



Sustainability Report 2022

Opinions from Leaders

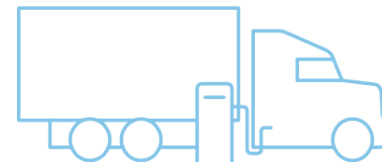
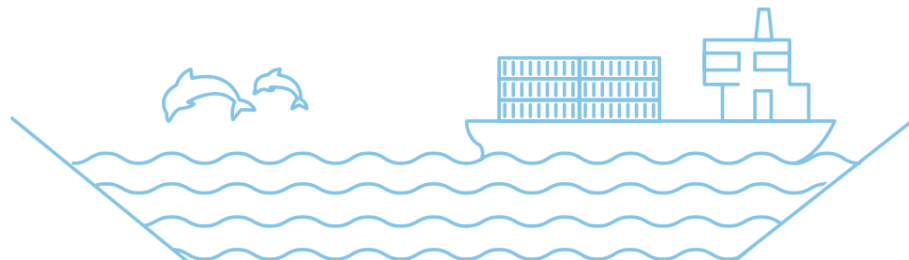


Uco Vegter

We are proud to be able to actively meet the insurance needs of our customers in various parts of the world and make them resistant to future risks. Over the past 2 years, with the pandemic, we have begun to question more directly the impact of humanity and business on the Earth. This broad sphere of influence also means that we must adapt to changing environmental risks and various requirements at the state level. We are aware that Turkey will also be affected by these environmental changes and that we need to be prepared.

2022 has been a year in which we, as both our group company Achmea and Eureka Sigorta, made evaluations within ourselves and with our partners, with the awareness that we need to take responsibility in this field: Sustainability is now positioned at the top of all our agendas. However, sustainability is a discipline that is still developing and its rules are being defined. We also follow the developments closely. The most important development we have observed is that both our customers and stakeholders in our sphere of influence are more conscious and demanding on this issue, and that technology, methodology and legal requirements are reaching a level to manage this awareness. This also means the emergence of new business opportunities.

In this context, in 2022, we started to use completely renewable energy to reduce our carbon footprint, and to question our footprint caused by our products in order to use our sphere of influence correctly. We balanced our calculated carbon footprint with certificates accordingly and continued to be a carbon-neutral company in business processes in 2022, as in 2021. In parallel, we have not only been limited to environmental impact, but have also worked to increase our social impact in line with our sustainability goals, with our work in the fields of gender equality, healthy life and competent workforce.



Liderlerden Görüşler



Nihal Özge Şenay

Eureko Sigorta aims not only to be a company that does business in its field of activity, but also to be a company that adds value to life and aims to provide peace of mind for a better future for all its customers, stakeholders, society and the environment.

With its awareness of social responsibility, it carries its activities beyond being a mere charity effort, adhering to the values of "Empathy", "Simplicity", "Sincerity" and "Togetherness", and prioritizes the areas of climate change, equality in education and gender equality in line with its sustainability goals. In this context, it aims to implement comprehensive and concrete projects.

The transformation of climate change into a climate crisis all over the world, the observation of ecosystem losses, the gradual decrease in resources, social development problems, and the expectations of both societies and states from companies are changing from voluntary contributions to requirements that need to be adapted. This transformation leads the financial sector, like all sectors, to understand and manage economic, social and environmental impacts. In order to be prepared for these developments, Eureko Sigorta determined one of its 4 main business strategies as "Supporting Sustainable Development Goals" in 2019, before many stakeholders in the sector. The program started to realize this strategy has entered its third year in 2022.

Aware that our goal of creating a real impact will not be met with environmentally focused work alone, a workshop was organized in Istanbul, where Turkish and Dutch women entrepreneurs will come together, in cooperation with the Dutch Consulate and Garanti Bank, accompanied by Impact Hub Istanbul and StartUp Amsterdam. Business models and awareness activities continue to support all our stakeholders in making responsible and sustainable choices in order to achieve a positive impact.





About Eureka Sigorta





Who are we

Our company, which was founded in 1989 under the name of AGF Garanti Sigorta, changed its name to Eureko Sigorta in 2007, after Eureko B.V. (today known as Achmea) acquired 80% of its shares from Garanti Bank. Thus, Eureko Sigorta became a member of Achmea, a Netherlands-based insurance partnership operating in 4 European countries, Canada and Australia, with nearly 16,000 employees. In 2011, Eureko Sigorta became a 100% subsidiary of Achmea.

Our Purpose, Strategy and Values

Our aim may be ambitious for an insurance company, but we are sure that our company will achieve it with the product, service, structuring and way of doing business it plans; We have identified ourselves as the company that creates peace of mind for a better tomorrow for all our stakeholders.

By placing customer focus at the top of our strategy, we are moving towards becoming a company that creates value for its customers with best-in-class customer interaction, offers demanded products to meet their needs, solutions beyond insurance, and supports sustainable development goals. We continue to focus on the main issues we have determined to achieve our strategic goals.

- Data-driven work
- Customer experience
- Integration with ecosystems and business partners
- Same experience across all our channels
- Digitalization
- New, agile way of working

As Eureko Sigorta, we know that our culture and values are very important, and we take utmost care to reflect them to our customers, business partners and each other while doing our work.

- Sincerity: We act with sincerity.
- Empathy: We value everyone.
- Simplicity: We make life easier,
- Togetherness: We develop together

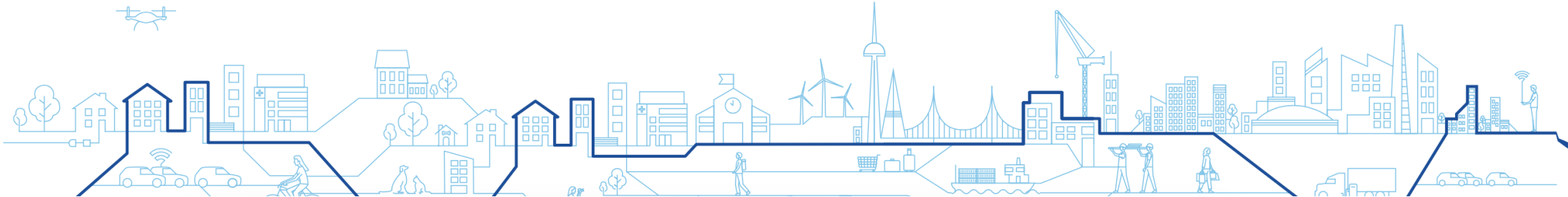


Eureko Sigorta By Numbers

	2018	2019	2020	2021	2022
Premium (million TL)	1.522,30	1.466,82	1.836,04	2.565,44	4.839,30
Accident	38,28	60,44	56,47	62,34	98
Health	152,99	77,6	128,7	146,7	248,8
Motor Vehicle	270,81	286,52	291,12	375,25	1.349,10
Aircraft Vehicle	4,31	84	2,44	4,68	12,6
Watercraft Vehicle	13,77	12,97	17,25	21,9	54,5
Transportation	30,71	26,48	36,3	48,05	94,9
Fire and Natural Disaster	554,29	542,34	749,58	928,94	1.626,90
General Damages	234,58	239,14	305,93	488,03	672,7
Motor Vehicle Liability	146,65	135,16	155,31	168,46	448
Aircraft Liability	6,09	6,48	8,63	8,94	13,2
General Damages	40,41	46,18	51,54	64,16	111,8
Loan	2,22	2,06	1,71	2,05	4,9
Material Damages	24,52	23,64	28	242,28	99,2
Legal Protection	2,65	2,96	3,07	3,66	4,7

Summary of Financial Data	2019	2020	2021	2022
Premium Production (million TL)	1.466,82	1.836,04	2.565,44	4.839,30
Technical Profit	122,81	113,4	31,5	318,9
Return on equity (ROE) (%)	19,2	18,1	28,4	42,5
Total Assets	2.132,38	2.439,64	3.520,17	5.374,30

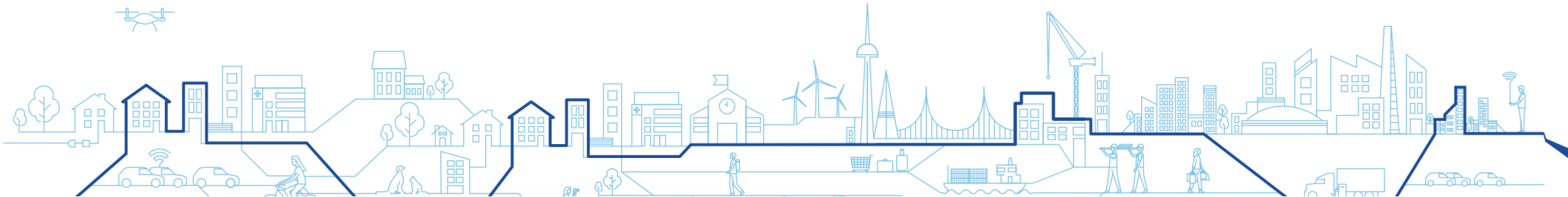
Eureko Sigorta's total premium production for 2022 is 4,839.30 million TL, 33.62% of which is Fire and Natural Disasters, 13.1% is General Damages, 27.9% is Motor Vehicles, 2.05% is Material Damages, 9.25% Motor Vehicle Liabilities, 5.14% Health, 2.31% General Liabilities, 2.03% Accidents, 1.96% Transportation and 2% .64% consists of other products



Eureko Sigorta in Turkey

- Eureko Sigorta is a company that has been operating in Turkey for more than 30 years and differentiates itself with its focus on customer data, effective sales and marketing strategies, long-term relationships with national and international reinsurers, and expertise in risk consultancy and claims management. The company offers a stable and sustainable performance and maintains this performance by adhering to its management and values.
- It offers insurance products and services to its customers through distribution channels such as Eureko Sigorta, Garanti BBVA, Türkiye Finans Katılım Bankası, more than 550 agencies and brokers, regional directorates, Customer Contact Center and digital channels, and also offers services beyond insurance.
- The average age of employees at Eureko Sigorta is 35 and 96% of 693 employees are university graduates.

Gender	Education status	Number of People	Average Age
Male	Primary School	-	-
	High School	8	41
	Associate Degree	32	35
	Undergraduate	204	37
	Masters	44	38
	Doctorate	1	39
Female	Primary Education	1	54
	High School	16	36
	Associate Degree	94	32
	Undergraduate	243	34
	Masters	50	37
	Doctorate	-	-
Total		693	35



Our Products and Services

As Eureka Sigorta, we serve as Turkey's leading bancassurance company. By focusing on the needs of our customers, we offer special products and services especially to our SMEs. In order to adapt to evolving consumer needs, we closely follow the innovations in the insurance industry and reflect them to our customers in the best way possible.

Sustainability is a concept we embrace as a fundamental element of our business. We manage our business processes in a sustainable manner without harming the environment and society. In addition, we develop our insurance products and services by considering the sustainability of our customers.

By working in cooperation with Garanti BBVA and Türkiye Finans Katılım Bankası, we offer better service to our customers. Through these partnerships, we are able to offer our customers a wider range of products and promote sustainability in financial services.

We continue our work to provide reliable and sustainable services to our customers. We are aware of our responsibilities towards all our stakeholders who form the future of our business, and we act accordingly with an understanding that embraces sustainability.

Board of Directors and Executive Committee Structure

The Board of Directors is the highest decision-making body in Eureka Sigorta. It consists of nine members, including three female members. The Chairman and CEO roles are held by different individuals. Under the leadership of the CEO, the Executive Committee is responsible for implementing the corporate strategies determined by the Board of Directors. The Executive Committee comprises of five members with proven experience and expertise in the industry. Internal Audit, Risk Management, and Internal Control Activities. As a financial institution, we give great importance to risk management, internal audit, and control activities. The Audit and Risk Committee is the highest-level organization directly reporting to the Board of Directors, and it regularly evaluates the anticipated risks and internal control findings. These activities are carried out in accordance with international standards and legal regulations, and we take necessary action to effectively manage the risks faced by the company. The Risk and Compliance Department coordinates risk management and internal control activities with participation from all business units. The reliability and effectiveness of internal control and risk management systems are regularly reviewed, and processes are updated to prevent risks, improve company operations, and help us achieve our goals. Establishment of Internal Audit Function at Eureka Sigorta The internal audit function is carried out by the Inspection Board Chairman and Inspectors at Eureka Sigorta. The Inspection Board is directly accountable to the Board of Directors and operates independently on an administrative level. However, the Inspection Board reports functionally to the Board of Directors through the Audit and Risk Committee.

Board of directors and Executive Committee Structure

The Board of Directors is the highest decision-making body of Eureka Sigorta. The Board of Directors consists of nine members. Three female members serve on the Board of Directors. The duties of Chairman of the Board and CEO are carried out by different people.

The Executive Committee, led by the CEO, is the senior management body responsible for translating the corporate strategies determined by the Board of Directors into action. The Executive Committee consists of five members with proven sectoral experience and knowledge.



Eureko Sigorta and Sustainability



Our Sustainability Priorities

Eureko Sigorta has made sustainability a priority in its operations by striving to reduce our social and environmental impact. To do so, we have chosen equality and climate change as our primary focus areas from the 17 Sustainable Development Goals set by the United Nations. In terms of equality, we work to ensure that everyone has equal rights and opportunities. We treat everyone fairly in our recruitment, promotion, and remuneration processes regardless of gender, age, ethnic background, religion, or sexual orientation. Furthermore, we implement diversity-supportive policies and take advantage of our employees' different perspectives. As for climate change, we have set targets such as reducing emissions, increasing energy efficiency, using renewable energy sources, and reducing waste. We adopt a sustainability-oriented approach to minimize the environmental impact of our activities. We take these priorities into account in all our activities, continuously review them, and set sustainability-oriented goals.



Eureko Sigorta « Climate Champion »

Natural disasters such as forest fires, floods, hurricanes, and droughts, as well as climate change, are of great concern for future generations. Therefore, we aim to support SDG 7 Affordable and Clean Energy and SDG 13 Climate Action in all our operations and external interactions. We believe that this issue poses a significant risk to global sustainability, and that it is our responsibility to do everything in our power to stop and reverse climate change.

Completing the Big Eight

We believe that great success is only possible through collaboration and partnerships among stakeholders united around a shared goal. This is why we have adopted SDG 17 Partnerships for the Goals among our other priorities to reinforce our commitment to establishing long-term partnerships for a more sustainable future for everyone. At Eureko Sigorta, we are aware that our commitment to “Providing constant internal peace for better tomorrows” can only be realized by incorporating sustainability into our corporate structure. We will continue to take steps in this direction.

Watching the Future

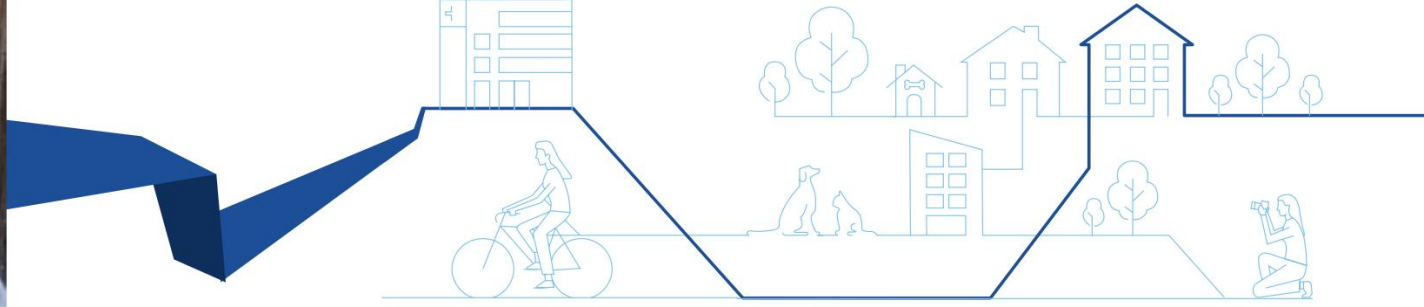
As our sustainability journey continues, we have chosen SDG 8 Decent Work and Economic Growth and SDG 11 Sustainable Cities and Communities as two primary areas to observe future opportunities from our priority analysis

Our Employee Wellbeing

The greatest power behind Eureko Sigorta's success today is undoubtedly our employees. Thanks to their efforts, dedication and contributions, we have come this far and will achieve our future goals. What is important to us is to add value to the lives of our employees and provide them with peace of mind for a better future. For this purpose, we focus on the welfare and development of our employees with projects such as SDG 3 Healthy and Quality Life, SDG 4 Quality Education and SDG 5 Gender Equality. We also want to reiterate our commitment to the equality of all people and the empowerment of women in the workforce. As Eureko Sigorta, we will continue to work for the happiness and success of our employees, not only today but always. It reaffirms Eureko Sigorta's commitment to the equality of all people and the empowerment of women in the workforce.

A photograph of three people sitting around a wooden table in a modern, dimly lit setting. They are all smiling and looking at a laptop screen. The laptop screen displays the Unsplash website. The person on the left is a woman with long blonde hair, wearing a white sweater. The person in the middle is a woman with long dark hair, wearing a brown top. The person on the right is a man with dark hair and glasses, wearing a denim jacket over a red shirt. There are two glasses of water on the table, one with a lemon slice. A brown leather folder is also on the table.

How we manage
sustainability ?



Sustainability Committee

Eureko Sustainability Committee, chaired by the CFO, consists of managers from corporate departments related to sustainability priorities and reports directly to the CEO and the Board of Directors. In addition to full members, non-member Eureko Sigorta employees, auditors, consultants and various experts are invited to Committee meetings to consult with their expertise. The main responsibility of the committee is to develop and manage strategic actions on sustainability issues, including environmental, social and governance areas. ESK performs the following duties in line with its responsibilities:

1. To determine, review and revise (when necessary) the company's sustainability priorities by evaluating sustainability risks and opportunities,
2. To publish, review and revise (when necessary) corporate policies, procedures and strategies regarding sustainability priorities,
3. To approve/revise the short, medium and long-term corporate sustainability targets determined by SD,
4. Evaluating corporate performance in line with targets,
5. Creating working groups to focus corporate efforts on sustainability priorities and determining the working norms of these groups
6. Evaluating the activities and suggestions of the working groups,
7. To appoint the members of the Eureko Stakeholder Council (EUSC) from among the candidates determined by SD, to determine the working conditions of the EUSC, to evaluate the recommendations of the EUSC and to take the necessary actions accordingly,
8. Examining the sustainability report and approving it for publication,
9. Evaluating the suggestions of relevant working groups to improve sustainability performance and making action plans, implementation and investment recommendations to the CEO and the Board of Directors,
10. For the CEO, sustainability practices and results, performance against targets and future
Preparing periodic reports including projections,
11. To prepare annual Board of Directors reports including sustainability practices and results, performance towards targets and future projections,
12. To review and (if necessary) revise the Committee's own working conditions (which come into force with the approval of the CEO), including composition and responsibilities. The ESC meets regularly to ensure effective implementation of the sustainability program. ESK held 2 meetings during the reporting period.

Sustainability Management Structure

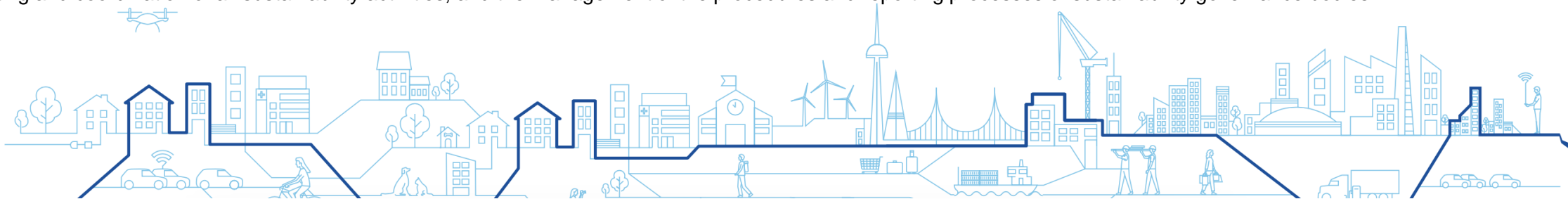
In everything we do, we see our goal as "providing constant peace of mind for a better tomorrow." That's why sustainability is a key pillar of our business strategy and one of our four strategic objectives. Through our sustainability efforts, we aim to develop within our own ecosystem while remaining in line with stakeholder expectations by creating stakeholder value, going beyond traditional insurance solutions to overcome sustainability challenges, and developing an "Omni-channel pull" effect to ensure participation, mutual understanding and partnership. In line with the priorities we have assigned, we have developed a holistic sustainability management organization that defines itself at every level within the organization, provides top-down strategic guidance, and ensures that company performance climbs from bottom to top.

Board of Directors and Senior Management

Eureko Sigorta Board of Directors (Board) is the highest level strategic decision-making body on corporate sustainability issues. The Board of Directors takes sustainability risks and opportunities into account, along with other aspects of the business, in its strategy formulation processes. The Board receives feedback from managers and stakeholders, develops high-level strategic directions and monitors the results of management actions taken accordingly. As a member of the Board of Directors and leader of the executive branch, the CEO plays the role of the main link between the Board of Directors and senior management. The CEO represents the sustainability agenda within the Board of Directors and translates Board decisions into executive actions together with members of the Executive Committee. Therefore, the CEO is also responsible for corporate sustainability performance before the Board of Directors. All senior managers share the responsibility of creating sustainability performance in their fields of expertise in line with the strategies and decisions taken by sustainability governance bodies. The CFO, who is also a Board Member, plays a special role in sustainability governance as the sponsor of Eureko Sigorta's sustainability program. In terms of sustainability management, the main duty of the CFO is to manage the activities of the sustainability governance bodies, to concentrate the work on defined performance areas, to ensure that the expected results are achieved, and to also report the opinions and suggestions, activity plans and performance results of the sustainability governance bodies to the CEO and the Board of Directors.

Sustainability Department

The Sustainability Department (SD) was established as a coordination team under the leadership of the CFO. During the reporting period, SD became a formal department with a designated manager reporting directly to the CFO. The main areas of responsibility of the department are the effective management of the Sustainability Program, the planning, budgeting and coordination of all sustainability activities, and the management of the procedures and reporting processes of sustainability governance bodies.





Sustainability Working Groups

ES-Cynergy Working Group was established by focusing on the UN Sustainable Development Goals, which Eureka Sigorta prioritizes. These goals include SDG7 Achievable Clean Energy and SDG13 Climate Action. The Working Group's remit is the delivery of performance results through business practices, insurance products and services or external partnership projects, with the aim of improving the company's impact on the climate and the environment. The Working Group consists of representatives from various departments such as SD, Finance and Strategic Planning, Risk Management, Procurement and Facilities Management, Reinsurance, Product Development, Regional Departments and other voluntary employees.

Focusing on the UN Sustainable Development Goals, Eureka Sigorta adopts an in-house approach to SDG3 Healthy and Quality Life, SKA4 Quality Education and SKA5 Gender Equality. Established within the company, the HSE "ES-Improvers" delivers performance results with the aim of improving employees' health, safety and well-being, as well as their training and career development, and increasing gender and equality of opportunity. The activities of this working group may also expand outward. SÇG's founding members include SD, Corporate Communications, Human Resources, Procurement and Facilities Management, Legal and Compliance and other volunteer employees

- Sustainability Working Groups (SWG) are teams consisting of department representatives formed by the ESK. SWGs are tasked with executing corporate strategies and defined sustainability priorities and monitoring performance.
- There are currently two active SCGs established;
- 1. ES-Cynergy Working Group for SDGs focusing on Climate Action and Renewable Energy,
- 2. ES-Improvers Working Group for SDGs focusing on Education, Healthy and Quality Life and Gender Equality.
- 3. Previously, the Sustainability Program Management Team (SPYE) was also established as a working group. However, this working group has been transformed into a corporate department called the Sustainability Department (SD) with its appointed manager.
- Sustainability Working Groups carry out various activities related to the SDGs they are interested in;
- 4. Transforming corporate strategies and applicable action plans into SMART performance targets,
- 5. Identification of risks and opportunities related to areas of activity, supporting risk and opportunity identification processes at the corporate level,
- 6. Conducting analysis and evaluations regarding work areas,
- 7. Identifying applicable studies for project and partnership development and performance improvement, creating best practices to implement them, and monitoring developments,
- 8. Supporting the sustainability reporting process with reportable data and information,
- 9. Following the legislation and taking local and international initiatives that may affect the company's activities.

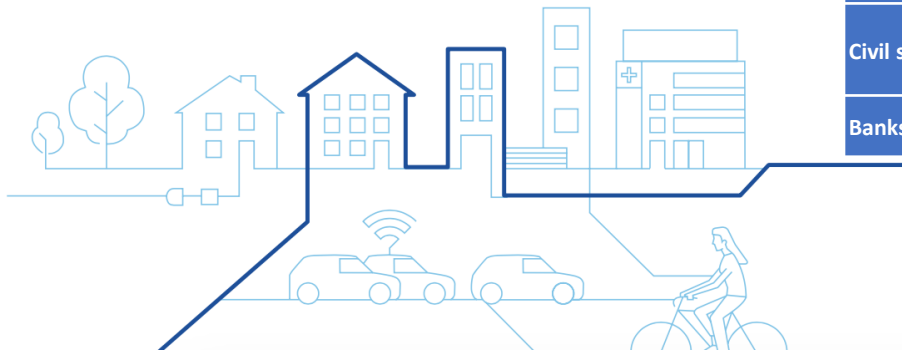
Involving Stakeholders in Sustainability Management

Our priority is to develop a transparent and accountable management approach by establishing close relationships with our stakeholders based on mutual benefits and goals.

Our aim is to establish the Eureka Stakeholder Council to make suggestions by increasing interaction with our stakeholders and improving the performance of our sustainability efforts. The Council will make recommendations to the Eureka Sustainability Committee on sustainability strategies, practices and performance improvement potential. However, since we have not yet been able to appoint suitable members due to the pandemic, we had to postpone our goal of establishing the Council to a later time.

In 2022, we continued to pursue joint projects by staying in constant communication with our stakeholders Achmea, Garanti BBVA, the Dutch Consulate and Municipalities in every field where we had the chance to make an impact.

Stakeholder Groups Interaction Type and Frequency	
Stakeholders	General Assembly (annual), Activity Report (annual), Financial Statements (quarterly), Sustainability Report (annual), Public Disclosure Platform Disclosures (immediate), Special Event Disclosures (immediate), Website (continuous)
Employee	Annual Report (annual), Sustainability Report (annual), Internal Communication Portal (continuous), Website (continuous), Employee Loyalty Survey (annual), Trainings (continuous)
Commercial Clients	Annual Report (annual), Sustainability Report (annual), Insurance Policies (continuous), Market Research (continuous), Sales Channels (continuous), Website and Mobile Applications (continuous),
Call Center (instant), Social Media (continually)	Annual Report (annual), Sustainability Report (annual), Insurance Policies (continuous), Market Research (continuous), Sales Channels (continuous), Website and Mobile Applications (continuous), Contact Center (instant), Social Media (continuous)
Retail Customers	Annual Report (annual), Sustainability Report (annual), Insurance Policies (continuous), Market Research (continuous), Sales Channels (continuous), Website and Mobile Applications (continuous), Contact Center (instant), Social Media (continuous)
Society	Annual Report (annual), Sustainability Report (annual), Website and Social Media (continuous), National and Local Media (instant), Social Responsibility Projects (continuous)
Public Institutions	Activity Report (annual), Sustainability Report (annual), Website (continuous), Correspondence (instant), Committees and Sector Meetings (continuous),
Bankassurance	Activity Report (annual), Sustainability Report (annual), Website (continuous), Project Partnerships (continuous), Corporate Policies (continuous), Meetings (continuous), Services (continuous), Trainings (continuous), Campaigns (continuous)
Agents and Brokers	Activity Report (annual), Sustainability Report (annual), Website (continuous), Agency Meetings (annual), Corporate Policies (continuous), Meetings (instant), Services (continuous), Trainings (continuous)
Contracted Services, Experts, Healthcare Providers, Suppliers	Activity Report (annual), Sustainability Report (annual), Website (continuous), Service Agreements (continuous), Corporate Policies (continuous), Meetings (instant), Trainings (continuous), Audits (annual)
Reinsurers	Activity Report (annual), Sustainability Report (annual), Website (continuous), International Industrial Organizations (immediate), Reinsurance Agreements (continuous), Meetings (immediate)
Civil society organizations	Activity Report (annual), Sustainability Report (annual), Website and Social Media (continuous), Social Responsibility Projects (continuous), Working Groups (continuous), Project Partnerships (immediate)
Banks and Financial Institutions	Activity Report (annual), Sustainability Report (annual), Website (continuous), Meetings (instant), Correspondence (instant)





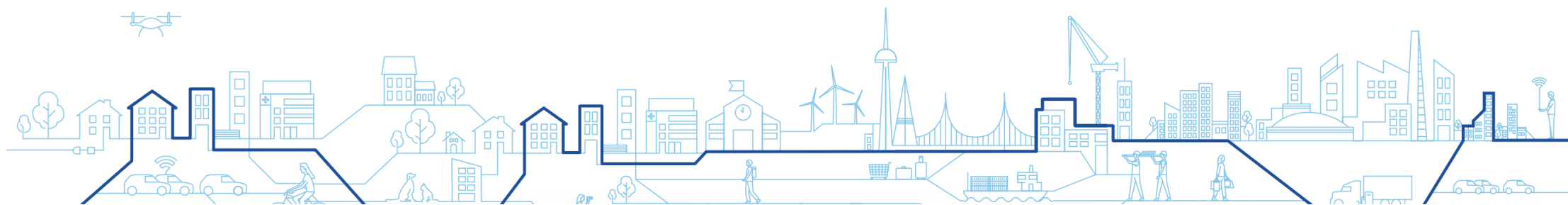
Climate and Environment



Our main goal is to maintain climate neutrality
and reach net zero by 2030.

As Eureka Sigorta, our main goal is to maintain our carbon neutral status and become net zero by 2030. This goal forms the basis of the steps we take for a sustainable future. In line with SDG 7 (Clean Energy and Economic Growth) and SDG 13 (Combating Climate Change), we work to minimize our impact on the environment by increasing our climate-friendly practices. In this context, we carry out activities such as increasing our energy efficiency, developing waste reduction projects, reducing our carbon footprint and offering environmentally friendly products. The importance we attach to sustainability is an integral part of our business strategy and we take it into account in all our activities.

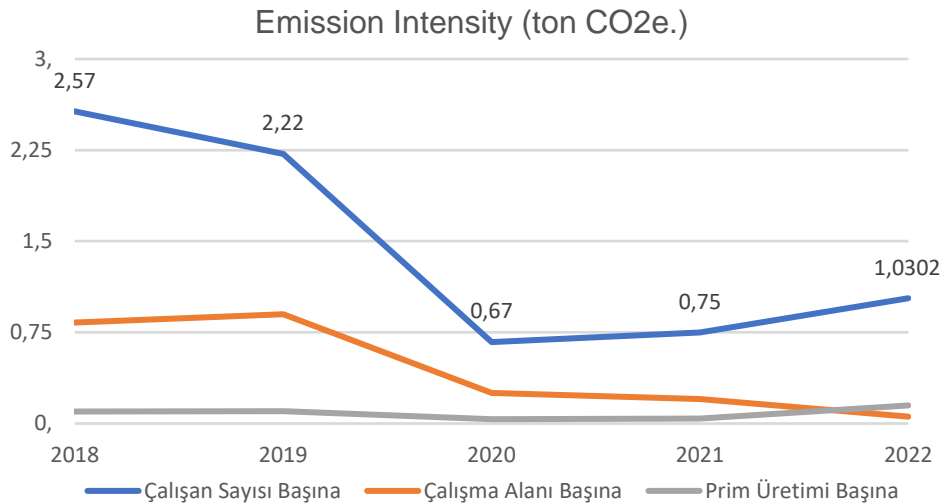
Our main goal is to maintain our carbon neutral position and reach net zero by 2030. We improved our reporting skills to better analyze our current situation.



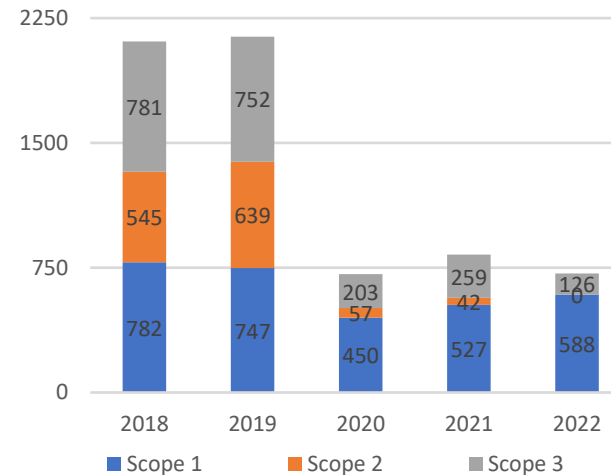
Managing operational impacts

We started mapping our activities last year to effectively manage our impacts. Our calculations include Scope 1, Scope 2 and Scope 3 emissions, which respectively take into account direct energy consumption (fuels), indirect energy consumption (electricity) and indirect emissions such as water and material consumption, business trips and waste. This year we improved our calculations by including more impact items, mainly in the scope 3 emissions category. We also revised our calculations for previous years. For this reason, our current data may differ significantly from the statements we made last year.

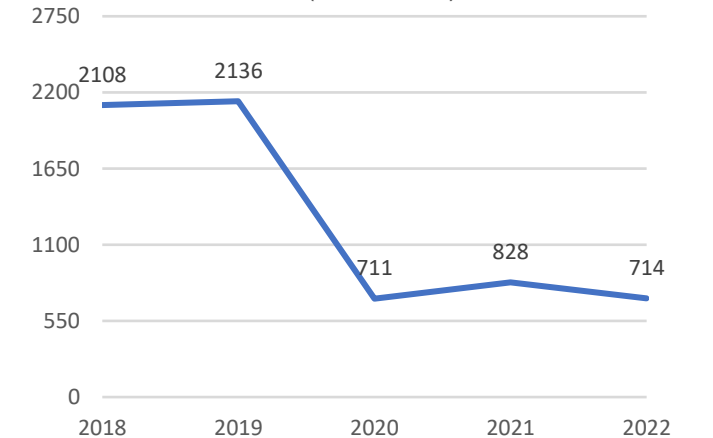
In this context, our total GHG emissions for 2022 are 714 tons of CO₂e, 9% less than the previous year's performance. Fuel consumption for corporate vehicles, heating and electricity use for buildings accounts for approximately 82% of the total carbon footprint.



Greenhouse Gas Emissions by Scope (ton CO₂e.)



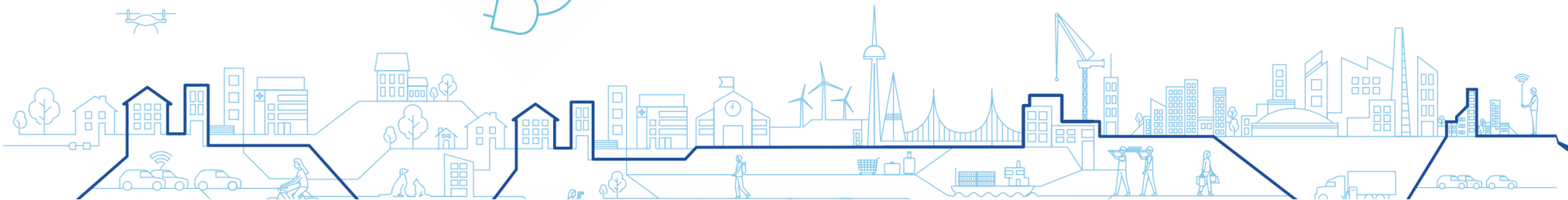
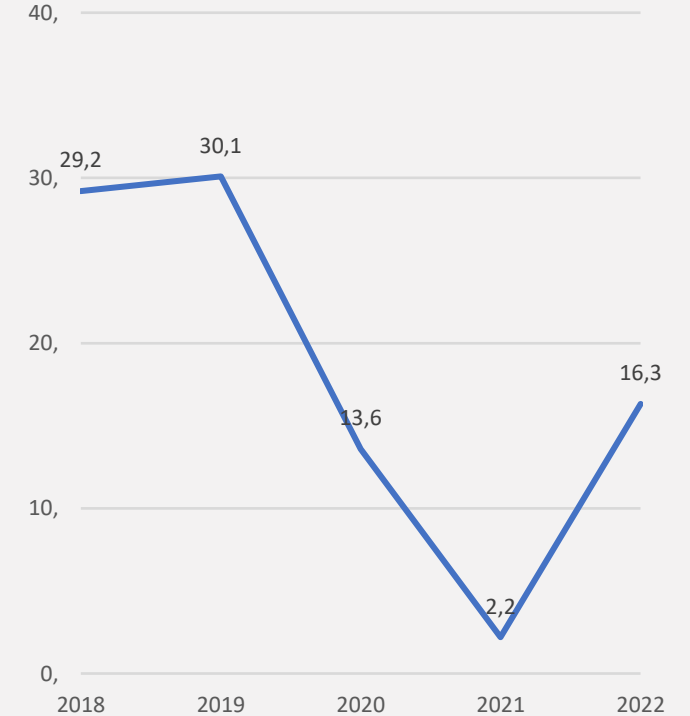
Greenhouse Gas Emissions by Scope (ton CO₂e.)





We aim to continue transforming our fleet with hybrid or electric vehicles as much as possible in the coming periods. Although our activities are not water-sensitive, we aim to set an example for our stakeholders by monitoring and reporting our water consumption. It reached 2,100 m³ in 2022. Paper is the main consumption material of the insurance industry due to policy printing. Due to legal requirements we cannot completely avoid the use of paper. However, we are trying to use digitalization technologies to reduce paper consumption in both our operations and policy printing processes. We used a total of 5.6 tons of paper in 2022, this value was 6.1 tons in 2021. We are working on the digitalization project of insurance policies, which was initiated with employee incentives, to further reduce the use of paper in our activities. As a result of our activities, we produced 2.16 tons of waste in 2021 and 13.60 tons of waste in 2020, and 16.32 tons of waste in 2022. Our waste is mostly non-hazardous domestic waste. There is only 0.1 ton of electric batteries as hazardous waste. Our business partners for managing our waste are the waste management units of local municipalities. These units collect our waste and manage the recycling and disposal processes.

Total Waste



Insurance Products ve Climate Change

Insurance Products and Climate Change



- As a company that adopts the principle of responsible insurance, our primary goal is not only to manage our own sustainability risks, but also to promote responsible practices in our entire value chain, including our customers and business partners, and to provide insurance products and services for the transition to a low carbon economy.
- In risk management processes, insurance products and services can make a positive contribution to the fight against climate change. For example, renewable energy production is an important sector for both jobs and the transition to a low-carbon economy. Therefore, by promoting responsible practices or reducing risk, various insurance categories or services can contribute to value creation in this area.
- In this context, our net premium production for renewable energy producers such as solar energy, wind energy, hydroelectricity and geothermal in 2022 was 118,049,494 TL. We made approximately 2,839,095 TL damage payments for these policies during the year.
- When we compare the total installed capacity of power plants in Turkey with Eureka Sigorta's portfolio in the energy sector, Eureka Sigorta insures 52% of the installed power of hydroelectric power plants, 38.1% of wind power plants and 14.5% of solar power plants.
- In line with the information learned about climate risks and practices through interviews with our customers, we have developed alternative insurance products that will encourage environmentally friendly practices. We have also established partnerships to encourage individuals to adopt climate-friendly practices such as rooftop solar systems. We are determined to turn this information into concrete applications in the coming period.



Inclusive Workplace

Gender Diversity and Equal Opportunity

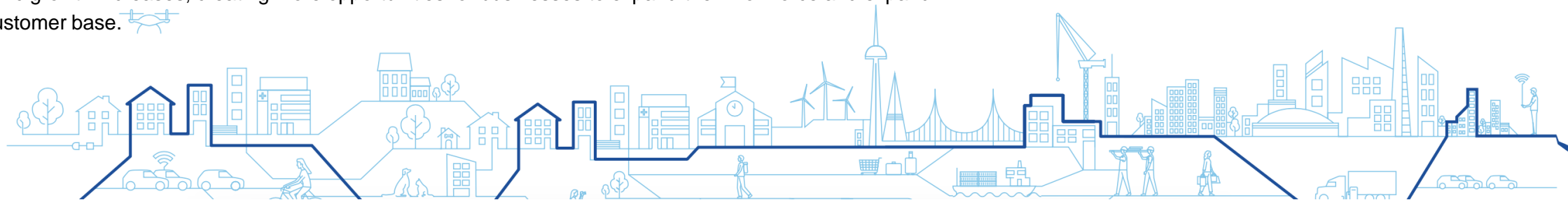
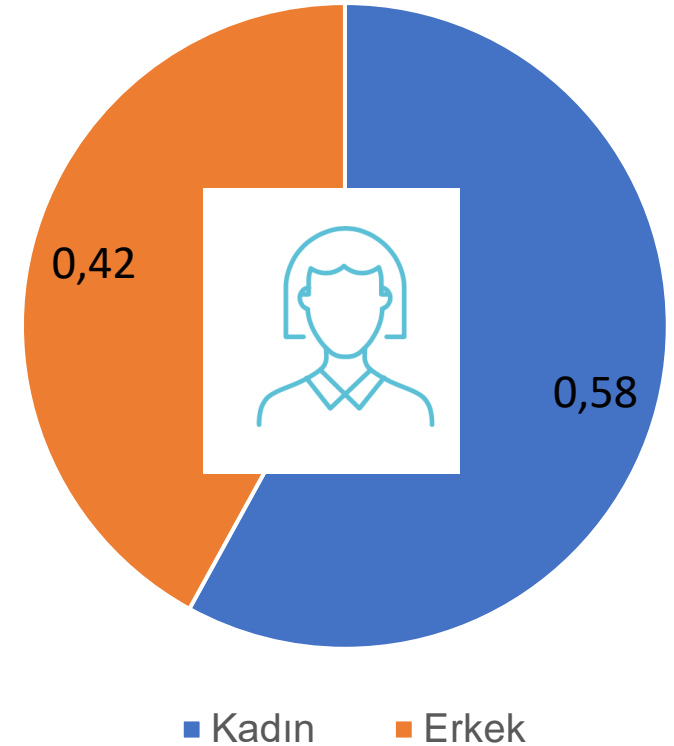
We define these three principles as our priority by focusing on SDG 3 Healthy and Quality Life, SDG 4 Quality Education and SDG 5 Gender Equality. In this context, gender diversity, equal opportunity, talent development, employee safety and well-being become fundamental elements of our efforts to create a more inclusive workplace culture.

The Human Resources Department is responsible for the management of gender diversity, equal opportunity, talent development and employee welfare, and the Purchasing and Facility Management Department is responsible for employee health and safety processes. Our ES-Improvers working group, consisting of managers working in different business units, including Human Resources, Purchasing and Facility Management departments, continued its activities this year. The ES-Improvers working group is responsible for designing our inclusive workplace policies and practices, as well as developing products and services that will increase our impact in our value chain. Additionally, we have developed our corporate policy on gender equality and diversity and our statement on health and wellbeing in the workplace.

Diversity is crucial for organizations to maintain motivation, creativity and competitiveness. We can say that the gender gap in the business world is still a worldwide sustainability problem. This situation is not only contrary to generally accepted modern human rights, but is also a huge loss of opportunity for businesses, economies and society in general.

Eliminating discriminatory practices is a key priority for achieving global, sustainable development and business success. Diversity allows different perspectives and talents to come together and helps businesses increase innovation, creativity and engagement. As women's participation in the workforce increases, the potential for economic growth increases, creating more opportunities for businesses to expand their workforce and expand their customer base.

Workforce by Gender





The insurance sector has a special place in terms of gender gap compared to other sectors due to the high female employment rates. However, achieving a quantitative balance does not mean equality. So diversity and equal opportunity are issues we are still trying to overcome.

As Eureko Sigorta, we accept the United Nations Universal Declaration of Human Rights, International Labor Organization Conventions and Women's Empowerment Principles as the basis of our corporate policies on Gender Diversity and Equal Opportunity.

As Eureko Sigorta, we never tolerate discriminatory behavior towards our employees or stakeholders due to race, religion, belief, philosophy, political opinion, social or marital status, gender, age and similar reasons. In this regard, we do not ignore any discriminatory and hostile behavior such as harassment, mobbing and mistreatment towards our employees. We have defined the processes and channels through which our employees can submit their complaints in such a situation. We did not receive any complaints due to discriminatory behavior during the reporting period.

While our female employees constituted 57% of our total workforce in 2021, this value increased to 58% in 2022. While female managers constituted 45% of middle-level management in 2021, it was determined to be 36% in 2022, and the rate of senior managers remained at the same level as last year, measured at 25%.

The rate of female employees promoted during the year was 60.5% in 2021 and 57% in 2022. While 59.4% of the employees promoted to managerial positions for the first time in 2021 were female employees, this value was calculated as 33.3% in 2022.

Remuneration is one of the main elements of the gender equality problem.

To eliminate this risk, we adopt a policy of equal pay for equal work, meaning all employees doing the same job receive the same salary. However, there may be differences in base salaries due to seniority. Analysis of wage statistics shows that male employees receive 31% more than female employees on a total annual net wage basis and 29% more on a median wage level. To better understand the root causes of the gender and pay gap, we also analyzed employee demographics by pay level. In this context, while 44% of employees in the highest wage bracket are women, the rate of female employees is 54% in the upper-middle wage bracket, 59% in the lower-middle wage bracket and 77% in the lower wage bracket.

In most cases, being pregnant creates a transparent obstacle for female candidates to apply for a new job outside Eureko Sigorta. We not only hire new candidates who are expecting a child without hesitation, but also support them by allowing them to work fully remotely. All employees are given 16 weeks of maternity leave and are paid in full, without waiting for payment delays from the Social Security Institution. These employees are entitled to maternity insurance as part of the insurance plan, without any waiting period, from the moment they start working. When they give birth, we provide health insurance directly to the newborn along with birth gifts.

We also support our female employees who have children under school age by approving their part-time work requests



Talent Development

The insurance industry is a highly regulated but also very dynamic business. Expertise takes a long time and requires on-the-job training. Therefore, developing and retaining talent is just as important as hiring the right person.

We use training programs as a basic tool to increase the competencies and professional capacities of our employees. We offer our employees many internal and external training programs planned annually in line with business strategies such as technical training, personal development training, leadership training and the special training needs of employees. Our employees also benefit from Achmea's training programs.

Employee Training	2018	2019	2020	2021	2022
Number of Participants	363	556	518	679	779
Total Training Time	32.198	26.043	14.617	19.860	28.044



Employee Safety ,Health and Well-Being

As a responsible insurer, we believe that no risk should be taken lightly. For this reason, we manage health and safety risks seriously, and although insurance operations do not require high-risk processes, we do not tolerate our employees experiencing health and safety problems for unavoidable reasons during working hours.

The Health and Safety Committee, consisting of both employer and employee representatives, as well as HR representative, Facility Management representative, safety experts and workplace doctor, is the strategic decision-making body, and our safety experts assigned within the Purchasing and Facility Management Department and our workplace are responsible for the management of the employee health and safety program. OHS practices are planned in line with regulatory requirements and comprehensive risk assessments are carried out by safety experts. In this regard, we constantly improve physical conditions, provide the necessary equipment, conduct training and periodic health checks.

Our employees benefit from expanded comprehensive private health insurance to ensure they receive best-in-class service. However, they can also receive on-site medical services such as consultations, basic health checks, and first aid for minor injuries. A total of 779 employees attended our training in 2022.

We provided a total of 165 person hours of OHS training to 55 employees on topics such as general health, safety, hygiene, protection from addictions and personal protective equipment. As a result of all the measures taken and employee awareness, we have not encountered any incidents that caused lost time or occupational disease in the last 5 years.



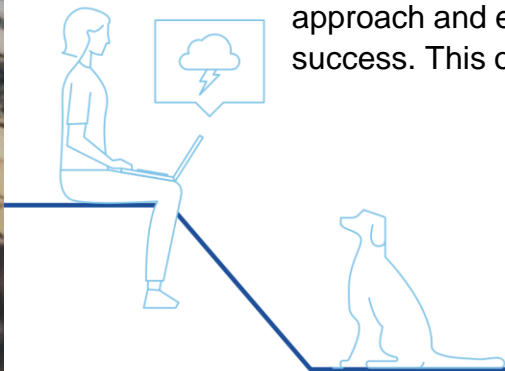


Eureko Sigorta and Hybrid Working Order

Hybrid working arrangement is a combination of traditional office working and remote working. This layout allows employees to work both in the office and from home. In this way, the company's efficiency increases and employees' work-life balance improves. Eureko Sigorta's hybrid working order was implemented due to the COVID-19 pandemic. The company has adopted this order by prioritizing the comfort and satisfaction of its employees. The office environment and the opportunity to work from home are adjusted according to the needs of the employees.

Eureko Sigorta aimed to improve the balance between the work life and private life of its employees thanks to its hybrid working arrangement. Since employees have a more flexible schedule, the time spent commuting to work is reduced and they do not have to make a tiring journey to get to work. This allows employees to focus better on their work, be more productive, and also spend more time on their personal lives. The hybrid working arrangement also reduces the company's costs. Savings are achieved in costs such as energy and water bills, thus reducing the carbon footprint and contributing to the protection of nature and ecological balance. These savings also allow the company to invest further and grow.

As a result, Eureko Sigorta's hybrid working arrangement provides its employees with a better work-life balance and improves the company's performance. The company's innovative approach and employee-focused regulations are one of the most important factors behind its success. This order, which was adopted in 2021, has been made permanent.

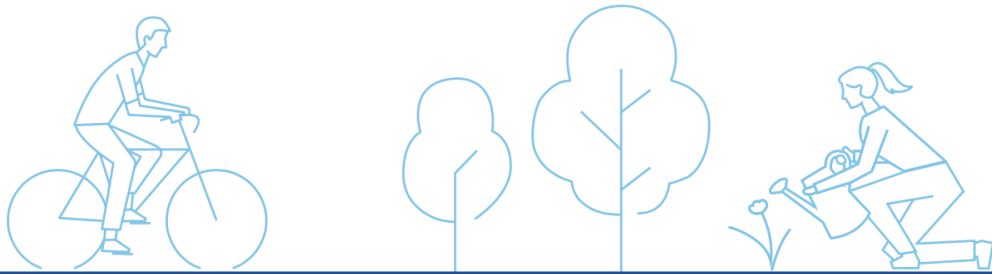




Eureko Sigorta and Paperless Policy Application

Eureko Sigorta carries out paperless policies in order to provide fast and practical service to its customers. Thanks to this work, policy delivery transactions can be carried out faster and easier. Paperless policy application enables insurance policies to be delivered digitally.

In this way, customers can easily access their policies wherever and whenever they want. In addition, paperless policy application attracts attention as an environmentally friendly approach. Thanks to Eureko Sigorta's paperless policy operation, customers can view their policies online and print them whenever they want.





Our Passion to Place Sustainability in
Our Entire Business





Expanding Our Impact on Claims Transactions

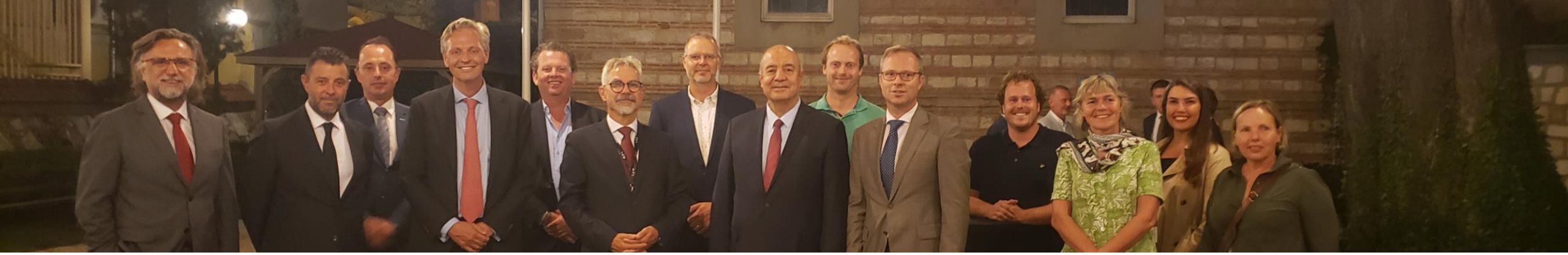
In keeping with our commitment, in 2022 our Auto Claims Unit began a comprehensive overhaul of their approach to claims. This unit works with special comprehensive services to increase repair rates and reduce part replacement by collecting damaged parts from services, repairing them and making reusable parts. This is called mobile repair service. We provide this service with a service network of nearly 200 in 65 provinces. With this process, we reduced both costs (more than 45 Million TL) and plastic and other material waste by making 8,077 parts reusable in 2022. In addition, parts that cannot be repaired (approximately 200,000 in 2022) are directed to recycling facilities and an additional business network is created for us.

In addition to auto damages; Many new applications have been put into effect in housing damages. With the Residential Damage Project, it aims to make the first contact with the customer after the damage, conclude the process quickly by taking into account customer preferences (repair company-direct payment) and contribute to customer loyalty by providing its customers with an extraordinary experience. Another service for housing damages; It is the process of digitalizing housing damages that Eureka Sigorta has implemented in line with its goal of becoming a digital insurance company. For most electronic device and insulation damages, damage assessment and reconciliation can be done via video calls, and damage compensation can be paid on the same day. Eureka Sigorta sees assistance services, another service, as a complement to damage services and one of the main areas of responsibility of the insurance company; It offers roadside assistance, housing assistance, plumbing & electrical services, mini repair services, locksmith & glass services, and medical assistance and reservation services to its customers.



Supporting Health and Well-Being

Supplementary health insurance plans play a unique role in enabling more people to receive expanded services beyond the social security system at a more affordable cost compared to a private health insurance plan. In our practice, anyone between the ages of 0-65 and covered by social security can get complementary health insurance. These plans not only ensure that individuals are covered by a larger plan, but also create a broader economic impact by reducing stress and costs on the social security system. The number of insured in the individual branch is 12,533, and in the group branch this number is 31,858. We support preventive health practices within the scope of our health insurance plans. Vaccination, which protects individuals from various diseases, improves the quality of life, and significantly reduces the risks of disease and death, is a good example of this. Our insurance plans cover all childhood vaccines and personalized vaccination plans upon request of parents or corporate insurance plan custodians. We also organize flu vaccination campaigns. Organ transplantation is a vital surgical operation to treat various diseases and disabilities. However, finding suitable donors is difficult. To raise awareness about organ, tissue or blood donation, we support awareness campaigns as well as covering transplant costs, including artificial limb surgeries.



Agriculture

As an insurance company, we also serve in the agricultural sector, we insure agricultural production (livestock, crop production) against natural disasters, and we constantly work to provide better service to our customers. In this direction, we developed a new agricultural insurance product for the issues that TARSİM does not provide coverage for and offered our **NEW GREENHOUSE INSURANCE** application to our customers in order to guarantee the losses caused by natural disasters in the facilities that engage in greenhouse agriculture, which is one of the special production areas. Thus, production losses due to frost, machinery-equipment technical malfunctions, etc. are among the issues that TARSİM does not guarantee. We will stand by our customers in all situations.

In addition, we started our work to provide technological developments in the field of meteorology to our customers in order to minimize the impact of agricultural production from adverse weather conditions. We started collaborating with technology companies in order to transmit real-time and business-local weather information to manufacturers in a timely and accurate manner. Thanks to this application, we will contribute to sustainability by increasing production and efficiency with accurate and timely weather information, preventing unnecessary spraying, and providing more effective irrigation for the plant.

In order to evaluate the production and sales opportunities of blueberry, one of the fruits that has been in demand in recent years and has very good export opportunities, nearly 40 fruit producer customers were informed, hosted by the Dutch Embassy, and the opportunity to meet with foreign companies on the subject was provided. Thus, we work to help our customers expand their product range and generate more revenue.

In the agricultural sector, greenhouse agriculture (greenhouse farming), where technological innovations and modern cultivation methods are used, is increasingly preferred. By ensuring climate-controlled production in this area, the quality of the products is increased and losses in the production process are minimized. In 2022, agricultural insurance was provided for the production of 40 of our customers in the greenhouse.

We continue to work on using geothermal resources for heating with natural resources in greenhouse enterprises. We are continuing our efforts to provide agricultural insurance for greenhouses heated with this method. In addition, we support the use of natural resources by informing our customers about the use of Solar Power Plants (SPP) as an energy source in their facilities.

Our work continues to utilize the manure energy source in livestock enterprises in Biogas facilities. In this context, we will visit livestock enterprises and provide information. In this way, we aim to raise awareness about both waste management and energy resources.

Insurance in the Digital Age



As Eureka Sigorta, we provide services with a sustainability-focused approach, along with the innovations brought by the digital age. The use of technological developments such as artificial intelligence, digital processes and robotic coordination in the insurance industry allows us to respond to our customers' needs more quickly and effectively.

During the policy creation process, we analyze our customers' needs and risks and offer them special solutions. In this process, we take steps to protect natural resources and reduce our carbon footprint by acting in accordance with sustainability principles. During the reporting period, we actively use our digital channels in order to answer our customers' demands and questions as soon as possible. In this way, we minimize the consumption of natural resources by reducing paper use.

Technological developments such as artificial intelligence and robotic coordination allow our customers to save time and costs in insurance transactions. Thus, we use our resources more efficiently by increasing our steps towards sustainability.



Our company's Information Security, Compliance and Risk teams conduct a BIARAMA Analysis every year to evaluate the business continuity concept and prepare disaster recovery scenarios and accessibility of applications identified as business critical together with business units.

Continuity is ensured by making necessary operational and architectural revisions from an IT perspective. In addition, our Digitalization and Innovation IT team develops projects such as version update processes carried out with DevOps and DataOps, Atomic Automation Platform and database virtualization, and thanks to these, operational efficiency is achieved in business processes. Some of the projects carried out include projects for positioning Externally Critical Applications behind the Web Application Firewall, obtaining Esgate logs, performing penetration tests in Regional Directorates Offices and preparing the Cyber Incident Response Standard.

Thanks to the active implementation of these projects, work is carried out effectively within the scope of continuous improvement, operational efficiency and cyber security.

Women in
Green
Business



Women Entrepreneur Support - Women in Green Business

A project was launched by the Netherlands' Turkey Economic and Diplomatic Network, Eureka Sigorta, Garanti BBVA, Impact Hub Istanbul and Startup Amsterdam to promote the cooperation of female green entrepreneurs between Turkey and the Netherlands. This project aims to promote women's economic empowerment and entrepreneurship. Micro and small women's businesses in the two countries that integrate climate-focused innovation and technology into their businesses were determined as the target audience. Learning sessions, knowledge exchange and networking events will be organized throughout the programme. This pilot project is intended to turn into a sustainable annual event with financing from the Dutch and Turkish private sectors.



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