

Sustainable reliability in financial life

KKB Sustainability Report 2020









Contents

- 07 Sustainability Steps**
- 08 KKB at a Glance**
 - 09 Awards and Achievements
 - 10 Solid Shareholding Structure
 - 11 Vision, Mission and Strategies
 - 12 Sustainability Journey
 - 14 Key Operational Indicators
 - 15 Corporate Values
- 16 Letter from the Management**
 - 16 Letter from the Chairman
 - 17 Letter from the General Manager
- 19 Sustainability Approach**
 - 19 Sustainability Organization
 - 20 Sustainability Material Topics
 - 21 Sphere of Influence and Stakeholders
- 22 Corporate Governance Practices**
 - 22 Organizational Structure
 - 23 Corporate Governance and Committees
 - 24 Regulatory Compliance, Legal Affairs and Operations
 - 25 Risk Management
 - 27 Internal Audit and Internal Control
- 28 Product and Service Responsibility**
 - 28 Product Management and Development
 - 29 Value-Based Products and Services
 - 31 Findeks
 - 32 Marketing and Communication Activities
- 33 Human Resources Open to Development**
 - 33 Human Resources
- 35 Digital Transformation Journey**
 - 35 KKB Anadolu Data Center
- 37 Environmental Impact Assessments**
- 40 Community Investments**
 - 40 You Imagine, We Realize
 - 41 Audio Question Bank
 - 41 KKB Volunteering Platform
 - 42 KKB Running Team
 - 42 A Breath for the Future Forestation Campaign
 - 42 Prevent Alzheimer's Disease, Keep the Children Warm
- 43 GRI Content Index**

Contact



Descriptions of icons

-  Goes to the cover.
-  Goes to the contents.
-  Goes to the relevant video.
-  Goes to the relevant page.



As KKB, the first and only credit bureau in Turkey, we have managed financial life for more than a quarter-century with products and services designed for financial institutions, as well as individuals and the real sector. We provide important tools for individuals and institutions to manage their financial reputations, and we carry our success to the future with our innovative approach, strong financial structure, and expert human resources.

Since our establishment, we have been minimizing the uncertainties in commercial life and transforming data into a secure future with expertise and a qualified team.



Sustainable support for the economy

We work to strengthen the Turkish economy and help it grow, with sustainable and long-term solutions. Each day, we add new solutions to the value-added products and services offered to all sectors, especially the banking and financial sectors, and continue our mission to make the lives of our stakeholders easier with our technological power.



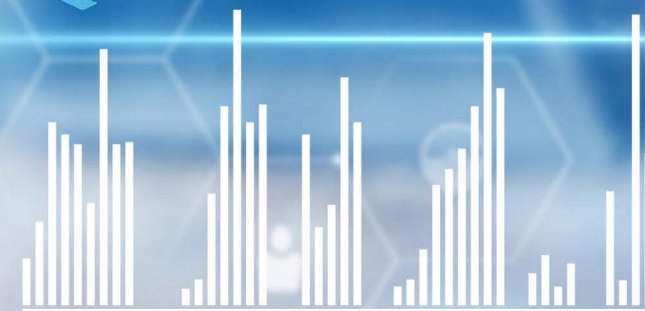
We grow with innovative products and services

We provide services with more than 80 types of products targeted to sector and individual needs. We add reliability and a difference to financial life by placing innovation at the heart of our activities. We continue to grow by adding new and innovative applications, such as Findeks, the Findeks QR Code Cheque System, and the Electronic Letter of Guarantee.



The benefit we produce crosses borders

We bring 26 years of experience and expertise to daily lives shaped by technology. We are ranked as one of the world's best credit bureaus in terms of our products and activities. We undertake projects that cross international borders through collaborations with credit bureaus abroad and provide international credit bureau consultancy.





We act responsibly

With digitalized products and services, we consistently enhance our support for the environment, especially in paper savings, and we aim to reduce our carbon emission rate by 5%. We develop projects aimed at contributing to social development through sustainable development awareness. Since 2013, the “You Imagine We Realize” Social Innovation Project Ideas Competition, organized for university students, introduces young people to the importance of innovation at an early age. We also focus on social benefits with projects such as the KKB Volunteering Platform and Audio Question Bank, utilized by one out of every three visually impaired people preparing for university exams.

CONNECTION
ANALYSIS
DATA
SEARCHING
VERIFICATION
CODING



Product and Service Responsibility



We support the sustainable development of Turkey with our innovative products and services.

86
Total number of products and services

→ [Click for detailed information.](#)

Human Resources Open to Development



We focus on talent and performance management to become an institution preferred by innovative, creative, questioning, and competent professionals.

67
Number of new employees in 2020

→ [Click for detailed information.](#)

Digital Transformation Journey

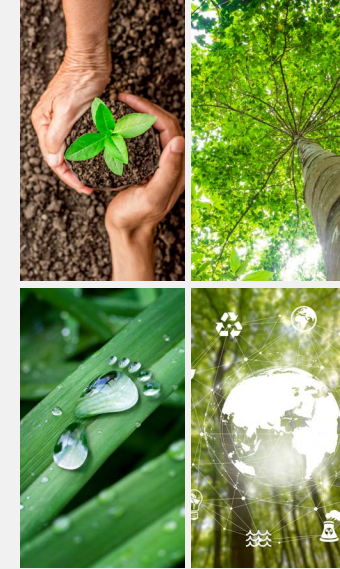


Thanks to our digital competencies, we set world standards in products and services in our sector.

Tier IV
KKB Anadolu Data Center

→ [Click for detailed information.](#)

Environmental Impact Assessments

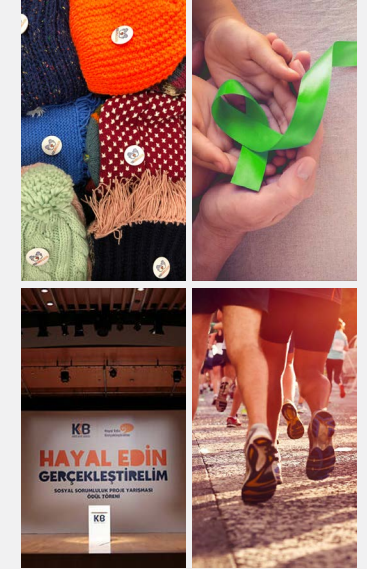


We integrate our sustainability perspective into all our operating cycles and continuously improve our environmental performance.

5%
The goal of reducing carbon emission

→ [Click for detailed information.](#)

Community Investments



We continue to expand our spheres of influence by digitalizing our social development initiatives.

50+
Number of KKB Volunteering Platform members

→ [Click for detailed information.](#)



About KKB

We offer our services not only to financial institutions but also to individuals and the real sector through “Cheque Report” and “Risk Report” systems launched in January 2013.

86

Products and services

We provide our members with special innovative products and services.

521

Number of Employees

As of the end of 2020, we have 521 employees.

GRI 102-2, GRI 102-5, GRI 102-6, GRI 102-7

Kredi Kayıt Bürosu (KKB) was founded on April 11, 1995 in partnership with nine banks. One of the established institutions in the finance sector, KKB has a total of 166 members, including 49 banks, 15 consumer financing, 55 factoring, 22 financial leasing, 5 insurance, 16 asset management companies, 1 resource organization, and 3 other companies as of December 31, 2020. As required by Banking Law No: 5411 (Article 73/4), KKB was established by at least five banks to facilitate the exchange of information and documents between financial institutions. Under the same article, corporate members have been sharing members’ credit information since April 1999.

Well-established expertise in data collection and sharing

With Law No. 6111 issued on February 25, 2011, Additional Article 1 and Provisional Article 28 were added to Banking Law No. 5411. Pursuant to Additional Article 1, a Risk Center (RC) has been established within the organization of the Banks Association of Turkey (TBB) to collect the risk data of members of credit institutions and any financial institutions deemed appropriate by the Banking Regulation and Supervision Agency and to share such data with the referenced institutions and with natural or legal persons themselves, or with any private law legal entities and third natural persons, provided they have given consent. Upon transfer of the Risk Centralization Center within the organization of the Central Bank of Turkey (CBRT), the Risk Center of TBB started its operations on June 28, 2013.



KKB conducted all operational and technical activities through its organization on behalf of the Risk Center of TBB and is providing data collection and sharing services to 181 financial institutions which are members of RC.

Innovative products and services

KKB offers its services not only to financial institutions but also to individuals and the real sector through “Cheque Report” and “Risk Report” systems launched in January 2013. Offering significant tools for individuals and organizations to manage their financial reputation, KKB introduced Findeks, a financial services platform aimed at individual customers and the real sector, in 2014.

Ultimately, through the QR Code Cheque System – launched by KKB in 2015, became mandatory by law in 2016, and entered into force as of January 1, 2017 – an important step was taken for a more transparent and secure commercial life. KKB Anadolu Data Center, which started operations in December 2016, provides data center, emergency center, and cloud services as well as central products tailored for institutions and technology infrastructure services, especially for the banking and finance sector. As of 2020 year-end, KKB offers 86 products and services to its members. KKB has 521 employees as of year-end 2020.



Awards and Achievements

Thanks to our sustainable success line, we received prestigious awards during the 2020 activity period as well.

In 2014

- We were granted the “Oracle 2014 Innovator Excellence” award for the map-based reporting system GeoMIS.

In 2018

- Our KKB Information Security team was presented with the “Security Team of the Year” award in the region of Europe, the Middle East, and Africa by the global cybersecurity company FireEye.
- Our Electronic Letter of Guarantee project was awarded the first prize at the “Best Financial Technology Projects of the Year” awards, organized as part of the IDC Turkey Finance Summit, in the “Corporate Banking” category.
- We won second prize with our project “Digital Transformation of Software Quality” in the “Data Infrastructure” category of the “Best Financial Technology Projects of the Year” awards granted as part of the IDC Turkey Finance Summit.
- Our Audio Question Bank project received the “Most Successful Volunteering Project” award from the Private Sector Volunteers Association.
- Our Audio Question Bank project won prizes at the Felis Awards, organized by MediaCat, in the categories of “Education” and “Voluntary Work for Disabled Persons” under the main heading of “Social Responsibility and Sustainability.”

In 2019

- Our QR Code Cheque System Project was granted the Golden Sardis Award in the “Product and Service Innovation” category at the Sardis Awards.
- Our Electronic Letter of Guarantee Project was deemed worthy of the Silver Award in the “Product and Service Innovation Category” at the Sardis Awards.
- Our Audio Question Bank project won the Innovation Award at the TISK Corporate Social Responsibility Awards organized by the Turkish Confederation of Employers’ Associations (TISK).
- Our Audio Question Bank Project won the Grand Prize at the Awards For Organizations Adding Value To Sustainable Development Goals at the Corporate Social Responsibility Summit.
- Our Audio Question Bank Project was granted the Gold Award in the Social Responsibility Project Communications category at the Istanbul Marketing Awards.

IN 2020



“Findeks Mobil”
Ürün ve Hizmet İnovasyonu
Gümüş Sardis



- The Findeks Mobile received the Silver Sardis Award in the “Product and Service Innovation” category.
- Our “Findeks Renewed Mobile App Communications” campaign was granted the Bronze Effie award in the “Banks and Financial Institutions” category at the Effie 2020 Awards.
- Our “Corporate Performance Management Application” won the first prize in the “Future of Business – Metrics & KBIs” category at the IDC Turkey CIO Summit Awards.
- Our Digital Transformation Project received the second prize in the “Digital Trailblazer” category at the IDC DX Awards 2020.



Solid Shareholding Structure

We undertake successful business processes thanks to our solid shareholding structure.

GRI 102-5





Vision, Mission and Strategies

We have a stable corporate development plan thanks to our strategies that focus on digital transformation.

Vision

To become an exemplary, leading credit bureau in the world and a growing value for Turkey, by exceeding expectations with innovative products and services.

Mission

To offer the information and technology that meets the financial needs of the financial industry and the real sector, in the best way and to increase the operational efficiency of the institutions.

Strategies

- To ensure the enrichment of the existing database by improving member risk management with value-added products and services, provided to TBB RM at the highest security standards and service levels,
- To develop analytical models based on data richness with the big data concept and to meet the effective risk management needs of a diverse range of industries,
- To increase the awareness of receivables risk management and financial literacy by developing products and services for the real sector and individuals,
- To contribute to domestic R&D activities that support service diversity offered through cloud computing and AI technologies,
- To cooperate with companies that produce technology and to raise awareness by reducing the real sector's costs of accessing information technologies,
- To provide comprehensive reporting and macro-economic indicator services on the economic/financial outlook and status on behalf of KBB member organizations and RC,
- To provide operational efficiency and cost advantages by centralizing transactions realized by different institutions,
- To effectively analyze the needs that may arise in different industries and provide appropriate solutions,
- To benefit society and the environment with corporate social responsibility projects and raise society's awareness on this subject,
- To be an institution committed to delivering a high level of employee satisfaction, prioritizing employee development and synergy between employees, maintaining a strong corporate structure, and upholding the principle of equality.

GRI 102-16, GRI 103-1, GRI 103-2, GRI 103-3



Sustainability Journey

We transformed our activities into a sustainability journey in the light of our sustainability strategy focused on long-term goals.

1995

- KKB was established on April 11.

1999

- The Credit Reference System (CRS) launched in April.
- With an amendment to the Banking Law on December 17, 1999, in addition to institutions such as banks, insurance providers, and consumer finance companies, other corporate enterprises deemed appropriate by the Banking Regulation and Supervision Agency (BRSA) were allowed to become members of KKB.

2000

- The Customer Objections Handling System (MIDES) launched in April and the False Information/Document/Declaration/Application Alert System (SABAS) was introduced in September.
- In November, MIDES migrated to an electronic platform, making it possible to reply to a customer's objection within two hours maximum.

2001

- Credit Account Records, as well as Credit Application Records, were opened to sharing in June.

2002

- The Information Verification System (IVS) went into operation.

2004

- Personal Credit Rating (PCR) was introduced.

2005

- The Corporate Bureau System was put into use for members in June.

2006

- MIDES, Information Verification, and the Emergency Update System were converted into a fully online, interactive information exchange platform.
- The Limit Control System (LCS) was launched pursuant to Article 9 of the Debit Cards and Credit Cards Law.

2007

- The Internet Frauds Alarm System (IFAS) was launched in February.

2008

- With the addition of the data from Mortgaged Real Estate, Persons Banned from Participation in Tenders, and Bounced Cheques to the Corporate Bureau System (CBS), the database was enriched.
- The technical infrastructure of SABAS was improved and integrated with the KKB system.

2009

- The "Bounced Cheque Query System" was established for the inquiry of bounced cheque data, which are shared with the members on a daily basis.

2012

- Undergoing a period of rapid transformation, KKB set out to create a system for the real sector, similar to the closed-circuit system between banks.
- In parallel with the modified vision and needs, the organizational structure was revamped and new corporate identification works were completed.
- Concrete steps were taken to launch the infrastructure of the Risk Center. Risk and Cheque Reports were introduced and the E-Reporting System, enabling electronic report requests and delivery, became operational.

2013

- E-Reporting System was launched.
- Commercial Credit Rating (CCR) was launched.
- Credit Rating and Cheque Index started to be provided together with the Cheque and Risk Reports.
- E-Newsletter started to be sent to KKB members regularly.
- GeoMIS, the map-based reporting service, was made available to CRS member institutions.
- TARDES and GeoMIS websites went live.
- CBS data quality score rose from 80% to 90% with the support of member institutions.

- Personal Credit Rating (PCR) was opened for use with an upgraded fourth version.
- Following the agreement executed between the Banks Association of Turkey (TBB) and KKB, works on the Risk Center commenced. The entire infrastructure and operation-related works were undertaken by KKB.
- The website www.kkb.com.tr was renewed.

2014

- The Findeks brand was introduced and www.findeks.com was launched.
- Findeks press launch was held. A 360-degree communications campaign was initiated.
- The first corporate social responsibility project, "You Imagine, We Realize," organized by KKB for all university students in Turkey, started.
- The www.hayaledingerceklestirelim.com website launched.
- Cheque Status Inquiry was launched.
- The Household Database and Trade Registry Sharing System (TRSS) was launched.
- The Loans Analysis Portal went live.
- The Address Processing System was launched.
- Letter of Guarantee Status Inquiry (LGSİ) was launched.

2015

- The Findeks QR Code Cheque System was launched in collaboration with the Banks Association of Turkey (TBB).
- The National Fraud Detection and Prevention Service was launched.
- The Factoring Invoice Pool of the Association of Financial Institutions (FKB) was launched.
- The foundation was laid for the Data Center, which will be built in Ankara.
- The Cross Cheque Relations Inquiry Application was launched.
- IBAN Verification Service was launched.
- The CRS daily sharing system went into service.
- The Real Sector Credit Assessment System, designed for the vehicle rental and leasing sector in collaboration with the All Auto Leasing and Rental Companies Association (TOKKDER), was launched.
- The second edition of the social responsibility project ideas competition, "You Imagine, We Realize," was organized.



Sustainability Journey

As KKB, we created sustainable products and services that have become cornerstones for the quarter-century we have been operating.

2016

- QR Code Cheque was enacted on August 9, 2016, with the announcement in the Official Gazette numbered 29796.
- The construction and infrastructure of the Anadolu Data Center located in Ankara were completed.
- Cheque Analysis Portal was launched. Limit Control System (LCS) Customer Objections Handling System (MiDES) application was put into service.
- Collection Scores were introduced.
- Inclination Scores were rolled out.
- Commercial Credit Rating (CCR) Version 2 was put into service. The total number of annual transactions exceeded 1 billion.
- The social responsibility project ideas competition "You Imagine, We Realize" was held for the third time.

2017

- QR Code Cheque implementation became compulsory as of January 1, 2017.
- KKB's Emergency Center moved to the KKB Anadolu Data Center, which was completed in Ankara.
- The "Audio Question Bank" was launched by KKB employees to provide equal opportunities in education for visually impaired students.
- Force Majeure Inquiry and BKM Member Merchant Turnover Information Inquiry services were launched.
- Individual Inquiry Reports were put into service.
- Loan Utilization Instant Sharing Service (KAPS) was introduced.

2018

- The Findeks QR Code Cheque Registration System was introduced on January 1, 2018.
- The Electronic Letter of Guarantee project was launched. The first electronic letter of guarantee was issued on October 4, 2018.
- The Foreign Currency Credit and Income Inquiry System, which enables the instantaneous monitoring of foreign currency income and risks of companies, was introduced.
- Unpaid invoice information in the telecommunication sector was obtained and shared with the financial sector. In the World Bank's Doing Business Report, KKB received a

comprehensive rating in terms of the scope and effectiveness of the credit bureau.

- Information contained in the Information System of the Tradesmen and Craftsmen (ESBIS) started to be shared with KKB members via MERSIS.
- Data richness was ensured by introducing leasing and factoring company notifications into the Corporate Bureau System.

2019

- The renewed Findeks Mobile App was made available for users.
- BRSA Product and Service Fees Portal went live.
- "Retrospective CRS Inquiry" and "Provision of Risk Center Report via E-State Gateway" services we submitted by proxy on behalf of the TBB Risk Center were introduced.
- Efforts were initiated to establish an R&D center.
- At the Sardis Awards, the QR Code Cheque System Project won the Golden Sardis, and the Electronic Letter of Guarantee Project won the Silver Sardis.
- The Audio Question Bank Project won the Innovation Award at the TISK Corporate Social Responsibility Awards. The project also won the Gold Award in the Social Responsibility Projects Communication category at the Istanbul Marketing Awards, and the Grand Prize as a company adding value to sustainable development goals.

2020

- KKB R&D Center was established.
- Turkish ID Number-GSM verification service was launched.
- Agricultural Loan Score was put into service.
- KKB Nova platform was put into use.
- KKB won a Silver Sardis Award for its Findeks Mobile Project.
- The "Findeks Renewed Mobile App Communications" campaign received a Bronze Effie Award.
- KKB was awarded the first prize in the "Future of Business - Metrics & KBIs" category at the IDC Turkey CIO Summit Awards.
- KKB's Digital Transformation Project was awarded the second prize in the "Digital Trailblazer" category at the IDC DX Awards 2020.

PRODUCTS AND SERVICES THAT HAVE BECOME CORNERSTONES IN 25 YEARS



- **Credit Rating, Risk Report, and Cheque Report:** Supporting risk management
- **TARDES:** Simplifying agricultural loan assessment process and improving farmers' access to financial resources
- **Findeks:** Accessible control and management of financial life for individuals
- **QR Code Cheque System:** Contributing to a more transparent and safe growth of trade with this system – the first and only of its kind in the world
- **The Electronic Letter of Guarantee:** Abandoning traditional paper-based letters of guarantee and transferring the entire process to an electronic environment
- **KKB Anadolu Data Center:** LEED Platinum, Tier IV, and Environmental Management certified data center, which is Turkey's eco-friendly pioneering digital fortress thanks to its high-tech, environmental, and physical safety measures
- **KKB R&D Center:** A center that responds to changing business models with fast and continuous innovation using digital technologies

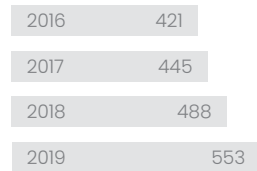


Key Operational Indicators

In line with our operational excellence goal, we work intending to meet member requests and expectations at all conditions.

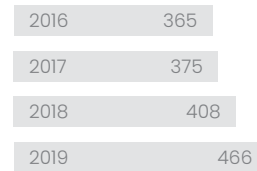
Key Operational Indicators	2016	2017	2018	2019	2020
Individual Bureau Inquiries (Million Units)	421	445	488	553	631
Corporate Bureau Inquiries (Million Units)	18	30	40	54	73
Personal Credit Ratings (Million Units)	365	375	408	466	528
Monthly Inquiry Records (Million Units)	45	46	48	56	67
Objections on MIDES (Thousand Units)	267	288	205	219	131
LCS Inquiries (Million Units)	140	173	197	216	263
Produced Risk Reports (Million Units)	13	15	17	15	17

Individual Bureau Inquiries (Million Units)



2020 631 Million Units

Personal Credit Ratings (Million Units)



2020 528 Million Units

Produced Risk Reports (Million Units)



2020 17 Million Units

KKB MEMBER PROFILE

54
Bank

15
Consumer Finance

55
Factoring

22
Financial Leasing

10
Insurance

4
Other

18
Asset Management Company

178*
Total Number of Members

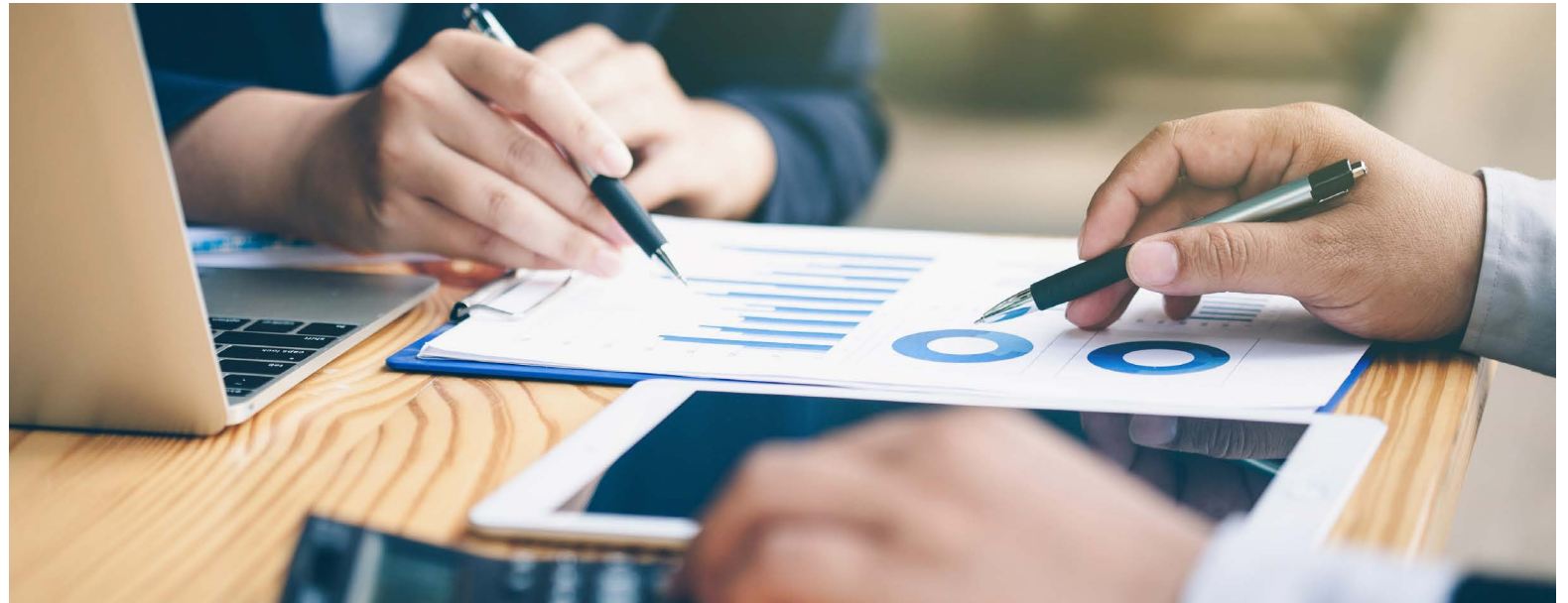
*As of December 31, 2020, the number of KKB members is 166 and this figure identifies the members who are served through the Risk Center.

GRI 102-7



Corporate Values

We see our corporate values as the building blocks of our sustainable success line.



Teamwork

Our greatest asset is human resources with their open communication, team spirit, shared goals, and devoted efforts.

Responsibility

We are responsible for providing our members and customers with accurate information, making economic and social contributions to our country, being fair to our employees, and focusing on employee satisfaction.

Reputation

We owe our reputation to our solid position in Turkey's economy, our trustworthiness, and our information security practices.

Continuous Development

We are committed to the continuous development of our employees, products, service quality, and technology infrastructure.

GRI 102-16



Letter from the Chairman

As KKB, we continued to successfully provide more than 80 products and services to our members in a consistent and high-quality manner during the COVID-19 pandemic, drawing strength from our strong technical infrastructure and qualified human resources.

GRI 102-14, GRI 102-15

Dear Stakeholders,

Nowadays, our world is undergoing rapid transformation in every sense. While the digital transformation and innovative steps of the private sector, including space studies, are perceived as a harbinger of a new era, the COVID-19 pandemic has shown that humanity continues to face serious risks. In today's world, which incorporates both risks and opportunities, the concept of sustainability emerges as the key concept. In this new period, when both private and public institutions confront challenges in creating long-term development plans, financial profitability and social and environmental factors must be considered together. In addition, it is important that institutions and organizations focused on creating value encourage the stakeholders within their sphere of influence to conduct their business processes with a focus on sustainability.

Strong steps towards sustainability from KKB...

Founded in 1995 with the partnership of nine leading banks in Turkey, KKB continues to successfully contribute to the individual risk management processes of the real sector as well as the financial sector with an advanced product and service portfolio. With pride, I bring to the attention of our stakeholders that we have effectively reflected digital transformation practices across all our business processes taking strength from our robust partnership structure. Thanks to our successful digital transformation investments, the products and services we offer to our nearly 200 members rose to even higher levels in terms of speed and quality, and we also met member requests and expectations with great satisfaction during the 2020 activity period.

Employee health and safety together with business continuity are our main priority

As KKB, we continued to successfully provide more than 80 products and services to our

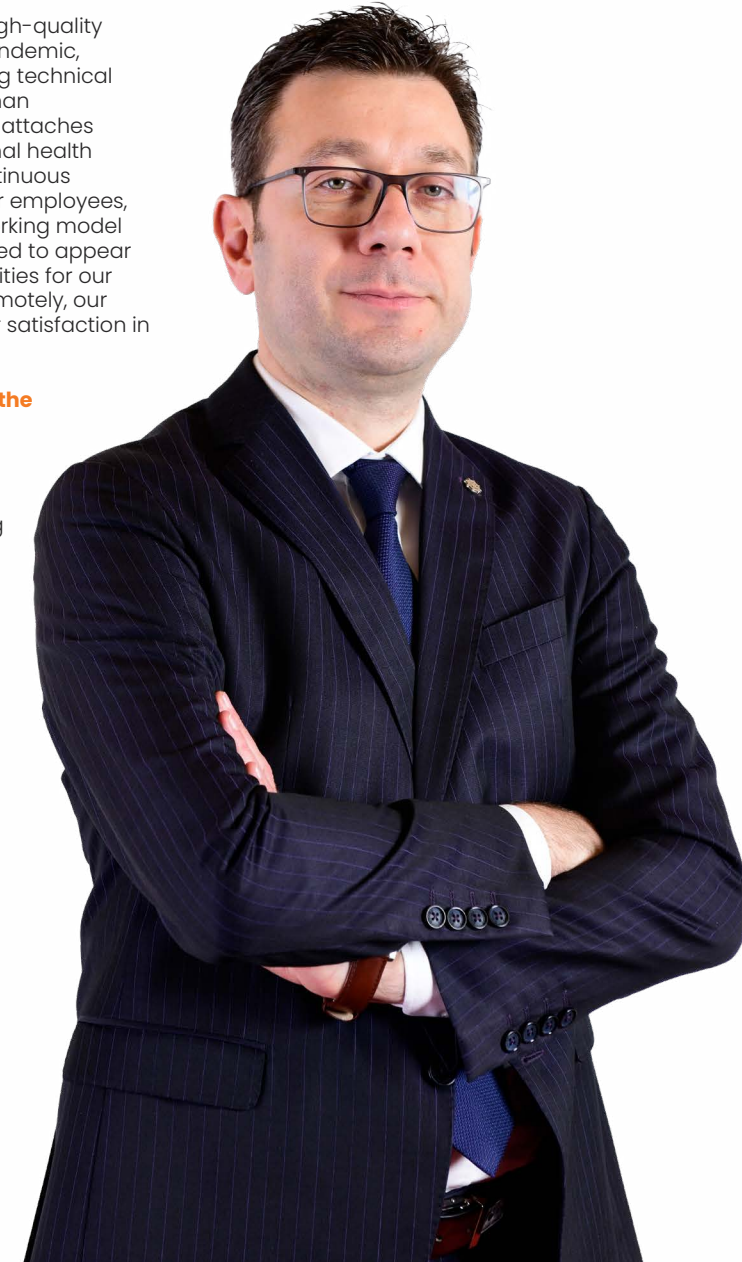
members in a consistent and high-quality manner during the COVID-19 pandemic, drawing strength from our strong technical infrastructure and qualified human resources. Our Company, which attaches great importance to occupational health and safety as well as to the continuous professional development of our employees, rapidly switched to a remote working model as the first COVID-19 cases started to appear in Turkey. Mobilizing all opportunities for our employees to efficiently work remotely, our Company has ensured member satisfaction in an uninterrupted manner.

An exemplary credit bureau in the world...

As KKB, taking strength from our robust partnership structure, we maintained uninterrupted services for our members during the 2020 activity period, which was the stage of a challenging conjuncture. Our sustainability approach, which takes into account our environmental, social, and economic impact, has become a guide for us in effectively evaluating our risks and opportunities. I would like to express my gratitude to all our stakeholders who have supported our sustainability journey. In the coming period, we will strive for even greater achievements on our way to becoming an exemplary credit bureau in the world.

Best regards,

İZZET OĞUZHAN ÖZARK
Chairman





Letter from the General Manager

As KKB, we ceaselessly continue our advances in line with the goals of increasing our corporate agility and operational efficiency and ensuring sustainability in our products and services.

Dear Stakeholders,

The 2020 operating period is recorded as one in which risks increased significantly. While the COVID-19 pandemic, which decelerated every area of life during the last two years, has been brought under control with the introduction of the largest vaccination campaign in world history, the fact that vaccination is carried out on a country basis, beyond the initiative of the World Health Organization (WHO), once again reveals the dimensions of global economic inequality. From the beginning of the COVID-19 pandemic, Turkey implemented measures to reduce the transmission rate through socio-economic packages supporting disadvantaged groups; as well, Turkey was one of the 10 countries realizing the most vaccinations by quickly supplying vaccines from different countries. Our country's successful crisis management during the COVID-19 pandemic has been a great source of motivation for all of us.

Thanks to its long-standing sustainability efforts, KKB demonstrated an agile management approach during the COVID-19 pandemic. We are proud to bring our comprehensive studies in this field to the attention of our stakeholders through our first sustainability report based on GRI standards.

The COVID-19 pandemic revealed the key role of KKB

The key role of the Kredi Kayıt Bürosu (KKB), which provides its members with comprehensive products and services for safe trading reinforced by a quarter-century of expertise and experience, emerged yet again during the COVID-19 pandemic.

Through the Anadolu Data Center, located in Ankara, as well as via its Headquarters building in Istanbul, KKB continued to provide advanced products and services for its members to effectively manage their risks during the COVID-19 pandemic. Successfully reflecting its sustainability approach across all business processes, our Company rapidly reorganized more than 500 employees in line with the remote working model and protected both business continuity and employee health and safety. As KKB, we will maintain a sustainability approach that considers both risks and opportunities without compromising our operational efficiency in the coming period as well.

We grow with digital transformation and innovation for a sustainable business life...

KKB, which is a guarantee of safe business in the Turkish financial sector, undergoes a radical transformation process to better serve its members. Our Company, which continues its digital transformation investments to perfect more than 80 products and services offered to its members as of the end of 2020, added a strong momentum to its innovative perspective by realizing the R&D Center during the 2020 operating period. Having consolidated its product and service development competence through the R&D Center, which started to serve in Istanbul, as well as its Data Center in Ankara, KKB started to respond rapidly and continuously to changing business models using digital technologies.



GRI 102-14, GRI 102-15



Letter from the General Manager

Thanks to our advances in line with the goal of continuous development, we continue to win international awards that will be a source of pride for the Turkish financial sector.

The Ankara Data Center, which provides data storage services to the leading organizations in the Turkish financial sector, has once again demonstrated the importance attached by our Company to environmental sustainability with its Leed Platinum, Tier IV and Environmental Management Certificate features.

Our achievements continue to gain international recognition...

As KKB, we ceaselessly continue our advances in line to increase our corporate agility and operational efficiency. Thanks to our advances in accordance with the goal of continuous development, we continue to earn international awards that will be a source of pride for the Turkish financial sector. Our Company, which won the first prize in the IDC Turkey CIO Summit Awards in the "Future of Business-Metrics & KBIs" category, received the second prize in the "Digital Trailblazer" category at the IDC DX Awards 2020 with its Digital Transformation Project. The Findeks Mobile Project, among the most prestigious products of KKB, received the Silver Sardis Award in the "Product and Service Innovation" category. Having registered the quality of its products and services on international platforms, KKB implemented the Personal Credit Rating Model Development Project with the Credit Bureau of its allied country Azerbaijan. Focusing on taking firm steps towards the future, KKB aims to transform its experience and expertise into value-added projects on international platforms in the coming period as well.

We are aware of our social responsibilities...

As KKB, we continued to undertake successful social responsibility projects in the 2020 operating period in accordance with the responsibility of being an institution that takes care of the public interest. Almost 2,000 projects in the fields of environment, education, culture-arts, health, sports,

financial literacy, technology, and community were submitted to the "You Imagine, We Realize" Social Innovation Project Ideas Competition, launched to develop social responsibility awareness among university students. The Competition, which has received approximately 10 thousand projects of different value to date, has continued to be one of the most important channels for the development of the creativity ecosystem in our country. Within the scope of the Audio Question Bank Project, realized based on a project submitted for the "You Imagine, We Realize" Competition, about 15 thousand questions were voiced by KKB Volunteers and delivered to libraries to contribute to the exam preparation of visually impaired people. Having opened a new field for the voluntary participation of its employees in social responsibility projects via the Volunteering Platform, KKB continued to strengthen the corporate loyalty of its employees.

We will continue to be worthy of our members' trust...

As KKB, we look at the future with confidence, strengthened by our qualified human resources as well as our innovative infrastructure. We constantly develop ourselves in the light of our sustainability approach to be worthy of the trust of our members. I would like to express my gratitude to all our stakeholders, who have unsparingly supported our value-added projects during the 2020 operating period. We will continue to be the address of trust in sustainable commercial life in the coming period.

Best regards,

VEYSEL SUNMAN
Member of the Board of Directors and Deputy General Manager

SUPPORT FOR ENTREPRENEURS



We implemented our Dynamo In-House Entrepreneurship Program.

Demonstrating our innovation approach and our strength in the field of technology development and R&D, our in-house entrepreneurship program continues at full pace. As one of the most well-established institutions in the financial sector, we are proud to support the initiatives that will emerge from the creative perspectives of our employees.



Sustainability Organization

We established our Sustainability Committee with the mission of creating sustainable value, determining the strategies and policies of our company, executing, monitoring, and auditing its goals and practices.

GRI 102-18, GRI 102-19, GRI 102-20, GRI 102-21, GRI 102-27, GRI 102-29, GRI 102-31, GRI 102-33, GRI 102-53

Kredi Kayıt Bürosu Sustainability Committee

Structure, Working Principles, Duties and Responsibilities

We established a Sustainability Committee with the mission of determining the strategies and policies of our company in line with our goal of creating sustainable value for all our stakeholders and of executing, monitoring, and auditing its goals and practices.

The structure, duties and responsibilities, the working procedures, and principles of the Sustainability Committee of Kredi Kayıt Bürosu are as follows.

Formation and Structure of the KKB Sustainability Committee

The Sustainability Committee is formed and authorized with the approval of the Board of Directors. The Committee reports directly to the Board of Directors regarding its activities. There must be a Member of the Board of Directors in the Committee. The decisions of the Committee are advisory to the Board of Directors.

The Committee consists of the following members:

- Member of the Board of Directors and General Manager (Chairman)
- GMY - Information Technologies and R&D
- GMY - Financial Reporting and Financial Affairs
- GMY - Risk Center Coordination
- GMY - KKB and Findeks Business Management
- GMY - Risk Management
- Director - Internal Control
- Director - Human Resources
- Director - Regulatory Compliance, Legal Affairs and Operations

- Director - KKB Product Management and Development
- Manager - Corporate Risk Management (Coordinator)
- Manager - Corporate Communications

The Committee is chaired by a Member of the Board of Directors and the General Manager. The coordination of the Committee is provided by Risk Management.

Working Principles and Procedures of the Committee

The Committee convenes at least once a year at times when there is a need. The meeting is held with the participation of at least half of the number of members of the Committee. Decisions of the committee are taken by the absolute majority. In the case of equality, the vote of the Committee Chairman is counted as two.

The Committee Coordinator keeps the decisions taken in writing, including the place, time and information of the participating members of the meeting and ensures that these decisions are stored both digitally and physically after they are signed by the Committee Members.

Duties and Responsibilities of the Committee

- To create the sustainability strategy and policies of the KKB to be proposed to the Board of Directors.
- To follow national and international developments related to sustainability, to review and reorganize existing strategies, policies and practices, to execute, monitor and audit, to submit them for approval by the Board of Directors if necessary.
- To direct studies and develop projects for the integration and internalization of sustainability culture into the corporate structure.

- To determine the environmental, social, and economic risks and impact dimensions of KKB's operations, including climate change, to measure, monitor and reduce the carbon and water footprints, audit and report in line with the goals set.
- To follow the Company's sustainability-related roadmap and developments in its practices, to set targets, to determine performance criteria accordingly, to audit performance in line with the goals and to ensure the active participation of all relevant units of the Company in the process.
- To form, authorize and coordinate working groups if deemed necessary for more effective conduct and management of sustainability studies.
- To ensure that all employees of the company are informed within the framework of the company's sustainability strategy and to conduct studies for employees to internalize these practices.
- To ensure that stakeholder participation in the sustainability processes of the Company is carried out at the maximum level.

This regulation and related amendments regarding the Duties and Working Principles of the Sustainability Committee enter into force with the approval of the Board of Directors.

Name and contact information of the official to be contacted about KKB's Sustainability Committee and the Sustainability Report
 Merve Çavdar/Corporate Communication
 Umur Erdoğan/Corporate Risk Management
 Email Address: MerveCavdar@kkb.com.tr
UmurErdogmus@kkb.com.tr



Sustainability Material Topics

We prepared the prioritization table taking into account the suggestions and expectations of our stakeholders, as well as our corporate material topics.

KKB 2020 Sustainability Report is the first sustainability report of the company. This report has been prepared in accordance with the GRI Standards: Core option, covers the activities of the KKB between January 1, 2020–December 31, 2020. And the scope of the report includes the Headquarters located in Istanbul as well as the Anadolu Data Center located in Ankara.

GRI 102-4, GRI 102-11, GRI 102-29, GRI 102-44, GRI 102-45, GRI 102-46, GRI 102-47, GRI 102-54, GRI 103-1

Kredi Kayıt Bürosu (KKB) Sustainability Report 2020 Prioritization of Elements Study

	Low	Medium	High	
Priority for Stakeholders		<ul style="list-style-type: none"> • Social Responsibility (our CSR projects) • Community Investments (Financial Literacy Association, support for academic studies) 	<ul style="list-style-type: none"> • Sustainable Operational Performance • Information Security and Privacy • Innovation and Digital Transformation • Energy Efficiency (important in Ankara operations) • Risk Management • Professional Corporate Governance • Regulatory Compliance 	High
		<ul style="list-style-type: none"> • Struggle Against Climate Change • Effective Waste Management • Effective Water Management • Continuous Development Opportunities for Employees 		Medium
		<ul style="list-style-type: none"> • Total Employment • Occupational Health and Safety 		Low
	Impact on KKB			



Sphere of Influence and Stakeholders

We develop relationships based on mutual trust and respect with our stakeholders in our sphere of influence.

166

Number of corporate members

The number of our members is 166 as of December 31, 2020.

GRI 102-12, GRI 102-13, GRI 102-40, 102-42, 102-43

KKB Stakeholders

BD Members
KKB Members (Banks, Leasing, Factoring, Consumer Finance, Asset Management Companies, Borsa Istanbul and other financial institutions)
TBB and TBB Risk Center
BRSA
KVKK
CBRT
FKB (Association of Financial Institutions)
Users (Findeks Individual/Commercial)
Users (Shopping Malls)
KKB Employees
Public
Suppliers
Public Authorities
Media
Institutions with Contractual Obligations

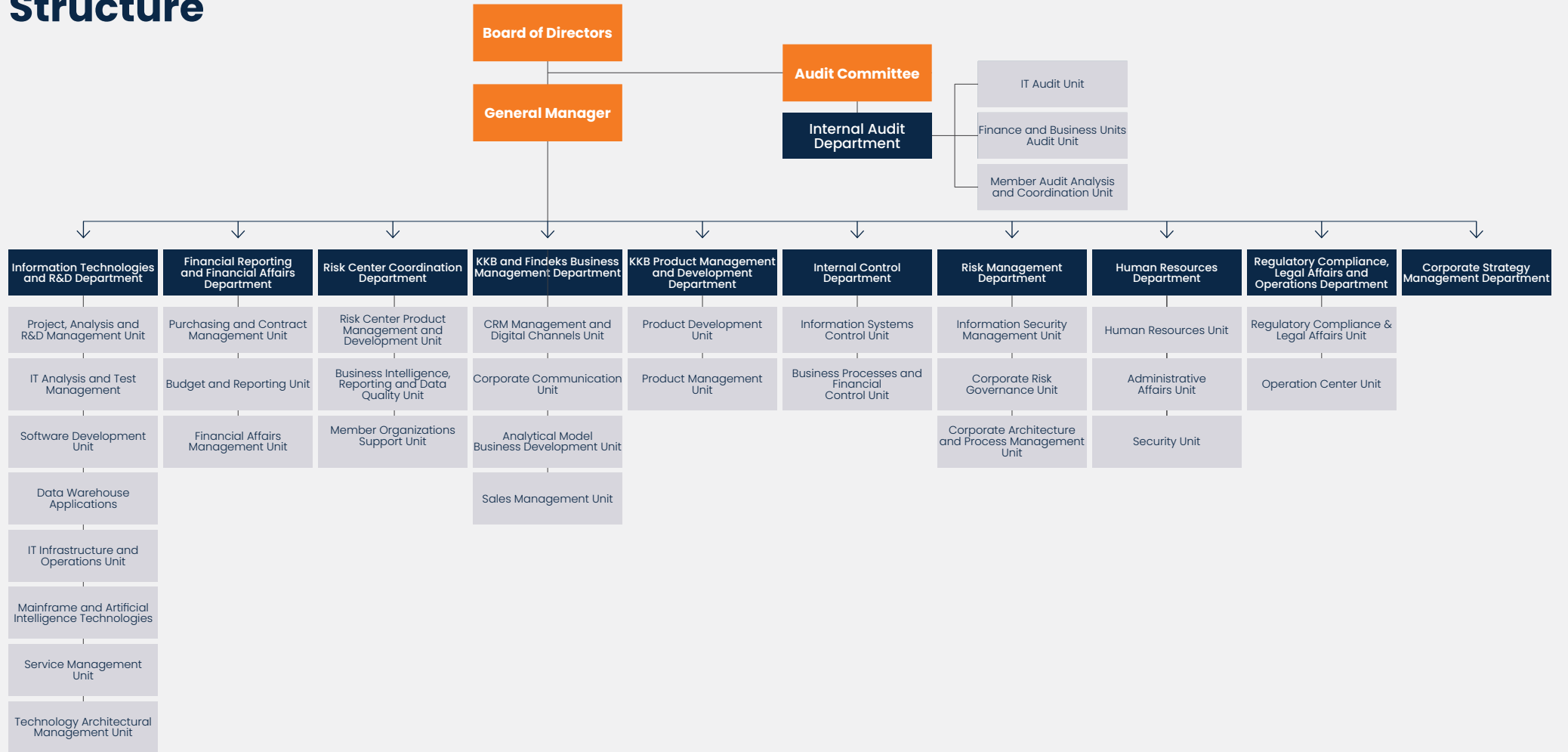
Methods of Communication



Board Decisions, Guidelines and Policies, KKB corporate Website: <https://www.kkb.com.tr>, Findeks Corporate Website: <https://www.findeks.com/iletisim>, E-mail, Findeks Mobile, Findeks Chatbox Bilgiç, Annual Report, Annual Sustainability Report, Press Releases, Press Trips, Sponsorships, Corporate Social Responsibility Projects, Corporate Visits, Orientation Trainings



Organizational Structure



GRI-18



Corporate Governance and Committees

Our Board of Directors is responsible for determining the strategies of our company with an effective and prudent risk management understanding.



The Board of Directors is the highest-ranking management body of KKB. As of the end of 2020, the Board of Directors consists of a total of 10 members, 2 of whom are women. At KKB, the duties of the Chairman of the Board and the General Manager are performed by different persons.

The Board of Directors manages and represents the company, taking into account the long-term interests of KKB. The Board of Directors is responsible for determining the strategies of the company with an effective and prudent risk management approach, as well as supervising senior management.

The following committees established by the Board provide necessary support to the work of the Board:

- Disciplinary Committee
- Audit Committee
- KKB Steering Committee
- Information Security Committee
- Business and IS Continuity Committee
- Information Technologies Steering Committee
- Project Steering Committee
- Data Governance Committee

- Process Committee
- Technology Architecture Committee
- Change Committee
- Internal Audit Committee
- Service Management Committee.

Detailed information about the KKB Board of Directors, Senior Management and committees can be found in our [**2020 Annual Report**](#).

GRI-18, GRI 102-26



Regulatory Compliance, Legal Affairs and Operations

We manage our activities in accordance with legal regulations and legislation, ethical principles and internal procedures in a transparent and accountable manner.

As KKB, we shape our work with the goal of full compliance with the law and the legislation in force. Our Regulatory Compliance and Legal Affairs Unit, established for this purpose, is responsible for designing new products and services we plan to offer in accordance with the current legislation and for harmonizing the existing products and services with the changing legislation. In parallel with the strategies of increasing the efficiency and reducing the costs of the institutions, especially in the banking and finance sector, by transferring the products and services they currently offer to a digital environment, together with the developing technology, the unit works to establish the necessary legal infrastructure for the realization of these strategies.

The Regulatory Compliance and Legal Affairs Unit is also in charge of preparing the contracts KKB will execute with members, customers, and suppliers, ensuring coordination between relevant KKB departments and companies providing consultancy services for trademark and patent processes, selecting the law firms to provide legal services and monitoring their services, following up litigation cases planned to be monitored at KKB, providing legal advice to the units of KKB, and providing support to General Assembly preparations. Information such as lawsuits filed against KKB in 2020, administrative fines imposed and whether there are practices contrary to the provisions of the legislation can be accessed from our [2020 Annual Report](#).



Our Operations Center operates with two teams, Authorization Management and Official Correspondence, to respond to the requests of members, customers, and the units within the organization by proxy, both on behalf of KKB and the Risk Center of the Banks Association of Turkey, to ensure the continuity and functioning of business processes.

With the project aimed at the renewal of the Document Management System, which our Operations Center implemented in 2020 and which we plan to complete in 2021, we aim to reduce our operational risks and increase the efficiency of the company.

GRI 102-17



Risk Management

Holding ISO 27001, ISO 22301, ISO 14001, and ISO 20000 certificates, we targeted the best practices in risk management and improved our maturity in 2020, passing all inspections successfully and renewing these certifications.

GRI 102-11, GRI 102-30, GRI 103-1, GRI 103-2, GRI 103-3, GRI 418-1

At the heart of KKB’s vision is, on the one hand, to create value increases and reduce costs with its products and services so that the financial sector can manage its risks more effectively, and on the other hand, to increase tools and information so that the real sector can also manage its risks. In this context, we consider it a crucial part of our corporate governance approach to have and to strengthen effective risk management with common in-house risk culture.

Our risk management policy aims to

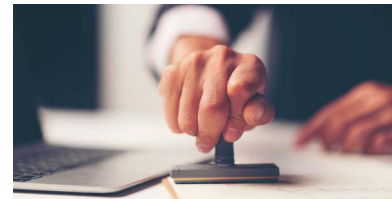
- Determine our main operating goals,
- Detect threats that will prevent us from achieving these goals,
- Determine the risks posing these threats, their possible effects, and possibilities of realization,
- Implement the necessary risk management and controls to reduce risk values to levels determined by senior management,
- Create the coordination and communication network necessary for the management of risks,
- Provide recommendations for proactive assessment of new risks that may arise for credit reference and information systems technology and for reducing possible risks,
- Provide regular trainings to our managers on risk management and increase the awareness of our employees,
- Identify and regularly review important risk indicators to measure and monitor the current state of risks.

We regularly monitor the actions taken to implement this policy, written procedures, and duty descriptions that we created to increase the value we generate for our stakeholders. We support the first-level controls carried out by the units for risks identified at the corporate level by periodically evaluating the results of risk management activities by Senior Management and reviewing our risk management policy and strategies in accordance with changing market conditions.

We carry out our risk management studies classified under the strategic, operational, financial and reputation categories, in light of the international corporate risk management standards COSO ERM and ISO 31000 Risk Management. **Our Risk Management Department**, which we have positioned as “operating under the General Manager and reporting to the Audit Committee,” through its activities, contributes to evaluating the risks and opportunities that need to be managed in accordance with our corporate mission as per our strategic goals and to providing products and services in the most effective, efficient, and controlled manner.

The department conducts strategic planning/targeting and risk management activities, as well as risk assessment studies complying with Information Security Management System (ISO 27001), Business Continuity Management System (ISO 22301) and Service Management System (ISO 20000) standards. Also in 2020, in line with our goal of internalizing the best international practices in the field of risk management, we successfully passed the audit processes related to these standards and renewed all our certificates. Besides, we established and commissioned the Environmental Management System at KKB Anadolu Data Center and as a result of the audits carried out, we were awarded the ISO 14001 Environmental Management System certificate. We also shared with our members the Service Assurance Report published in accordance with the ISAE3402 reporting standard after an independent audit conducted for KKB Anadolu Data Center, repeating the practice started in 2018.

AN IMPORTANT STEP IN RISK MANAGEMENT



In 2020, in line with our goal of internalizing the best international practices in the field of risk management, we successfully passed the audit processes related to these standards and renewed all our certificates.



Risk Management

At a time when the interaction has increased rapidly with digitalization, we consider improving our information security infrastructure and processes with the latest technology and practices in this field to be one of the vital components of our risk management approach.



The Risk Management Department is also responsible for the realization of the business continuity and emergency tests along with its technological and structural developments in the fields of crisis management, risk management, information security, strategic planning, and process management. During 2020, in addition to successfully carrying out these tests, we organized crisis simulations with the participation of senior management to be more prepared for current threats, reduce the risks of crises and evaluate and improve our level of crisis preparedness as an institution. As a result of these efforts, we determined our possible development areas and took the necessary actions.

The COVID-19 pandemic that emerged in the first quarter of the year revealed the benefit of these simulations, while the Risk Management Department, which has undertaken crisis management, contributed greatly to ensuring that our business and service continuity was not disrupted.

At a time when an interaction has increased at a dizzying pace with digitalization, as KKB, we consider improving our information security infrastructure and processes with the

latest technology and best practices in this field to be one of the vital components of our risk management approach. Since people are as crucial in this field as technology, we continue to work on information security awareness and reward our employees with the highest awareness index. Furthermore, we enable the transfer of knowledge and experience by leading the way for sector professionals to come together to increase cooperation in the field of information security in the banking sector.



Internal Audit and Internal Control

We took necessary actions for the risks that our company may be exposed to in remote working with the Audit for the Critical Controls Regarding the Remote Working Period that we carried out during the pandemic period.

As KKB, we continuously monitor the functioning of internal systems and business processes through our robust internal audit and internal control systems. We support the effectiveness of our practices in these fields, which we constantly update with the most advanced international practices, through a strong organization that complies with legislation.

Our Internal Audit Department continues to carry out process and management declaration audits in accordance with the audit plan approved by the Board of Directors. The department includes IT Audit Unit, Finance and Business Units Audit Unit, Member Audit Analysis and Coordination Unit.

We shared with TBB Risk Center the 2020 KKB Management Declaration Report and the KKB Management Declaration Report Regarding the Risk Center Operations Conducted By KKB, which we prepared as a result of the audits we carried out for the seventh time in 2020.

In 2020, when pandemic conditions prevailed, we conducted an Audit for the Critical Controls Regarding the Remote Working Period within the scope of the audit plan prepared with a risk-based methodology. With this audit, we took the necessary actions by evaluating the risks that our company may be exposed to during the remote working period.

Also in 2020, we aimed to monitor our service effectiveness with audits of the updated Risk Center applications management screens, as well as audits of the IT and business processes we performed. We keep carrying out detailed inspection and audit studies for specific audit requests from the BRSA and various government agencies.

With its e-signature verification and dual-component authentication infrastructure, our Risk Center Member Audit Monitoring System has been providing centralized management of Risk Center member audits since 2016.

Our Internal Audit Department, which uses technology effectively at every moment of its work, reports its findings to the KKB and TBB RM administrations on a monthly basis by automatic reporting carried out through the GRC system.

At the heart of the activities of our Internal Control Department is to ensure the efficiency and effectiveness of our operations, taking into account the qualities of all the activities

we carry out as an institution. In this context, the department is responsible for planning, implementing, and coordinating internal control activities, which consist of controlling information systems, business processes and the financial reporting system of KKB, as well as regulatory compliance controls.

Our Information Systems Control Unit operating under the department controls the processes and procedures of KKB information systems in parallel with legislation and our procedures and audits the implementation of the obligations of the ISO 27001, ISO 22301, ISO 20000, and ISO 14001 certificates within the company.

The Business Processes and Financial Control Unit carries out control activities related to all our business processes and financial processes, except for information systems processes, within the scope of applicable legislation and our internal procedures.

WE SHARED NEW DECLARATIONS



We shared with TBB Risk Center the 2020 KKB Management Declaration Report and the KKB Management Declaration Report Regarding the Risk Center Operations Conducted By KKB, which we prepared as a result of the audits we carried out for the seventh time in 2020.



Product Management and Development

In order to maximize the experiences of our members, we design production processes that are compatible with digital trends and have user-friendly and easy screens.



As KKB, we work to facilitate financial and commercial life with products and services that we have designed from an innovative perspective we maintained since our establishment, and that we have provided to all sectors and individuals. We support the sustainable development of Turkey by continuously developing our product and service range in line with the requirements of the era, new needs, and experiences of our members.

Our Product Management and Development Department carries out the activities necessary for the determination of strategies for the products and services offered by KKB and Findeks, the follow-up of the technological developments for these

strategies, the improvement of existing products, and the design, launch and management of new products. In fulfilling these responsibilities, the Department takes into account the needs and expectations of finance, the public, real sectors, and individuals, as well as the developments in technology and legislation.

We develop new products and services with a focus on digitalization and continue to improve existing ones from this point of view. In order to maximize the experiences of our members, we accelerated to design production processes that are compatible with digital trends and have user-friendly and easy screens.

In 2020, we continued to work on the development, renewal, and enrichment of KKB and Findeks products continuously. We have contributed to the steps towards digitalization of the Turkish economy with the collaborations of KGF and the Birleşik İpotek Finansman A.Ş., the foundations of which were laid in 2020. We have taken care to ensure that the services we designed are sustainable and accessible by responding continuously to the diverse and high volume needs of the financial and real sectors.

GRI 103-2, GRI 103-3, GRI 203-1, GRI 203-2



Value-Based Products and Services

We have been producing added value for all of our stakeholders and Turkey, especially for the financial and real sectors, with the products and services developed since our foundation.

263 million
LCS inquiries

The number of LCS inquiries conducted by banks in 2020 reached 263 million.

GRI 103-2, GRI 103-3, GRI 203-1, GRI 203-2

Since our foundation in 1995, as KKB, we have been shaping our activities with the mission of becoming a growing value of Turkey and an exemplary credit bureau of the world with the innovative products and services we created. These products and services that we provide to the financial and real sectors are quickly accessible and sustainable, and they aim to contribute to the transparency and digitalization of the Turkish economy. We deliver the products and services we developed to our stakeholders directly or through operational and technical activities carried out by proxy to the TBB Risk Center.

The Credit Reference System (CRS), which we provided to our member organizations in 1999 in line with our founding purpose and which allows financial institutions to make risk decisions based on concrete data, is one of the milestone services in the sustainable and healthy growth journey of the banking and financial sector in Turkey. KRS ensures to minimize personal credit risk, increase the volume of loans given due to the measurement of credit risk, make credit and limit decisions more rational, faster, and healthier and thus allows individual loan users to be encouraged to make regular payments and spread the use of credit. The **Personal Credit Rating (PCR)**, which we can describe as a summary of the information obtained through CRS, helps credit institutions to make risk decisions in a rational and standard way, as well as shorten their decision processes.

Since its foundation in 2005, our other information-sharing system, the **Corporate Bureau System (CBS)**, has been serving our member organizations as one of the most

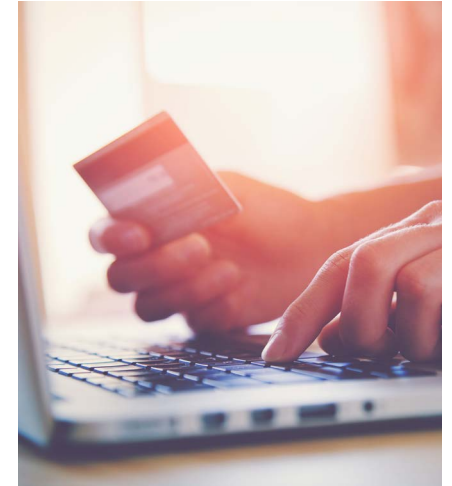
important elements of the evaluation process of commercial loans. We contribute to the formation of a standard in commercial life with the **Commercial Credit Rating (CCR)**, which is calculated by analyzing the detailed data contained in the CBS inquiries and Risk Report and is a rating score for the credit worthiness of companies.

The Limit Control System (LCS), which we commissioned in 2006 in accordance with the Law on Bank Cards and Credit Cards, is a fast and reliable data sharing platform where credit card limits can be tracked by all member banks. LCS aims to prevent the problems that improper use of credit cards can create for both card users and related banks. The number of LCS inquiries conducted by banks in 2020 reached 263 million.

Customer Objections Handling System (MIDES) allows automatic transmission of objections related to information shared within CRS and CBS to the member who registered the record. When compared to similar systems in use, it is the fastest system in the world in terms of "examination of and responding to consumer objections." The number of objections at this interactive electronic platform, where users can access information shared on CRS with the Individual MIDES application, on CBS with the Corporate MIDES application and which aims at preventing damages, amounted to 131 million in 2020.

Also in 2020, systematic improvements were completed for the entry and evaluation of objections for asset management companies' information.

THE CREDIT REFERENCE SYSTEM AND ITS IMPORTANCE



The Credit Reference System (CRS), which we provided to our member organizations in 1999 in line with our founding purpose and which allows financial institutions to make risk decisions based on concrete data, is one of the milestone services in the sustainable and healthy growth journey of the banking and financial sector in Turkey.



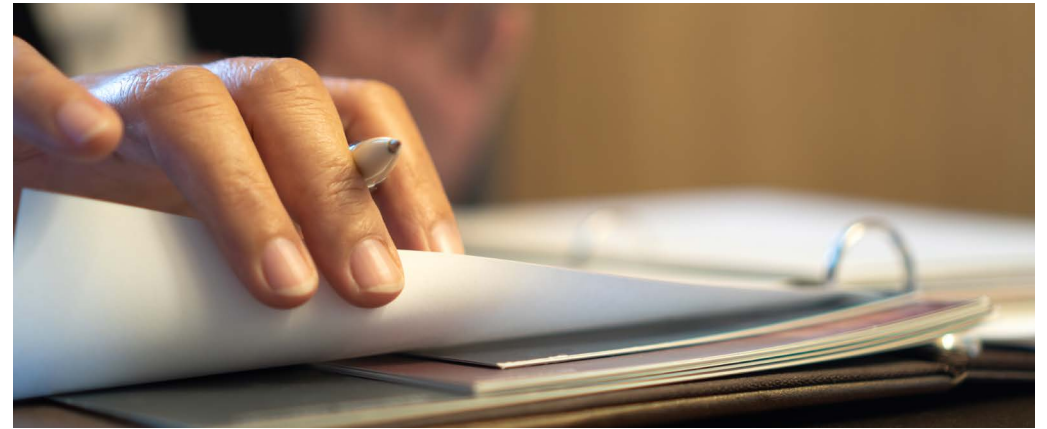
Value-Based Products and Services

The products and services that we provide to the financial and real sectors are quickly accessible and sustainable, and they aim to contribute to the transparency and digitalization of the Turkish economy.

The False Information/Document/Declaration/Application Alert System (SABAS), which we implemented in 2000 just like MIDES, is a service where KKB members' experiences on fraud incidents and notifications from users are shared with other members. The information-sharing technique and platform that distinguishes SABAS from its counterparts in the world allow our members to quickly and easily access facts, findings and evidence related to crimes such as forgery, fraud, identity theft, money laundering.

While the banking sector has made significant progress in services based on information and communication technologies, a significant part of sectoral products and services have been offered through digital channels for a long time. Although banks take the highest level of security measures, malicious persons also continue to develop new methods to circumvent these systems. As KKB, we created a platform that enables member institutions to communicate in cases of suspected fraud through the **Internet Frauds Alert System (IFAS)** that we commissioned in 2007. Again, we keep working on the **Application Fraud Attempt Detection and Prevention Service**, where we aim to provide sectoral protection by creating a national database, which will be fed with credit application information by member institutions.

KKB makes a difference with the reporting services it provides not only to financial institutions but also to the real sector components and individuals. Our **Risk Report and Cheque Report** applications, which are



described as exemplary in the world with their design and content, make an important contribution to the sustainability of financial and commercial life. **GeoMIS**, our location-based data reporting service based on the principle of processing addresses contained in KKB data, transforming it into geographical coordinates and positioning on the map, received the "Oracle Innovator Excellence Award," one of the most prestigious awards in its field on an international level, in 2014.

In our country, cheques remain one of the most important payments and most common lending tools of commercial life. The **QR Code Cheque System**, the first and only of its kind in the world, that we implemented in 2015 in collaboration with the Banks Association of Turkey (TBB), paves the way for transparent and safe trade in Turkey, increasing trade volume and, accordingly, contributing to an increase in production and employment. Our QR Code Cheque System Project received the Golden Sardis

Award in the "Product and Service Innovation" category at the Sardis Awards in 2019.

With the Electronic Letter of Guarantee (ELGP) that we commissioned in October 2018, we have mediated the transfer of all processes to electronic media with the removal of traditional paper guarantee letters, making them safer. In the first place, we have included the large organizations of our country operating in the real sector as of 2020 into this revolutionary system where banks completed their integration. The project was awarded the Silver Sardis, the second prize after the QR Code Cheque System, in the category "Product and Service Innovation" at the Sardis Awards in 2019.

Comprehensive information about all our products and services that create added value for our stakeholders and the Turkish economy can be accessed from our [2020 Annual Report](#).



Findeks

The QR Code Cheque System, implemented by Findeks, reduces risks in business life with the transparency and security it brings.

4,017,495

Findeks Individual Members

+

356,598

Findeks Commercial Members

=

4,374,093

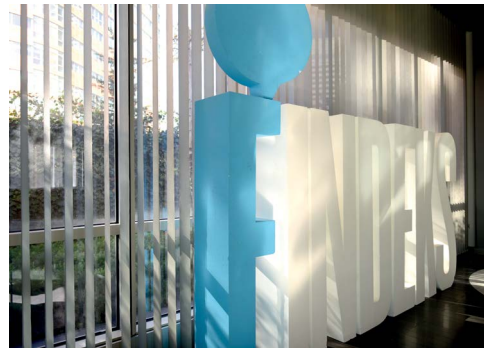
Findeks Total Members

GRI 103-2, GRI 103-3, GRI 203-1, GRI 203-2

As KKB, we launched Findeks financial services platform in 2014 with the mission of making financial life in Turkey work healthier. We have contributed to increasing transparency by opening the indicators, that the financial sector has been using for many years when measuring credibility, to individuals and companies through Findeks and made it possible for everyone to track and manage financial life.

Findeks aims to help companies in the real sector to know each other financially, to improve their risk-taking and risk management abilities, to protect their capital and reputation, and to increase their sales safely and give them competitive power. In the light of the advantages provided by Findeks services, companies significantly increase their asset quality, creating a great added value to both Turkish financial life and the financial sector.

Findeks provides benefits with the Findeks Credit Rating, the Findeks Risk Report, the Findeks Cheque Report and the Findeks QR Code Cheque Report basic products, as well as with value-added services such as the "My Findeks Rating Consultant," where advice



for improving the credit rating is received from expert consultants, the "Findeks Tracer," where financial and personal information of individuals are detected when they are found in unwanted sites online, and the "Warning Service," which alerts on changes in credit card limits and debts at all banks, in the Findeks Credit Rating and notifies loan applications filed.

The QR Code Cheque System, implemented by Findeks and made mandatory for all cheques by law as of January 1, 2017, creates great value for our economy by reducing risks in business life with the transparency and security it brings.

Findeks Mobile

A key tool for access to Findeks services, the Findeks Mobile application was renewed in 2019. The renewed Findeks Mobile provides a next-gen home page where users can easily monitor their credit ratings and credit products at all banks. Featuring a design that facilitates access to products and service offerings, the app also offers a superior customer experience for Findeks members. Findeks Mobile's innovative structure, which brings the user experience to the highest level, was awarded a Silver Sardis in the "Product and Service Innovation" category at the 2020 Sardis Awards.

Comprehensive information about Findeks' rich products and services can be reached in our [2020 Annual Report](#).

444 4 552

www.findeks.com
www.facebook.com/Findeks
www.twitter.com/Findeks
www.instagram.com/findeks

FINDEKS

359,957

Number of Findeks Credit Rating Inquiries

30,926,576

Number of Findeks Risk Reports Inquiries

769,182

Number of Findeks Cheque Report Inquiries

8,422,548

Findeks QR Code Cheque Reports

31,568

QR Code Cheque Registration

40,509,831

Total Number of Findeks Inquiries

*Figures include free notifications sent as part of QR Code Cheque Reports, Cheque Reports, and Risk Reports, and daily information monitoring carried out for Findeks Mobile.



Marketing and Communication Activities

We develop transparent and mutually trusting relations with all our stakeholders and attach great importance to protecting the privacy of users and members.

As an institution subject to the BRSA Legislation, we carry out all our marketing and communication activities in accordance with the Personal Data Protection Law (KVKK). We always adhere to the principle of product responsibility by providing information about our products and services to our individual and corporate users 24/7 through the KKB and Findeks websites, as well as Findeks Mobile and Findeks Bilgiç applications. We develop transparent and mutually trusting relations with all our stakeholders and attach great importance to protecting the privacy of users.

As KKB, we take into account the needs and expectations of finance, public and real sectors, and individuals when steering the marketing strategies of our products/services offered under the roof of KKB and Findeks. We aim to create awareness about the products we offer by supporting these studies with financial literacy training activities that we carry out with internal and external partnerships and to spread the products to large user audiences with marketing activities.

In 2020, we regularly analyzed user expectations, technological and economic trends, and market opportunities to increase the prevalence of KKB's products, which are unique in their field, and continued to take action as a result of our findings.



At the heart of our corporate communication efforts is to create and protect the image and reputation of KKB and its sub-brands, and to ensure their sustainability. In this regard, we conduct internal/external communication studies with marketing communications, visual design, media relations and reputation management, and media planning teams.

During 2020, within the scope of communication efforts for KKB and Findeks, we created product and service promotion materials, conducted media planning in line with communication strategies, and organized sponsorship activities at sectoral events. In addition to these, we held live webinars.

In 2020, in cooperation with the History Foundation, we prepared the book named "Geçmişten Günümüze Türkiye'de Çekin Tarihi (The History of Cheques in Turkey, From Past to the Present)," which tells the long story of cheques – one of the most important means of payment in commercial life – to commemorate the 25th anniversary of our organization and shared it with our internal and external stakeholders.

The Bronze Effie award, that our "Findeks Renewed Mobile App Communications" campaign received in the "Banks and Financial Institutions" category at the Effie 2020 Awards, gave us great pride.



Human Resources

We increase our corporate competencies with the personal and professional development opportunities we offer our employees.

As KKB, we see it as our top priority to establish a fair, egalitarian working environment based on respect and trust, where diversity and human rights are observed, for our employees, our most valuable resource. We use talent and performance management practices aimed at developing the personal and professional skills of our employees in line with our goal of becoming an institution preferred by innovative, creative, questioning, and competent professionals.

To facilitate the orientation process of our new hires and encourage our management staff to understand the expectations and perspectives on the professional life of new generations, "Mentors" are appointed for six-month periods since 2018 as part of the "Developing Together Program." In 2020, 22 managers provided mentoring to 55 employees under the program.

In line with the "Competence Inventory" developed with our organization-specific core competencies based on job titles, 14 employees participated in the "Online Assessment Center" application in 2020 and received feedback on their strengths and improvement areas through an objective assessment and evaluation methodology. With this work, employees are provided with development plans for the future and KKB created a Candidate Pool for Executive Positions.

GRI 102-7, GRI 102-8, GRI 103-1, GRI 103-2, GRI 103-3, GRI 404-1, GRI 404-2, GRI 405-1

In order to ensure the continuous professional and personal development of our employees, training/development programs composed of in-class and online modules were developed based on job titles, and full employee participation was achieved.

The rate of people who left KKB and started to work at other institutions was 3% in 2020.

Unconditional support for employment of female employees

As KKB, we attach great importance to the employment of female employees and the representation of our female employees in Senior Management. With this approach, we are among both the founding members and active supporters of the Women in Technology Association. We support various projects and events that the association regularly conducts each year and which focus on women entrepreneurs. In addition, we are also carrying out activities to support the development of women and their presence in society on special occasions on behalf of our female employees. We pay attention to employing female managers within the company, especially in widely male-dominated business lines such as information technologies and software.

HUMAN RESOURCES PROFILE

521

Total Number of Employees

67

Number of New Employees in 2020

36

Average Age

2

Average Training Days Per Employee in 2020

Gender Breakdown



Education





Human Resources

As an institution that stands always by employees and their families, we care about the special days of our employees and give them the right to take leave on these days.



KKB stands by employees on their special days as well...

As an institution that stands always by employees and their families, we give our employees the right to use special leave on their birthdays. In addition, our Human Resources Department regularly conducts workshop activities for the participation of the families of our employees as well.

Ergonomic solutions for increasing employee productivity

At KKB's Headquarters in Istanbul, office materials are ergonomically designed to increase employee productivity. We strive to select each of the office materials used by our employees of the highest quality. In our office buildings, there exist areas (terrace, garden, gym, etc.) where our employees can relax and socialize.

Due to the transition to remote working with the COVID-19 pandemic, we provided all our employees with information content covering sports and wellness. In addition, we organized online sports activities throughout 2020 to prevent physical problems that may arise from desk work. By taking steps to protect our employees during the pandemic period, we have provided the necessary conditions for remote working. We have quickly launched applications such as providing the technical infrastructure through which all our employees can work with company computers from home, installing a VPN, providing all our employees with a company line and phone.



Digital Transformation Journey

We are working together with suppliers for the process of digital transformation in light of the Personal Data Protection Law (KVKK).

While making the lives of all our members easier with our innovative products and services, our greatest strength is our advanced technological infrastructure, our expertise in information security and, most importantly, our digitalization focus which shapes all our activities. We continue our digital transformation journey to be the driving force of the digitalization of the Turkish economy.

As an institution that carries out its activities on the foundations of digitalization, KKB reached a position to set field standards in the world with its products and services. As of the end of 2020, there are 86 products and services in our portfolio diversified by digital transformation.

With our digital solutions, we make an important contribution to the creation of effective risk management tools that power the financial sector in Turkey and the establishment of safe trade in the real sector. With our value-added services, such as guarantees being transferred to the electronic environment, as well as the QR Code Cheque System and Reports, we reinforced our status of being the applier of firsts among credit reference institutions in the world. With Findeks, we created a channel where individuals, as well as the real sector, will benefit from our services.

When digitalization began to take more place in all aspects of our lives, as KKB, we accelerated our investments in this direction during the COVID-19 pandemic. In 2020, the most prominent of these investments was the KKB R&D Center, which we launched to

become a center that responds to changing business models with fast and continuous innovations using digital technologies.

We carried out work aimed at the development and renewal of user screens and processes of all our products, especially Findeks, in line with digital trends. In order to enrich the user experience, we launched Findeks Bilgiç, our chatbot application, on the Findeks corporate website. Findeks Bilgiç can give detailed information about individual/commercial products and packages, as well as provide guidance on individual, commercial and corporate Findeks membership transactions. Besides, it provides instant access to all the content contained at Findeks.com and allows users to quickly access contracts and documents. During this period, we also added other new functions to Findeks Mobile that will increase the prevalence of the use of the application.

At KKB, we also attach great importance to increasing awareness and transferring benefits at the corporate and individual levels towards digitalization. We support the

digitalization steps of the Turkish economy with our stakeholders such as the Credit Guarantee Fund (KGF) and the Birleşik İpotek Finansman A.Ş. and carry out highly inclusive studies aimed at improving financial literacy.

In addition, we continue to review all our processes within the scope of the Personal Data Protection Law (KVKK). By creating a data inventory, we have determined our policies and registered them at the Personal Data Protection Authority Data Controllers' Registry Information System (VERBİS). We are working together with suppliers for the process of digital transformation in light of the Personal Data Protection Law (KVKK).

Our digitalization investments continue to be appreciated by reputable organizations. Our Digital Transformation Project won the second prize in the "Digital Trailblazer" category at the IDC DX Awards 2020, while Findeks Mobile brought us Silver Sardis in the Sardis Awards "Product and Service Innovation" category.

NEW ACHIEVEMENTS, NEW AWARDS



Our digitalization investments continue to be appreciated by reputable organizations. Our Digital Transformation Project won the second prize in the "Digital Trailblazer" category at the IDC DX Awards 2020, while Findeks Mobile brought us Silver Sardis in the Sardis Awards "Product and Service Innovation" category.



Digital Transformation Journey

Through the KKB Anadolu Data Center, which is the first data center in Turkey with the “LEED Platinum” Green Building Certificate, we provide data center, emergency center and cloud services, especially for the banking and finance sectors.

43 thousand m²
Anadolu Data Center construction area

Our Anadolu Data Center operates on a 43 thousand m² of land in Ankara.



KKB Anadolu Data Center

Through the KKB Anadolu Data Center, which was constructed on a 43 thousand m² of land in Ankara and started operations at the end of 2016 after the construction works were completed, we provide a data center, an emergency center and cloud services, as well as custom-built central products and technology infrastructure services for institutions, especially for the banking and finance sectors. The Center is a LEED Platinum, Tier IV, and Environmental Management certified data center, which is Turkey's eco-friendly pioneering digital fortress thanks to its high-tech, environmental, and physical safety measures.

KKB Anadolu Data Center, which has received the title of data storage and backup center of the Turkish banking sector with the services it provides to the leading organizations of the Turkish banking and financial sectors, has been working on increasing capacity demands recently.

TRUST PROVED BY ISO CERTIFICATES



KKB Anadolu Data Center, which has received the Tier IV certificate, a high-level uptime standard, also holds the ISO 22301 Business Continuity Management System certificate in this regard. Having the ISO 27001 Information Security Management System Certificate, the Center also certified that the operations, inputs, and outputs of service management processes are managed with a consistent and constantly evolving management system approach by obtaining the ISO 20000-1 Information Technology Service Management Systems certificate in 2018. The KKB Anadolu Data Center is the first data center in Turkey with the “LEED Platinum” Green Building Certificate. In addition, the Center registers its environmental friendliness by receiving the ISO 14001 Environmental Management System certificate.



Environmental Impact Assessments

At KKB, we work to reduce the direct and indirect environmental impacts of our operations.

KKB, an institution identified with trust in the Turkish financial sector, conducts its activities at the Anadolu Data Center located in Ankara, as well as at its Istanbul Headquarters taking the environmental impact into account. KKB Anadolu Data Center, the first data center in Turkey entitled to receive the “LEED Platinum” Green Building Certificate, registers its environmental friendliness with its ISO 14001 Environmental Management System Certificate.

We also carry out all our activities at our Istanbul Headquarters, taking the environmental impact into account. We provide awareness trainings to our employees about the effective use of natural resources and implement social responsibility projects aimed at protecting the environment. In this context, as KKB, we supported the campaign organized as part of the “A Breath for the Future” social mobilization to regenerate the forests damaged by the fire in Hatay and to create a greener Turkey. In order to leave a greener legacy for the future, we donated 5,000 saplings on behalf of all KKB employees and their families as part of the campaign.

We carried out a pioneering study to evaluate our environmental performance according to measurable criteria. We became the first institution to calculate our carbon footprint and water footprint values using an end-to-end lifecycle method. The results obtained from this study show the benefit of the environmentally friendly infrastructure that we use throughout the institution, especially the systems that we use at the KKB Anadolu Data Center, in a concrete way.

GRI 103-1, GRI 103-2, GRI 103-3, GRI 302-1, GRI 302-2, GRI 302-3, GRI 302-4, GRI 302-5, GRI 303-2, GRI 305-5, GRI 306-2

Carbon and Water Footprint Measurements and Evaluations of KKB

At KKB, we work to reduce the carbon emissions of our stakeholders with our digital products and services, as well as to reduce the direct and indirect environmental impacts of our operations. Full compliance with environmental laws and regulations, reduction of energy, water and paper use, minimizing the amount of waste caused by our business processes and recycling of waste constitute the main axis of these efforts.

A reporting project was carried out to calculate the carbon footprint and water footprint values arising from the activities of KKB in 2020 and to determine the environmental benefits of uninterruptible power supply and cooling systems used in our institution compared to average technologies.

According to the project carried out by the method of life cycle analysis using the CCaLC software, the CML2001 method, and the Ecoinvent database, the annual carbon footprint of KKB was determined to be approximately 10.39 kton CO₂eq. Approximately 88% of this value is due to the activities of KKB Anadolu Data Center. Providing 10% of the electricity used in the Center from photovoltaic panels will make a significant contribution to reducing the carbon emission level.

In addition, it was found that the AHU cooling system used by the KKB, which uses outdoor air for cooling purposes, provided an 11.3% carbon emission reduction compared to common DX-type air conditioners and that the UBTD+ system used as an uninterrupted power supply also provided a 4.6% carbon emission reduction compared to other common static UPS (Uninterrupted Power Supply) systems. Thus, it was concluded that KKB stands out as a successful institution in terms of sustainability by reducing its carbon emissions by about 16% in total with the use of modern technologies.

VALUE FOR THE ENVIRONMENT



At KKB, we work to reduce the carbon emissions of our stakeholders with our digital products and services, as well as to reduce the direct and indirect environmental impacts of our operations. Full compliance with environmental laws and regulations, reduction of energy, water and paper use, minimizing the amount of waste caused by our business processes and recycling of waste constitute the main axis of these efforts.



Environmental Impact Assessments

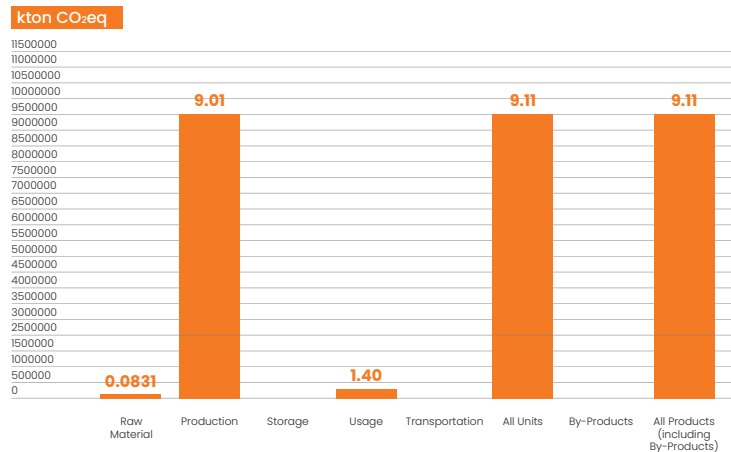
We became the first institution to calculate our carbon footprint and water footprint values using an end-to-end lifecycle method.

KKB Istanbul Office 2020 Inventory Information

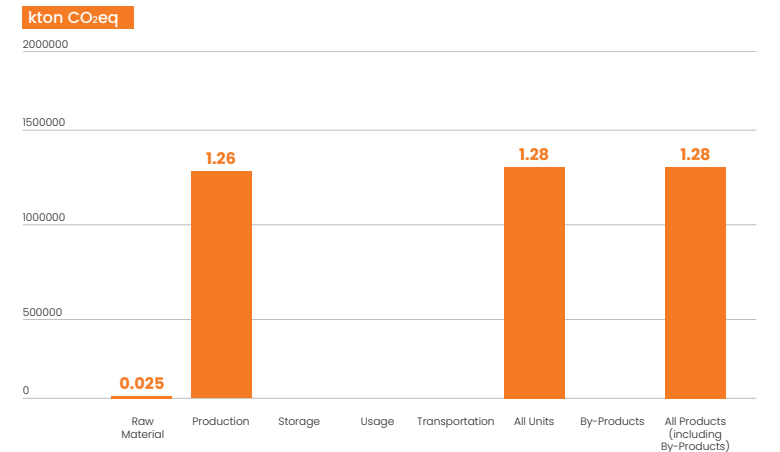
Detailed data on our carbon footprint measurements can be found in the following tables and graphs:

Inputs	2020												Yearly
	January	February	March	April	May	June	July	August	September	October	November	December	
Electricity consumption (Unit A-kWh or TRY)	138,776.1	202,987.8	214,472.9	191,130.5	169,308.2	171,405.7	188,509.9	186,496.8	174,120	168,174.4	159,733.8	181,867.5	2,146,984
Electricity consumption (Unit B-kWh or TRY)													7,729,141
Water Consumption (m³ or TRY)	246	239	85	484	1,778	205	240	263	89	115	269	232	4,245
Consumables (paper-kg)	15	15	15	15	15	15	15	15	15	15	15	15	180
Consumables (ink-kg)													0
Personal vehicle use (liter)	4,950	5,183	3,697	1,318	1,347	3,385	5,711	5,986	5,426	5,350	4,724	3,159	50,236

KKB Anadolu Data Center Annual Carbon Footprint Value



Carbon Emission Per Unit

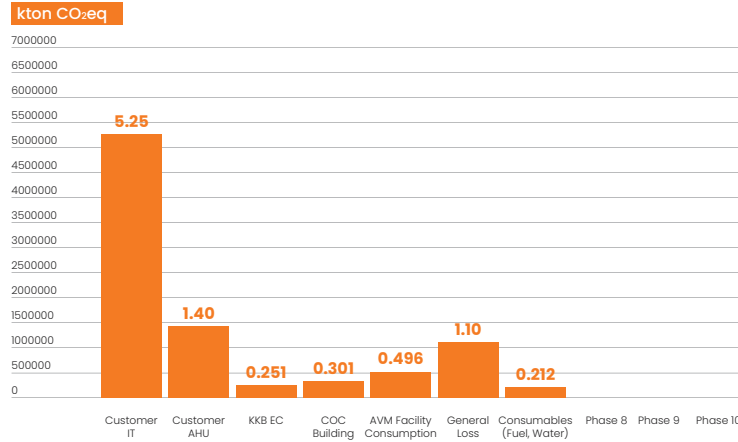




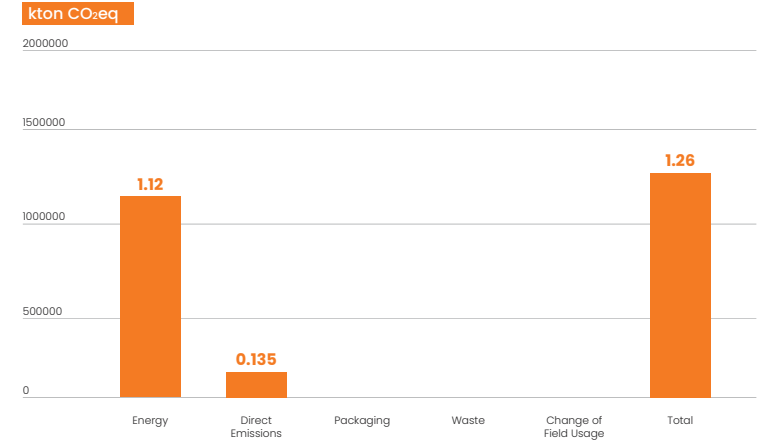
Environmental Impact Assessments

At KKB, we aim to reduce the carbon emissions and water use from our activities by 5%.

KKB Anadolu Data Center Carbon Footprint Distribution



KKB Istanbul Office Carbon Footprint Distribution



According to the CCaLC data in the project result report, the water footprint of the Istanbul office’s annual activities was $5.04 \times 10^5 \text{ m}^3$ and the water footprint of the Anadolu Data Center’s annual activities was $6.94 \times 10^4 \text{ m}^3$. 88% of the total annual water footprint of KKB, which is $5.744 \times 10^5 \text{ m}^3$, was from Istanbul offices.

According to the report, in addition, KKB reduces its total carbon footprint by about 5% thanks to the modern UPS (Uninterrupted Power Supply) and EC (Evaporative Cooling) systems it has used. A total decrease of about 700 m^3 was detected in the water footprint due to the use of UPS and EC systems.

At KKB, we plan to take corrective and remedial actions in the coming period for proposals that are determined to reduce environmental impact values within the scope of the project and aim to reduce our carbon emissions and water footprint from our activities by 5%.





Community Investments

With the voluntary participation of our employees, we undertake exclusive corporate social responsibility projects that are worthy of our corporate reputation.

1,134
project applications

In the seventh edition of the Social Innovation Project Ideas Competition "You Imagine, We Realize," we received a total of 1,134 project applications.

At KKB, we create value for Turkey with our contributions to the economy, financial and commercial life, as well as with those we do for society. As a responsible corporate citizen and with the awareness of sustainable development, we develop projects aimed at ensuring the persistence of social development. The most prominent of these initiatives since our establishment is our "You Imagine, We Realize" project, which has become one of Turkey's most important platforms in the field of social innovation with its seventh edition recently held, and our Audio Question Bank project that makes significant contributions to the creation of equal opportunities in education.

We attach great importance to the fact that our projects for social development are sustainable and long-term, as well as that they reach a wide audience. With this approach, one of the pillars of our work on the axis of digitalization, which has become increasingly important during the pandemic, has been our attempts to bring our social responsibility initiatives to the online environment. We will continue to make increasing use of the opportunities created by digitalization to ensure that the sphere of influence of the projects we are going to develop in the coming period are large and provide large participation.

You Imagine, We Realize

The interest of our youth in the "You Imagine, We Realize" Social Innovation Project Ideas Competition, which we implemented in 2013 to increase the awareness of university students about social responsibility and their sensitivity to social problems, is growing every year. We received about 10 thousand applications since the beginning of the competition, which we have brought to the social innovation line based on the requirements of the era.



Almost 2 thousand projects in the fields of environment, education, culture-arts, health, sports, financial literacy, technology, and community were submitted by university students to the seventh edition of the "You Imagine, We Realize" Social Innovation Project Ideas Competition during the application period of October 1, 2019-January 8, 2020. The First Prize in the competition, to which 1,134 projects from 132 different universities across Turkey applied, was won by the Artificial Intelligence-Based Intelligent Beehive Tracking System project.

Due to the COVID-19 pandemic, we completed the semi-final and final stages of the Social Innovation Project Ideas Competition "You Imagine, We Realize" on the digital platform. Among thousands of valuable creative ideas, projects that qualified for the top 100 joined the "back to entrepreneurs" online platform and passed the necessary steps to reach the final phase to further develop their projects. Pre-evaluation interviews with these 100 projects were conducted on our online system. The

top 10 finalists held mentoring meetings for 3 weeks with the KKB Manager assigned to them. After the mentoring phase, the videos prepared by finalists to present their projects were delivered to the jury members along with the project documentation. The jury panel, which evaluated finalist projects, consisted of İbrahim Betil, civil society volunteer; Yasemin Salih, journalist; Fügen Toksü, communication expert; Özlem Denizmen, businesswoman and social entrepreneur; Fatoş Karahasan, academician and journalist; Can Yılmaz, actor, scriptwriter, and writer, and Cem Seymen, journalist and presenter. As a result of the jury evaluation, the winners were awarded TRY 30 thousand as the first-place prize, TRY 20 thousand as the second-place prize, TRY 15 thousand as the third-place prize, and TRY 10 thousand as the special Findeks prize. Other project owners who made it to the finals received a one thousand TRY Special Jury Award and obtained a certificate after completing the entrepreneurship program.



Community Investments

We attach great importance to the fact that our projects for social development are sustainable and long-term, as well as that they reach a wide audience.

15 thousand audio questions

Almost 15 thousand questions were voice recorded so far through the Audio Question Bank.

Audio Question Bank

The “Audio Question Bank” project, which ranked first in the “Education” category of the 2016 “You Imagine, We Realize” Social Innovation Project Ideas Competition, aims to create personal, professional, and academic learning environments for the visually impaired individuals based on equality of opportunity. The project involves the transmission of updated practice tests and question banks prepared for exams such as TYT and AYT to the appropriate medium after voice recording.

We established a team of volunteering KKB employees to launch the Audio Question Bank project in cooperation with the Association of Visually Impaired in Education (EGED) and Istanbul University, Department of Library and Documentation, Unimpeded Information Center. After taking vocalization courses from EGED, KKB volunteers started to voice record question banks to be used in preparation for university admission exams. From 2017 to the end of 2019, nearly 15 thousand questions were recorded, and we delivered them to all libraries serving visually impaired individuals. One in every three visually impaired had access to the resources generated under the Audio Question Bank effort through the online e-library of the Visually Impaired Technology and Education Laboratory (GETEM) and prepared for exams.

The Audio Question Bank project also registers the social benefit it generates with the important awards it won from reputable platforms. While the Audio Question Bank project was selected as the “Most Successful Volunteering Project” by the Private Sector Volunteers Association in 2018, it received awards at the Felis Awards, organized by

MediaCat, in the categories of “Education” and “Voluntary Work for Disabled Persons” under the main heading of “Social Responsibility and Sustainability.” In 2019, the Project won the Innovation Award at the TISK Corporate Social Responsibility Awards organized by the Turkish Confederation of Employers’ Associations (TISK) and the Gold Award in the Social Responsibility Projects Communication category at the Istanbul Marketing Awards. Also in 2019, the Corporate Social Responsibility Association deemed the project worthy of the Grand Prize in the 11th edition of the awards presented to businesses contributing to sustainable development goals.

In 2020, we started infrastructure efforts to transfer content vocalized by KKB Volunteers to the digital platform. In the coming period, we will continue to support the sustainability of the project by accelerating our efforts aimed at ensuring that current question banks reach a wider target audience.

KKB Volunteering Platform

As an institution that puts social responsibility awareness at the center of all its activities, we attach great importance to implementing our projects that add value to society together with the voluntary participation of our employees. We have gathered all our corporate social responsibility projects under one roof with the KKB Volunteering platform, which we first launched on December 5, 2019, International Volunteers Day. Our KKB Volunteers, whose number is over 50, continue their activities under this platform. We also started efforts to increase the capacity of the KKB Volunteering Platform to respond to social needs and create solutions for the issues they are in contact with by transferring their work to a digital environment.

WE REMOVE OBSTACLES



In 2020, we started infrastructure efforts to transfer content vocalized by KKB Volunteers to the digital platform. In the coming period, we will continue to support the sustainability of the project by accelerating our efforts aimed at ensuring that current question banks reach a wider target audience.



Community Investments

We act with the awareness of our social responsibilities in all our activities and, as an institution, we show our social sensitivity in a way that sets an example.



KKB Running Team

Our KKB Running Team ran at the Runatolia 2020 marathon held on February 29, 2020, to raise donations for the TEMA Foundation. Our team ran all 10 km as part of the half marathon and collected donations. Every TRY 100 collected by our team contributed to a child's participation in the Forest Ecosystem Nature Education and the creation of a Children's Memorial Forest.



A Breath for the Future Forestation Campaign

At KKB, we supported the campaign as being a part of the "A Breath for the Future" social mobilization to regenerate the forests damaged by the fire in Hatay in 2020 and to create a greener Turkey. In order to leave a greener legacy for the future, we have donated 5,000 saplings on behalf of all our employees and their families as part of the campaign.



Prevent Alzheimer's Disease, Keep the Children Warm

The first project of the KKB Volunteering platform was the "Prevent Alzheimer's Disease, Keep the Children Warm" project, which was the 2019 winner of the "You Imagine, We Realize" competition. The project aims to raise awareness about Alzheimer's disease with knitting activities to slow down its course and to deliver knitted products to children in Ağrı to help them keep warm. The project was launched in January 2020, and just in one month, approximately 200 scarves, winter hats, jumpers, and socks were knitted and delivered to the children in Ağrı by 26 KKB Volunteers.

5,000

saplings donation

We have donated 5,000 saplings on behalf of all our employees and their families due to the fire in Hatay in 2020.



GRI Content Index

“For the Materiality Disclosures Service, GRI Services reviewed that the GRI content index is clearly presented and the references for Disclosures 102-40 to 102-49 align with appropriate sections in the body of the report.”

This report has been prepared in accordance with the GRI Standards: Core option.



GRI Standard	Disclosure	Page Number/Direct Source	Reason of Omission
GRI 101: Foundation 2016			
General Disclosures			
Corporate Profile			
GRI 102: General Disclosures 2016	102-1	Kredi Kayıt Bürosu A.Ş.	
	102-2	About KKB, p. 8	
	102-3	Barbaros Mah. Ardiç Sok. Varyap Meridian F Blok Ataşehir-Istanbul-TURKEY	
	102-4	Sustainability Material Topics, p. 20	
	102-5	About KKB, p. 8 - Solid Shareholding Structure p. 10	
	102-6	About KKB, p. 8	
	102-7	About KKB, p. 8 - Key Operational Indicators, p. 14 - Human Resources, p. 33-34	
	102-8	Human Resources, p. 33-34	
	102-10	There are no significant changes in the reporting period.	
	102-11	Sustainability Material Topics, p. 20 - Risk Management, p. 25-26	
	102-12	Sphere of Influence and Stakeholders, p. 21	
	102-13	Sphere of Influence and Stakeholders, p. 21	
	Strategy		
GRI 102: General Disclosures 2016	102-14	Letter from the Chairman, p. 16 - Letter from the General Manager, p. 17-18	
	102-15	Letter from the Chairman, p. 16 - Letter from the General Manager, p. 17-18	
Ethics and Integrity			
GRI 102: General Disclosures 2016	102-16	Vision, Mission and Strategies, p. 11 - Corporate Values, p. 15	
	102-17	Regulatory Compliance, Legal Affairs and Operations, p. 24	



GRI Content Index

GRI Standard	Disclosure	Page Number/Direct Source	Reason of Omission
Governance			
GRI 102: General Disclosures 2016	102-18	Sustainability Organization, p. 19 - Organizational Structure, p. 22 - Corporate Governance and Committees, p. 23	
	102-19	Sustainability Organization, p. 19	
	102-20	Sustainability Organization, p. 19	
	102-21	Sustainability Organization, p. 19	
	102-22	KKB Annual Report 2020 - (https://www.kkb.com.tr/Resources/ContentFile/5500/kkbfaaliyetraporu2020.pdf)	
	102-23	KKB Annual Report 2020 - (https://www.kkb.com.tr/Resources/ContentFile/5500/kkbfaaliyetraporu2020.pdf)	
	102-26	Corporate Governance and Committees, p. 23 - KKB Annual Report 2020 - (https://www.kkb.com.tr/Resources/ContentFile/5500/kkbfaaliyetraporu2020.pdf)	
	102-27	Sustainability Organization, p. 19	
	102-29	Sustainability Organization, p. 19 - Sustainability Material Topics, p. 20	
	102-30	Risk Management, p. 25-26	
	102-31	Sustainability Organization, p. 19	
102-33	Sustainability Organization, p. 19		
Stakeholder Engagement			
GRI 102: General Disclosures 2016	102-40	Sphere of Influence and Stakeholders, p. 21	
	102-41	We do not have any employees covered by the collective bargaining agreement.	
	102-42	Sphere of Influence and Stakeholders, p. 21	
	102-43	Sphere of Influence and Stakeholders, p. 21	
	102-44	Sustainability Material Topics, p. 20	



GRI Content Index

GRI Standard	Disclosure	Page Number/Direct Source	Reason of Omission
Reporting			
GRI 102: General Disclosures 2016	102-45	Sustainability Material Topics, p. 20	
	102-46	Sustainability Material Topics, p. 20	
	102-47	Sustainability Material Topics, p. 20	
	102-48	This report that is prepared for 2020 period is the first sustainability report of the institution.	
	102-49	This report that is prepared for 2020 period is the first sustainability report of the institution.	
	102-50	January 1, 2020 - December 31, 2020	
	102-51	This report that is prepared for 2020 period is the first sustainability report of the institution.	
	102-52	Annual	
	102-53	Sustainability Organization, p. 19	
	102-54	Sustainability Material Topics, p. 20	
	102-55	GRI Content Index, p. 43-47	
	102-56	The report has not obtained any external assurance.	
GRI 200: Economic Standards Series			
Indirect Economic Impacts			
GRI 103: Management Approach 2016	103-1	Vision, Mission and Strategies, p. 11 - Sustainability Material Topics, p. 20	
	103-2	Vision, Mission and Strategies, p. 11 - Product Management and Development, p. 28 - Value-Based Products and Services, p. 29-30, Findeks, p. 31 - Digital Transformation Journey, p. 35	
	103-3	Vision, Mission and Strategies, p. 11 - Product Management and Development, p. 28 - Value-Based Products and Services, p. 29-30, Findeks, p. 31 - Digital Transformation Journey, p. 35	
GRI 203: Indirect Economic Impact 2016	203-1	Product Management and Development, p. 28 - Value-Based Products and Services, p. 29-30, Findeks, p. 31 - Digital Transformation Journey, p. 35	
	203-2	Product Management and Development, p. 28 - Value-Based Products and Services, p. 29-30, Findeks, p. 31 - Digital Transformation Journey, p. 35	



GRI Content Index

GRI Standard	Disclosure	Page Number/Direct Source	Reason of Omission
GRI 300: Environmental Standards Series			
Energy			
GRI 103: Management Approach 2016	103-1	Sustainability Material Topics, p. 20 - Environmental Impact Assessments, p. 37-39	
	103-2	Environmental Impact Assessments, p. 37-39	
	103-3	Environmental Impact Assessments, p. 37-39	
GRI 302: Energy 2016	302-1	Environmental Impact Assessments, p. 37-39	
	302-2	Environmental Impact Assessments, p. 37-39	
	302-3	Environmental Impact Assessments, p. 37-39	
	302-4	Environmental Impact Assessments, p. 37-39	
	302-5	Environmental Impact Assessments, p. 37-39	
Water Consumption			
GRI 103: Management Approach 2016	103-1	Sustainability Material Topics, p. 20 - Environmental Impact Assessments, p. 37-39	
	103-2	Environmental Impact Assessments, p. 37-39	
	103-3	Environmental Impact Assessments, p. 37-39	
GRI 303: Water 2016	303-1	Environmental Impact Assessments, p. 37-39	
	303-2	There are no resources that are significantly affected by KKB operations.	
Emissions			
GRI 103: Management Approach 2016	103-1	Sustainability Material Topics, p. 20 - Environmental Impact Assessments, p. 37-39	
	103-2	Environmental Impact Assessments, p. 37-39	
	103-3	Environmental Impact Assessments, p. 37-39	
GRI 305: Emissions 2016	305-1	Environmental Impact Assessments, p. 37-39	
	305-2	Environmental Impact Assessments, p. 37-39	
	305-3	Environmental Impact Assessments, p. 37-39	
	305-4	Environmental Impact Assessments, p. 37-39	
	305-5	Environmental Impact Assessments, p. 37-39	
Waste			
GRI 103: Management Approach 2016	103-1	Sustainability Material Topics, p. 20 - Environmental Impact Assessments, p. 37-39	
	103-2	Environmental Impact Assessments, p. 37-39	
	103-3	Environmental Impact Assessments, p. 37-39	
GRI 306: Waste 2016	306-2	Environmental Impact Assessments, p. 37-39	



GRI Content Index

GRI Standard	Disclosure	Page Number/Direct Source	Reason of Omission
GRI 400 Social Standards Series 2016			
Employment			
GRI 103: Management Approach 2016	103-1	Sustainability Material Topics, p. 20 - Human Resources, p. 33-34	
	103-2	Human Resources, p. 33-34	
	103-3	Human Resources, p. 33-34	
GRI 401: Employment 2016	401-1	Human Resources, p. 33-34	
Training and Education			
GRI 103: Management Approach 2016	103-1	Sustainability Material Topics, p. 20 - Human Resources, p. 33-34	
	103-2	Human Resources, p. 33-34	
	103-3	Human Resources, p. 33-34	
GRI 404: Training and Education 2016	404-1	Human Resources, p. 33-34	
	404-2	Human Resources, p. 33-34	
Equal Opportunity and Diversity			
GRI 103: Management Approach 2016	103-1	Human Resources, p. 33-34	
	103-2	Human Resources, p. 33-34	
	103-3	Human Resources, p. 33-34	
GRI 405: Diversity and Equal Opportunity 2016	405-1	Human Resources, p. 33-34	
	405-2	There is no gender gap in the institution's remuneration policy.	
Information Security			
GRI 103: Management Approach 2016	103-1	Sustainability Material Topics, p. 20 - Risk Management, p. 25-26	
	103-2	Risk Management, p. 25-26	
	103-3	Risk Management, p. 25-26	
GRI 418: Customer Privacy 2016	418-1	Risk Management, p. 25-26, Digital Transformation Journey, p. 35	
Material Topics That Are Not Covered by the GRI Standards			
Innovation and Digital Transformation			
GRI 103: Management Approach 2016	103-1	Sustainability Material Topics, p. 20 - Digital Transformation Journey, p. 35	
	103-2	Digital Transformation Journey, p. 35	
	103-3	Digital Transformation Journey, p. 35	



Contact

Commercial Title: KKB Kredi Kayıt Bürosu A.Ş.

Trade Registry No.: 329148-276730

MERSIS Number: 0564-0004-2270-0011

Address: Barbaros Mah. Ardıç Sok. Varyap Meridian F Blok Ataşehir-Istanbul-TURKEY

Anadolu Kurumlar T.O. - 564 000 4227

Phone: +90 216 579 29 29

Fax: +90 216 455 45 36

Website: www.kkb.com.tr

Call Center

444 99 64 – info@kkb.com.tr

Proudly produced by **FİNAR**.
www.finarkurumsal.com

Our report has been prepared digitally and has not been printed.