Allianz

INTEGRATED
REPORT

Allianz Türkiye

Integrated Report

2021



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ABOUT THE REPORT

(102-1, 102-45, 102-46, 102-49, 102-50, 102-53, 102-54)

We shared the Allianz Türkiye 2021 Integrated Report, our third integrated report, the consolidated performance of Allianz Sigorta A.Ş., Allianz Hayat ve Emeklilik A.Ş., and Allianz Yaşam ve Emeklilik A.Ş., including the period from 1 January 2021 to 31 December 2021, in a manner that complements the annual reports published by these companies.

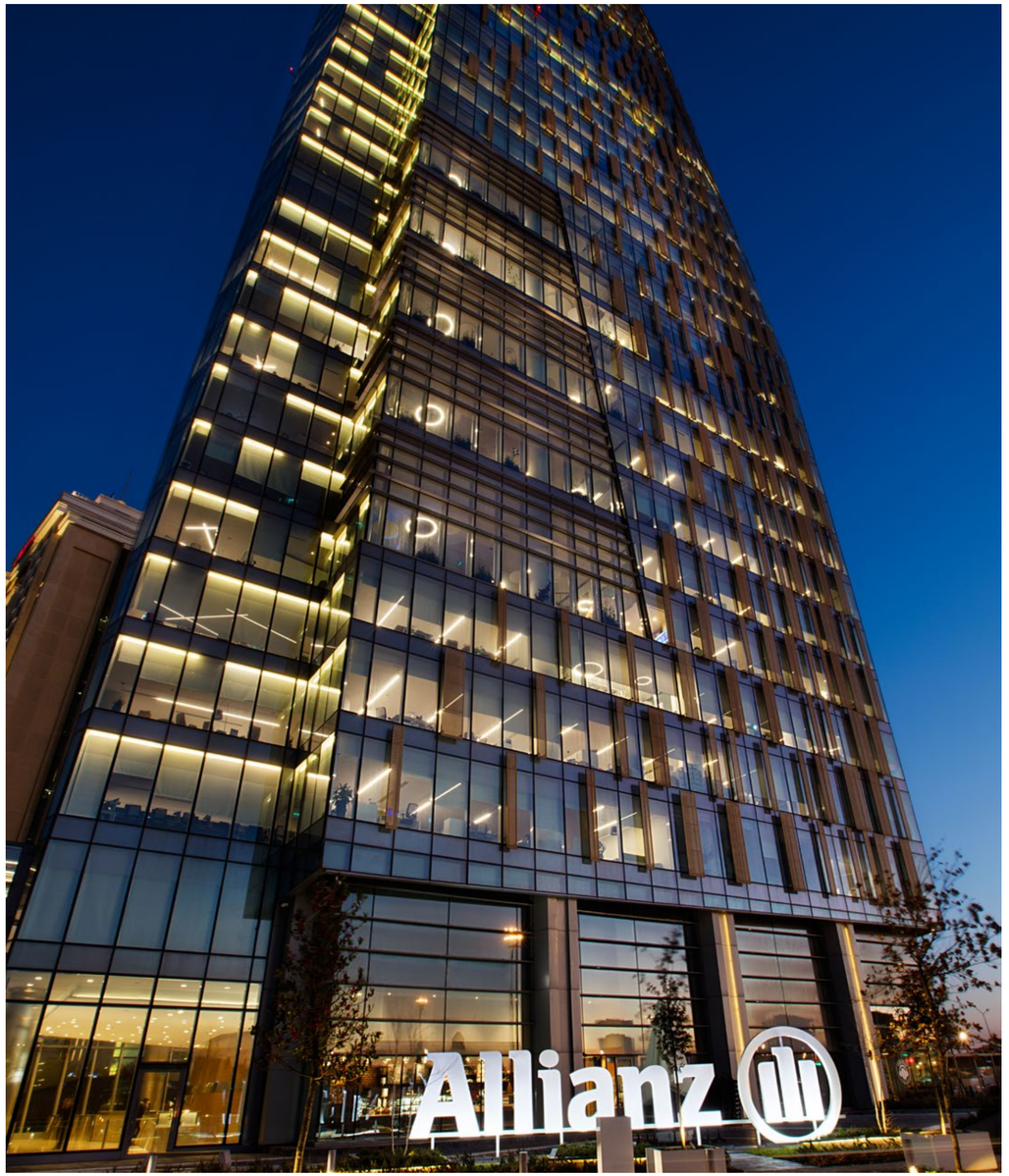
We have prepared our report in accordance with the International Integrated Reporting Framework proposed by the International Integrated Reporting Council (IIRC) and the GRI Standards: Core option published by the Global Reporting Initiative (GRI) (see GRI Content Index, p.97). While creating the contents of the report, we also used GRI Standards Financial Services Sector Supplement and the Sustainability Accounting Standards Board (SASB)'s Insurance Industry Guidelines. Within the scope of this report, which contains our Global Compact Progress Report, we also included our contribution to the United Nations Sustainable Development Goals (SDGs) (see Our Contribution to Sustainable Development Goals, p.30

Allianz Türkiye Annual Reports are available at **https://www.allianz.com.tr/tr_TR/hakkimizda / bilgilendirme-ve-raporlar/faaliyet-raporlari.html**. Financial data marked with √ in our Sustainable Value Creation Model are received from Allianz Türkiye annual reports. You can send any feedback, suggestions, and complaints regarding our report to Allianz Türkiye's Corporate Responsibility and Sustainability Department through the following e-mail address: **sorumluluk.surdurulebilirlik@allianz.com.tr**.

WHAT'S NEW IN THIS REPORT?

We tried to address the risks and opportunities created by climate change more extensively in 2021 Integrated Report. In this context, we have included our performance within the scope of Task Force on Climate-Related Financial Disclosures (TCFD) Reporting in our report. Another recent feature in 2021 was that we shared Stakeholder Capitalism metrics. We also included the opinions obtained from the stakeholders in the relevant sections of the report. We further included the case studies for the recent practices within the content of the report.

In our report which is subject to external audit, we continue to share the pioneering sustainable value we create in our processes as a company. Moreover, we highlighted and shared our applications, products, and services that we have implemented as a financial institution to realize a greater transformation. You can follow our applications, products, and services that contribute to this transformation with the icon on the side throughout the report.



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HIGHLIGHTS OF 2021

GOOD ENVIRONMENT

While maintaining our support for combating climate change and low carbon economy thanks to the sustainable products and services we launched, we exercise utmost care to minimize the environmental impacts due to our operations.

According to 2020

We reduced the greenhouse gas emissions per employee by **37.7%**.

We reduced our water consumption per employee by **15%**.

We reduced our paper consumption per policy issued by **6.9%**.

We redesigned the house insurance product **"My Home"** as a sustainable product.

We donated **15.417** saplings.

We donated our electronic waste to TEGV's "**Donate Don't Dump**" campaign by performing digital cleanup on World Cleanup Day.



Our renewable energy utilization ratio hit **57%**.



Thanks to renewable energy investments, the rate of energy produced within our organization reached the level of **3%** in our total consumption.

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GOOD SOCIETY

In 2021, YouTube Channel of Allianz Motto Music was watched for about **921,226 million hours**, while reaching **8.1 million** unique views.



As part of the Allianz Motto Movement, we provided training for **9,273 hours** in total to **708 children from 21 provinces** in 2021.

In cooperation with Allianz Teknik and TEGV we provided hands-on training on earthquakes to **81 children from 5 provinces**.

In 2021, we performed a total of **8,816 hours** of volunteering activities

At Allianz World Run, as a team we ran **39,874 km**.

As Allianz Türkiye Corporate Running team, we collected donations of a total amount of **₺ 70,000** on behalf of many non governmental organizations in 43rd Istanbul Virtual Marathon.

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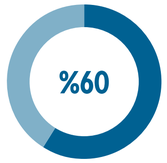
We provided **131,692-person*hours** of training to our employees.



The number of new business ideas submitted to the Internal Entrepreneurship Program was **72**.



With our Healthcare Hotline Dr. Allianz Health, we provided services to a total of **48,921 customers**.



Female employees in our total workforce accounted for **60%**.



We are the **market leader** in all areas in the Net Promoter Score.



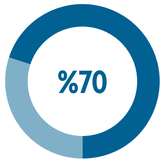
The total amount of our risk management investment support was **₺ 550,000**.



The number of downloads for our mobile app My Allianz was **757.414**.



Female employees among executives accounted for **44%**.



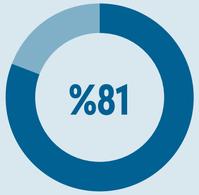
Agile transformation ratio hit **70%**.



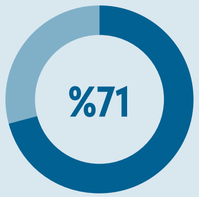
We generated a revenue of more than **₺ 72.6 million** from sustainable solutions.



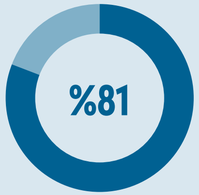
We launched the **#HERo** program to promote gender equal working culture.



Our Employee Engagement Index Score was 81%.



Our Work Well Index score was 71%.



Our Performance Culture Index score was 81%.

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Allianz Group
at a Glance



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ALLIANZ GROUP IN FIGURES

With over 100 million customers worldwide, Allianz Group is one of the largest and most reputable financial groups in the world. Allianz delivers an extensive range of products and services to its customers. Allianz Group strives to be a reliable, profitable, and sustainable corporation that benefits all of its stakeholders.



Oliver Bäte
CEO
Allianz SE

126 million customers

We operate in **70+** countries

Euro 148.5 billion in total revenue.

155K+ employees

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CORPORATE STRATEGY

Allianz Group aims to be the most reliable world-wide financial service provider and a global leader of sustainability. The group intends to be a shareholder that adopts responsible, reliable, sustainable and financially strong business models for all stakeholders. “We Secure Your Future” is our corporate objective that directs all our activities.

Allianz has defined the following objectives for our medium-term strategy, building on the success of the efforts to simplify the company, with the motto ‘Simplicity at Scale’:

Outperform: We seek to move ahead of our competitors, both traditional businesses and disruptors, to drive profitable growth.

Transform: We seek to become simpler and deeply digital, and to put - in addition to the customer - scalability at the heart of our actions.

Rebalance: We seek to build leading positions in large, profitable, and fast-growing geographies as well as in new areas of business. An increased focus will be placed on an organic rebalancing of the business mix.

To realize our growth ambition and accelerate our value creation, Allianz has identified five additional strategic areas of focus:

- Transforming the Life/Health and Asset Management franchise
- Expanding our Property & Casualty leadership position
- Boosting growth through scalable platforms
- Deepening the global vertical integration and execution of agility
- Reinforcing capital productivity and resilience

ALLIANZ
Purpose: We Secure Your Future

ACTIVITIES

Insurance	Asset Management	Corporate and other
Insurance products that protect customers from a wide range of risks.	Responsibly invest assets that mitigate risks and seize opportunities.	Embed sustainability to deliver value for all of the stakeholders.

SUSTAINABILITY APPROACH

Climate approach	Allianz as an organization
Social approach	Allianz as a financial institution
Governance integration approach	

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SUSTAINABILITY STRATEGY

Allianz Group supports transformation towards sustainable economies and societies. In line with this insight, Allianz's target is to integrate sustainability in all processes and maintain the its effect. Listening to its stakeholders and making a point of understanding their concerns, Allianz Group intends to fulfill the expectations of the stakeholders with its activities. Since many issues regarding sustainability require global action beyond the borders of the company, cooperation and partnerships are featured to create effect.

Three UN Sustainable Development Goals are prioritized to provide guidance for the integration of sustainability within Allianz. Social, environmental and economic change are addressed with these sustainability focuses:

- Decent work and economic growth (SDG 8) is in compliance with the following desire of Allianz "to be a reliable partner to protect and enhance the most valuable assets of the stakeholders;
- Climate action (SDG 13) is in compliance with net-zero commitments of Allianz by 2050 and Net-Zero Alliances;
- Partnerships for targets (SDG 17) are in compliance with belief of Allianz regarding the requirement to cooperate with public/ private sector and their counterparts to improve sustainability.
- Environment (E) - Climate perspective / Focus on SDG 13
- Social (S) - Social perspective / Focus on SDG 8
- Governance (G) - Sustainability integration perspective

INTEGRATION OF SUSTAINABILITY

Allianz Group increased the importance of sustainability at its agenda in 2021 in line with its intention to ensure overall integration. Allianz SE Board of Directors is ultimately responsible for any issues regarding sustainability and it is supported by Sustainability Board. Throughout 2021, Allianz established a Sustainability Committee within the Group Central Global Sustainability and Supervisory Board in order to ensure the integration and implementation of Sustainability Strategy. Overall integration of sustainability within Allianz, as an organization, and all business fields (insurance, investments, asset management) has also the same level of importance. Different functions are responsible for directing towards sustainability strategies and actions. Global Sustainability directs, coordinates and supports the functions and the active groups for the active integration of strategic sustainability perspective and policies of the group with their strategies and activities. Performance regarding sustainability has also been integrated in wage systems through the relevant targets that encourage the board members to act and decide in accordance with E, S and G priorities.



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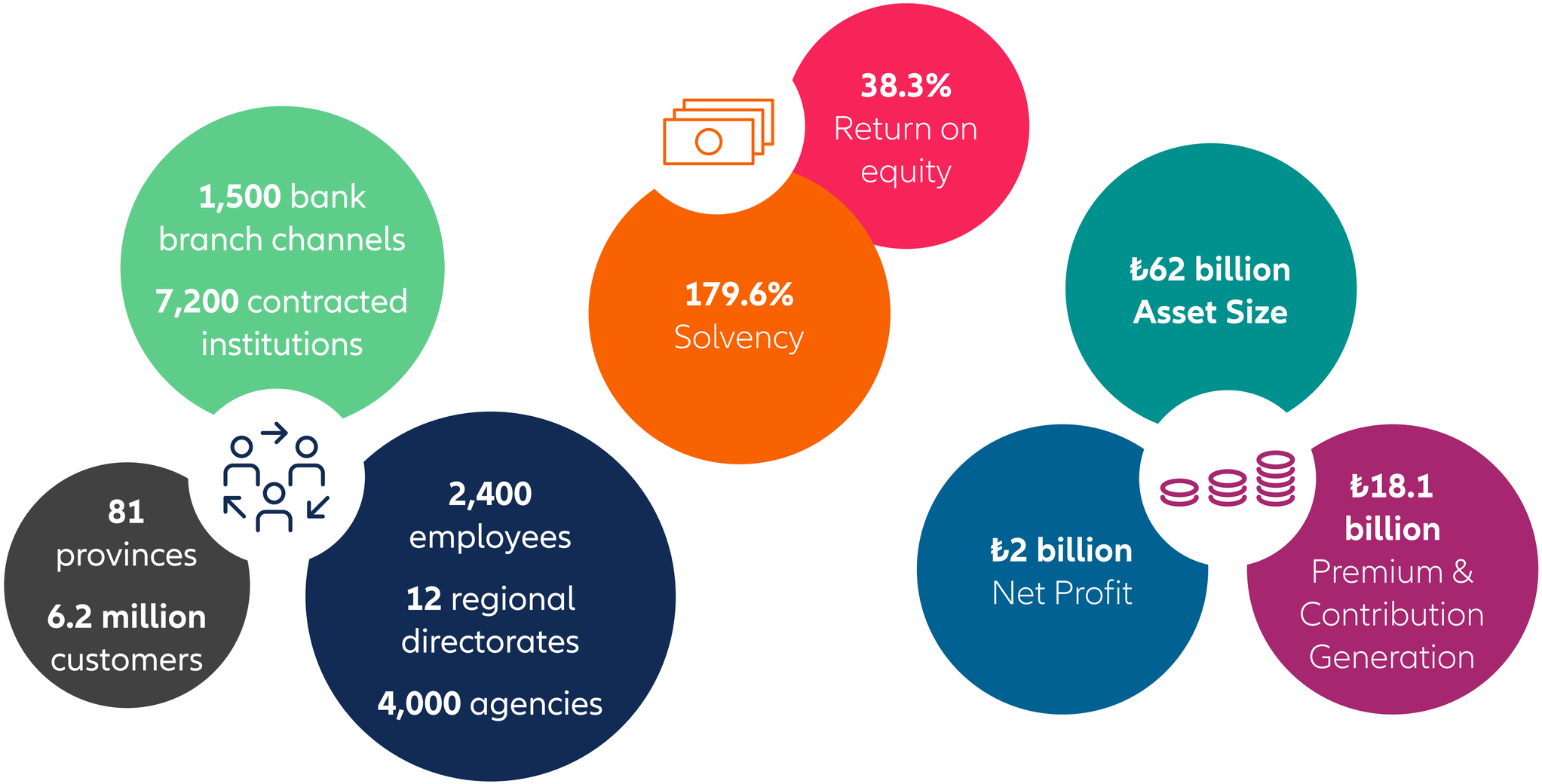
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ALLIANZ TÜRKİYE IN FIGURES

(102-6, 102-7)

Allianz Group maintains its activities in Türkiye under the roof of Allianz Türkiye. Allianz Sigorta A.Ş., Allianz Hayat ve Emeklilik A.Ş. and Allianz Yaşam ve Emeklilik A.Ş. are included within Allianz Türkiye.



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MESSAGE FROM THE CEO

(102-14)



At Allianz Türkiye, we believe making all our stakeholders feel our raison d'être "We Secure Your Future" at all times, and thinking, as an organization, about the future of our world, the future generations, are part of our essential responsibilities.

Dear Stakeholders,

COVID-19 pandemic which hit the whole world led to significant changes in the lives of individuals as well as the operation of organizations, not to mention the crisis it caused on the healthcare front. In 2021, when the negative effects of the pandemic on human health eased somewhat, the effects of different variants of the virus continued to pose a threat.. The rising levels of awareness created by the pandemic and reinforced by a string of natural disasters underlined once again the importance of individual and organizational efforts on environment and climate.

In particular, the global climate crisis, rapid depletion of natural resources, and potential crises associated with global warming are expected to cause even more suffering worldwide. Wildfires, extreme heatwaves and cloudbursts leading to flooding are the news around the globe, while extreme weather events are associated with new records every day. The climate crisis, the effects of which we have started to feel more and more recently, makes it inevitable that we do more than our part. The concept of growth, which until now has been expressed in numbers, has gone beyond its economic meaning. All the steps we have been taking to leave a habitable world to future generations are now considered as the foundations of growth.

At Allianz Türkiye, we believe making all our stakeholders feel our raison d'être "We Secure Your Future" at all times, and thinking, as an organization, about the future of our world, the future generations, are part of our essential responsibilities. We aim to go beyond our pioneering role in our industry, and to contribute to the transformation of the ecosystem we operate in as a financial institution, through our own transformation.

At Allianz Türkiye, we are elated and feel our hard-earned pride with publishing our third integrated report containing data which went through external audit.

On the sustainability journey we embarked on in 2016, we became the first company in our industry to devote a dedicated team to this matter, setting up related committees, formulating a strategy, and starting work in line with that strategy, culminating in the publication of a GRI-based sustainability report. Our annual reports show us our leadership on a significant change in a very short time frame, as we dared to take this journey.

We support the fight against climate change and the low carbon economy for a better environment, and continue to invest in future generations for the interests of the society. To be a better organization, we focus on business ethics, transparent and agile governance, sustainable solutions, ESG integration, and risk management coupled with business strategy. Through our focus on these priority areas, we intend to create value for global solidarity, by ensuring that every effort we make serves the sustainable development goals named by the United Nations in connection with 'Climate Action', 'Decent Work and Economic Growth', 'Gender Equality', 'Quality Education', and 'Good Health and Well-Being'.

After publishing GRI-based Allianz Turkey 2019 Integrated Report, as a first among non-public corporations and in the insurance industry, the next year we published our second integrated report which stood out once again, with non-financial data in the report undergoing independent external audit. Now, we are once again rightfully proud and happy with publishing Allianz 2021 Integrated Report, which again underwent comprehensive external audit. Now, the report is even more extended with the inclusion of Stakeholder Capitalism Indicators and Task Force on Climate-Related Financial Disclosures (TCFD) reporting as well.

As of year 2020, we began to put ESG's environmental, social and governance layers to the center stage of our business, given our aim, as a financial institution, to contribute to the transformation of our ecosystem. To support this process and to take even more daring decisions for the future, as of January 2021 we moved our sustainability committee to the executive board level.

Allianz Turkey is a very big family, with 6.2 billion customers, 2,400 employees, 4 thousand agents, and 7,200 contracted entities in 81 provinces. As an organization standing out with 18.1 billion liras premium production and contribution figure, assets worth 62 billion liras, and 179.6 percent capital adequacy, we are engaged in many value creating projects and activities.

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Maintaining our pace of progress with our climate-related goals.

Allianz Group is working hard to set long-term climate goals throughout its operations and lines of business, in line with the 1.5°C target set in Paris Climate Agreement. At Allianz Türkiye, our goals are also directly tied to the goals of the larger Allianz Group. Our environment-related performance is embraced by the highest echelons of our company. As a financial institution, for a better environment we manage the risks created by climate change, and insure business models serving a low-carbon economy. We embraced the net zero carbon principle for the private sector bonds we invest our own assets into. We are trying to curb our claims processes' negative effects on the environment. As part of our policy production processes, we do not insure and do not provide policy renewals for coal businesses since 2018 within the framework of Allianz Group's Climate Change Program. We assess 13 sensitive areas of business in the light of secondary criteria, and refrain from extending coverage for businesses which are harmful for the environment and the ecosystem. The facts that our overall revenues from sustainable solutions supporting renewable energy and aiming to prevent pollution reached ₺ 72.6 million, and that we redesigned our home insurance product "Yuvam" as a sustainable one give us the will to do more.

As an organization, we are striving to reduce our environment footprint. We are ever closer to our goal of supplying the energy for our operations from 100 percent renewable sources by the year 2023. In 2021, the ratio rose to 57 percent. According to our data for 2021, we reduced our paper consumption per person by 6.9 percent, carbon emissions per person by 37.7 percent, energy consumption by 29.2 percent, and water consumption by 15 percent compared to figures for 2020. Our waste consumption per person, however, increased by 131 percent, due to pandemic-related measures. Our aim to reduce our greenhouse gas emissions by year 2025 was 30 percent. We revised that figure upwards, to 50 percent.

We are engaged in investments focusing on people, creating value for future generations, for common good.

During the pandemic, when the sports fields were closed, we moved Allianz Motto Movement, to digital platforms. It is our social responsibility program to contribute to healthy growth of children, with physical activities and sports, in cooperation with Aegean Modern Education Foundation, Koruncuk Foundation, and Education Volunteers Foundation of Turkey. In 2021, we provided approximately 10 thousand hours of trainings to more than 700 kids from 21 provinces. Through a cooperation between Turkey's first accredited earthquake and fire testing and training center Allianz Teknik, and TEGV, we launched the project Allianz Teknik Meets Children. We believe in the major role arts play in reinforcing cultural bonds in the society. We are among the sponsors of Istanbul Modern, and Istanbul Biennale organized by IKSV, in the board of trustees of which we sit. We are also continuing to support the Music for Peace Foundation, Ayvalık International Music Academy, Youth Philharmonic Orchestra of Turkey, and young musician Kaan Baysal.

Our YouTube channel Allianz Motto Music, the viewing time of which reached approximately 1 million hours, with more than 8 million hours of unique views in 2021, continues to serve as a means through which we support authentic art content since 2015. We also help our colleagues have a taste of art all the time through Allianz Turkey Collection and the Sanat@Allianz platform.

We devoted approximately 9 thousand hours to our corporate volunteering activities, which moved mostly to the digital plane in 2021. The amount of donations Allianz Turkey Corporate Running Team –comprised of our colleagues and agents– collected in various charity races through a period of 4 years reached approximately 620 thousand liras.

We made donations to AKUT, HAYTAP and TEMA, as part of the efforts to combat the forest fires which hit our country from 28 July, 2021 on. The fire helicopter campaign under the leadership of WWF Turkey also received our support.

With a solid awareness of the importance of being a part of global and local networks of solidarity, we are among the signatories of United Nations Global Compact and the Women's Empowerment Principles since 2016. In 2021, we also put our signature under the Business Plastics Initiative.

We increased the number of our agile teams from 43 to 86 within the framework of the agile transformation. Our Work Well Index score reached 71 percent, while our Inclusive Meritocracy Index and Employee Engagement Index scores reached 81 percent. With Allianz Turkey Academy, we provided more than 130 thousand hours of trainings to our team members, and more than 190 thousand hours of trainings to approximately 29 thousand agency personnel.

Our Minding Diversity Team continues our efforts to become an organization where discrimination does not have a place, in the light of our human resources policy. As an organization where women comprise for 60 percent of employees, we implemented the #HERo program on the international women's day, to encourage gender-neutral work culture.

As a first in our industry, we provided a total of 550 thousand liras in investment support to 30 clients in the form of risk amelioration investment support, so as to help reduce the risks. In 2021, total download count of Allianz mobile app hit nearly 760 thousand. We lead the market in all aspects of the net promoter score.

Allianz Turkey 2021 Integrated Report revealed once again that, every step at Allianz Turkey is taken with the awareness of our responsibility to leave a better world for the future. We would like to voice our gratitude to all our stakeholders, including but not limited to our employees, who helped us in preparing this report.

Yours respectfully,

Tolga Gürkan

CEO

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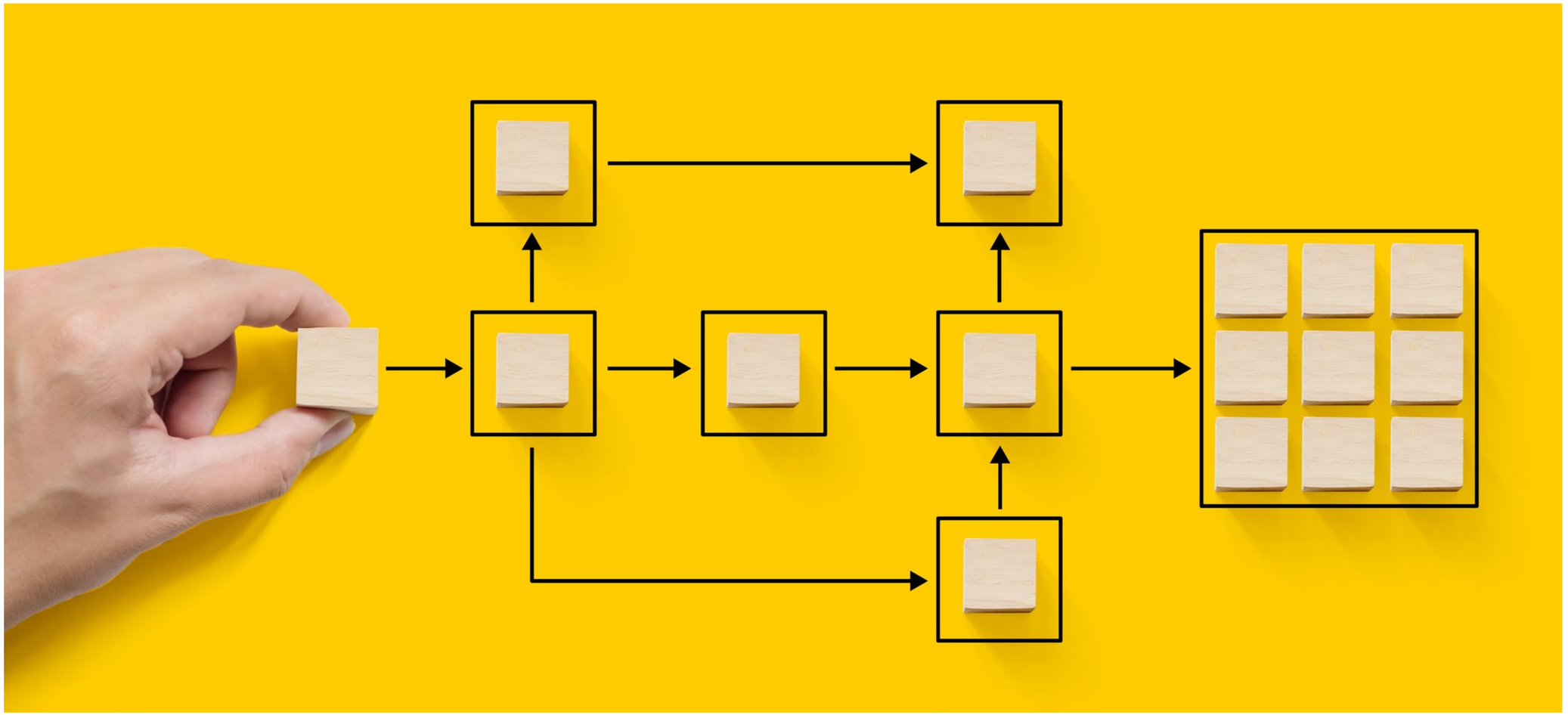
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BUSINESS MODEL

We offer our customers a broad portfolio of insurance and pension products that protect them from risks. Our products include motor insurance, health insurance, private pension plans, home and workplace insurance, and life insurance;

We offer our products and services to our customers through our 3 companies operating in Türkiye: Allianz Sigorta, which operates in elementary insurance; Allianz Hayat ve Emeklilik and Allianz Yaşam ve Emeklilik, which operate in life insurance and pension branches.

You can visit **www.allianz.com.tr** for details of our products and services.



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ENVIRONMENT WHERE WE OPERATE, RISKS AND OPPORTUNITIES

(102-11,102-15)

2021 was a year in which many developments with social and economic dimensions were experienced such as the continuation of Covid-19 pandemics with different variants, increase in inflation as a result of demand and supply gap, problems encountered in global supply chain and increasing energy costs. Withdrawal of the military force of United States of America from Afghanistan, German Chancellor Angela Merkel's ending her political career and the increasing tension between Russia and Ukraine came to the forefront as significant political developments.

All these developments bring along change in global risk orders. As required by the sector in which we operate, we consider and attach great importance on the risk management issue, foresee the global risks and expectations for the sector with a long-term perspective and develop solutions with correct analysis.

COVID-19 PANDEMIC AND EPIDEMICS

Although a period of recovery and transition to "new normal" have been experienced thanks to precautions exercised as part of the fight against the pandemic, restrictions and high vaccination rates; recent variants, mainly Delta and Omicron, led the pandemic to be at the top of the global agenda. Fluctuations experienced in economic field due to pandemic and the interruptions in supply chain continued. The negative effects of the pandemic were also felt in the insurance industry. Increasing inflation in the pandemic period caused increases in medical costs and posed risks for insurance industry.

In addition to this, according to Swiss Re Sigma Report, a new period started with pandemic in which health consciousness awareness regarding health insurance increased and such awareness encouraged the consumers to buy new or additional insurance products

As Allianz Türkiye, we continued to provide services and generate solutions for our customers through the digital platforms, which replaced face- to-face communication and that enabled almost al customer communication in the pandemic period.

Please find our activities in this respect at "Customer Orientation" section.



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RECESSION IN GLOBAL ECONOMY

Although global economy was in a recovery period 2021, the recession period started with the rise of Covid-19 variants. In addition, tribulations were experienced to fulfill consumer demand, which increased very swiftly with both the acceleration in vaccination activities and the gradual normalization process. Leading to supply interruptions which lasted longer than expected, pandemic caused increase in inflation in many countries. In addition to supply problems, decreasing labor force, increasing debt and income inequality, increase in food and energy costs had adverse impacts on the national economies and the consumers.

Allianz Türkiye's risk management strategy and internal control systems have been established to minimize the possible negative effects of risks on financial performance. Various measurement, limitation, monitoring, and reporting methods are determined in accordance with each risk type, and the results of the evaluation are regularly discussed at the Risk Committee. Also, the Board of Directors reviews investment policies at least once a year and takes decisions on general policies. At Allianz Türkiye, we also contribute to social development with the social responsibility projects carried out. You can find our activities in this regard in the "Good Society" section.

COMBATING CLIMATE CHANGE AND NATURAL DISASTERS

The risks regarding climate change and natural disasters rank firs in many global risk perception actions. The World Economic Forum's Global Risk Report 2022 lists natural disasters as the second most likely risks to occur in the next 2 years. Allianz Risk Barometer, on the other hand, ranks natural disasters in the third place.

According to Aon Global Natural Disasters Report findings, natural disasters led to 343-billion-dollar economic loss all over the world in 2021. While an increase is observed both in the number and economic impacts of the disasters; disasters resulting from climate change such as flood, storm, drought and forest fires came to the fore front. In Türkiye, 2020 was recorded as a year in which natural disaster that led to heavy economic losses, were experienced. Flood disasters encountered in Western Black Sea and Artvin province a result of extreme rain and the forest fires started all over the country resulted in loss of life and property.

In the light of this information, At Allianz Türkiye, we carry out projects to minimize both the economic and social losses due to natural disasters and ensure the sustainability of our operations. Each year, we arrange Business Continuity Drills to test our action plans against potential natural disaster cases. Allianz Teknik provides information, applied online training, and consultancy on testing and engineering services against earthquake and fire hazards faced by Türkiye, aiming to raise individual, corporate, and social awareness of the risks. As part of the activities to prevent climate change, which is among the Sustainable Development Goals, we don't underwrite sure coal-related activities, offer green products that promote renewable energy and carry out efficiency projects to reduce the natural resources that we use in our operations. Please find our actions supporting the fight against climate change at Good Environment section.



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CYBER SECURITY

Increasingly more frequent, chargeable and detrimental cyber-attacks appear due to the speed of digitalization, which increased because of pandemic and the change in working habits. The fact that cyber security risks, which ranked in the third place in Allianz Risk Barometer in 2021'hit the first place in 2022 research also indicates the importance of cyber security issue. According to World Economic Forum's 2022 Global Cyber Security Report, ransomware and social engineering attacks are considered as the two main sources of anxiety. Thus, the increase of global volume of ransomware attacks by 151% in the first six months of 2021, makes such concerns legitimate. And Cybersecurity Ventures anticipates that the costs of global cybercrime activities will hit USD 10,5 trillion by 2025.

As Allianz Türkiye, we follow a three-stage risk prevention method to eliminate the risks posed by digitalization while we renew our technologic infrastructure against changing and evolving cyber threads all the time:

1. We closely monitor and manage our cyber risks as part of our risk management activities.
2. We scan each and every system and process through continuous penetration tests.
3. We update our employees and perform simulation activities to raise employee awareness of cyber security.

ACCESS TO HEALTHCARE SERVICES

Of course, the healthcare industry is one of the areas where the effects of the pandemic are most clearly observed. The rapidly increasing number of cases caused capacity shortages in the healthcare system. Access to treatment and vaccines has become a hotly debated topic all over the world. Moreover, the antivaccination movement, increased AMR incidents due to overuse of antibiotics, greater levels of obesity and similar diseases due to changing life conditions result, mental health disorders, a decline in water and clean air resources due to climate change are serious obstacles that are causing a setback in humankind's achievements in the field of health. As human life prolongs, diseases evolve and become chronic, which significantly pressures healthcare systems. Innovations such as artificial intelligence and personalized gene therapy bring about important risks and opportunities in the field of health.

As Allianz Türkiye, we believe that a healthy society is the building block of a healthy economy. During the pandemic, we have ensured that the treatment costs of the Covid-19 cases are covered by the policy. Once again, with the pandemic, we transferred newborn infant nursey service to online platform.

We continued to enable access to health services 24/7 with Dr. Allianz Hotline and support preventive healthcare solutions through our practices such as Breast Cancer Information and Mammography Reminder Project, Diabetes Support Project, and Secure Home Service.

COMPLIANCE WITH CHANGING REGULATIONS

We confront data security and sustainability as the main focal points of global regulations. In the field of Data Security, the organizations which managed to integrate "Mega Data" into their business strategies have great advantage of competition. As to sustainability, countless job opportunities arise for the corporates, which comply quickly with the regulations that support transition to low carbon economies.

Allianz Türkiye utilizes an active and effective system to follow regulations. The Risk and Compliance Departments operate to manage regulatory risks and develop controls. The Regulatory Compliance Committee was established at Allianz Türkiye to monitor regulatory changes, identify the impact of changes on the company and industry, coordinate the actions to be taken, ensure that the new regulations are communicated to the right departments and committees within the company, and ultimately ensure implementation and compliance, identify the risks, follow the actions to take, support consistency and unity in the eye of regulatory/administrative institutions, and serve as a proactive guide for regulatory changes that may affect the company's operations and the industry

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MESSAGE FROM ESG LEADER



We have now completed a year in which we continued to take with determination the steps to ensure our transformation, with the goal of leading the industry with a robust awareness of sustainability.

Dear Stakeholders,

We are continuing our journey through a global transformation, which is even more accelerated with the worldwide economic, social and cultural effects of the pandemic. On the one hand, we experience the extreme weather events and the increased frequency of natural disasters brought about by the climate crisis; on the other, we suffer the economic and social effects of the crisis, at all times.

As an organization, we have now completed a year in which we continued to take with determination the steps to ensure our transformation, with the goal of leading the industry with a robust awareness of sustainability. As a financial institution, in turn, we worked diligently to help all persons and entities in our ecosystem to grasp and handle the future with courage in the face of environmental threats.

At Allianz Turkey, we ascribe great importance to transparency in ensuring the reliability of organizations. In 2019, we began to publish our integrated reports as a first among non-public corporations. Each such report shows that sustainability is an endless journey, and that changing habits is not that hard, if you have the courage.

We are now joyful to share our third integrated report, drawn up in line with the requirements of the Global Reporting Initiative (GRI) as well as the Integrated Reporting Standard, with the hope that our sustainability journey will show the way for our industry and all our stakeholders.

Allianz Turkey 2021 Integrated Report which we had the opportunity to draw up as a founding board member of Integrated Reporting Council - Turkish Network ERTA, which organized as an association in 2022, provides a thorough and detailed picture of the environment we operate in, the trends affecting our operations, our views on risk and opportunity management, our business strategy focusing on creating shared values, and our annual performance with reference to our priorities.

With our aim to lead the industry and contribute to the transformation of our ecosystem, our sustainability committee now at the executive board level, and our third GRI-based integrated report covering Stakeholder Capitalism Indicators and Task Force on Climate-Related Financial Disclosures (TCFD) reporting, we expand our focus on our journey for a "good environment, good society, and good organization", and integrate them better with our business strategy.

We support the fight against climate change and the low carbon economy for a better environment, and continue to invest in future generations for the interests of the society. To be a better organization, we focus on business ethics, transparent and agile governance, sustainable solutions, ESG integration, and risk management coupled with business strategy.

Through our focus on these priority areas, we intend to create value for global solidarity, by ensuring that every effort we make serves the sustainable development goals named by the United Nations in connection with "Climate Action", "Decent Work and Economic Growth", "Gender Equality", "Quality Education", and "Good Health and Well-Being".

We would like to take this opportunity to voice our gratitude to all our leaders, committee members, all volunteers who took part in our work groups and operations, for their efforts to further the value we create for our country in our journey for goodness. We are also grateful for all our stakeholders who enabled our transformation of the ecosystem, for their valuable cooperation and support.

For, Allianz is with you, siding with good.

Yours respectfully,

Berna Özdemir
Head of Corporate Communications, Corporate Responsibility and Sustainability

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SUSTAINABILITY GOVERNANCE STRUCTURE

We always give particular importance to sustainability with our governance model in any fields where we operate.

OUR GOVERNANCE MODEL

Chairman of the ESG Committee: CEO

ESG committee composed of executive board members and relevant roles

ESG Leader

Strategic supervision and execution of ESG integration

ESG as an organization

Non-Financial Data Coordinator

Verification and reporting of Non-Financial Data

Corporate Responsibility Coordinator

Management of corporate citizenship and sustainable solution processes

Local Environmental Coordinator

Reducing the organizational environmental footprint

ESG as a financial institution

Insurance

ESG integration into UW processes

Managing sustainable product and service processes

Investment

ESG integration into investment processes

Operations

ESG integration into operations

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SUSTAINABILITY COMMITTEE

The Allianz Türkiye Sustainability Committee was established in 2016 to integrate sustainability into our business processes, set our goals, and monitor our performance.

Obtained a new structure by January 2021, our committee consists of the executives and the relevant committee members under the chair of the CEO. The committee held its ordinary meeting in January-December in 2021.

SUSTAINABILITY COMMITTEE		
Tolga Gürkan	Chief Executive Officer	Chairman/VM
Arif Aytekin	General Manager, Deputy CEO	VM
Ersin Pak	Deputy Chief Financial Officer	VM
Fahri Kaan Toker	Chief Operations Officer	VM
İlkay Özel	Chief Human Resources, Agile Office & Operation Support Officer	VM
Öktem Örkün	Non-Motor Insurance Tribe Leader	VM
Berna Özdemir	Head of Corporate Communications and Sustainability	VM
Burcu Uzunoğlu	Chief Investment Officer	NVM
Kazım Murat Vargün	Risk Management, Internal Control, Compliance Director	NVM
Uğur Çomoğlu	Group Head of Operation Support and Environment and Occupational Health and Safety	NVM
Özlem Mutlu Doğan	Corporate Responsibility and Sustainability Manager	Secretary/NVM

VM: Voting membe

NVM: Non-voting member

Additional Guests

Any member may request the participation of key internal or external stakeholders in the meeting to make presentations and/or share ideas and make suggestions to the Committee while discussing certain issues.

OBJECTIVES OF THE SUSTAINABILITY COMMITTEE

To decide on the sustainability strategy and actions of Allianz Türkiye in line with the company vision and Group principles.

To lead the corporate sustainability principles to be implemented locally.

To follow up the ESG obligations of Allianz Türkiye, to review the relevant performance, to draw up a roadmap.

The Committee is responsible for the following processes:

1. To decide on the formation of the company's ESG strategy, principles, and key actions on sustainability and monitor the development plans within this scope in line with the Allianz Group strategy and AZTR strategic business priorities.
2. To set policies by providing guidance and steering for AZTR's ESG agenda and related activities and to advise the Executive Board on these issues.
3. To monitor, evaluate and supervise AZTR's actions related to its environmental, social, and governance obligations; to supervise AZTR's performance regarding its corporate, environmental, and social obligations.
4. To be responsible for integrating ESG into all business processes and business lines related to organizational, insurance, and investment decisions.
5. To assume responsibility for the departments operating in important ESG issues to inform the committee on the latest developments in ESG actions at regular intervals.

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6. To review the risks to the AZTR CS and align with the Risk Committee to ensure that the risks to the CS are properly assessed.

7. To give advice by determining the position to be taken in the face of possible sustainability issues.

8. To review and monitor the Group's mandatory reporting needs.

9. To review the annual AZTR Integrated Report and make recommendations.

10. To identify and approve methods for measuring, evaluating, and verifying AZTR's CS performance and where necessary, to have independent external assessments for any direct or indirect impacts of AZTR's operations

The Committee is responsible for integrating ESG into Allianz's all business lines and key processes related to organizational, insurance, and investment decisions. Committee members assume responsibility for specific sustainability issues, and executive departments provide regular updates on sustainability issues. The Committee monitors the ESG and reputation impacts for all stakeholder groups. It sets short, medium, and long-term ESG targets and ensures that performance indicators are aligned with AZSE.

There are 3 teams operating under the Allianz Sustainability Committee:

Diversity Team, Environmental Team, and Allianz Paws Team. The teams, established by the membership of our volunteer colleagues and the representatives of the relevant key functions, work for the environment, diversity and inclusion, and cats and dogs within Allianz.

The Environmental Team aims to improve the environmental practices of Allianz Türkiye in line with a holistic perspective and to raise awareness on this issue within and outside the company. In 2021, 15 volunteers played an active role in the group. Chief Operations Officer is the sponsor of the team. In 2021, there are 6 sub-working groups in the team. The Green Home team, which completed the development of the program in 2020, intended to bring the green office to our homes during the Covid-19 pandemic period and aimed to raise awareness on water, energy, and waste issues. In 2021, green home program was launched. ISO 14001 team contributed to complete the receipt of the document, and the members in the team became internal auditors. Business Plastics Initiative team identified the actions and completed the signing procedure for IPG commitment. Internal Awareness Raising team presented its presentation about respect for the nature for 4 functions, Cycling-friendly Allianz team and Green Office Regions team took no actions since remote working was maintained. A new sub-working team was established that focus on the field of paper directly instead of the teams which completed their missions in 2021. The team convened 8 times in 2021.

Yeşil Ev

Considering Allianz Türkiye's diversity and inclusion practices in line with a holistic perspective, the Diversity team under the responsibility of İlkay Özel, the Chief Human Resources, Agile Office & Operation Support Officer, aims to develop good practices, fill gaps, and raise awareness on this issue within and outside the company. In 2021, the team, which consisted of 24 members, played a role in generating, researching, and implementing new ideas. Having issued the Barrier-Free Employee Policy in 2021, the team convened 6 times in 2021.

The team also studied on a recommendation set about diversity and inclusion and submitted the same as a proposal for human resources function.

The establishment works of the Allianz Paws Team were completed in 2020, and the team was established in 2021 and convened 5 times.

Consisting of 12 members, the team is responsible for working, coordinating, and sharing information on every issue related to the care, nutrition, safety, health checks, treatments, and sharing of love for our pawed friends living in Allianz Türkiye's Tower and Campus buildings.

ESG LEADER

Allianz The Allianz ESG Leader is responsible for ensuring ESG integration at the strategic level, monitoring, and auditing of the performance. The responsibilities of the ESG Leader include monitoring internal practices, managing corporate engagements, disseminating sustainability developments throughout the company, and ensuring integration with Allianz Global.

ESG POLICIES AND PROCEDURES

Human Rights Policy, Environment Policy, Occupational Health and Safety Policy, NGO Cooperation Procedure, Fight Against Corruption Standard, Sustainability Committee Working Procedure, Barrier-Free Employment Policy

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SUSTAINABILITY STRATEGY

“ALLIANZ IS WITH YOU, SIDING WTH GOOD”

We want to be a role model in our industry in terms of the integration of our sustainability focus into all business processes at Allianz. As a leading insurance company, we manage our sustainability approach within the framework of our proactive risk management approach and analyze the risks of all our activities. We strive to seize potential opportunities while minimizing our negative impacts.

The sustainability strategy that we determined in 2019, “Allianz is with you, Siding with Good”, carries Allianz’s corporate strategy, “Allianz is with you”, to environmental, social, and governance dimensions, which are the three main components of sustainability, and it summarizes our key performance indicators in the dimensions of “Good Environment”, “Good Society” and “Good Institution”, our targets and Sustainable Development Goals which we contribute to.

With the motto of “ Allianz is with you, Siding with Good”, we aim to realize a business model that creates value for all our stakeholders while moving us forward as a company. With this strategy, we aimed to present the sustainable value that we aimed to create in the light of Allianz Türkiye’s business strategies in the 2000-2025 period, to our stakeholders in a simple and intelligible way.

The main purpose of “Allianz is with you, Siding with Good” is to ensure the integration of our sustainability approach with all our business processes. With our strategy, in which we summarize the principles that we embrace in all our investment and management decisions, and the reflections of these principles on our value creation model, we aimed to explain to all our stakeholders that sustainability is a part of our corporate DNA at Allianz Türkiye.

Good Environment (E)

At Allianz Türkiye, we manage the risks posed by climate change and take advantage of the opportunities created by a low-carbon economy.

Good Society (S)

We are a human-oriented corporate citizen that cares about future generations.

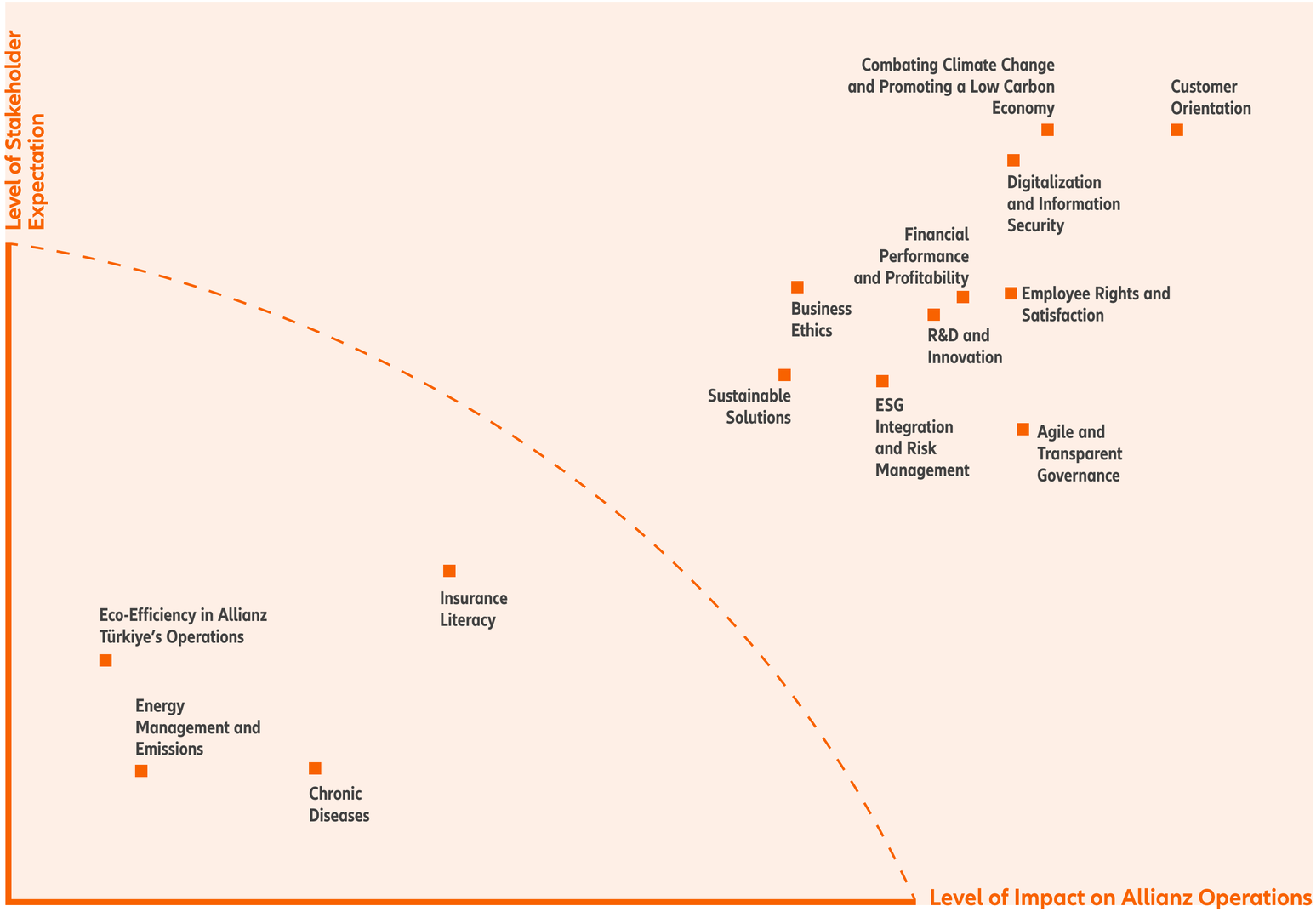
Good Institution (G)

We continuously transform ourselves to become a better organization. We attach importance to business ethics and implement an active risk management system. We embed our ESG topics and sustainability priorities in all business processes, allocate resources for sustainable solutions, and develop visionary business strategies.

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MATERIAL TOPICS

(102-47)



Allianz Group's Sustainability Assessment Scores

- Dow Jones Sustainability Index 93/100, ranked 1st in the industry.
- MSCI ESG AAA (rating between AAA-CCC), among the best ones in the industry
- ISS ESG Prime Score; among the most sustainable companies in the industry
- ISS Quality Score the highest score in environmental and social dimensions
- Vigeo Eiris 63/100, in the top 5% in the industry
- FTSE4Goodin the top 58% in the industry
- With PRI (A+) score; selected to the climate reporting Leaders' Group
- CDPB
- Ranked 2nd in Sustainalytics Peer comparison
- Listed in Bloomberg Gender Equality Index
- Refinitiv Diversity and Inclusion Index; ranked 5th
- Beyond Gender Agenda Diversity Index; ranked 2nd

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SUSTAINABILITY PRIORITIES ACCORDING TO STAKEHOLDER GROUPS

Our sustainability priorities before the stakeholders are included in the following table.

Internal Opinion Leaders:
- Allianz Group
- Advisory Board

External Opinion Leaders:
- Academics
- NGOs
- Press

Distribution Channels:
- Agencies
- Brokers
- Banks

Business Associates:
- Suppliers
- Appraisers
- Service & Repair-Shops
- Hospitals
- Doctors
- Pharmacies

MATERIAL TOPICS	Co-workers	Internal Opinion Leaders	External Opinion Leaders	Distribution Channels	Business Associates	Customers	University Students
Combating Climate Change and Promoting a Low Carbon Economy		√					
Financial Performance and Profitability	√	√	√	√	√	√	√
Customer Orientation	√	√	√	√	√	√	√
Employee Rights and Satisfaction	√		√	√	√		√
Business Ethics	√	√		√	√	√	
Agile and Transparent Governance	√	√	√	√			
Digitalization and Information Security	√	√	√	√	√	√	√
R&D and Innovation	√	√	√	√	√		
ESG Integration and Risk Management	√	√	√	√	√	√	√
Sustainable Solutions			√				√

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SUSTAINABLE VALUE CREATION MODEL



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CAPITALS

HUMAN CAPITAL
Skilled human resource Preferred employer brand
Diversity and inclusivity culture
Emphasis on employee contact
Huge resources allocated to employee development
High employee engagement and satisfaction
Employee social and fridge benefits

FINANCIAL CAPITAL
Wide customer base
Strong capital structure
Permanent investments in Türkiye
High brand value

NATURAL CAPITAL
Integrated ESG Management
Constant environmental performance improvement
Support for low carbon economy

SOCIAL CAPITAL
Fiduciary stakeholder engagement
High business ethics perspective
Corporate social responsibility program and projects
Employee volunteering initiative membership, cooperation and participation to working groups

PRODUCED CAPITAL
Wide product and service portfolio
Technical infrastructure ensuring service quality
Sustainable solutions

INTELLECTUAL CAPITAL
Global know how
Active risk management
Investment in innovation and entrepreneurship
Digital Solutions

Combating climate change and promoting a low carbon economy

Business ethics

Transparent governance

ESG integration and risk management

Sustainable solutions

Business strategy



İnsanı Odağa Almak, Gelecek Nesiller

BUSINESS STRATEGY

Employee & Culture | Agility | Customer Orientation

Technology and Data Orientation | Efficiency | Simplicity

MAIN ACTIVITIES

HEALTH | **MOTOR** | **NON-MOTOR**

LIFE | **PENSION**

VALUE THAT WE CREATED

ENVIRONMENTAL

AS AN ORGANIZATION:

According to 2019 base year;
20.6% decrease in total paper consumption ✓
38.58% decrease in total electricity consumption ✓
25.63% increase in total natural gas consumption ✓
2.71% decrease in total waste amount ✓

As a financial institution:

Since 2018, we have not financed the projects generating energy by using coal.

SOCIAL

As an organization:

60% female employee rate ✓
44% female director rate ✓
371 corporate trainers ✓
9 days of trainings per employee ✓
Performance Culture Index score (IMIX): 81 ✓
Good Working Index score (WWI): 71 ✓
Employee Loyalty Index score (EEI): 81 ✓
8,816 volunteer hours ✓
708 children reached through Allianz Motto Movement ✓
Allianz Motto Music YouTube channel single number of views: 8.1 million ✓

ECONOMIC

As an organization:

₺ 18.1 billion premium generation and contribution fee ✓
₺ 62 billion asset size ✓
179.6% capital adequacy ratio ✓

As a financial institution:

₺ 72.6 million income generated from sustainable solutions ✓

OUR CONTRIBUTION TO SUSTAINABLE DEVELOPMENT GOALS



CONTRIBUTION TO SUSTAINABLE DEVELOPMENT GOALS

With "Allianz is with you, siding with good" we determined the five Sustainable Development Goals, to which we contributed the most.



GOOD HEALTH AND WELL-BEING

Due to the inherent nature of our business, we help the customers to protect their health.

We support the proactive solutions and make notifications about health (See, Customer Orientation, p.64).

We protect the health of the employees, and carry out actions to increase employee health and ergonomy (See, Employee Health and Safety, p.72). With Allianz Motto Movement, we aim to contribute to the development of the children at 7-12 age group through movement and sports (See, Allianz Motto Movement, p.53).



QUALITY EDUCATION

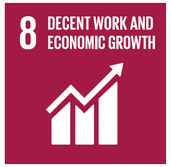
We allocate sources to support the professional and personal development of our employees. We contribute to the accumulation of knowledge on the insurance business in our country through permanent investments such as Allianz Academy (see Allianz Türkiye Academy, p.75). We contribute to achieving equality of opportunity in education in our country through our CSR activities in the field of education (See, Good Society, p.49-58).



GENDER EQUALITY

We believe that it will increase social wealth if the women take part in the social and economic life equally. Therefore, we support Gender Equality.

Female employee ratio is 60% and female director ratio is 44% (See, Gender Equality, p.57).



DECENT WORK AND ECONOMIC GROWTH

As one of the largest financial service providers of the world, it is our essential responsibility to contribute to the sustainable economic growth. We design all our procedures decently, in a way not to compromise on the principles of business ethics, and that intends to derive profit for all stakeholders.

(See, Good Institution p.59-83)



CLIMATE ACTION

We are at the heels of the risks and opportunities created by climate change. As an insurance company, we seek for the ways to protect our customers from these risks. Since 2018, we have not financed the projects generating energy by using coal. We develop products and services that will facilitate transition to a low carbon economy. (See, Good Environment, p.40-48)

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FOCUS AREAS AND SDG'S WHICH WE MAKE CONTRIBUTION

		3 GOOD HEALTH AND WELL-BEING	4 QUALITY EDUCATION	5 GENDER EQUALITY	8 DECENT WORK AND ECONOMIC GROWTH	13 CLIMATE ACTION
GOOD ENVIRONMENT	COMBATTING CLIMATE CHANGE AND SUPPORT FOR LOW CARBON ECONOMY					√
GOOD SOCIETY	FOCUSING ON HUMAN, AND NEXT GENERATIONS	√	√	√	√	
GOOD INSTITUTION	FINACIAL PERFORMANCE AND PROFITABILITY				√	
	CUSTOMER ORIENTATION				√	
	EMPLOYEE RIGHTS AND SATISFACTION		√	√	√	
	BUSINESS ETHICS				√	
	TRANSPARENT AND AGILE GOVERNANCE				√	
	DIGITALIZATION AND INFORMATION SECURITY				√	
	R&D AND INNOVATION				√	
	ESG INTEGRATION AND RISK MANAGEMENT				√	√
	SUSTAINABLE SOLUTIONS	√			√	√

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STAKEHOLDER ENGAGEMENT

(102-12, 102-40, 102-42,102-43,102-44)

At Allianz, we consider establishing two-way communication with our stakeholders, understanding their opinions, expectations, and suggestions a requirement to be a learning organization. Therefore, we communicate with our stakeholders through various channels. During the reporting period, we share our Material Topics regarding the stakeholders, sustainable development goals, contact channels, the problems communicated to us by our stakeholders and the solutions we created for these problems.

STAKEHOLDER GROUP	MATERIAL TOPICS	COMMUNICATION METHODS	RECOMMENDATION MECHANISMS OF RELATED STAKEHOLDER
EMPLOYEES	Combating Climate Change, Support for Low Carbon Economy, Focusing on Human, Future Generations, Customer Orientation, Employee Rights and Satisfaction, Business Ethics, Agile and Transparent Governance, Digitalization and Information Security, R&D and Innovation, Sustainable Solutions	Chatbot Alli, integrated reports, Corporate Volunteering Activities, Annual Employee Survey (AES), Townhalls, SAM meetings, ATA trainings, Allianz Türkiye Sustainability Prioritization Research, corporate reputation survey, Allianz Türkiye Sustainability Prioritization Workshop, committees, Sustainability team meetings, Allianz World Run, Allianz Connect Intranet, CEO blog, Here I'm At My Table Meetings, internal announcements, My Allianz mobile application, corporate website, department townhalls, sales meeting, tutkuyla yürüyenler Instagram page, which is open to the employees only	Human Resources mail box, just one-break mail box, tutkuyla yürüyenler Instagram page, which is open to the employees only, BP's, Coffee talks with BP's, HR profession centers, Chatbot Alli, Annual Employee Survey (AES), local feedback surveys, Happy Employee Ambassadors etc.
AGENCIES	Combating Climate Change, Support for Low Carbon Economy, Focusing on Human, Future Generations, financial performance and profitability, Customer Orientation, Business Ethics, Digitalization and Information Security, R&D and Innovation, Sustainable Solutions	Telephone, e-mail, digital meetings (if need be), digital agency meeting, corporate volunteering projects (minimum 2 projects a year), digital platforms of the agencies (demand management system), social media, corporate website, Allianz Türkiye Sustainability Prioritization Research (Every other year), corporate reputation survey (Every other year)	e-mail, telephone, meetings with the agency foundations, digital meetings, digital agency meetings, digital platforms (demand management system), agency visits
ACADEMICIANS	Combating Climate Change, Support for Low Carbon Economy, Focusing on Human, Future Generations	Allianz Türkiye Academy (if need be), KSS projects (if need be), Sustainability consultancies (if need be), Allianz Türkiye Sustainability Prioritization Research (Every other year), corporate reputation survey (Every other year)	e-mail, telephone, online meetings
BROKERS	Financial Performance and Profitability, Customer Orientation, Business Ethics, Digitalization and Information Security, R&D and Innovation, ESG Integration and Risk Management, Sustainable Solutions	Allianz Türkiye Sustainability Prioritization Research (once in every 3 years), corporate reputation survey (Every other year), online and face-to-face meetings, telephone, e-mail, annual agency/broker meeting (once a year), social media, corporate website, 2021 Broker Satisfaction Survey Results and the actions taken	e-mail, telephone, online meetings
SUPPLIERS	Combating Climate Change, Support for Low Carbon Economy, financial performance and profitability, Business Ethics, Digitalization and Information Security, ESG Integration and Risk Management	Digital negotiations, tenders, Promena, corporate website, audits, e-mail, telephone, Allianz Türkiye Sustainability Prioritization Research (Every other year), corporate reputation survey (Every other year)	e-mail, telephone, online meetings
RETAIL CUSTOMER	Combating Climate Change, Support for Low Carbon Economy, Focusing on Human, Future Generations, financial performance and profitability, Customer Orientation, Business Ethics, Digitalization and Information Security, R&D and Innovation, ESG Integration and Risk Management, Sustainable Solutions	Customer satisfaction surveys (once a year), Allianz Türkiye Sustainability Prioritization Research (Every other year), corporate reputation survey (Every other year), e-mail notification (if need be), My Allianz mobile application (if need be), corporate website, media advertisement promotional campaigns (if need be), social media accounts, activity reports, integrated reports, customer representatives	T/D NPS, Digital NPS, VOC and Adhoc surveys

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NGOs	Focusing on Human, Future Generations, Business Ethics, Digitalization and Information Security, R&D and Innovation, ESG Integration and Risk Management, Sustainable Solutions	KSS projects, corporate volunteering activities, sponsorships, memberships, integrated reports, e-mail, project meetings, Sustainability consultancies, donations in cash and in kind, product purchase, Allianz Türkiye Sustainability Prioritization Research, corporate reputation survey, social media, conditions of favor, special days and activities cooperation, employee trainings	Telephone, e-mail
APPRAISERS	Combating Climate Change, Promoting a Low Carbon Economy, financial performance and profitability, Customer Orientation, Business Ethics, Digitalization and Information Security, R&D and Innovation	Allianz Türkiye Sustainability Prioritization Research, corporate reputation survey, e-mail, telephone, digital meetings	e-mail, telephone, digital meetings
UNIVERSITY STUDENTS	Combating Climate Change, Promoting a Low Carbon Economy, Focusing on Human, Future Generations, Focusing on Human, Future Generations, Customer Orientation, Employee Rights and Satisfaction, Business Ethics, transparent and agile management, Digitalization and Information Security	Intern programs (CAMP, CODEBOOTH, Fastest way of Career etc.), KSS projects, sponsorships, activities, insurance courses (Boğaziçi University Insurance Management), Allianz Türkiye Sustainability Prioritization Research, corporate reputation survey	e-mail, telephone, social media accounts
PRESS	Combating Climate Change and promoting a Low Carbon Economy, Focusing on Human, Future Generations, Financial Performance and Profitability, Customer Orientation, Employee Rights and Satisfaction, Business Ethics, Digitalization and Information Security, R&D and Innovation, ESG Integration an Risk Management, Sustainable Solutions	Corporate website, Allianz Türkiye Sustainability Prioritization Research, corporate reputation survey, e press bulletins, press meetings, announcements, commercial films, social media accounts, integrated reports, exclusive news and interviews	e-mail, telephone, press negotiation, press meeting, interview
SERVICE REPAIR-SHOP	Financial Performance and Profitability, Customer Orientation, Business Ethics, Digitalization and Information Security	Allianz Türkiye Sustainability Prioritization Research, corporate reputation survey, telephone, e-mail, web, digital meetings (if need be)	Telephone, e-mail, web, digital meetings (if need be)
HOSPITALS	Financial Performance and Profitability, Customer Orientation, Business Ethics, Digitalization and Information Security, R&D and Innovation	Allianz Türkiye Sustainability Prioritization Research, corporate reputation survey, e-mail, telephone, digital and face-to-face meetings, corporate visits, AZTR corporate application website	e-mail, telephone, digital and face-to-face meetings, corporate visits
DOCTORS	Financial Performance and Profitability, Customer Orientation, Business Ethics, Digitalization and Information Security, R&D and Innovation	Allianz Türkiye Sustainability Prioritization Research, corporate reputation survey, e-mail, telephone, digital and face-to-face meetings, corporate visits, AZTR corporate application website	e-mail, telephone, digital and face-to- face meetings
PHARMACIES	Financial Performance and Profitability, Customer Orientation, Business Ethics, Digitalization and Information Security, R&D and Innovation	Allianz Türkiye Sustainability Prioritization Research, corporate reputation survey, e-mail, telephone, digital and face-to-face meetings, AZTR corporate application website	e-mail, telephone, digital and face-to- face meetings
BANKS	Customer Orientation, Business Ethics, Digitalization and Information Security	Allianz Türkiye Sustainability Prioritization Research, corporate reputation survey, e-mail, telephone, regular and Adhoc committees, digital meetings, regular project meetings, status and performance meetings, site/branch and region visits	Corporate reputation survey, e-mail, telephone regular and Adhoc committees, digital meetings regular project meetings, status and performance meetings, site/branch and region visits

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SUGGESTIONS / COMPLAINTS FROM THE STAKEHOLDERS IN 2021 AND THE RESPONDS OF ALLIANZ TÜRKİYE

STAKEHOLDER GROUP	EXPECTATIONS IN 2021	RELATION WITH THE MATERIAL TOPIC	WHAT DOES ALLIANZ TÜRKİYE DO?
EMPLOYEES	Hybrid working model	Employee Rights and Satisfaction	In 2021, hybrid working model was designed in line with the feedbacks received from the co-workers.
AGENCIES	Support for financial issues	Financial Performance and Profitability, Customer Orientation	Debts will be postponed and payments will be easy.
ACADEMICIANS	Thanks to the information obtained from remote training process, it was suggested that video narration should be made more comprehensible and the same should be shot more professionally	Focusing on Human, Future Generations	Allianz Motto Movement's all videos, one more entertaining than the others, which are prepared by an expert team under the leadership of Prof. Dr. Mustafa Levent İnce, who is one of the academics of ODTÜ Physical Education and Sports Department, started to meet with the children on YouTube as an open source.
BROKERS	n/a	n/a	n/a
SUPPLIERS	"Vendor resilience" project actions were positive and useful for us. It was a process which we had already started. However, it was rather efficient to come to an agreement with Allianz. We are glad. It will be useful to come together more often.	Combatting climate change and support for low carbon economy, ESG Integration and Risk Management, Digitalization and Information Security, Business Ethics	Although it is a process that requires working a lot in the beginning as it is a process that was started for the first time, we think that it is that much useful and necessary both for Allianz and the Vendor companies once the system has been established. It will make many positive contributions to Allianz.
RETAIL CUSTOMER	We wait a lot at the hospitals, provision responds to hospitals are delivered late	Customer Orientation	The customers are informed in detail about provision review procedures.
NGOs	In consideration of the suggestions to be used in remote education regarding the period of online volunteering training and keeping the number of participants limited, which were made by TEGV team, it was suggested that the training would be turned into a professional video.	Focusing on Human, Future Generations	Allianz Motto Movement program volunteer training was turned into a video content professionally and started to be used in the digital programs of NGOs.
APPRAISERS	Feedbacks received from the appraisers for improving our procedures mutually	Customer Orientation, Digitalization and Information Security, R&D and Innovation	• In accordance with the feedbacks obtained from the appraisers to improve the procedures mutually, revisions were made in all branches in surveyor report writing formats. • In auto-analysis, the appraisers were enabled to see the file officers, and allowed for direct contact with the relevant party. • If there are any previous data that belong to the same insured, improvement was made so that the surveyors could also see such information for the control of claim recurrence.

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STAKEHOLDER GROUP	EXPECTATIONS IN 2021	RELATION WITH THE MATERIAL TOPIC	WHAT DOES ALLIANZ TÜRKİYE DO?
UNIVERSITY STUDENTS	Last year we had performed an online internship program due to pandemic. We had feedbacks in that it would have been more efficient if it had been face-to-face	Focusing on Human, Future Generations, Employee Rights and Satisfaction	We will have responded this request by working remotely in July and carrying out hybrid work in august this year.
PRESS	n/a	n/a	n/a
SERVICE REPAIR-SHOP	n/a	n/a	n/a
HOSPITALS	Improvement in operational procedures, digitalization	Customer Orientation, Digitalization and Information Security, R&D and Innovation	Negotiations were made with the organizations in 2021 and the projects were activated. Abstract Integration and Document Management System was activated
DOCTORS	Improvement in operational procedures, digitalization	Customer Orientation, Digitalization and Information Security, R&D and Innovation	Negotiations were made with the organizations in 2021 and the projects were activated. Abstract Integration and Document Management Project was activated
PHARMACIES	Improvement in operational procedures, digitalization	Customer Orientation, Digitalization and Information Security, R&D and Innovation	Negotiations were made with the organizations in 2021 and the projects were activated. Abstract Integration and Document Management Project was activated
BANKS	Bancassurance Project (YKB)* and expanding HSBC new product range	Customer Orientation, Digitalization and Information Security, R&D and Innovation	Bancassurance Project was initiated in 2021 and the process continues as part of the plan.

*ACM Transformation includes data analytic, compliance with regulation, customer-oriented services, efficiency, new product / channel.

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SUSTAINABILITY GOALS

OUR ENVIRONMENTAL TARGETS AND PERFORMANCE

Allianz Group climate strategy is an integral part of its core business. Undertaking net-zero greenhouse gas emission by 2050, the Group tries to identify long-term climate targets throughout its operations and business lines in accordance with 1,5°C target of Paris climate agreement. The wages of Allianz Group Board Members are based on partly achieving these objectives. The goals of Allianz Türkiye are directly related to the targets of Allianz Group.

Our environmental performance is undertaken at the highest level of the company and the same is included among the goals in the scorecard of our CEO.

We aim to:

- reduce greenhouse gas emissions by **50%** until the end of 2024 in comparison to the baseline of 2019,
- In 2021, 57% of our electricity was generated from renewable, low carbon sources. In 2023, we want to increase this rate up to **100%**.

ENVIRONMENTAL TARGETS	2021 TARGET	2021 ACHIEVEMENT	STATUS	RELEVANT SECTON AND NOTES	2022 TARGET
To create a sustainable solution	To create a solution that is accepted as a sustainable solution by Allianz Group	Completed	✓	Good Institution p.83	To expand the scope of sustainable life fund, which is our current sustainable solution
Total water consumption (m^3)	27,242	21,963	✓	Good Environment p.41	26,700
Water consumption per person (Lt/employee)	12,580	9,398	✓	Good Environment p.41	11,494
Total electricity consumption (kWh)	4,973,350	4,076,255	✓	Good Environment p.41	4,875,000
Total natural gas consumption (kWh)	790,334	1,385,408	X	Good Environment p.41	2,000,000
Energy consumption per person (MJ/employee)	8,434	8,456	X	Good Environment p.41	10,633
Total CO_2 emissions (ton)	4.52	2.43	✓	Good Environment p.41	2.43
CO_2 emission per person (kg/employee)	1.84	1.04	✓	Good Environment p.41	1.04
Total paper consumption (kg)	230,000	278,959	X	Good Environment p.41	250,000
Paper consumption per person (kg/employee)	95	119	X	Good Environment p.41	107
Total waste amount (kg)	97.3	222,361	X	Good Environment p.41	208,918
Waste amount per person (kg/employee)	40.3	95.15	X	Good Environment p.41	89.9
To have ISO 14001 certificate	To have ISO 14001 certificate	Completed	✓	Good Environment p.45	n/a
Use of Total Renewable Energy	57%	Completed	✓	Good Environment p.46	%90
To increase the proportion of power produced from renewable resources in the power consumption, which was 1.5% in 2020, to 3% by 2022	1.5%	3%	✓	Good Environment p.46	n/a
To determine the targets of the Business Plastics initiative	To determine the targets	Completed	✓	Good Environment p.48	To reduce 2.5 tons of plastic waste
Receipt of WWF Green Office Diploma by the Regions	To receive WWF Green Office Diploma	Not Completed			To receive WWF Green Office Diploma
To develop a training in order to raise environmental awareness among the employees and ensure that minimum 2 functions receive this training	To develop a training and present the same at the Townhall of minimum 2 functions	250 co-workers from 4 different functions received Respect for Nature training	✓	Good Institution p.71	To ensure that minimum 2 functions which failed to receive training in 2021 would have the training
To develop an approach for P&C claim processes and determine the KPIs	New Target				
To identify an approach for UW processes to evaluate ESG risks.	New Target				

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SOCIAL TARGETS	2021 ACHIEVEMENT	STATUS	RELEVANT SECTION AND NOTES	2022 TARGET
To develop and launch a project that will bring Allianz Teknik and children together	Allianz Technic Meets with Children project started. 81 children were reached from 5 provinces in the first year in cooperation with TEGV	✓	Good Society p.52	To reach 5 new provinces with Allianz Technic Meets with Children project
To develop Allianz Türkiye scholarship program	Not achieved	X	n/a	Target year was revised as 2023.
To adapt Allianz Motto Movement to different languages	New Target			



OUR GOVERNANCE TARGETS AND PERFORMANCE

Our governance targets are undertaken at the highest level of the company and the same is included among the goals in the Allianz Group target scorecard of our CEO. The 2021 target in this respect is to establish a sustainability management system. As Allianz Türkiye, we had established our sustainability office in 2016 and the sustainability committee with the representatives from different functions. We moved the committee to C-Level in 2021 to take bolder decisions.

GOVERNANCE TARGETS	2021 ACHIEVEMENT	STATUS	RELEVANT SECTION AND NOTES	2022 TARGET
To move Allianz Türkiye ESG governance into a structure in which the senior management is also included.	Completed.	✓	Sustainability Governance p.22	n/a
To publish the second integrated report that has been externally audited	Completed.	✓	Integrated Report 2020	n/a
To complete the gap analysis for the disabled and identify the actions	Not Completed.	X	n/a	Target date was revised as 2023
To ensure that at least 10% of employees receive Gender Equality Training	Completed. 205 Allianz employees received training.	✓	Good Institution p.67	n/a
To develop Allianz Türkiye Gender Equality program	Completed.	✓	Good Institution p.67	n/a
To publish the barrier-free employee policy	Completed	✓	Sustainability Governance p.24	n/a
To establish the Allianz Paws Team	Completed.	✓	Sustainability Governance p.24	n/a
To explain the ESG governance by attending the Townhall of at least 1 function	Completed. 250 employees were reached from 4 functions	✓	Sustainability Governance p.24	To develop digital sustainability training for all employees.

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INSTITUTIONS AND INITIATIVES WE SUPPORT IN THE FIELD OF SUSTAINABILITY

(102-13)

As Allianz Türkiye, we are a member of many non-governmental organizations (NGOs) working in the field of sustainability, and we are a party to voluntary agreements.

MEMBERSHIPS

UNGC (United Nations Global Compact), ERTA (Integrated Reporting Türkiye Network) - Founding Board Member, İKSV (Istanbul Foundation for Culture and Arts) Member of Board of Trustees, BCSD Türkiye (Business Council for Sustainable Development Türkiye), SDG Map (Sustainable Development Goals Map), Yuvam Dünya Association Corporate Member

SIGNATURE AND COMMITMENTS

UNGC UNWEPs (United Nations Global Compact Women's Empowerment Principles), IIRC (International Integrated Reporting Council), İPG (Business Plastics Initiative), GRI (Global Reporting Initiative), CEO Statement for Renewed Global Cooperation

ESG WORKING GROUP MEMBERSHIPS AND PROGRAMS

UNGC Diversity and Inclusivity, SKD Türkiye Sustainable Finance and Risk Management, Female Employment and Equal Opportunities, TEİD (Türkiye Ethics and Reputation Association) Sustainability, TSB (Insurance Association of Türkiye) Sustainability, TÜSİAD (Türkiye Businessmen Association) Gender Equality, Environment and Climate Change, YASED (International Investors Association) Sustainability and Corporate Responsibility and UNGC Young SDG Innovators Program

NON-GOVERNMENTAL ORGANIZATIONS WE COOPERATE

AIMA (Ayvalık International Music Academy), AKUT Foundation, AYDER (Alternative live Association), EÇEV (Aegean Modern Training Foundation), Aegean Forest Foundation, HAYTAP (Animal Rights Federation), İKSV (Istanbul Foundation for Culture and Arts), KEDV (Woman Labor Assessment Foundation), Red Scent in Türkiye, Let's Do It Türkiye, LHSV (Lokman Hekim Health Foundation), Theme Foundation, TEV (Turkish Education Foundation), TEGV (Türkiye Education Volunteers Foundation), WWF (World Nature Protection Foundation), My Home World Association, TUGFO (Türkiye Youth Philharmonic Orchestra)

OUR SUPPORTS

Climate Crisis and Sustainability Summit 2021, SKD Türkiye Guideline for Implementing Corporate Risk Management into ESG Risks, New Climate Regime Report from the Objective of TUSIAD's Economic Indicators, Yuvam Dünya Association Umbrella Supporter

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SUSTAINABILITY AT SUPPLY CHAIN

(102-9)

As Allianz Türkiye, we aim to continuously improve the value we create by extending our sustainability approach, values, and principles in our supply chain. We manage our operations in this respect meticulously.

OUR SUPPLIERS

"Allianz Business Partner Code of Conduct" which we published in 2018 in compliance with UN Global Compact and International Labor Organization (ILO) Standards, is the main guide of Allianz Türkiye in supply chain management. We have begun to have our potential and critical suppliers sign the "Business Partner Code of Conduct" since the beginning of 2019. Before critical procurements, sustainability and environmental commitments are obtained from our suppliers, with whom we have the Business Partner Code of Conduct signed.

Allianz Türkiye Procurement Procedure states that all purchases will be made by considering the total cost of ownership, and in case of equality, the seller with a more sustainable footprint will be preferred.

Allianz Türkiye Procurement Department started routine supplier visits in 2019. Our purpose in these visits is to observe the business processes of the companies that provide goods/services and to convey our recommendations on the issues that we consider improvement areas. In the supplier visits, we have not observed any noncompliance with our supply chain management.

The suppliers were trained about the use of "Promena" which is our Purchase Platform. During the transition to Promena program, 60 hours of support trainings were provided nearly for 600 suppliers.

We will move through e-signature platform in 2022, we also plan to share a user manual about this with our suppliers.

With the Vendor Resilience project, which we initiated as Allianz Türkiye, we review our suppliers in terms of legal risks, business continuity risk, IT security risks, reputation risk, operational and financial risks and sustainability risks in all dimensions, and determine the points that are open to improvement regarding our suppliers in these fields. In this way, we intend to contribute to the development of our suppliers.

OUR AGENCIES

In 2021, we provided 192,42 hours of trainings in different categories to 28.955 agency employees.

Agency support

- We continued to receive production document in Health and Life branch via mail.
- We made My Agency private commission payments early in this year as well.
- We continued to make advance payments to support the agencies financially.
- We extended agency cutoff dates for March and April periods.
- The number of digital users hit 23.536 thanks to the improvements and developments thereof.
- Product range was expanded by adding Tcip & House in cross sale module.
- Customer birthday module was included.
- Voice of Customer module was added.

BANK CHANNEL

On the part of bank channel (private customer consultancy), the program was designed in Financial Advisory Development Plan in 2021 it was launched in December. We started the trainings in January. We have a training program which will last 201 hours in total and that covers 30 days and consists of 20 different titles

ENTREPRENEURS OFFICE

GOOD PRACTICE

Allianz Türkiye agency training program was launched in May 2020. Retail Assurance Consultants assigned at the Bank channel, were included in Entrepreneurs Office (EO) on a voluntary basis.

In 2020, which was the first year of Entrepreneurs Office, 9 entrepreneurs included in EO in May 2021 became our agencies. These 9 entrepreneurs continued their process as an agency within one year in the project.

These 9 entrepreneurs will graduate in May 2022 and we will transfer them to the regions. As for 2021, The requests of IAC's to EO were lower due to the effect of pandemics. 6 internal entrepreneurs were included in the project. We accelerated the outsourcing project to complete the number to 10 persons and 4 candidates were included externally as an agency directly for the pilot study. These 4 candidates were selected from bank RM's and the DSO employees of the other insurance companies. The overall success here enables us to grow and develop outsourcing leg. We intend to focus on outsourcing and increase the number of agencies on that side.

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Good Environment

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Combating Climate Change and Promoting a Low Carbon Economy

Integration with Business Processes as a Financial Institution

Reducing Environmental Impact as an Organization

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COMBATING CLIMATE CHANGE AND PROMOTING LOW CARBON ECCONOMY

For a good environment we promote combating climate change and a low carbon economy, we further intend to serve for UN development goal titled 'Climate Action'. As a financial institution, we manage the risks created by climate change and underwrite the business models that contribute to a low carbon economy. As part of our operations which are carried out in line with our objective to go from good towards excellent as an organization, we all try to improve our environmental performance.

FOCUS AREAS		SDG	PERFORMANCE INDICATORS	2019 PERFORMANCE	2020 PERFORMANCE	2021 PERFORMANCE
GOOD ENVIRONMENT	Combatting Climate Change and Promoting a Low Carbon Economy	13 İKLİM EYLEMİ	Income generated from sustainable solutions (climate oriented)	75 million	71 million	72.6 million
			Number of sustainable solutions contributing to combatting climate change	4	4	5
			Total Water Consumption (m^3)	39,627	27,242	21,963
			Water consumption per capita (Lt/employee)	16,341	11,056	9,398
			Total electricity consumption (kWh)	6,636,433	4,892,520	4,076,255
			Energy consumption per capita (MJ/Employee)	11,608	8,213	8,456
			Total CO_2 emission (ton)	6,493	4,107	2,429
			CO_2 emission per capita (kg/employee)	2,677	1,667	1,039
			Total paper consumption (kg)	351,317	221,052	278,959
			Paper consumption per person (kg/employee)	145	90	119
			Total waste quantity (kg)	228,557	62,052	222,361
			Waste quantity per capita (kg/employee)	94	25.18	95.15
			Paper consumption per policy - kg/1000 policy	40	25	23
			The proportion of power produced from renewable sources in total power consumption	n/a	1.50%	56.9%
			Number of saplings donated	4,267	816	15,417

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Climate change with the risks and opportunities created, has significant impacts on Allianz Group's operations. Accordingly, Allianz Group considers climate change as an important component of its business strategy. As one of the biggest insurers and investors of the world, the opportunities are evaluated actively to limit the global warming, to ensure a fair transition to a low carbon future and increase climate stability with decarbonization. Climate change is an important evaluation criterion in investments and insured projects. As a result of all this strategy, Allianz Group aims to be carbon neutral in all its investments by 2050.

Focusing on SDG 13- Climate Action in particular, Allianz Group integrates climate issues into its organization and business fields. Cooperating with public and private partnerships in line with SDG 17 - Partnerships for Goals, Allianz Group strengthens climate action more. Allianz Group intends to be a partner with the customers and their investments in different sectors' transition process to net zero.

ALLIANZ GROUP'S COMMITMENTS AND CONTRIBUTIONS

Allianz Group's climate strategy is an integral part of the core business procedures. Accordingly, we try to identify long-term climate targets throughout the operations and business lines in accordance with Paris Climate Agreement's 1,5°C target by warranting net-zero greenhouse gas emissions until 2050.

In this respect, Allianz Group:

- Aims to integrate climate action into all business lines and markets and continue to achieve net-zero targets in line with its overall objective to create a positive change for the societies and economies.
- Intends to reduce emissions arising from company bonds and stock certificates listed in the exchange by 25% (in comparison to 2019) until the end of 2024 as an interim target to reduce greenhouse gas emissions systematically to net-zero for the registered investment portfolio. It is further intended that totally owned real estate portfolio would comply with scientific low/never exceeded 1,5 °C ways by the end of 2024.
- As a member of Net- Zero Insurance Alliance, Allianz Group currently works on the targets and methodologies in order to determine science-based climate goals in the insurance industry. Such methodologies" are intended to be published in January 2023.
- Coal-based business models will continue to" be implemented gradually until 2040 in compliance with low/never exceeded 1,5 °C ways in registered investments and P&C portfolios.
- Besides, it was announced that insure will not be provided any more for special oil sand projects and new oil sand pipe lines or for the companies which generate more than 20% of their income from oil sand.
- In 29 April 2022, a recent target will be published for updating oil and gas policy and GHG emissions arising from own operations.
- In operations, it is aimed to increase the use of renewable electricity up to 100% by the end of 2023 to operate the data centers and offices and reduce the greenhouse gas emission per employee 30% (in comparison to 2019) by 2025.

As part of Allianz Group climate Change Program, as Allianz Türkiye, we started not to underwrite coal works and renew the policies in accordance with the rules determined in 2018. Accordingly, we have never assigned works in the reporting period. Please find the detailed information about our products developed to minimize the risks created by climate change and increase climate stability at "Sustainable Solutions" section.

As Allianz Türkiye, we inform our customers about potential risks associated with climate change in order to disseminate the knowledge and experience we obtained as part of combating climate change and add recent ones to such experience and we further plan cooperation with universities, academic studies, and training activities for the young and the children.

> "Allianz Türkiye, which considers sustainability as a business strategy, is one of the roof supporters of My Home Global Association that was established to combat with climate change, raise generations who respect the world and its resources and create awareness all over the society and the role it undertakes in this meaningful voyage we set off is very valuable. Allianz Türkiye whose active support we obtained in this transition, which we initiated in every field from power generation to industry, agriculture to wastes, business people to adults, the young to the children, aims to strengthen the world against the effects of climate change thanks to their sustainable solutions developed thereof. We are excited and glad to work with Allianz Türkiye with their successful studies carried out to assume the leadership of new- generation insurance in the green transformation of our country and transition to a low carbon economy."
>
> **Yuvam Dünya Association**

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INTEGRATION WITH BUSINESS PROCESSES AS A FINANCIAL INSTITUTION

GREEN PRODUCTS

As Allianz, in line with our approach to climate change, we underwrite business models that serve the low carbon economy and strive to facilitate the transition to a low carbon economy with the sustainable solutions we produce.

We offer an extensive product for renewable energy plants through renewable energy insurance.

Renewable Energy Insurance: We offer an extensive product for renewable energy plants using hydro, wind, and solar energy. We cover building and content damages and profit losses due to such damages resulting from fire, terrorism, and natural disasters.

Solar Power Plant Insurance: We released Roof-Type Solar Power Plant Insurance, Türkiye's first retail green insurance product. We developed a new product for Solar Power Plant (SPP) projects involving a roof type for up to 10 kilowatts, which is also supported by the Energy Market Regulatory Authority (EMRA), and the new product insures products against damages to new purchases, outside the warranty scope, for a year.

Special Discount on Motor Own Damage Insurance for Fully-Electric Cars: In order to promote the use of electric cars in Türkiye, we offer up to a 20% discount on motor own damage insurance's net premium for fully-electric cars in the category of private vehicles in Türkiye.

New Sustainable Solution - My Home Insurance: In order to promote our customers to release less carbon at their homes, we redesigned our house insurance product "My Home" as a sustainable product. Eco-friendly goods that enable energy efficiency, decrease water consumption and wastes and that supports sustainable transportation, were included within the scope of My Home Insurance coverage.



"The fact that our ESG strategy and priorities had already been determined carried us, as Allianz Türkiye, a step further in Young SDG Innovators program of UN Global Compact. At the first step we focused on Climate Action, which is one of our principal SDG's. With a survey study, we performed one-to-one negotiations with 40 people 90% percent of which consists of our potential customers between the ages of 25-45 years, with equal rate of gender. In the light of the information obtained with the green office transformation program we initiated in our offices before the pandemic period, we combined our voyage with this information, which is maintained with the green home project that turned our houses into offices in the pandemic period and we started to work on how to include the customers into this voyage from an inside-out movement. We reviewed the studies in order to expand this synergy created within the company towards the customers.
In the light of the data obtained, we negotiated with the relevant departments with our internal and external mentors. Consequently, we did not only increase the recognition and profitability of My Home Product but we also revealed the importance of renewing the customer base.

At the end of the program, we had an ecologic; My Home products in compliance with the expectations of our current and potential customers and our ESG strategy."

Beste Betoner (Allianz Türkiye Employee) -
İrem Çibuk (Allianz Türkiye Employee) -
UN Global Compact Young SDG Innovators program participants of 2020-2021 period

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UW PROCESSES

Within the scope of Allianz Group Change Program, as Allianz Türkiye, we have started not to underwrite coal works and renew policies since 2018 in line with the rules determined in 2015. Accordingly, we have never assigned works in the reporting period.

We consider 13 sensitive business lines according to the criteria as part of sensitive business lines. We reject the works that harm the environment and the ecosystem.

If a request for proposal is received regarding any of the sensitive business lines, the issue is escalated to the Corporate Communication, Corporate Responsibility and Sustainability Function and Risk Department. If the issue needs to be escalated to the decision-making mechanisms of Allianz Group, it is referred to the Group ESG Office. Group ESG Office decides either to escalate the issue to the Global Risk Department or to require a local Department to resolve the issue. ESG scans are conducted by taking as a basis the guidelines that cover significant information that needs to be considered for each sensitive business area and that are based on international standards and best practices. If we find out that risks are not properly handled or managed, we request from the other party to take measures aimed at mitigating ESG risks.

INVESTMENT PROCESSES

Net Zero: Our own assets consist of mainly the sovereign bonds and deposits, there are few private sector bonds. And our private sector bonds are net-zero carbon bonds.

CLAIM PROCESSES

Waste Management:

- We promote repair instead of replacement.
- We ensure that the replaced damaged parts are recycled.
- We manage the wastes pursuant to Worn Out Vehicles Regulation.

Preventive Solution-Be informed from Weather: With the "Be informed from Weather" app, developed within the scope of internal entrepreneurship program, the customers are immediately informed based on their locations about the disasters likely to affect them with immediate weather condition, disaster info. While we warn the customers about the forthcoming weather disasters, we also inform them about the precautions that must be taken.

We reduce Carbon Emissions: Thanks to Remote Appraisal; we reduce oil consumption and the damage to the environment caused by the use of vehicles.



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REDUCING ENVIRONMENTAL IMPACT AS AN ORGANIZATION

Thanks to the products and services we contribute to the transformation of the ecosystem as part of the fight against climate change, we try to minimize our environmental footprint caused due to our operations. It is one of our primary objectives to increase the added value which we obtained by launching the projects that increase efficiency and awareness. In the reporting period, we allocated a fund of **₺ 782.294** for the implementations as part of the planning actions we carried out for all these activities.

Allianz Tower, our headquarters in Istanbul, Allianz Campus, our operation center in Izmir, are both designed as "environmentally- and employee-friendly" buildings, with each detail complying with sustainability principles. Allianz Tower holds LEED Platinum Certification which certifies the highest level granted to green buildings by the US Green Building Council (USGBC). Allianz Tower was granted the certification in the category of BC+C Core and Shell, and it is the first tower in Türkiye to be eligible for LEED Platinum Certification. Allianz Tower offices are in the Platinum category, the highest score range in LEED Certification. Allianz Campus holds LEED Gold Certification, which is granted to green buildings by the USGBC.

It was our the most important acquisition in 2021 to have been entitled to receive ISO 14001 certificate for our Allianz Tower and Allianz Campus locations. In this context, we created an internal audit team consisting of 15 persons and provided internal audit training for the team. We made the plans throughout the pre and post audits improvement plans. Within the same period, we updated and published our Allianz Türkiye Environmental Management procedure in accordance with the current conditions.

Once again within 2021, we identified 57 development actions in 5 main environmental categories which were determined as part of our environmental management plan and managed to complete 37 of them that corresponds to 65% of these actions in consideration with the pandemic conditions.

WE REDUCE OUR CARBON FOOTPRINT THROUGH ENERGY EFFICIENCY ACTIONS

The energy consumption arising from our activities in the buildings, accounts for 60% of our greenhouse gas emissions. In this respect, we are well aware of the fact that the best energy is the "unused energy" and we give precedence to energy efficiency. We always measure our energy consumptions in the buildings, areas and locations and take several actions to consume less. We attach importance to the effective use of automation systems i such as the use of outdoor fresh air, I zone management, time clock r function, user-sensitive motion or temperature sensors in our buildings with LEED certification and smart automation systems.

We adopt the principle that significant energy consumers such as air-conditioning systems and elevators are included in the preventive maintenance plan, and that they operate properly and consume low energy. We always monitor power consumption and energy efficiency with our technical and administrative staff thanks to the actions such as free cooling, measuring the records with thermal camera, sensor applications, location-based energy consumption analysis, and planned-preventive maintenance.

Due to pandemics, we started to use 100% clean air in Allianz Campus and Allianz Tower building. Therefore, we attached more importance on the energy efficiency actions in line with the increasing power consumption. In accordance with our recent working model, we planned to reduce our building-based consumptions and energy in particular. The electricity consumption in 2021 decreased by 15% to 4.08 million kWh in comparison to the previous year. And our total building-based energy consumption decreased by 2%.

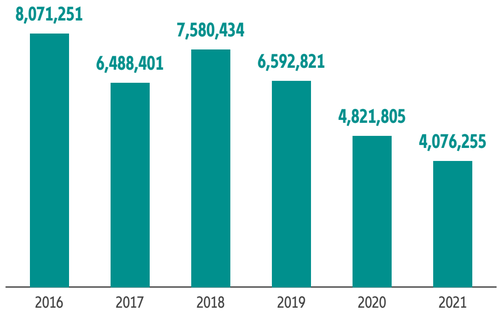


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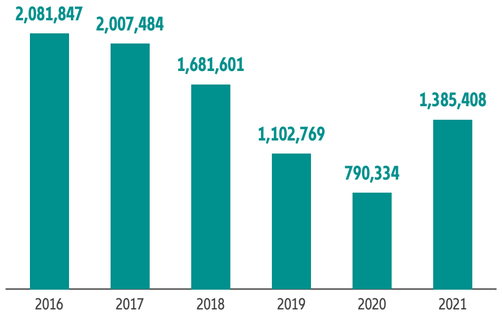
In accordance with our 100% renewable energy use target for 2023, we increased our solar power generation capacity to 135 thousand kWh in İzmir Allianz Campus building and we carried out 85.000 kWh electrical generation in Izmir location for 2021. In the reporting period, we invested in solar energy panel whereby we intend to generate 10 thousand kWh electricity annually on the roof of our Allianz Technic building. Another investment was the solar panel energy investment established on the security building of Allianz Tower building whereby we aim to produce 6 thousand kWh electricity annually. Therefore, Allianz Tower became a location that generates renewable energy through both sun and wind. We started to supply electric with IREC certificate by making contact supply with our electricity supplier in Allianz Tower and Campus.
Thus, we increased the proportion of renewable energy in our total electricity consumption to the level of **57%**.

Allianz Tower

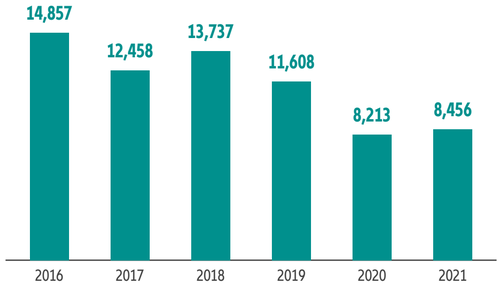
Electricity Consumption (kWh)



Natural Gas Consumption (kWh)



Energy Consumption per Person
(MJ/Number of Employees)



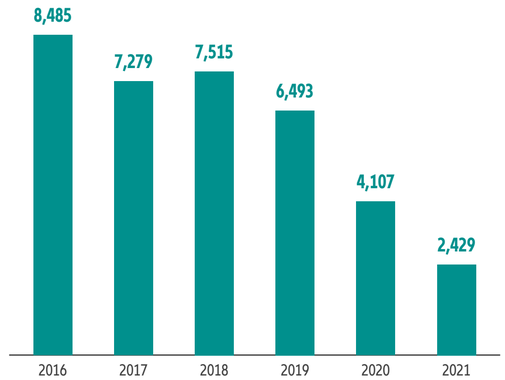
Thanks to our efficiency activities on environmental issues on environmental issues, and the increase in our environmental awareness, the quantity of our greenhouse gas emissions. which was 8,485 tons in 2016 decreased by 71,4% to a total of 2.429 tons in 2021. Compared to the previous year, the percentage of this decline is 40,8%. Our most important action to reduce greenhouse gas emissions is our gradual transition plan to renewable energy sources. After building-based consumptions the most important area to affect greenhouse gas is travel-oriented greenhouse gas consumptions. Less air travels due to pandemics, our choice for online negotiations and increasing electrical/hybrid car ratio in our car fleet to 14% are the most important causes of these acquisitions. We continue to raise awareness of the employees about greenhouse gas consumption to support these obtained acquisitions and receive better results.

With the launch of remote risk analysis project in the pandemic period, we developed an eco-friendly method by acerating our business much more.

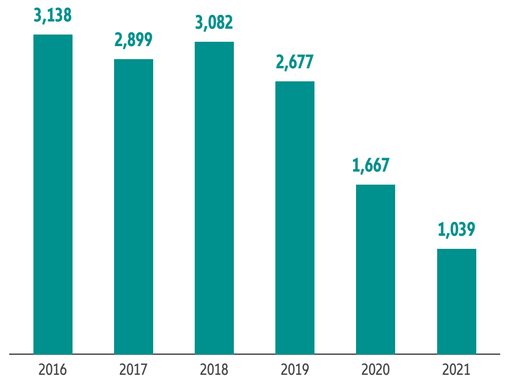
We maintained the remote risk analysis in compliance with our sustainability strategy.

With the remote risk analysis project, we saved nearly 40.000 km thanks to 73 inspections in different cities from Manisa to Mardin and made a positive contribution to carbon emission rates by decreasing 5,89 tons of CO_2 emission with the decrease in the use pf plane and vehicles.

tCO_2e Emission (Ton)



CO_2 Emission per person (Kg)



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WE STRIVE TO BECOME A PAPERLESS OFFICE

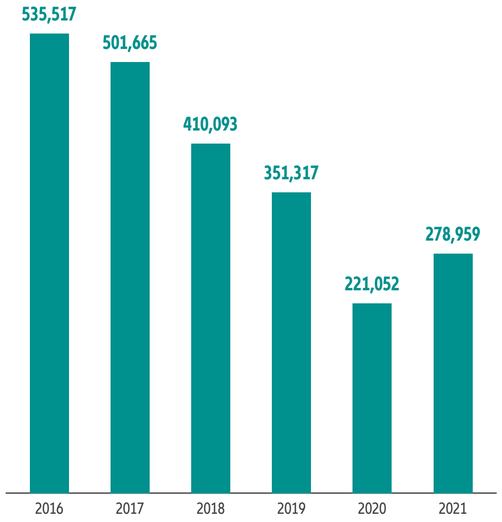
We manage our operations in line with our goal of becoming a "Paperless Office". In this respect, each function measures their paper consumption and try to reduce the same. 100% of the paper we use is FSC certified.

Starting from 2018, we terminated disposable paper cup use in the meeting rooms at all our locations.

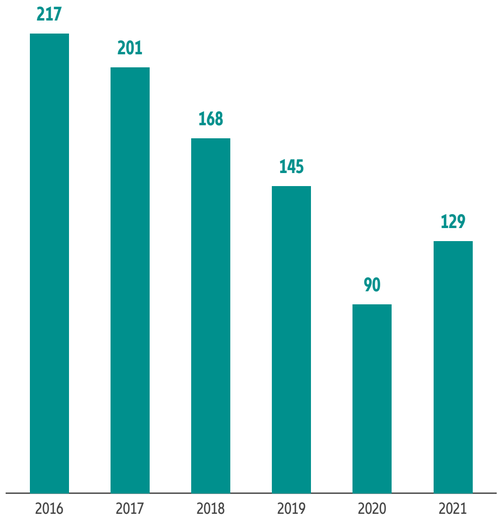
Our total paper consumption, which was 535 tons in 2016, decreased by 47,9% to 279 tons in 2021. The reason for this is our ongoing "Paperless Office" project that supports digital transformation in all our business units. In 2021 our paper consumption hit the minimum levels as we preferred remote working and transferred our trainings to the online digital platforms due to pandemics. In 2022, we plan to launch the "Digital Delivery" project that will ensure nearly 1,7 million of paper could be as printout.

In addition to this we further plan to launch another project in 2022 to digitalize the sales documents without using printed quotation forms in the sales performed with the banks and the agencies through our "Digital Onboarding" project.

Total Paper Consumption (kg)



Paper consumption per person (kg)

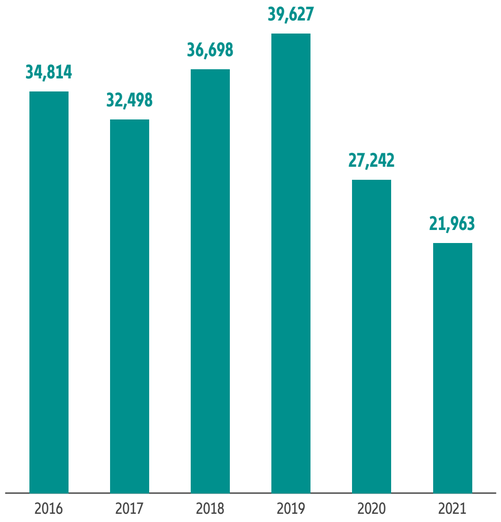


WE CARE ABOUT EFFICIENT USE OF WATER

In line with our aim to minimize our footprint by reducing the environmental impact of our offices, we implement efficiency projects in the field of efficient use of natural resources and waste management.

Having launched the efficient use of rain water Project at the start of 2021, which was started at Allianz Tower building in the previous reporting period, we achieved 19,4% reduction in our water consumption. This usage amount corresponds to a 36,9% reduction compared to 2016 which is considered to be the base year.

Water consumption (m^3)





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WE SUPPORT THE CIRCULAR ECONOMY

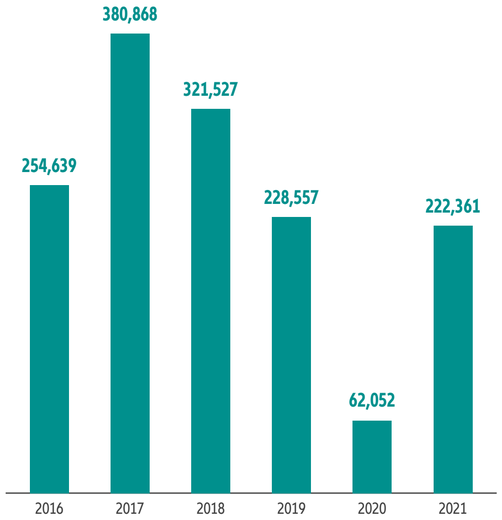
We support the circular economy and the importance of waste management increases day by day in this respect. We are decided to create less waste as part of our operations.

The quantity of our total waste, which was 254 tons in 2016, decreased by 12.7% to 222 tons in 2021. Compared to the previous reporting period, the opening of our offices, which were not fully used due to the pandemic, has an important role in the increase of our waste consumption.

The renewal of the waste bins in our offices, efforts to reduce disposable products in cooperation with our suppliers and employees, increasing the number of products such as teacups and spoons to reduce the use of disposable products, preferring rechargeable batteries to prevent battery waste, and terminating the use of plastic bag packaging in our product and marketing brochures are the activities that were launched as part of waste management.

In addition to all these practices, stating that we, as the signatory, support the "Business Plastics Initiative" platform in the reporting period and created a list of action commitments that will reduce 2.5 tons of plastic waste in quantity until 2023.

Total Waste Amount (ton)





WE RAISE ENVIRONMENTAL AWARENESS THROUGH OUR ACTIVITIES

During the reporting period, our employees both performed digital cleaning on World Cleanup Day and donated their electronic wastes to the TEGV's "Donate, Not Dump" campaign. Thus, they contributed to the education of children by participating in world cleanup day

As part of the 14th "Earth Hour" event, which was held during the reporting period, our co-workers and the agencies supported WWF Earth Hour event from their homes.

Under the leadership of environment team, we launched the Green Home Project in this period in which we spend time at homes in order to raise environmental awareness and share suggestions with the co-workers.

With the environment page created through the Allianz Connect Intranet in the reporting period, we tried to increase the level of awareness of the employees by informing them about our actions.

We designed "Respect for Nature" training in order to increase consciousness about the environment and climate change. **250** co-workers from **4** functions took part in this training in 2021.

As part of the planting activities completed in the reporting period, we planted **15.417** saplings.



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FOCUSING ON HUMAN, FUTURE GENERATIONS

FOCUS AREAS		SDG	PERFORMANCE INDICATORS	2019 PERFORMANCE	2020 PERFORMANCE	2021 PERFORMANCE
GOOD SOCIETY	Focusing on Human, Future Generations	   	Number of children reached through Allianz Motto Movement (100 % remote training)	1,471	1,153	708
			Number of training hours in total with Allianz Motto Movement	31,381	20,037	9,273
			Number of volunteers reached through Allianz Motto Movement	103	70	87 STK (12 AZTR)
			Number of Allianz Teknik visitors	600	More than 2,000	The visits failed pursuant to the decisions of Allianz Group.
			Number of trainees at Allianz Teknik	400	Nearly 1,000	Face-to-face trainings failed pursuant to the decisions of Allianz Group.
			Watch time for the YouTube Channel of Allianz Motto Music	1.1 million hours	1.6 million hours	921,226 hours
			Unique views for Allianz Motto Music YouTube channel	13.3 million	15.1 million	8.1 million
			Annual total hours of volunteering	5,543	1,026	8,816

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As Allianz family and a responsible corporate citizen, we intend to contribute to the sustainable development, well-being and wealth of the society we live in. In line with this goal, we make investments that create value for the society.

One of the most important rings of sustainable development is to create programs that focus on human and increase the level of social wellbeing. We are well aware of the fact that our actions affect the welfare and living conditions of next generations in the future. The decisions we take today have an important role to determine the future.

Focusing on human, as Allianz Türkiye, we maintain projects that will create common value for the future generations and intend to increase our social impact positively. While carrying out our social responsibility projects, we consider the children and the young, who are the leaders of the future, in our primary focus areas; and contribute to the life of future generations in line with the target of creating an inclusive society.

Focusing on human for the well-being of the society and the future generations are our primary areas. We intend that our activities in this respect serve for Sustainable Development Goals of United Nations titled "Health and Quality Life, Quality Education, Gender Equality and Decent Work and Economic Growth."



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RESPONSIBLE INVESTMENT

ALLIANZ TEKNİK

Launched in 2019 with an investment of ₺ 30 million, Allianz Teknik, which was established in Beykoz Campus of Turkish German University, is the third test center of Allianz Group globally; and the first test center in the fields of earthquake and fire. Acting in accordance with the tests containing international accreditation standards, Allianz Teknik is also the first Earthquake and Fire Testing and Training Center in Türkiye.

With Allianz Teknik, we aim to increase the social risk awareness. Accordingly, we provide test and engineering services against earthquake and fire risks; and carry out Professional consultancy services for the industry with the applied and online training programs. As part of the cooperation carried out with the stakeholders, we carry out academic studies with the universities.

Being the only facility with the best accuracy in earthquake testing, Allianz Teknik also provides services to different branches of activity such as automotive and transportation, and it allows conducting many, which could not be conducted domestically before, in our country. Thus, it contributes to the national economy and creates added value.

Allianz Teknik is the authorized seismic and reaction to fire test provider of TSE (Turkish Standards Institute), and authorized seismic test laboratory service provider of TEİAŞ (Türkiye Elektrik İletim A.Ş.) and also a member of Seismic Test Standardization Committee.

Allianz Teknik

Accredited by Turkish Accreditation Institution (TÜRKAK) in 2021, Allianz Teknik, has the capacity to conduct more than 3,000 hours of earthquake testing more than 100 fire reaction tests annually.

In the center, which hosted more than 2.000 guests since its foundation year, no visits and face-to-face trainings were made in the reporting period pursuant to the decisions of the Allianz Group. However, as part of the cooperation made with Turkish Education Volunteers Association (TEGV), we launched our "Allianz Teknik Meets with Children" project in order to increase risk awareness in the children and disseminate the social benefit of Allianz Teknik all over the country. Within the scope of the project, we organized online workshops about earthquake and fire risks for the children above the age of 10 in many cities.

As part of TÜBİTAK Support Program for Scientific and Technologic Research Projects, we attempted to establish partnerships with İstanbul Technical University, Sabancı University and Turkish-German University.

What Does Allianz Teknik Contain?

- Simulator for earthquake experience in Applied Earthquake Training Center
- Outdoor Fire Extinguishing-Hydrant Toy for kids
- A route to explain structural earthquake faults to university students so they can better learn how to design earthquake resistant buildings.
- Earthquake Occurrence (Fault Rupture), Toys related to Liquefaction Risk and Oscillation
- Training programs for visitors and participants of all ages

ALLIANZ CAMPUS

The operation center of Allianz Türkiye, i.e., the Allianz Campus, which was launched with an investment of Euro 27 million in 2018, has become an important employment center with an employment capacity of 1,100 people in Aegean region. Built in accordance with the sustainability principles of Allianz Türkiye, Allianz Campus stands out as an environmentally- and employee-friendly building that utilizes renewable energy sources such as Allianz Tower that has LEED Certification. The facility, which is built on an area of 17 decares, also has the distinction of being a smart building.



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CORPORATE SOCIAL RESPONSIBILITY PROGRAM: ALLIANZ MOTTO MOVEMENT



With Allianz Motto Movement we intend to contribute to the growth and development of children aged between 7-12 through movement and sports. We have reached approximately 3,700 children since 2018 in 21 provinces and 23 activity points thanks to the program implemented in cooperation with many of our stakeholders, especially the Educational Volunteers Foundation of Türkiye (TEGV), Aegean Modern Education Foundation (EÇEV) and Koruncuk Foundation.

The training program, which was transferred to digital classroom environment due to Covid-19 and that was prepared under the consultancy of the team led by Prof. Dr. Mustafa Levent İnce, an academician of METU Physical Education and Sports Department, is maintained on the digital platforms of TEGV and EÇEV through volunteers in 2021.

IN 2021;

NUMBER OF CHILDREN REACHED OUT:

708

NUMBER OF ALLIANZ VOLUNTEERS PERFORMING DIGITAL VOLUNTEERING:

12

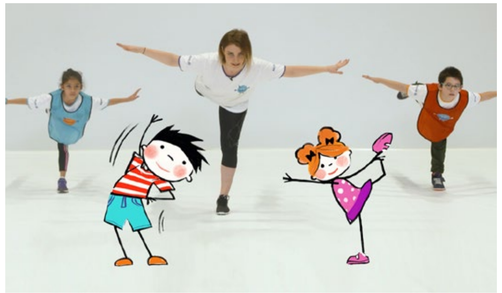
TOTAL NUMBER OF VOLUNTEERS:

87

TRAINING HOURS:

9,273

Thanks to digital platforms, 708 children received 9.273 hours of training in total in 2021. Furthermore, we turned the Allianz Motto Movement Youtube video series into open source and enabled access of all children.



"Within the time elapsed, we are glad to see that Allianz Motto Movement program has achieved its objectives. We see that the success of the program results from the fact that program design and implementation procedures are child-centered, and sustainability oriented in consideration of the consistency of the "purpose, content, practice and assessment and evaluation." Besides, we better understood as time passes how the management support and leadership of Allianz Türkiye team eased our work within the process.

That the program is child-centric helped us to reflect the feelings, thoughts, skills and past experiences of the children into the program. We managed to create a learning environment that is in compliance with the age of the children, in which they will be happy to participate, a balanced participation-competition relation is available, any participating child can find a place for themselves and develop important information, skills and attitudes for themselves thanks to the interaction with their friends. With the importance attached on sustainability and the support provided by Allianz, we managed to transfer the program, which was prepared for face-to-face implementation normally, to the online platform quickly in the pandemic period. Our volunteer trainers implemented the programs in face-to-face and online activities with a great energy and devotion. We were very glad to see that volunteer trainers adopted the program and learned with the children and improved themselves each day.

Consequently, we found out that the children were happy to participate in the program, their physical activity level increased, their motor-skill levels developed, and that they were more conscious while taking part in physical activity and sports. We think that this experience and learning would prepare the children for future as more active and conscious individuals. We extend our sincere thanks to Allianz as they made this possible with their support."

Prof. Dr. Mustafa Levent İnce (Academician at METU Physical Education and Sports Department)

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YOUNG MUSICIANS

We continue several sponsorship and support activities to involve young talents in the world of music and to contribute to the future of prospective musicians.

We maintained our corporate support for the Music for Peace Foundation, which aims to provide tuition-free musical education to the children and to spread the voice of peace with music, in 2021 as well.

We have been supporting the Turkish National Youth Philharmonic Orchestra, founded by Cem Mansur in 2007, since 2014. Consisting of young musicians between the ages of 16 and 22, the orchestra performs in Türkiye and abroad under the supervision of the best instructors in their field.

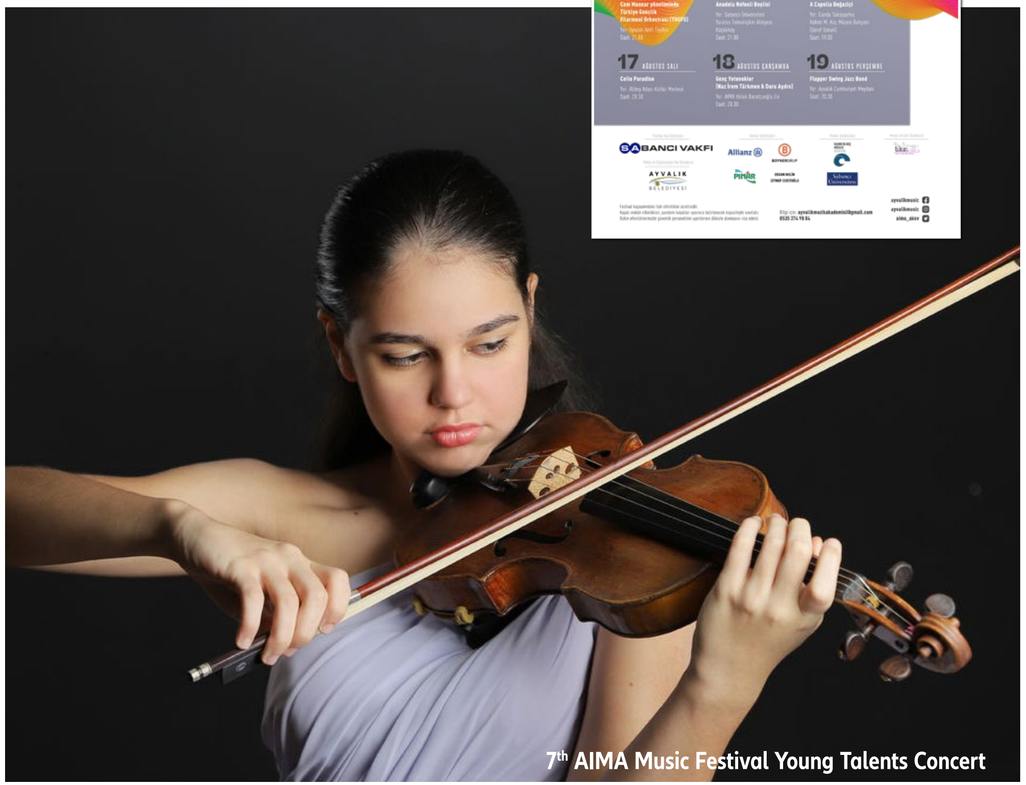
We continued to support the musical education of the young pianist Kaan Baysal, the first and only musician from Türkiye to become eligible to take part in the Allianz Group's Allianz Junior Music Camp.



Kaan Baysal

We became a sponsor for the Young Talents Concert of Ayvalık 7th AIMA Music Festival organized between 10-19 August by Ayvalık International Music Academy that aims to broaden the horizons of the Young Musicians and develop their careers.





7th AIMA Music Festival Young Talents Concert

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ART

As Allianz Türkiye, we consider enriching cultural life among the activities that create value for the society. In this context, we maintained our support provided for Art and the Artist in 2021 as well.

SUPPORT FOR CONTEMPORARY ART AND PERFORMING ARTS WITH SANAT@ALLIANZ

- We continued to cooperate with Istanbul Foundation for Culture and Arts (IKSV) and Zorlu Performing Arts throughout the year.
- Under the name of Allianz Türkiye Collection, we featured Türkiye's new generation artists at Allianz Tower, Allianz Campus, and Allianz Teknik.
- We continued to be a member of the board of trustees of the Istanbul Foundation for Culture and Arts in 2021 as well.
- With the assurance and support of Allianz, we continued to protect Istanbul Modern, the first modern and contemporary art museum in Türkiye, and the works in it.
- We continued to cooperate with DasDas throughout the year.

ALLIANZ MOTTO MUSIC

The Allianz Motto Music, which was launched in 2015 for connecting society more closely with culture and art, has the feature of being the first corporate YouTuber in Türkiye. Offering free-of-charge content for everyone who wishes to access music, Allianz Motto Music maintained its activities in 2021 as well.

In 2021, viewing time of the channel reached 921.226 hours, and the unique views increased to 8.1 million. In the channel with an average viewing time of 5,20 minutes, 111 video contents were created through 12 different programs. At the moment Allianz Motto Music channel has 321.683 followers.



NUMBER OF FOLLOWERS IN 2021

YOUTUBE: 321,683

INSTAGRAM: 50,958

SPOTIFY: 3,740

FACEBOOK: 121,017

TWITTER: 9,137

TİKTOK: 2,948

THE PROGRAMS BROADCAST ON YOUTUBE IN 2021

- With You Album
- I can't Speak Only Playlist
- Rhythmic Talks
- Motto Music Sessions
- Motto Mag
- Dance as if
- Love Diss Random
- Dead Well
- Tasty Sounds
- Motto Music Documenseries
- Chasing After Songs
- Those Behind the Curtains

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SOCIAL SOLIDARITY

FIRES

As part of the fight against forest fires started in our country in 28 July 2021; we donated to AKUT Foundation, HAYTAP and Theme Foundation. Furthermore, we supported fire helicopter campaign started under the leadership of WWF Türkiye. As Allianz Türkiye, we covered the expenses regarding the 1-day operation of fire helicopter. After the earthquake in Van province, we supported the students at the school established in Molla Kasım Village with the books and games to contribute to their individual developments as well as the training instruments throughout the year. In the flood disaster influencing Western Black Sea, we supported the Turkish Red Scent to meet the urgent needs of the public in the region.



LOYALTY TO CORONA HEROES

Foundation (TEV) to allocate scholarships particularly to the children of the health professionals who died during the coronavirus (Covid-19) pandemic and the children of all individuals who were infected by the coronavirus and died during the pandemic, we have provided educational scholarships for 4 years to 20 children since 2020.



ALLIANZ TEKNIK MEETS WITH CHILDREN

As part of the "Allianz Teknik Meets with Children" Project that aims to increase earthquake awareness in children above 10 years, we organized online workshops in cooperation with TEGV for 81 children in İstanbul, İzmir, Erzincan and Van provinces.





ALLIANZ TÜRKİYE HEALTHY LIFE FOREST

Within the scope of Olympic and Paralympic Games global insurance partnership, we established "Allianz Türkiye Healthy Life Forest" in cooperation with Aegean Forest Foundation and donated 5.000 saplings.

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GENDER EQUALITY

As the first insurance company in our country to sign the United Nations Women's Empowerment Principles, we support Gender Equality and promote initiatives and collaborations aimed at women's empowerment. With the female employment rate of 60% and the projects we develop, we assume the leadership role in society and the industry. As part of the gender equality efforts in Allianz Türkiye in 2021:

- We celebrated March 8 International Women's Day with the launch of #HERo, which we put into practice to ensure that women of Allianz inspire and empower each other, and prevent that additional responsibilities imposed on them turn into an obstacle.
- In cooperation with Women Labor Assessment Foundation (KEDV), we made donations on behalf of all co-workers on March 8 International Women's Day.
- We supported the "Light a Firefly, Light the Darkness" campaign launched by the United Nations Women's Unit (UN Women) as part of the 25 November International Day for the Elimination of Violence Against Women.





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CORPORATE VOLUNTEERING ACTIVITIES

We encourage our employees to utilize their knowledge and competence to tackle social issues, thus contributing to the building of a good society. Thanks to the corporate volunteering activities performed by the employees of Allianz Türkiye, we continued to contribute to the solution of the social problems in 2021 as well and we carried out 8.816 hours of volunteer activities in total.

CHARITY RUNNING

As Allianz Türkiye Corporate Running team, we collected a total of ₺ 70,000 donations on behalf of TEGV, EÇEV and Koruncuk Foundation at the 43rd Istanbul Virtual Marathon. In the Allianz World Run, Allianz Türkiye employees ran 39,874 km.

ALLIANZ MOTTO MOVEMENT

12 Allianz employees served as Allianz Motto Movement digital volunteers in 2021.

ENVIRONMENT VOLUNTEERS

Allianz employees supported the WWF Earth Hour event from their homes. On World Cleanup Day they carried out their waste management actions at their homes and did digital cleaning.



FESTIVE GIFTS

With the participation of 115 of our coworkers in the "Give a Hand to Make it Festive" project, we sent festive gifts to 119 girls who received support through the Koruncuk Foundation and 108 children through the Aegean Foundation for Modern Education on Eid Al-Adha.



"To crown the Istanbul Marathon with a social responsibility project, to be a part of Allianz Türkiye Running Team, to feel the support of the donors always with us ensures that running process could be shared and proceeded altogether. And this is a feeling that is impossible to be described. I can say that it takes all our tiredness to see the thank-you notes delivered by, and the pictures drawn with the own hands of those beautiful children whom we touched after completing the marathon process as a Koruncuk Hero. It is in our hands to make happy more children and provide a bright future for them..."

Engin Ormancı (Allianz Türkiye employee)

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FOCUS AREAS	PERFORMANCE INDICATORS	2019 PERFORMANCE	2020 PERFORMANCE	2021 PERFORMANCE
FINANCIAL PERFORMANCE	Size of assets - ₺	39,568,617,917	44,023,781,283	62 milyar
	Capital adequacy ratio	823.99%	197.60%	179.60%
	Premium production and contribution	₺ 10.5 billion	₺ 14.8 billion	₺ 18.1 billion
CUSTOMER ORIENTATION	Market positions - Elementary Life/Health	Elementary: Market level, Healthcare: Market level, Life/Pension: Market leader	Elementary: Market leader, Health: Market leader, Life/Pension: Market leader	Elementary: Health Market leader on the Market, Life/Pension: Market leader
	The number of the customers	5.5 million	5.7 million	6.2 million
	Number of agencies	3,900	4,000	4,000
	Risk management investment support amount - ₺	437,619	366,386	550,000
EMPLOYEE RIGHTS AND SATISFACTION	Rate of participation in employee engagement survey	97%	98%	98%
	Employee engagement Index score	83%	90%	81%
	Work well index score	67%	77%	71%
	Performance culture index score	76%	85%	81%
	Number of employees who received gender equality training	13	A training program was created for all employees in 2021. The trainings will be provided as part of #HERo	205
	Allianz Academy total training hours	131,092	124,829	131,692
	Occupational health and safety training hours	1,176	1,592	13,208
	Female employee rate	59%	59%	60%
	Female executive rate	43%	43%	44%
	Return-to-work rate of female employees after maternal leave	92%	92%	95%

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FOCUS AREAS	PERFORMANCE INDICATORS	2019 PERFORMANCE	2020 PERFORMANCE	2021 PERFORMANCE
BUSINESS ETHICS	Code of conduct training hours	2,135	108	123
	Number of resolved reports submitted to SpeakUp platform	96	55	49
	Number of people who received anti-corruption training	650	108	82
TRANPARENT AND AGILE GOVERNANCE	Agile transformation rate	15%	16%	70%
	Publication of integrated report	Published	Published	Published
DGITALIZATION AND DATA SECURITY	Number of downloads for My Allianz mobile app	553,000	769,000	757,414
	Penalties charged for breach of data security	0	0	0
R&D AND INNOVATION	Number of new business ideas submitted to the Internal Entrepreneurship Program	103	116	72
	Number of ideas put into practice with internal Entrepreneurship Program	2	2	1
	The number of applications for HackZone Open Innovation Program	n/a	80	87
	Number of HackZone Open innovation Program PoC (Initial Project implementation indicating that the concept works)	n/a	4	9
	HackZone Open Innovation Program Startup Mentorship Time / Hours	n/a	100	88
ESG INTEGRATION AND RISK MANAGEMENT	Number of topics submitted to ESG and Reputation offices	10	14	10
	Number of internal audits	27	47	41
SUSTAINABLE SOLUTIONS	Revenue generated from Sustainable Solutions	75 million	71 million	72.6 million
	Number of sustainable solutions	5	5	6

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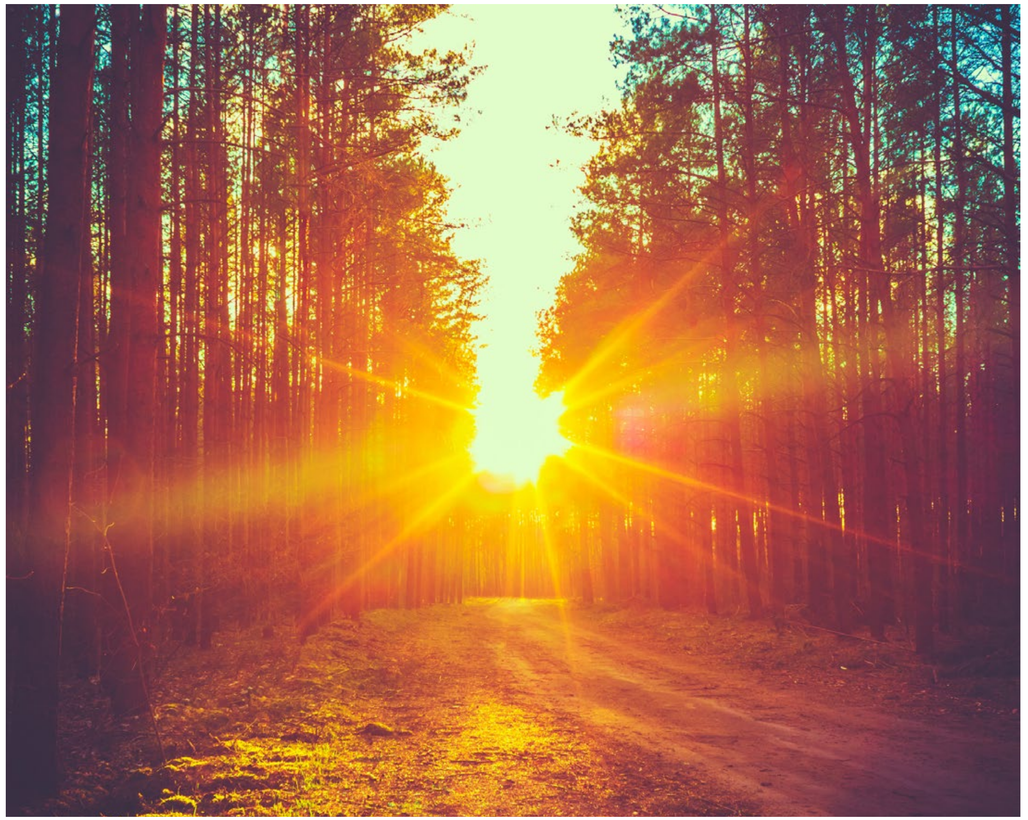
We try to increase the satisfaction of our customers and employees and develop our products and services in the light of our sustainability principles.

As Allianz, we believe in the sustainability of development to be a better institution and redefine ourselves all the time. We pay attention to Business Ethics and apply an active risk management.

At Allianz, we have determined the strategic goal that will steer us into the future as “siding with our customers throughout their lives with our pioneering services and superior customer experience, while serving as Türkiye’s number one insurance company with a sustainable and profitable growth performance”. Within the scope of our strategy, we determined the following areas as our strategical priorities: “agility”, “productivity”, “simplicity”, “customer orientation”, “technology and data focus”, and “employee and culture”.

By matching our sustainability strategy “Allianz is with You, Siding with Good” with the focus areas of our corporate strategy, we ensured the integration of our sustainability strategy into our business strategy. In this context, we have identified our Material Topics as “Financial Performance and Profitability, Customer Orientation, Employee Rights and Satisfaction, Business Ethics, Transparent and Agile Governance, Digitalization and Information Security, R&D and Innovation, ESG Integration and Risk Management and Sustainable Solutions” which also include our strategy.

We intend that the steps we take to be a better institution serve for United Nations’ Sustainable Development Goals titled “Health and Quality Life, Quality Education, Gender Equality, Decent Work and Economic Growth and Climate Action.”



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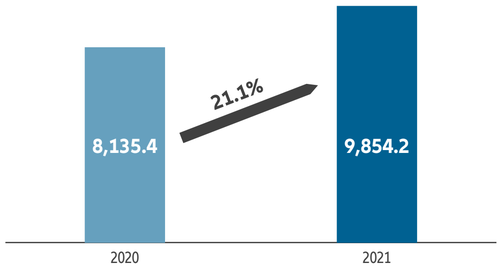
FINANCIAL PERFORMANCE AND PROFITABILITY

We are well aware of the fact that creating a sustainable successful financial performance is one of the most important prerequisites of creating sustainable values. In this context, we try to accomplish our profitability target through a long-term approach that we win together with all our business partners.
We aim to reduce our cost thanks to fast and simple processes that increase our productivity and thus, provide a competitive advantage with high customer satisfaction.

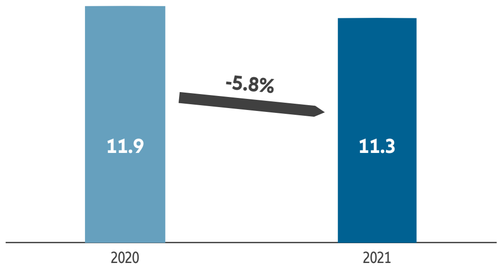
(₺ MILLION)	2019	2020	2021
Premium	8,057	9.74	11,966
Damages Incurred (Reinsurer Share Deducted)	-4,065	-4.87	-6.32
Profit Before Tax	1,376	1,606	2,302
Profit After Tax	977	1,178	1,837
Technical Provisions	7,945	10,147	12,898
Paid-in Capital	726	726	726
Equity	4,147	4,859	5,688
Total Assets	33,504	43,867	61,441

> "Allianz continued to support its agencies financially in this period. Replacement car problem experienced in July-August period was rather tiring for us."
>
> **Allianz Türkiye Agency**

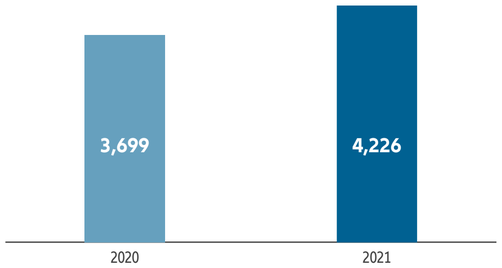
Premium Production (₺ million)



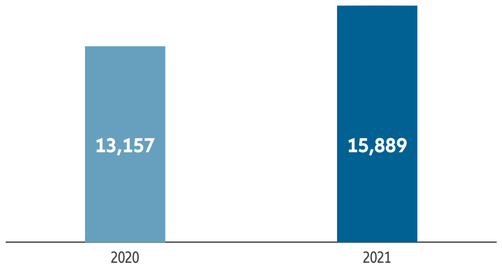
Market Share (%)



Equities (₺ million)



Size of Assets (₺ million)



FINANCIAL VALUE DISTRIBUTED TO THE STAKEHOLDERS

Allianz

CUSTOMERS	₺ 6.1 billion
SHAREHOLDERS	₺ 585 million
DISTRIBUTION CHANNELS	₺ 2.1 billion
EMPLOYEES	₺ 572 million
OUR COMMUNITY	₺ 1.7 billion

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CUSTOMER ORIENTATION

In 2021, we initiated many special products and services for the changing customer needs to keep the customer satisfaction at the highest level. We took steps to increase the service quality regarding the current practices.

> "Its sincerity and reliability, on the spot notifications accelerated our decision-making process. Allianz trademark was already a reason for our preference."
>
> **Allianz Türkiye customer**

Premium Customer Program: We added recent benefits to the program by revising the set of rules for the Premium Customer Program in September 2019. While we were offering claim-based services more in the Premium Customer Program, we focused on adding lifestyle services in the program in 2019 so that customers could make use of the same in their daily lives. As part of Premium Customer Program, we initially started to donate to Retired Animals Farm of Haytap on behalf of our customers who make use of pet service and to the Help Doctor Project of Lokman Hekim Health Foundation on for the customers who make use of other services in the program. As well as many different services included in the program, pet service, car-washing service, private Storytel subscription service were included in the program in Covid-19 period.

Allianz Pension World: Private pension continued to grow with recent privileges in the reporting period of "Allianz Pension World" which we initiated to facilitate the lives and increase the comfort of our customers. Tens of different facilities included in the service such as free complementary health insurance, travel health insurance, cultural art events, checkup, eye & teeth health inspection as well as combi and air-conditioner maintenance are among the privileges of "Allianz Pension World" which includes gift vouchers, free car-washing service, Storytel audio book membership and VIP transfer.

Premium Customer Advisor: While we are preparing our customers for retirement with the information they receive about the markets and pension funds through one-to-one negotiations performed with our private advisors, who are unique and experienced in financial markets, we enable them to have fund return which is much higher than sector. At the same time, we further serve in this respect to increase the financial literacy of the customers.

Reporting period has also been a period in which serious improvements were made in Customer Contact and journey. While we were designing digitalized contact with the customers through more often and simple procedures, we ensured that they would have access to the information on their own regarding pension contracts.

Pay Back Education Insurance: While the customers secure the future of their children with Pay Back Education Insurance by paying the insurance Premium completely in the first year at one time or in installments, they are entitled to receive back the total amount of the premium paid if there is no loss of life at the end of the insurance period. At the same time, they may also benefit from Domestic or Foreign Training Consultancy advantages based on the cover amount specified thereof.

With our pro-active solutions, we continued to be with our customers and the whole society in 2021 as well.

Mammography and PSA Scans: As part of preventive care; we had suspended the reminders regarding mammography once a year for the female Insured above 40 and PSA scans once a year for the male Insured throughout the pandemic; however, we restarted such reminders via SMS as the effect of pandemic reduces.

Online Health Consultancy: With the doctors and nurses at Healthcare Hotline Dr. Allianz Hotline we continue to provide 7/24 online health service. Besides, we have video consultant medical consultancy service in 10 branches mainly internal diseases, child diseases, eye diseases, ear-nose-throat, dermatology, general surgery, orthopedics, female diseases, pulmonology and cardiology, we also maintain our psychologic support service with our online psychologist.

Chronic Disease Management: Our diabetes Project continues with 236 participants; we provide online dietician service for the customers who grant approval.

By November 2021, we initiated our pilot project KOAH, we call the Insured whom we reached and whose participation approval we obtained as part of this project at certain intervals and make them necessary notifications about the disease, and remind them about SFT and vaccine, we follow the health status of the participants with the mini-test, which is applied via telephone and that has international validity and we organize appointments for online negotiations with the pulmonologist if needed.

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Secure Home: As part of the service that aims to protect the Insured over the age of 65 against home accidents, we restarted free of charge expert visits to the homes of the Insured who would like to receive the service which we stopped during the pandemic as well as home security, checkup report and bath safety products and gift package delivery practices provided thereafter.

My Child Secure At Home: We continue to provide specially designed solutions in order to ensure safety of Allianz babies against home accidents.

Case Management: We maintain our calls to provide support for the Insured who are in need of home care about home care organizations, help the cancerous patients about the hospital operations if needed and create online psychologist appointments if they are in need of psychological support. We call the Insured who need surgical operation and continue to create appointments for second opinion examination free of charge if they want.

Dört Mevsim (Four Seasons) Magazine: The magazine which was enriched in 2021 with "Music" category by stating that music is the food of soul, continues to meet with the customers.



The magazine, which features healthy-diet, sports, travel and health and pandemic-specific content, received very nice feedbacks thanks to music category included therein. With the Four Seasons Magazine, which also features a Spotify list called Allianz Healthy Melodies, we intend to provide support for the customers to protect their health, give them up-to-date and useful information, offer healthy life suggestions, announce Allianz services and contribute to the customer satisfaction. The magazine reaches out nearly 450.000 people every year.

CUSTOMER SATISFACTION

In the NPS research organized by Allianz Group and carried out with Ipsos Research company under CATI methodology, we were positioned as "Above Market" with our score of 18,6 in Elementary; "Loyalty Leader" with our score of 40,4 in Health; and "Loyalty Leader" with our score of 18,6 in Life & Pension in 2021. We obtained the highest scores in all branches in comparison to our competitors. We had been positioned as Loyalty Leader" in all branches in 2020.

At the end of 2020, instant customer satisfaction measurements in 8 different customer contact points were initiate through Voice of the Customer Project and our VOC score was 4,4 out of 5 in 2021.

Customer benefits provided through loyalty programs are measured with 5-star method and feedbacks are received from the customers.

ACTIVITIES PERFORMED TO INCREASE CUSTOMER SATISFACTION

We celebrated the birthdays of 1,5 million customer by making donations to TEGV on behalf of them. For 2022, we renewed and continue our birthday activity in a way to donate one of the NGO that will be selected by the customers among TEV, Theme Foundation and Lokman Hekim Health Foundation.

Sending an excuse flower to the customers who had a negative experience, we apologized from 135 customers.

We delivered TV blanket in winter and cooling bag in the summer, i.e., 1200 thank you gifts in total to the customers who had been with us for more than 5 years.

We provide several lifestyle benefits for the customers in the field of vehicle, health, culture and art thanks to Special Customer Program and Allianz Pension World Loyalty Programs.

We presented all customer portfolio with free Bein Connect membership for 2 months through a campaign carried out on social media.

Every month VOC (Voice of the Customer) and digital NPS surveys are analyzed in detail with Tribes in 3 business lines, the problems are identified and actions are planned to increase customer satisfaction.

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We added many updates to VOC Project by 2021, now we make donation to Turkish Education Foundation on behalf of our customers who take part in the surveys. With this activity, we had nearly 2 times of increase in our participation rates.

In the first half of 2021, we started to grant VOC rewards within the company to Sales and Operation teams. At the end of each quarter, those, who are ranked among the first 3 by scoring minimum 4 points out of 5 in the relevant customer voyage in their teams are introduced and rewarded within the company.

CUSTOMER ENLIGHTMENT ACTIVITIES

In order to inform the customers about the revisions performed, we carry out annual KBF Contacts, and Recall Contacts at regular intervals regarding their vested rights. We increase access through advertisements at social media and digital platforms. In all branches, we send the customers notification and campaign SMSs in many processes such as sales, claim and renewals.

PREMIUM CUSTOMER ADVISOR NEGOTIATIONS:

NUMBER OF PERSONS NEGOTIATED IN TOTAL:

99

Within the scope of ACM (Allianz Customer Model) transformation project, simplicity activity was started to be integrated initially in elementary and Health branches in compliance with the project dates. At the same time, the Simplicity actions were reorganized as part of Tonalite and transitions to the scope of ACM still continue. Thus, the policy contents are simplified and turned into a format which can be better understood by the customers. Additionally, we have a single page project that enables the customers to be informed more easily about the product and the additional benefits.

CUSTOMER SERVICES IMPROVEMENT ACTIONS

Data Bank for the Agencies: A digital library was created in order to provide fast and quality services for the customers and ensure that agencies access to information quickly. More than 1200 questions and answers are included in this field which can be accessed easily. New information is still added to this application which was launched in July 2021.

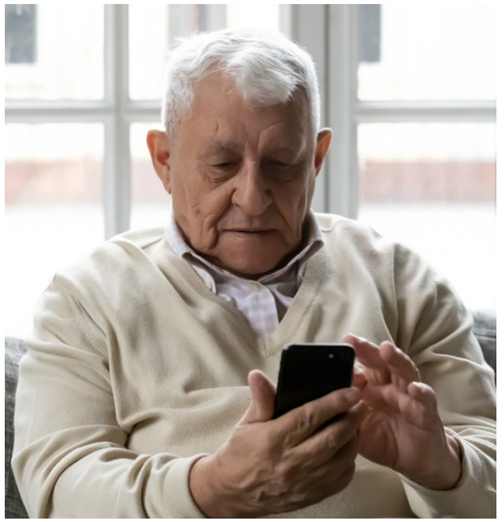
Xperience Habits roll-out Allianz Türkiye: As part of the Project which is followed globally, Experience Habits Guideline was shared with us so that our customers have only one Allianz experience all over the world. In compliance with the project plan, trainings were provided for all Customer Services employees in accordance with this guideline and the Project was put into practice. The program started in October 2021 and completed in December 2021 after the trainings were provided. As part of the guideline engaged with the Project, we approach our customers sincerely, thank them and continue to make them feel that we want to help.

Adjustment in IVR Applications: It is ensured that the customers accessing our company carry out many transactions fast thanks to self-services as part of the use of digital platforms regarding customer contact. For instance; in elementary branch products; following transactions such as opening a claim file, following claim file status, credit card change, following spending status, credit card change in health branch can be performed quickly thanks to self-services. In order to facilitate the life of our customers who are 60 years old and above, an identification system is used in which the they have direct connection with online the customer representative and carry out their transactions. We wanted to create satisfaction thereby not exhausting the customers in this age group.

CUSTOMER CLAIM PROCESSES

Doubling the rate of automation in the pay-later indemnification digitalization journey, the rate of payment on the same day increased up to 15%.

Increasing our provision automation ratio by 4%, we extended the waiting periods at the health institutions for the Insured.



Increasing our indemnification digital document rate by 60%, we prevented cutting down 77 trees with the decrease in the use of paper in 2021 and contributed to sustainability. Thanks to smart data reading technology for inpatient treatment, we started to receive parametric data pioneering in the sector.

We standardized our processes and introduced the Insured with faster provision assessments.

In the applications made through mobile application for post-payments, we accepted the digital formats of the documents without asking for the physical formats regarding the claims for damages below ₺ 5.000, and enabled the Insured to have a faster pay back experience.

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EMPLOYEE RIGHTS AND SATISFACTION

(102-12)

As Allianz Türkiye, we intend to increase the loyalty of the current coworkers by creating positive employee experiences with our motto of “With passion for tomorrow”, to reinforce organizational attraction for the potential co-workers and ensure sustainability of employer brand envoy identity for the previous coworkers.

We believe that social diversity will enrich the corporate culture and contribute to our corporate success. We allow our employees to express themselves in the most proper way by opening up space for their individual differences.

We adopt the Allianz Diversity and Inclusion strategy as a guide in social equality and inclusion under the responsibility of the Allianz Global Inclusion Council, with the strategy being reported to the Allianz Board of Directors.Consistent with the Allianz Business Ethics and Compliance Code of Conduct, we have a zero- tolerance policy for all kinds of discrimination as per the Allianz Türkiye Human Rights Policy.

Operating since 2018, Our Diversity Working Group is responsible to carry out social diversity and inclusion activities at Allianz Türkiye; gender equality, disabled employees, LGBTI, race, religion, national diversity, and age differences are among the principal issues of the Working Group. A total of 24 volunteers from different departments take part in the Committee, which reports to the Sustainability Committee. Furthermore, two members from our Executive Board serve as a cosponsor for the Working Group to ensure the adoption of gender equality by our senior management team Gender Equality.

As Allianz Türkiye, we are the first signatory of the United Nations Global Compact (UNGC) and the United Nations Women’s Empowerment Principles (WEPs) in the industry. We take part in the Türkiye-based sub-working groups of WEPs.

We manage Gender Equality with a holistic perspective in all areas from recruitment processes to the supply chain.

Utilizing the WEPs Gender Gap Analysis Tool, we scrutinized our company’s gender quality practices in all areas. This analysis allowed us to see our best practices and areas of improvement. We started to take action towards the gaps identified by this analysis. Within this scope, Executive Team members received Gender Equality training, paternal leave was extended to ten days, and a gender-neutral CV without photograph practice was adopted. Gender discrimination is not allowed in job advertisements.

In career platforms and social media job advertisements we publish genderless announcements with inclusive visuals that are not specific to one gender only. We pay attention a balanced rate of male-female candidates who are considered for the position including the internship programs. We further consider a balanced male-female distribution while creating coaching and mentorship pool. Within the scope of the trainings performed by Allianz Türkiye Academy, we keep an eye that the women have taken part in minimum 1 training each year.

Female employees account for 60% of our total workforce and they account for 44% of our executives. We have been increasing the ratio of female employees in our intermediary management positions.

We are among the countries with a good ratio of female employees across the Allianz Group.

We show the same sensitivity we show towards female employees for disabled employees and disadvantaged groups as well. We prioritize disabled and disadvantaged groups for vacant positions within the company in line with our understanding of inclusiveness. In 2021, we included 3 para-athletic sportspersons to in our family that will be assigned in different positions based on the cooperation of Allianz Türkiye with Olympics and Paralympic Games.

THE RATE OF FEMALE EMPLOYEES IN TOTAL WORKFORCE:

60%

THE RATE OF FEMALE EMPLOYEES AMONG EXECUTIVES:

44%

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#HERO

As Allianz Türkiye, we launched the #HERo program in 2021 to promote gender-free working culture. Under the roof of the program, we organize seminars and trainings for the executives and the employees and carry out social responsibility projects. As part of the program, we achieved 17 development solutions. The rate of the males among the participants was 26%. Besides, we created the #HERo Degreed content on learning and skill development platform Degreed to perpetuate development about Gender Equality.

Within the scope of #HERo, 205 co-workers received Gender Equality training.

ALLIANZ TÜRKİYE ACADEMY

We consider the development of our employees among our business priorities. Accordingly, we launched Allianz Türkiye Academy (ATA) to develop the talents of our employees and reveal their potential and creativity in line with the understanding of lifelong learning. With the training programs prepared within the academy, we prepare our employees for the business world of the future.

As Allianz Türkiye Academy, we apply a constant learning and development perspective in a wide ecosystem that extends from the employees to the business associates. We design the training programs offered at the academy by evaluating both the individual needs of the employees and the corporate strategies. Thus, we strengthen individual performance and corporate performance simultaneously.

We offer all our employees personal development programs for each function that will support their professional development in the development journeys that all our employees are involved in with the orientation program after their recruitment in line with the My Career Path processes, which they can follow through the HR system. In this context, we prepared the training programs of the Development Program on Information Technologies, Development Program on Finance, and Development Program on Marketing.

With the My Career Path platform we intend that the employees can see their terms of reference within Allianz Türkiye and the extent of the career map regarding their position at Allianz Türkiye. The Platform also determines the steps to be taken by the employee in this journey if the career map corresponds to the own career path desire of the employee.

Once again, we enable the employees to benefit from individual development programs with their own choices in parallel with the Individual Development Plans thanks to the KAP Development Program included in HR system.

We aim to develop and transform as an organization with the 7 Ambitions of Allianz Customers and Seeking After Our Ambitions trainings, GenCX Customer Experience trainings, Digital Hunters Development Program whereby we improve our digital competences and Agile Development Program.

We offer All Lead, All Lead Plus, and Shining Star leadership development programs to our leaders, and we offer various development programs and solutions such as Mini MBA as part of the ADP Development Program to our leaders in our talent pool, and the experts who will be the leaders in the future.

For those who would like to be included in the internal training process among our employees, we contribute to their career enrichment with the A2A Internal Trainer Development Program. We also provide AKUT Development Program and SRS (SwapShadowing-Rotation) opportunities. We intend to enrich the career paths of the employees with all these programs.

With FamiLearn program, which contributes not only to the development of our employees but also to their family members, we offer various solutions to support the development of their spouses and children.

With GO Development Program, we train our colleagues who aim to open an agency.

In order to support different learning methods and measure what is learnt, we position gamification as a part of development by making use of All Game Gamification Platform.

Allianz Türkiye Academy in 2021

131,692 HOURS OF TRAINING

9 DAYS TRAININGS PER EMPLOYEE

845 DIGITAL CLASSROOMS

973 DIGITAL CONTENTS

371 INTERNAL TRAINERS

44% THE RATE OF TRAININGS PROVIDED BY THE INTERNAL TRAINERS

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We cooperate with the universities for Professional development; and organize lessons at the universities, which are the trademark of Allianz Türkiye Academy. In addition, we support the career path of the young talents thanks to the development programs specially offered to high school university interns such as K.A.M.P., CodeBooth, DatAction.

Within the scope of the performance management process, the targets of all employees having an administrative position are determined at the beginning of the year. Individual target evaluation and feedback meetings are held twice a year, in the middle of the year and at the end of the year. Evaluation processes of sales staff with monthly targets are carried out on a monthly basis, and a general evaluation and feedback meeting are held at the end of the year. In 2021 the percentage of employees who were given feedback within the scope of performance evaluation was 100%.

ALLIANZ TÜRKİYE MENTORSHIP PROGRAM

We restructured the mentoring process carried out since 2016, under BOND Mentorship Program in 2020. We put into practice "peer-level mentoring" to support different perspectives and "reverse mentoring" to strengthen intergenerational communication. We provided broader development support by expanding our mentor and mentee pools.

As for 2021, we launched Internal Coaching process. As part of the application, the internal coaches, who are trained under ICF certified coaching ecole, provide volunteer coaching for the internal trainers who applied to the surveys conducted through Allianz Türkiye Academy.

At Allianz Türkiye, we currently have 110 mentors, 241 mentees and 18 certified coaches.

ALLIANZ DISCOVERY PROGRAM

With the Allianz Discovery Program (ADP), we discover our talents at Allianz Türkiye. With the program we not only aim to improve the leadership and technical skills of the employees but also develop their sphere of influence within the organization.

As part of ADP the 3rd term of which started in 2020, all employees were informed about the opportunities awaiting them during their two-year journey of discovery. Then, individual development planning meetings were held, and the mentoring process was started. Through Allianz Türkiye Academy, many personal training programs were held for their development. The 3rd period of ADP was completed in 2021.

Allianz discovery program

OPPORTUNITIES OFFERED TO EMPLOYEES

We continue our activities adding value to the corporate without interruption in order to create a flexible, sensible and democratic working environment that supports change in terms of increasing employee engagement and strengthen their motivation.

We offer Group Health Insurance, Group Life Insurance, Group Pension Plan, Long Term Stock Investment options to all our full-time employees to help them invest in their health and future. Furthermore, we contact with many organizations and trademarks as part of our "World of Advantages" activity and conclude special discount agreements for the employees. In 2021, we contracted with 38 trademarks/organizations in total.

We carry out activities such as lactation rooms and free psychological support that will facilitate the professional life of our female employees, and we try to help them establish an exhausting the balance between their private life and professional life.
Thanks to these practices the ratio of female employees returning to work after giving birth is rather high. 95% of female employees who took maternity leave in 2021 returned to their jobs.

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All co-workers are granted birthday leave for 1 day a year and the male employees are granted paternity leave for (10 business days), which is above the period stated in the law. The co-workers, who are members of other religions different than Islam are granted 3 days leave to be used in the period they request; half day on 31 December due to new year; and a regeneration leave up to 3 months for the co-workers who have company seniority more than 7 years and that want to have a career break.

Furthermore, the co-workers are considered to be on administrative leave on the first day when the education started so that they could share the joy of school with their children.

Allianz Türkiye New Working Model

As a result of the changing business manners due with the pandemic process, we offer hybrid working system for all our co-workers thanks to Allianz Türkiye New Working Model, which was launched in 2020 and that is centered on "Flexibility", "Productivity", "Well-being & Sustainability" themes and thus we ensure that they can spare more time both for the work and their social life.

> "In the beginning of the pandemic period, uncertainty and anxiety were the most dominant feelings valid for all of us. That we were one of the first companies to step towards homeworking in this period had been greeted with astonishment and admired enviously by our families, workmates and friends as well. 2021 was a year in which we were more adapted following the firs familiarization period in 2020. The bold and employee-oriented decisions taken by the company for the first days, transparent contacts established and their desire to continue to prioritize our health were all a source of support and motivation for us. Proper operation of our infrastructure throughout this period, progress of the works in the ordinary course, continuation of the team spirit and solidarity in the same manner as if we were shoulder to shoulder despite the distance between each other were very valuable for us and the company.
>
> In addition to this, practices such as homeworking supports provided by Allianz, time and days without meetings, online training, chat and health programs helped us to experience "Allianz is with You" spirit much more in this challenging and unfamiliarized period. And the hybrid working model, which is the new normal for us, not only helped us to relieve the psychological tiredness created by the feeling of getting stuck at homes but it also made it more productive with the options to carry out our work either face-to-face or online. All this process indicated that our company will always be with the employees in the oncoming periods as well, and it will take the most accurate steps so that we could work with decided and bold steps without worrying no matter what we live."
>
> **Birol Sığırcı** (Allianz Türkiye employee)

Bi'mola (A Break)

With Bi'mola (A Break), which is our social activities club we offer our employees the opportunity to experience in many different areas from sports to travel, music to art and allow them to move away from the high working tempo.

The activities and the sub-clubs of our club are updated every year and we make it more useful for the employees. In the beginning of each year, we plan the activities to be performed within the year and identify the new clubs.

In 2021, we established a digital club that addresses 9 different hobbies in total based on the results of the survey "We Want to Know You Closely" that we conducted for the interests and hobbies of the employees. We performed 20 digital activities in total in many categories from entertainment, culture-art, social responsibility and sports.

Days & Hours without Meetings

As Allianz Türkiye, we spend two days every month without any meetings thereby closing three hours for meeting organizations among our working hours everyday thanks to our following application "Days & Hours without Meetings."

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INTERNAL COMMUNICATION

We consider continuous and healthy communication with employees as one of our material topics. We measure employee engagement and loyalty through the Employee Engagement Survey that is conducted globally. The results of the survey are an important guide for our human resources practices.

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EMPLOYEE ENGAGEMENT INDEX SCORE-EEI IN 2021

81%

We consider employee performance together with corporate performance. In our journey towards achieving our corporate goals, we aim to enable our employees to demonstrate their own potential and talents. In this context, we monitor our score on the Performance Culture Index that was created by Allianz Group.

PERFORMANCE CULTURE INDEX SCORE- IMIX IN 2021

81%

Channels of Communication with Employees

We organize SAM (Strategic Alignment Meeting) with the Executive team so that our corporate strategy could be recognized and internalized by all employees and promote all employees to take part in this meeting. In 2021, 1.560 employees attended this meeting.

As part of the CEO Townhall Meetings, we share Allianz Türkiye's position in the industry, the projects implemented, our achievements, and future goals with all our employees. In 2021, 2 CEO Townhall meetings were held, and 3,480 employees accessed the meetings in total.

As part of the "I'm Here at My Desk" meetings whereby each of our senior management members meets with the employees one-on-one, 104 co-workers had one-on-one meetings with the senior management in 2021.

With the blog articles shared weekly by the CEO, we ensure that our strategy is recognized and adopted by the employees. In 2021, a total of 50 CEO Blogs were shared with the employees. We also published 21 digital news post.

In addition to all these, Allianz Connect Intranet is a communication platform that is part of the entire global community and can be accessed by 2,500 Allianz Türkiye employees.

PREFERRED EMPLOYER

We carry out various activities every year to make Allianz Türkiye a trusted, strong, and preferred employer brand. As part of the strategies developed to win young talents and boost brand awareness among university students, we establish collaborations with student clubs and career centers. Thanks to these activities, we establish close contacts with the potential candidates and have the opportunity to introduce our corporate culture.

In 2021, we took part in 7 organizations in total in 6 different universities. Moreover, we contacted with 12.087 students by participating 13 digital events open for all university students.

K.A.M.P. 2021

With K.A.M.P., the internship program for university students, we provide young people with the opportunity to meet with experienced professionals and experience the job in the kitchen. At K.A.M.P., the students gain new knowledge through Allianz's in-class and online training sessions and have the opportunity to demonstrate their differences by sharing their ideas with research presentations. At K.A.M.P., we also provide career guidance to young people. As part of the K.A.M.P., we offered internship opportunities to 29 students in 2021.

K.A.M.P.
Keşfet. Araştır. Merak et. Paylaş.

> "At the internship program "K.A.M.P., I spent two useful and enjoyable months with a team who love their job and that enabled me to engage in all of their processes in an area which I wonder a lot. This experience directed me to form create a career plan that covers the field for which I had internship at K.A.M.P. in the near future. What makes K.A.M.P. Different for me from many other internship program is that they enable the interns to have experience not only at the main functions of the company but also at the auxiliary functions. Besides, it was very precious for us to see the efforts exerted by the human resources team for the progress of the process without any problems."
>
> **Elif Kaymaz** (An intern at K.A.M.P. 2021)

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You Seem to be an Authorized Person

In the last quarter of 2021, we launched the live broadcasting series called " You Seem to be an Authorized Person" on our Allianz Career Instagram account to introduce our organization to the young talents and explain them more closely the positions where they can work. In the program in which we expect that one of our employees describes their job and experiences every month, we performed 3 live broadcasts. The broadcasts will be maintained in 2022 as well.

CodeBooth 2021

As Allianz Türkiye, we received 2,5576 applications in 2021 within the scope of CodeBooth, the information technologies program launched in 2019 to bring future software developers to the industry. After the program, we included 23 successful young talents in the long-term internship program. Our interns will work actively 3 days a week for 6 months and will be included in the training program prepared by the Academy. One of our interns was recruited as an employee.

DatAction!

We launched "DatAction" internship program in 2021 whereby we intend to raise the actuaries of future. There were 2,550 applications for the DatAction program, which was designed in consideration of the need within the sector, to increase the number of actuaries that will direct the field of risk assessment in insurance industry and contribute to release of new products.

5 interns, who successfully completed the application procedures had the opportunity to experience the task of actuaries in the projects they were assigned following an intense training as part of the internship program for 6 months. After the program the interns were recruited as staff members.

Virtual Career Fair 2021

We took part in the Virtual Career Fair, which is the virtual type of traditional fairs in which the companies come together to meet with young talents. We interviewed with the students one by one through the online platform and reached 76 persons in total. Our satisfaction score was 4,91 after the negotiations and we were ranked in the 2nd place among 14 companies.

CULTURAL EXCHANGE ACTIVITIES IN 2021

We had initiated the Cultural Exchange Program to render our cultural exchange efforts more systemic. As part of the program, we conducted the Organizational Health Index survey in February 2019. After the analysis of the survey, we determined the development areas for Allianz Türkiye and created an agile team consisting of the team members of different functions. As for 2020, we matched the relevant focus areas determined with all with all Human Resources processes, and we began to implement the transformation process following a long-term communication plan in line with our target to ensure compliance of all co-workers with the culture of Allianz and include those co-workers who are in compliance with this culture.

As Allianz Türkiye, we continued our cultural transformation process in 2021 by providing cultural transformation trainings for all coworkers. We organized communication activities such as panels regarding the internalization of cultural focus areas. Furthermore, we organized "Welcome" meetings for the employees who were recently recruited.

EMPLOYEE HEALTH AND SAFETY

As Allianz Türkiye, it is one of our basic priorities to create a healthy and safe work environment for the employees. In order to create such a working environment, we apply occupational health and safety rules of the highest standards in all Allianz offices and make sure that the employees of the sub-contractors act in accordance with these rules along with our employees. In order to increase the awareness of our employees on occupational health and safety (OHS), we organize OHS training programs and implement various practices so that they can lead a more conscious and healthy life. In the pandemi period, we transferred our OHS trainings to the digital platform. Training completion rate reached up to 73% in 2021.

Allianz Türkiye, occupational health and safety issue is managed with a central approach from the location of Allianz Tower through OHS Council incorporating employee representatives and volunteering members. The council which has 31 members in total meets four times a year. In addition, the OHS department, which was established in 2019 to reinforce OHS culture, is responsible for carrying out OHS activities, ensuring legal compliance and performing audits and improvements.

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We care about the health and prosperity of our employees as much as their safety. With the awareness of the negative effects of stress on human health, we organize various training programs to help our employees overcome work-related stress. In 2021, we promoted the use of annual leaves through annual leave campaigns, bridge leave and annual leave target applications in order to ensure that our coworkers move away from the work environment and have a rest as part of the activities conducted for stress management.

At the same time, we carried out many activities to reduce stress levels, strengthen physical and mental health as part of Mental Health Day. We organized consciousness seminars in a wide range extending from breath therapy to yoga activities; mindfulness practices to mental health strengthening issues with expert psychologist. In addition, we enabled our employees to consult the experts about stress management and psychological support areas through our employee support program Avita.

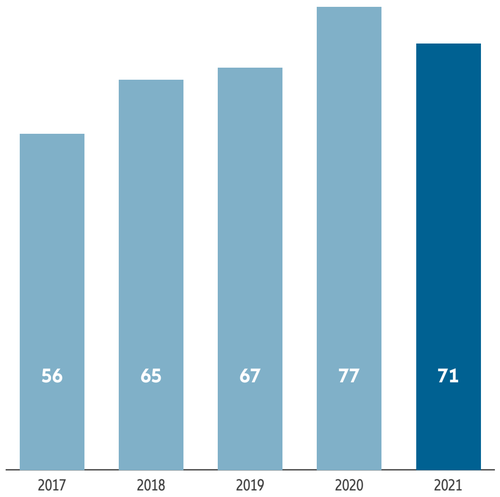
Once again, we provided all Allianz employees with personal diet service with Fit Broccoli application in order to help the co-workers protect their health.

WORK WELL INDEX

In cooperation with the University of Dusseldorf and Allianz Group, Work Well Program is applied across the Group with an aim to contribute to the well-being of Allianz employees. As Allianz Türkiye, we take actions that will make Allianz employees happier and more productive and healthier as part of the program.

The Work Well Index (WWI) used to measure the effectiveness of the program helps to measure the social and physical well-being of the employees. According to index results for 2021 the rate of employee happiness and well-being was 71%.

Our Work Well Index (WWI-%)



In 2021;

1,580 NUMBER OF PEOPLE RECEIVED OHS TRAINING

12,640 HOURS OF TRAINING

171 ONSITE AUDITS

1,116 NUMBER OF OCCUPATIONAL HEALTH TREATMENT

COVID-19

The period for the last two years, went down in history in which pandemic left its mark on all over the World and brought many changes from our business manners to our habits. As part of our combating strategy against Covid-19; it was our most basic priority to protect the health of our employees, their families and our stakeholders. In addition, it was among our other priorities to have constant contact with the employees, to make correct and transparent notifications for them in this challenging period.

We made many investments to protect the health of all employees in the Office environment such as heat measurement with thermal cameras, density video analysis systems, elevator automation, air-conditioning, and ultraviolet disinfection light against the infection risks of our offices, and we had the favorable opinion of an independent company indicating that adequate measures were taken for our working spaces.

EMPLOYEE SUPPORT PRACTICES DURING THE PANDEMIC PERIOD

Thanks to several practices in the pandemic period, we tried to make the employees feel that Allianz Türkiye is always with them.

We sent our birthday gifts to homes.

In cooperation with Avita, we continued to provided online consultancy services in order to provide psychological support for the employees and their families. Thanks to the contact channels identified, we maintained to create solutions0 for the problems encountered by the employees during remote working period.

We continued to make digital activity suggestions to the co-workers through our social activities club Bi'mola (A'break) during the period in which we all stayed at home.

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We maintained our office chair support for the employees to provide an ergonomic working environment at home in this period as well.

We continued the annual leave campaign and bridge leave applications so that they can spare more time for themselves and their families during the pandemic period. Before the period when there was lockdown, we put the working times 2 hours back for 2 days so that all coworkers could meet their needs. In addition to the additional 5 days of leave that we offered in addition to birthday leave and paternity leave, we have offered 1 hour of administrative leave on weekdays, which they could use when there was lockdown during the pandemic period. Besides, we granted leave of administrative absence to the co-workers who have children under the age of 18 at the time zones when they were allowed to go out.

We granted 1-day additional leave under "Allianz Holiday" application to all coworkers for their due diligence so that they could improve their mental health and we celebrated the Mental Health Day with all Allianz countries to raise awareness. We organized a "mindfulness" session for that day through @tutkuylayuruyenler Instagram account.

ADD +1 VALUE / THANK YOU

With the increasing importance of digitalization during the pandemic period, we continued to implement the "Add +1 Value / Thank You" practice in order to enable our colleagues to thank each other easily.

TUTKUYLA YÜRÜYENLER

In order to strengthen our communication network on the social media, we continued our interactive posts through the Instagram account "Tutkuyla Yürüyenler", which was opened only for co-workers during the pandemic period. Thanks to "Just Us Talks" live broadcasts performed with executive members, we gave the following message "we have one heart even if we are far away." The platform soon became a contact channel nearly followed by 90% of the employees thanks to several competitions, live sports lessons, team introductions and interactive contents. There were 750 posts in 2021 on the page with 2.200 followers.

HAPPY EMPLOYEE AMBASSADORS

Through our Happy Employee Ambassadors, who are volunteers from every function, we have shared activities and exchanges that increase motivation, depending on the wishes and needs of each team.

MENTAL HEALTH PROGRAM

We continued to implement the Mental Health Program to support the psychological state of our employees during the pandemic period. And the hotline, which was established to help our employees reduce their anxiety maintained its activities throughout the period.

SPORTS SUPPORT FOR EMPLOYEES

We carried out a series of activities in order to protect the physical health of our employees during the pandemic period when the movement area and opportunities were greatly restricted. Live sports lessons were held on our Instagram page @tutkuylayuruyenler. We granted Online Wellness Studio membership for all coworkers and their immediate relatives. We took part in the Allianz World Run that lasts for 3 months for the 6th time.

TRAINING PROGRAMS IN PANDEMIC PERIOD

During the pandemic period, we continued to support the personal and professional development of our employees. With the resources offered by our Academy that transferred the development solutions to digital in an agile way, we designed programs that focus on the mental health of the co-workers.

During our stay at home, we organized training and workshop sessions within the scope of the FamiLearn Development Program, that our colleagues and their families can participate in.

We organized "Mental Health Online Seminars" regularly every month under the mentorship of expert psychologist. During the seminars; we discussed following issues such as motivation, stability, mindfulness, positive thinking, management of anxiety etc., and shared out thoughts.



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BUSINESS ETHICS

(102-16, 102-17)

Highest business ethics standards constitute the basis of business manner of Allianz Group all over the world. This basis is shaped by a code of conduct which all Allianz employees are obliged to comply with i.e., "Allianz Code of Conduct for Business Ethics and Compliance.

Within the scope of Compliance Programs, we offer "Confidential Reporting", where our employees can report improper business processes. Using this opportunity, employees can anonymously report unethical incidents, bribery, fraud, and abuse cases they encounter in business processes through the Confidential Reporting Line. In non-anonymous notifications, the confidentiality of the reporters is protected with the assurance of senior management and the Compliance Department under the Anti-Retaliation Policy. In 2021, 49 notifications were submitted to Speak Up line and they were all resolved.

We organize training programs to ensure the dissemination of the Code of Conduct within the organization. We provide in-class compliance training to all our newly-recruited colleagues as part of their orientation. The training content also includes detailed information on our anti-corruption policy. In this context, we provided 82 person*hour trainings in 2021.

As part of our Anti-Corruption Program, which we carry out within the scope of our Anti-Corruption Policy and which is also followed by Allianz SE, we provide regular training sessions to our employees and agencies. We periodically check the accounting and ledger records. We periodically check our suppliers, agencies, and brokers, both before and during the business relationship, within the framework of certain risk indicators.

We benefit from the knowledge and experience of other institutions and non-governmental organizations to improve our practices in the field of ethics. We are a member of the Ethics and Reputation Society.

IN 2021,

49

NOTIFICATIONS TO SPEAK UP LINE AND THEIR SOLUTIONS

IN 2021,

82

PERSON*HOURS OF TRAININGS



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AGILE AND TRANSPARENT GOVERNANCE

As one of the most preferred insurance companies in the industry with the highest loyalty score, we believe in the importance of agile governance to meet the customer needs in compliance with the speed of the age and increase cooperation and transparency in the working system. With the Agile Business Method that we started in this direction, we shifted from a function-based structure to a business-driven. With this method, our employees with different fields of expertise work together and become part of the solution with broad powers.

We reinforce our agile management approach with our rooted corporate management approach. We revise our processes to become an inclusive, transparent, and accountable company where all relevant stakeholders are informed in a timely manner.

Detailed information on our Corporate Governance practices is available in the section of the annual report in our corporate website.

AGILE TRANSFORMATION

In line with our goal of becoming an agile organization, our transformation efforts continued in 2021 as well. With our advanced practices in this field, we provided benchmarks to 25 companies from Türkiye and abroad.

- What is our agile transformation rate? / **70%**
- How many teams working agile? / **86**
- How many co-workers do we have in agile transformation teams? / **796**
- How many hours of training did these people receive in total? / **A total of 304hours of training was carried out (98 training programs)**
- How many agile coaches do we have? / **13**



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DIGITALIZATION AND INFORMATION SECURITY

Allianz Türkiye continues to take firm steps towards becoming a "truly digital" insurance company that places the human aspect at the core of its business, which has been planned by in accordance with simplicity, productivity, customer, and technology & data focuses.

Therefore, it continues to carry out its operations at full speed by making the most efficient use of the change brought about by digitalization both in its business processes and in its products and services.

In addition to developing, adding new features, and improving My Allianz Mobile Application and Online Transactions Center, as well as our website and other digital assets, where our customers can easily access the information and services they need, we continue to work intensively with the aim of reaching different target audiences and creating knowledge on this subject with pioneering digital partnerships in the industry.

With the digital-oriented team (Digital Tribe) which we established to meet the needs and demands of customers more quickly and easily in the digital environment, we continue digital transformation non-stop.

In the reporting period;

- For the Tcip (Dask) product, we designed an online end-to-end sales process and made it available for the customers.
- At Online Operation center, we launched "What is paid?" function whereby the customers can see health policy covers, special clauses and exclusions in detail.

At My Allianz application;

- We renewed the homepage with a more contemporary and innovative design. With that design, we made the campaigns section more visible thanks to story appearance, with which the users are familiar from social media. With the news cards, we ensured that our news had a more legible and modern structure.
- We designed a screen where the users can interact much more by adding Notification Card and Notice Bell features.
- While offering a more convenient fund distribution change process for the customers, we also started to offer new details about the funds.
- We separated "forgot password" and "subscribe" process from each other and improved the customer experience. With customer verification, we ensured that customers would subscribe in safer manner.
- Adding the sales forms in our website to the mobile application, we ensured that the users of the app can also receive quotes / purchase products easily.
- We integrated Masterpass payment application to the payment infrastructure, and offered our customers an easier payment option.
- We improved the Profile Screen for easy access to general information of the application, user-specific details and settings.

In 2021, we allocated ₺ 37.5 million budget for digitalization and information security actions.

"Our ongoing cooperation with Allianz for many years grew stronger in the last period with Bancassurance Project. We identified digitalization and best experience as our priorities by focusing on customers. In this context, we launched the first outcomes of the Project successfully. In line with the common objectives, we intend to achieve excellence in this field thanks to Bancassurance Model that better understands the needs and offer the best solution quickly and easily."

Evren Yarkın (Bancassurance Strategic Marketing Manager)

USE OF WEBCHAT

256,000

USE OF CHATBOT

68.000

2021 NUMBER OF DOWNLOADS FOR MOBILE APP

757,414

(NUMBER OF TOTAL DOWNLOADS 2,334,627)

NUMBER OF WEB VISITORS

13,178,166

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PAPERLESS OPERATION

Incoming document digital processing percent

99.5%

AUTOMATION PERCENT

Motor branch production automation percent

97.4%

Health provision automation percent

79.4%

DIGITAL PLATFORMS

DigitALL Phoenix

DIGITAL PRODUCTS & SERVICES

100% digital / loss assessment with video chat for new products

CUSTOMER CONTACT

Number of IVR OKS request **112,000**

Use of Webchat **256,000**

Use of Chatbot **68,000**

USE OF ROBOTS FOR THE WORKS THAT CAN BE TRANSFERRED TO AUTOMATION

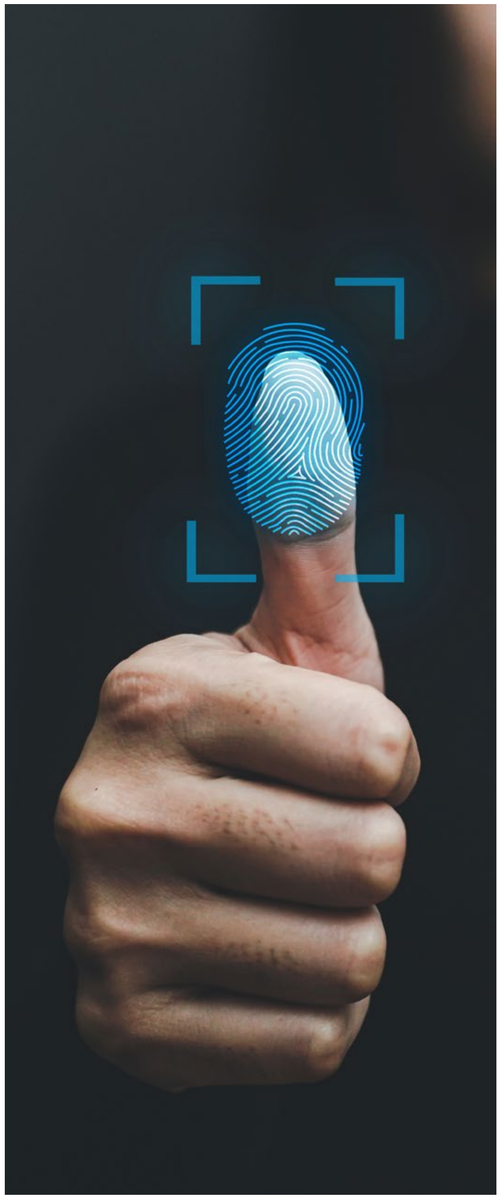
The Allianz Group Information Security Framework (GISF) is our Information Security management framework that we are obliged to comply with and which is subject to the regular group and local audits. We also comply with the following standards:

Allianz Group Information Technology and Information Security Policy, Allianz Functional Rules for Information Security, Allianz Information Security Practices, Payment Card Industry-Data Security Standard (PCI-DSS) and Control Objectives of Information Technologies (COBIT).

Allianz While technological measures are taken against changing and developing cyber threats in accordance with the Allianz Group standards, the human and process aspects are not ignored. We raise users' awareness of phishing attacks by sending phishing campaign e-mails at least four times a year. We provide "Information Security Awareness" training programs to our newly recruited employees. In addition, with the Agency Information Security Principles document that we have prepared to increase the Information Security awareness of our agencies, we regularly provide awareness training programs for our agency users.

We aim to create an active control environment by ensuring that security issues are included in the process from the very beginning i.e., the design phases of the processes.





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R&D AND INNOVATION

Developments for the simplification and comprehensibility of our products in compliance with the simplification focus in our strategy were maintained and thus customer satisfaction was increased with smooth, rapid and user-friendly displays.

In line with its journey to be digital company thanks to its human-oriented and agile working culture, Allianz Türkiye planned its activities in accordance with simplicity, efficiency and data-orientation principles thereby focusing on the customers all the time.

As part of digital transformation, notice and claim processes in motor and non-motor branches were integrated into My Allianz mobile app and the online customer portfolio. Following the transfer of many papers into digital environment such as compulsory driving license and invoices that are requested from the customers, we were able to offer a better experience for the customers and we also achieved operational efficiency

In health branch, we carried out activities regarding digital delivery of the individual application forms of the Insured and ensured the digital transfer of the documents regarding provisions and claim processes thanks to the integration established with the hospitals.

With our "Voice of the Customer" project, we conducted surveys at many points where our customers contact Allianz, from sales to damage claims, to identify areas of improvement and take actions to increase customer satisfaction.

In elementary and health branches, the processes of production, provision, and damage were improved in terms of process automation and productivity. With the development of video expertise in elementary branches we supported the improvement of operational processes and made cost-savings.

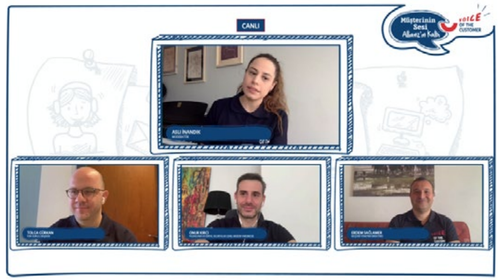
While maintaining revisions on the policy issuing procedures, we both made the policy texts more comprehensible and showed an eco-friendly and sustainable approach with the reduced page numbers.

With the "Pricing Module" project, a more flexible and faster structure was adopted for non-motor branch, thus achieving significant operational productivity.

While increasing the product range offered in bank channel with the product integration and technological improvement activities carried out with the bank business partners, we took the quality of service provided and customer satisfaction to the highest level.

At Business Culture Awards where the projects that improve and transform workplace culture are evaluated, we were awarded in "Best International Organization for Business Culture" category thanks to our Internal Entrepreneurship Program and External Entrepreneurship Program HackZone.

We were entitled the golden reward with our "Voice of Customer" Project in "Best Voice of Customer" category by Türkiye Customer Experience Awards, which is organized for the first time in Türkiye this year by Awards International performing the biggest reward organizations of the World, and that rewards the activities performed by the corporates in the field of customer experience.



INNOVATION OFFICE

The innovation Office, which was established to make entrepreneurship and innovation a part of the corporate culture by breaking new ground in the industry maintains its activities in line with its mission to be the most innovative insurance company that places innovation at the center of its business manner in which creative and innovative ideas are natural and easy to implement.

The main mission of the innovation office is primarily to support the transformation of the corporate culture in an innovation-oriented way and to strengthen the company in becoming an organization that creates change.

Another significant part of the mission is to lead the industry and finance in the innovation and entrepreneurship ecosystem and to direct the developments in this field by effectively using the power of the Allianz Group.

With the Innovation Office, we aimed to implement projects that will meet the needs of new generation insurance, activate the entrepreneurial potential within the company, and ensure that entrepreneurship and innovation are a part of the day-to-day business by collaborating with entrepreneurs outside the company. The Innovation Office continues to manage the issues of internal entrepreneurship programs, external initiatives, integration with innovative business models, cooperation with universities, dissemination of internal entrepreneurial culture, and integration with the Allianz Group.

INTERNAL ENTREPRENEURSHIP PROGRAM

The "Internal Entrepreneurship Program" was designed as a process whereby employees can implement ideas and transform them into a business model, rather than a platform for merely exchanging ideas. In 2021, we completed the fifth program, which was implemented to incorporate the innovative ideas and suggestions of the employees into the system. As part of the program, 72 new business opinion applications were received. 1.400 customer insights were received and evaluated. There is 1 project put into practice in the program, and 1 project that is still developed to be launched.

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In 2021, we continued to organize entrepreneurship and innovation workshops with corporate teams. Training, mentorship and assessment meeting period was completed in 110 hours.

GOOD PRACTICE

REMOTE RISK ANALYSIS

The remote risk analysis, which was developed in internal entrepreneurship Program in 2020 and that is one of the awarded projects, was created by our coworkers Nilay Çakır, İbrahim Yavuz Kılıç and Filiz Eroğlu. The value suggestion of the Project is to accelerate the risk analysis by providing time and cost advantage with remote risk analysis system, and increase the internal and external customer satisfaction by ensuring the continuation of the process in crisis environment. With the URAZ Project that enables performing inspection and risk analysis with remote connection in risk engineering field, we have made positive contributions to our carbon emission rates up to now thanks to 96 inspections in total in different locations from Manisa to Mardin; nearly 65.000 km of savings as a sustainable solution, and a reduction of 9,49 tons of CO emission in total due to use of plane and vehicles.

EXTERNAL ENTREPRENEURSHIP PROGRAM

Within the scope of our External Entrepreneurship Programs, we continued to carry out projects with the aim of pioneering open innovation in insurance area, supporting external entrepreneurs, transferring the innovation strength of the external entrepreneurship ecosystem to our company, and incorporating projects that benefit society in our corporation. We also aim to enhance the popularity of insurance across the entrepreneurship ecosystem, ingrain the true definition of insurance technologies in people's minds and attract new ideas and entrepreneurs to this area with the program.

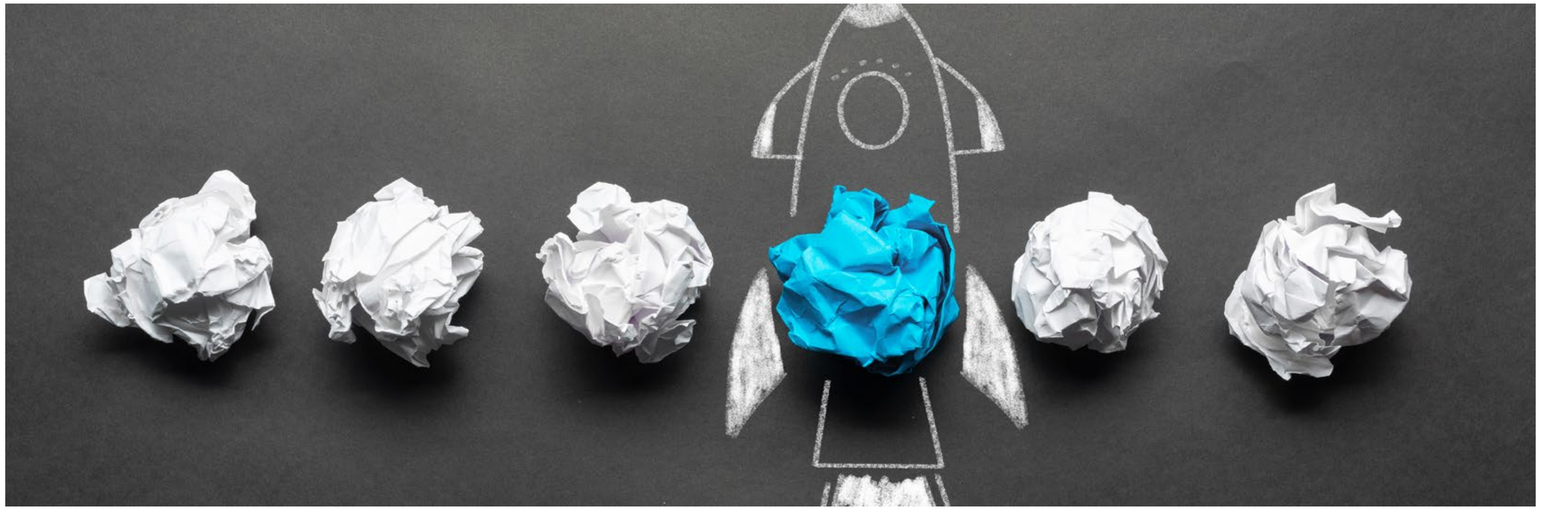
Membership for Turkish Industry and Business Association (TÜSİAD) Entrepreneurship & Youth Round Table, sponsorship for Young People with Potential! (Bu Gençlikte İŞ Var!) event, being a stakeholder of Türkiye Entrepreneurship Foundation and startup cooperation are among contributions of Allianz to the external entrepreneurship.

As part of the open innovation activities, we organized Hackzone Scale Up Accelerator Program (6-month acceleration program) in the reporting period. 87 applications were received for the program and 5 startups were accepted for the program. In the program, we carried out 20 hours of training, 10 hours of business partner negotiations, 88 hours of mentorship session 9 PoC (project study). Throughout the program, USD 750.000 investment was received for 5 startup.

IN 2021,

₺ 90 MILLION

BUDGET ALLOCATED FOR R&D AND INNOVATION ACTIVITIES



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ESG INTEGRATION AND RISK MANAGEMENT

(102-11)

The ESG risk management, which covers all non-financial issues that affect and are affected by our activities, is one of the priority issues of our industry. Failure to manage ESG risks well may result in financial, operational, and reputational risks.

Allianz Group manages the ESG risks in line with a very comprehensive and strict standard and makes significant contributions to the global entities in this respect. The Group is among the signatories of United Nations Environment Program Finance Initiative (UNEP FI) Principles for Sustainable Insurance (PSI). This community, which was created to provide an industrial standard for ESG integration operates with multi-stakeholder participation approach

WE MAKE RESPONSIBLE INVESTMENTS

We share the responsible investment approach of Allianz Group, a signatory of the UN Principles for Responsible Investment, and we observe the ESG criteria we have established in all our investments.

Allianz ESG Integration Framework is our main guideline that shapes our ESG perspective in Allianz Türkiye and that helps us to evaluate ESG risks. The Framework is a comprehensive guideline in which our roles and responsibility definitions about ESG, directives regarding the sectors that are risky in terms of ESG, our ESG scoring methodology, exclusion policies and our principles regarding Allianz Grup legal entities and external partners are included in detail. In 2021, there were 10 transactions submitted to ESG and reputation risk offices.

SENSITIVE BUSINESS LINES

Allianz Group has identified 13 sensitive business areas that may pose a high ESG risk and impact society negatively. We thoroughly examine each and every transaction (agriculture, animal test, animal well-being, bet and gambling, clinical studies, defense industry, human rights, hydroelectric energy, infrastructure, mining, nuclear energy, petrol and gas and sex trade) in sensitive business lines in line with our ESG approach.

If a request for proposal is received regarding any of the sensitive business areas, the issue is escalated to the Corporate Communication, Corporate Responsibility and Sustainability Function and Risk Department. If the issue needs to be escalated to the decision-making mechanisms of Allianz Group, it is referred to the Group ESG Office.

Group ESG Office decides either to escalate the issue to the Global Risk Department or to require a local Department to resolve the issue. ESG scans are conducted by taking as a basis the guidelines that cover significant information that needs to be considered for each sensitive business area and that are based on international standards and best practices. If we identify that the risks are not properly handled or managed, we request from the other party to take measures aimed at mitigating ESG risks.



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Since 2018, we have not been financing projects that produce power using coal.

Due to the nature of our business, we have an active risk management system. We use the international risk management principles in risk management processes. The Risk Committee, which convenes at least four times a year, is the highest authority holder in terms of risk at Allianz Türkiye. Our risk management approach comprises three main areas: Risk Management and Internal Control, Reputational Risk Management, and Business Continuity Management.

At Allianz Türkiye, we implement the Reputational Risk and Issues Management Standards created by Allianz Group. The crisis communication plan and the action plans designed for different risk groups are updated within the framework of these standards.

The reputation research which is conducted by an independent research company annually under the coordination of the Corporate Communication, Corporate Responsibility and Sustainability Function is important for understanding reputational risks.

The activities of the Internal Audit Department are gathered under three key groups: audit, examination, and investigation. The Internal Audit Department carries out an annual risk assessment on the audit universe by taking into consideration the results regarding the company's risks and previous audits at the end of the year. The audit universe consists of 86 audit areas and environmental, social and corporate governance processes were included in the audit universe as an audit area by 2021.

Each audit area is assessed within the scope of natural risks and remaining risks in terms of dimensions such as market risk, credit risk, business building risk, operational risk, reputational risk, liquidity risk, and strategic risk. Annual and five-year audit plans are created and submitted to the Board of Directors for approval.

In addition to the audits determined in the annual internal audit plan, examination, investigation and/or consultancy activities, and the potential incidents of misconduct required by the Executive Team are included in the scope of the audit year.

The reports prepared as part of internal audit activities are submitted to the Board of Directors, and the actions to be taken are decided according to the results of the report.

The Internal Audit Department periodically monitors the actions to be taken as per the findings of the reports in the follow-up process and reports the results of monitoring to the Board of Directors. In 2021, 41 audits, examinations, and investigations were carried out.

With the risk improvement investment support, which is the first practice in the industry, ₺ 550.000 investment support in total was provided to 30 different entities within one year and contribution was made to minimize the risks.

Detailed information on the risk management model applied at Allianz Türkiye and our performance are available in our annual reports.



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SUSTAINABLE SOLUTIONS

Allianz Group continues to introduce new products and services under the title "sustainable solutions".

Such products or services must meet two core criteria to be classified as a Sustainable Solution: creating a solution that focuses on climate change issues; offering an insurance or support service that improves the lives of disadvantaged groups.

In 2021, Allianz Group generated a revenue from

162

SUSTAINABLE SOLUTIONS

EURO 1.48 BIILION

In line with the strategy of Allianz Group, we introduce a new Sustainable Solution each year in Türkiye, and we create a shared value for all of our stakeholders at Allianz Türkiye. We generated revenue of **₺ 76.2 million** from sustainable solutions in 2021.

OUR SUSTAINABLE SOLUTIONS

Renewable Energy Insurance: We provide an extensive product for renewable energy plants using hydro-, wind and solar energy. We cover building and content damages and profit losses due to damages resulting from fire, theft, terrorism, and natural disasters.

Marine Pollution Liability Insurance for Coastal Facilities: We cover the cleaning costs and damages for the transport and elimination of collected waste that are required per legal liability and that arise out of marine pollution due to oil or other harmful substances.

Special Discount on Motor Own Damage Insurance for Fully-Electric Cars: We offer up to a 20% discount on motor own damage insurance's net premium for (100%) fully-electric cars in the category of private vehicle in Türkiye.

Sustainable Life Fund: By utilizing the Sustainable Life Fund, our personal pension customers are able to invest in the Sustainability Index under the Istanbul Stock Exchange and international sustainability products.

Solar Power Panel Insurance: We released Roof-Type Solar Power Plant Insurance, Türkiye's first retail green insurance product. We developed a new product for Solar Power Plant (SPP) projects involving a roof type for up to 10 kilowatts, which is also supported by the Energy Market Regulatory Authority (EMRA), and the new product provides insurance to the products against damages to new purchases, outside the warranty scope, for a year.

NEW SUSTAINABLE SOLUTION

My Home Insurance: In order to promote Allianz Türkiye customers to release less carbon at their homes, we redesigned our house insurance product "My Home" as a sustainable product. Eco-friendly goods that enable energy efficiency, decrease water consumption and wastes and that supports sustainable transportation, were included within the scope of My Home Insurance coverage.



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AWARDS WON IN 2021

ALLIANZ GROUP
- Global Data Hackathon "Best Technical Challenge Team"

CAPITAL MAGAZINE AWARDS
- The Best Insurance Company (7th time)
- The Best Life Insurance & Pension Company (4th time)
- "The Best Companies of the Business World" List

FAST COMPANY
- "Customer Experience Grand Prize" in Private Pension category

MARKETING TÜRKİYE
- Insurance Customer Satisfaction Leader

SOCIAL MEDIA AWARDS
- Golden Prize in Best Social Media Use in Insurance category

TECH BRANDS
- Best Technologic Insurance Brand Reward

IDC FINANCE TECHNOLOGIES AWARDS
- Grand Prize in Company Transformation category with "ARCHIE"

IDC DIGITAL TRANSFORMATION AWARDS
- Second Prize with "Voice of the Customer" in Future of Customers and Consumers Category

KARIYER.NET
- Respect for Human Award

UN GLOBAL COMPACT UKRAINE
- Second Rank in Society with "Allianz Motto Movement"

CRYSTAL APPLE
- Bronze prize with "Allianz is with You for 97 Years" in Bank, Insurance and Financial Services Category

IDC CIO AWARDS
- Golden Prize with "Codebooth" in Talent Management category,
  Second Prize with "Hackzone" in Unlimited Organization category
  Third Prize with "Voice of the Customer" in Customer Experience Categorylü

BUSINESS CULTURE AWARDS
- Golden Prize with "Hackzone" in Best International Organization Contributing to Business Culture category

SUSTAINABLE BUSINESS AWARDS
- Best Institution-NGO Cooperation Award with "Allianz Motto Movement"

CUSTOMER EXPERIENCE AWARDS
- Golden Prize with "Voice of the Customer" in Best Customer Voice category

EFFIE
- Silver Effie with "Allianz is with You in Every Moment of Life" in Insurance Services Category

WEBRAZZI AWARDS
- Winner of the "Insurance Company with Best Use of Technology" award.

THE HAMMERS
- Golden Prize for Best Marketing Team in Insurance Industry
- Silver Prize for Best Video Marketing Team
- Bronze Prize for Best Loyalty Program

GLOBAL TOP-RANKING PERFORMANCE
- EMEA Regional First Place with "Social Media Complaint Management" in Best Use of Social Media in Contact Center category
- EMEA Regional First Place with "Smart IVR" in Best Use of Self-Service Technology in Contact Center category

SARDI AWARDS
- Golden Prize with "HEY" in the category of The Best Integrated Corporate Communication
- Silver Prize with "HEY" in the category of The Best Communication Activity

STEVIE IBA
- Golden Prize with "HEY" in Blog category
- Bronze Prize with "HEY" in Communication and PR campaign category
- Bronze Prize with "HEY" in Best Insurance Company of the Year category

FELIS
- Achievement Award with "HEY" in PR Department Internal Communication Management category
- Achievement Award with "Butterfly Effect" in B2B - Best Market Developer category
- Achievement Award with "Butterfly Effect" in B2B - Best Product/Service Launch category
- Achievement Award with "Allianz is with you Music is in Your Life" in Media Section Financial Services Category
- Achievement Award with "Allianz is with you for 97 years" in Mastership in Production and Design Section Director category
- Achievement Award with "Allianz is with you for 97 years" in Mastership in Production and Design Section Music and Sound Design category Felis Award

STEVIE AWARDS
- Golden Prize with Acute in Best Workforce Management Solution category
- "Foden Prize with Allianz Chatbot in Best Self-Service HR Solution category
- Bronze Prize with Agile Development Program Development Program with the Highest Contribution to Business Completion category
- Silver Prize with Smart IVR in Best IVR & Web Service Solution category

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UNITED NATIONS GLOBAL COMPACT 2021 PROGRESS REPORT

PRINCIPLE	ALLIANZ TÜRKİYE'S APPROACH	SECTION WITH RELEVANT INFORMATION
Human Rights	Allianz seeks to ensure full compliance with national and international norms regulating human rights, specifically the Universal Declaration of Human Rights of the UN.	Good Institution, Employee Rights and Satisfaction, Supply Chain
Working Conditions	Allianz Türkiye upholds its employees' freedom of association and recognizes their right to collective bargaining. Allianz Türkiye adopts a zero-tolerance policy for child labor, forced and involuntary labor under any circumstances. It offers a working environment that ensures social justice for each and every employee and stakeholder	Good Institution, Employee Rights and Satisfaction, Supply Chain
Protection of the Environment	Allianz Türkiye meticulously observes the environmental impact of its operations and investments. To this end, it develops projects and practices in accordance with international standards, thus going beyond legal regulations	ESG Perspective, Good Environment
Anti-Bribery and Anti-Corruption	Allianz Türkiye extends full, genuine, and active support to combating corruption in line with the relevant legislation and corporate policies	Good Institution, Business Ethics



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UNITED NATIONS WOMEN'S EMPOWERMENT PRINCIPLES 2021 PROGRESS REPORT

PRINCIPLE	SECTION WITH RELEVANT PERFORMANCE
Principle 1: Establish high-level corporate leadership for gender equality	Message from CEO
Principle 2: Treat all women and men fairly at work - respect and support for human rights and nondiscrimination, promoting such principles	Employee Rights and Satisfaction
Principle 3: Ensure the health, safety, and well-being of all female and male employees	Employee Rights and Satisfaction
Principle 4: Promote education, training, and professional development for women	Employee Rights and Satisfaction
Principle 5: Implement enterprise development, supply chain, and marketing practices that empower women rights and satisfaction practices	Employee Rights and Satisfaction
Principle 6: Promotion of equality through community initiatives and advocacy	We support Gender Equality
Principle 7: Measuring and publicly reporting on progress to achieve gender equality	Contribution to Sustainable Development Goals



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STAKEHOLDER CAPITALISM INDICATORS

GOVERNANCE PRINCIPLES			
Theme	**Main Indicators and Disclosures**	**Description**	**References**
Governance goals	Target identification	The corporate goal disclosed by an entity to specify solution suggestion tools for economic, environmental and social problems. Corporate objective should create value for all stakeholders mainly the shareholders.	Message from CEO p.14 Message from ESG Leader p.21
Quality of governance organ	Formation of governance organ	Formation of top executive organ and sub-committees: According to their experience in economic, environmental and social issues, their independence status, assignment period in governance organ, other certain tasks and responsibilities of each member, the nature of their responsibilities, gender, stakeholder representation whether they are assigned in management or if they are a member of social groups, which are not represented adequately	Sustainability Governance at Allianz Türkiye p.22-24
Stakeholder engagement	Material topics influencing the stakeholders	Material Topics for the stakeholders, determination of such issues, and the method used to engage the stakeholders.	Stakeholder Engagement p.32-35
Ethical action	Anti-fraud	1. Trainings provided for the members of the governance organ, employees and business partners about anti-fraud policies and procedures	Business Ethics p.75
		a) Formation and the number of fraud cases identified in the reporting period for the previous years	
		b) Formation and the number of fraud cases identified in the reporting period for the current period	
		2. Negotiations with the initiatives for the improvement of the sphere of activity for anti-corruption and stakeholder engagement	
	Protected ethical suggestion and reporting mechanisms	Descriptions regarding internal and external mechanisms:	Business Ethics p.75
		1. Ethical and lawful actions, suggestion mechanisms for corporate honesty	
		2. Reporting mechanisms against actions that are not in compliance with ethics and regulations and the corporate honesty	
Supervising risks and opportunities	Integration of risks and opportunities into business procedures	Company risk factors (different from generic industrial risks) and statement of opportunities that specify the main principal risks and opportunities encountered by the company, risk appetite of the company against such risks, the change of these risks and opportunities over time and response to such change. These risks and opportunities should include principal economic, environmental and social issues such as climate change and data management.	ESG Integration and Risk Management p.81-82

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PLANET			
Theme	**Main Indicators and Disclosures**	**Description**	**References**
Climate Change	Greenhouse Gas Emissions (GHG)	To report all relevant greenhouse gases from GHG Protocol Scope 1 and Scope 2 emissions (e.g., carbon dioxide, methane, nitrous oxide, F-gases etc.) in terms of carbon dioxide conjugated metric ton	Environmental Performance Indicators p.96
		To evaluate and report basic emissions for supply and sales if applicable (GHG Protocol Scope 3)	
	TCFD application	To put into practice TCFD suggestions completely If needed, state a target time schedule for the whole practice maximum for 3 years. To determine GHG emission targets or undertake to determine for keeping global warming further below 2° C, above the pre-industry levels and keep warming at 1,5° C in compliance with the targets of Paris Agreement and achieving net-zero level before 2050.	Guarantees and Contributions of Allianz Group p.10-11 (Relevant actions are carried out under the leadership of Allianz Group and in accordance with the targets specified thereof.)
Loss of ecosystem	Use of soil and ecologic sensitivity	The number and area (hectare) of the operation centers under protection or owned, leased or managed by the company in Main Biodiversity Fields	İlgili kapsamda bir operasyon bulunmamaktadır.
Access to Clean Water	Water extraction and consumption in the regions of water scarcity	Report the water extraction or consumption carried out in the operations, the amount of water in megaliter and the water extraction or consumption carried out in the operations in the regions with high or excessive water risk according to WRI Aqueduct Water Risks Map.	No operations are available in this respect.
		Evaluate and report, if applicable, the same information for supply and sales.	

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PEOPLE			
Theme	**Main Indicators and Disclosures**	**Description**	**References**
Honor and equality	Diversity and Inclusivity	Employee percentages according to category, age group, gender and other diversity indicators	Social Performance Indicators p.94-95
	Wage equality	Basic salary and wage rates according to all employee categories in certain operation locations primarily based on equality issues (female/male, minority/majority ethnic group or other relevant equality areas)	Equal value is paid for equal work.
	Wage level (%)	The proportion of standard level of wages for recent recruitment to local minimum wage	There are no wage differences based on gender. Onboarding wage levels are above the minimum wage.
		The proportion of CEO's annual total wage to annual total salary level of all employees except for the CEO.	n/a
	Child labor, compulsory and forced labor cases risk	Description about the operations and suppliers that are considered to contain certain amount of child labor, forced and compulsory employment. These risks may arise under the following conditions: a) Operation (e.g., production facility) and the type of supplier; b) Countries and geographical regions which include operations or suppliers that are considered to be under risk	Sustainability at Supply Chain p.39 GRI Context Index p.97
Health and well-being	Health and security	The number and rate of death due to work accidents; work accident injuries with severe results (other than death); recordable work accidents; the main reasons of the work accidents and total working hours Descriptions regarding how the organization accelerates access to medical or health services that are not related to the business for the employees and the scope of the access provided for the employees	Employee Health and Safety p.72-74 Social Performance Indicators p.95
Talents of Future	Trainings offered	Average training hours offered by the organization to the employees based on gender and category in the reporting period (Total employee training hours divided by the number of total employees)	Social Performance Indicators p.95
		Average training and development costs per full time employees (total costs for the trainings provided to the employees divided by the number of the employees)	Financial Performance Indicators p.93

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WELL-BEING			
Theme	**Main Indicators and Disclosures**	**Description**	**References**
Employment and wealth production	Number and percent of employment	1. Age group, gender, other diversity indicators and the number and percent of newly recruited based on region	Social Performance Indicators p.94
		2. Age group, gender, other diversity indicators and the number and percent of employee circulation based on region	Social Performance Indicators p.94
	Economic supports	1. Direct economic value generated and distributed (EVG&D) based on assessment provided that the global operations of the organization are involved -to be explained ideally in the following breakdown -	Financial Performance Indicators p.93
		- Revenues	
		- Operational expenses	
		- Employee wages and fringe benefits	
		- Payments due to investors	
		- Payments due to state	
		- Social investments	
		2. Supports received from the government: Total nominal value of the financial supports received from the government in the reporting period	
	Financial investment supports	1. To subtract depreciation value from total capital expense (CapEx) provided that it is supported with the descriptions about the investment strategy of the company	n/a
		2. Share buyback and dividend payments in total along with the descriptions for the return on capital return for the corporate shareholders	
Innovation for better products and services	Total Re&De expenses	Total R&D expense	Financial Performance Indicators p.93
Society and social life	Total taxes paid	Total global tax payments including corporate tax, property tax, VAT and other sales taxes, employee insurance premiums paid by the employer and the other taxes that constitute cost for the company based on category	Financial Performance Indicators p.93

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TCFD REPORTING

AREA		RECOMMENDATIONS	REFERENCES
Governance	a	Describe the structure of the Board of Directors regarding the climate-based risks and opportunities	2021 Allianz Türkiye Integrated Report (Sustainability Strategy p.25) 2021 Allianz Türkiye Integrated Report (Sustainability Governance Structure at Allianz Türkiye p.22-24)
	b	Identify the role of top management in assessment and management of the climate-based risks and opportunities	2021 Allianz Türkiye Integrated Report (Combating Climate Change, Promoting a Low Carbon Economy p.41-42) 2021 Allianz Türkiye Integrated Report (ESG Integration and Risk Management p.81-82
Strategy	a	Describe the risks and opportunities in connection with the short-, medium- and long-term climate identified by the organization	2021 Allianz Türkiye Integrated Report (Combating Climate Change, Promoting a Low Carbon Economy p.41-42) 2021 Allianz Türkiye Integrated Report (Environment where we operate, Risks and Opportunities p.17-19
	b	Describe the effects of the climate-based risks and opportunities on the business, strategic and financial planning of the organization.	2021 Allianz Türkiye Integrated Report (Combating Climate Change, Promoting a Low Carbon Economy p.81-82)
	c	Describe the flexibility of the organization's strategy in consideration of different scenarios including the scenario of 2° C or below	Allianz Group 2021 Sustainability Report (Climate Related Financial Disclosure p.69)
Risk management	a	Describe how the organization identifies and evaluates climate-based risks and opportunities.	2021 Allianz Türkiye Integrated Report (Environment where we operate, Risks and Opportunities p.17-19) 2021 Allianz Türkiye Integrated Report (ESG Integration and Risk Management p.81-82)
	b	Describe how the organization manages climate-based risks.	2021 Allianz Türkiye Integrated Report (ESG Integration and Risk Management p.81-82) 2021 Allianz Türkiye Integrated Report (Combating Climate Change, Promoting a Low Carbon Economy p.41-42) 2021 Allianz Türkiye Integrated Report (Sustainability Strategy p.25)
	c	Describe how the organization integrates risk identification, assessment and management process into the total risk management process.	2021 Allianz Türkiye Integrated Report (ESG Integration and Risk Management p.81-82)
Indicator and goals	a	State how and with which metrics the climate-based risks and opportunities are evaluated in compliance with the strategy and risk management process of the organization.	Allianz Group 2021 Sustainability Report (Climate Related Financial Disclosure p.81)
	b	Declare Scope 1, Scope 2 and if applicable Scope 3 greenhouse gas emissions.	2021 Allianz Türkiye Integrated Report (Environmental Performance Indicators p.96)
	c	Describe the targets used to manage climate-based risks and opportunities and your performance regarding such targets.	2021 Allianz Türkiye Integrated Report (Combating Climate Change, Promoting a Low Carbon Economy p.41-42) 2021 Allianz Türkiye Integrated Report (Good Environment p.41)

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PERFORMANCE INDICATORS TABLES

FINANCIALS	2020	2021
Net profit (₺)	1.35 billion	2 billion
Total size of assets (₺)	44 billion	62 billion
Total capital adequacy	197.60%	179.6%
Total contribution + premium production (₺)	14.8 billion	18.1 billion
Value distributed to customers (Gross indemnities paid for insurance (₺))	4.4 billion	6.1 billion
Amount paid to shareholders (₺)	361 million	585 million
Funds transferred to distribution channels (₺)	1.7 billion	2.1 billion
Employee wages and fringe benefits (₺)	502 million	572 million
Funds transferred to the society (₺)	1.3 billion	1.7 billion
Gross indemnities paid for insurance (₺) (Value distributed to customers)	4.4 billion	6.1 billion
Budget allocated for Digitalization and Information Security (₺)	24.6 million	37.5 million
Revenue generated from Sustainable Solutions (₺)	71 million	72.6 million
Budget allocated for R&D and Innovation (₺)	112.8 million	90 million
Revenue from products supporting the Green Economy (₺)	71 million	72.6 million
Budget allocated for employee health and safety (₺)	2.1 million	1.4 million
Budget allocated for Covid-19 measures (₺)	3.2 million	545 thousand
Budget allocated for environmental investments (₺) (consulting, certification, training, etc.)	269 thousand	782 thousand



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SOCIAL PERFORMANCE INDICATORS

(102-8)

EMPLOYEE DEMOGRAPHICS	2019	2020	2021
By Gender			
Female	1,437	1,442	1,400
Male	997	999	925
By Age Group			
Number of employees aged 18-24	81	48	40
Number of employees aged 25-34	1,328	1,315	1,179
Number of employees aged 35-44	844	875	884
Number of employees aged 45-54	175	194	210
Number of employees aged 55-64	6	9	12
Number of employees aged 65 and above	0	0	0

EXECUTIVE TEAM DEMOGRAPHICS	2019	2020	2021
By Gender			
Female	2	2	2
Male	11	11	11
By Age Group			
Number of senior executives aged 35-44	4	5	5
Number of senior executives aged 45-54	7	7	8
Number of senior executives aged 55-64	2	1	1

EMPLOYEES RECRUITED AND RESIGNERS BY AGE GROUP AND GENDER	2019	2020	2021
Total number of female employees recruited	163	117	149
Total number of male employees recruited	163	82	121
Number of employees recruited at the age 18-24	24	13	68
Number of employees recruited at the age 25-34	257	162	169
Number of employees recruited at the age 35-44	41	23	33
Number of employees recruited at the age 45-54	4	1	0
Number of employees recruited at the age 65 and above	0	0	0
Total number of female resigners	185	113	186
Total number of male resigners	133	87	191
Number of resigners aged 18-24	4	1	31
Number of resigners aged 25-34	193	118	219
Number of resigners aged 35-44	91	54	95
Number of resigners aged 45-54	27	26	30
Number of resigners aged 55-64	3	1	2
Number of resigners aged 65 and above	0	0	0

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EMPLOYEE S BY EDUCATIONAL BACKGROUND	2019	2020	2021
Primary School	7	7	6
High School, Vocational High School	105	95	90
Associate Degree	301	292	262
University	1,797	1,801	1,718
Master's Degree	221	243	245
PhD	3	3	4
EMPLOYEE DEVELOPMENT	**2019**	**2020**	**2021**
Employee Training Programs - Number of Trainees (person)			
Executive team	245	1,314	239
Management team	4,184	19,695	10,355
Specialist	15,549	41,163	36,960
Total number of males	8,015	25,303	19,774
Total number of females	13,354	36,869	29,177
Employee Training-Total Hours (person*hour)			
Executive team	1,664	2,781	469
Management team	36,412	43,309	35,341
Specialist	71,165	78,685	95,882
Total number of males	56,718	52,212	51,908
Total number of females	74,185	72,617	79,430
Outsource Employee Trainings-Total Hours (person*hour)	189	296	134
MATERNITY LEAVE	**2019**	**2020**	**2021**
Number of female employees who took a maternity leave			
Females	97	62	87
Males	45	49	46
Number of female employees who returned from maternity leave			
Females	89	60	83
Males	43	49	46
Percentage of female employees who returned to work after maternity leave	92%	97%	95%
Percentage of male employees who returned to work after paternity leave	96%	100%	100%

OCCUPATIONAL HEALTH AND SAFETY*	2019	2020	2021
Number of Occupational Accidents			
Female	9	4	2
Male	1	0	2
Number of Days of Absence			
Female	42	0	17
Male	0	0	3
Number of Near Miss Incidents			
Female	5	2	4
Male	3	2	0
Number of Deaths Due to Work-Related Accidents			
Female	0	0	0
Male	0	0	0
Occupational Health and Safety Training Sessions for Employees			
Total hours of OHS training given to employees	1,176	1,592	12,640
Total hours of OHS training given to interns	59	112	0
Total number of employees attending the OHS training programs	147	199	1,651
OTHER INDICATORS	**2019**	**2020**	**2021**
Performance Culture Index Score (IMIX)	76%	85%	81%
Employee Engagement Index Score	83%	90%	81%
Work Well Index Score	67%	77%	71%

* OHS data involves directly employed employees. Outsource company data are not included.

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ENVIRONMENTAL PERFORMANCE INDICATORS

General Indicators	2019	2020	2021	Change in comparison to 2019
Total m^2	39,569	40,319	31,340	(-) 20.80
Number of employees	2,425	2,464	2,337	(-) 3.62
Energy	**2019**	**2020**	**2021**	**Change in comparison to 2019**
Natural Gas Consumption - Kwh (EFA)	1,102,769	790,334	1,385,408	(+) 25.63
Electricity consumption - Kwh (EEQ)	6,636,433	4,892,520	4,076,255	(-) 38.58
Energy consumption per capita (MJ/ employee)	11,608	8,213	8,456	(-) 27.15
Energy consumption per m^2	194.49	139.19	100.28	(-) 48.44
Electricity consumption per m^2	166.62	119.59	56.07	(-) 66.35
Natural gas consumption per m^2	27.87	19.6	44.21	(+) 58.61
Travel	**2019**	**2020**	**2021**	**Change in comparison to 2019**
Vehicle fleet total kilometers	8,049,437	4,688,079	4,169,349	(-) 48.20
Vehicle fleet fuel consumption (lt)	479,201	287,871	294,987	(-) 38.44
Total flight kilometers	4,699,528	1,124,810	175,811	(-) 96.26
Distance traveled per capita (km)	5,257	2,359	1,859	(-) 64.64
Travel-based carbon emission	764	362	292	(-) 61.78
Paper Consumption	**2019**	**2020**	**2021**	**Change in comparison to 2019**
Total paper consumption (kg)	351,317	221,052	278,959	(+) 20.60
FSC-certified paper consumption (kg)	351,317	221,052	276,020	(+) 24.87
FSC-certified paper rate (%)	1	1	0.99	(-) 1.00
Paper consumption per capita	145	90	119	(-) 17.68
Paper consumption per m^2	8.88	5.48	8.90	(+) 0.24

Waste Amount	2019	2020	2021	Change in comparison to 2019
Total waste amount (kg)	228,557	62,052	222,361	(-) 2.71
Waste amount per capita	94	25.18	95.15	(+) 1.22
Waste amount per m^2	5.78	1.54	7.10	(+) 22.75
Water Consumption	**2019**	**2020**	**2021**	**Change in comparison to 2019**
Water consumption (m^3)	39,627	27,242	21,963	(-) 44.58
Water consumption per person	16,341	11,056	9,398	(-) 42.29
Water consumption per m^2	1	0.68	0,.70	(-) 29.92
tCO_2e Emission	**2019**	**2020**	**2021**	**Change in comparison to 2019**
tCO_2e emission	6,493	4,107	2,429	(-) 62.59
Scope-1	976	571	616	(-) 36.89
Scope-2	3,082	2,191	819	(-) 73.43
Scope-3	2,435	1,344	994	(-) 59.18
tCO_2e emission per person	2.68	1.67	1.04	(-) 61.19

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GRI STANDARDS CONTENT INDEX

102-2, 102-4, 102-5, 102-10; 102-18; 102-41; 102-48; 102-51; 102-52; 102-55

MATERIALITY DISCLOSURES SERVICE 2022

DISCLOSURES	DESCRIPTIONS AND PAGE NUMBERS
GRI 101: Foundation 2016	
GRI 102: General Descriptions 2016	
Corporate Profile	
102-1	About Our Report p.4
102-2	https://www.allianz.com.tr/tr_TR/urunler.html
102-3	Contact - End Cover
102-4	Allianz Sigorta A.S. Annual Report 2021 p.16
102-5	Allianz Sigorta A.S. Annual Report 2021 p.15
102-6	Allianz Türkiye at a Glance p.13
102-7	Allianz Türkiye at a Glance p.13
102-8	Social Performance Indicators p.94
102-9	Sustainability at Supply Chain p.39
102-10	There was no significant change in the operational or financial structure of the company and its supply chain.
102-11	Our Active Risk Management (p.6); Environment Where We Operate, Our Risks and Opportunities (p.17)
102-12	Stakeholder Engagement p.32; Employee Rights and Satisfaction p.67
102-13	Institutions and Initiatives We Support in the Field of Sustainability p.38
Strategy	
102-14	Message from CEO p.14
102-15	Environment Where We Operate, Our Risks and Opportunities p.17
Ethics and Integrity	
102-16	Business Ethics p.75
102-17	Business Ethics p.75

DISCLOSURES	DESCRIPTIONS AND PAGE NUMBERS
Governance	
102-18	Allianz Sigorta A.Ş. Annual Report 2021 p.29
Stakeholder Engagement	
102-40	Stakeholder Engagement p.32
102-41	GRI Content Index: No collective bargaining agreements are available at Allianz Türkiye.
102-42	Stakeholder Engagement p.32
102-43	Stakeholder Engagement p.32
102-44	Stakeholder Engagement p.32
Reporting Procedure	
102-45	About Our Report p.4
102-46	About Our Report p.4
102-47	Material Topics p.26
102-48	GRI Content Index: There is no change.
102-49	About Our Report p.4
102-50	About Our Report p.4
102-51	https://www.allianz.com.tr/tr_TR/hakkimizda/bilgilendirme-ve-raporlar/entegre-raporlar.html
102-52	GRI Content Index: Reporting is done annually.
102-53	About Our Report p.4
102-54	About Our Report p.4
102-55	GRI Content Index p.97
102-56	Independent Audit Report p.105

As part of Materiality Disclosures, GRI Services Function considered that GRI Content Index is clearly submitted and the descriptions between 102-40 and 102-49 are included in the applicable parts of the report. This service has been carried out through the Turkish version of the report

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MATERIAL TOPICS

STANDART	DESCRIPTION	DESCRIPTIONS AND PAGE NUMBERS
Financial Performance and Profitability		
GRI 103: Management Approach 2016	103-1 Description of the Principal Issue and its Bindingness	Sustainability Strategy p.25
	103-2 Management Approach and its Components	Sustainable Financial Performance p.43
	103-3 Evaluation of the Management Approach	Financial Performance and Profitability p.63
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Allianz Türkiye at a Glance p.13
	201-3 Indemnification Liability	GRI Content Index: Within the scope of the Allianz Türkiye Group Retirement Plan, the employer contributes up to a maximum of 8% of the employee's monthly gross salary depending on the amount the employee pays. The progress payment period is 3 years.
	201-4 Financial assistance received from government	GRI Content Index: No financial assistance is received from the government.
Transparent and Agile Governance		
GRI 103: Management Approach 2016	103-1 Description of the Principal Issue and its Bindingness	Sustainability Strategy p.25
	103-2 Management Approach and its Components	Transparent and Agile Governance p.76
	103-3 Evaluation of the Management Approach	Transparent and Agile Governance p.76
GRI 205: Anti-Corruption 2016	205-1 Operations assessed for risks related to corruption	ESG Integration and Risk Management p.81
	205-2 Communication and training about anti-corruption policies and procedures	Business Ethics p.75
	205-3 Confirmed incidents of corruption and actions taken	GRI Content Index: There are no confirmed incidents of significant corruption cases during the reporting period.
GRI 419 Socioeconomic Compliance 2016	419-1 Non-compliance with laws and regulations in the social and economic area	GRI Content Index: No significant legal fines* were paid for non-compliance with social and economic regulations in the reporting period.
Risk Management		
GRI 103: Management Approach 2016	103-1 Description of the Principal Issue and its Bindingness	Sustainability Strategy p.25
	103-2 Management Approach and its Components	ESG Integration and Risk Management p.81
	103-3 Evaluation of the Management Approach	ESG Integration and Risk Management p.81
GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	Combating Climate Change, Promoting a Low Carbon Economy p.41-42

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STANDART	DESCRIPTION	DESCRIPTIONS AND PAGE NUMBERS
Combating Climate Change and promoting a low carbon economy		
GRI 103: Management Approach 2016	103-1 Description and bindingness of the principal issue	Sustainability Strategy p.25
	103-2 Management Approach and Components	Combating Climate Change and promoting a low carbon economy pp.40-41
	103-3 Management Approach and Assessment	Combating Climate Change and promoting a low carbon economy pp.40-41
GRI 302: Energy 2016	302-1 Organizational Power Consumption	Environmental Performance Indicators p.96
	302-3 Energy Intensity	Environmental Performance Indicators p.96
	302-4 Reduction of Energy Consumption	We reduce carbon footprint with energy efficiency projects p.96
GRI 305: Emission 2016	305-4 Greenhouse Gas Emissions Density	Environmental Performance Indicators p.96
	305-5 Reduction of Greenhouse Gas Emissions	We reduce carbon footprint with energy efficiency projects p.96
GRI 303: Water and Wastewaters 2018	303-3 Water withdrawal	Environmental Performance Indicators p.96
GRI 306: Wastes 2020	306-2 Emerging wastes	Environmental Performance Indicators p.96
GRI 307: Environmental Compliance 2016	307-1Non-compliance with environmental laws and regulations	GRI Content Index: No significant legal fines* were paid for non-compliance with environmental regulations in the reporting period.
Employee Rights and Satisfaction		
GRI 103: Management Approach 2016	103-1 Description of the Principal Issue and its Bindingness	Sustainability Strategy p.25
	103-2 Management Approach and its Components	Employee rights and Satisfaction p.67-66
	103-3 Evaluation of the Management Approach	Employee rights and Satisfaction p.67-66
GRI 401: Employment 2016	401-1 New recruitment and employee circulation	Social Performance Indicators p.94
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	GRI Content Index: There are no differences among the vested rights.
	401-3 Maternity leave	Social Performance Indicators p.95
GRI 402: Workforce/Management Relations 2016	402-1 Minimum notice periods regarding operational changes	GRI Content Index: In Allianz Türkiye, dismissals or changes in positions are subject to the relevant provisions specified in the current labor legislation
GRI 403: Occupational Health and Safety 2018	403-4 Employee engagement, consultation, and communication on OSH	GRI Content Index: We have Occupational Health and Safety Councils in four operating locations where we operate with over 50 people. We have a total of 24 employee representatives assigned to our councils.
	403-9 Work-related injuries	Social Performance Indicators p.95

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Employee Rights and Satisfaction		
GRI 404: Training 2016	404-1 Hours of training per employee	Social Performance Indicators p.95
	404-2 Talent management and lifelong learning programs	Allianz Türkiye Academy p.68-69
	404-3 Percentage of employees receiving regular performance and career development reviews	GRI Content Index: All Allianz employees undergo regular performance assessments.
GRI 405: Diversity and Equal Opportunities 2016	405-1 Diversity of governance bodies and employees	Social Performance Indicators p.95
GRI 406: Non-Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	GRI Content Index: There were no cases of discrimination in in 2021.
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	GRI Content Index: To contribute to the effective elimination of child labor, Allianz Türkiye prepared the "Supplier Business Principles" document.
GRI 409: Forced and Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	GRI Content Index: To contribute to the effective elimination of forced and compulsory labor, Allianz Türkiye prepared the "Supplier Business Principles" document.
GRI 410: Security Practices2016	410-1 Security personnel trained in human rights policies or procedures	GRI Content Index: All security personnel in Allianz Türkiye operations are trained on issues relating to professional procedures and legal obligations, including human rights.
Customer Orientation		
GRI 103: Management Approach 2016	103-1 Description of the Principal Issue and its Bindingness	Sustainability Strategy p.25
	103-2 Management Approach and its Components	Customer Orientation p.64-66
	103-3 Evaluation of the Management Approach	Customer Orientation p.64-66
GRI 417: Marketing and Labeling 2016	417-2 Incidents of non-compliance concerning product and service information and labeling	GRI Content Index: During the reporting period, there were no complaints received regarding a breach of customer information privacy.
	417-3 Incidents of non-compliance concerning marketing communications	GRI Content Index: All of Allianz Türkiye's products and services comply with the relevant international and local legal regulations regarding information and labeling procedures. There were no cases of non-compliance.
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	GRI Content Index: During the reporting period, there were no cases of non-compliance with the regulations regarding the health and safety effects of the products.
Digitalization and Customer Data Privacy		
GRI 103: Management Approach 2016	103-1 Description of the Principal Issue and its Bindingness	Sustainability Strategy p.25; Digitalization and Information Security p.77-78
	103-2 Management Approach and its Components	Digitalization and Information Security p.77-78
	103-3 Evaluation of the Management Approach	Digitalization and Information Security p.77-78
GRI 418: Customer Privacy 2016	418-1 Major complaints regarding the breach of customer privacy and the loss of customer data	GRI Content Index: During the reporting period, there were no complaints received regarding a breach of customer information privacy.

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STANDART	DESCRIPTION	DESCRIPTIONS AND PAGE NUMBERS
R&D and Innovation		
GRI 103: Management Approach 2016	103-1 Description of the Principal Issue and its Bindingness	Sustainability Strategy p.25
	103-2 Management Approach and its Components	R&D and Innovation p.79-80
	103-3 Evaluation of the Management Approach	R&D and Innovation p.79-80
Ethics Management		
GRI 103: Management Approach 2016	103-1 Description of the Principal Issue and its Bindingness	Sustainability Strategy p.25
	103-2 Management Approach and its Components	Business Ethics p.75
	103-3 Evaluation of the Management Approach	Business Ethics p.75
Integration of ESG Factors into Business Processes		
GRI 103: Management Approach 2016	103-1 Description of the Principal Issue and its Bindingness	ESG Integration and Risk Management p.81-82
	103-2 Management Approach and its Components	ESG Integration and Risk Management p.81-82
	103-3 Evaluation of the Management Approach	ESG Integration and Risk Management p.81-82
Transparent Management and Reporting		
GRI 103: Management Approach 2016	103-1 Description of the Principal Issue and its Bindingness	Sustainability Governance at Allianz Türkiye p.23-25
	103-2 Management Approach and its Components	Sustainability Governance at Allianz Türkiye p.23-25
	103-3 Evaluation of the Management Approach	Sustainability Governance at Allianz Türkiye p.23-25
Sustainable Solutions		
GRI 103: Management Approach 2016	103-1 Description of the Principal Issue and its Bindingness	Sustainable Solutions p.83
	103-2 Management Approach and its Components	Sustainable Solutions p.83
	103-3 Evaluation of the Management Approach	Sustainable Solutions p.83

*Önemli para cezası: 500.000₺'nin üzerinde olan cezalardır.

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REPORTING GUIDELINE

This Reporting Guideline ("Guideline") provides information about the data preparation and reporting methodologies for the indicators within the scope of the independent audit included in Allianz Türkiye 2021 Integrated Report ("2021 Integrated Report") of Allianz Sigorta A.Ş. ("Allianz Türkiye", "Company").

These indicators involve the social indicators and environmental indicators.

It is under the responsibility of the administration of the Company to ensure that appropriate procedures are implemented to prepare the above-mentioned indicators, in all material respects, in line with the Reporting Guide.

The information contained in this guideline covers the FY 21 financial year ended 31 December 2021 (1 January - 31 December 2021), and as detailed in "Basic Definitions and Scope of Reporting" section it further includes the related operations that are under the responsibility of the companies of Allianz Sigorta, Allianz Hayat ve Emeklilik, and Allianz Yaşam ve Emeklilik and excludes information about other companies and affiliates of the group.

GENERAL REPORTING PRINCIPLES

The following principles were taken into account in the preparation of this guide document:

- To emphasize the fundamental principles of relevance and reliability of the information to the users of the information in the preparation of information,
- To emphasize the principles of comparability/consistency of information with other data, including the previous year, and comprehensibility/transparency that provides clarity to users in reporting the information,

KEY DEFINITIONS AND SCOPE OF THE REPORTING

In line with the purpose of this report, Allianz Türkiye makes the following definitions:

INDICATOR	SCOPE
Environmental Indicators	
Total electricity consumption (kWh)	It refers to the total electricity consumption (kWh) used for heating, lighting, and other operations that require electricity in all locations where Allianz Türkiye has operations (Allianz Tower, Allianz Campus, Allianz Teknik, Regional Offices and Branches) in the periods between 1 January - 31 December 2021
Total natural gas consumption (kWh)	It refers to the total natural gas consumption (kWh) used for heating, kitchen, and other operations that require electricity in all locations where Allianz Türkiye has operations (Allianz Tower, Allianz Campus, Allianz Teknik, Regional Offices and Branches) in the periods between 1 January - 31 December 2021.
Total Waste Amount (kg)	It refers to hazardous wastes such as household waste, compost, glass, aluminum, metal, plastic, paper, electronics, battery, medical, waste oil, accumulator, and fluorescent resulting from operations, as well as paper waste that is archived and to be disposed of, in all locations where Allianz Türkiye has operations (Allianz Tower, Allianz Campus, Allianz Teknik, Regional Offices and Branches) in the periods between 1 January - 31 December 2021.
Total paper consumption (kg)	It refers to all kinds of paper consumption used internally and externally for operations in all locations where Allianz Türkiye has operations (Allianz Tower, Allianz Campus, Allianz Teknik, Regional Offices and Branches) in the periods between 1 January - 31 December 2021.
Reduction in total electricity consumption (%), reduction in total natural gas consumption (%), reduction in total paper consumption (%), reduction in total waste amount (%) compared to the base year 2019	It refers to the percentage of decrease in the total electricity consumption, total natural gas consumption, total paper consumption, and total waste amount between 1 January - 31 December 2021 compared to the same consumptions between 1 January - 31 December 2019, which is accepted as the base year by Allianz Türkiye.
Social Indicators	
Female employee rate (%)	It refers to the total ratio of female executives at the Company in the periods between 1 January - 31 December 2021.
Female executive rate (%)	It refers to the total ratio of the number of total female executives at Allianz Türkiye in the total number of executive staff in the periods between 1 January - 31 December 2021.
Annual training days per employee (Day)	It refers to the number of days, which is calculated by proportioning total training hours given to the employees by Allianz Türkiye Academy within Allianz Türkiye between 1 January - 31 December 2021 to the daily working hours*number of the employees within the staff members of Allianz Türkiye at the end of the year.
Number of internal trainers (person)	It refers to the number of internal trainers selected from among the volunteer employees at certain periods by the Allianz Türkiye Academy, which is affiliated with Allianz Türkiye, in the periods between 1 January - 31 December 2021

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INDICATOR	SCOPE
Social Indicators	
Performance Culture Index (IMIX) Score (%)	The result of an online survey designed by Allianz Türkiye between 1 January - 31 December 2021 for corporate culture integration.
Work Well Index (WWI) Score (%)	The result of an online survey designed by Allianz Türkiye between 1 January - 31 December 2021 to help measure the social and physical well-being of the employees.
Employee Engagement Index (EEI) Score (%)	The result of an online survey designed by Allianz Türkiye between 1 January - 31 December 2021 to increase the engagement and general business performance of the employees.
Volunteering hours (hour)	It refers to total hours spent by Allianz Türkiye employees in social responsibility projects they voluntarily participate in or take part in between 1 January - 31 December 2021.
Number of children reached with the Allianz Motto Movement (person)	It refers to the number of children reached out through the Non-Governmental Organizations (NGOs) that were cooperated within the scope of the Allianz Motto Movement in the periods between 1 January - 31 December 2021.
Number of unique views for Allianz Motto Music YouTube channel (number)	It refers to the number of unique views of the Allianz Motto Music YouTube channel in the periods between 1 January - 31 December 2021.
Revenue generated from Sustainable Solutions	It refers to the revenue obtained from the services which are determined as a sustainable solution by Allianz Group in the periods between 1 January - 31 December 2021.

4. DATA PREPARATION

Environmental Indicators

Electricity and Natural Gas Consumption

The consumption of buildings where Allianz Türkiye has operations is included in the calculations, and the Allianz Group Environmental Reporting Guideline, which is updated every year, is followed as a guide. The electricity and natural gas consumption data are obtained from the service providers' actual meters and bills. Since these consumptions are reported on the basis of supply, no conversion factor is used.

Waste Amount and Paper Consumption

Wastes related to the operations of the buildings where Allianz Türkiye has operations are included in the scope of the calculations of the waste amount, and the Allianz Group Environmental Reporting Guideline, which is updated every year, is followed as a guide.Wastes are recycled or disposed of according to their types. While hazardous wastes and waste oils are registered with the National Waste Transportation Form (UATF), all other wastes including batteries and medical wastes are collected by contracted institutions, and they are recorded. The documents and paper wastes collected from the archive buildings to be destroyed are also included in the calculations of the wastes. All wastes are recorded and measured monthly according to their types.

Wastes related to the operations of the buildings where Allianz Türkiye has operations are included in the scope of the calculations of the paper consumption, and the Allianz Group Environmental Reporting Guideline, which is updated every year, is followed as a guide. Any type of paper (file, form, envelope, brochure, policy paper, etc.) that Allianz Türkiye uses internally and externally within the scope of its operations is calculated as the amount of consumption. Consumption is calculated based on the demands entered through the common demand system for the consumption of paper used outside within the scope of operations.

Reduction in Electricity, Natural Gas, Paper and Waste Amount (%)

It refers to the proportion of decrease in percentage regarding the total electricity, natural gas, paper consumption and waste amount between 1 January - 31 December to the same consumptions between 1 January - 31 December 2019, which is considered as the base year by Allianz Türkiye.

Social Indicators

Female employee rate (%) (Total and Executive Level)

The ratio of female employees and female executives refer to the rate of female employees in the gender distribution of the total staff of Allianz Türkiye (except for interns) and the rate of female executives in the gender distribution of total executive staff.

Following formulas and definitions are used to calculate the indicators of female employee distribution.

The rate of Female Employees = The number of Female Employees / Number of Total Employees

The rate of Female Executives = The number of Female Executives / Number of Total Executives

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Executive Levels at Allianz Türkiye are as follows;

CEO, Deputy CEO, Director, General Manager, Deputy General Manager, Group Leader, Manager, Board Chairman, Board Members

Number of Internal Trainers

This scope refers to the number of internal employees selected from the volunteer employees and recorded cumulatively within the years.

Annual training days per employee (days)

It refers to the ratio of the total training hours given to the employees by the Allianz Türkiye Academy, which is affiliated with Allianz Türkiye, to the number of Allianz Türkiye staff (other than interns) at the end of the year.

Annual training days per employee = Total Training Hour / Number of Total Employees

Performance Culture Index (IMIX) Score

Performance Culture Index (IMIX) Score is an outsource survey conducted for the employees working within Allianz Türkiye to measure the criteria such as the impact of performance to premium, cooperation and communication among the teams and customer satisfaction. The survey covers all Allianz Türkiye employees, except for those who work as outsourced employees and interns. This indicator shows the score obtained as the result of the survey.

Work Well Index (WWI) Score

Work Well Index (WWI) is an outsource survey that is conducted for the employees within Allianz Türkiye and that is used to measure the workload of the employees, career opportunities, executives' considering the ideas and opinions of the employees, the employees having a say in the decisions, and the efficiency of the processes and resources. The survey covers all Allianz Türkiye employees, except for those who work as outsourced employees and interns. This indicator shows the score obtained as the result of the survey.

Employee Engagement Index (EEI) Score

Employee Engagement Index (EEI) Score is an outsource survey that is conducted for the employees within Allianz Türkiye and that is used to measure the level of engagement and satisfaction of the employees. All items in the online survey which are designed to measure employee engagement and develop follow-up initiatives are analyzed in 13 dimensions. The survey consists of 61 questions, 58 of which are global questions and 3 of which are local questions. There are 2 open-ended questions. The survey, which is carried out in September-October every year, covers all Allianz Türkiye employees, except for those who work as outsourced employees and interns. This indicator shows the score obtained as the result of the survey.

Volunteering hours

It refers to total hours spent by Allianz Türkiye employees (other than interns and outsourced employees) in social responsibility projects they voluntarily participate in or take part in. These hours are determined based on a project and person, it also takes into account the time spent by the people while participating in the projects and other time they spend on this project (transportation, communication, etc.).

Number of children reached with the Allianz Motto Movement (person)

It refers to the number of children reached out through the Non-Governmental Organizations (NGOs) that were cooperated within the scope of the Allianz Motto Movement. The determined number of children is communicated by the cooperating NGOs.

Number of unique views for Allianz Motto Music YouTube channel (number)

It refers to the number of unique views of the Allianz Motto Music YouTube channel. This number is determined by the independent agency with which Allianz Türkiye has a contract.

Revenue generated from Sustainable Solutions

This scope refers to the revenue obtained from the services which are determined as a sustainable solution by the Allianz Group such as fully-electric cars, roof type solar panels, Coastal Facilities Sea Pollution Compulsory Liability Insurance, Modular Corporate Insurance for Renewable Energy.

6. RESTATEMENT OF RECONSIDERATION

Measuring and reporting data within the scope of sustainability inevitably involves estimation to some degree. In cases where there is more than a 5% change in data at the company level, reconsideration may be considered.

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INDEPENDENT EXTERNAL AUDIT REPORT

Sınırlı Güvence Raporu
Allianz Sigorta A.Ş. Yönetim Kurulu'na,

Allianz Sigorta A.Ş. ("Allianz" veya "Şirket") tarafından 31 Aralık 2021 tarihinde sona eren yıl itibariyle hazırlanan 2021 yılı Allianz Türkiye Entegre Raporu'nda ("2021 Entegre Raporu") yer alan ve aşağıda listelenmiş Seçilmiş Sürdürülebilirlik Bilgileri ("Seçilmiş Bilgiler") üzerinde bağımsız sınırlı güvence çalışması yürütmek üzere görevlendirilmiş bulunuyoruz.

Seçilmiş Bilgiler

Sınırlı güvence çalışmamıza konu olan ve 2021 Entegre Raporu'nun 29. sayfasında bulunan ve ile işaretlenmiş göstergelerin kapsamı 31 Aralık 2021 tarihinde sona eren yıl itibariyle aşağıdaki gibidir:

Sosyal Göstergeler

- Kadın Çalışan Oranı (toplam ve yönetici seviyesinde) (%)
- İç Eğitmen Sayısı (#)
- Çalışan Başına Yıllık Eğitim Günü (gün)
- Performans Kültürü Endeks (IMIX) skoru (%)
- İyi Çalışma Endeksi (WWI) skoru (%)
- Çalışan Bağlılığı Endeksi (EEI) skoru (%)
- Gönüllü Saati (saat)
- Allianz Motto Hareketi ile Ulaşılan Çocuk Sayısı (#)
- Allianz Motto Müzik Youtube Kanalı Tekil Görüntüleme Sayısı (#)
- Sürdürülebilir Çözümlerden Elde Edilen Gelir (TL)

Çevre Göstergeleri

- Toplam Elektrik Tüketimi (kWh)
- Toplam Doğalgaz Tüketimi (m^3)
- Toplam Atık Miktarı (kg)
- Toplam Kağıt Tüketimi (kg)

2019 Baz Yılına Göre;

- Toplam Kağıt Tüketimindeki Azalım (%)
- Toplam Elektrik Tüketimindeki Azalım (%)
- Toplam Doğalgaz Tüketimindeki Azalım (%)
- Toplam Atık Miktarındaki Azalım (%)

Bağımsız güvence raporumuz yalnızca 2021 yılı Entegre Raporu'nda ile işaretlenmiş Seçilmiş Bilgiler için düzenlenmiş olup, önceki dönemlere ya da 2021 yılı Entegre Raporu'nda ile işaretlenmiş Seçilmiş Bilgiler dışında yer alan diğer bilgilere dayalı herhangi bir işlem uygulanmamış ve bu nedenle herhangi bir sonuç bildirilmemiştir.

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Ölçüt

Şirket Seçilmiş Bilgiler'i hazırlarken 2021 Entegre Raporu'nun 102., 103. ve 104. sayfalarında bulunan Allianz Türkiye 2021 Entegre Raporu- Raporlama Kılavuzu ("Raporlama Kılavuzu") bölümündeki prensipleri kullanmıştır.

Şirket'in Sorumlulukları

Şirket, 2021 Entegre Raporu'nun içeriğinden ve Seçilmiş Bilgiler'in Raporlama Kılavuzu'na uygun olarak hazırlanmasından sorumludur. Şirket, Seçilmiş Bilgiler'in hazırlanmasında kullanılan bilgilerin suistimal veya hatadan kaynaklanan hiçbir maddi yanlış beyan içermemesini sağlayacak şekilde iç kontrollerin tasarlanması, uygulanması ve sürdürülmesinden de sorumludur.

Sınırlamalar

Konunun özellikleri ve bu tarz bilgileri belirlemede kullanılan metotlar düşünüldüğünde, finansal olmayan bilgiler finansal bilgilerden daha fazla doğal sınırlamalara tabidir. Bir kurum tarafından ortaya koyulmuş uygulamaların olmaması nedeniyle önemli düzeyde farklı ölçümlerin yapılması ve karşılaştırılabilirliği etkileyebilecek şekilde farklı, fakat kabul edilebilir ölçüm tekniklerinin seçilmesi söz konusu olabilir. Farklı ölçüm tekniklerinin hassaslığı da değişkenlik gösterebilir. Bunun dışında, söz konusu bilgilerin mahiyeti ve bunların tespitinde kullanılan yöntemler, aynı zamanda ölçüm kriterleri ile bunların hassasiyeti zaman içinde farklılık gösterebilmektedir. Bu nedenle, Seçilmiş Bilgiler'in Raporlama Kılavuzu çerçevesinde okunması ve incelenmesi önem arz etmektedir.

Bağımsızlık ve Kalite Kontrol

Muhasebe Meslek Mensupları için Uluslararası Etik Standartları Kurulu ("IESBA") tarafından yayımlanan; dürüstlük, tarafsızlık, profesyonel yetkinlik ve gerekli özen gösterilmesi, gizlilik ve profesyonel davranış temel ilkelerini belirleyen IESBA Profesyonel Muhasebeciler için Etik Kurallar'ın bağımsızlık ve diğer etik gerekliliklerine uyum göstermekteyiz.

Kalite Kontrole ilişkin Uluslararası Standart 1'i uygulamakta ve bu doğrultuda ilişkili etik ve profesyonel standartlar ve kanun veya yönetmelik gerekliliklerine uygun belgelendirilmiş politikalar ve süreçleri içeren bir kalite kontrol sistemi muhafaza etmekteyiz.

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Bağımsız Denetçinin Sorumlulukları

Sorumluluğumuz, gerçekleştirdiğimiz sınırlı güvence çalışmasına dayanarak Seçilmiş Bilgiler'in, tüm önemli yönleriyle, Raporlama Kılavuzu'na uygun hazırlanmadığı kanaatine varmamıza sebep olacak herhangi bir hususun dikkatimizi çekip çekmediğine ilişkin bir sonuç bildirmektir. Sınırlı güvence çalışmamız, Uluslararası Denetim ve Güvence Standartları Kurulu tarafından çıkarılmış Uluslararası Güvence Denetimleri Standardı 3000- "Tarihi Finansal Bilgilerin Bağımsız Denetimi veya Sınırlı Bağımsız Denetimi Dışındaki Diğer Güvence Denetimleri Standardı"na ("ISAE 3000" Revize) uygun olarak gerçekleştirilmiştir.

ISAE 3000 (Revize) standartlarına uygun olarak yürütmüş olduğumuz sınırlı güvencenin kapsamı, makul güvencenin kapsamına kıyasla önemli ölçüde dardır. Bir sınırlı güvence çalışmasında yeterli ve uygun denetim kanıtlarının toplanması kapsamında gerçekleştirilen prosedürlerin niteliği, zamanlaması ve kapsamı makul güvence çalışmalarına oranla çok daha dardır.

Yürütmüş olduğumuz prosedürler profesyonel yargımıza dayanmakta ve araştırmalar, gerçekleştirilen süreçlerin gözlenmesi, belgelerin incelenmesi, analitik prosedürler, ölçüm yöntemlerinin uygunluğunun ve raporlama politikalarının değerlendirilmesi ve altta yatan kayıtların üzerinde mutabakata varılmasından oluşmaktadır.

Yürütmüş olduğumuz sınırlı güvence prosedürleri şunları içermektedir:

- Şirket yönetimi ve ilgili Seçilmiş Bilgiler'den sorumlu kişiler ile görüşmelerde bulunulmuştur;
- Seçilmiş Bilgiler'in toplanması ve raporlanmasına ilişkin süreç anlaşılmıştır. Bu prosedür Seçilmiş Bilgileri yönetmek ve raporlamak için önemli süreç ve kontrollerin değerlendirilmesini içermektedir;
- Seçilmiş Bilgiler'in hazırlanması için kullanılan kaynak veriler değerlendirilmiştir ve seçilen belirli hesaplama örnekleri yeniden yapılmıştır;
- Şirket tarafından hazırlanan Seçilmiş Bilgiler'in derlenmesi ve hazırlanması için örnekleme bazında sınırlı testler gerçekleştirilmiştir;
- Raporlanan veriler üzerinden analitik prosedürler uygulanmıştır.

Sınırlı Güvence Sonucu

Prosedürlerimizin ve elde ettiğimiz kanıtların sonucunda, Şirket'in 2021 Entegre Raporu'nda yer alan 31 Aralık 2021 tarihinde sona eren yıl itibariyle Seçilmiş Bilgiler'in, tüm önemli yönleriyle, Raporlama Kılavuzu'na uygun hazırlanmadığına ilişkin herhangi bir hususa rastlanmamıştır.

Kullanım Kısıtlaması

Bu rapor, sonucu da dahil olmak üzere, Şirket'in sürdürülebilirlik performansı ve faaliyetlerinin raporlamasına yardımcı olmak amacıyla Şirket Yönetim Kurulu için hazırlanmıştır. Şirket Yönetim Kurulu'nun Seçilmiş Bilgiler ile ilgili bir sınırlı bağımsız güvence raporu hazırlatarak konuyla ilgili sorumluluklarını yerine getirdiğini gösterebilmesini sağlamak için bu raporun 31 Aralık 2021 tarihinde sona eren yıl için hazırlanan 2021 Entegre Raporu içinde yer almasına müsaade etmekteyiz. Kanunların izin verdiği ölçüde ve koşulları önceden yazılı onayımız ile açıkça mutabık kalınmış durumlar haricinde, yürütmüş olduğumuz çalışma veya raporumuzla ilgili olarak Allianz Sigorta A.Ş. Yönetim Kurulu ve Allianz Sigorta A.Ş. haricinde hiçbir kişi veya kuruma karşı sorumluluk kabul etmemekteyiz.

PwC Bağımsız Denetim ve
Serbest Muhasebeci Mali Müşavirlik A.Ş.

Talar Gül, SMMM
Sorumlu Denetçi

İstanbul, 6 Ekim 2022

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