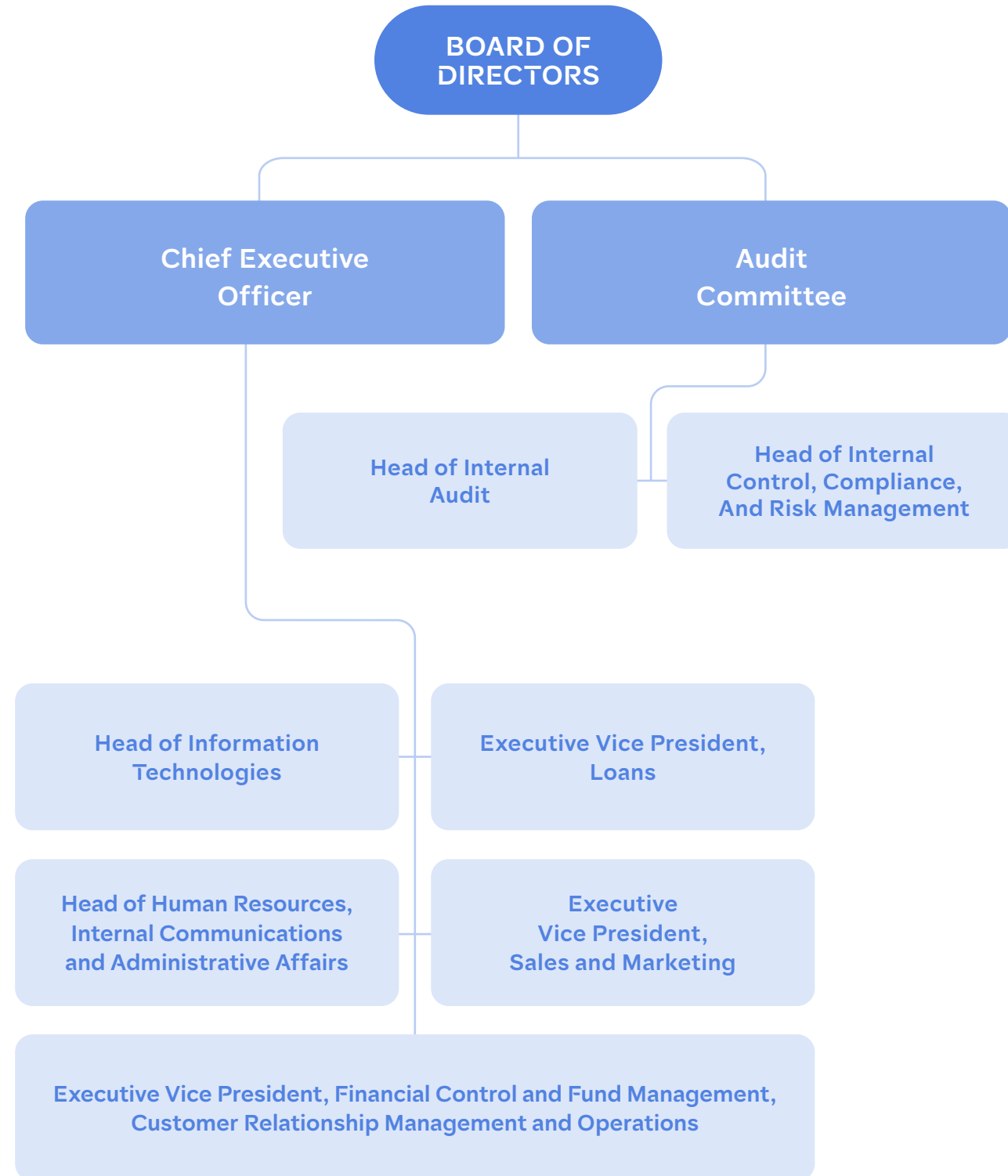
Subsidiaries and Affiliates

Organization	Country	Share
QNB Türkiye	Türkiye	99.88%
Enpara	Türkiye	99.88%
QNB Egypt	Egypt	95.0%
QNB Indonesia	Indonesia	91.57%
QNB Tunisia	Tunisia	99.99%
QNB Syria	Syria	50.8%
QNB Suisse	Switzerland	100%
QNB Capital	Qatar	100%
QNB Financial Services	Qatar	100%
Digital-Q-FS	United Kingdom	100%
Mansour Bank	Iraq	54.2%
Commercial Bank International (CBI)	United Arab Emirates	40.0%
Housing Bank for Trade and Finance (HBTF)	Jordan	38.6%
Ecobank Transnational Incorporated (Ecobank)	Togo	20.1%
Al-Jazeera Finance Company	Qatar	20.0%

Our Sustainable Success Journey



Organizational Structure



Awards and Achievements



Our CEO, Ms. Nergis Ayvaz Bumedian, has been recognized in the 'Türkiye's 50 Most Powerful Women CEOs + 1 Girl to Watch' list once again this year!



Our Chief Executive Officer, Ms. Nergis Ayvaz Bumedian, was once again recognized as one of Ekonomist magazine's 'Türkiye's 50 Most Powerful Women CEOs' in 2025, retaining her place on the list every year since 2018.

qnbfaktoring.com.tr



03

Sustainability Governance

Sustainability Governance

The primary executive and decision-making body for sustainability is the QNB Faktoring **Sustainability Committee**. The Committee is responsible for evaluating the sustainability strategy and commitments, identifying priority areas in collaboration with relevant working groups, monitoring performance, and analyzing ESG-related risks and opportunities. When deemed necessary, the Committee reports critical risks and opportunities to the Board of Directors.

Responsible for coordinating all of the Company's sustainability efforts, the **Sustainability Team** carries out activities including sustainability reporting, developing policies and procedures, addressing stakeholder expectations, and providing guidance on sustainability-related questions and issues. The Team advises the Sustainability Committee and senior management and oversees sustainability-related processes across functions, including finance, operations, loans, legal compliance, and human resources.

The **Board of Directors** supports the Sustainability Committee in the effective implementation of the Company's sustainability agenda. The QNB Faktoring Sustainability Committee informs the Board of Directors at least annually on the Company's overall sustainability initiatives and performance.

Internal systems and the units that perform these functions, in whole or in part, provide guidance and support to the Sustainability Committee and the Sustainability Team, within their respective areas of responsibility, to ensure the appropriate adoption and implementation of the principles set out in the Sustainability Policy.

Sustainability Strategy

In alignment with the QNB Group's sustainability approach, the Company aims to create long-term value for customers, employees, and society across financial, environmental, social, and ethical dimensions. QNB Faktoring's sustainability approach is built on three core pillars: **Sustainable Finance, Sustainable Operations, and Corporate Social Responsibility**. These pillars support the Company's

goal of achieving Sustainable Financial Performance by minimizing risks, creating new business opportunities, and enhancing brand value. Within the scope of each of these three pillars, various standards have been established in alignment with the QNB Group to define the Company's most critical sustainability topics and to set common global standards.

Sustainability Policy

The QNB Faktoring Sustainability Policy outlines the overall framework for the Company's environmental, social, and governance commitments and practices. The Policy ensures the effective management, implementation, and tracking of sustainability matters.

The Policy aims to create long-term value for customers, shareholders, employees, and society across financial, environmental, social, and ethical dimensions. It supports international standards such as the International Labour Organization Declaration, the United Nations Global Compact, the Guiding Principles on Business and Human Rights, and the World Bank Group Environmental, Health, and Safety Guidelines, and demonstrates the Company's commitment to operating in accordance with these standards.

The Policy is built on three core pillars:

- > Sustainable Finance encompasses environmental and social risk management in lending processes, the development of green and social loan portfolios, support for SMEs, and responsible customer communication.
- > Sustainable Operations covers strengthening corporate governance and risk management, combating bribery and corruption, respecting human rights, fostering employee development, reducing operational environmental impacts, and ensuring responsible supply chain management.
- > Corporate Social Responsibility includes social investments and volunteer initiatives focused on children, youth, education, arts, and culture.

The Policy ensures the effective management, implementation, and monitoring of sustainability matters and supports the Company's goal of achieving sustainable financial performance by reducing risks, creating new business opportunities, and strengthening brand value. The QNB Faktoring Sustainability Policy is further supported by the following policies:

- > QNB Faktoring Employee Code of Conduct Directive
- > Anti-Money Laundering and Combating Financing of Terrorism Policy
- > Anti-Bribery and Anti-Corruption Policy
- > Conflicts of Interest Policy
- > Personal Data Protection and Processing Policy
- > Whistleblowing Policy

[Click here to review the Policy.](#)



Our Sustainability Goals



QNB Faktoring views sustainability not as a standalone area of focus, but as a strategic driver of growth that strengthens the Company's corporate resilience, competitiveness, and stakeholder trust.

QNB Faktoring's sustainability goals are shaped in line with a holistic roadmap designed to create long-term value by embedding environmental, social, and governance (ESG) principles into the Company's business strategy. This approach aims to make a tangible contribution to sustainable development by reducing environmental impacts, increasing social benefits, and promoting strong corporate governance practices. In line with this objective, sustainability is viewed not as a standalone area of focus, but as a strategic driver of growth that strengthens QNB Faktoring's corporate resilience, competitiveness, and stakeholder trust.

Accordingly, the Company's sustainability goals

are structured around short-, medium-, and long-term priorities. **In the short term**, the Company prioritizes strengthening sustainability governance, establishing core policies and processes, enhancing data collection and reporting infrastructure, and fostering a corporate culture of sustainability. **In the medium term**, the Company aims to further integrate its sustainability approach into its operational processes, expand sustainable financing practices, improve resource efficiency, and strengthen stakeholder engagement mechanisms. **In the long term**, QNB Faktoring aims to position itself as a leading and distinguished financial institution in sustainability within its sector, recognized for supporting the transition to a low-carbon economy,

promoting inclusive growth, and delivering social impact through its practices.

Progress toward these goals is monitored regularly within the Company's corporate governance framework and is reviewed through periodic meetings by the Board of Directors and the relevant governance bodies. This process enables the prompt identification and implementation of necessary actions. This governance structure enables the regular review of sustainability performance, identification of areas for improvement, and updating of strategic goals in line with the Company's commitment to continuous improvement.

Target Timeframe	Topic	Description
Short-Term Goals	Policy and Strategy Formulation	Develop a sustainability-focused corporate policy and strategy.
	Reporting and Transparency	Prepare and disclose the Company's first ESG-focused sustainability report to stakeholders. Assess sustainability risks in existing business processes and identify areas for improvement.
	Training and Awareness	Deliver training programs to increase sustainability awareness among employees and customers. Integrate sustainability into financial products and services.
	Partnerships and Compliance	Participate in national and international sustainability initiatives to leverage industry best practices. Ensure regulatory compliance and keep up with legislative developments.
Medium-Term Goals	Sustainability in Products and Services	Offer factoring products and services aligned with ESG standards. Implement policies to finance environmentally responsible industries and companies.
	Data and Performance Monitoring	Establish mechanisms to collect and analyze data on carbon footprint, environmental impact, and related metrics, as well as to plan processes for customers' sustainability performance, and integrate them into sustainability risk management strategies.
	Reputation and Brand Management	Leverage sustainability practices to differentiate the Company within the industry and raise brand awareness. Build stronger relationships with stakeholders to earn the trust of investors and business partners.
	Digitalization and Use of Technology	Reduce environmental impacts through energy efficiency and digital processes by leveraging technological innovation. Reach a broader customer base through green financing instruments and digital platforms.
Long-Term Goals	Industry Leadership	Achieve a leading position or rank among the top performers in ESG performance within the industry.
	Carbon Neutrality and Climate Goals	Achieve carbon neutrality across the Company's operations. Develop policies that support the carbon reduction goals of financed companies.
	Circular Economy and Innovative Models	Support business models that contribute to the circular economy. Develop specialized factoring packages that promote sustainable business models.
	Social Impact Creation	Support economic development by contributing to SMEs' sustainability transformation. Expand financing services for women entrepreneurs, social enterprises, and disadvantaged groups.
	Sustainable Financing Portfolio	Optimize the Company's overall ESG impact by building a significant portion of its factoring portfolio around environmentally and socially sustainable sectors.

Materiality Assessment

QNB Faktoring adopts a double materiality perspective as the foundation for determining its sustainability priorities. This approach simultaneously evaluates both the impact of each topic on the Company's financial performance and business model (**financial materiality**) and the impacts of the Company's activities on the environment and society (**impact materiality**).

The 2025 materiality assessment was conducted based on responses from a comprehensive stakeholder survey of 186 stakeholders, as well as a holistic analysis of the Company's strategic priorities, industry dynamics, and global sustainability trends. The assessment was based on the **Global Reporting Initiative (GRI)** and **Sustainability Accounting Standards Board (SASB)** standards,

which are internationally recognized reporting and assessment frameworks, as well as the **MSCI ESG Ratings methodology**, which evaluates companies' environmental, social, and governance performance from an investor perspective, and the **London Stock Exchange Group (LSEG) ESG assessment framework**, which is widely used across global capital markets. Using these international references

as guidance in identifying material sustainability topics specific to the financial sector provided the materiality assessment with a strong methodological foundation that is aligned with global best practices and that reflects industry dynamics.

1 Review of the Current State

The assessment process began with a desk review of the material topics identified in the previous reporting period and the related performance data.

2 Establishment of the Topic Pool

The findings from the review were evaluated alongside the impacts across the Company's business model and value chain to develop a pool of potential material topics. At this stage, key topics in the pool included financial risks specific to the factoring industry, the characteristics of the customer portfolio, employee well-being, and the Company's operational footprint.

3 Direct Dialogue with Stakeholders

The resulting topic pool was presented through a structured survey to a broad group of stakeholders, including customers, employees, investors, senior management, suppliers, and regulatory authorities. **During the 2025 assessment process, 186 valid responses were collected, and each response was scored based on both the business impact and the environmental and social impacts of the topics.** In addition to quantitative data, qualitative input gathered from stakeholder feedback was incorporated into the assessment.

4 Mapping the External Context

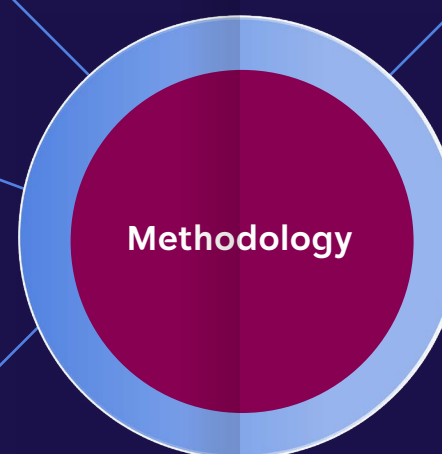
To ensure stakeholder input was not limited to an internal perspective, global and local developments were systematically reviewed. The key inputs to this mapping process were regulatory frameworks applicable to the factoring and financial services sectors, Türkiye's green transition policies, the sustainability priorities of peer companies, and industry analyses published by independent rating agencies.

5 Prioritization and Ranking

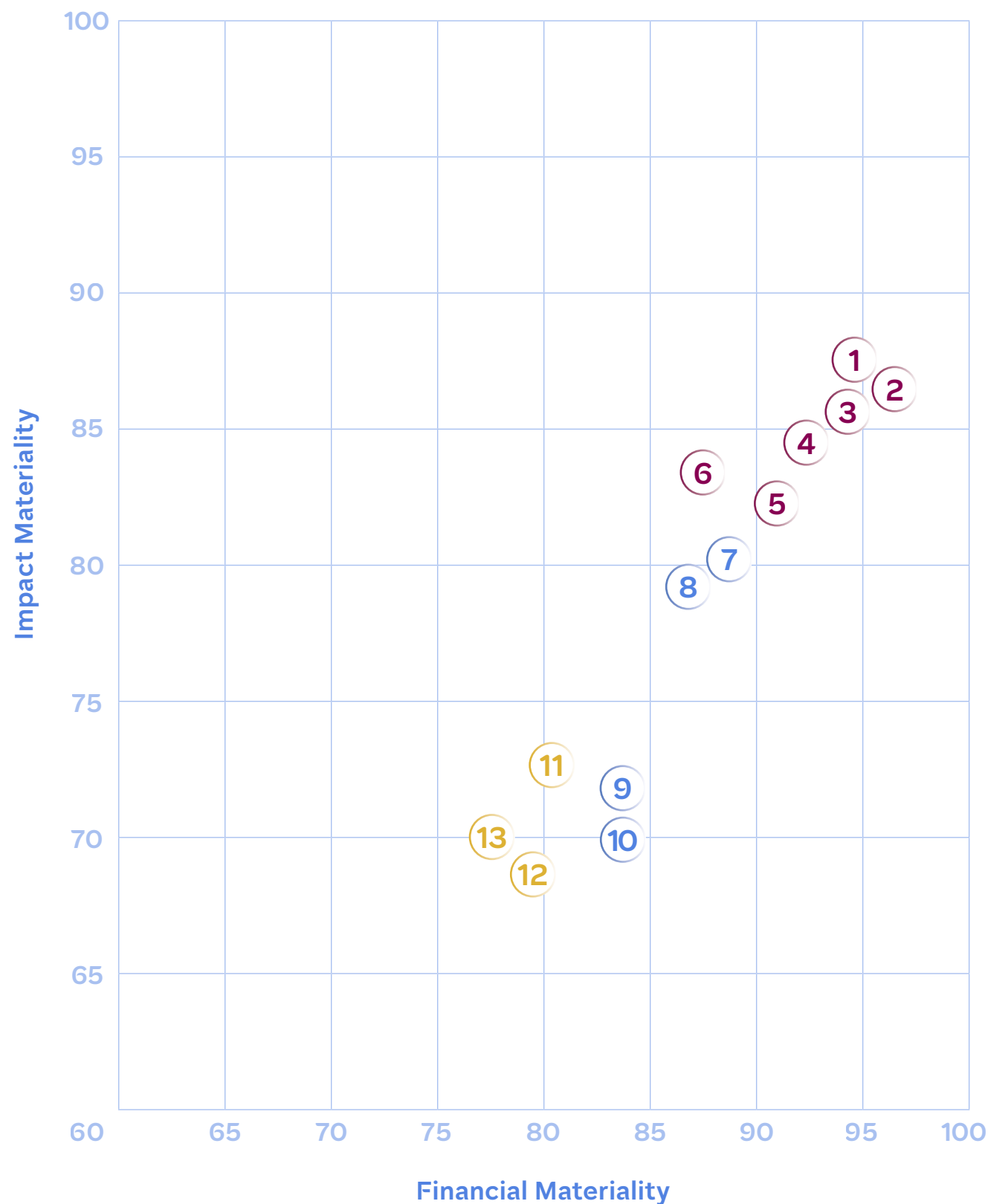
All data collected from internal and external sources were analyzed using a materiality matrix that assigns a two-dimensional score to each topic: financial impact on the business and actual impact on the external world. The intersection of these two dimensions enabled the classification of material topics into three levels (Very High, High, and Material) based on an objective scoring methodology designed to minimize subjective judgment.

6 Integration with Corporate Planning

The results of the materiality assessment are used not only for reporting purposes, but also serve as direct input into the Company's medium- and long-term strategic planning, budgeting processes, and Corporate Risk Management framework. The identified material topics have been incorporated into the goals and action plans of the relevant business units and linked to performance indicators that enable performance monitoring.



Materiality Matrix



Materiality Assessment

QNB Faktoring conducted a comprehensive materiality assessment to align its sustainability approach with stakeholder expectations and its business strategy. This assessment analyzed the economic, environmental, and social impacts of the Company's operations and value chain to systematically identify material topics for stakeholders.

The materiality assessment was conducted using a multidimensional approach that considered the views of internal and external stakeholders, industry dynamics, regulatory requirements, and global sustainability trends. Based on the results, the topics were classified into three categories: **Very High Priority**, **High Priority**, and **Priority**.

Material Topics

Very High Priority

- 1 Data Security and Customer Privacy
- 2 Ethics, Compliance, and Corporate Governance
- 3 Customer Experience and Satisfaction
- 4 Corporate Risk Management
- 5 Employee Experience, Talent, and Workforce Well-Being
- 6 Sustainable Financing

High Priority

- 7 Diversity, Equity, and Inclusion
- 8 Digital Transformation and Innovation
- 9 Financial Inclusion and SME Support Mechanisms
- 10 Operational Excellence and Business Continuity

Priority

- 11 Sustainable Value Chain Management
- 12 Social Contribution and Social Investment
- 13 Climate Change and Environmental Risk Management

Stakeholder Engagement

QNB Faktoring views stakeholder engagement not merely as a communication channel, but as an ongoing dialogue that shapes its strategy, informs its sustainability priorities, and strengthens corporate accountability. Accordingly, the expectations and concerns of different stakeholder groups extend

beyond serving as critical inputs to the reporting process and also guide operational decision-making and the development of long-term strategies.

In 2025, stakeholder engagement was further systematized through the expansion of digital platforms,

the strengthening of regular feedback mechanisms, and the development of communication approaches tailored to specific audiences. The Company's communication strategy for stakeholder groups, including customers, employees, investors, regulatory authorities, and society, is built on the principles of

mutual trust, transparency, and long-term value creation.

The stakeholder engagement process also serves as a primary input to the materiality assessment. The stakeholder survey conducted in 2025 was used directly to identify the Company's material sustainability topics.

Stakeholder Groups and Communication Approach

Stakeholder Group	Importance for QNB Faktoring	Communication Channels	Frequency of Engagement
Customers	Customers, who are at the core of QNB Faktoring's business model, are the foundation of its sustainable growth and capacity for value creation.	Customer Solutions Center, Corporate Website, Social Media, Branches, Digital Bridge Customer Service Center, Phone, Email, SMS	Ongoing
Employees	Employees shape the Company's operational strength and corporate culture and directly influence business outcomes with their knowledge, commitment, and motivation.	Internal Communication Platforms, Performance Evaluation Processes, Training Programs, Employee Surveys, Management Meetings	Ongoing / Periodic
Senior Management	Senior Management plays a decisive role in strategic decision-making and in integrating the sustainability agenda into the corporate structure.	Board of Directors Meetings, Strategy Review Sessions, Reporting Mechanisms	Periodic
Investors and Shareholders	Investors, who support the Company's financial sustainability, constitute a critical stakeholder group for corporate reputation and long-term value creation.	Investor Relations Unit, Annual Sustainability Reports, Public Disclosure Platform (KAP) Notifications, Investor Interviews and Meetings	Annual / Periodic
Suppliers and Business Partners	Relationships with suppliers and business partners, who support the reliability of the value chain and operational continuity, are managed in line with sustainability principles.	Corporate Website, Supplier Evaluation Processes, Email, Phone	Periodic
Creditors and Financing Providers	QNB Faktoring maintains regular and transparent dialogue with this stakeholder group, which directly influences the Company's financing capacity and liquidity management.	Financial Reports, Corporate Announcements, One-on-One Meetings	Periodic
Public Institutions and Regulatory Authorities	QNB Faktoring adopts a proactive, compliance-focused approach in its relationships with the authorities that define the regulatory framework governing its operations.	Official Correspondence, Registered Electronic Mail (KEP), Official Notifications, Regulatory Reporting	Ongoing
Non-Governmental Organizations (NGOs)	QNB Faktoring carries out joint projects and impact-focused programs with non-governmental organizations in the areas of social benefit and social investment.	Project Partnerships, Events, Press Releases, Corporate Website	Project-Based
Universities, Academics, and Students	QNB Faktoring contributes to the development of the next generation of finance professionals and supports the creation of sector-specific knowledge through academic partnerships.	Internship Programs, Career Fairs, Academic Partnerships, Scholarship Programs	Periodic
Media	QNB Faktoring maintains a transparent and consistent communications approach with media organizations that shape the Company's public visibility and reputation.	Press Releases, Interviews, Corporate Social Media, Website	Periodic
Society	Contributing to social well-being in locations where it operates and upholding social responsibility as part of its corporate identity are among QNB Faktoring's core priorities.	Corporate Social Responsibility (CSR) Projects, Social Media, Press Statements, Events	Ongoing / Project-Based



04

Governance

Corporate Risk Management

QNB Faktoring structures its corporate risk management approach in alignment with its strategic objectives and the principles of transparency, accountability, and sustainability. To ensure operational continuity and financial resilience, the Company takes a holistic approach to risk management and continuously reviews and enhances its risk management processes.

Within this framework, QNB Faktoring's corporate policies encompass risk management, ethical principles, sustainability, and operational procedures, supporting the balanced management of both the Company's financial performance and its environmental and social responsibilities. Compliance with applicable legislation is fundamental to all operations, and business processes are structured

accordingly. Guided by the principles of transparency and accountability, QNB Faktoring adopts an open management approach towards stakeholders, while periodically updating its policies and practices in line with its commitment to continuous improvement.

Risk management processes are carried out under the oversight of senior management and are reviewed regularly by the Board of Directors and the Risk Committee. At meetings held throughout the year, market, credit, and operational risks are assessed comprehensively, actions to address potential risks are determined, and their implementation is closely monitored. This governance structure enables risks to be identified in a timely manner and managed effectively.

Integrated Risk Management Approach

QNB Faktoring adopts a proactive risk management approach that encompasses market, credit, operational, environmental, and social risks. Accordingly, risks are analyzed and measured regularly, and managed using methodologies updated in response to changing market conditions. Risk assessment processes are integrated into decision-making mechanisms, fostering a risk culture aligned with the Company's sustainability goals.

To manage market risks, developments in interest rates, foreign exchange rates, and liquidity are closely monitored, and risk exposure is maintained within the limits established by the Board of Directors. Scenario analyses and various modeling exercises are used to assess the potential effects of market fluctuations in advance, enabling appropriate measures to be taken.

Credit risk management is regarded as a fundamental component of the Company's financial sustainability. Within this framework, risks are monitored based on customer, industry, and debtor limits. During the credit approval process, customers are assessed using a credit-scoring methodology that considers financial performance, Credit Bureau of Türkiye (KKB) data, and non-financial factors. The Company maintains a diverse portfolio to mitigate risk concentration and

support the balanced management of credit risk.

Credit assessment processes are not limited to financial indicators alone; environmental and social risks are also systematically assessed. Companies operating in high-risk sectors included in the **'Exclusion List,'** including those engaged in activities involving fundamental human rights violations such as child labor and forced labor, are not provided with financing under any circumstances. In sectors with direct adverse environmental impacts, particularly coal and mining extraction, financing is permitted only at limited levels and on a transaction-specific basis.

Among market risks, the management of foreign exchange risk is of particular importance. Maintaining a low level of foreign exchange risk is one of the Company's core foreign exchange risk management principles; as of year-end 2025, the Company's total foreign exchange risk exposure stood at approximately USD 600,000. Market risk limits are approved by the Board of Directors following the Risk Committee's preliminary approval, and are monitored regularly by both the relevant business units and senior management. This structure ensures that risk appetite is managed consistently with the Company's decision-making processes.

Process-based assessments and control mechanisms play a central role in the management of operational risks. Through annual risk and control self-assessments, the risks faced by business units are analyzed, existing control environments are reviewed, and necessary improvements are implemented. Operational losses are reported regularly, and preventive actions are taken to reduce the likelihood of similar risks recurring.

Internal Audit and Control Systems

At QNB Faktoring, internal audit and internal control activities are structured under the Board of Directors and carried out to provide assurance over the effectiveness of the Company's risk management, internal control, and governance processes. Within this scope, the Internal Audit and Internal Control functions adopt a systematic, risk-based approach in line with their annual plans. The internal audit function is carried out by the Internal Audit Department. Controls within the scope of internal control activities are performed by the Internal Control, Compliance, and Risk Management Department. In line with the Three Lines Model, internal control activities constitute the second line, while internal audit activities constitute the third line.

Internal audit activities aim to evaluate whether the Company's operations are conducted effectively, efficiently, and in compliance with applicable regulations; identify opportunities for process improvement; and provide assurance to management. Audits conducted from an independent and objective perspective provide regular reviews to ensure the adequacy and effectiveness of the internal control and risk management systems.

Internal control activities focus on ensuring the Company's compliance with applicable regulations and internal policies, enhancing the effectiveness of operational processes, ensuring the accuracy of financial and operational reporting, and safeguarding the Company's assets. In pursuit of these objectives,



the Company conducts regular and periodic control activities encompassing all business units. During the reporting period, internal audit activities related to compliance with information systems regulations were completed. In addition, a compliance program audit was conducted in accordance with the applicable regulations, and no significant findings were identified. In addition, through quarterly internal control activities, all of the Company's areas of operation were regularly evaluated.

Findings resulting from audit and control activities are reported to the Audit Committee and the Board of Directors. Action plans are then developed to address identified issues and implemented by the relevant business units. The implementation of these action plans is systematically monitored by the Internal Audit and Internal Control functions, and the results are reported regularly. In addition, internal control reports are prepared quarterly and submitted to management. These reports provide detailed information on the status of audit findings, improvement efforts undertaken, and compliance with the audit plan.

Ethics, Compliance, and Corporate Governance Structure

QNB Faktoring's corporate governance approach is built on three core values: legal compliance and business ethics, accountability and transparency, and continuous improvement. Ensuring that all activities are conducted in accordance with applicable regulations and Company policies, adopting an open and transparent approach based on accountability to all stakeholders, and continuously reviewing and improving business processes and policies are the primary ways these values are put into practice. The ethics and compliance framework is designed in full alignment with QNB Group practices, and updates introduced at the Group level are promptly incorporated into the Company's practices. The

Internal Control Department ensures that this alignment is kept up to date. Respect for human rights is an integral part of the Company's ethical approach. In line with the **United Nations Guiding Principles on Business and Human Rights**, the Company is committed to minimizing the adverse impacts of its activities on human rights. In line with its commitment, the Company prohibits child labor under all circumstances, prohibits forced labor across both its own operations and throughout the supply chain, and requires all stakeholders in the value chain to comply with applicable legal regulations. No incidents of discrimination were identified in 2025.



Policy and Directive Framework

QNB Faktoring's ethics management framework is built on an integrated, multi-layered set of policies. At the core of this framework is the **Employee Code of Conduct Directive**. This directive sets out comprehensive requirements regarding employees' compliance with applicable laws, the protection of Company assets and property, adherence to workplace rules, respect for colleagues and teamwork, compliance with rules governing private life, the principles to be observed in customer relations, confidentiality obligations, and restrictions on personal transactions.

The management of conflicts of interest is ensured under a separate policy. The **Conflicts of Interest Policy** governs the identification, management, and documentation of conflicts that may arise from the Company's activities, employees' personal interests,

the organizational structure, or transactions with the main shareholder and Group companies. The Policy is designed to preserve the integrity and reliability of decision-making processes while safeguarding the credibility and reputation of all relevant parties, including managers and employees. The Policy also covers the principles governing conflicts of interest involving senior management, the identification and management of conflicts, and the disclosure of potential conflicts to customers.

In addition, the **Anti-Bribery and Anti-Corruption Policy and Directive**, the **Whistleblowing Policy**, the **Instructions for Reporting Internal Irregularities and the Employee Whistleblower Hotline**, and the **Code of Ethics for Financial Professionals** include additional rules and measures related to conflicts of interest.

Anti-Bribery and Anti-Corruption

Anti-bribery and anti-corruption are among the highest priorities within QNB Faktoring's ethics management framework. The **Anti-Bribery and Anti-Corruption Policy and Directive** aim to establish clear principles and rules to prevent bribery and corruption, provide guidance on identifying such cases, raise employee awareness, and encourage the reporting of suspicious transactions through appropriate channels to protect the Company's reputation.

The scope of the Policy extends beyond employees to include all business partners, subsidiaries, agencies, and support service providers acting directly or indirectly on behalf of the Company, both in and outside of Türkiye, all of whom are subject to the same obligations. Suppliers are expected to sign documents stating their commitment to comply with local and international regulations; the Company neither establishes nor maintains business relationships with suppliers that do not

provide this commitment. Employees receive regular anti-bribery and anti-corruption training. In addition, compliance activities related to anti-money laundering and combating financing of terrorism are carried out across all business units under the coordination of the Internal Control, Compliance, and Risk Management Department.

The Company embeds ethics and compliance awareness into its corporate culture not only through policy documents but also through systematic training programs. In 2025, employee training covered corporate and personal information security, the Personal Data Protection Law, business continuity, occupational health and safety, anti-money laundering and combating financing of terrorism, competition law, occupational health and safety at home, fundamentals of sustainability, and anti-bribery and anti-corruption. The participation rate in these programs was 98%, demonstrating that the employees strongly embrace the Company's ethics and compliance culture.

Personnel Compliance Statement

Every employee enters into a comprehensive commitment process upon joining the Company. By signing the Personnel Compliance Statement upon hiring, employees acknowledge that they have read, understood, and agree to comply with all of the Company's core policies and directives, including, but not limited to, the Anti-Money Laundering and Combating Financing of Terrorism Policy and Directive, the International Sanctions Directive, the Disciplinary Committee Charter, the Personal Data Retention and Destruction Policy, the Personal Data Protection and Processing Policy, the Employee Code of Conduct Directive, the Code of Ethics for Financial Professionals, the Conflicts of Interest Policy, the Whistleblowing Policy and Employee Whistleblower Hotline Directive, the Anti-Bribery and Anti-Corruption Policy and Directive, the Information and Cybersecurity Policy, the Information Security Procedure, the Information Security Standards Regulation, the Information Technology Acceptable Use Directive, the Media Relations Directive,

the Fraud Prevention Directive, and the Code of Professional Ethics issued by the Association of Financial Institutions (FKB).

Employees also acknowledge that they have read and understood the Competition and Compliance Guideline and the Unfair Competition Guideline prepared under the Competition Compliance Program and commit to upholding the principles of fair competition and refraining from any conduct that may constitute a violation of competition law. Their statement of commitment also expressly states that the Company reserves the right to impose disciplinary sanctions for any conduct that constitutes a violation of the Competition Law. Employees are responsible for keeping up to date with any subsequent revisions to these policies and directives. Regular reminders regarding the Company's ethical standards are shared with employees to ensure continued awareness.

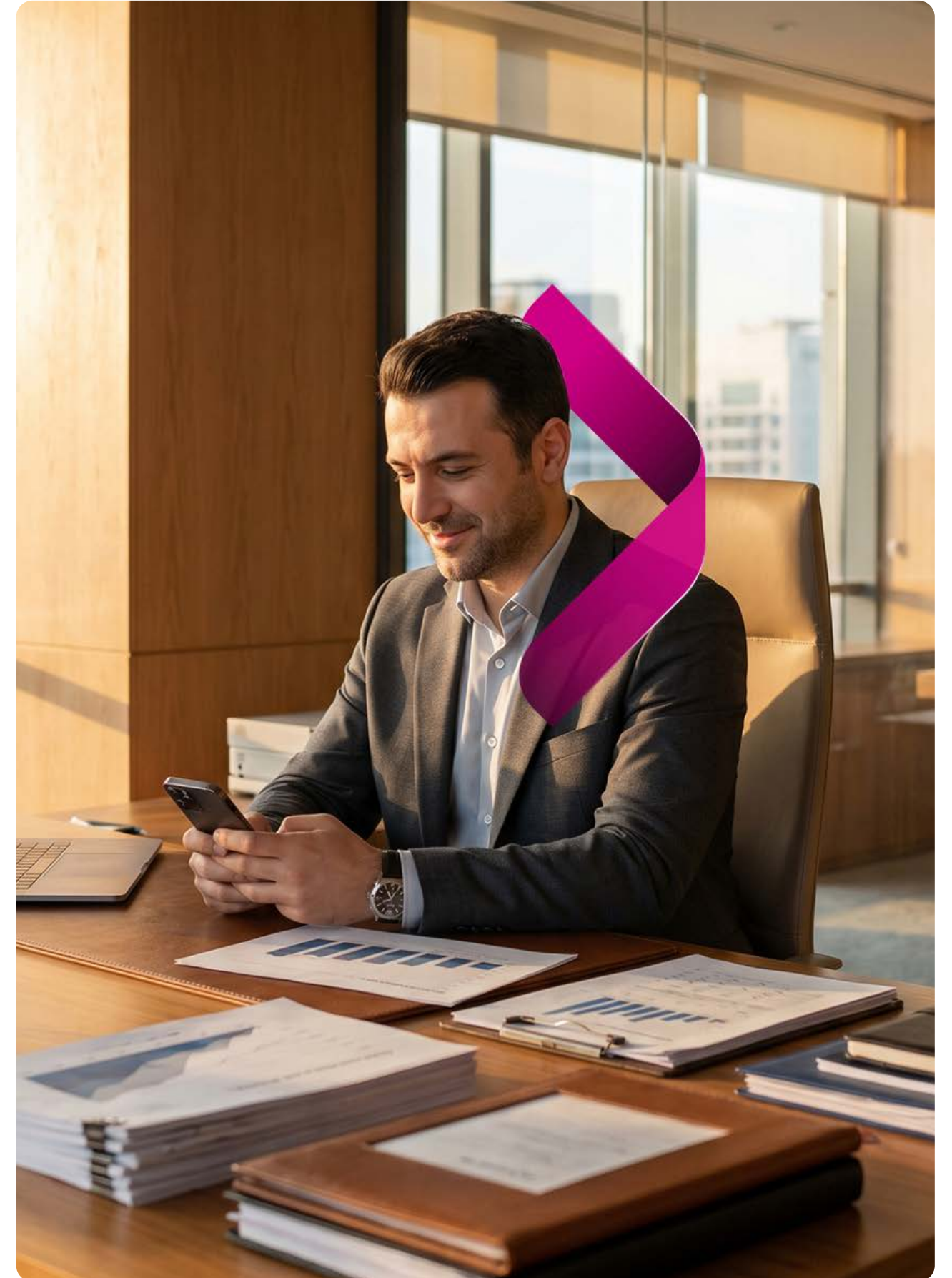
Whistleblower Hotline

Since 2011, QNB Faktoring has provided employees and other stakeholders with a confidential channel to report unethical conduct, irregularities, and misconduct through its Whistleblower Hotline. The hotline covers transactions that violate applicable regulations, irregularities in accounting records and practices, actions that undermine the internal control environment, and practices that conflict with Company procedures and directives. Potential or actual conflicts of interest may also be reported through the hotline.

Reports submitted through the Whistleblower Hotline are reviewed by the Internal Control, Compliance, and Risk Management Department and reported to the Audit Committee. When necessary, investigation procedures defined under written policies are initiated. The same hotline is also available to suppliers for reporting irregularities. No reports were submitted through either employee or supplier channels in 2025. The Whistleblower Hotline can be reached via etik@qnbfaktoring.com.tr.

Human Rights and Fundamental Principles

In line with the United Nations Guiding Principles on Business and Human Rights, QNB Faktoring remains committed to minimizing the adverse impacts of its activities on human rights. Under no circumstances does the Company employ child labor, and all stakeholders throughout the value chain, particularly suppliers, are required to comply with the age requirements set forth in applicable laws and regulations. Forced labor is strictly prohibited both within the Company and throughout its supply chain. **No incidents of discrimination were identified in 2025.**



Financial Inclusion and SME Support Mechanisms

QNB Faktoring believes that access to financial services should not be limited to large enterprises and considers supporting the effective integration of businesses of all sizes with growth potential into the financial system to be a significant element of corporate responsibility. This approach is directly reflected in the Company's business model and product development processes, with a particular focus on facilitating fast, reliable, and sustainable access to financing for small and medium-sized enterprises (SMEs).

Through its branch network spanning Türkiye's different regions, digital service infrastructure, and financing solutions tailored to customer needs, QNB Faktoring makes its factoring services more accessible. As a result, the Company supports businesses' integration into the financial ecosystem and reinforces the social and environmental dimensions of financial inclusion through dedicated support for transformation-focused areas, such as women entrepreneurs and green energy projects.

Products and Services for SMEs

QNB Faktoring offers a comprehensive portfolio of products and services, including domestic factoring, international factoring, export factoring, collection services, and guarantee services, to meet the financing needs of SMEs and microenterprises. Credit assessment processes incorporate flexible

practices that facilitate smaller businesses' access to the financial system, while criteria such as transaction volume and turnover are evaluated according to the relevant customer segment. This approach ensures that financial inclusion is embedded into business processes as a sustainable practice.

As of year-end 2025, total financing provided to SMEs and microenterprises reached TL 17.4 billion. During the same period, financing was provided to 8,113 SME and microenterprise customers. The SME and microenterprise segment represents 87% of the Company's active customer base. These figures demonstrate the strong reflection of QNB Faktoring's financial inclusion approach in its portfolio structure.

The Company's digital infrastructure plays a key role in accelerating access to financing. Customers can complete application and approval processes quickly and with minimal operational effort through digital channels, reducing processing times while improving operational efficiency. In addition to digital services, the Company's extensive branch network enhances accessibility by providing on-site services to businesses operating across different regions of Anatolia.

In line with its sustainable financing approach, the Company develops dedicated financing solutions for SMEs operating in environmentally friendly sectors and promotes practices that support the transition to a low-carbon economy.



Supporting Women Entrepreneurs

Strengthening women's participation in economic life and supporting women entrepreneurs' access to financing are key components of QNB Faktoring's financial inclusion approach. Within this scope, the **No-Cost Campaign** for women entrepreneurs, launched in 2024, continued in 2025. The continuation of this initiative demonstrates that supporting women entrepreneurs is regarded

not as a temporary initiative, but as a long-term corporate policy.

Through financing models developed specifically for women entrepreneurs, the Company aims to contribute to gender equality while supporting women's greater participation in economic activities.

Management Approach and Policy Framework

In managing its financial inclusion activities, the Company aims to sustainably increase economic value, create long-term value for stakeholders, and ensure that operations are conducted transparently, ethically, and with effective risk controls. Within this scope, the policy framework brings together factoring services, receivables management practices, SME-focused financing mechanisms, credit and risk management processes, and ethical business principles under an integrated structure.

In addition to its direct economic contributions, the Company considers the indirect economic value it creates through supporting employment, strengthening the supply chain, and providing financing to the real sector to be an important element of its sustainability approach.

Goals and Strategic Priorities

QNB Faktoring advances its financial inclusion efforts in line with its short-, medium-, and long-term strategic goals. In the short term, the Company aims to enhance the customer experience and improve access to its services by launching a new mobile application. In the medium term, the Company plans to expand strategic partnerships to diversify SME financing models and develop dedicated solutions for suppliers. Over the long term, the Company aims to

reach a broader base of businesses across Türkiye by strengthening its digital infrastructure and expanding its branch network.

The growth trend in SME financing, investments in digital transformation, and climate-focused financing practices form the foundation of the Company's strategic direction in financial inclusion.



Digital Transformation and Innovation

QNB Faktoring views digital transformation not only as a tool for improving operational efficiency, but also as a strategic growth area that enhances customer experience, improves access to services, accelerates processes, and supports its environmental sustainability goals. In response to evolving customer expectations and technological advancements, digitalization is positioned as a key driver of the Company's competitive capacity, with investments in this area continuing as part of a long-term transformation strategy.

QNB Faktoring's digital transformation approach is built around three core priorities: enhancing customer experience, streamlining operational processes, and developing technology-powered business models.

Digital Infrastructure and Customer Channels

The Company continuously improves its web and mobile channels to provide customers with fast, secure, and uninterrupted access to factoring services. Within this scope, the new mobile application enables customers to securely access the platform and complete their factoring transactions entirely through digital channels. As a result, transaction processing is accelerated, the user experience is enhanced, and the need for physical interaction is significantly reduced.

The security infrastructure of the mobile application is continuously strengthened through collaborations with specialized third-party partners. At the same time, the scope of digital approval processes is expanding, enabling customers to complete their transactions without the need for physical documentation. This approach improves operational efficiency and provides customers with a more flexible service experience.

Strategic partnerships also play an important role within QNB Faktoring's digital ecosystem. These digital platforms enable SMEs to convert their receivables into cash on the same day without waiting for maturity, obtain balance sheet-based financing without utilizing bank credit limits, and complete their transactions in just a few steps under favorable terms. This structure directly supports the Company's objective of expanding SMEs' access to financing.

Technological enhancements, such as the automated pricing infrastructure and the Message Management System (İYS) integration, accelerate processes while enabling marketing teams to initiate customer engagement more effectively.

Sustainable Steps in Digitalization

QNB Faktoring manages its digital transformation investments in an integrated manner with its environmental sustainability goals. The broader implementation of its digital application, approval, and document management processes allows the Company to significantly reduce paper consumption, contributing to the more efficient use of natural resources.

Price approvals completed through the Faktoring application used in operational processes

reduce unnecessary email traffic, streamline communication, and help lower the Company's indirect carbon footprint. In addition, environmental awareness messages displayed on the final screens of web-based transactions aim to increase customers' awareness of the relationship between their digital choices and their environmental impact.



Digital Transformation Competence

At QNB Faktoring, digital transformation initiatives are led by a dedicated team specializing in digital channels and information technologies. Representing approximately 4% of the Company's workforce, this team effectively manages a broad transformation agenda through an agile operating model and a focused approach to resource management. This structure demonstrates QNB Faktoring's ability to adapt rapidly to evolving technological trends.

Priorities for the Future

QNB Faktoring identifies increasing digital customer acquisition and further expanding the scope of its existing digital channels as strategic priorities for the coming period. In line with these priorities, the Company aims to expand digital approval processes to cover a broader range of transactions, strengthen two-factor authentication mechanisms in compliance with regulatory requirements, and fully transition loan utilization processes to digital platforms.

In addition, efforts continue to reduce customer documentation requirements, expand remote transaction capabilities, and further streamline the user experience.

Another key component of the Company's long-term digital roadmap is the planned integration of environmental analysis tools into its mobile application. These new features, which will enable users to track their carbon and water footprints, aim to help customers measure their own environmental impacts and strengthen their sustainability awareness. Through this approach, QNB Faktoring unites digital transformation and sustainability objectives on a single platform, demonstrating its commitment to innovation.

Data Security and Customer Privacy

At QNB Faktoring, protecting customer data goes beyond a legal obligation and is a strategic priority for maintaining corporate trust and reputation. The Company conducts all activities in this area in accordance with the Banking Law, the Personal Data Protection Law (KVKK), and applicable regulatory frameworks, embracing data privacy as an integral part of its corporate culture.

During the reporting period, the Company received no verified complaints regarding breaches of customer privacy or loss of customer data.

Policy Framework

The policies and directives governing customer privacy are designed to ensure that customer data is processed securely, solely by authorized personnel, and only for specified business purposes. This framework applies to all Company employees and, as a result of operating as a bank subsidiary, also covers all information systems, applications, databases, and data processing activities. The framework is built on the following key documents:

- > Employee Code of Conduct Directive
- > Information Security and Cybersecurity Policy and Directive
- > KVKK Compliance Policy and Directive
- > Disciplinary Committee Charter
- > Other relevant directives

Pursuant to Article 73 of the Banking Law, all employees who have access to customer information by virtue of their roles and responsibilities are obligated to maintain the confidentiality of such information, and this obligation continues after the termination of their employment.

The primary policies and directives currently in effect with respect to KVKK compliance are the Personal Data Retention and Destruction Policy (2023), the Personal Data Protection and Processing Policy (2021), the Directive on the Protection and Processing of Sensitive Personal Data (2024), and the Directive on the Protection of Personal Data (2024).

Technical Security Infrastructure

QNB Faktoring's information technology infrastructure is hosted on-premises within the centralized data center systems of its main shareholder, QNB Türkiye. No cloud services are used; all data hosting and processing activities are carried out in data centers located within Türkiye. This structure ensures that the Bank's information security management aligns with global standards. All related policies and controls also apply to the Company.

User access is governed by a role-based access control (RBAC) model in accordance with the principle of least privilege, and all authorizations are managed through a centralized identity and access management infrastructure. Access requests are documented, reviewed periodically, and unnecessary access rights are revoked. Multi-factor authentication

(MFA) is mandatory for critical systems, and authentication processes are integrated with the Bank's Active Directory infrastructure.

Network security is ensured through network segmentation, firewalls, and intrusion detection and prevention systems. Sensitive data is protected during both transmission and storage using internationally recognized encryption standards, while data classification, retention, and disposal policies are implemented systematically. All activities are monitored through centralized logging systems, and potential data breaches are continuously monitored by the Internal Control Department through the Data Loss Prevention (DLP) system.

Audit, Testing, and Continuous Improvement

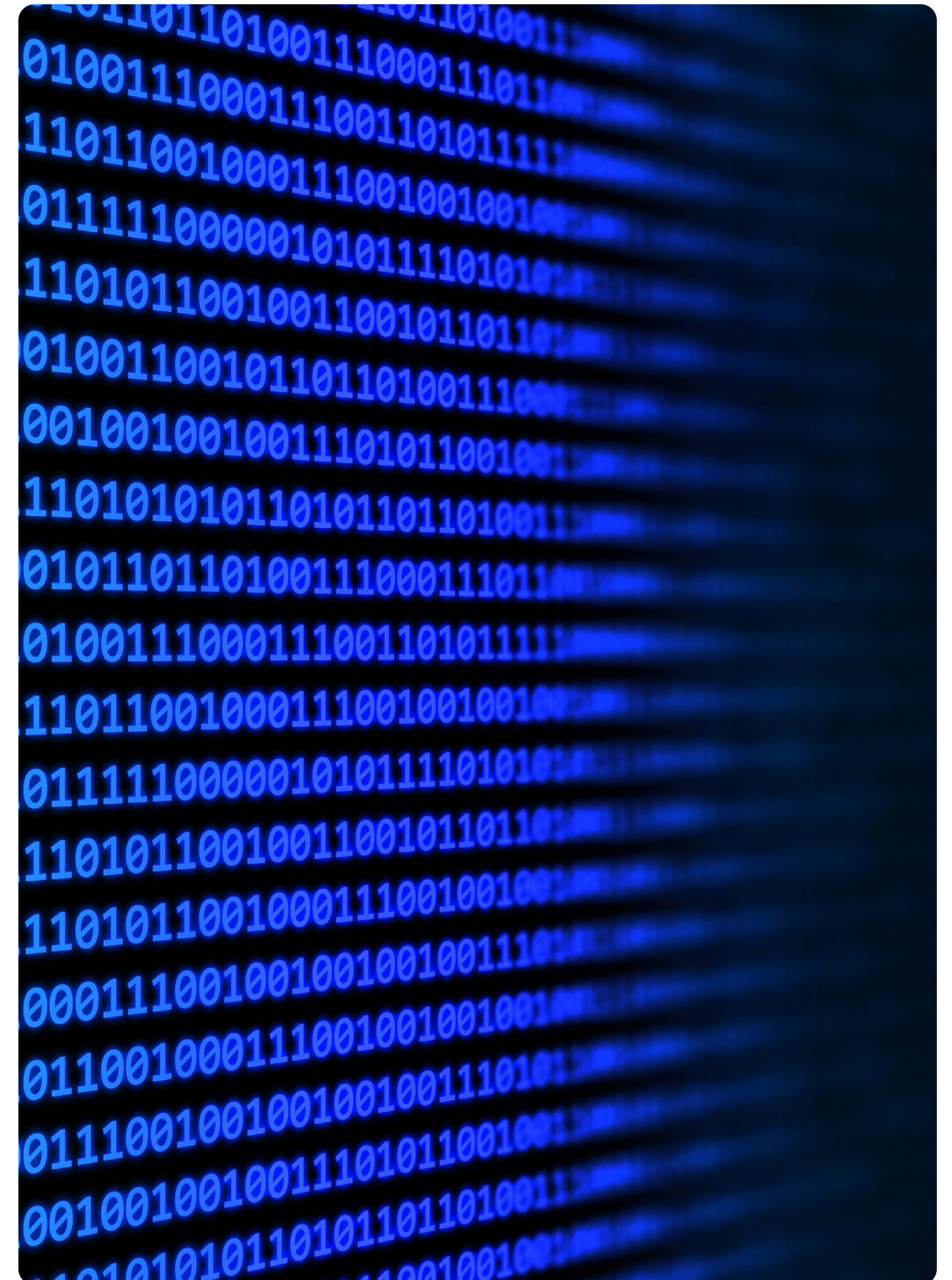
Penetration testing is conducted at least once a year in accordance with Banking Regulation and Supervision Agency (BRSA) regulations and information security policies, with additional testing performed for critical systems whenever necessary. Vulnerability assessments are conducted regularly, identified vulnerabilities are prioritized based on risk level, and critical vulnerabilities are promptly remediated. Third-party suppliers are subject to data security risk assessments in accordance with

information security policies and BRSA regulations.

The effectiveness of information security processes is supported through regular internal audits, employee awareness training, and a continuous improvement cycle. All of these mechanisms are implemented in alignment with financial sector regulations and banking standards, particularly the **ISO 27001 Information Security Management System**.

Customer Communication

Customers are provided with clear, understandable, and accessible information about how their personal data is processed, the purposes of processing, and the applicable legal grounds. This information is provided through privacy notices, customer processes, digital channels such as the mobile application and the website, and physical branches. These documents are prepared in accordance with applicable legislation and updated regularly.



A large, stylized blue ribbon graphic that curves and folds, resembling a stylized 'X' or a ribbon tied in a knot, positioned on the left side of the page.

05

Environment: Toward a Sustainable Future

Climate Change and Environmental Risk Management

QNB Faktoring considers the management of climate change and environmental risks a core element of its sustainability approach and aims to systematically manage the direct and indirect environmental impacts arising from its operations. The Company's environmental management approach was formalized in the **Sustainability Policy**, which entered into force on June 6, 2024. Serving as the primary reference document for the ESG approach, the Policy aims to reduce environmental risks, assess climate-related

opportunities, and create long-term value aligned with international sustainability principles.

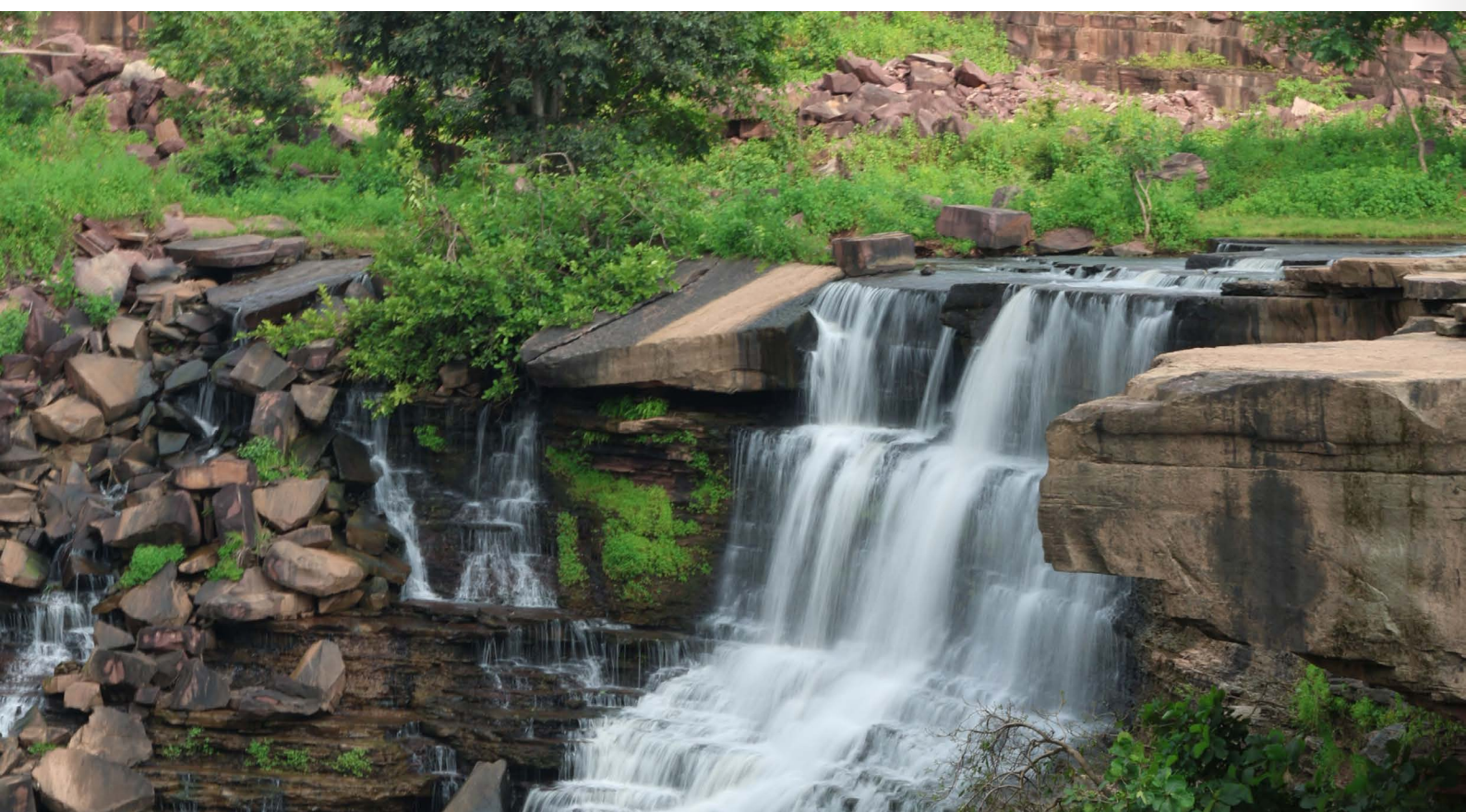
In managing environmental impacts, QNB Faktoring goes beyond legal compliance to implement a continuous improvement approach. During the reporting period, no environmental regulatory violations or related administrative sanctions occurred within the scope of the Company's operations.

Environmental Management Approach and Corporate Infrastructure

QNB Faktoring's main shareholder, QNB Bank A.Ş., holds a TÜV SÜD-certified ISO 14001 Environmental Management System certificate. The environmental management approach established at the Group level also guides QNB Faktoring's operational processes.

In line with this approach, the Company implements practices to reduce plastic use and minimize the

environmental impacts of plastics throughout their lifecycle and regularly evaluates its supply chain within this scope. Environmental processes at the Company's premises in the Kristal Kule building are coordinated by a designated environmental officer, and environmental performance is regularly monitored.



Greenhouse Gas Emissions Methodology

The Company's greenhouse gas emissions are calculated based on the GHG Protocol and DEFRA, while the **ISO 50001 Energy Management System** and **ISO 14001 Environmental Management System** standards are applied to energy management processes, and **GRI Universal Standards 2021**, **TSRS**, and **SASB** standards are used for reporting. The I-REC methodology is used to offset and certify Scope 2 market-based emissions. The base year was

determined as 2017, as it represents the reference year when corporate sustainability data tracking began and the first report was published. The primary change requiring recalculation is the transfer of Enpara.com's banking services to Enpara Bank A.Ş. via a partial demerger on August 28, 2025, resulting in the exclusion of related operational data from the emissions scope.

Scope 1, 2, and 3 Emissions Framework

Scope	Included Gases	Standard / Methodology	Base Year
Scope 1	Combustion gases and refrigerant gas leaks (CO ₂ e)	GHG Protocol, DEFRA	2017
Scope 2	Energy indirect greenhouse gas emissions (CO ₂ e)	GHG Protocol, DEFRA, I-REC (market-based)	2017
Scope 3	Value chain greenhouse gas emissions (CO ₂ e) Categories 1, 2, 3, 4, 5, 6, 7, 9, 11, and 15	GHG Protocol, PCAF, GRI 2021, TSRS, SASB	2017

Energy Efficiency and Resource Efficiency Practices

QNB Faktoring implements a range of technical and operational measures to reduce energy consumption. Fluorescent lighting across all buildings has been replaced with energy-efficient LED systems, and building automation systems are in place to ensure more effective monitoring and control of energy consumption.

As part of seasonal energy-efficiency measures, the faucet-heating functions of water heater systems are disabled during certain periods in the summer months to reduce electricity consumption. Environmentally friendly equipment is preferred in electrical and mechanical infrastructure investments,

and the Company aims to increase the share of renewable energy sources.

The Kristal Kule building, where the Company operates, is **LEED**-certified and received ISO 14001 certification in 2022 and ISO 50001 certification in 2023. As part of its resource efficiency efforts, the Company reduces water consumption by using faucet aerators, while condensate recovered from HVAC systems and water collected through the drainage system are redirected to the landscape irrigation system. Thanks to the water redirection system, an average of 4,000 m³ of water is recovered annually and reused for vehicle washing and landscaping activities.

Waste Management and Zero-Waste Practices

QNB Faktoring considers waste management not only a means of fulfilling its legal obligations but also a core area of operational sustainability that increases resource efficiency and helps reduce environmental impacts. In line with this approach, all waste streams generated within the Company's premises have been systematically mapped using the Zero-Waste System Installation methodology issued by the Republic of Türkiye Ministry of Environment, Urbanization and Climate Change; a temporary waste storage area has been established; and a Zero-Waste Certificate has been obtained. These efforts demonstrate that waste management processes have evolved beyond legal compliance to become an integrated part of the Company's environmental management framework.

At the Company, waste management is guided by a holistic approach that extends beyond recycling practices to include organic and food waste. Within

this scope, food waste generated in the QNB Türkiye employee cafeteria is redirected to animal shelters, creating social value, while waste vegetable oils are recovered through licensed recycling companies. Expired food product disposal is conducted by authorized disposal organizations in accordance with applicable environmental regulations.

QNB Faktoring considers reducing waste at source, increasing recovery rates, and supporting the circular economy to be key priorities in its environmental management approach. Through these initiatives, the Company helps reduce environmental impacts, supports efforts to combat climate change, and creates long-term value as a responsible financial institution throughout the transition to a low-carbon economy.



Circular Economy and Supply Chain Waste Management

QNB Faktoring develops systematic practices across its operations to optimize resource use, reduce waste at source, and integrate circular economy principles into its business processes. Within this scope, the Company is expanding the use of e-signatures, e-invoices, e-files, and digital archiving systems to reduce paper consumption and is investing in digitalization to make operational processes more efficient and lower their environmental impact.

Resource efficiency is supported across office and branch operations through the implementation of energy-efficient lighting systems, smart climate-control solutions, and building-automation applications. Waste segregation systems are implemented across all branches and the head office. In addition, the safe collection and recycling of electronic waste are among the Company's priority environmental practices. The planning of new branches and offices incorporates green building certification criteria, including LEED standards; in furniture and interior design, sustainable materials are preferred. Through regular Zero-Waste and circular economy training programs and internal communication campaigns for employees, QNB

Faktoring aims to make this approach a lasting part of its corporate culture.

The circular economy approach is not limited to the Company's internal operations but is also integrated into its supply chain processes. Supplier selection and evaluation processes take into account environmental performance, waste management practices, and circular economy criteria; these indicators are incorporated into supplier evaluation forms. Suppliers are expected to minimize packaging use and prioritize recyclable materials. Licensed and certified third-party service providers are engaged to manage waste generated by the Company's operations, and their performance is monitored through regular audits and reporting. In addition, through the **Supplier ESG Evaluation Web Platform** used to track suppliers' ESG performance, suppliers identified as non-compliant in areas such as environmental management, waste management, and energy efficiency are supported through improvement plans or, where necessary, replaced with alternative business partners.

Digital Sustainability

QNB Faktoring's digital transformation investments not only improve operational efficiency but also directly help reduce environmental impacts. The expanded use of digital application processes for customer transactions has significantly reduced the use of physical documents and the associated paper consumption. Pricing approval processes are conducted through the Faktoring application, reducing unnecessary email traffic and lowering

the operational carbon footprint. The new mobile application has strengthened digital approval mechanisms, enabling customers to complete their transactions without the need for physical documents. In addition, environmental awareness messages displayed on web-based transaction screens aim to increase users' awareness of sustainability.



Training and Environmental Compliance

Employees receive regular training on ISO 50001, ISO 14001, Zero Waste, and environmental awareness to support the effectiveness and continuity of the Company's environmental management systems. These training programs are designed to increase employees' knowledge of environmental responsibilities and strengthen sustainable practices in their day-to-day work.

Environmental compliance processes are evaluated at least once a year through document-based audits conducted by the Environmental Compliance Officer within QNB Bank A.Ş. This control mechanism helps keep environmental obligations up to date, enabling early detection of potential non-compliance and timely implementation of necessary corrective actions.



Sustainable Value Chain Management

QNB Faktoring considers value chain management one of the core areas where its sustainability strategy is put into practice. The Company's broad stakeholder ecosystem, spanning customers, suppliers, investors, and employees, is managed through policies and practices shaped by environmental, social, and governance (ESG) principles. This approach is supported by a commitment to adapting to industry transformation, developing innovative solutions, and building transparent, trust-based relationships with all stakeholders.

Customer Relations: From Sustainable Financing to Financial Literacy

QNB Faktoring's approach to customer relations extends beyond a financing service model, embracing a long-term partnership that supports customers throughout their sustainability transformation journeys. To help customers, particularly those operating in the SME segment, manage their environmental and social impacts more effectively, QNB Faktoring supports initiatives that build awareness and capacity in financial sustainability, environmentally friendly business models, and ESG reporting.

Through **green factoring practices** developed as part of its sustainable financing approach,

QNB Faktoring offers favorable financing terms to suppliers that meet environmental criteria and businesses that adopt sustainable production models. In addition, **micro factoring solutions** facilitate small businesses' access to the financial system, integrating the principle of financial inclusion into day-to-day business processes. These practices tangibly demonstrate that QNB Faktoring is developing a business model that not only creates economic value for its customers but also contributes to sustainable development.

Supplier Relationships: ESG Integration and Transparent Procurement

QNB Faktoring manages its supply chain in line with the Group and the guidance of its main shareholder, QNB Bank A.Ş., and builds supplier relationships primarily through companies engaged or recommended by QNB Türkiye. All service procurement and supplier relations are managed under defined Service Level Agreements (SLAs), while procurement activities are consolidated at the Group level to leverage economies of scale.

Local companies make up the majority of the supplier portfolio, supporting both local economic development and greater operational agility. In its procurement processes, the Company adopts transparency as a guiding principle. In addition, prioritizing domestic producers that support women's employment, promote handmade production, and foster women's entrepreneurship constitutes an important part of QNB Faktoring's social impact approach.

The Company has adopted a supplier evaluation approach that incorporates environmental, social, and governance indicators to systematically

manage ESG criteria throughout its supply chain. Within this scope, the Company aims to increase suppliers' ESG awareness and support their compliance efforts. Scoring systems and early warning mechanisms enable proactive monitoring of financial and operational risks across the supply chain, and ongoing digitalization strengthens information security and cybersecurity infrastructure.

Particularly for information technology procurement, stronger corporate control mechanisms are implemented. The Group affiliate IBTech guides IT purchases, technical evaluations, and decision-making with its technical expertise and recommendations.

By strengthening sustainability principles across every stage of its value chain, QNB Faktoring aims not only to enhance its own operational impact, but also to amplify the indirect impact it creates through its business partners and create long-term shared value.

Supply Chain Risk and Opportunity Management

The effective management of supply chain risks and the ability to capitalize on opportunities are integral components of QNB Faktoring's sustainable growth strategy. The supplier selection processes are supported by consolidated evaluation criteria, the Bank's assessments, and performance analyses, ensuring that all decisions align with corporate objectives. During any procurement process, information on the relevant supplier is evaluated in detail before being submitted for approval to the CEO, the Procurement Committee, or the Board of Directors, depending on the transaction amount.

Supply chain risks are managed by ensuring all processes adhere to established rules and procedures, leveraging QNB Türkiye's well-established organizational structure. Procurement forms are used to monitor processes, ensuring transactions are carried out in a disciplined manner in accordance with established approval limits. Although the Company has not yet integrated a supplier recognition program into its operations, it aims to elevate its supply chain management by developing policies that also incorporate this mechanism.



Procurement Processes and Policy Framework

QNB Faktoring's procurement activities are governed by established procedures based on the principles of transparency, accountability, and corporate compliance:

- 1 Establishing the operating principles of the Procurement Committee in line with the Company's strategic objectives and business needs
- 2 Establishing and regularly reviewing procurement policies
- 3 Ensuring full compliance with the expense approval directive and procurement policies
- 4 Evaluating bid opening, supplier selection, and tender working groups
- 5 Reviewing and approving the supplier list and product and service categories to prevent conflicts of interest
- 6 Managing bid and tender results and maintaining an effective control environment
- 7 Establishing comparable procedures and aligning them with the Bank's policies
- 8 Submitting procurement and expense approvals to the CEO, the Procurement Committee, and the Board of Directors, respectively, based on established approval thresholds
- 9 Regularly monitoring and updating procurement limits and related policies

2025 Supply Chain Improvement Initiatives

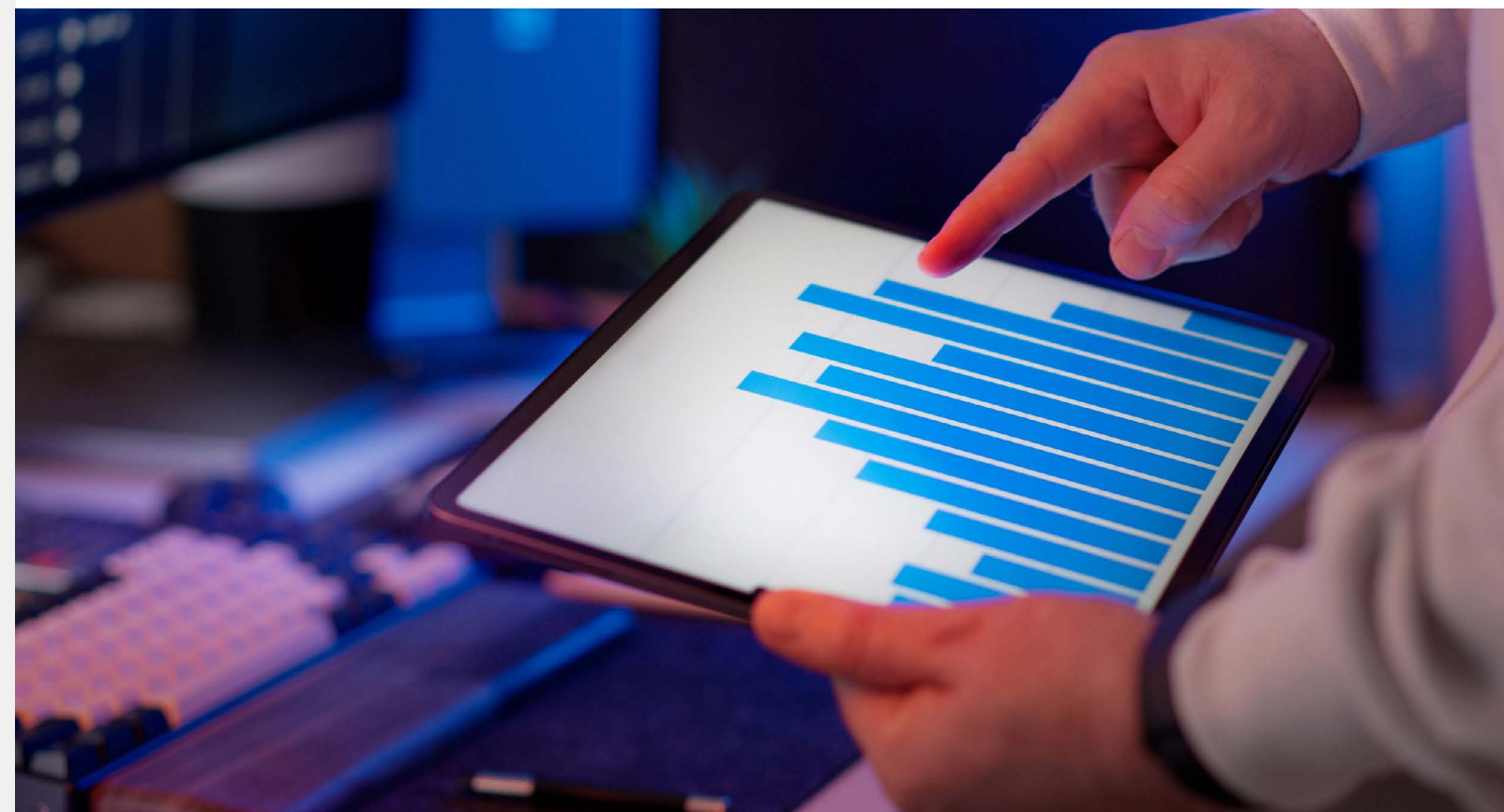
Category	Initiatives Implemented
Digitalization and Technology	Collaborations with various supplier platforms enable the Company to offer a faster, more transparent, and more user-friendly service experience for customers.
Sustainability-Focused Solutions	Green factoring programs have been developed for suppliers that meet environmental criteria. A supplier evaluation system incorporating ESG criteria has been implemented.
Risk Management and Security	Financial risks are identified proactively through advanced scoring models and early warning systems. Strong cybersecurity and data protection systems have been integrated.
Customer Experience	Digital solutions have accelerated application and evaluation processes.
Flexibility and Scalability	Dynamic financing models have been implemented. Micro factoring solutions have improved small-scale suppliers' access to financing.

Human Rights in the Supply Chain

QNB Faktoring bases all relations across its value chain on the principle of respect for human dignity and extends this commitment beyond its internal policies. The Company maintains zero tolerance for child labor and forced labor within its operations and implements concrete, binding mechanisms to ensure the same standards are upheld throughout its supply chain.

All suppliers and business partners are required to sign the **Third-Party Code of Conduct Agreement**. The Agreement establishes obligations to prohibit

child labor, prevent forced or involuntary labor, ensure freely chosen employment, and adopt ethical recruitment practices. The Company does not establish business relationships with parties that do not sign the agreement. This approach positions respect for human rights not as a business preference, but as an essential requirement of supply chain management.



Sustainable Engagement with Employees and Investors

QNB Faktoring employees are active stakeholders who help shape the Company's sustainability transformation. Regular training programs on sustainability, digitalization, and ESG serve to increase individual awareness and strengthen commitment to the Company's objectives. QNB Faktoring encourages participation in volunteer-based sustainability initiatives, transforming this commitment from an individual mindset into a lasting element of the Company's corporate culture.

The Company also positions sustainability as an integral component of its long-term value creation approach in its investor relations. Regular and transparent reporting on ESG performance, carbon footprint, and social impacts provides investors with reliable insights that help decision-making. By focusing on long-term sustainable growth rather than short-term financial indicators, QNB Faktoring positions itself not only as a factoring company but also as a responsible financial institution guided by integrity.

Sustainable Financing

At QNB Faktoring, sustainable financing constitutes a core component of corporate strategy. The Company integrates this approach throughout its business model, rather than limiting it to specific financing products. Sustainability principles are embedded in decision-making across a broad range of activities, from product development and customer evaluation criteria to loan allocation mechanisms and risk management practices.

In line with the QNB Faktoring Sustainability Policy, environmental, social, and governance (ESG) criteria are a key consideration in financing processes. Environmental and social risk assessments conducted during the loan process help ensure that financed activities align with sustainable development goals; environmental impacts, social

responsibility practices, and ethical business conduct constitute integral components of financing decisions.

The Company shapes its sustainable financing approach in line with internationally recognized ESG principles and global sustainability standards. Within this scope, protecting the environment, respecting human rights, promoting ethical governance, and creating social value are among its core priorities. Therefore, QNB Faktoring aims to develop a financing model that goes beyond financial performance to support the creation of long-term economic, environmental, and social value.

Sustainable Financing Scope and Priority Areas

QNB Faktoring's sustainable financing portfolio encompasses environmentally friendly business models, companies operating in the renewable energy sector, and customer segments focused on social benefit. Financing solutions for businesses operating in the green energy sector and women entrepreneurs are among the priority focus areas of QNB Faktoring's sustainable financing strategy.

In addition, supporting access to financing for businesses operating in disadvantaged regions is an important component of QNB Faktoring's inclusive financing approach. Through its extensive branch network and digital service channels, the Company

reaches businesses across different regions, helping reduce regional disparities in access to financing.

Infrastructure development efforts to enable the effective monitoring of sustainable financing transactions are ongoing, and the gradual expansion of this portfolio is among QNB Faktoring's strategic priorities. In the medium term, QNB Faktoring aims to support growth in renewable energy, environmentally friendly business models, and segments focused on social benefit; in the long term, the Company seeks to steadily increase the share of sustainable financing within its overall portfolio and expand its sustainable finance customer base.



Risk Management and ESG Integration

As part of its sustainable financing approach, QNB Faktoring integrates ESG criteria into its credit evaluation and risk management processes. Assessing environmental and social impacts contributes to the early identification of potential risks and supports more informed financing decisions.

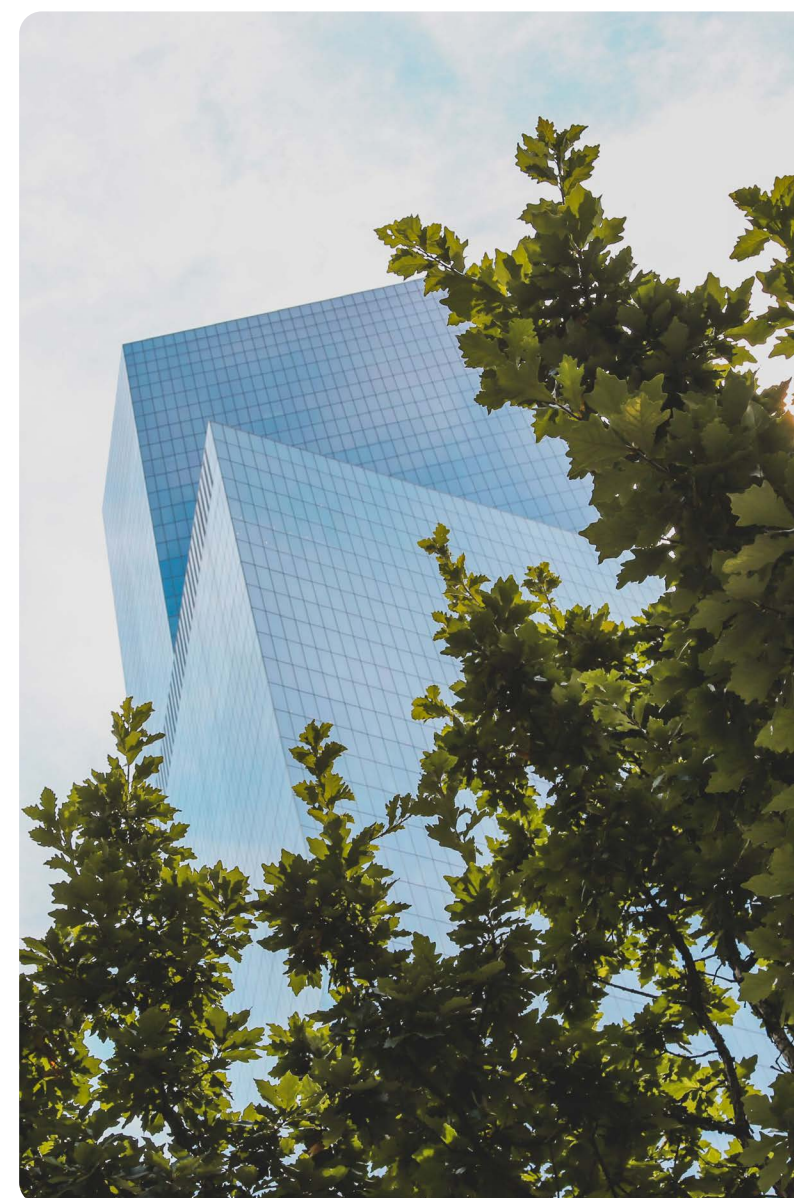
This approach also supports the evaluation of sustainability topics, such as climate change, resource efficiency, and social impacts, through the lens of financial risk. The Company thereby aims to both strengthen the resilience of its portfolio and support activities that contribute to a sustainable economic transition.

Investor Relations and Transparent Reporting

QNB Faktoring bases its communication with investors on the principles of transparency, reliability, and long-term value creation. Accordingly, developments in sustainability performance, ESG practices, carbon footprint, and social impact are reported regularly and shared with stakeholders.

Centered on long-term sustainable growth objectives, this approach enables investors to evaluate the Company's sustainability performance more comprehensively. At the same time, transparent reporting practices strengthen QNB Faktoring's corporate credibility while reinforcing its institutional maturity in sustainable financing.

Through its sustainable financing approach, QNB Faktoring seeks to support economic growth that advances alongside environmental and social responsibility while creating long-term sustainable value for its customers, investors, and all stakeholders.





06

Social Transformation: Toward a Sustainable Future

Employee Experience, Talent, and Workforce Well-Being

QNB Faktoring's human resources approach is built on a philosophy that recognizes its employees as the Company's most valuable asset, aligns individual development with corporate growth, and prioritizes a trust-based workplace culture. Guided by the belief that a happy, continuously developing, and engaged workforce is fundamental to sustainable business success, the Company takes a holistic approach to career development, well-being, learning, and inclusive working conditions.

QNB Faktoring's human resources policy is implemented in full compliance with labor laws and applicable regulations through core documents, including the **Human Resources Directive**, the **Employee Code of Conduct Directive**, and the **Code of Ethics for Financial Professionals**. These directives, which govern employees' remuneration and benefits, authorities and responsibilities, and standards of conduct, establish the foundation for a transparent workplace. The policy is publicly available to all stakeholders on the Company website.

Talent Acquisition and Career Development

QNB Faktoring views career development as a strategic process that aligns individual potential with corporate objectives. During the recruitment process, vacant positions are filled internally whenever possible; current employees are given priority in promotion and lateral transfer opportunities. This approach strengthens employee loyalty and helps retain an experienced workforce aligned with the Company's culture.

New hires participate in a two-day orientation program designed to introduce them to the Company and business processes. Internship programs for entry-level positions serve as an effective means

of introducing qualified talent into the factoring industry and identifying high-potential candidates at an early stage.

Continuous development for existing employees is supported through technical and personal development training, externally provided training programs, and a development catalog. Cross-functional rotation opportunities that strengthen interdepartmental communication form part of this development approach. The quality and effectiveness of recruitment processes are systematically monitored using metrics such as time to hire, quality of hire, employee turnover rate, probationary period completion rate, and position fill rate.



Training Programs

Training programs designed to strengthen both employees' professional competencies and their level of corporate compliance are offered regularly throughout the year. Training provided in 2025 covered the following topics:

- > Anti-Money Laundering and Combating Financing of Terrorism
- > Corporate and Personal Information Security
- > Personal Data Protection Law (KVKK)
- > Occupational Health and Safety

- > Occupational Health and Safety at Home
- > Competition Law
- > Business Continuity
- > Fundamentals of Sustainability
- > Anti-Bribery and Anti-Corruption

Employee participation in these training programs was 98%, demonstrating the workforce's strong collective commitment to corporate compliance and ethical awareness.

Employee Well-Being and Benefits

QNB Faktoring recognizes work-life balance as a corporate priority and offers comprehensive benefits and well-being programs for its employees. Key employee benefits include:

- > Private health insurance
- > Life insurance
- > Shuttle service
- > Transportation and meal allowance
- > Internet allowance
- > Mobile phone line
- > Clothing allowance

In the event of an accident, all employees are eligible for life insurance and permanent disability coverage, without any exception. Under the General Conditions of Personal Accident Insurance, in the event that permanent disability occurs within two years of an accident, the permanent disability coverage guarantees payment of the compensation amount specified in the policy at applicable rates. All employees are also eligible for retirement benefits without distinction.

Under the hybrid working model, employees are given the opportunity to work remotely for two-week periods during the summer in July and August. Flexible working arrangements beyond the hybrid model may also be implemented based on individual needs.

In addition, the Company provides Heltia Online Therapy and dietitian support to promote employee well-being.

Parental and Family Support

QNB Faktoring provides comprehensive leave benefits to help parents balance their work and family responsibilities. All women employees are entitled to 16 weeks of paid maternity leave and may take up to six months of unpaid leave after childbirth until their child reaches one year of age. During the breastfeeding period, employees are entitled

to 1.5 hours of nursing leave per day. A four-week paid secondary parental (paternity) leave policy has been implemented for fathers. Employees are also offered the opportunity to work part-time until their child turns five, making it easier to sustain long-term career continuity while balancing family responsibilities.

Increasing Loyalty and Motivation

QNB Faktoring views employee loyalty not only as a human resources objective, but also as a natural part of corporate performance and sustainable growth. Accordingly, the Company organizes various events and implements initiatives throughout the year to strengthen employee motivation and foster a sense of belonging.

Employees are given administrative leave to celebrate their birthdays, and various events are organized each

month to make these occasions more meaningful. On International Women's Day, March 8, women employees are granted a half-day of leave. Personalized gifts are presented to employees on special occasions as a tangible expression of appreciation. Team spirit and employees' sense of belonging are reinforced by organizing motivational retreats with accommodation provided; these retreats may be in the city, outside the city, or abroad.



Employee Communication and Feedback Culture

At QNB Faktoring, open communication is not merely a managerial preference but a core corporate value. The Company promotes the active use of solution platforms and workflow tools to enable employees to share their opinions and suggestions freely. Open Door meetings attended by the CEO, as well as introductory meetings held with new employees, strengthen communication between management and employees.

Employee satisfaction and loyalty are measured through regular surveys, and the feedback collected directly informs process improvement efforts. Survey results are presented to senior management through detailed analyses; based on the findings, the relevant

business units and managers identify areas for improvement and develop action plans. Improving the employee experience, strengthening communication processes, leadership development, and enhancing the work environment are the primary focus areas of these actions. The effectiveness of these actions is monitored periodically and compared with subsequent survey results to support a continuous improvement cycle.

The impact of these policies, training programs, and motivational initiatives was reflected in the overall satisfaction rate of 74% in the 2025 employee satisfaction survey.

Remuneration and Reward Policy

QNB Faktoring's remuneration policy is built on a performance-driven framework aligned with market dynamics, the Company's strategy, and shareholders' interests. The policy is founded on the principles of transparent and open management, compliance with applicable regulations, recognition of the knowledge and experience required for each role, support for sustainable performance, alignment with market conditions, and contribution to the Company's long-term objectives.

Fixed salaries are determined by the scope and responsibilities of each position, while salary increases are set based on market salary levels, inflation, and employee performance. Performance-based payments are awarded upon achieving both quantitative and qualitative performance objectives. The remuneration system is designed to discourage excessive short-term risk-taking and focuses on parameters linked to profitability and sound risk management.

Performance-based payment criteria are established by senior management and disclosed to employees, while salary figures are not guaranteed in advance. The policy also includes provisions for withholding performance-based payments in cases of noncompliant conduct or when disciplinary action is warranted. Performance assessments are based on a balanced combination of financial targets, business plan objectives, and competency-based evaluations. Board Member salaries are determined in accordance with the Company's Articles of Association.

Performance evaluations are conducted every six months using transparent criteria, enabling employees to build on their strengths and improve areas for development. Based on the evaluation results, personalized development plans are prepared for each employee; all employees covered by the relevant evaluation period are integral to this process.

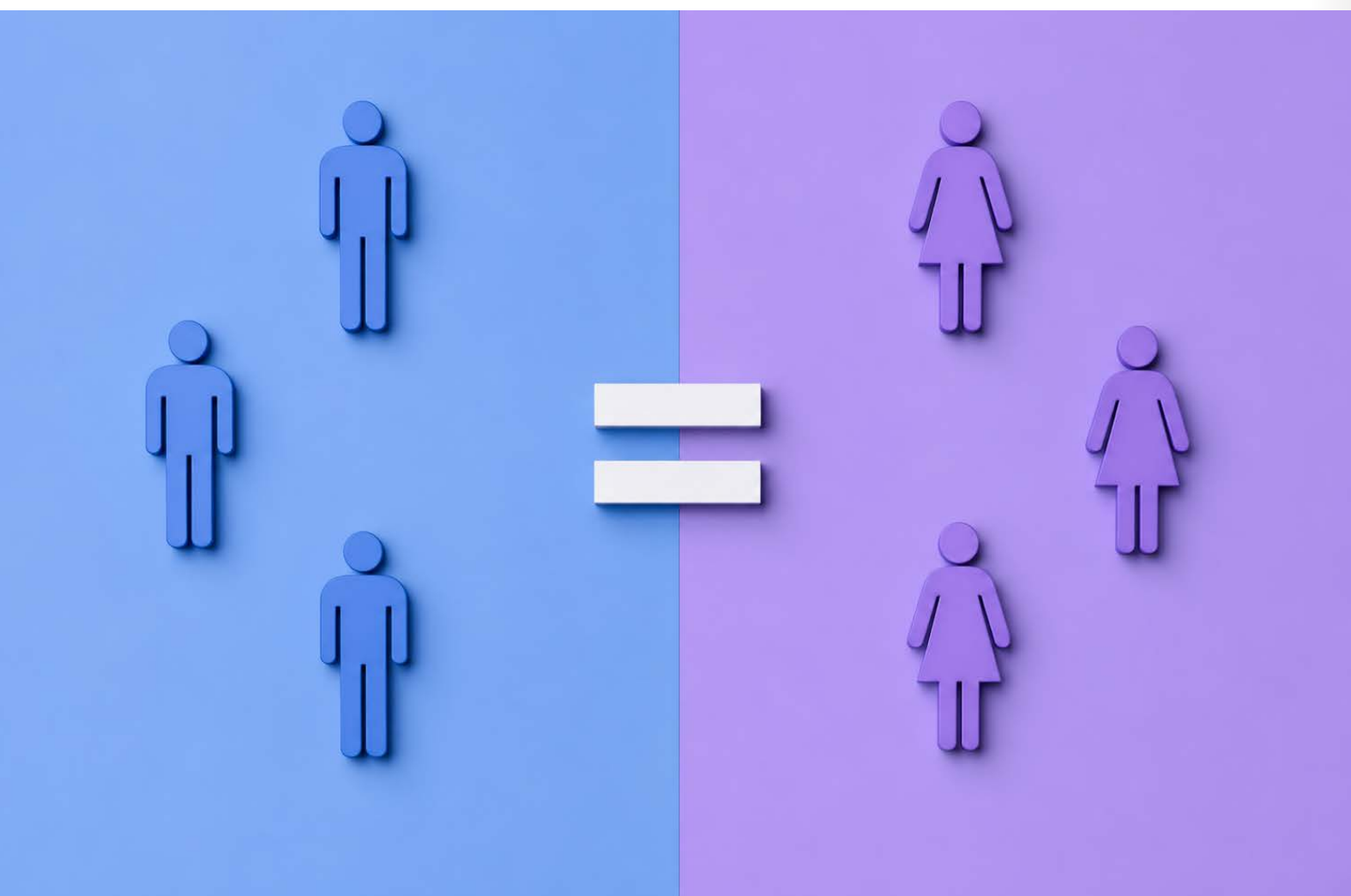
Diversity, Equity, and Inclusion

QNB Faktoring recognizes its people as a fundamental driver of its corporate success and considers diversity, equity, and inclusion an integral part of its sustainable human resources approach. The Company adopts equal opportunity as a fundamental principle across all human resources processes, including recruitment, career development, salaries, and job assignments, and aims to provide all employees with a fair, inclusive, and supportive workplace.

The Company's culture is founded on the belief that diverse perspectives, experiences, and individual qualities strengthen organizational development. In line with this philosophy, QNB Faktoring fosters

an inclusive workplace where employees feel they belong, can fully realize their potential, and actively contribute to decision-making processes. The principles of diversity are not only embedded in the Company's objectives but also in its everyday business practices.

As of year-end 2025, women represent 55% of QNB Faktoring's workforce, reflecting the Company's strong commitment to gender balance and inclusive employment throughout its organizational structure. During 2025, no reported incidents of discrimination requiring investigation were recorded, providing tangible evidence of the Company's institutional commitment to equity and inclusion.



Women's Employment and Gender Equality

Supporting women's active participation in the workforce and strengthening their representation in leadership positions are among the priority areas of QNB Faktoring's human resources strategy. The Company acts in line with QNB Türkiye's Gender Equality Guide and remains committed to initiatives aimed at increasing the representation of women employees. Within this scope, QNB Faktoring intends to sustainably maintain the current level of women's representation and further strengthen equal opportunity.

The Company's approach to gender equality extends beyond workforce representation and is supported by initiatives designed to remove the invisible barriers women may encounter throughout their career journeys. Efforts in pursuit of this goal include training programs, mentoring initiatives, and leadership development programs that encourage women employees to pursue leadership roles. In addition, with the principle of equal access in mind, learning and development opportunities are

offered to all employees, while programs focused on leadership, technical competencies, and personal development are regarded as key components of QNB Faktoring's inclusive human resources approach.

At QNB Faktoring, the remuneration policy is determined objectively based on job responsibilities, level of responsibility, experience, and performance criteria. No gender-based pay differences exist among employees in the same role and at the same level, and the principle of equitable remuneration is applied consistently across the organization.

Salary increases are determined based on inflation, individual performance, and Company policies, while promotions, career development, and learning opportunities are managed in line with performance-based and equal-access principles. This approach ensures fairness and transparency throughout employees' career development journeys.

Accessibility and an Inclusive Workplace

As part of its approach to inclusion, QNB Faktoring ensures the workplace is accessible and supportive for everyone. While no need for specific physical or digital accessibility accommodations has arisen for employees with disabilities to date, the Company's policies address providing the necessary accommodations and adapting the workplace to meet the individual needs of employees with different requirements.

This approach supports the Company's goal of creating a workplace that is responsive to employees' diverse needs and that provides equal opportunities for everyone.

The Company's approach to workplace harassment, mobbing, and psychological violence is clearly defined in the Employee Code of Conduct Directive and communicated regularly to all employees. Reports are reviewed by the Human Resources department, and necessary actions are taken promptly.

As of 2025, diversity and inclusion training programs for employees have been further improved. Within this scope, comprehensive training programs titled 'Preventing Harassment,' 'Gender Equality,' 'Abuse Awareness,' and 'Overcoming Unconscious Bias' have been introduced.

These training programs are designed to further embed the principles of diversity, equity, and inclusion as lasting elements of the Company's culture. QNB Faktoring believes that an inclusive workplace is a key driver of sustainable corporate success and remains committed to continuously advancing its inclusion efforts.

Occupational Health and Safety

QNB Faktoring views occupational health and safety not merely as a legal obligation, but as a core area of corporate responsibility that fosters safe, healthy, and sustainable working conditions. The Company considers protecting employee well-being and strengthening a culture of workplace safety to be integral to its people-centered management approach.

Occupational health and safety practices are carried out in accordance with Law No. 6331 on Occupational Health and Safety and applicable legislation; preventing occupational risks, raising employee awareness, and continuously improving safety practices are among the Company's primary priorities. Within this scope, all occupational health and safety processes are regularly monitored, with support from an occupational physician and an occupational safety specialist, and are recorded through the Occupational Health and Safety Registration, Tracking, and Monitoring Program (İSG-KATİP).

The Company's occupational health and safety governance structure is supported by the Occupational Health and Safety Board, which operates under QNB Bank A.Ş., the Company's main shareholder. Board meetings, attended by employee representatives, are held quarterly to assess health and safety risks and identify areas for improvement. In addition, monthly OHS meetings help identify potential risks at an early stage and ensure that preventive actions are implemented promptly.

During the reporting period, various initiatives were undertaken to strengthen occupational health and safety practices. Procedures under the Regulation on Occupational Health and Safety Rules were updated, while awareness and training activities aimed at strengthening employees' safety awareness continued. To ensure continuity in risk management, first aid training sessions and fire and earthquake drills were conducted regularly again this year.

During 2025, all employees completed Basic Occupational Health and Safety training delivered through an e-learning platform, in accordance with applicable legislation. In addition, **Occupational Health and Safety at Home** training was provided to address risks associated with remote work and promote a strong safety culture across different working models.

QNB Faktoring does not limit employee health to physical safety alone; it adopts a holistic approach to supporting employees' physical, mental, and emotional well-being. Within this scope, employees have access to healthcare centers and can consult occupational physicians through dedicated health support lines. Access to dietitians, physiotherapists, psychological counseling, and fitness centers is also among the initiatives that support employee well-being.

In line with its continuous improvement approach, the Company proactively manages occupational health and safety risks arising from its operations. Within this scope, the Company regularly reviews its safety practices, updates its risk assessment processes, and encourages employee participation to foster a culture of safety across the organization.

As a result of these initiatives and ongoing preventive efforts, QNB Faktoring recorded no workplace accidents during 2025. The accident frequency rate, accident severity rate, and lost-day rate were all zero. This result demonstrates the effectiveness of the Company's systematic approach to occupational health and safety, as well as employees' active participation in safety processes.



Customer Experience and Satisfaction

QNB Faktoring manages customer relationships not only through financial transactions, but also through a commitment to trust, transparency, and long-term partnership. This approach, which aims to continuously enhance the customer experience, is embedded across every customer touchpoint,

including service design, communication processes, digital channels, and feedback mechanisms. The Company aims to foster sustainable customer satisfaction through an accessible, solution-oriented service model that accurately identifies and responds to customer needs.

Transparent Communication and Accessible Service Approach

QNB Faktoring adopts clear, understandable, and transparent communication throughout all processes related to the products and services it offers its customers. The terms and conditions of factoring services, pricing structures, and the scope of services are communicated to customers in detail, while any potential changes in products or services are communicated in advance via email, phone, and other communication channels. This approach supports customers in making informed decisions and fosters trust throughout the service experience.

Customers primarily access the Company through its branches and marketing teams. In addition, digital channels, including the corporate website and mobile application, provide a fast and convenient way to submit applications. Phone calls, emails, customer meetings, and social media interactions are also key components of the Company's omnichannel communication approach.



Enhancing Customer Experience Through Digitalization and Partnerships

QNB Faktoring invests in digital transformation to enhance the customer experience while expanding its service capabilities through strategic partnerships. Within this scope, collaborations with various supplier platforms enable the Company to deliver a faster, more transparent, and more user-friendly service experience.

These digital solutions enable customers to manage their factoring transactions more efficiently and help accelerate processes, reduce operational workload, and improve access to services. This ecosystem-based approach enables QNB Faktoring to provide more comprehensive solutions to meet its customers' evolving needs.

Feedback and Complaint Management

QNB Faktoring views customer feedback as a valuable resource for enhancing service quality. Customer requests, suggestions, and complaints are carefully reviewed by the relevant departments, with feedback handled through a prompt, solution-oriented, and transparent process.

Applications submitted through the electronic complaint platform provided by the Banking Regulation and Supervision Agency are reviewed within the prescribed timeframes, and responses are provided to customers accordingly. The feedback received is used not only to resolve current requests but also as valuable input to improve

service processes and enhance the customer experience. In addition, feedback collected regularly by the marketing and sales teams is analyzed and incorporated into process improvement.

During the reporting period, no customer complaints were received via social media channels. QNB Faktoring continues to regard customer satisfaction as one of the key drivers of sustainable growth. Therefore, the Company aims to continuously enhance the customer experience through digital transformation investments, accessible service channels, and effective communication practices.

Social Contribution and Social Investment

QNB Faktoring believes that creating value for society is as integral to its corporate identity as the financing it provides to businesses. This belief is reflected across a broad range of responsibilities, including expanding access to education, promoting financial literacy, fostering environmental awareness, and strengthening social solidarity. Bridging local realities with global objectives, this approach embraces the United Nations Sustainable Development Goals as its guiding framework.

Every social responsibility initiative undertaken by QNB Faktoring is designed to create a meaningful, lasting, and measurable impact on the communities it serves. Gender equality, environmental stewardship, and ethical business conduct form the three

interconnected pillars of this approach, with internal inclusion initiatives and externally focused community projects complementing one another.

As part of its social responsibility approach, QNB Faktoring carries out impactful projects in collaboration with the Hope Foundation for Children with Cancer (KAÇUV) and the Educational Volunteers Foundation of Türkiye (TEGV). Climate awareness training programs delivered in partnership with TEGV aim to foster environmental awareness among children and strengthen their connection with nature. The Company's support for KAÇUV reflects its commitment to social solidarity and its responsibility to raise social awareness.



Education and Financial Literacy

Expanding access to education and promoting financial literacy are among QNB Faktoring's highest social investment priorities. The initiatives implemented in this area are designed to improve individuals' access to both knowledge and economic opportunities.

1 Özyeğin University – Equal Opportunity in Education Scholarship Program

Donations to this program support access to higher education for students with limited financial means. Strengthening equal opportunity in education is regarded as one of the longest-lasting investments in social development.

2 Turkish Education Foundation (TEV) Donations

Donations are made to TEV upon the passing of employees or their family members. By transforming an individual act of solidarity into an expression of the Company's values, this initiative contributes to the social function of education.

3 Financial Literacy and Inclusion Association (FODER) Membership

Through its FODER membership, QNB Faktoring contributes to expanding financial literacy and promoting more informed participation in the financial system. This membership reflects the Company's commitment to advancing financial inclusion through engagement with non-governmental organizations.

Environmental and Climate Awareness

QNB Faktoring views environmental protection and climate awareness not only as key drivers of operational objectives but also as integral to a broader social responsibility perspective. Environmental projects and tree-planting initiatives

organized around special observance days aim to raise public awareness of climate issues. These initiatives help strengthen employees' and the broader community's connection with nature and make environmental awareness part of everyday life.



07

Appendices

Economic Performance Indicators

Direct Economic Value Generated and Distributed

Indicator	2023	2024	2025
Revenues from Core Operations (TL)	4,290,712,000	8,000,105,000	11,074,511,000
Expenses from Core Operations (TL)	213,125,000	394,719,000	572,423,000
Total (TL)	4,077,587,000	7,605,386,000	10,502,088,000
Total Donations (TL)	3,134,933.35	237,852.54	137,382.00

Local Supplier Expenses

Indicator	2023	2024	2025
Local supplier ratio - by number (%)	99.66%	99.66%	99.66%
Share of procurement budget allocated to local suppliers (%)	99.66%	99.66%	99.66%

Operations Assessed for Corruption Risk

Indicator	2023	2024	2025
Number of activities assessed for corruption risk (number)	21	21	21
Percentage of operations assessed for corruption risk (%)	100.00%	100.00%	100.00%

Anti-Corruption Policies: Communication and Training

Indicator	2023	2024	2025
Governing Body			
Total (people)	7	7	7
Türkiye (people)	7	7	7
Outside Türkiye (people)	0	0	0
Employees			
Total (people)	147	160	166
Türkiye (people)	147	160	166
Outside Türkiye (people)	—	—	—
Senior Executives (people)	4	4	4
Managers (people)	46	47	45
Anti-Corruption Training			
Total (people)	143	156	162
Türkiye (people)	143	156	162
Outside Türkiye (people)	0	0	0
Senior Executives (people)	0	0	0
Managers (people)	46	47	45

Compliance with Competition Law

Indicator	2023	2024	2025
Number of ongoing/completed legal proceedings related to anti-competitive conduct (number)	0	0	0

Environmental Performance Indicators

Energy Consumption		
Indicator	2024	2025
Internal Energy Consumption		
Renewable energy consumption (kWh)	—	313,768
Electricity consumption (kWh)	—	313,768
Consumption by Fuel Type		
Natural gas (kWh)	7,093	8,650
Diesel (L)	7,210.85	1,042.93
Gasoline (L)	127,085.56	130,855.83

Greenhouse Gas Emissions	
Indicator	2025
Scope 2 - Location-based indirect energy emissions (tCO ₂ e)	333.26
Scope 2 - Market-based indirect energy emissions (tCO ₂ e)	136.00
Greenhouse gas emissions intensity (tCO ₂ e/employee)	0.82

Water Consumption	
Indicator	2025
Total water consumption (m ³)	2.035,20

Waste Management		
Indicator	2024	2025
Total waste generated (kg)	11,689.00	4,694.80
Plastic waste (kg)	585.00	403.64
Metal waste (kg)	160.00	111.74
Electronic waste - E-waste (kg)	135.00	0.00
Hazardous waste (kg)	462.00	397.92
Non-hazardous waste (kg)	11,227.00	4,296.88

Social Performance Indicators

Employee Demographics			
Indicator	2023	2024	2025
Total Workforce			
Total number of employees (people)	147	160	166
Women (people)	67	83	91
Men (people)	80	77	75
Women (%)	45.6%	51.9%	54.8%
Men (%)	54.4%	48.1%	45.2%
Employees with disabilities (people)	3	4	4
Distribution by Age			
Under 30 (people)	22	32	35
Between 30-50 (people)	106	105	108
Over 50 (people)	19	23	23
Under 30 (%)	15.0%	20.0%	21.1%
Between 30-50 (%)	72.1%	65.6%	65.1%
Over 50 (%)	12.9%	14.4%	13.9%
Distribution by Level of Education			
Primary school (people)	1	1	1
Middle school / High school (people)	8	9	9
University and Higher Education (people)	138	150	156

Parental Leave			
Indicator	2023	2024	2025
Employees Eligible for Parental Leave			
Total (people)	147	160	166
Women (people)	67	83	91
Men (people)	80	77	75
Employees Who Took Parental Leave			
Total (people)	6	4	4
Women (people)	2	2	1
Men (people)	4	2	3
Return to Work and Retention After Parental Leave			
Returned to work after leave - Total (people)	6	4	4
Returned to work after leave - Women (people)	2	2	1
Returned to work after leave - Men (people)	4	2	3
Retained employment after 12 months - Total (people)	6	4	4
Retained employment after 12 months - Women (people)	2	2	1
Retained employment after 12 months - Men (people)	4	2	3
Return rate - Total (%)	100.0%	100.0%	100.0%
Return rate - Women (%)	100.0%	100.0%	100.0%
Return rate - Men (%)	100.0%	100.0%	100.0%
Retention rate - Total (%)	100.0%	100.0%	100.0%
Retention rate - Women (%)	100.0%	100.0%	100.0%
Retention rate - Men (%)	100.0%	100.0%	100.0%

Occupational Health and Safety

Indicator	2023	2024	2025
OHS Management System Coverage			
Number of employees covered by OHS (people)	147	160	166
OHS coverage rate (%)	100.0%	100.0%	100.0%
Number of employees audited internally (people)	147	160	166
Internal audit rate (%)	100.0%	100.0%	100.0%
Number of employees audited externally (people)	147	160	166
External audit rate (%)	100.0%	100.0%	100.0%
Work-Related Injuries - Company Employees			
Fatal injuries (number)	0	0	0
High-severity injuries (number)	0	0	0
Accident Frequency Rate (AFR)	0	0	0
Accident Severity Rate (ASR)	0	0	0
Recordable injuries (number)	1	0	1
Total hours worked (hours)	200.000	200.000	200.000
Work-Related Illnesses - Company Employees			
Fatalities resulting from illnesses (number)	0	0	0

Training and Development

Indicator	2025
Training Summary	
Total training cost (TL)	314,671.68
Total training provided (hours)	2,650.67
Average training per employee (hours)	15.97
Distribution of Training Hours by Gender	
Total training provided for women employees (hours)	1,274.33
Total training provided for men employees (hours)	1,376.33
Distribution of Training Hours by Management Level	
Total training provided for senior management (hours)	12.42
Total training provided for middle management (hours)	809.75
Distribution of Training by Type	
Anti-corruption training (hours)	98.00
Number of participants in anti-corruption training (people)	168
Personal Data Protection Law (KVKK) training (hours)	61.00
Number of participants in KVKK training (people)	183
Information security awareness training (hours)	120.00
Number of participants in information security awareness training (people)	180
Technical and personal development training (hours)	1,068.50
Number of participants in technical and personal development training (people)	363
OHS training (hours)	199.50
Number of participants in OHS training (people)	42

Training and Development

Indicator	2023	2024	2025
Performance Evaluation			
Senior management evaluation rate (%)	75.0%	75.0%	75.0%
Middle management evaluation rate (%)	100.0%	95.0%	98.0%

Diversity and Equity

Indicator	2023	2024	2025
Board of Directors - Distribution by Gender			
Women (%)	15.0%	15.0%	15.0%
Men (%)	85.0%	85.0%	85.0%
Board of Directors - Distribution by Age			
Under 30 (%)	0.0%	0.0%	0.0%
Between 30-50 (%)	28.0%	28.0%	43.0%
Over 50 (%)	72.0%	72.0%	57.0%
Discrimination			
Discrimination cases (number)	0	0	0

Data Security and Customer Privacy

Indicator	2023	2024	2025
Total privacy violation complaints (number)	0	0	0
Complaints verified by third parties (number)	0	0	0
Complaints from regulatory agencies (number)	0	0	0
Customer data breaches or theft (number)	0	0	0

GRI Content Index

Statement of Use	QNB Faktoring Anonim Şirketi has reported in accordance with the GRI Standards for the period January 1, 2025, to December 31, 2025.
GRI 1 Used	GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	SUBJECT HEADING	PAGE NUMBER, SOURCES AND/OR DIRECT ANSWERS	ADDITIONAL INFORMATION/REASONS OF OMISSION
GENERAL DISCLOSURES				
GRI 2: General Disclosures 2021	2-1	Organizational details	About QNB Faktoring; Our Capital and Shareholding Structure	12, 13
	2-2	Entities included in the organization's sustainability reporting	About the Report	7
	2-3	Reporting period, frequency and contact point	About the Report	7
	2-4	Restatements of information	No information from previous reporting periods has been restated in this report.	
	2-5	External assurance	The sustainability report has not been externally assured for this reporting period. The Company plans to evaluate an external assurance process in future reporting cycles.	
	2-6	Activities, value chain and other business relationships	About QNB Faktoring; Our Activities and Services; Sustainable Value Chain Management	12, 14, 57-61
	2-7	Employees	Employee Experience, Talent, and Workforce Well-Being; Social Performance Indicators	66-69, 84-88
	2-8	Workers who are not employees	Not applicable: QNB Faktoring has no workers who are not employees (e.g., subcontractors or independent contractors).	
	2-9	Governance structure and composition	Governance; Organizational Structure; Ethics, Compliance, and Corporate Governance Structure	34-49, 20, 38-41
	2-10	Nomination and selection of the highest governance body	Ethics, Compliance, and Corporate Governance Structure	38-41
	2-11	Chair of the highest governance body	Ethics, Compliance, and Corporate Governance Structure	38-41

GRI STANDARD	DISCLOSURE	SUBJECT HEADING	PAGE NUMBER, SOURCES AND/OR DIRECT ANSWERS	ADDITIONAL INFORMATION/REASONS OF OMISSION
GENERAL DISCLOSURES				
GRI 2: General Disclosures 2021	2-12	Role of the highest governance body in overseeing the management of impacts	Sustainability Governance	24
	2-13	Delegation of responsibility for managing impacts	Sustainability Governance	24
	2-14	Role of the highest governance body in sustainability reporting	Sustainability Governance	24
	2-15	Conflicts of interest	Ethics, Compliance, and Corporate Governance Structure	38-41
	2-16	Communication of critical concerns	Corporate Risk Management; Ethics, Compliance, and Corporate Governance Structure	36-37, 38-41
	2-17	Collective knowledge of the highest governance body	Ethics, Compliance, and Corporate Governance Structure	38-41
	2-18	Evaluation of the performance of the highest governance body	Ethics, Compliance, and Corporate Governance Structure	38-41
	2-19	Remuneration policies	Employee Experience, Talent, and Workforce Well-Being	66-69
	2-20	Process to determine remuneration	Employee Experience, Talent, and Workforce Well-Being	66-69
	2-21	Annual total compensation ratio		Confidentiality constraints: The annual total compensation ratio is not disclosed due to internal confidentiality policies, as disclosure could enable the retroactive calculation of individual remuneration levels.
	2-22	Statement on sustainable development strategy	Sustainability Governance; Sustainability Strategy	24, 25
	2-23	Policy commitments	Sustainability Policy	25
	2-24	Embedding policy commitments	Sustainability Policy; Ethics, Compliance, and Corporate Governance Structure	25, 38-41
	2-25	Processes to remediate negative impacts	Ethics, Compliance, and Corporate Governance Structure	38-41
	2-26	Mechanisms for seeking advice and raising concerns	Ethics, Compliance, and Corporate Governance Structure	38-41

GRI STANDARD	DISCLOSURE	SUBJECT HEADING	PAGE NUMBER, SOURCES AND/OR DIRECT ANSWERS	ADDITIONAL INFORMATION/REASONS OF OMISSION
GENERAL DISCLOSURES				
GRI 2: General Disclosures 2021	2-27	Compliance with laws and regulations	Ethics, Compliance, and Corporate Governance Structure	38-41
	2-28	Membership associations	About QNB Faktoring; Social Contribution and Social Investment	12, 76-77
	2-29	Approach to stakeholder engagement	Stakeholder Engagement	32-33
	2-30	Collective bargaining agreements		Not applicable: None of QNB Faktoring's employees are covered by collective bargaining agreements.
Material topics				
GRI 3: Material Topics 2021	3-1	Process to determine material topics	Materiality Assessment; Stakeholder Engagement	31, 32-33
	3-2	List of material topics	Materiality Assessment	31
Data Security and Customer Privacy				
GRI 3: Material Topics 2021	3-3	Management of material topics	Data Security and Customer Privacy	47-48
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Data Security and Customer Privacy; Social Performance Indicators	47-48, 84-88
Ethics, Compliance, and Corporate Governance				
GRI 3: Material Topics 2021	3-3	Management of material topics	Ethics, Compliance, and Corporate Governance Structure	38-41
GRI 205: Anti-corruption 2016	205-1	Operations assessed for risks related to corruption	Economic Performance Indicators	80-81
	205-2	Communication and training about anti-corruption policies and procedures	Economic Performance Indicators	80-81
	205-3	Confirmed incidents of corruption and actions taken	Ethics, Compliance, and Corporate Governance Structure	38-41
GRI 206: Anti-competitive Behavior 2016	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Economic Performance Indicators	80-81

GRI STANDARD	DISCLOSURE	SUBJECT HEADING	PAGE NUMBER, SOURCES AND/OR DIRECT ANSWERS	ADDITIONAL INFORMATION/REASONS OF OMISSION
GENERAL DISCLOSURES				
Customer Experience and Satisfaction				
GRI 3: Material Topics 2021	3-3	Management of material topics	Customer Experience and Satisfaction	73-75
GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	Customer Experience and Satisfaction	73-75
Employee Experience, Talent Management, and Workforce Well-Being				
GRI 3: Material Topics 2021	3-3	Management of material topics	Employee Experience, Talent, and Workforce Well-Being	66-69
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	Employee Experience, Talent, and Workforce Well-Being; Social Performance Indicators	66-69, 84-88
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Employee Experience, Talent, and Workforce Well-Being	66-69
	401-3	Parental leave	Employee Experience, Talent, and Workforce Well-Being; Social Performance Indicators	66-69, 84-88
GRI 402: Labor/Management Relations 2016	402-1	Minimum notice periods regarding operational changes	Employee Experience, Talent, and Workforce Well-Being	66-69

GRI STANDARD	DISCLOSURE	SUBJECT HEADING	PAGE NUMBER, SOURCES AND/OR DIRECT ANSWERS	ADDITIONAL INFORMATION/REASONS OF OMISSION
GENERAL DISCLOSURES				
Employee Experience, Talent Management, and Workforce Well-Being				
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	Occupational Health and Safety	72
	403-2	Hazard identification, risk assessment, and incident investigation	Occupational Health and Safety	72
	403-3	Occupational health services	Occupational Health and Safety	72
	403-4	Worker participation, consultation, and communication on occupational health and safety	Occupational Health and Safety	72
	403-5	Worker training on occupational health and safety	Occupational Health and Safety	72
	403-6	Promotion of worker health	Employee Experience, Talent, and Workforce Well-Being; Occupational Health and Safety	66-69, 72
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational Health and Safety	72
	403-8	Workers covered by an occupational health and safety management system	Social Performance Indicators	84-88
	403-9	Work-related injuries	Social Performance Indicators	84-88
	403-10	Work-related ill health	Social Performance Indicators	84-88

GRI STANDARD	DISCLOSURE	SUBJECT HEADING	PAGE NUMBER, SOURCES AND/OR DIRECT ANSWERS	ADDITIONAL INFORMATION/REASONS OF OMISSION
GENERAL DISCLOSURES				
Employee Experience, Talent Management, and Workforce Well-Being				
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	Employee Experience, Talent, and Workforce Well-Being; Social Performance Indicators	66-69, 84-88
	404-2	Programs for upgrading employee skills and transition assistance programs	Employee Experience, Talent, and Workforce Well-Being	66-69
	404-3	Percentage of employees receiving regular performance and career development reviews	Employee Experience, Talent, and Workforce Well-Being; Social Performance Indicators	66-69, 84-88
Diversity, Equity, and Inclusion				
GRI 3: Material Topics 2021	3-3	Management of material topics	Diversity, Equity, and Inclusion	70-71
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	Diversity, Equity, and Inclusion; Social Performance Indicators	70-71, 84-88
	405-2	Ratio of basic salary and remuneration of women to men	Diversity, Equity, and Inclusion	70-71
GRI 406: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	Diversity, Equity, and Inclusion	70-71
Financial Inclusion and SME Support Mechanisms				
GRI 3: Material Topics 2021	3-3	Management of material topics	Financial Inclusion and SME Support Mechanisms	42-43
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	Economic Performance Indicators; Financial Inclusion and SME Support Mechanisms	80-81, 42-43
Sustainable Value Chain Management				
GRI 3: Material Topics 2021	3-3	Management of material topics	Sustainable Value Chain Management	57-61
GRI 204: Procurement Practices 2016	204-1	Proportion of spending on local suppliers	Economic Performance Indicators	80-81

GRI STANDARD	DISCLOSURE	SUBJECT HEADING	PAGE NUMBER, SOURCES AND/OR DIRECT ANSWERS	ADDITIONAL INFORMATION/REASONS OF OMISSION
GENERAL DISCLOSURES				
Sustainable Value Chain Management				
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	Sustainable Value Chain Management	57-61
	308-2	Negative environmental impacts in the supply chain and actions taken	Sustainable Value Chain Management	57-61
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria	Sustainable Value Chain Management	57-61
	414-2	Negative social impacts in the supply chain and actions taken	Sustainable Value Chain Management	57-61
Social Contribution and Social Investment				
GRI 3: Material Topics 2021	3-3	Management of material topics	Social Contribution and Social Investment	76-77
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	Social Contribution and Social Investment	76-77
	413-2	Operations with significant actual and potential negative impacts on local communities	Social Contribution and Social Investment	76-77
Climate Change and Environmental Risk Management				
GRI 3: Material Topics 2021	3-3	Management of material topics	Climate Change and Environmental Risk Management	52-53
GRI 201: Economic Performance 2016	201-2	Financial implications and other risks and opportunities due to climate change	Climate Change and Environmental Risk Management; Sustainable Financing	52-53, 62-63
GRI 302: Energy 2016	302-1	Energy consumption within the organization	Energy Efficiency and Resource Efficiency Practices; Environmental Performance Indicators	54, 82-83
	302-3	Energy intensity	Environmental Performance Indicators	82-83
	302-4	Reduction of energy consumption	Energy Efficiency and Resource Efficiency Practices	54

GRI STANDARD	DISCLOSURE	SUBJECT HEADING	PAGE NUMBER, SOURCES AND/OR DIRECT ANSWERS	ADDITIONAL INFORMATION/REASONS OF OMISSION
GENERAL DISCLOSURES				
Climate Change and Environmental Risk Management				
GRI 303: Water and Effluents 2018	303-5	Water consumption	Environmental Performance Indicators	82-83
	305-1	Direct (Scope 1) GHG emissions	Environmental Performance Indicators	82-83
GRI 305: Emissions 2016	305-2	Energy indirect (Scope 2) GHG emissions	Environmental Performance Indicators	82-83
	305-5	Reduction of GHG emissions	Climate Change and Environmental Risk Management	52-53
GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts	Waste Management and Zero-Waste Practices	54-55
	306-2	Management of significant waste-related impacts	Waste Management and Zero-Waste Practices	54-55
	306-3	Waste generated	Waste Management and Zero-Waste Practices; Environmental Performance Indicators	54-55, 82-83
	306-4	Waste diverted from disposal	Environmental Performance Indicators	82-83
	306-5	Waste directed to disposal	Environmental Performance Indicators	82-83
Digital Transformation and Innovation				
GRI 3: Material Topics 2021	3-3	Management of material topics	Digital Transformation and Innovation	44-46
Operational Excellence and Business Continuity				
GRI 3: Material Topics 2021	3-3	Management of material topics	Corporate Risk Management; Digital Transformation and Innovation	36-37, 44-46
Sustainable Financing				
GRI 3: Material Topics 2021	3-3	Management of material topics	Sustainable Financing	62-63
Corporate Risk Management				
GRI 3: Material Topics 2021	3-3	Management of material topics	Corporate Risk Management	36-37



qnbfaktoring.com.tr