Together, We Sustain the Future

AGESA

2025 Sustainability Report

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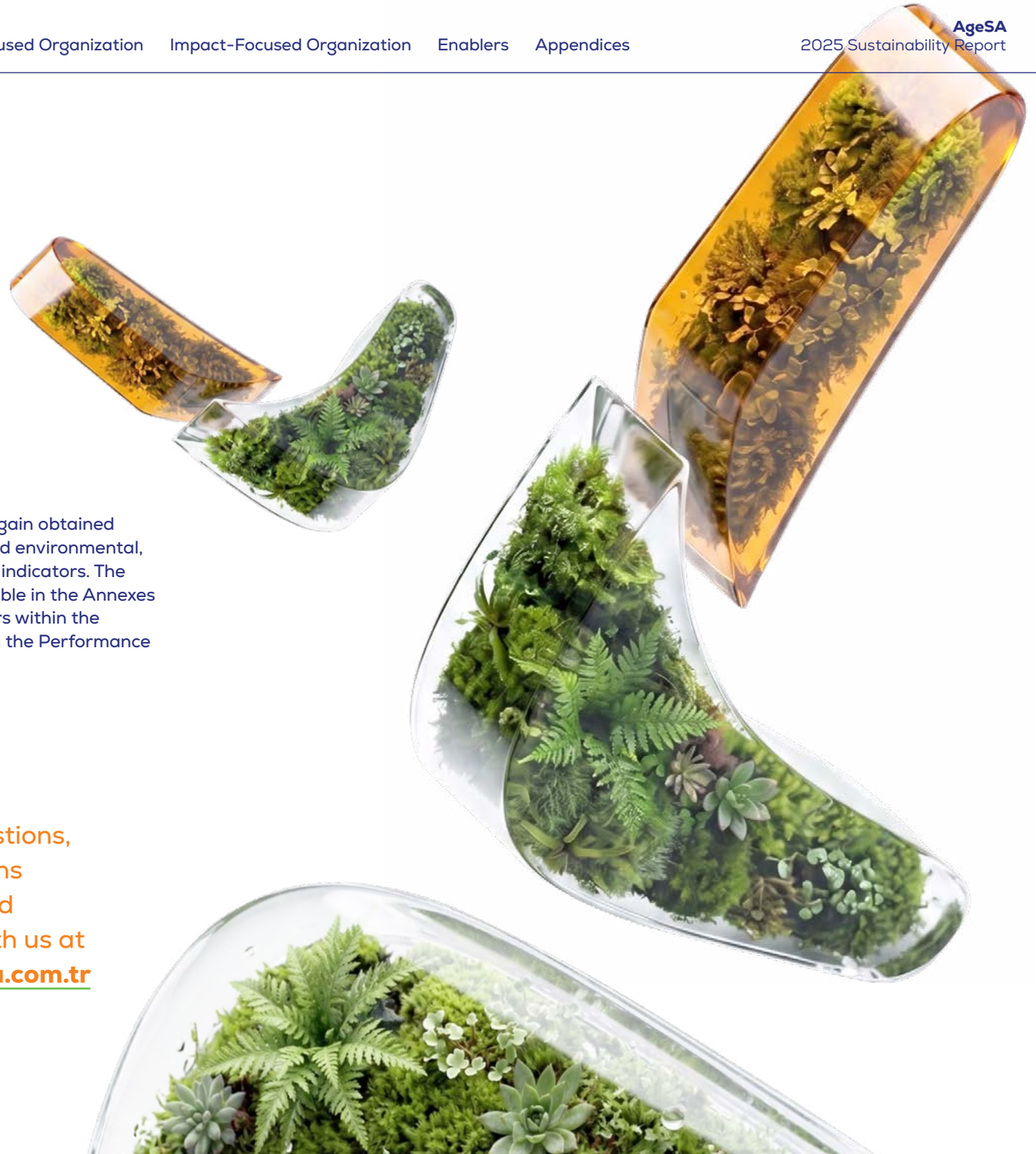
About the Report

In this, our fifth sustainability report as AgeSA, we share with our stakeholders our sustainability strategy, performance results, targets, and the progress we have made toward these targets for the period from January 1, 2025 to December 31, 2025. Addressing environmental, social, ethical, and economic dimensions, this report presents a holistic assessment of the sustainability efforts we carried out throughout the year.

While preparing our report in accordance with the Global Reporting Initiative (GRI) Standards, we also took into account the criteria of the United Nations Global Compact (UNGC) and the Women's Empowerment Principles (WEPs). While demonstrating our contributions to the Sustainable Development Goals in line with our sustainability priorities, we have included the index and disclosure tables related to the relevant reporting frameworks in the Annexes section of the report.

As in previous years, in 2025 we again obtained independent assurance for selected environmental, social, and economic performance indicators. The Limited Assurance Report is available in the Annexes section; you can track the indicators within the scope of independent assurance in the Performance Indicators section by the "✅".

You can share your questions, opinions, and suggestions regarding our report and sustainability efforts with us at **surdurulebilirlik@agesa.com.tr**



CEO's Message

Fırat Kuruca
CEO

CEO's Message

We bring together our financial strength, technological capabilities, and sustainability focus to create long-term value.

Dear Stakeholders,

2025 was a period in which uncertainties increased on a global scale, technological transformation accelerated, and individuals' need for security about the future became even more important. In this environment, as the importance of savings, protection, and long-term financial planning solutions increased, the role of the private pension and life insurance sector in terms of economic resilience and social welfare became even more visible.

As AgeSA, we managed this period with the support we draw from our strong partnership structure, our multiple distribution channels, and our customer-focused business model. Addressing our customers' changing needs with a holistic approach, we continued to develop the solutions we offer in the areas of private pension, life insurance, personal accident, and health. As of year-end 2025, we reached a fund size of TL 402 billion and an 18.6% market share in the private pension market including the Auto Enrollment System; with our assets under management, we maintained our leading position among private companies. While sustaining our strong performance with premium production of over TL 24 billion in the life and personal accident branches, we also strengthened our presence in the health ecosystem by bringing our Complementary Health Insurance product to our customers through our collaboration with Medisa.

We evaluate our financial results through the lasting value we create; we approach sustainability as a strategic management domain that guides all of our activities. In 2025, we strengthened our approach to transparency and accountability by publishing our first sustainability report aligned with the Türkiye Sustainability Reporting Standards (TSRS). While building our sustainability governance on core areas such as ethical and responsible management, risk management, and data privacy and security, we are increasing our long-term value creation capacity through our people-focused and impact-focused organizational approach.

We support our responsibility in combating climate change with measurable targets. In line with our goal of reaching net zero emissions by 2050, under the commitment we made to the Science Based Targets initiative, we set a target of a 75% reduction by 2030 compared to the 2019 base year for our Scope 1 and Scope 2 emissions. We also regularly monitor the impacts arising from our investment portfolio, which constitutes a significant portion of our emissions; we continue our efforts to ensure that 47% of our portfolio consists of companies that have set science-based targets by 2030, and all of it by 2040. As a result of this comprehensive approach, in 2025 we reduced our total greenhouse gas emissions by 27% compared to the previous year, while improving our resource efficiency by lowering our energy intensity by 29%.

We also give concrete form to our sustainability approach through our product and service portfolio. Revenues from SDG-linked products and services reached TL 15.4 billion, constituting 51% of our total revenues. In this way, we not only supported our customers' financial security but also made social benefit a natural output of our business model through more inclusive, accessible, and sustainable solutions.

Digitalization, artificial intelligence, and data analytics are among the most important accelerators of this transformation. In 2025, with our AI-supported solutions, we moved 80 million mailings to the digital environment, increasing our operational efficiency and reducing our resource use. With our intelligent automation applications, we completed approximately 142,000 collection transactions without human intervention at a 91% success rate.

The foundation of this success lies in our strong corporate culture and the contributions of our colleagues. In 2025, women made up 66% of our 2,122-person team. Our ratio of women employees in managerial positions reached 52%, and our ratio of women managers in revenue-generating roles reached 60%. In addition, our overall satisfaction score reaching 87% was an important indicator of our inclusive and development-focused working environment.

We are advancing with the goal of creating lasting impact through our community investments. We reached 1,244 people through our inclusion programs. Through our Financial Therapy with AgeSA video series, we contribute to improving financial literacy, while supporting the entrepreneurship ecosystem through the Big Bang Startup Challenge as a Gold Stakeholder of the İTÜ Çekirdek Incubation Center. Through the At All Ages Fund, we continued our contribution to improving quality of life across different segments of society by supporting the impact-focused projects of non-governmental organizations working in the field of aging.

In the coming period, as AgeSA, we will continue to bring together our financial strength, technological capabilities, and sustainability focus toward the same goal. As an institution that adds confidence to our customers' lives, creates development opportunities for our employees, and takes responsibility for society and the environment, we will continue to carry forward the goodness at the core of our business. I thank all our colleagues, business partners, customers, and stakeholders who add value to us on this journey.

Sincerely,

Fırat Kuruca
CEO

Corporate Profile

As AgeSA, since our foundation we have been working with all our strength, in the light of the principles and values of our Republic, to offer the goodness at the core of our business, with the goal of a trust-filled society made up of happy individuals. With the aim of securing today and the future, we offer innovative solutions in the areas of private pension, life insurance, and personal accident insurance to our nearly 4 million customers. In all the services and experiences we offer, we place our customers first and then digitalization at our center. On the other hand, through the countless projects we carry out with sensitivity to the principles of social responsibility and sustainability, we prioritize the development of our country and the advancement of our society. In line with our role as a responsible corporate citizen, we will continue to bring to life every kind of product, service, and project that will add value to our country, our society, and our stakeholders.

About AgeSA

With over 2,000 employees, we provide private pension and insurance solutions to nearly 4 million customers.

As of May 5, 2021, our Company decided to continue on its path in line with the equal partnership structure established by the strong legacy of Sabancı Holding and the nearly two centuries of global experience of the Belgian insurance company Ageas. As a reflection of this change, as of July 1, 2021, we updated our name to "AgeSA Hayat ve Emeklilik." Meanwhile, 20% of our shares are traded on Borsa İstanbul under the ticker "AGESA."

With AgeSA's deep-rooted past and the strength and trust of Sabancı Holding, in every activity we undertake we work to achieve the goal of a trust-filled society made up of happy individuals. In order to offer the goodness at the core of our business, we are redefining the perception of insurance for everyone whose lives we touch. With our over 2,000 employees, we continue to grow together by serving our nearly 4 million customers.

Customer Experience and Digitalization-Focused Strategies

As AgeSA, we offer innovative products in the areas of "private pension," "life insurance," and "personal accident insurance" to our nearly 4 million customers.

We provide services through our unique multi-channel distribution structure, which comprises Türkiye's largest direct sales force as well as our strong bancassurance network in collaboration with Akbank, our agencies, our telesales channel, and our corporate projects team. We are a company that acts with a focus on perfecting the customer experience across all channels where we touch our customers, has been deemed worthy of many international and national awards in this area, and makes a difference in the sector.

As AgeSA, we offer a wide variety of funds and fund advisory services within the scope of individual and group pension plans to meet individuals' savings and accumulation needs. With our life insurance products, we secure individuals and their families against the unexpected risks that life may bring.

In all the services and experiences we offer, our focus is on our customers and digitalization. Viewing digitalization, technology, and innovation as important tools for sustainable development, we make our business processes more efficient through areas such as artificial intelligence and data analytics. Through digitalization and innovation, which we regard as one of our strategic focuses, we aim to create sustainable business models by adding value to the economy and society.

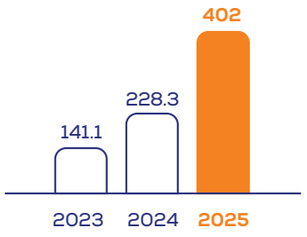
Investment in the Health Ecosystem

In 2024, in line with our vision of meeting individuals' insurance needs with a holistic approach, we invested in the health ecosystem by acquiring all the shares representing the capital of Medisa Sigorta A.Ş. In line with its strong strategic goals, Medisa aims to offer individuals innovative and holistic solutions by integrating health insurance with digital health applications and healthy living programs. In this context, under the Medisa umbrella, in addition to insurance services such as Private Health Insurance (PHI) and Complementary Health Insurance (CHI), we aim to offer individuals comprehensive and uninterrupted health experience through digital and telehealth services.

At a Glance 2025

In 2025, we maintained our strong performance by reaching an 18.6% market share in the private pension market.

Private Pension Fund Size
(Billion TL*)



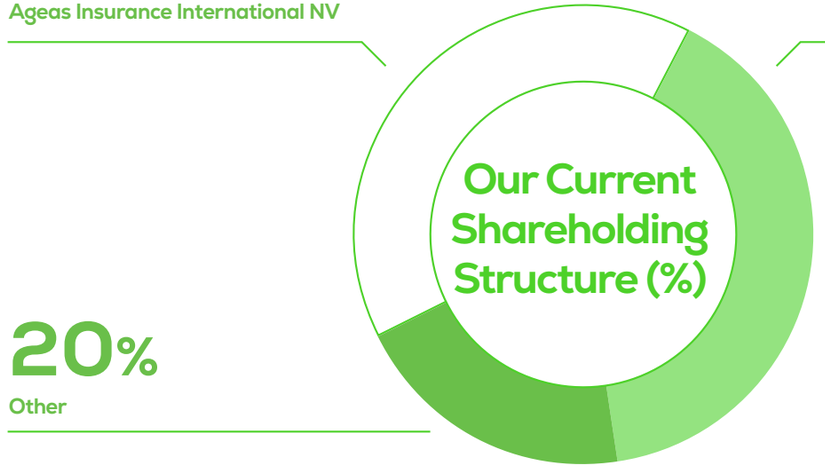
** Including Auto Enrollment*

As of year-end 2025, with our over 2,000 employees, we continued to create value for our customers in the areas of private pension, life insurance, and personal accident insurance. According to the December 31, 2025, data of the Pension Monitoring Center, we reached a fund size of TL 402 billion and an 18.6% market share in the private pension market including the Auto Enrollment System. With our assets under management, we maintained our leading position among private companies in the private pension sector. According to the data of the Insurance Association of Türkiye and HAYMER, with our total life and personal accident premium production reaching TL 24 billion, we obtained a 13.4% share of the direct premium production market of companies operating in the pension and/or life branches.

AgeSA's Capital Structure and Shareholders

Through the partnership of Ageas and Sabancı Holding, we maintain our strong capital structure and trusted corporate standing.

Operating through the partnership of Ageas, one of Europe's largest insurance companies, and Sabancı Holding, one of Türkiye's leading groups, AgeSA is a company that, with its strong financial structure, all its stakeholders are proud to be a part of.

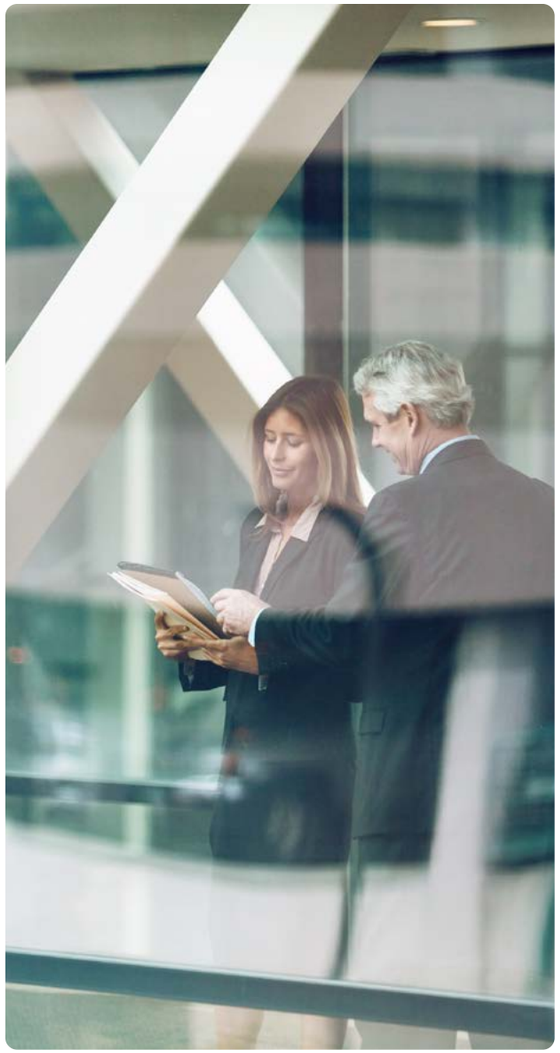


Our Company's Current Shareholding Structure

As of December 31, 2025	Share Amount (TL)	Share Ratio (%)
Ageas Insurance International N.V.	72,000,006.72	40.00
Hacı Ömer Sabancı Holding A.Ş.	72,000,006.72	40.00
Other	35,999,986.56	20.00
Total	**180,000,000.00**	**100**

Sectoral Outlook and Trends

Artificial intelligence is transforming risk management and the customer experience across the insurance sector.



In today's rapidly changing world, technological advances, climate change, macroeconomic volatility and regulatory developments in sustainable finance create both new opportunities and risks that must be managed by the insurance industry. As a critical sector for financial security, long-term savings and risk management, keeping pace with current developments is essential not only to improve products and services, but also to strengthen customer trust, operational resilience and social value. We therefore analyse the sectoral outlook and current trends and update our business processes in light of these developments.

Cybersecurity and AI-Related Risks

Cyberattacks and data breaches remain among the business risks of greatest concern to companies worldwide. For insurance and pension companies that process large volumes of personal and financial data, data privacy, information security and operational continuity have become more critical than ever. The industry is therefore taking decisive steps not only to meet regulatory compliance requirements, but also to protect customer trust, manage reputational risk and build more resilient structures against the new vulnerabilities introduced by digitalisation.

According to IBM's 2025 Cost of a Data Breach Report*, the global average cost of a data breach stood at USD 4.44 million. Although this figure declined compared with 2024, the operational disruption, customer attrition, legal proceedings and loss of trust caused by breaches continue to pose a material risk for companies. The 2025 report particularly highlights the use of 'shadow AI'. AI tools used within organisations without being incorporated into security and governance processes can create risks related to data leakage, inaccurate outputs and compliance.

For the insurance industry, this development points to a twofold transformation. On the one hand, it calls for a more holistic approach to cybersecurity investment, data classification, access controls, incident response plans and third-party risk management. On the other hand, AI and automation solutions strengthen cyber resilience by enabling earlier threat detection, anomaly monitoring and faster response processes. Cybersecurity therefore extends beyond a technology investment area and sits at the heart of insurers' enterprise risk management and customer trust strategies.

Use of Artificial Intelligence and Emerging Regulations

Artificial intelligence is increasingly used across pricing, underwriting, claims management, fraud detection, customer service and operational efficiency in the insurance industry. EIOPA's assessment** of the shift from traditional AI to generative AI in insurance indicates that 50% of non-life insurers and 24% of life insurers use AI across different parts of the value chain. This shows that AI is no longer an experimental technology, but a permanent component of insurance business models.

* IBM, Cost of a Data Breach Report 2025
** EIOPA, From "Traditional AI" to "Generative AI": Implications for the Insurance Sector, 2025.

Sectoral Outlook and Trends

Rising climate-related losses are increasing the need for parametric insurance solutions and sustainable finance practices.

At the same time, the wider use of AI is increasing governance and compliance expectations. The European Union Artificial Intelligence Act entered into force on 1 August 2024 and introduced a risk-based regulatory approach. In the insurance sector, AI systems used to assess risk and set prices for individuals, particularly in life and health insurance, are classified as high-risk systems. Requirements related to data quality, human oversight, technical documentation, transparency, traceability and risk management are therefore becoming increasingly critical.

These developments require insurers to align their AI investments with trustworthy and responsible AI principles. Model risk management, algorithmic bias controls and customer disclosure are among the key requirements for scaling AI applications sustainably. While RPA, chatbots and generative AI-supported solutions enable faster customer service, designing these solutions to be auditable and human-centred is essential both for competitive advantage and for building trust.

Extreme Weather Events, Climate Change, and Their Impacts on Life Insurance and the Private Pension System (PPS)

Climate change and rising average temperatures are emerging as a significant risk area affecting not only physical assets and economic activities, but also human health and long-term financial security systems. The increased frequency of heatwaves, air pollution, drought, water stress and climate-related disasters directly affects mortality rates, the prevalence of chronic diseases and healthcare expenditures, while also transforming the risk outlook for the life insurance and private pension sectors.

The World Health Organization (WHO) projects that climate change may cause hundreds of thousands of additional deaths each year between 2030 and 2050. It also draws attention to the growing impacts of extreme temperatures, particularly on cardiovascular and respiratory diseases and older populations. Rising average temperatures are also expected to reduce working capacity, increase healthcare expenditures and diminish quality of life. These developments require mortality and morbidity assumptions in life insurance to be reassessed and increase the importance of climate variables in long-term risk modelling.

For life insurance companies, climate-related health risks may affect the life expectancy, incidence of illness and claims experience of insured portfolios. Changes may be observed in the risk profiles of vulnerable groups, including older people, those with chronic illnesses and outdoor workers, particularly in regions where heatwaves are becoming more intense. This makes it increasingly important to incorporate climate and health data into underwriting processes and strengthens the role of data analytics and advanced modelling.

For the Private Pension System, the impacts of climate change are reflected in both individuals' saving behaviours and fund management. Climate-related disasters and economic volatility may increase households' short-term liquidity needs, placing pressure on their tendency to save for the long term. At the same time, growing uncertainty regarding longevity makes the planning of the financial resources required during retirement even more critical. In this context, incorporating climate risks into long-term investment strategies, supporting sustainable and low-carbon investments and strengthening portfolio resilience are becoming increasingly important for the PPS sector.

In light of these developments, climate-sensitive risk management, close monitoring of health trends, promotion of preventive healthcare practices and stronger sustainable investment approaches are becoming priority areas for the life insurance and PPS sectors. As the long-term impacts of climate risks on human life and financial security become more visible, it is increasingly important for the sector to develop solutions that not only provide financial protection to customers, but also strengthen their resilience.

* Aon, 2025 Climate and Catastrophe Insight Report.
** Swiss Re Institute, Sigma 1/2026: Natural catastrophes in 2025.

Sectoral Outlook and Trends

Customers' expectations for transparent and personalized experiences are redefining service models across the sector.

Sustainable Finance, Green Taxonomy and Product Classification

Sustainable finance regulations are having an increasing impact on the insurance industry's investment, product development, risk management and reporting processes. The European Union Taxonomy and parallel national taxonomy initiatives provide a common classification framework for determining which economic activities can be considered environmentally sustainable. This approach enables financial institutions to base capital allocation, portfolio management and sustainability claims for products on more concrete criteria.

The Draft Regulation on the Türkiye Green Taxonomy* is an important development for classifying sustainable economic activities, supporting green investments and reducing greenwashing risk. The draft framework is based on environmental objectives including greenhouse gas emissions reduction, climate change adaptation, the sustainable use of water resources, the circular economy, pollution prevention and biodiversity protection. It also brings taxonomy eligibility and taxonomy alignment assessments onto the agenda for insurance and reinsurance companies.

For the insurance industry, a green taxonomy is not limited to classifying investment portfolios. It is also important for validating sustainability claims made for products, developing coverage that supports climate adaptation and defining the environmental contribution of customer solutions more clearly. Sustainable motor insurance, coverage for climate risks, insurance products linked to energy efficiency and renewable energy, taxonomy-aligned investments and fund options are therefore becoming more prominent on the industry's future agenda. A taxonomy-aligned approach makes companies' sustainability performance more measurable and strengthens trust among investors, regulators and customers.

Ageing Population and Financial Resilience

Demographic change is taking an increasingly central place on the long-term agenda of the insurance and private pension industry. Longer life expectancy, rising healthcare expenditure, the financing of retirement and household savings needs are increasing the importance of life insurance and private pension products. These developments are positioning insurers not only as providers of risk transfer, but also as solution partners that support individuals' lifelong financial resilience.

At the global level, the protection and savings gap creates a significant growth opportunity for the insurance industry. The 2025 Global Insurance Outlook** highlights inadequate retirement savings, alongside protection gaps related to climate and cyber risks, as an important area in which the industry can create value. In markets such as Türkiye, which has a young population but is undergoing rapid demographic transition, encouraging individuals to develop savings habits at an early age, improving access to fund options and strengthening financial literacy are critical to the sustainability of the private pension system.

In this context, digital fund advisory services, personalised savings recommendations, investment options suited to individual risk profiles and regular information mechanisms are becoming key tools for supporting customers' long-term decisions. Addressing life insurance and pension products in conjunction with financial security, family protection, health and later-life planning strengthens the insurance industry's potential to create social value.

Evolving Customer Expectations and Personalised Experience

Customers now expect more than fast transactions and accessible services from insurance and pension products. They also seek transparent, simple, personalised and reassuring experiences. As digital channels become more widespread, providing processes such as quote generation, policy issuance, fund monitoring, claims and request management through user-friendly interfaces is becoming increasingly important to customer satisfaction. This transformation requires insurers to redesign the customer experience across the entire customer journey, rather than focusing only on the point of sale.

Capgemini's 2025 World Life Insurance Report*** shows that life insurers with strong customer experience capabilities can achieve higher customer recommendation scores, lower expense ratios and stronger revenue growth than mainstream peers. The report also highlights the potential of generative AI to better understand customer needs, support advisory processes and improve operational efficiency. In this context, data analytics, fund advisory services, digital assistants and personalised notifications are emerging as tools that support customers' financial security and long-term savings decisions.

* Draft Regulation on the Türkiye Green Taxonomy
** EY, Global Insurance Outlook 2025.
*** Capgemini, World Life Insurance Report 2025.

Highlights in 2025

We published our first **TSRS-aligned sustainability report.**

We raised our overall rNPS (relative Net Promoter Score) **to 71.**

Through the At All Ages Fund, we have provided a total of **TL 2,758,570** in grant support through 13 grants since 2021.

We reached **1,244 people** through our inclusion programs.

We brought our **Complementary Health Insurance** product to our customers through our collaboration with Medisa.

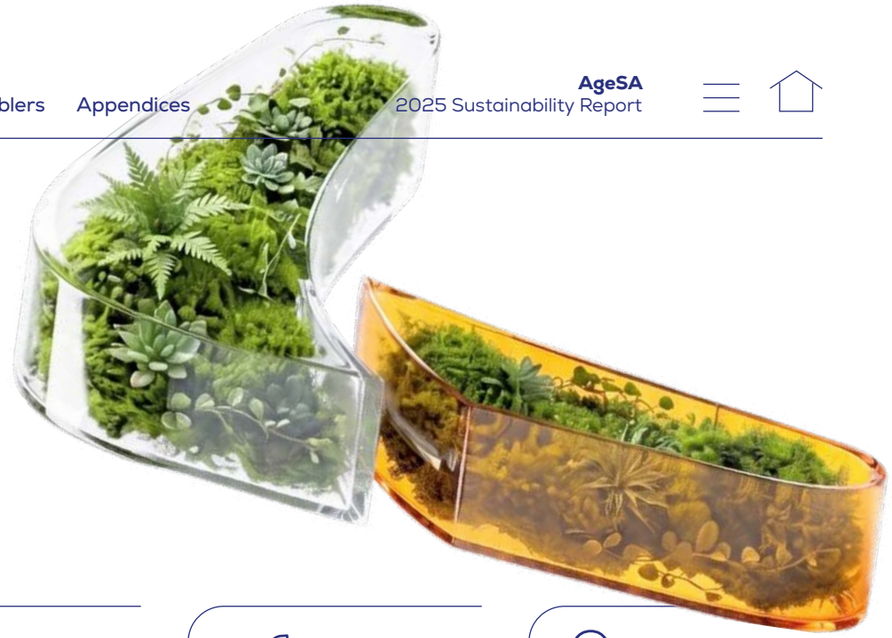
MEDİSA

With our AI-supported solutions, we moved **80 million** mailings to the digital environment.

As part of İTÜ Çekirdek Big Bang, we provided **TL 1,000,000** in support to the entrepreneurship ecosystem creating value in sustainability.

Highlights in 2025

Our total greenhouse gas emissions decreased by **27%** compared to the previous year.



Following the opening of the **AgeSA Building at Sabancı Secondary School** in Arsuz, Hatay, in collaboration with the Sabancı Foundation, we opened the **Aksigorta-AgeSA Special Education Vocational School** in Kırıkhan.

In 2025, revenues from SDG-linked products and services reached TL 15.4 billion, constituting **51%** of our total revenues.

18 SDG-linked products, **8** services.

In 2025, our total plastic consumption decreased by **39%,** while our recycled waste ratio reached **33%.**

Our energy intensity decreased by **29%** compared to the previous year, reaching 0.17 MWh/million TL.

Thanks to the digitalization of our business processes, we prevented **590 tons of CO_2e** emissions caused by paper use.

Women made up **66%** of our total employees.

Our ratio of women employees in managerial positions was **52%.**

Our ratio of women managers in revenue-generating roles reached **60%.**

Our ratio of women employees in STEM roles was **37.5%.**

Employees under the age of 30 made up **62%** of new hires.

We provided our employees with a total of **98,907 hours** of training.

We invested **TL 26.4 million** in our training and development activities.

Our general satisfaction score was **82%** and our engagement score was **78%.**

Awards Highlights in 2025

AgeSA Among the Most Admired Companies Again This Year

AgeSA was included for the fourth consecutive time in the Most Admired Companies list, prepared by Realta Consulting and determined by the votes of university students and young professionals. With this achievement, we reinforced our strong employer brand and our position as a preferred choice among young talents.

Awards from Two Different Platforms for Our Barrier-Free Digital Experience Project

Our Barrier-Free Digital Experience project, which we developed to make the customer experience more accessible for everyone, was recognized on two different platforms in 2025. Our project was deemed worthy of the Bronze Stevie award in the "Excellence in Accessibility" category at the Stevie International Business Awards, and of the Productive Project Award at CX Awards Turkey 2025.

National and International Double Recognition for the DeliverX Project

Our DeliverX project, which we launched to increase operational efficiency and make our processes leaner, won two important awards in 2025. Our project was the winner of the Best Cost Savings Projects Award at the CIO Awards 2025 and was deemed worthy of the Bronze Stevie award in the "Best Business Technology Transformation" category at the Stevie International Business Awards.

Awards from Three Different Platforms for the AI-based Recommender Engine

Our AI-based Recommender Engine, our recommendation engine that offers personalized proposals to our customers via AgeSA Mobil, was recognized with awards on different platforms in its very first year. Our project was deemed worthy of awards in the categories of "Best Retention/Marketing Achievement" at the PSM Awards, "AI Powered Decision & Management" at the Future of AI & Cloud Awards, and "Best Retention and Marketing" at the Smart-i Awards.

Gold Award for AgeSA's Social Media Performance

Our strong performance in digital communication was crowned with a Gold Award in the Individual Pension and Life Insurance category at the Social Brands Data Analytics Awards, held within the scope of the Brandverse Awards 2025 in collaboration with Marketing Türkiye and BoomSonar.

Industry Recognition for Our Digitalization Projects

Our projects that facilitate the customer experience and strengthen our digital sales processes were also supported with awards in 2025. Our "BES2Bi'Tıkla Online Sales Platform" project received the Good Idea Award at CX Awards Turkey 2025, while our "Everything for Retirement" project was deemed worthy of the runner-up award in the New Ways of Work category at the IDC Future Enterprise Awards 2025.

We Were Proud of Our Technology Leaders and Women Employees

In 2025, the individual achievements of our technology teams were also recognized on important platforms. Our Deputy CEO of Business Technologies A. Fahri Arkan was included in Türkiye's 50 Most Effective Technology Leaders list, while our women employees won awards and recognition within the scope of the W-Spark'25 Shining Women with Their Achievements Program and the IDC Türkiye CIO Awards 2025.

Award for Our Local Cloud Infrastructure Transformation Project

Our Local Cloud Infrastructure Transformation project, which we carried out to strengthen our technology infrastructure, was deemed worthy of an award in the Cloud Transformation category at the Future of AI & Cloud Awards 2025.

Innovation and Leadership Achievement for AgeSA at the Smart-i Awards

At the Smart Insurance Awards 2025, our OptiSale project won the Gold Smart-i award in the "In-House Innovation" category, while our Strategic Portfolio and Process Management Group Manager Zeynep Aslı Dinç was deemed worthy of the Gold Smart-i award in the "Young Leader of the Year" category. These achievements were strong reflections of the innovation culture and leadership development at AgeSA.

AgeSA Value Creation Model

Main Activity Areas

- Life Insurance
- Private Pension and Savings
- Asset Management
- General Insurance
- Service Network
- Our Values
- Bank branches
- We act for goodness!
- Agencies
- We are excited to explore!
- Telephone sales channel
- To improve, we think in simple terms!
- Direct sales channel
- We act bravely to make a difference!
- Corporate partner network
- We work together to exceed limits!

	Inputs	Outputs	Created Value	Stakeholder Group	SDG Connection
Financial Capital	• Strong capital management • New business generation • 10,090 million TL technical reserves • 39,816 million TL portfolio value (MCAP) • 6,932 million TL total operating income • 1.8 billion TL sustainability fund	• 3,810 million TL financial income • 4,538 million TL EBITDA • 5.153 billion TL net profit • Solvency II new business value: 12,544 million TL • Value of inforce • Capital adequacy ratio: 203% • 401.8 billion TL total fund size (including automatic enrollment) with 24.4 billion TL life and personal accident premium production • 19% return obtained from the sustainability fund	• Sustainable financial performance • Diversification of the investor base • Market share aligned with targets • Industry leadership	• Shareholders and Investors	8, 16
Manufactured Capital	• Agencies • Bancassurance channel • Direct sales offices • Digital sub-agency • Medisa, developed in collaboration with SabancıDX • Digital & Mobile-Focused Customer Campaigns	• 34 provinces, 300 agencies • 20 direct sales offices • 10 unique campaigns, contact with approximately 100,000 customers, and 6 million TL in rewards	• End-to-end digitalized sales process • Connecting customers with insurance solutions	• Customers • Business Partners	8, 9
Human Capital	• 2,122 employees • 26.4 million TL allocated for employee development and expenses • Equal opportunity and inclusive work environment • Employee support programs	• Total training hours: 98,907 • Female employees rate: 66% • Female managers ratio: 52% • Ratio of female managers in revenue-generating roles: 60% • Ratio of female in STEM roles: 37.5% • Employee engagement rate: 78% • Total OHS training hours: 2,048	• Providing career development opportunities • Supporting employee well-being • Employee engagement and motivation	• Employees	5, 8, 10
Natural Capital	• 133,190 million TL SDG-aligned investments • 5,055 MWh energy consumption • 100% of electricity sourced from renewable sources • LEED Gold Green Office certification • Efficiency-oriented digitalization solutions • 4,033 m^3 water usage	• Scope 1, 2 and 3 emissions: 189,452 tCO_2e • 12% share of renewable energy consumption in total energy consumption • Hybrid vehicle ratio in company fleet: 36% • Paper savings: 31.5 million sheets • Waste reduction: 8% • Water savings through digital transformation: 315,457 m^3	• Contributing to the 2050 net zero target • Reducing the environmental impact arising from energy use • Responsible resource use	• Society	7, 12, 13
Social Capital	• End-to-end customer management model • Approximately 4 million customers • 18 SDG-linked products • 8 SDG-linked services • AgeSA The World of Gladly • Volunteering activities • Social investment projects • Support for entrepreneurship	• Customer satisfaction score (NPS): 71 • Revenue from SDG-linked products and services: 15.4 billion TL The ratio of revenue obtained from SDG-linked products and services to total revenue: 51% • Investment in social investment programs: 11.6 million TL • 338,322 customers evaluated through the FonPro app and their accumulations • A total of 2,758,570 TL in grant support through 13 grants since 2021 via the At All Ages Fund • 1 million TL in grant support provided to innovative ventures • Number of people reached through inclusion programs: 1,244	• Contribution to local socio-economic development • Supporting the entrepreneurship ecosystem • Customer satisfaction • Strong customer value proposition with unemployment and critical illness coverage	• Customers • Society • Employees	16, 17
Intellectual Capital	• Advanced data analytics • Open innovation activities • Digital maturity index • Digitalization practices in human resources	• Digital solutions • AI-powered applications (virtual assistant) • Strong digital maturity in the industry • Nearly 10,000 contracts via AgeSA Mobil, over 330 million TL in financial impact • 56% reduction in written requests through AI-supported response mechanisms • Retirement Kit Project: 50% improvement in call durations by automating PPS withdrawal and exit processes	• Ensuring operational efficiency in processes and services • Providing 24/7 uninterrupted service to customers • Acquiring new competencies for the company • Strengthening innovation capacity • Accessible digital experience applications	• Customers • Employees	9, 17

Our Sustainability Approach

As AgeSA, in every step we take and every decision we make, we prioritize our vision of being an effective, sustainability-focused company. We believe that all companies, on their journey of respect for nature and humanity, should take responsibility for the impact they create and evaluate their corporate strategies from a sustainability perspective. For this reason, we prepare our company strategies in parallel with our sustainability policies.

Sustainability Governance

We manage sustainability through a holistic governance structure extending from the Board of Directors to our working groups.

The Sustainability Committee, restructured in 2022 to be represented by senior management, determines AgeSA's environmental, social, and corporate governance strategies, evaluates sustainability-related risks and opportunities, and manages the processes of monitoring and improving our sustainability performance. Sustainability efforts are presented to the Sustainability Committee by the Deputy CEO of People, Culture and Sustainability and the sustainability team.

Sustainability Governance Structure

Unit	Scope of Responsibility	Meeting Frequency	Members
Board of Directors	• Assuming the highest-level responsibility for sustainability management • Creating the sustainability vision and strategy • Guiding strategic decisions • Approving the climate and sustainability targets and key performance indicators (KPIs) assigned to senior management, and regularly monitoring progress toward these targets.	4 times a year	Members of the Board of Directors
Sustainability Committee	• Determining sustainability strategies, policies, and targets in the environmental, social, and corporate governance areas • Determining performance indicators together with the Sabancı Holding Sustainability Directorate and reviewing the practices carried out • Evaluating those with high priority among the risks and opportunities related to sustainability and climate change, and monitoring their impacts on the business model and value chain • Leading the embedding of sustainability into the corporate culture	At least once a year	CEO, Deputy CEOs, Risk, Internal Control and Compliance Director and Human Resources & Sustainability Group Manager
People, Culture and Sustainability Group Manager–Sustainability Team	• Implementing sustainability and climate change-related targets and strategies • Carrying out ESG efforts in the daily business cycle • Identifying and evaluating sustainability and climate change-related risks and opportunities together with the relevant business units • Ensuring coordination with other units within the scope of the work carried out	Daily business cycle	Deputy CEO and team members
Working Groups	• Contributing to the company's sustainability strategy in their own thematic areas, • Conducting current-state analysis and identifying areas for development, • Contributing to in-house awareness, capacity-building, and communication efforts, • Developing collaboration with external stakeholders when necessary and following good practice examples		At a frequency determined by each Working Group

Sustainability Governance

Through our Sustainability Committee, we addressed the TSRS compliance process, in-house capacity development, and our nature-based targets.

Sustainability Committee

The main structure that determines the strategy, policies, and targets of the sustainability approach in the ESG areas at AgeSA is the Sustainability Committee. The Committee is composed of the CEO, the Deputy CEOs, the Risk, Internal Control and Compliance Director, and the People, Culture and Sustainability Group Manager.

The Committee's framework of duties and authorities is defined within the scope of the Sustainability Committee Duties and Responsibilities Policy. The strategy AgeSA has created in line with its sustainability targets is addressed with a holistic approach covering the upstream and downstream value chain and is carried out under the supervision of the Board of Directors.

The Committee meets at least once a year to assess the impacts of sustainability-related risks and opportunities on the business model and value chain. Critical risks related to climate change and sustainability are regularly monitored with the contributions of the People, Culture and Sustainability Group Directorate and the relevant business units, and are brought to the Committee's agenda. These matters are addressed within the management responsibility of our CEO, who is a member of the Board of Directors and also serves on the Sustainability Committee. The material topics, prominent findings, and decisions taken at Committee meetings are conveyed to the Board of Directors through the CEO; in this way, the Board of Directors' access to up-to-date and holistic information regarding the sustainability agenda is supported.

In 2025, the Sustainability Committee met once, and the assessments made and decisions taken at the meeting were reported to the Board of Directors through the CEO.

Sustainability Committee Agenda and Decisions in 2025:

In 2025, managing the TSRS compliance process, developing in-house capacity for this process, and establishing the nature-based targets framework were among the priority topics on the Sustainability Committee's agenda. In this context, the Committee addressed;

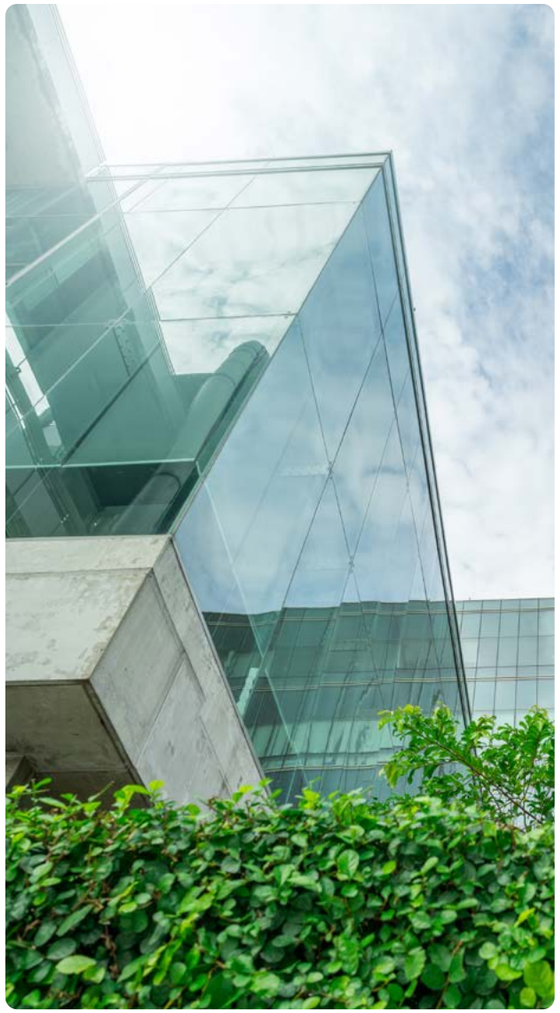
- Completing in-house TSRS-related training and forming the project team
- Completing and publishing the TSRS report by the end of 2025
- Drawing up the Nature-Based Targets Framework

These topics were addressed.

While the Committee was regularly briefed within the scope of the TSRS process, TSRS project teams were established to carry out the reporting work effectively. TSRS training was completed to support in-house capacity development; a TSRS information training was placed on the online training platform, while in-person and online training sessions were held for the relevant teams.

Within the scope of the reporting process, a climate- and sustainability-related risk and opportunity inventory was prepared, and the financial impacts of priority risks were calculated. Because the calculated amounts remained below the financial materiality threshold, the financial impacts of these risks on the value chain were reported through qualitative assessments rather than quantitative disclosures. The governance, strategy, risk and opportunity management, and metrics and targets sections, which are the core components of TSRS reporting, were prepared and the report was published.

In the area of nature-based targets, the Nature Commitment, a framework policy for Nature-Based Targets, was published using the UNGC assessment system.



Sustainability Governance

Through our working groups, we integrate our sustainability priorities into our business processes and corporate culture.

Sustainability Working Groups

The economic, environmental, and social topics that give concrete form to the impacts of our activities on sustainability, as well as stakeholder expectations in these areas, are evaluated from a risk and opportunity perspective at certain intervals. The findings resulting from these analyses and the projects approved by Company management are implemented by working groups formed with the active participation of the relevant units. While team members with the necessary competencies are included in the working groups for each project, consultancy and similar services are obtained from external sources in areas where needed, benefiting from good practices in the sector.

Linked to our sustainability governance structure, our Sustainability Working Groups;

- Environment and Climate Change
- Equality, Diversity and Inclusion
- Sustainable Product and Service
- Sustainable Finance
- Green Digital Transformation constitutes our five working groups. Our working groups, which operate with agile methods, consist of sustainability volunteers who rotate on an annual basis.

Work Carried Out by the Sustainability Working Groups in 2025

- **Environment and Climate Change:** We managed the process of designing and implementing our new headquarters in accordance with LEED Gold certification criteria. Adopting an integrated design approach from the outset of the project, we implemented solutions that increase energy and water efficiency, responsible material use, effective waste management practices, and practices that support indoor air quality and user comfort. In this way, we created a sustainable working environment that increases resource efficiency, reduces environmental impacts, and supports the employee experience.

- **Equality, Diversity and Inclusion:** Within the scope of March 8 International Working Women's Day, by joining the #AccelerateAction communication campaign carried out by our partner Ageas, we supported raising awareness of gender equality. Within the scope of the event we organized at our Headquarters in collaboration with the Foundation for the Support of Women's Work (KEDV), we supported women's participation in economic life by bringing women producers' handmade products together with our employees.

- **Sustainable Products and Services**: We took an active role in the multi-stakeholder Sustainable Products and Services Working Group coordinated by Ageas. While evaluating the international good practices shared within the group together with our product and service teams, we also contributed to the exchange of information by sharing our own practices with the group members. In addition, we carried out work on measuring the revenues obtained from our products and services associated with the Sustainable Development Goals.

- **Sustainable Finance:** In line with our responsible investment approach, we launched thematic pension investment funds that channel our participants' savings toward sustainable themes. While offering our participants financial return potential through our energy and agriculture-and-food themed funds, we supported investment in areas critical to sustainable development such as clean energy transition, sustainable agriculture, food security, and resource efficiency.

- **Green Digital Transformation:** We improved the digital customer experience by moving the Private Pension System sales processes to our mobile application. In addition, by digitalizing corporate PPS processes end-to-end, we increased operational efficiency while expanding practices that reduce paper use and make processes more sustainable.

Sustainability Governance

Through our sectoral collaborations, we supported knowledge sharing on climate policies, sustainable finance, and TSRS implementation.

Participation in Public Policy and Our Sectoral Collaborations

As AgeSA, we closely follow the developing regulations, standards, and market practices in the areas of combating climate change, sustainable finance, and sustainability reporting; we take an active role on relevant stakeholder platforms in order to contribute to the sustainable transformation of the insurance sector.

We shape our approach to climate-related public policy and regulatory developments in line with the principles of transparency, supporting the transition to a low-carbon economy, effective management of climate risks within the financial system, and strengthening the insurance sector's role in the transformation. In this context, we attach importance to contributing to the development of policies and regulations that support combating climate change and sustainable development.

In 2025, we participated in the work carried out by the Insurance Association of Türkiye (TSB), the TÜSİAD Environment and Climate Change Working Group, the Business Council for Sustainable Development (SKD Türkiye), and the Global Compact Signatories Association (UN Global Compact Türkiye). Through these platforms, while following developments regarding sustainability reporting, management of climate risks, sustainable finance, green transformation, and climate policies, we conveyed the insurance sector's perspective to the relevant processes.

In the work carried out within the Insurance Association of Türkiye, we contributed to sectoral opinion-forming processes by sharing knowledge and experience on the Türkiye Sustainability Reporting Standards (TSRS), the Science Based Targets initiative (SBTi), and sustainability reporting. We also supported assessment and opinion-development efforts regarding TSRS applications.

By taking part in the Green Taxonomy and Financial Services events organized by SKD Türkiye, we shared our assessments regarding the insurance sector's role in the sustainable finance ecosystem. At the TÜSİAD Environment and Climate Change Working Group meetings, we exchanged views with stakeholders by following climate policies, green transformation, reporting standards, and regulatory developments. In this context, we shared our assessments regarding regulations that support combating climate change, particularly the Climate Law, on the relevant platforms.

We also closely follow international standard-development processes. In this regard, we conveyed our opinions and suggestions on the draft Financial Institutions Net-Zero Standard developed for financial institutions by the Science Based Targets initiative (SBTi). We contributed to the standard-development process with our assessments regarding the setting of Scope 3 emission targets for the insurance sector and the application of portfolio-based approaches.

We integrate the knowledge and stakeholder opinions we gain on these platforms into our climate-related risk and opportunity assessments under TSRS, the development of our sustainability strategy, our responsible investment approach, and the processes of establishing our climate targets. With our first TSRS-aligned sustainability report published in 2025 and the commitment we made to the Science Based Targets initiative (SBTi), we further strengthened our approach to transparency, accountability, and science-based transformation.

As a signatory of the United Nations Global Compact, we continue to support the universal principles in the areas of human rights, labor standards, the environment, and anti-corruption; through our Communication on Progress reporting, we transparently share our performance with our stakeholders.

We believe that the transformation in the field of sustainability will be strengthened not only through in-house practices but also through collaborations developed across the sector, joint working platforms, and active participation in policy-development processes. In this regard, by continuing to take part in national and international initiatives, we aim to strengthen the insurance sector's contribution to sustainable transformation.

Materiality Analysis

We identify our sustainability priorities by taking stakeholder expectations and global trends into account.

Through the materiality analysis we carried out in 2022, we identified the global agenda and trends with the potential to affect the operations we conduct at AgeSA. In structuring our strategy, we followed a comprehensive process by drawing on this global agenda and these trends, as well as our in-house priorities. We conducted an inclusive stakeholder engagement process to identify the priority sustainability topics we need to focus on.

Stakeholder Analysis

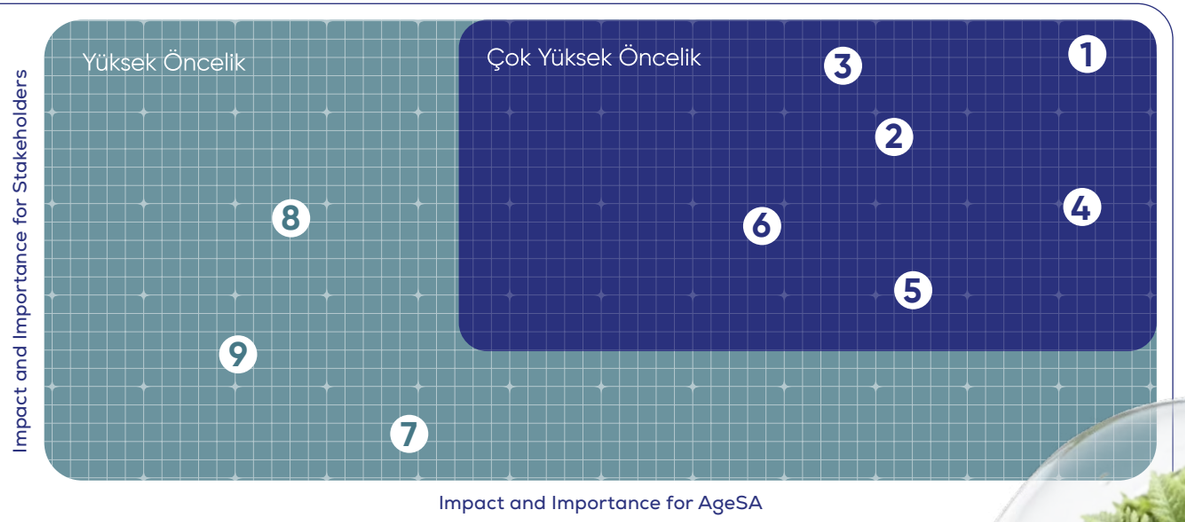
In the stakeholder analysis phase, in order to first identify the key stakeholders with whom we would jointly determine our priority topics in the field of sustainability, we asked our management team to evaluate each stakeholder group's interest in AgeSA and its impact on our achieving our goals. As a result of this evaluation, we identified our internal and external key stakeholder groups as employees, shareholders, customers, business partners, and investors. We included the opinions of a total of five stakeholder groups in the materiality analysis.

Internal Stakeholders: Employees
External Stakeholders: Business Partners, Investors, Customers, Shareholders

We continued the prioritization process by determining an actionable list of topics that would enable our key stakeholders to convey their opinions efficiently and effectively. After comprehensive research taking global and sectoral trends into account, we conveyed the long list of 16 topics to 533 key stakeholders and asked them to evaluate them according to degree of importance. In the two-stage strategy workshop we held with Senior Management, by including their assessment as well as external trend analyses, we presented the AgeSA Materiality Matrix containing our very high and high priority topics. In the coming period, we plan to address the materiality analysis with the Double Materiality approach and to reassess our financial and non-financial impacts on ESG topics.

AgeSA Materiality Matrix

1. Equality, Diversity, and Inclusion
2. Responsible and Sustainable Business Models
3. Human Rights
4. Customer Satisfaction
5. Environmental Performance
6. Employee Rights and Satisfaction
7. Employee Health and Safety
8. Talent Management
9. Social Investment



Sustainability Strategy

We built our sustainability strategy on two value areas: Impact-Focused Organization and People-Focused Organization.

As AgeSA, we integrate sustainability into all our activities with an environmental and social impact-focused approach, and we regard sustainability as an integral part of our core business strategy. In this regard, we completed our Sustainability Strategy, on which we began work in 2021, in 2022. We formed the cornerstones of our sustainability strategy with the priority sustainability topics identified as a result of the materiality analysis, and thus built our sustainability strategic framework on two value areas:

Value Areas:
· Impact-Focused Organization
· People-Focused Organization

Accelerators: We identified our tools that facilitate and accelerate our achievement of high performance in our value areas as digital transformation and innovation, and data analytics.

Foundations: In addition, we identified the core components that are part of our performance and that we take as a basis while doing our work as ethical and responsible management, risk management, and data privacy and security.

Within the scope of our sustainability strategy, we set out our sustainability targets, through which we can track our performance in the environmental, social, and corporate governance areas. We believe that the strategy we created with a holistic approach not only guides our activities but also carries us forward by increasing our value creation capacity.

AgeSA Sustainability Strategy Framework

Impact-Focused Organization

We focus on creating positive impact both in the products we develop and in our operations. Evaluating investments made through premiums in the insurance sector with a sustainability lens is of critical importance. As AgeSA, we adopt a net-zero approach by improving the environmental performance of our operations, and we are committed to supporting economic growth that centers on a low-carbon and stakeholder-focused approach.

Material issues:
- Responsible and sustainable business models
- Customer experience and satisfaction Environmental performance

People-Focused Organization

At the center of our work is people. We define ourselves as a people-oriented organization that strives to make a positive impact on the lives of individuals. We design programs and projects aimed at the development, prosperity, and better access to life quality of the communities we serve. Additionally, we focus on the continuous development of our human resource, ensuring a happy working experience, which allows us to perform our work in the best possible way.

Material issues:
- Equality, diversity, and inclusion
- Employee rights and satisfaction
- Employee health and safety
- Talent management
- Human rights
- Social investment

Accelerators
We have tools that facilitate and accelerate the achievement of high performance in our value areas.
Digital Transformation and Innovation – Data Analytics

Foundations
We do not compromise on the principles that form the foundation of our performance and guide our work.
Ethical and Responsible Management- Risk Management – Data Privacy and Security

Sustainability Targets

At AgeSA, we address sustainability as a short-, medium-, and long-term strategic matter. In this regard, we determine our sustainability targets by taking our corporate strategy, our sustainability policies, and our stakeholder priorities as a guide, and we evaluate our progress toward the targets we set each year together with the relevant teams and management.

Material Topic	Target	Target Timeline	2025 Efforts Towards the Targets	Related SDGs
Equality, Diversity and Inclusion	Maintaining the female executives ratio consistently above 50%	Short - Medium	Our ratio of women managers was 52%.	5 GENDER EQUALITY; 8 DECENT WORK AND ECONOMIC GROWTH; 10 REDUCED INEQUALITIES
	Increasing the female employees ratio in STEM roles to 50%	Medium	Our ratio of women employees in STEM roles was 37.5%.	
	Increasing the ratio of women in revenue-generating roles to 50%	Short	Our ratio of women managers in revenue-generating roles reached 60%.	

Material Topic	Target	Target Timeline	2025 Efforts Towards the Targets	Related SDGs
Responsible and Sustainable Business Models	Developing a new sustainable product/ service or application each year	Short	In 2025, by developing our inclusive service applications, in collaboration with Corpowid we made our online branch more accessible for users with health limitations such as epilepsy, dyslexia, visual impairments, and cognitive differences. In our “Kredim Güvende” product, we broadened the scope by making unemployment coverage accessible for loans of 6 months and longer, increased coverage limits, and simplified the product structure. We began offering our existing and new customers a digital purchasing experience through AgeSA Mobil, enabling them to purchase our PPS product end-to-end via self-service.we began offering existing customers an end-to-end digital and paperless sales experience. While enabling the sale of our life-coverage and savings-based life products, “Her İhtimalin Sigortası” and “Hayata Yatırım Sigortası”,, to be completed paperlessly via the AgeSA mobile applications, we moved previously printed mailings to digital. Within the scope of the initiative we launched in 2024 in collaboration with Ecording and completed in March 2025, we contributed seed balls to nature on behalf of each of our new PPS customers under the age of 18, thereby increasing our environmental contribution. We expanded the initiative to include customers celebrating their birthdays and those who selected the AgeSA Sustainability Fund. Through thematic communications via SMS and email, we offered our customers the opportunity to choose the type of seed to be released into nature on their behalf. As a result of these efforts, we brought a total of 250,000 seed balls together with the soil. In March, we gave personal care and healthy living services as a gift to all women customers who started a PPS . In October, we gave customers who purchased “Her İhtimalin Sigortası”, “Hayata Yatırım Sigortası” , or a PPS Plan with initial capital the right to use two sessions of online psychologist, dietitian, and sports services as a gift. Between April 23 and July 31, for new sales, we provided a child package additional benefit for PPS plans for those under 18, including discounted study abroad, child health counseling, career coaching, and pedagogue counseling. We made reinstatement calls to our customers who own “İyi İhtimallerin Sigortası” and had paused their payments, offering them advantageous proposals. In addition to our existing efforts, we continued the "Financial Therapy with AgeSA" series – the industry's first financial literacy-themed YouTube project – into its second year, enriching it with new content and themes. This year, we added new content themes to the series, which we launched to raise financial literacy levels and communicate the benefits of our products and services. We diversified our videos with outdoor shoots, Couples Therapy, mini competitions, the use of Lightboard, and special guests. With the 38 videos we shared in 2025, we gained 1,629 new YouTube subscribers, reached 14.7 million views, and achieved an average content view rate of 34%. The Financial Therapy Blog on agesa.com.tr, where we host our Financial Therapy videos and articles, received a total of 7,525 views.	

Material Topic	Target	Target Timeline	2025 Efforts Towards the Targets	Related SDGs
Responsible and Sustainable Business Models	Achieving an increase in funds with a sustainability contribution and/or in the size of these funds	Short	In line with our perspective of investing in a sustainable future, we established the AgeSA Energy Sector Variable Pension Investment Fund. The Fund aims not only to benefit from the growth potential in the energy sector but also to share in the value creation of companies that support the transition to a low-carbon economy. In this regard, a significant portion of the portfolio is associated with the S&P Global Clean Energy Net Total Return Index and focuses on companies operating in the field of renewable energy or supporting this transition. This approach also creates the opportunity for our participants to contribute to environmental sustainability while providing financial return. Through the AgeSA Agriculture and Food Sector Variable Pension Investment Fund that we established, we contribute to sustainable food systems. Focusing on companies operating in the agriculture and food value chain on a global and local scale, the Fund includes in its portfolio companies with strong potential in areas such as sustainable agricultural practices, food security, efficient resource use, and innovative food solutions. This structure offers participants the opportunity both to benefit from sectoral growth and to contribute to the development of sustainable food systems. We continued to offer our customers the Sustainability Equity Pension Fund through our digital fund management systems and our FonPro platform. Through the fund allocation recommendations we offer via FonPro, we supported the widespread adoption of sustainability-focused funds. Our funds with sustainability characteristics are included in all our active pension plans.	8 DECENT WORK AND ECONOMIC GROWTH 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 12 RESPONSIBLE CONSUMPTION AND PRODUCTION
Human Rights	Conducting compliance audits throughout the value chain and identifying risk areas	Short	In line with our Responsible Investment Approach, in 2025 we evaluated all the companies in our investment portfolio using the methodology we developed last year under the headings of Environmental, Social, Ethical, Governance and Human Rights. In line with the roadmap we developed, we began to establish the necessary collaborations.	8 DECENT WORK AND ECONOMIC GROWTH 10 REDUCED INEQUALITIES 16 PEACE, JUSTICE AND STRONG INSTITUTIONS
	Carrying out initiatives on financial inclusion and access to finance	Medium-Long	In addition to our existing efforts, we continued the sector's first financial literacy-themed YouTube project, the "AgeSA Financial Therapy" series, in its second year, enriching it with new content and themes. We added new content themes to the series, which we launched to increase financial literacy and explain the benefits of our products and services. We diversified our videos with outdoor shoots, Couples Therapy, mini competitions, the use of Lightboard and special guests. With the 38 videos we shared in 2025, we gained 1,629 new YouTube subscribers, achieved 14.7 million views and recorded an average content view rate of 34%. The Financial Therapy Blog on agesa.com.tr, where we feature Financial Therapy videos and copy, received a total of 7,525 views.	

Material Topic	Target	Target Timeline	2025 Efforts Towards the Targets	Related SDGs
Customer Experience and Satisfaction	Higher NPS Compared to Our Competitors	Short	Thanks to our customer-focused projects, in 2025 we continued to rank above the average score of our competitors in Net Promoter Score (NPS). Our customer satisfaction (NPS) score was measured at 71.	8 DECENT WORK AND ECONOMIC GROWTH
	Providing customers with information, training, or communication at least once a year on serious health risks, healthy living, and similar topics	Continuous	Through the holistic health section on the website of our At All Ages project, the At All Ages Platform, we make posts addressing all aspects of healthy living. Through "AgeSA Gladly World" which we prepared based on our customers' expectations and which features innovations that will make them say "glad I did," we provide our customers with information about health and wellness services.	3 GOOD HEALTH AND WELL-BEING
Environmental Performance	Establishing the AgeSA Memorial Forest	Short	We continued and expanded the AgeSA Memorial Forest application, which we launched to keep alive the memory of our deceased customers, and created two memorial forests. In collaboration with the Aegean Forest Foundation, we donated 10,000 saplings to the forest located in Balçık, Gebze, Kocaeli. In the AgeSA Memorial Forest, we keep our deceased customers alive with the saplings we plant in their memory.	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 13 CLIMATE ACTION 15 LIFE ON LAND
	Becoming a carbon-neutral company by 2050	Long	Within the framework of the Net Zero Carbon Footprint Project carried out across Sabancı Holding, in line with our target of a 75% reduction by 2030 compared to the 2019 level for the total of our Scope 1 and Scope 2 emissions in order to reach Net Zero emissions by 2050, we continue our efforts to calculate and improve our emissions. While our natural gas consumption decreased by 15%, our electricity consumption increased by 12%. Our energy intensity decreased from 0.24 MWh/million TL to 0.17. During the construction of our new Head Office, with our design and implementation approach aligned with the LEED v4 Interior Design: Commercial Interiors (LEED v4 ID+C: CI) certification criteria, we created a high-performance building that provides energy and water efficiency, supports user health and comfort, and reduces its environmental impacts through responsible material use and waste management.	
	Becoming zero waste by 2050	Long	While our total amount of waste remained at the same level compared to the previous year, our recycling rate rose to 33%.	

Material Topic	Target	Target Timeline	2025 Efforts Towards the Targets	Related SDGs
Employee Rights and Satisfaction	Being recognized as one of the best workplaces in Türkiye	Continuous	In the 2025 "Inspiring Workplaces" program conducted by İDE Consulting to recognize leading organizations in employee engagement and experience, and involving 265 companies and more than 350,000 employees, AgeSA qualified for an award based on our engagement survey results.	8 DECENT WORK AND ECONOMIC GROWTH
	Keeping the key employee turnover ratio below 7%	Continuous	Our key employee loss rate: 1.86%	
Employee Health and Safety	Achieving 90% compliance with the OHS Awareness and Training communication plan	Short	In 2025, we carried out regular information and awareness efforts on topics such as ergonomics, driving safety, desk exercises, hot weather conditions, emergency preparedness, and health and safety risks in the hybrid working model. We continued our training and drills within the scope of earthquake and fire safety. We achieved 95% compliance with the OHS communication plan.	4 QUALITY EDUCATION
	Ensuring Training – Basic OHS Training completion rate does not fall below 90%	Short	In 2025, we provided Basic OHS refresher training to 149 employees, Emergency Response Team Training to 88 employees, and First Aid Training to 44 employees.	8 DECENT WORK AND ECONOMIC GROWTH
Talent Management	In the AgeSA employee engagement survey, the responses to the Talent Focus questions being evaluated at an average of 70% or above	Continuous	In 2025, we continued our practices supporting employee engagement and career development. We continued to strengthen the employee experience through the Career and Talent Management Team, the Career Adventure rotation program, internal mobility practices, and development programs. The responses to the Talent Focus questions for 2025 were evaluated at 70*%.	8 DECENT WORK AND ECONOMIC GROWTH
Social Investment	Providing grant support through the At All Ages Fund for projects developed in collaboration with NGOs on preparing for aging and old age issues within the scope of the At All Ages corporate social responsibility project	Short	Within the scope of the At All Ages Fund, which completed its fourth year in 2025, to date we have provided a total of TL 2,758,570 in support through 13 grants to efforts in the field of aging. In the fourth term of the Fund, in collaboration with the Alzheimer's Association of Türkiye (TAD) and the Istanbul University Faculty of Medicine, we supported the Alz-Tag Project. We provided a total of TL 1.25 million in grants within the scope of the project.	3 GOOD HEALTH AND WELL-BEING 10 REDUCED INEQUALITIES

** Due to the change made in the employee engagement survey methodology in 2025, the results are not directly comparable with previous years.*

Material Topic	Target	Target Timeline	2025 Efforts Towards the Targets	Related SDGs
Social Investment	Developing projects for groups focused on inclusive development		• In order to contribute to the post-earthquake reconstruction process, in collaboration with Aksigorta and the Sabancı Foundation, we brought to life our sixth school, the Aksigorta-AgeSA Special Education Vocational School, in Kırıkhan, Hatay. With this investment, which supports young people with disabilities in the region in gaining vocational skills and developing independent living skills, we aim to contribute to long-term social recovery. • In 2025, within the scope of the Sabancı Youth Mobilization, we brought to life multifaceted projects supporting young people's development in the areas of innovation and technology. In the first half of the year, we opened the AgeSA Technology and Impact Center at Fırat University and organized an event with nationwide impact with the participation of 650 students. We positioned the Center as an innovative platform that will develop young people's digital and analytical competencies. In the internship program implemented during the summer period, students received training both in their own fields and toward their career development; they were also placed in artificial intelligence, analytics, and digital teams, contributing to their development. • Through the "AgeSA Insurtech Ideation Challenge" and "From Idea to Enterprise" training programs, thanks to the training and events we continued throughout 2025 at the AgeSA Technology and Impact Center to raise the entrepreneurs of the future, we created a new learning and production ecosystem that brings young people together with insurance and digital technologies. Within the scope of the From Idea to Development program, we held the training sessions titled "Introduction to Entrepreneurship and the Startup World" and "Project Management Methodologies" in person at the AgeSA Technology and Impact Center. Through the project, we reached a total of 30 university students. • At İstinye University, a two-day training program consisting of four sessions was held under the theme "IT Leaders of the Future," and more than 160 students attended all the sessions. In addition, an online seminar on Design Thinking, open to all university students, was organized on the Sabancı Youth Mobilization platform. Within the scope of the Sabancı Youth Mobilization, an innovation network was created where young people from different disciplines can come together to work on sector problems, and where mentoring and job/internship opportunities are offered. **Our Employee Volunteering Activities** • Through the "Art +1 Workshop" carried out within the scope of the Geleceğe Bi'Adım (A Step to the Future) program, in collaboration with the Down Syndrome Association of Türkiye, we held an awareness-focused event by coming together with young people with Down syndrome. • Within the scope of February 15 Childhood Cancer Awareness Day, at the event organized in collaboration with KAÇUV, we supported the foundation by turning purchases made through the Umut Dükkânı (Hope Shop) into donations. • Within the scope of World Cat Day, to support animal welfare, in collaboration with the Association for the Protection and Sustenance of Disabled and Needy Animals, we provided food support for animals under treatment. • During the religious holiday, on behalf of all our employees, through the scholarship fund created in collaboration with the Turkish Education Foundation, we contributed to covering one year's education expenses for 10 girl students.	4 QUALITY EDUCATION 10 REDUCED INEQUALITIES

Sustainability Targets

We monitor the sustainability indicators included in our performance targets at the Board of Directors and Executive Committee levels.

In addition to the targets we set internally, our sustainability targets included in the Company Key Performance Indicators (KPI) set determined by Sabancı Holding are as follows:

Since 2021, we have completed the senior management targets we set regarding sustainability at a rate of 200%. As of this year, there are 3 targets included in the senior management target card:

1. Completing in-house TSRS-related training and forming the project team
2. Completing and publishing the TSRS report
3. Drawing up the Nature-Based Targets Framework

We meticulously monitor, evaluate, and regularly report the year-end results of the key sustainability performance indicators included on our company performance scorecard. These indicators, aligned with the environmental, social, and governance priorities determined by Sabancı Holding, form the basis of our comprehensive analysis and monitoring process. Through the assessments we carry out, we objectively demonstrate our progress toward our sustainability targets while closely monitoring our development areas.

The sustainability indicators, which have a 2.5% weight within our total performance targets, are addressed at the Board of Directors and Executive Committee level; we directly reflect the resulting performance outputs in our remuneration policies.

Sustainability KPI Name	Setting Nature-Based Targets and TSRS Management	We concluded the sustainability targets on our company scorecard with a 200% achievement rate.
Min. (80% Achievement)	Completing in-house TSRS-related training and forming the project team	We provided in-house in-person and online training on the Türkiye Sustainability Reporting Standards (TSRS). We added TSRS information training to the online training platform. We formed a project team comprising the Risk Management, Strategy, Actuarial, Finance, and Sustainability teams.
Meeting (100% Achievement)	Previous criteria + Completing and publishing the TSRS report by the end of 2025	By conducting current-state and gap analysis, we identified our development areas. We assessed our climate- and sustainability-related risks and opportunities and their impact on our financials. We published our TSRS-Aligned Sustainability Report and uploaded it to the Public Disclosure Platform (KAP).
Max. (200% Achievement)	Previous criteria + Drawing up the Nature-Based Targets Framework	Using the UNGC assessment system, we published our Nature Commitment, which includes the headings of Decarbonization Initiatives, Water Management, Biodiversity, Circular Economy, and Responsible Investment & Responsible Customer.t

Fundamentals

We identified the core components that are part of our performance, that we take as a basis while doing our work, and on which we built our sustainability strategy, as corporate governance, business ethics, risk management, and data security.

Ethical and Responsible Management

In the reporting period, the Board of Directors consists of 10 members, two of whom are independent and two of whom are women.

** With the Board of Directors elections held on 03/03/2025, the Board of Directors consists of a total of 10 members, 2 of them women. The current Board composition is available https://kap.org.tr/en/fon-bilgileri/genel/fyn-agesa-hayat-ve-emeklilik-a-s-katilim-standart-emeklilik-yatirim-fonu at the link.*

In our corporate governance processes, we place transparency and accountability at our center. We make all decisions without deviating from the 4 principles we have set as our guide, and we run people-focused and sustainable processes. We adopt the following approaches to the principles of fairness, transparency, accountability, and responsibility:

- Fairness means that in all of its activities, management treats both shareholders and stakeholders equally among themselves and prevents possible conflicts of interest,
- Transparency means that, except for information of a trade-secret nature and not yet publicly disclosed, financial and non-financial information about the company is disclosed to the public in a timely, accurate, complete, understandable, interpretable, low-cost, and easily accessible manner,
- Accountability essentially means the board members' obligation to account to the joint-stock company legal entity and the shareholders,
- Responsibility means the compliance of all activities carried out by company management on behalf of the joint-stock company with legislation, the articles of association, and in-house regulations, and the auditing of this.

Our board of directors effectively takes the necessary decisions to ensure that our company achieves its long-term strategic goals. The presence of our independent members strengthens the objectivity and impartiality of the board of directors. Thanks to the board meetings we hold regularly, we closely monitor company performance and quickly implement the strategic steps needed.

The Corporate Governance Committee has been established to help the Board of Directors properly fulfill its duties and responsibilities. The Committee is established by the Board and consists of at least three members. One of the members is selected by the Board from among the independent Board members, and the remaining members from among the non-executive members and from among those who are AgeSA employees although not Board members. If members leave the Board for any reason or lose their status as independent Board members, their Committee membership also ends without the need for any further action.

In addition to corporate governance practices, the Corporate Governance Committee also places on its agenda the monitoring of compliance with the Code of Ethics, thereby contributing to supporting the effectiveness of the ethics management structure. At the Committee meetings held in 2025, in addition to the status of compliance with the Corporate Governance Principles, investor relations activities, and nomination and remuneration matters, compliance with the Code of Ethics and environmental, social, and corporate governance practices were also evaluated. Thanks to the fact that Fatma Dilek Yardım and Emmanuel Van Grimbergen, who serve on the Committee, are also members of the Board of Directors, ethics and corporate governance agendas are carried directly under the supervision of the Board of Directors.

The operating principles and oversight of the committees operating within the company are among the main functions that the Board of Directors must fulfill. The Board of Directors consists of a total of 10 members, two of whom are independent, and in the reporting period there are 2 women members on the Board of Directors.* The Audit, Early Detection of Risk, and Corporate Governance Committees are committees reporting to the Board of Directors.

Ethical and Responsible Management

Committees	Members	Meeting Dates	Meeting Topics
Audit Committee	Hüseyin Gürer (Chairman) Fatma Dilek Yardım	22.01.2025 18.04.2025 23.07.2025 16.10.2025	Discussion of internal audit activities and reports, verification of the accuracy of the Company's financial statements and reports, recommendations regarding the appointment of the independent audit firm, verification that the financial statements requiring public disclosure are prepared in a timely and true and fair manner
Corporate Governance Committee	Fatma Dilek Yardım (Chair) Tuğrul Gemici Emmanuel Van Grimbergen	27.01.2025 17.10.2025	Status of compliance with the Corporate Governance Principles, investor relations activities, agenda items regarding nomination and remuneration, and compliance with the Code of Ethics, environmental, social, and corporate governance practices
Early Detection of Risk Committee	Fatma Dilek Yardım (Chair) Hüseyin Gürer Emmanuel Van Grimbergen Ayşe Sibel Öztep Oymacı	22.01.2025 18.04.2025 23.07.2025 16.10.2025 14.11.2025 16.12.2025	Keeping risks under observation and their early detection by the Board of Directors, reviewing the Company's risk appetite and risk profile in terms of equity, liquidity, reputation, and financial crimes, evaluating the effectiveness of the risk management framework, reviewing the methods used in determining equity requirements, stress tests, conducting due diligence in strategic or significant transactions, and monitoring legal obligations

Highlights of 2025 Corporate Governance Performance	
Number of Board members	10
Number and ratio of independent Board members	2, 20%
Number of women Board members	2, 20%
Chairman of the Board and CEO	Are separate persons.
Number of Board meetings	4
Attendance rate at Board meetings	97.5%
Number of committees reporting to the Board	3 (Corporate Governance Committee, Audit Committee, Early Detection of Risk Committee) The activities of the Nomination Committee and the Remuneration Committee are carried out by the Corporate Governance Committee.
Committee meeting attendance	90%

Ethical and Responsible Management

Through our ethical and responsible management approach, we prioritize transparency in remuneration, leadership continuity, and performance processes.

The Board of Directors exercises its powers prudently and within the framework of the rules of good faith, possessing all the information needed to fully carry out its duties.

Detailed information about the committees reporting to the Board of Directors, their purposes, and their functioning is available in the **AgeSA 2025 Annual Report.**

Our Management Practices and Remuneration Approach

1. Senior Executive Remuneration Policy
We structure our senior management remuneration on two main components: fixed pay and performance-based variable pay. We shape our remuneration policy in line with fair, objective, performance-focused, competitive, and motivating principles.

- **Fixed Pay:** Determined by taking into account market pay surveys, the level of responsibility of the position, and the manager's experience.
- **Performance-Based Variable Pay:** Calculated in line with corporate targets and individual performance indicators.

In addition to total cash compensation, we support our senior management reward structure with fringe benefits such as private health insurance, company-contributed pension plans, a company line, and a vehicle. With this approach, we aim to attract and retain critical managerial talent for the company.

2. Succession and Leadership Continuity Planning
For senior management, leadership potential assessments, succession principles, organizational health indicators, and the strength of the leadership pool are regularly monitored. These processes are systematically carried out through the Organizational People Review and Sabancı People Review mechanisms.

We identify successor candidates for critical roles, regularly review the development plans for these roles, and structure development and career plans in line with the experience criteria defined for each leadership position.

3. Linking CEO Remuneration to Total Shareholder Return
The CEO's long-term performance incentives are structured through performance share plans. With this model, we align senior management performance with long-term company success and stakeholder value creation:

- At the beginning of the performance period, target and maximum share units are determined based on the share price.
- At the end of the period, the earned share units are calculated by taking into account the realized performance results and Total Shareholder Return (TSR).
- Amounts to be paid in cash are determined based on the closing share price on the vesting date.

4. Remuneration Development Tools and Market Benchmarks
In determining senior management remuneration and fringe benefits, we make use of independent third-party market benchmark data. In this way, we ensure that our remuneration levels remain competitive, balanced, and supportive of talent attraction.

Our Corporate Governance Committee contributes to strengthening our governance structure by making recommendations to the Board of Directors on the performance evaluations of Board members and senior executives, career planning approaches, remuneration principles and criteria, and the development of management practices aligned with our company's long-term goals.

Ethical and Responsible Management

We have been included in the BIST Sustainability Index since 2022.

5. Shareholder-Approved Long-Term Share-Based Incentive Programs
We implement our long-term share-based incentive programs with the approval of shareholders. Through these programs, designed on a performance basis, we support senior management's focus on long-term value creation.

- Target and maximum share units are determined at the beginning of the performance period.
- At the end of the performance period, the earned share units are calculated according to the realized results.
- Where applicable, cash payments are made based on the share closing price on the vesting date.

6. Senior Management Separation Support Practices
In company-initiated senior management separations, we adopt an approach based on supporting the living standards of the relevant managers throughout a certain transition period.

The support provided in this context includes:

- Supplementary payments supporting income continuity
- Vehicle support for a certain period
- Continuation of health insurance
- Where appropriate, payments equivalent to unemployment insurance
- Payment of all legal entitlements, including severance, notice, and unused leave
- Payment of earned premiums and bonuses.

BIST Sustainability Index

Through our efforts to achieve our sustainability targets, we continue to be included, since 2022, in the BIST Sustainability Index, which evaluates the international sustainability performance of companies traded on Borsa İstanbul in the areas of environmental, social, corporate governance, human and employee rights, and transparency. We strengthen our determination on sustainability further with each passing day; we advance with confident steps toward being a responsible, transparent institution that creates long-term value.

Business Ethics and Compliance

We manage our ethics and compliance approach through transparent reporting channels, the principle of confidentiality, and zero tolerance for retaliation.

We address ethics and compliance matters as an integral part of our enterprise risk management and internal control processes. While carrying out our compliance processes in accordance with all legislation and sector requirements regulating insurance activities, in line with our understanding of transparency, we take care to share the necessary notifications and reports with the public.

In all areas in which we operate, we adopt a way of doing business based on fair, transparent, and ethical principles. We support a free and honest competitive environment and avoid practices that could create unfair competition. The **Sabancı Code of Business Ethics** is the framework within which we carry out all our business processes in line with the principles of honesty, equality, accountability, and responsibility; we also expect our employees and business partners to adopt the same approach.

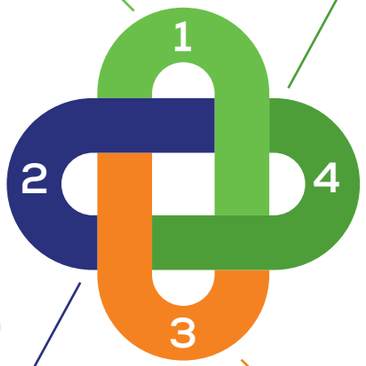
In addition, we make the procedures covering our code of conduct and ethics accessible to our employees via the intranet, while publishing publicly available documents on the relevant websites. Furthermore, every year we regularly assign online ethics training to all employees within the scope of the SaEtik reminder training. In 2025, we provided our employees with a total of 4,143 hours of ethics training.

We support the effective implementation of our ethics and compliance policies across the organization with regular monitoring and control mechanisms. In the event of possible non-compliance, we take the necessary actions with a swift and fair approach, while carrying out notification and investigation processes in line with the principles of confidentiality, impartiality, and transparency.

Within the scope of our goal of creating a corporate culture committed to ethical values and accountability, we provide accessible reporting channels through which our employees can easily convey situations they consider contrary to legislation or the Company Code of Ethics. In this regard, our employees can share the ethics non-compliance they encounter via etik@agesa.com.tr. In 2025, a total of 9 ethics reports were received through our system. All reports, although they may differ according to the nature of the incident, are evaluated within a certain systematic framework and a process is followed that includes the following steps:

Preliminary Assessment of the Report and Initiation of the Process: The incoming report is subjected to a preliminary assessment, and the investigation process is initiated.

Collection of Information and Documents: The relevant information and documents are gathered within the scope of the investigation.



Preparation of the Review Report and Submission to the Committee: The investigation report is prepared in line with all information, documents, and findings, and is evaluated by the relevant committee for assessment.

Conducting Interviews: Interviews are held with the person or persons who are the subject of the report and/or whose names come up during the investigation process.

The protection of our employees who report unethical or unlawful situations forms the basis of a transparent and trustworthy working environment. As AgeSA, we commit that our employees who, in good faith, report possible irregularities, legal violations, or policy violations will in no way be subjected to pressure, retaliation, or discrimination.

In line with our Code of Business Ethics and our sustainability policy;

- We have zero tolerance for retaliation. We address such conduct within the scope of our disciplinary procedures.
- We keep whistleblowers' identities confidential in line with ethical principles and handle reports with great care and sensitivity.
- We regard safeguarding employee rights, including freedom of unionization and organization, and preventing deterrent practices as one of our top priorities across our value chain.

Compliance activities are carried out under the supervision of the Risk Management, Internal Control and Compliance Directorate. Legislation-related work is regularly monitored and directed through the Legislation Committee, of which the Risk Management, Internal Control and Compliance Directorate is a member. The assessments and recommendations made by the Committee, which is composed of representatives of the Company's relevant functions, are reported to the AgeSA Executive Committee.

Anti-Bribery and Anti-Corruption

In 2025, we provided our employees with a total of 2,929 hours of anti-corruption training.

At AgeSA, knowing our customers, business partners, and suppliers and having information about them is an important part of our risk management processes. In this context, we take as our guide our anti-bribery policy, which we prepared in accordance with the laws, communiqués, and regulations put into effect by the Financial Crimes Investigation Board (MASAK), which operates under the Ministry of Treasury and Finance of the Republic of Türkiye, for the purpose of preventing the laundering of proceeds of crime and the financing of terrorism.

The MASAK Compliance Policy is available **here.**

The Audit Board, selected by the AgeSA Board of Directors from among the independent Board members, is responsible for conducting an independent audit of the adequacy of the anti-bribery policy and systems. In 2025, no anti-bribery or anti-corruption case was encountered.

At AgeSA, we expect employees and suppliers to be proactive and participatory in the fight against bribery and corruption. For this reason, we avoid working with institutions and suppliers known to have paid bribes, and we provide our employees with training in the area of combating corruption. In 2025, we provided our employees with a total of 2,929 hours of anti-corruption training.

Supply Chain

In 2025, 98% of our suppliers were local suppliers.

At AgeSA, we closely follow the changing supplier policies worldwide alongside stakeholder capitalism.

When selecting our suppliers, we form collaborations with institutions that align with AgeSA's values and working principles; we take ethical, environmental, and social responsibility principles as our basis. Respect for human rights, environmental sensitivity, and occupational health and safety practices are among the indispensable elements of the collaborations we establish with suppliers.

The number of suppliers we contracted with in 2024 was 344, and our total number of suppliers was 2,143. 98% of our suppliers are local suppliers.

In line with the **AgeSA Supplier Code of Conduct Document**, we expect all our suppliers to;

- Act in accordance with the United Nations Universal Declaration of Human Rights and the ILO Fundamental Principles and Rights at Work,
- Provide working conditions that are free from all forms of discrimination, offer equal opportunities, and uphold human dignity,
- Strictly refrain from any practices such as forced labor and child labor,
- Establish appropriate working environments and preventive practices to protect the health and safety of their employees,
- Fully comply with environmental legal regulations and take responsibility for reducing their environmental impacts.

Supply Chain

Through our network of 300 agencies, we provide services in 34 provinces and increased our PPS contribution production by 70% compared to the previous year.

The AgeSA supplier policy consists of a total of seven headings: business ethics, compliance with laws, respect for human rights, environment, conflict of interest, laundering of proceeds of crime, and implementation. We regularly monitor our suppliers' compliance with these principles and, if necessary, run assessment and audit processes. In the event that we identify shortcomings in critical areas such as human rights violations, avoidance of environmental responsibilities, or occupational health and safety, we review our business relationships and reserve the right to take any action, including termination where necessary.

In the Financial Management function, in 2025 the focus was on managing our information technology investments effectively and sustainably. By tracking our IT budget on a unit basis, we strengthened financial discipline and resource-use efficiency through regular analyses; we achieved cost optimization through periodic budget reviews. By moving our digital asset inventory to an in-house application, we both reduced information security risks and achieved efficiency in license costs. In addition, through the control points we established in IT invoices and progress-payment processes, we increased process effectiveness and continued to manage our financial resources with a transparent and accountable approach.

Within the scope of Budget and Procurement Management, in 2025 we readdressed the processes we carry out with the technology suppliers from which we obtain services with an understanding of efficiency, transparency, and sustainable collaboration. While making improvements in the processes related to the applications and services we use, we reviewed our supplier management structure and standardized our performance evaluation processes.

Thanks to the supplier evaluation meetings we hold twice a year with our Business Technologies management team and our regular contacts with our suppliers, we made service quality, operational alignment, and mutual expectation management more systematic. In addition, by taking an active role in the preparation and renewal processes of outsourcing and service procurement contracts, we continued to manage our supply relationships in a more controlled and sustainable structure.

By building a transparent, responsible, and sustainable collaboration culture in our supply chain, we aim to make a positive contribution both to our own value chain and to our broader sphere of impact.

Agencies Channel

As AgeSA, with our extensive network of 300 agencies across Türkiye, we provide access to our customers in 34 provinces; we position our agencies among the important business partners of our value chain. In 2025, we again continued to strengthen collaboration with our existing agencies, keep our communication continuous, and develop our value-focused, productive agency approach.

In this period, in which we supported our strong position in the Private Pension System with the experience of our agency channel, we recorded significant growth by increasing our PPS contribution production by 70% compared to the previous year. On the life insurance side, we steadily increased our production volume thanks to our product diversity and active agency focus. Our productivity rate, which reached 90% over the last three years, was a concrete indicator of the strong collaboration model we established in our agency channel.

While increasing operational efficiency by developing our digital sales processes, we supported our agencies in offering customers faster, more accessible, and needs-focused solutions. In 2026, in line with our goal of being one of Türkiye's most productive and active agency networks, we will continue to create sustainable growth together with our agencies.

Risk Management

We systematically implement our risk management approach through four key risk management steps.

As AgeSA, in order to protect ourselves from situations that could create adverse outcomes in achieving our strategy and targets, we apply a risk management approach in which the level of risk that can be assumed (risk appetite) is clearly defined and activities are carried out within the defined limits. Through our internal control systems, we aim to secure financial and operational processes and to minimize possible risks.

Risk Management Framework

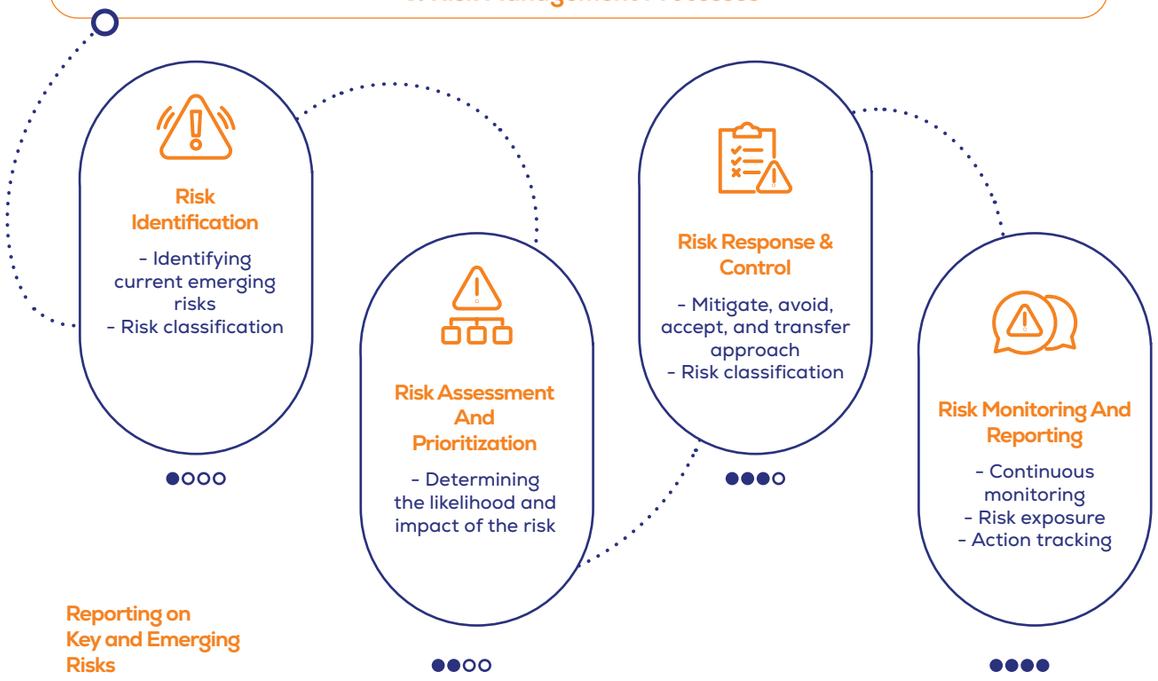
The AgeSA Risk Management Framework includes the strategy, policies, models, processes, and reporting procedures required for the identification, measurement, management, monitoring, and reporting of all risks. Determining the risk management principles and standards to be applied across AgeSA, updating risk policies, and operating an effective risk management system are the responsibility of the Board of Directors.

To effectively identify, measure, manage, monitor, and report the risks we are exposed to, we use different tools according to the type of risk. In this context, we systematically carry out the process with the seven separate policies that make up our risk management framework. In line with our Life Insurance, Credit, Market, Liquidity, Conduct, and Operational Risk Policies and our Risk Management Framework Policy, we adopt a sustainable and sound risk management approach by developing approaches specific to each type of risk.

The Risk Management Framework Policy is among the fundamental elements that support and strengthen our corporate governance structure. Through this policy, we determine the fundamental principles and standards regarding our risk management system and processes; we aim to ensure compliance with our risk appetite and limits. Within the scope of the policy, we clearly define the roles and responsibilities in risk management of our Board of Directors, the Early Detection of Risk Committee, the Investment Committee, our CEO, and our relevant committees (Asset-Liability Committee and Operational Risk Committee).

Risk Management Steps

1. Risk Culture
2. Risk Strategy, Objectives & Risk Appetite
3. Risk Governance, Classification, and ERM Policy Framework
4. Risk Management Processes



Risk Management

We manage risks through the Three Lines of Defense, comprising business units, the Risk Management, Internal Control and Compliance Directorate, and Internal Audit.

At AgeSA, internal systems exist, as also required by legislation, for monitoring and controlling the risks to which we are exposed. The sharing of responsibility and authority within the scope of this approach, expressed as the "Three Lines of Defense," is explained below:

Line of Defense	Responsible Parties	Authority and Duties
1st Line of Defense	Management	Identifying, evaluating, managing effectively and within risk appetite, and reporting risks; ensuring compliance with Company policies; establishing and operating an effective internal control system
2nd Line of Defense	Risk Management, Internal Control and Compliance Directorate	Providing support to AgeSA management in the identification, evaluation, management, and reporting of risks; overseeing compliance with AgeSA policies and the correction of non-compliances; providing support for the operation of the AgeSA Risk Management Framework. Ensuring the protection of the Company's assets, the effective and efficient conduct of its activities in accordance with laws and other legislation, AgeSA policies, and insurance practices, the reliable functioning of the accounting and financial reporting system, and the integrity of all systems used in carrying out services and the timely availability of information
3rd Line of Defense	Internal Audit	Providing assurance to the Board of Directors, with an impartial and independent view, on the effectiveness of the Company's risk management and internal control environment

Risk Management

We manage climate and sustainability risks by integrating them into our enterprise risk management processes.

In 2025, we took important steps toward moving our risk management approach to a more proactive, data-driven, and integrated structure. By beginning to regularly monitor the Key Risk Indicators for risks assessed as high and very high through the system, we strengthened the tracking of critical risks; we updated our enterprise risk perspective by presenting emerging risks to the assessments of our function managers and our Executive Committee. In addition, we improved our control mechanisms with enhancements in model risk management, end-user computing, and the digital monitoring of risk activities. By integrating our risk management perspective into the reporting process prepared under the Türkiye Sustainability Reporting Standards, we supported a more systematic handling of sustainability-driven risks and opportunities.

Management of Sustainability and Climate Risks

We address ESG risks and opportunities in an integrated structure with our existing enterprise risk management system; we evaluate the impacts arising from sustainability and climate change in their strategic, operational, financial, and reputational dimensions. In this context, the processes for monitoring, managing, and auditing sustainability and climate change-related risks are carried out under the supervision of the Board of Directors, coordinated by the Audit Committee, the Early Detection of Risk Committee, and the Sustainability Committee. The People, Culture and Sustainability Group Directorate and the Risk Management, Internal Control and Compliance Directorate, together with the relevant business units, take an active role in the processes of identifying, evaluating, prioritizing, and reporting risks.

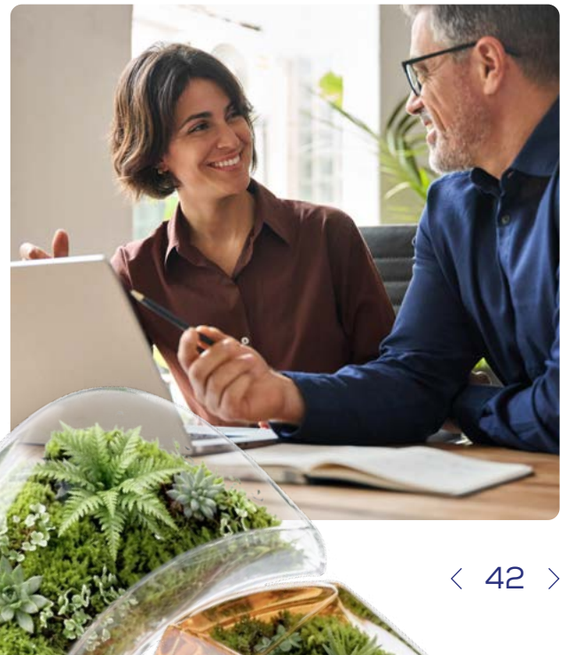
Within the scope of the Risk and Opportunity Inventory we created to systematically manage sustainability and climate change-related risks, we analyze the risks in the environmental, social, and governance areas in line with their short-, medium-, and long-term impacts. In the risk assessment processes, global climate developments, legal regulations, sector dynamics, and the strategic approaches of Sabancı Holding and Ageas are also taken into account. In the 2025 assessments, the rise in average air temperatures and legislative compliance matters stood out among the priority climate risks. We evaluate these risks within the scope of long-term physical risks with the potential to create significant impacts on our operations.

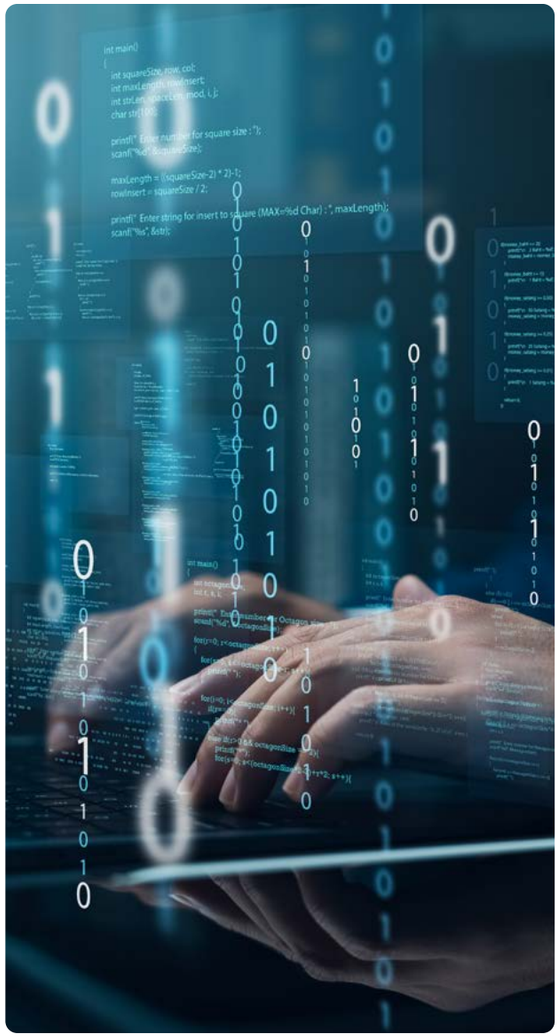
We analyzed the impacts of climate change-related risks on financial position, performance, and cash flows in line with short-, medium-, and long-term projections, within the scope of the senior management-approved materiality criteria we take as a basis in financial reporting, against a threshold of 5% of pre-tax profit (PTP). As a result of the assessments made, we found that the financial impact of risks associated with rising temperatures remained below the determined threshold value. For this reason, we evaluated this risk qualitatively rather than quantitatively. Similarly, due to the high measurement uncertainty regarding the legislative compliance risk, we also addressed this risk qualitatively.

We anticipate that, due to rising temperatures, there may be an increase in compensation claims under life insurance. We assess that the health problems and environmental impacts that temperature increases may cause could create changes in customer expectations and risk perceptions. We also assess that this risk could reduce predictability in long-term fund management. On the legislative compliance side, it is anticipated that the increasing requirements for the collection, analysis, verification, and reporting of sustainability performance data could increase the need for human resources and digital infrastructure.

Within the scope of our risk management approach, we address sustainability and climate risks together with their impacts on our business model, our value chain, customer expectations, and our long-term corporate resilience. When evaluating the potential impacts of climate change-driven risks, we make use of past claims data, risk trends, and scenario analyses; we continue to develop our risk management infrastructure in line with our sustainability policies, our internal control mechanisms, and our TSRS-aligned reporting efforts.

AgeSA's approach to the identification, prioritization, and management of climate change-driven risks is comprehensively addressed in the **2025 TSRS-Aligned Sustainability Report.**





Data Privacy and Information Security

In 2025, by aligning all our technology activities supporting our sales processes with the ISO 27001 Information Security Management System, we earned the right to obtain the ISO 27001 certificate.

As AgeSA, we regard protecting the information of our customers, employees, and business partners as one of the fundamental elements of our corporate responsibility. We manage our data privacy and information security efforts, which are an integral part of our digitalization strategy, with a holistic approach in line with the principles of accessibility, confidentiality, integrity, business continuity, and legislative compliance. With the goal of providing secure, sustainable, and uninterrupted digital services, we continuously improve our information technology infrastructure.

We show the utmost care in protecting information of a trade-secret nature belonging to our customers and suppliers; we adopt a fair, transparent, and trust-based approach in our business relationships. In this context, we extend our risk management approach to the value chain by observing information security criteria not only in our own systems but also in the suppliers included in our ecosystem.

In 2025, while conducting regular security tests in our software development processes and live systems, we continuously strengthened our security infrastructure with 24/7 simulations, periodic control activities, and technical audits in order to increase our cyber resilience. Through AI-supported threat analysis, phishing simulations, and user awareness efforts, we both developed our capacity to respond to possible cyber threats and further advanced our employees' security culture.

We regularly evaluate information technology and information security risks under the headings of IT strategy, business continuity, supplier management, cyber threats, user access, and infrastructure security. While making use of automation and monitoring mechanisms to increase operational efficiency and strengthen risk predictability, we integrate data and infrastructure security into all our technological processes.

In 2025, within the scope of our technology activities supporting our sales processes, we earned the right to obtain the ISO 27001 certificate. With this development, while further strengthening our information security practices with international standards, we brought our secure digital service infrastructure for our company and our customers to sustainable standards.

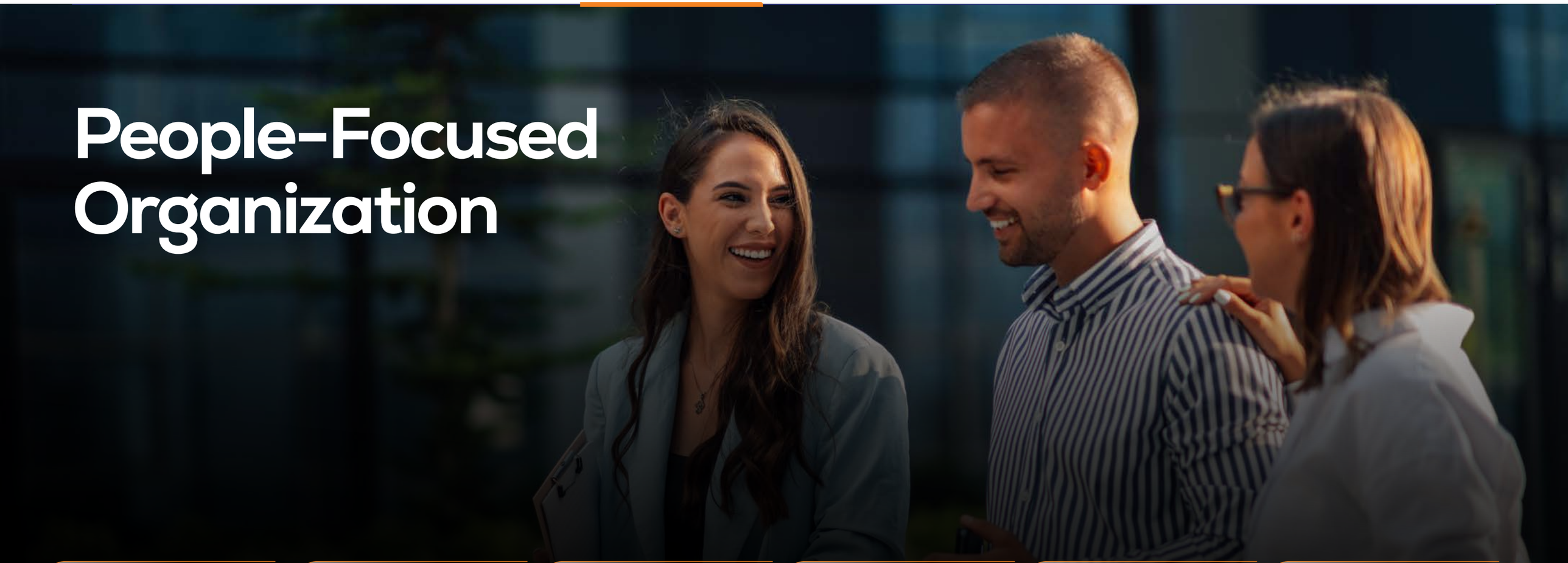
Within the scope of the protection of personal data, we fully comply with the obligations of Personal Data Protection Law No. 6698; we regularly update our technical and organizational measures. In line with our information security policies, by organizing awareness training for all our employees, we spread the data security culture across the organization.

AgeSA's Disclosure under Personal Data Protection Law No. 6698 is available **here.**

In the coming period, we will continue to provide our customers with secure and uninterrupted service by strengthening our cyber resilience, our network security, our incident response capability, and our business continuity infrastructure with next-generation technologies.

People-Focused Organization

People-Focused Organization



AgeSA Cultural Values

Our Reason d'Etre: We exist to offer the goodness at the core of our business, with the goal of a confident society with happy individuals.

We act for goodness!

We see the goodness that exists in our work and in us as a force that moves us .Only when we act for wellness can we create the impact we envision.

We are excited to discover!

We love innovation, be the first, and exploring untried paths. Our excitement and curiosity make us dynamic.

We think modestly to improve!

Improving ourselves and our work does not have to be complicated. We produces simple and modest solutions to develop.

We act bravely to make a difference!

We aim to make a difference in everything we do, in every step we take. We are not afraid of making mistakes, we shoulder responsibility.

We work together to go beyond limits!

We believe in the importance of collaboration to make a big impact. Each member of our family has a different value to add to us. Only if we join hands can we cross borders.

Employee Demographics

In 2025, employees under the age of 30 made up 62% of our new hires.

As of 2025, a total of 2,122 employees work at AgeSA, 1,392 of them women and 730 of them men. While women make up 66% of our employees, almost all of our human resources are employed full-time. This structure forms the basis of our strong and sustainable organizational structure that supports operational continuity.

With our multi-generational and dynamic workforce structure, we bring together the energy of young talent with the knowledge of our experienced employees. 28% of our employees are under the age of 30, 67% are in the 30-50 age range, and 5% are aged 50 and over. With this balanced distribution, by bringing together the perspectives of different generations within the same working culture, we nurture an agile, learning, and inclusive corporate culture.

In 2025, a total of 499 new colleagues, 326 of them women and 173 of them men, joined the AgeSA family. While employees under the age of 30 made up 62% of our new hires, we continued to prioritize bringing young talent into our organization and strengthening the workforce of the future.

Employees by Gender

66%
Female

34%
Male

Employees by Age

%28
Under 30

%67
Aged 30–50

%5
Aged 50 and above

New Hires

62.1%
Under 30

37.7%
Aged 30–50

0.2%
Aged 50 and above

Equality, Diversity and Inclusion

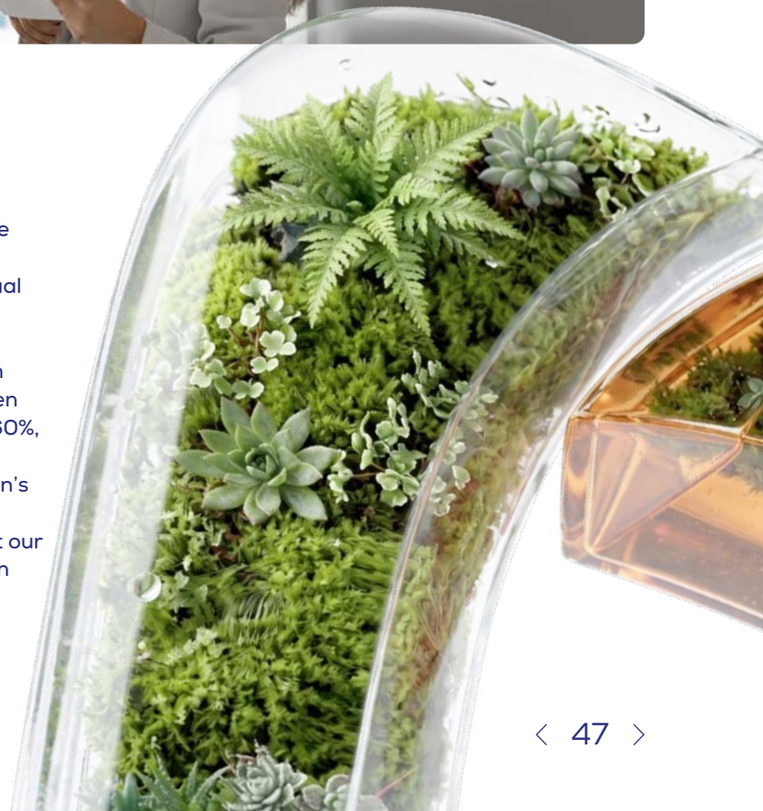
In 2025, our ratio of women managers in revenue-generating roles reached 60%, and our ratio of female employees in STEM roles reached 37.5%.

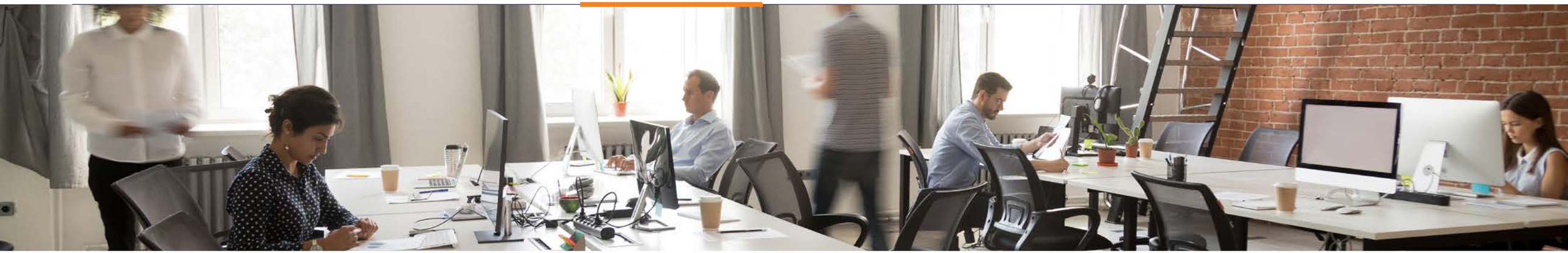
Our Targets:

- Developing projects on aging and preparation for later life in collaboration with NGOs through the "At All Ages" corporate social responsibility project
- Maintaining the female executives ratio consistently above 50%
- Increasing the ratio of women managers in revenue-generating roles by 2030 to 50%
- Increasing the ratio of female employees in STEM roles by 2030 to 50%

At AgeSA, we believe that different perspectives, experiences, and competencies are among the most important elements that nourish corporate development. We regard offering our employees an inclusive, egalitarian, and fair working environment as one of the fundamental priorities of our people and culture approach; we manage all our human resources processes, from recruitment to career development, from remuneration to leadership opportunities, with an understanding of equal opportunity. In line with our approach of showing no tolerance for any kind of discrimination, we take objective practices based on performance and the scope of the role as our basis; we maintain the principle of equal pay for equal work regardless of gender.

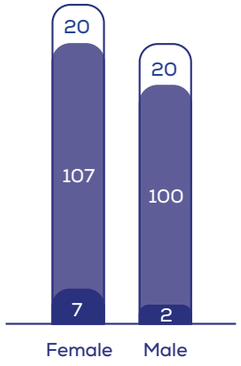
As a signatory of the United Nations Women's Empowerment Principles (UN WEPs), we prioritize women's empowerment in working life, their greater visibility in leadership, and increasing equal representation in decision-making mechanisms. As of 2025, while women made up 66% of our total employees, the ratio of women employees in managerial positions was 52%. Our ratio of women managers in revenue-generating roles reached 60%, and our ratio of women employees in STEM roles reached 37.5%. The strong maintenance of women's representation at different organizational levels demonstrates that we place equal opportunity at our focus not only in recruitment processes but also in career development and leadership structuring.



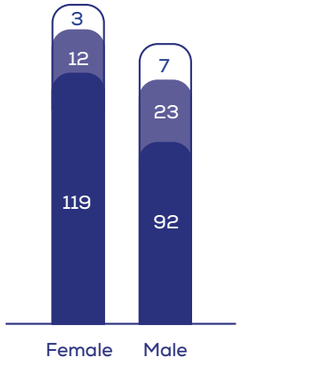


Equality, Diversity and Inclusion

Executives by Age and Gender



Senior Executives



Managers at All Levels

48% Male

52% Female

Managers in Revenue-Generating Roles

40% Male

60% Female

Equality, Diversity and Inclusion

In 2025, we provided our employees with a total of 796 hours of training in the area of diversity, equality, and inclusion.

Diversity in the Board of Directors

We believe that having members on the Board of Directors who possess a diverse range of competencies, knowledge and experience strengthens the Board's functioning and benefits decision-making processes. Research shows that companies with a diverse board of directors have 36% more profitability than others. The process of being nominated for the Board of Directors membership is not solely limited to gender equality in terms of diversity and inclusion. We evaluate the competencies of candidates by considering various factors, such as knowledge of the industry, management experience, knowledge in ESG matters, crisis management experience, and global and long-term thinking. We do not tolerate any discrimination among candidates on grounds of gender, age, ethnicity, religion, language, race, etc.

We Integrate Equality and Inclusion into Corporate Processes

We do not limit our equality, diversity, and inclusion approach only to our employee profile; we develop it systematically by integrating it into all of our human resources practices. Increasing visibility in areas where women's representation is relatively low, strengthening equal opportunity in career and promotion processes, spreading an inclusive leadership approach, and increasing corporate awareness are among our priority areas of work.

In this context, we continue our gender equality approach under the TogetHER project; we aim to permanently keep the ratio of women managers above 50% and to increase the visibility of women employees in revenue-generating and technical fields. By providing our managers with information areas showing average pay for women/men during recruitment and pay-change periods, we support data-based awareness in decision processes and maintain our gender-independent remuneration approach. Through the communication guides and assessment tools we use to support the gender equality perspective of the managers involved in the recruitment process, we aim to create a more inclusive candidate experience. For our employees, we establish support mechanisms through our "Policy on Combating Domestic Violence."

In 2025, we provided our employees with a total of 796 hours of training in the area of diversity, equality, and inclusion. Through the training and awareness efforts we carried out, we continued to strengthen corporate sensitivity on topics such as unconscious bias, inclusive communication, equal representation, and fair working life.

We Make Equality Part of Our Corporate Culture Through Our Awareness Efforts

We support our corporate approach in the area of gender equality not only with policies and processes but also with awareness practices that increase employee participation. Within the scope of March 8 International Women's Day, we joined our partner Ageas's global #AccelerateAction communication campaign as AgeSA, Aksigorta, and Medisa. Through this effort, which we carried out with the message "Are You in to Accelerate Change for Gender Equality?", we strengthened our employees' shared awareness for a future free of prejudice and discrimination, where differences are valued.

Within the scope of the Women's Day Calendar we implemented throughout the week, we organized foundation stands making women's labor visible, awareness challenges specific to employees, in-house communication activities, and inspiring live-broadcast gatherings. Through these practices, which make women's experiences, success stories, and areas of empowerment visible, we made the equality agenda a living part of our corporate culture.

We Are Expanding Our Inclusive Employment and Social Impact Approach

By carrying our inclusive workplace understanding beyond in-house human resources processes, we support it with practices that create social benefit. Within the scope of our Deniz Yıldızları (Starfish) project, we continue to support the reintegration into employment of women and individuals with disabilities who have distanced themselves from working life for economic, psychological, or physical reasons. Through the inclusive employment model created in our call center operations, we contribute to the stronger participation of individuals with different life experiences in professional life.

We are also carrying our gender equality perspective into the area of access to education. Within the scope of the scholarship support we provide in collaboration with the Turkish Education Foundation, we contribute to the educational journeys of girl students; through donations made on behalf of our colleagues, we support more young women's access to equal educational opportunities. With this approach, we expand our understanding of equality and inclusion in a way that contributes to social development beyond our corporate boundaries.

Human Rights

As of year-end 2025, we reached **338,322 customers through FonPro.**

Our Targets:

- Conducting compliance audits throughout the value chain and identifying risky areas
- Carrying out initiatives on financial inclusion and access to finance

As AgeSA, we adopt respect for human rights as one of our priority values forming the basis of all our activities. In all our relationships with our employees, business partners, customers, and the society we are part of, we aim to create a fair, respectful, and safe environment. We regard human rights not merely as an ethical responsibility but as an integral part of our sustainable business model; we act with awareness of our responsibility to protect human rights in every area in which we operate.

We shape this approach in line with the United Nations Universal Declaration of Human Rights, the United Nations Guiding Principles on Business and Human Rights, the OECD Guidelines for Multinational Enterprises, and the core principles of the International Labour Organization. Within the framework of the AgeSA Code of Ethics, we expect our employees, business partners, and suppliers to act in accordance with these principles; we address human rights as an important component of our environmental, social, and governance risk management processes.

The AgeSA Code of Business Ethics is available **here.**

Respect for the fundamental rights and freedoms of our employees, ensuring a safe and inclusive working environment, and preventing discrimination, forced labor, and child labor are among the fundamental priorities of our human rights approach. We respect freedom of union organization and attach importance to creating a working environment based on open communication and mutual trust.

Through our Policy on Combating Domestic Violence, which we created to support our employees' physical and psychological safety, and the related support mechanisms, we support their access to safe application channels when they need them. In addition, we observe human rights risks within the scope of our business relationships, including the supply chain; we also expect our business partners to comply with the same standards.

We also integrate our human rights approach into our investment processes. In line with our responsible investment understanding, through an assessment methodology that includes Environmental, Social, Ethical, Governance, and Human Rights criteria, we carry out due diligence work on the companies in our investment portfolio, identifying potential risk areas and planning supportive actions. In this way, we adopt a holistic investment approach that addresses financial performance and sustainability performance together.

By carrying our human rights perspective beyond in-house practices, we also focus on financial inclusion efforts that contribute to social equality. In line with the "Reducing Inequalities" goal among the Sustainable Development Goals, we develop practices aimed at increasing our customers' levels of financial literacy and facilitating their access to finance. While offering customized services for users with different levels of financial knowledge through our digital fund advisory platform FonPro, we contribute to helping broader audiences make informed financial decisions through our financial literacy-focused digital content and customer interaction platforms. As of year-end 2025, 338,322 of our customers used it.

FonPro Manage It Yourself - Number of Customers	287,771
FonPro Get Advice - Number of Customers	26,875
FonPro Leave It to the Expert - Number of Customers	23,676

Talent Management

As AgeSA, we were included for the fourth consecutive time in the Most Admired Companies list, determined by the votes of over 116,000 university students and young professionals.

Our Targets:

- Achieving an average score of 70% or above in the responses to the Talent Focus questions in the AgeSA Employee Engagement Survey

At AgeSA, in addition to our financial capital, we regard human capital as one of the most important building blocks of our sustainable success. We believe that corporate performance, innovative ways of doing business, and continuity in customer experience are possible only through bringing in, developing, and retaining the right talent. With this understanding, we address talent management not merely as a human resources practice but as a long-term area of investment that plays a critical role in implementing our business strategy. We invest in talent, regularly measure performance, support our employees' career development, and continue our efforts to bring new talent into the AgeSA family.

Career and Performance Management

To support our employees throughout their career journeys at AgeSA, we manage our performance, development, and career planning processes on the basis of transparent, agile, and two-way feedback. While aligning our employees' individual goals with company strategies through the Objectives and Key Results (OKR) approach, we ensure that goal-setting, tracking, and development areas are regularly monitored through the Perfx performance management system. In line with our approach that strengthens in-house career opportunities, we support employee development through the Career Adventure + rotation program, career transition practices, and internal mobility opportunities that enable our employees to develop their competencies by gaining experience in different teams. In addition, through the Career and Talent Management Team within the Culture Innovation Teams we created in line with the results of the employee engagement survey, we continue to develop recommendations that will more strongly support our employees' career development journey, creating a more participatory talent management model by directly turning employee feedback into human resources practices.

Within the scope of the career procedure for Head Office positions, there are standard and grade-increase promotion periods twice a year. In 2025, while carrying out a total of 77 promotions, we filled 100% of our Head Office managerial positions from our internal resources. In the same period, we completed the promotion processes of 372 colleagues in the Direct Sales and Agencies Deputy CEO function and 38 colleagues in the Bancassurance Deputy CEO function. In particular, by moving 31 employees in our Direct Sales and Agencies channel into managerial positions, we filled 97% of our managerial needs in this area from our own talent pool.

Our Recruitment and Young Talent Approach

To strengthen our talent pool and bring the workforce of the future to AgeSA, we conduct our recruitment processes with dynamic and data-driven methods. In 2025, a total of 512 new employees, 330 of them women and 182 of them men, joined the AgeSA family. Employees under the age of 30 made up 59% of new hires. While supporting our recruitment processes with the Candidate Referral Program, through which we aim to reach qualified candidates faster via employee recommendations, we strengthen our approach focused on young talent through university collaborations, career events, and technology-focused development programs. Through the "IT Leaders of the Future Training" we implemented within the scope of the Sabancı Youth Mobilization, we offered young people aiming for a career in the technology field comprehensive development opportunities regarding the corporate IT world. Through this training, we reached over 160 young people.

Our practices aimed at continuously improving the employee experience and career development processes strengthen AgeSA's position as a preferred institution among qualified talent. As AgeSA, we were included for the fourth consecutive time in the Most Admired Companies list, determined by the votes of over 116,000 university students and young professionals by Realta Consulting. This result reveals the strong reflection, among external stakeholders, of the investment we make in employee engagement, development opportunities, and an inclusive corporate culture.

Detailed information about our digitalization practices in our Human Resources processes is available in the **Digital Transformation and Innovation** section of our report.

Training and Development

In 2025, with a training and development investment of TL 26.4 million, we strengthened our employees' future-ready competencies.

98,907
HOURS
TOTAL TRAINING HOURS

TL **26.4** MILLION
TRAINING AND DEVELOPMENT INVESTMENT

TL **12,443**
AVERAGE TRAINING INVESTMENT PER EMPLOYEE

At AgeSA, we regard continuously developing our employees' knowledge, skills, and competencies as one of the fundamental conditions of our sustainable success. Through the training and development activities we structure in line with our strategic goals, we aim to contribute not only to our employees' professional development but also to their transformation in the areas of leadership, digital competence, customer experience, data literacy, and personal development. We address learning as an integral part of our corporate culture, raising agile and well-equipped teams that can quickly adapt to the needs of the changing business world.

Our Comprehensive Learning and Development Ecosystem

To support our employees' personal, professional, digital, and leadership competencies with a holistic approach, we offer comprehensive training and development programs throughout the year that respond to different needs. In 2025, we provided our employees with a total of 98,907 hours of training.

While the total training time for our women employees was 63,875 hours and for our men employees 35,032 hours, the average training time per employee was 46 hours for women and 48 hours for men. We allocated a total of TL 26.4 million to our training and development activities; our average training investment per employee reached TL 12,443.

We design our training programs to support our employees in adapting to the needs of the changing business world and strengthening their ways of doing business. While supporting performance with leadership, product knowledge, and technical competence training for our sales teams, we carry out development programs that strengthen leadership skills for our managers. We deepen sectoral expertise through the Insurance School, professional certification programs, e-learning modules, webinars, and on-the-job training. Through the AgeSA KEP digital learning platform and our rich digital content pools, we provide our employees with access to the information they need independently of time and place.

Within the scope of the Learning Journeys, we offer development opportunities under different headings such as inclusion, emotional intelligence, storytelling, communication, analytical thinking, and next-generation competencies. Through programs such as data literacy, digital competencies, data visualization, and AI-supported Digital Coach applications, we prepare our employees for the future ways of doing business. For our employees in critical roles, we support individual development plans by offering coaching, project assignments, master's degrees, and different specialization opportunities.

In this context, we aim to strengthen our employees' personal effectiveness, communication and influence skills, analytical thinking and problem-solving competencies; and to increase their awareness on topics of diversity, inclusion, and sustainability. Through our training and development investments, we support our employees in increasing their individual performance, their contributions to teamwork, and their impact across the organization in a stronger, more sustainable, and future-aligned manner.

Training and Development

We strengthened our learning ecosystem by providing training and methodology support to our agile teams.

Compliance, Ethics, and Sustainability Competencies

We do not limit our training approach only to technical and functional development; we also attach importance to strengthening corporate competence in the areas of ethics, compliance, sustainability, and inclusive business culture. In 2025, we carried out a total of 4,143 hours of training on ethics, 2,929 hours in the area of anti-bribery and anti-corruption, 796 hours in the area of equality, diversity, and inclusion, and 12 hours on sustainability and the environment.

Through these training sessions we carried out, we aim to strengthen not only our employees' legislative compliance but also their ethical perspective in decision-making processes, their sensitivity to human rights, and their sustainability awareness. We continue to spread across our relevant teams the knowledge infrastructure needed to comply with next-generation sustainability requirements, particularly the Türkiye Sustainability Reporting Standards.

Training Title	Total Hours
Ethics Training	4,143
Anti-Bribery and Anti-Corruption Training	2,929
Equality, Diversity and Inclusion Training	796
Sustainability and Environment Training	12

Agile Learning Culture and Competencies of the Future

We position the agile transformation approach we carry out to adapt to next-generation working models and increase our organizational learning capacity as an important part of our training and development processes. We address agile working principles not merely as an operational methodology but as an element of corporate culture that accelerates learning and strengthens collaboration. Thanks to the agile team structures shaped by the joint efforts of the AgeSA, Aksigorta, and Medisa teams, we support cross-functional learning, information sharing, and rapid adaptation to change.

In order to ensure our employees are prepared for the competencies of the future, we continuously develop our learning ecosystem through young talent programs, university collaborations, in-house development programs, and technology-focused learning practices.

Structures such as MEGA, Project One, and People Tribe, implemented through the joint efforts of the AgeSA, Aksigorta, and Medisa teams, successfully applied agile principles in the areas of service excellence, talent acquisition, and adaptation to change. In 2025, we continued this transformation by providing training and methodology support to our agile teams.

Employee Rights and Satisfaction

In the 2025 main-period engagement survey, our engagement score reached 78%.

Our Targets:

- Being recognized as one of the best workplaces in Türkiye
- Keeping key employee turnover ratio below 7%

At AgeSA, we do not view the employee experience as limited only to the fringe benefits provided; we prioritize creating a holistic working life in which our employees feel valued, supported, listened to, and a sense of belonging to the organization. Protecting employee rights, supporting work-life balance, strengthening physical and psychological well-being, ensuring inclusive working conditions, and including the employee voice in decision processes form the basis of our people-focused approach. In 2025, in our new headquarters, where we, as AgeSA, Aksigorta, and Medisa, began working under one roof, we created a more holistic working environment that supports employee health and comfort with clean air circulation, maximum use of daylight, ergonomic layout, and sustainable office solutions.

Employee Rights and Supportive Practices

In addition to private health insurance, commuting assistance, remote work, and flexible working opportunities, we offer our employees various leave and support practices that respond to the needs of different life cycles. In addition to special-circumstance leaves such as marriage, moving, childbirth, and loss of a loved one, through the birthday leave we implemented as of 2025, we enable our employees to spend their special days more flexibly. Within the scope of our leave practices that take into account our employees' family responsibilities, we offer the right to three days of excuse leave to be used in situations such as the care of a parent or elderly family member and adoption. For our employees who are parents, we support family life through practices such as parenting training, report-card leave, and extended paternity leave; we adopt an approach that takes into account not only our employees' professional roles but also their individual life responsibilities. In January 2025, during the semester break, we held a movie-day event with popcorn at our office for our employees together with their children. On Mother's Day and Father's Day, we shared advice content supporting the parenting experiences of employee mothers and fathers.

In order to prevent interruptions to the career journeys of our employees who take a break from working life due to reasons such as long-term health problems or maternity leave, we continue our Yanındayız (We Are With You) practice. In this context, for our field employees who take health leave of 30 days or more or return from maternity leave, we support income continuity by taking into account their last six months' commission and bonus earnings in their pay calculations. In addition, we attach importance to enabling our employees to return to working life with confidence during parental leave processes. In 2025, the return-to-work rate of our primary-caregiver employees who used paid parental leave was 73%, and that of our secondary-caregiver employees was 91%.

We position our practices that support our employees' health and well-being as an important part of our fringe benefits package. In 2025, while including flu vaccine expenses in the scope of the employee health policy, we offered a more inclusive support model that also secures our employees' families by expanding the scope of private health insurance to include spouses and children. In this way, we adopt a welfare approach that does not limit employee satisfaction only to working life but takes life as a whole into account.

Employee Rights and Satisfaction

At the Golden Boomerang Awards, by making visible the achievement of 52 colleagues who showed outstanding performance, we strengthened our appreciation culture.

Employee Engagement, Communication, and Corporate Culture

We regard the engagement and satisfaction surveys we conduct to regularly track our employees' expectations and needs as one of the most important tools of two-way communication. In the 2025 engagement survey, our engagement score reached 78%. In line with the survey results, we conduct focus group work for the identified areas for development and systematically implement action plans aimed at improving the employee experience.

In this context, through the Culture Innovation Teams we created as a result of the employee engagement survey analyses, we include our employees' creative ideas in the development of our corporate culture in the areas of working climate, career and talent management, employer brand, and business processes and productivity. In line with the actions of the Culture Innovation Teams launched in 2024, in 2025 we implemented practices that directly improve the employee experience, such as Biz Bize (Just Us) Workshop gatherings, communication reminders that make it easier for employees to reach the relevant people and business units, increasing the number of senior management-employee meetings, and birthday leave. In addition, in order to provide our employees with easy access to shared information, announcements, and applications under the three group companies, we launched the Trio intranet portal.

To support transparent, sincere, and two-way communication, we include our employees in decision processes through the communication meetings we hold four times a year with the CEO, the Coffee Chats we hold with our Deputy CEOs, Bi'Mola employee interviews, and regular internal communication announcements. In 2025, we kept the flow of information alive by sharing a total of 75 news items and 80 announcements through our intranet platforms. While 59,046 thank-you messages were shared throughout the year through the Bi'Teşekkür (A Thank You) application, we made the in-house appreciation culture more visible.

Through our practices that strengthen our employees' spaces for producing, celebrating, and socializing together, we reinforce the sense of belonging. While coming together with a total of 1,640 participants at Happy Hour gatherings, we supported social interaction with 495 colleagues at 20 different events organized within the scope of the B-Happy social club. While representing our company at 11 different organizations through our volleyball, basketball, football, running, and tennis clubs, within the scope of the Winners Club program, in which we reward our successful sales teams, we organized six overseas trips with the participation of 312 employees and achieved an 86% satisfaction rate. At the Golden Boomerang Awards, by making visible the achievement of 52 colleagues who showed outstanding performance, we strengthened our appreciation culture.

Employee Health and Safety

In 2025, we provided Basic OHS refresher training to 149 employees, Emergency Response Team Training to 88 employees, and First Aid Training to 44 employees.

Our Targets:

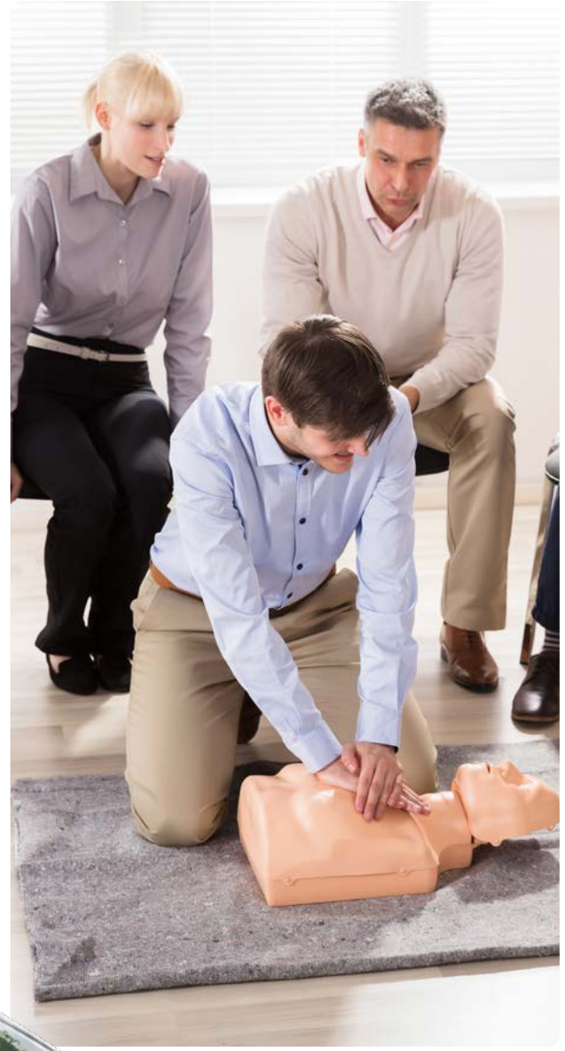
- Achieving 90% compliance with the OHS Awareness and Training communication plan
- Maintaining the completion rate of Basic OHS Training across organization at a minimum of 90%

At AgeSA, we regard our employees' health, safety, and well-being as an indispensable element of sustainable working life. We do not limit our occupational health and safety approach only to fulfilling legal obligations; we address it within a holistic structure that encompasses the prevention of risks, the spread of a safe working culture, disaster preparedness, and preventive health practices.

To raise occupational safety awareness, keep risks under control, and prevent work accidents and occupational diseases, we manage our OHS processes through regular board meetings, field feedback, and continuous improvement efforts. At our Head Office and regional offices, we review the necessary procedures, policies, and emergency plans for all activities critical in terms of occupational health and safety; we revise them according to current needs. Through employee representatives, we support the active participation of our employees at different locations in OHS processes, and we include the incoming needs and suggestions in the decision mechanisms.

In 2025, we held OHS Board meetings four times for the Head Office and six regional offices. We ensured the implementation of the actions related to the decisions taken at the board meetings.

In 2025, by updating our risk assessment work at our new headquarters and our newly opened and relocated regional offices, we reassessed our working environments in terms of occupational health and safety. Through this work, carried out to identify hazards that may arise from our activities and from outside the workplace, we updated our preventive actions and strengthened our safe office standards. In addition, through pre-employment and periodic health examinations, we closely monitored our employees' health status, enabling the early detection of possible risks. In 2025, while completing the health screening and periodic examination of a total of 267 employees, we provided outpatient clinic services to 2,627 employees through our health center. Within the scope of cardiometabolic risk management, we provided preventive health support to 96 colleagues.



Employee Health and Safety

In 2025, by including flu vaccine expenses in the scope of the employee health policy, we expanded our preventive health practices.

Safety Culture, Awareness, and Disaster Preparedness

In order to create a lasting occupational health and safety culture among our employees, throughout the year we carry out training, informational announcements, interactive practices, and awareness efforts. We regularly share content under different headings such as ergonomics, driving safety, desk exercises, hot weather conditions, emergency preparedness, and the health and safety risks that may be encountered while working from home in the hybrid working model. By renewing basic occupational health and safety training at certain intervals, we keep our employees' knowledge up to date. In 2025, we provided Basic OHS refresher training to 149 employees, Emergency Response Team Training to 88 employees, and First Aid Training to 44 employees.

At our 7 regional directorates, we held information sessions and drills to increase the use and awareness of our emergency communication system.

Within the scope of disaster and emergency management, we continue our efforts to increase our employees' level of preparedness. While carrying out training and information activities on topics such as earthquake and fire safety, creating a family disaster plan, preparing an emergency kit, and individual protective measures, we conduct drills for emergency communication systems and evacuation processes at our regional offices. Through the communication and coordination mechanisms we created to provide rapid support to our employees in natural disasters and emergencies, we prioritize employee safety in times of crisis.

Preventive Health and Well-Being Practices

We do not limit our employee health and safety approach only to risk-prevention activities; through preventive health practices, we also support our employees' physical well-being. Through regular health check-ups, in-office health services, risk screenings, and seasonal preventive health practices, we provide our employees with easy access to the health support they need. In 2025, by including flu vaccine expenses in the scope of the employee health policy, we expanded our preventive health practices.

In this way, we adopt a preventive health approach that supports our employees in feeling safer both in the work environment and in their daily lives.

Social Investments

Through our inclusion-focused efforts, we directly reached 1,244 people in 2025.

Our Targets:

- Providing grant support through the At All Ages Fund to projects developed in collaboration with NGOs on preparation for aging and old age issues within the scope of the At All Ages corporate social responsibility project
- Developing projects for groups focused on inclusive development

In line with our people-focused approach, going beyond our role in the insurance field, we prioritize creating long-term value for society. Since the day we were founded, we have placed the concept of saving—one of the fundamental building blocks of private pension and life insurance—at the center of our business culture, and we carry out efforts that support individuals' access to financial security. Through the global research we conduct together with our partner Ageas and the reports we publish, we aim to contribute to the development of social awareness on saving, retirement, and financial awareness.

With this understanding, we implement programs that respond to the needs of different age groups and segments of society and that focus on creating long-term and sustainable impact. In 2025, we operated across a broad range, from efforts supporting the safe living of individuals over 65, to training that develops young people's digital, analytical, and vocational competencies; from practices facilitating children's access to health, education, and social services, to projects supporting women's participation in employment. Within the scope of our community investments, through the inclusion-focused efforts we carried out by allocating TL 4.1 million in resources, we directly reached a total of 1,244 people.

At All Ages Project

With the increase in the elderly population ratio in Türkiye, society's view of the aging process and its level of preparation for this process are gaining critical importance. In order to draw attention to the fact that Türkiye is rapidly becoming an aging society and to support individuals in preparing more consciously for this transformation, in 2019 we launched the At All Ages program with the motto "Live Life to the Fullest."

Within the scope of the At All Ages program, we do not view aging as a period limited only to advanced ages. We support individuals' more prepared and conscious participation in this lifelong process. In this regard, by producing content in the areas of health, finance, social life, and personal development, we aim to raise awareness of aging.

While reaching broad audiences through the At All Ages platform and our social media channels, through the communication efforts we carried out in 2025 we increased our number of Instagram followers by 27.69%.

To get detailed information about our At All Ages Project, you can visit our **page.**

Social Investments

By making a TL 7.5 million investment in the AgeSA Technology and Impact Center, we contributed to strengthening the social impact ecosystem.

"How Is Türkiye Aging?" Research

As part of the 5th year of our At All Ages project, in collaboration with the Core Research Institute, we continued in 2025 to analyze the impacts and outputs of the "How Is Türkiye Aging?" research conducted with a representative sample of Türkiye. In the research, the perceptions of the 35–55 age group toward aging, their level of preparation for old age, and how their future old-age experiences will transform compared to today's elderly population were analyzed, revealing critical insights into Türkiye's aging dynamics.

With the research findings, we aim to contribute to raising awareness of society's changing demographic structure and aging dynamics, and at the same time to strengthen social dialogue on healthy and active aging.

At All Ages Fund

In order to support the efforts of the Civil Society Organizations operating on aging- and old-age-related topics in Türkiye, in 2021 we established the "At All Ages Fund" under the coordination of the Support Foundation for Civil Society.

In the fourth term of the At All Ages Fund, in collaboration with the Türkiye Alzheimer's Association (TAD) and the Istanbul University Faculty of Medicine, we supported the Alz-Tag Project. We provided a total of TL 1.25 million in grants within the scope of the project. By analyzing the risks that Alzheimer's patients and their caregivers may face, preventive strategies were developed.

Within the scope of the project, "Risk Analysis and Training" workshops were held for caregivers at the Adana, Bursa, Denizli, Kayseri, and Istanbul branches against risks that Alzheimer's patients may face, such as falls, injuries, choking, and getting lost. Through these efforts, 534 patients and their relatives were reached and smart tracking devices were provided. 85% of the participants stated that their concerns about the risk of getting lost had decreased.

Within the scope of the At All Ages Fund, to date we have provided a total of TL 2,758,570 in support through 13 grants to efforts in the field of aging.

Our Nature-Focused Activities

In 2025, we completed our seed ball project within the scope of the ecording collaboration that we launched last year. Through interactions such as PPS products for those under 18, birthday communications, sustainability fund preferences, and feedback processes, we gave seed balls to our customers as gifts, enabling them to come into direct contact with nature. In this context, we brought a total of 250,000 seed balls together with nature.

In order to make this bond we have established with nature permanent, we also continued, by expanding it, the AgeSA Memorial Forest application we launched to keep alive the memory of our deceased customers. In collaboration with the Aegean Forest Foundation, we created the second AgeSA Memorial Forest in Balçık, Gebze, Kocaeli, and brought 10,000 saplings together with the soil.

Our Education Investments

Sabancı Youth Mobilization Within the scope of, through the AgeSA Technology and Impact Center we brought to life at Fırat University, we supported the development of young people's digital and analytical competencies. Within the scope of the efforts we carried out at the Center, in 2025 we reached 650 students, contributing to their development in the areas of technology, innovation, and entrepreneurship. We aim to reach a total of 2,500 students within the next three years.

Through the From Idea to Enterprise training programs and hands-on events we organized throughout the year, we supported students in getting to know the insurance and entrepreneurship ecosystem, developing innovative ideas, and bringing these ideas to life.

Within the scope of the internship program, one of the important components of the AgeSA Technology and Impact Center, we offered a special 4-week internship program to 5 students from Fırat University. In the program, designed to go beyond the standard internship experience, students took part in the Digital Projects, Artificial Intelligence, Analytical CRM, Insurance Transformation Technologies, and Robotic Technologies teams, gaining the opportunity to closely observe business processes and acquire hands-on experience in technology-focused projects.

Social Investments

Through our employee volunteering and social benefit projects, we carry out inclusive community investments that address the needs of different groups.

In order to contribute to the post-earthquake reconstruction process, in collaboration with Aksigorta and the Sabancı Foundation, we brought to life our sixth school, the **Aksigorta–AgeSA Special Education Vocational School.** Opened with Ageas's fund support, the school supports the preparation for life and employment of students with mild intellectual disabilities or autism. In the second semester of the 2025-2026 academic year, the school, which began education with its first students, reached 30 students. With this investment, which supports young people with disabilities in the region in gaining vocational skills and developing independent living skills, we aim to contribute to long-term social recovery.

You can watch our video about the project **here.**

FINANCIAL THERAPY WITH AGESA
14.7
MILLION VIEWS

ALZ-TAG SUPPORT
534
SMART TRACKING DEVICES

Our Financial Therapy Project

We address the development of financial literacy as part of our community investment approach. Today, individuals being caught between investment decisions and the confusion of information on financial matters increases the need for awareness in this area.

In this regard, in its second year we continued to develop, with new content and themes, the "AgeSA Financial Therapy" series—the sector's first financial literacy-themed YouTube project—that we launched. In the project we carried out to increase the level of financial literacy and to convey more clearly the benefits our products and services provide, we addressed financial matters in a plain and accessible language.

In this project, in which we turned our own experts into content creators, we adopted a multidimensional content approach by bringing together different names from the finance world and expert guests in their fields. With the 38 videos we shared in 2025, we achieved 14.7 million views.

Our Social Benefit Projects

Within the scope of Çocuğuma BES Planı (PPS Plan for My Child), we offered free or discounted access to services in the health, education, and social areas that children may need during their growth process. Through this practice, while easing families' economic burden, we contributed to children's healthy development and their participation in social life. Through this project, we reached approximately 300 people.

Within the scope of October 31 World Savings Day, through the "The iPhone Is on Us, You Start Saving, Invest in the Future" campaign we implemented, we encouraged savings awareness. Within the scope of the campaign, by giving an iPhone 17 as a gift to 22 customers who started a PPS contract, we supported individuals in gaining a savings habit.

Within the scope of **Smart Tracking Device Support for Alzheimer's Patients**, we implemented a social benefit project in collaboration with the Alzheimer's Association and the Support Foundation for Civil Society to reduce the risk of Alzheimer patients getting lost and to support their relatives in care processes. We provided Bluetooth-based Smart Keychains to 534 Alzheimer patients across 19 provinces. By reaching 534 Alzheimer patients and their relatives, we created a measurable social impact model that brings together technology, training and guidance.

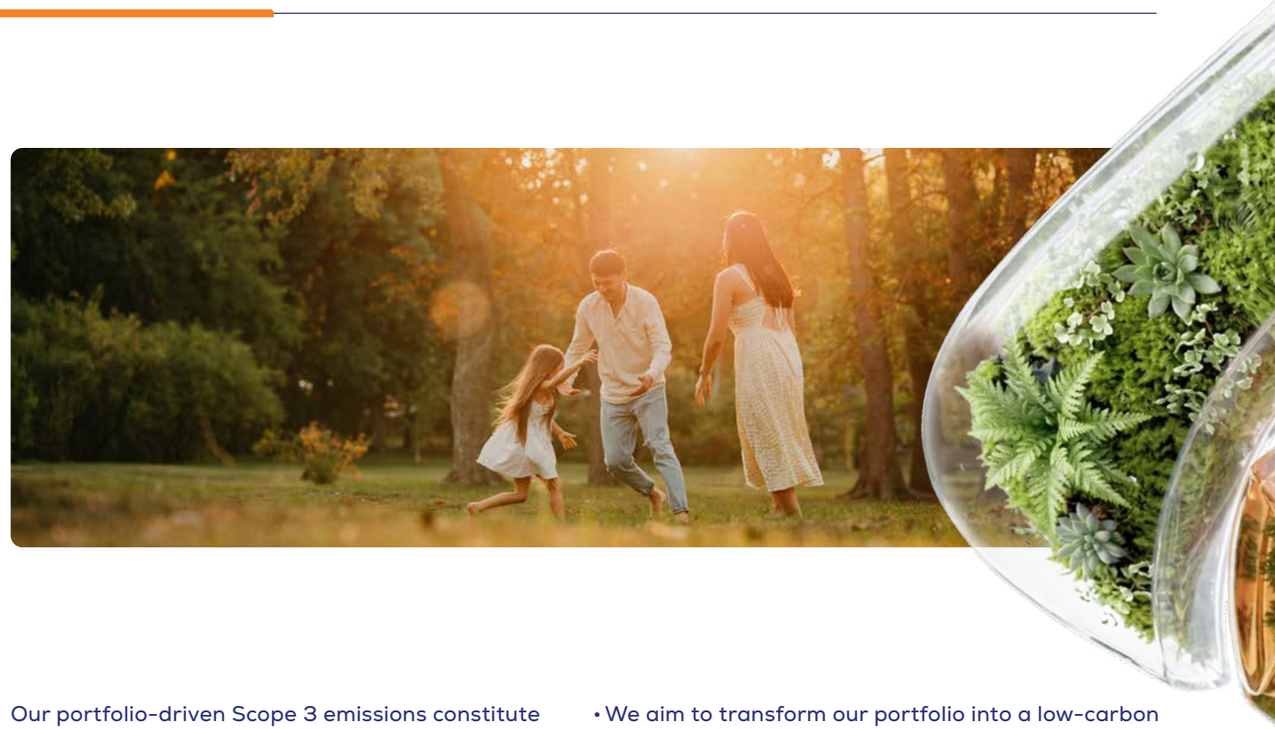
Our Employee Volunteering Activities

We attach importance to creating social benefit through our employees' voluntary contributions, and we support efforts in this area. Various events we held in 2025:

- Through the "Art +1 Workshop" carried out within the scope of the Geleceğe Bi'Adım (A Step to the Future) program, in collaboration with the Türkiye Down Syndrome Association, we held an awareness-focused event by coming together with young people with Down syndrome. In a different project within the same scope, we donated the sales revenues obtained from the martenitsas we made together to the Önce Çocuklar ve Kadınlar Association.
- Within the scope of February 15 Childhood Cancer Awareness Day, at the event organized in collaboration with KAÇUV, we supported the foundation by turning purchases made through the Umut Dükkânı (Hope Shop) into donations.
- Within the scope of World Cat Day, to support animal welfare, in collaboration with the Association for the Protection and Sustenance of Disabled and Needy Animals, we provided food support for animals under treatment.
- During the religious holiday, on behalf of all our employees, through the scholarship fund created in collaboration with the Turkish Education Foundation, we contributed to covering one year's education expenses for 12 girl students.
- By providing approximately TL 80,000 in donation support to LÖSEV, the Down Syndrome Association of Türkiye, and the Önce Çocuklar ve Kadınlar Association, we continued our social contribution toward different needs groups.

Impact-Focused Organization

Environmental Performance



We aim for 47% of our investment portfolio to consist of companies that have set Science Based Targets by 2030, and the entire portfolio by 2040.

The climate crisis is among the most important global issues affecting the finance, insurance, and private pension sectors in their environmental, economic, and social dimensions. As AgeSA, we evaluate our environmental performance as a strategic priority not only in terms of managing our operational impacts but also in terms of the resilience of our long-term business model. In this regard, we continue to integrate practices that support the transition to a low-carbon economy into our business model.

By prioritizing sustainable practices both in our operations and in our investment processes, we aim to reduce the direct and indirect greenhouse gas emissions arising from our activities. While focusing on reducing our environmental impacts in areas such as energy efficiency, waste management, water consumption, and digitalization, we base our climate targets on scientific foundations.

In line with the commitment we made to the Science Based Targets initiative (SBTi) within the scope of Sabancı Holding's Net Zero Carbon Footprint Project, we continue our emission reduction efforts. In this context:

- We aim to reduce our Scope 1 and Scope 2 emissions by 75% by 2030 compared to the 2019 base year.
- We aim for 47% of our investment portfolio to consist of companies that have set Science Based Targets by 2030, and all of it by 2040.

Our portfolio-driven Scope 3 emissions constitute the majority of our total emissions. For this reason, in line with the Portfolio Coverage methodology that SBTi recommends for the finance sector, we address the transformation of our investment portfolio as one of our priority focus areas.

Within the scope of the roadmap we created in this regard:

- By establishing proactive communication with high-risk companies, we support the improvement of their ESG performance.
- We take the Science Based Target criterion into account in our investment evaluation processes.
- We aim to transform our portfolio into a low-carbon structure aligned with the Paris Agreement.

In the decarbonization process of our portfolio, we prioritize companies with stronger transformation capacity for setting Science Based Targets. In this context, in addition to publicly listed companies with high stakeholder expectations, we attach importance to establishing close communication with local companies with strong transformation potential. While companies operating in areas for which SBTi has published sectoral guidance hold a stronger position in our evaluation processes because they have clear transformation roadmaps, we also monitor companies that do not yet have an SBTi commitment but have high transformation potential within the scope of our long-term investment perspective.

Environmental Performance

We strengthen our environmental performance through practices that reduce our carbon footprint, improve energy efficiency, and support nature-based solutions.

In order to support the ownership of our climate targets across the organization, we also include the relevant targets in senior management performance evaluation processes. In addition, in line with the **Sabancı Group Responsible Investment Policy**, we continue to address climate change as one of the priority assessment areas in our investment processes.

In our second sustainability report prepared under the Türkiye Sustainability Reporting Standards (TSRS), we comprehensively address the impacts of climate change on our business model, our investment approach, our strategic priorities, and our operations. In our report, we also include detailed disclosures regarding our governance structure, our climate-focused targets, our emissions management approach, and our low-carbon transformation roadmap. **AgeSA 2025 TSRS-Aligned Sustainability Report** is available on our website.The AgeSA 2025 TSRS-Aligned Sustainability Report is available on our website.

On the operational side, we continue our efforts to reduce our carbon footprint through practices such as the hybrid working model, digitalization practices, energy efficiency efforts, and the transition to low-emission vehicles. In line with our net zero approach, we regularly monitor our environmental performance and continue to develop practices that support low-carbon growth throughout our value chain.

Within the scope of the efforts we carry out in collaboration with Ecording to support nature-based solutions, we bring seed balls together with nature on behalf of our customers who choose our sustainability funds. Through this practice, while contributing to supporting biodiversity, we also aim to include our customers in our environmental impact-focused practices.

Within the scope of our efforts to raise environmental awareness, we celebrate our agencies' founding anniversaries through the memorial forest application created via the TEMA Foundation. Through this practice, we aim to contribute to the protection of natural life and to support projects that create environmental impact together with our stakeholders.

Energy and Emissions Management

In line with our 2050 net zero target, we manage our operational and investment-related emissions through a holistic approach.

Our Targets:

- Becoming a net zero company by 2050
- Reducing Scope 1 and 2 emissions by 75% by 2030 compared to 2019 levels
- 47% of our investment portfolio consist of companies that have set SBTi targets by 2030, and all of it by 2040

Within the scope of combating climate change, we address with a holistic approach not only our environmental impacts arising from our operations but also our indirect emissions associated with our investment activities. During the transition to a low-carbon economy, we regularly monitor our energy consumption and greenhouse gas emissions; in line with our 2050 Net Zero target, we continue to develop practices that support emission reduction in our operational activities and investment processes.

We perform our greenhouse gas emission calculations in line with the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard. In the calculations, we make use of the electricity emission factors published by the Türkiye Electricity Transmission Corporation (TEİAŞ) and the emission factors published by the Intergovernmental Panel on Climate Change (IPCC). In Scope 3 emission calculations, we use the EXIOBASE dataset and the DESNZ (Department for Energy Security and Net Zero) emission factors according to the relevant category.

We regularly monitor our direct emissions arising from our operations (Scope 1), our indirect emissions arising from purchased energy consumption (Scope 2), and our other indirect emissions arising from our value chain (Scope 3). We calculate our Scope 2 emissions using both location-based and market-based methods. Within the scope of our Scope 3 emissions, we evaluate the indirect emissions arising from our investment activities in addition to our operational activities. In this context, we make use of PCAF (Partnership for Carbon Accounting Financials) methodologies in calculating Scope 3 Category 15 emissions. Within the scope of our renewable energy supply practices, in 2025 we again continued to supply 100% of the electricity used in our operations from renewable energy sources.

We calculate our indirect emissions arising from our investment activities in line with the PCAF (Partnership for Carbon Accounting Financials) methodologies. In this context, in 2025 we updated our Scope 3 Category 15 (Investments) calculation methodology. In line with the methodology change made, the PPS/AES funds within the scope of the private pension system and the auto enrollment system were excluded from the calculation scope; only the company investment portfolio was included in the calculations. During the update process, the SBTi Financial Institutions Net-Zero Standard published and the methodological approaches developing in the sector were taken into account. In order to ensure comparability, we also recalculated the 2023 and 2024 data in line with the updated methodology.

Energy and Emissions Management

We reduce our operational environmental impacts through energy efficiency, sustainable material use, and digitalization practices.

In 2025, Scope 3 emissions continued to account for the highest share of our total greenhouse gas emissions. In 2025, Scope 3 emissions continued to account for the highest share of our total greenhouse gas emissions. While approximately 99% of our total emissions consisted of Scope 3 emissions, approximately 91% of our total emissions consisted of Scope 3 Category 15 emissions arising from our investment activities. Due to the nature of the finance sector, indirect emissions arising from investment activities occur at higher levels compared to our operational emissions.

GHG (Greenhouse Gas) Emissions*	Unit	2023	2024	2025
Scope 1	tons of CO_2e	1,062	1,056	1,161
Scope 2 (market-based)	tons of CO_2e	0	0	0
Scope 2 (location-based)	tons of CO_2e	199	243	268
Scope 3	tons of CO_2e	117,560	258,548	188,023
Total greenhouse gas emissions	**tons of CO_2e**	**118,821**	**259,847**	**189,452**

** Scope 3 Category 15 (Investments) emissions were recalculated, resulting in the restatement of the 2023 and 2024 Scope 3 emissions, total greenhouse gas emissions, and greenhouse gas emissions intensity figures. Greenhouse gas emissions intensity was calculated using revenue derived from the sum of the Non-life Technical Income, Life Technical Income, and Pension Technical Income line items reported in the financial statements.*

Scope 3 Emission Breakdown	Unit	2023	2024	2025
Category 1 – Purchased Goods and Services	tons of CO_2e	23,006	13,601	16,341
Category 5 – Waste	tons of CO_2e	28	17	12
Category 6 – Business Travel	tons of CO_2e	450	240	129
Category 7 – Employee Commuting	tons of CO_2e	43	0	0
Category 15 – Investments**	tons of CO_2e	94,033	244,690	171,541

*** Following the publication of the SBTi Financial Institutions Net-Zero Standard in July 2025, the methodology for calculating investment-related emissions was reviewed and revised. Individual Pension System (BES) and Automatic Enrollment System (OKS) funds were excluded from the calculation boundary, and only greenhouse gas emissions associated with the Company's investment portfolio were included in the Scope 3 Category 15 calculations.*

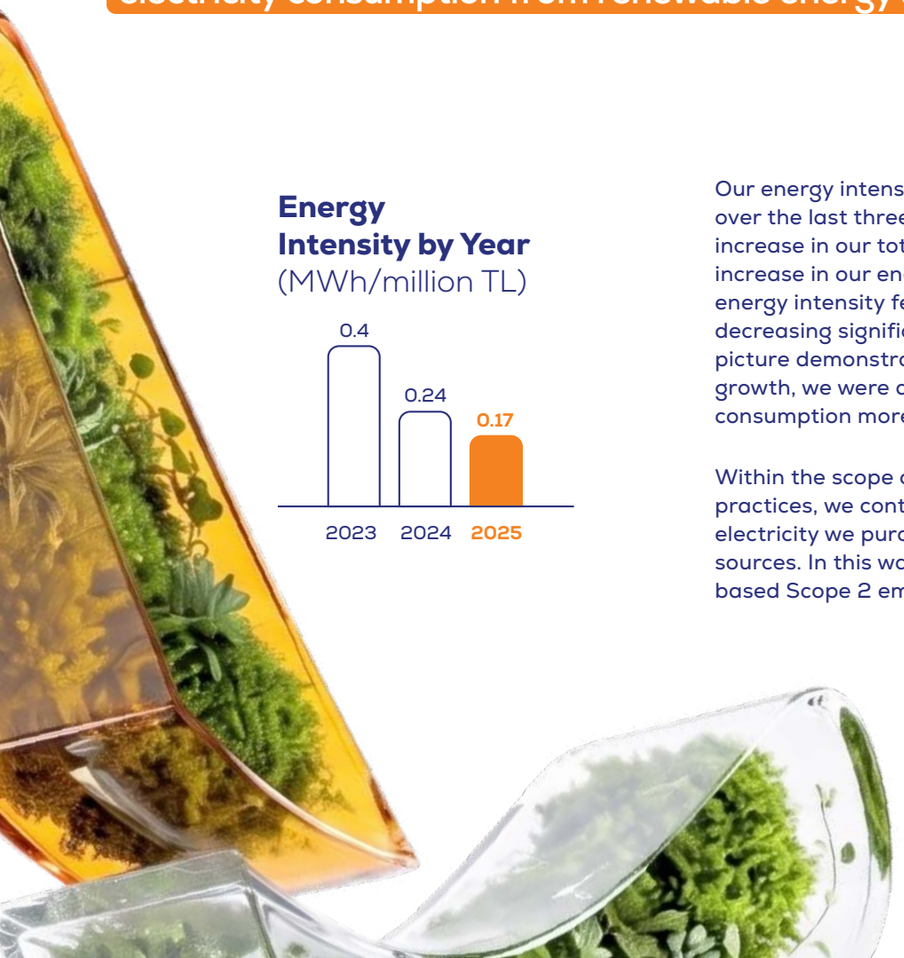
In order to reduce our operational environmental impacts, we continue to implement sustainability-focused practices in our office operations. We integrate energy efficiency, water saving, insulation practices, sustainable material preferences, and practices for indoor air quality into our building management processes. While the majority of our energy consumption arises from electricity use, vehicle use and consumption from office equipment stand out among our emission sources.

Our digitalization-focused practices also contribute to reducing our operational environmental impacts. Through digital sales and service processes, it is aimed to reduce paper consumption, optimize the need for physical operations, and make resource use more efficient.

Energy Consumption	Unit	2023	2024	2025
Total energy consumption	MWh	4,801	4,589	5,055
Renewable energy consumption	MWh	452	553	618
Share of renewable energy consumption in total energy consumption	%	9.4	12	12
Energy intensity	MWh/million TL Revenues	0.4	0.24	0.17

Energy and Emissions Management

In 2025, we reduced our energy intensity and sourced all of our electricity consumption from renewable energy sources.



Energy Intensity by Year
(MWh/million TL)

Our energy intensity indicators improved steadily over the last three years. In 2025, despite the increase in our total revenues, there was a limited increase in our energy consumption, while our energy intensity fell to 0.17 MWh/million TL, decreasing significantly compared to 2023. This picture demonstrates that, despite our operational growth, we were able to manage our energy consumption more efficiently.

Within the scope of our renewable energy supply practices, we continued to supply all of the electricity we purchase from renewable energy sources. In this way, we calculated our market-based Scope 2 emissions as zero.

Within the scope of our efforts to reduce our operational emissions, we continued our transformation efforts in our company vehicle fleet. While continuing to increase the use of hybrid vehicles, we focused on strengthening the structure of our vehicle fleet consisting of low-emission vehicles. The ratio of hybrid vehicles in our vehicle fleet increased compared to the previous year, reaching 36%. We continue our feasibility studies to convert 50% of our company vehicles to electric vehicles by 2030.

In our office operations, we continued to prioritize energy efficiency, waste management, and sustainable building practices. Our head office building maintained its LEED Gold Green Office certificate with its practices in areas such as energy and water efficiency, sustainable material use, and indoor quality.

Thanks to our remote and hybrid working models, we contributed to reducing our emissions arising from office use and employee commuting. Along with our flexible working practices, we continued to manage our office-related energy consumption more efficiently.

Within the scope of our efforts to raise environmental awareness, we send sapling certificates to our agencies on their founding anniversaries through the TEMA Foundation.

Waste Management

Thanks to the digitalization of our business processes, we prevented 590 tons of CO_2e emissions caused by paper use.

Our Targets:

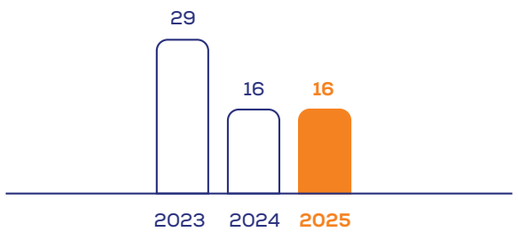
- Becoming a zero-waste company by 2050

The efficient use of resources and the reduction of waste generation are among the priority headings of our environmental approach. As AgeSA, we regularly monitor the waste arising from our operations and aim to improve our waste management performance through digitalization and recycling practices.

While our total amount of waste remained at the same level compared to the previous year, our recycling rate rose to 33%. Our hazardous waste consisted entirely of battery waste and amounted to a total of 0.014 tons.

Thanks to our digitalization practices, we continued our efforts to reduce our paper and plastic consumption. In 2025, our total plastic consumption was 0.245 tons, while our total paper consumption was 15.7 tons. Through digital processes such as the mobile application, biometric signature, voice approval, and remote sales, while increasing our operational efficiency we continued to contribute to reducing resource use.

Total by Year Waste Amount
(tons)



Since 2022, we do not use single-use plastic products in our operations. While developing practices to reduce paper and plastic consumption in our offices, we aim to make resource use more efficient with digital solutions. In order to support employee awareness, we continue to regularly share informative content in common areas and on digital screens.

Thanks to our digitalization investments, we are increasingly moving customer processes to digital channels. Through mobile applications, digital contracts, paperless approval mechanisms, biometric signature, and remote sales practices, while making our operational processes more efficient we also reduce our paper consumption. Thanks to these practices, in 2025 we prevented approximately 31.5 million paper printings and the cutting of 1,434 trees, while preventing approximately 590 tons of CO_2e emissions.

Our digitalization-focused practices continue to contribute to reducing the waste arising from our operations. Thanks to our "Finish on Mobile" application, which we developed by moving our sales processes to digital channels, our customers can complete their product applications without the need for paper use. In addition, within the scope of the Digital Sales Competency Enhancement Program, by supporting our sales teams in using digital channels more effectively, we spread the use of self-service applications in application processes.

We also prioritize digital solutions in customer communication processes. By moving information processes to mobile screens and transferring the profit-share letters sent on the policy anniversary to the digital environment, we reduce paper consumption while making our operational processes more efficient. These practices also contribute to reducing our carbon footprint.

By continuing our efforts to send devices without a green label for recycling and to increase the ratio of our electronic devices with a green label, we increased our ratio of all green-labeled laptops from 93% to 100%.

Water Management

Through our digital transformation practices, we avoided 315,457 m³ of water consumption.

The climate crisis, increasing urbanization, and water stress risks make the efficient use of water resources more important with each passing day. As AgeSA, we regularly monitor our water consumption arising from our operations and aim to manage our water use more effectively through operational efficiency and digitalization practices.

In 2025, our total water consumption was 4,033 m³. We continue to implement practices that ensure water efficiency in our operations, and we closely monitor our water consumption in order to use our resources more efficiently. Thanks to the sustainable architectural practices applied at our headquarters and the hybrid working model, we aim to keep water consumption per person at low levels. At the same time, through our digitalization projects, we continue to contribute to reducing the indirect water consumption arising from paper and operational processes and to process efficiency. Thanks to our digital transformation activities such as the mobile application, biometric signature, voice approval, and remote sales, while increasing process efficiency we support reducing the use of natural resources. Through these practices, in 2025 we prevented a total of 315,457 m³ of water consumption.

Responsible and Sustainable Business Models

SDG-Linked Products and Services

In 2025, revenues from SDG-linked products and services reached TL 15.4 billion, constituting 51% of our total revenues.

Our Targets:

- Developing a new SDG-linked product/service/application each year
- Expanding the reach of the Sustainability Fund and increasing its volume

As AgeSA, in order to contribute to the transition to a low-carbon economy and to support social welfare, we develop products and services aligned with the Sustainable Development Goals (SDGs). The solutions we offer in this context support our progress toward a more resilient and responsible business model, while also strengthening the value we offer our customers.

In line with our understanding of corporate citizenship, we continue to develop products, services, and projects that create benefit for our country, our society, and all our stakeholders. In this framework, as of year-end 2025, while maintaining our number of SDG-linked products at 18, we increased our number of services to 8. Revenues from SDG-linked products and services reached TL 15.4 billion, constituting 51% of our total revenues. In this way, we significantly exceeded the 25% target we had previously set.

We address our SDG-linked product and service portfolio under four main categories in a way aligned with the European Union Taxonomy. In this classification, we take into account the environmental and social impact of each product:

Mitigation: Products that directly contribute to climate change mitigation and the reduction of CO_2 emissions

Enabler: Products that support the widespread adoption the expansion of sustainable solutions and facilitate digitalization and infrastructure transformation

Positive Social Impact: Products that increase inclusion by creating social benefit in areas such as health, education, and economic security

Transition: Products that support the transition toward process

According to this classification, in 2024 we had 8 enabler products and 10 products creating positive social impact.

By expanding our portfolio of SDG-linked products and services, we contribute to economic sustainability while continuing to create holistic value that takes our environmental and social impacts into account.

** The ratio of revenue generated from SDG-linked products and services to total revenue was updated as part of the assurance activities conducted during the TSRS reporting process. Accordingly, while this ratio was reported as 48% in the 2025 Annual Report, it has been recalculated as 51% based on the updated methodology.*

SDG-Linked Products and Services

Inclusive Service Practices

In line with our goal of providing equal and accessible service to our customers, we offer inclusive solutions that support easy access to insurance transactions for users with different needs. Through the support mechanisms we developed for visually and hearing impaired individuals, we ensure that all our customers can benefit equally from our services.

In 2025, taking this approach a step further, in collaboration with Corpowid we implemented digital solutions that make our online branch more accessible for users with health limitations such as epilepsy, dyslexia, visual impairments, and cognitive differences.

In addition, in order for our customers experiencing economic difficulty to be able to maintain their insurance coverage without interruption, we continued to offer flexible practices such as reinstating policies, premium discounts, and pausing payments.

Expanding Inclusion in Credit-Linked Products

Within the scope of our Kredim Güvende product, we continue to develop our coverage structure that supports the protection of our customers against financial risks. Through the unemployment coverage and coverage for critical illnesses we offer in our product, we respond to our customers' changing needs.

With the updates we made in 2025, by increasing inclusion we made unemployment coverage accessible for loans of 6 months and longer so as to reach a broader customer base, and we raised the coverage limits. In addition, by simplifying the coverage structure, we created a more understandable structure and shortened the waiting period for daily hospital coverage. With these improvements, we aim to facilitate more of our customers' access to financial coverage and to provide stronger protection against unexpected situations.

Paperless Transactions Through Digitalization

In line with our focus on sustainability and efficiency, by developing our digitalization efforts we increasingly move our transactions to a paperless environment. Particularly in our private pension plans and life insurance products, we reduce paper use by managing sales and document transmission processes end-to-end through digital channels.

In 2025, by expanding our digitalization scope, we spread the transactions carried out via AgeSA Mobil and, through the "Finish on Mobile" application, made application and sales processes completable entirely digitally and paperlessly. In addition, by moving corporate PPS processes end-to-end to the digital environment, we achieved efficiency in operational processes and continued to further reduce paper use.

Sustainable Fund Management with FonPro

Through our FonPro digital fund advisory platform, we continue to channel our customers' savings toward investment options that also take environmental and social impact into account. Through the fund allocation recommendations we offer via the platform, we support the widespread adoption of sustainability-focused funds.

By making FonPro more accessible for users with different levels of financial knowledge, we offer a flexible structure in which users can, according to their preferences, leave their savings to expert management, be guided by receiving recommendations, or manage them in line with their own preferences.

In this context, through our FonPro application, we supported a total of 338,322 of our customers in managing their savings.

SDG-Linked Products and Services

Product Developments Contributing to Sustainability

Our Hayata Yatırım Sigortası and Her İhtimalin Sigortası products continue to provide life coverage while also offering our customers the opportunity to save. Thanks to the flexible structure we offer in these products, our customers can adapt to their financial conditions through options such as premium deferral, changing the payment amount, premium increase or reduction, and reinstating the policy.

In order to support our customers in being able to maintain their insurance coverage in the face of economic fluctuations, we continued practices that provide premium discounts and flexibility in certain products. With this approach, while encouraging policies to remain active, we provide our customers with additional financial resilience.

In addition, through the additional benefit services we offer, we support not only our customers' financial well-being but also their physical and mental well-being. Through services such as online psychologist, dietitian, and sports counseling, we continue to offer our products with a more holistic value proposition.

The solutions we develop in this context transform insurance from a structure that merely provides risk coverage into a more comprehensive experience that supports our customers' quality of life.

To enhance efficiency across our PPS product portfolio and save time in product revisions and processes for adding new funds, we implemented our PPS plan simplification project. Through this initiative, we reduced approximately 86 product codes to 22.

The Product Factory project is expected to enable faster implementation of revisions to the Her İhtimalin Sigortası product.

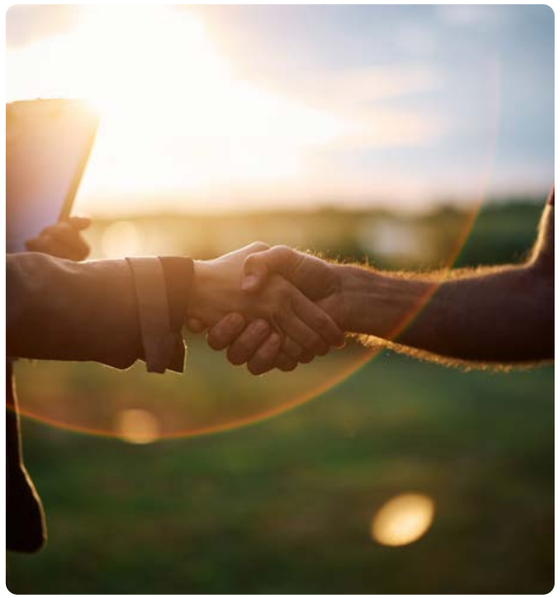
Training on Financial Behaviors

Through the "Financial Therapy" approach we implemented to contribute to the development of financial literacy, we continue to increase individuals' awareness of their financial habits. In this context, through the "Your Financial Literacy Journey" series we published on YouTube, by reaching broad audiences, we support individuals in managing their financial behaviors more consciously.

Responsible and Sustainable Business Models

Responsible Investment

We made commitments to the Science Based Targets initiative (SBTi) for both near-term and net zero targets; we continue our transformation to align our investment portfolio with the Paris Agreement.



As AgeSA, we address the Responsible Investment Policy created by Sabancı Holding and adopted by the Group companies as a fundamental element of our investment decisions; we manage our portfolio in a way aligned with long-term value creation and our sustainability targets. In line with this approach, we systematically evaluate the environmental, social, ethical, and governance, and human rights headings in our investment processes, identifying possible risks at an early stage and implementing the necessary actions.

The Sabancı Holding Responsible Investment Policy **here.**

The responsible investment approach we adopt as AgeSA **here.**

Within the scope of the policy, we define minimum standards throughout our value chain; by adopting an investment approach aligned with the Sustainable Development Goals, we consider financial performance together with environmental and social impact. In this regard, as of 2025, we analyze the ESG risks of the companies in our investment portfolio through publicly available data within the framework of the country and sector in which they operate and their compliance with the Business Conduct Principles of the United Nations Global Compact, determine risk levels, and update our action plans.

We adopt an approach that separates our portfolio according to risk levels and aims for transformation over time. While continuing our efforts to divest from our portfolio the investments within the scope of the prohibited sectors, companies, and activities defined in our Responsible Investment Policy, we engage with companies in the high-risk category and share development areas regarding the improvement of their ESG performance and their setting of Science Based Targets (SBTi). We regularly monitor and evaluate the performance of companies at medium and low risk levels.

In this context, we adopt a strategy of gradual exit from carbon-intensive sectors in our investment portfolio; in line with the Sabancı Holding Responsible Investment Policy and SBTi, we implement our roadmap to align our portfolio with the Paris Agreement. Within the scope of combating climate change, we aim to reduce our exposure to carbon-intensive sectors and to decarbonize our portfolio.

As AgeSA, we made commitments to the Science Based Targets initiative (SBTi) for both near-term and net zero targets. Taking SBTi's Portfolio Coverage methodology for financial institutions as a reference, we aim for 47% of the companies in our portfolio to consist of companies that have set Science Based Targets by 2030, and all of them by 2040. In this regard, we carry out engagement activities with priority companies, integrate this criterion into our investment evaluation processes, and, in the long term, reconsider investments that are not aligned with this target.

Within the scope of our approach to combating climate change and decarbonizing our portfolio, we direct our investments mainly toward companies that are publicly traded and closer to setting Science Based Targets in line with high stakeholder expectations. Thanks to the close communication we establish with local companies, while making these companies more visible, we prioritize the companies with a high weight in our portfolio in terms of transformation impacts.

While companies operating in areas for which SBTi has published sectoral guidance stand out in our evaluations because they have a clearer roadmap, we address companies that do not yet have a Science Based Target commitment but have high transformation potential within a separate evaluation scope and continue to engage with these companies.

In our investment decisions, we also take into account the physical and transition risks associated with climate change, and we closely monitor developments particularly in carbon-intensive sectors. This approach plays an important role both in ensuring compliance with regulatory frameworks and in the effective management of long-term financial risks.

Responsible Investment

Our Sustainability Equity Pension Investment Fund size of TL 1.8 billion.

AgeSA's inclusion in the BIST Sustainability Index, meanwhile, increases the visibility of our sustainability performance in the financial markets, while supporting investor confidence and interest in our sustainability-themed products.

Detailed information regarding all the efforts we carry out in this context is provided in the **Environmental Performance** section of the report.

Sustainability Equity Pension Investment Fund

Through the Sustainability Equity Pension Investment Fund, while offering private pension participants a sustainability-focused investment alternative, we also provide financial resources to companies operating in this area. At least 80% of the fund portfolio is directed toward the shares of companies included in the BIST Sustainability Index and international sustainability indices, depositary receipts, and sustainability-themed investment instruments.

As of 2025, the net return the fund provided to its investors 19%, while its fund size reached TL 1.8 billion. In order for the fund to reach broader audiences, we continued our integration efforts into digital investment advisory solutions and made sustainability-themed fund options more visible within the customer experience. In addition, we implemented practices that support customers in turning toward sustainable investments.

In addition, through the thematic funds added to our portfolio, by offering the opportunity to invest in companies operating in strategic sectors such as energy and agriculture-food, we aim to create value in the areas of clean energy and sustainable production.

AgeSA Energy Sector Variable Pension Investment Fund

In line with our responsible investment approach, we regard turning toward sectors that contribute to a sustainable future as a strategic priority. In this context, the AgeSA Energy Sector Variable Pension Investment Fund that we implemented offers our participants the opportunity to invest in the opportunities presented by the energy transition, while strongly reflecting a clean energy focus in its portfolio.

The Fund aims not only to benefit from the growth potential in the energy sector but also to share in the value creation of companies that support the transition to a low-carbon economy. In this regard, a significant portion of the portfolio is associated with the S&P Global Clean Energy Net Total Return Index, and focuses on companies operating in the field of renewable energy or supporting this transition. The investment strategy, by balancing clean energy investments with local market dynamics, offers our participants the opportunity to benefit both from the global energy transition and from the development in the Turkish energy sector.

In our investment decisions, in addition to financial performance, we also take into account environmental, social, and governance (ESG) criteria; through assets selected from a sustainability perspective, we aim to create a portfolio structure that is more resilient to climate change risks. In this way, while offering our participants financial return potential, we also provide access to investments that support the widespread adoption of clean energy solutions and contribute to a more sustainable economic model.

AgeSA Agriculture and Food Sector Variable Pension Investment Fund

An increasing population, climate change, and resource constraints are reshaping the agriculture and food sector from a sustainability perspective. We address this transformation as an important part of our responsible investment approach; through the AgeSA Agriculture and Food Sector Variable Pension Investment Fund that we established, we offer our participants access to investment opportunities that contribute to the development of sustainable food systems.

Focusing on companies operating in the agriculture and food value chain on a global and local scale, the Fund includes in its portfolio companies with strong potential in areas such as sustainable agricultural practices, food security, efficient resource use, and innovative food solutions. Through the international indices in the portfolio composition, access is provided to companies operating in areas such as agricultural technologies, alternative protein sources, and sustainable food production; while balanced participation in the development process in local markets is targeted through the BIST food and broad market indices.

This structure offers participants the opportunity both to benefit from sectoral growth and to contribute to the development of sustainable food systems. With an investment approach that supports long-term value creation, we support the integration of critical topics such as climate-driven risks, supply chain fragilities, and resource efficiency into investment decisions. In this way, while observing financial performance, we aim to contribute to the development of a more resilient, efficient, and sustainable agriculture and food ecosystem.

Customer Experience and Satisfaction

We manage our customer experience in line with the five core values of the ISO 10002 Customer Satisfaction Management System.

Our Targets:

- Higher NPS Compared to Our Competitors' Average
- Providing customers with information, training, or communication at least once a year on serious health risks, healthy living, and similar topics

NUMBER OF CUSTOMERS

~4

MILLION

We are aware of the impact of our activities in the field of private pension and life insurance on our customers' lives. In this regard, we focus on providing a personalized experience with high satisfaction at all touch points. We continuously improve the customer experience with data, technology, and people-focused approaches, prioritizing offering fast and effective solutions to changing needs.

We shape our customer management approach in line with the five core values within the scope of the ISO 10002 Customer Satisfaction Management System.

1- Do the right thing:
Provide me with clear and transparent information. Keep your promises, give me confidence.

2- Facilitate:
Create easy-to-access, fast, consistent, simple processes and services for me.

3- Get to Know me:
Make me feel special, understand me, and build a connection with me.

4- Empower / Equip me:
Add your expertise for me, be a guide, and direct me.

5- Inspire me / Delight me:
Anticipate and understand my needs, and empathize with me.

Customer Distribution Ratio by Gender	
Female	35%
Male	65%

Customer Distribution Ratio by Age Group	
Generation Z (aged 22 and under)	13%
Generation Y (aged 23-41)	54%
Generation X (aged 42-59)	30%
Baby Boomers (aged 60 and above)	3%

Customer Distribution Ratio by Product Group	
Private Pension System (PPS)	53%
Life Insurance	42%
Personal Accident Insurance	4%

Customer Experience and Satisfaction

Retirement Kit" project was deemed worthy of an award at the IDC Türkiye Future Enterprise Awards 2025 for the speed and efficiency it provided in the customer experience.

The Voice of the Customer and NPS Management

In line with our customer-focused culture, we regularly monitor the experiences of our current and potential customers. Through the measurements we carry out twice a year via independent research, while evaluating our position in the sector, we obtain insights aimed at better understanding customer expectations.

While continuing to measure the customer experience with a holistic structure, we strengthen our metric set with new indicators. By regularly tracking these indicators, which cover all touch points, throughout 2025, we increased awareness of customer focus across the organization. Thanks to this structure, monitored monthly by senior management and our teams, while evaluating our performance more effectively, we identified our development areas in line with data-based insights.

In 2025, we increased our relative Net Promoter Score (rNPS) by 6 points compared to the previous year, bringing it to 71, and performed approximately 9 points above the sector average. By also evaluating customer focus from our employees' perspective, we monitor the differences between the two perspectives and identify our development areas.

By developing in 2025 the multi-channel experience measurement platform we implemented last year, we strengthened our feedback collection and action-taking processes. In this context, by collecting 10,347 automatic and 1,337 manual pieces of feedback throughout the year, we created a structure that turns customer expectations into action faster through AI-supported analyses.

Customer Gatherings

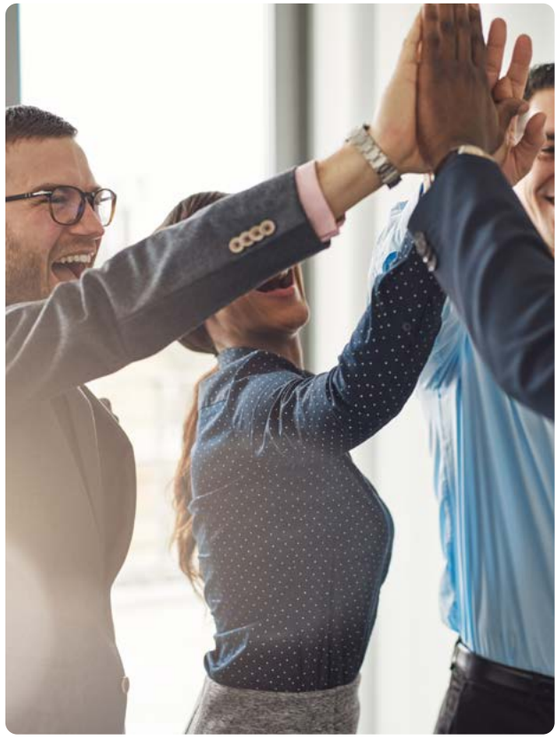
We continued to sustain our Customer Gatherings program, which has completed its 11th year, as an important part of our customer-focused corporate culture. Within the scope of the program, we created an interaction platform where, throughout the year, we bring together our customers and employees, listen to feedback, evaluate experience insights, and shape development areas together.

Through events such as the Voice of the Customer, Customer Panels, Fund Gatherings, CX Talks, and Employee Panels, in which our senior executives also participate, we analyzed our customers' expectations and needs more closely. Through these efforts, we spread the actions aimed at improving the customer experience across the organization.

Customer Service and Operational Excellence

By developing our customer service processes with a technology- and people-focused approach, we increased our service quality. Through AI-supported solutions and lean processes, we strengthened our proactive service understanding. Within the scope of this transformation, while resolving 89% of the requests reaching our contact center at the first point of contact, we achieved a 56% reduction in written requests thanks to AI-supported response mechanisms. In the same period, our NPS score specifically for the call center was 74.

Through the Customer-Focused Cultural Transformation Project we implemented for our customer representatives, we strengthened the competencies of empathy-focused communication, multi-channel service quality, and personalized solution generation. In addition, through the "Retirement Kit" project, by automating the call center processes for PPS withdrawal and exit requests, we achieved a 50% improvement in call



durations. This project was deemed worthy of an award at the IDC Türkiye Future Enterprise Awards 2025 for the speed and efficiency it provided in the customer experience.

In 2025, in order to improve the customer experience, we enriched our product and service portfolio with innovative solutions, adopting an approach that integrates these solutions into our customers' daily lives.

Customer Experience and Satisfaction

Through our collaboration with Medisa, we brought our Complementary Health Insurance product to our customers.

Complementary Health Insurance in Collaboration with Medisa

In 2025, by combining our experience in life insurance and private pension with Medisa's expertise in the health field, we offered our Complementary Health Insurance product to our customers. Through the product, which began to be offered via our direct sales teams as of October, we aimed to provide a holistic solution to our customers' health and financial security needs.

Apply Automatic Recommendation

Through the Apply Automatic Recommendation service we introduced in 2025, we made our customers' complex savings management processes easier, more accessible, and more user-friendly. In this context, we moved our customers' fund allocations to a structure that is automatically determined and regularly updated by the portfolio management company in line with their risk profiles, investment preferences, and market conditions.

Personalized Communication Strategies

Through the communication structures we developed for different customer segments, we support our customers in accessing the information they need faster and more effectively.

Thanks to the communication map we created for the PPS customer journey, we made information processes more visible and traceable. By introducing new digital communication channels such as WhatsApp, we offered our customers a faster and more accessible experience. With this approach, we create a more balanced, proactive, and user-focused structure in customer communications.

Enablers

We identified the tools that facilitate our achievement of high performance in our value areas and accelerate the actions related to our sustainability performance as digitalization, innovation, and data analytics.

Digital Transformation and Innovation

Within the scope of İTÜ Çekirdek, we provided TL 1 million in grant support to sustainability-focused ventures.

We address digital transformation as a fundamental accelerator that improves the customer experience and strengthens our business model. In this regard, within the scope of the three-year digital roadmap we created, while systematically tracking our efforts, we regularly measure our digital maturity level and identify our development areas in line with the insights we obtain.

Our Innovation Center team leads this transformation process with the following objectives:

- Actively monitor emerging technological and digital trends;
- Evaluating innovative business models and opportunities in collaboration with start-ups;
- Supporting the entrepreneurial ecosystem through mentoring programs;
- Creating innovative value within AgeSA's business technology processes;
- Transforming our company into an innovation hub in business technologies.

Support for the SDG-Linked Innovation and Entrepreneurship Ecosystem

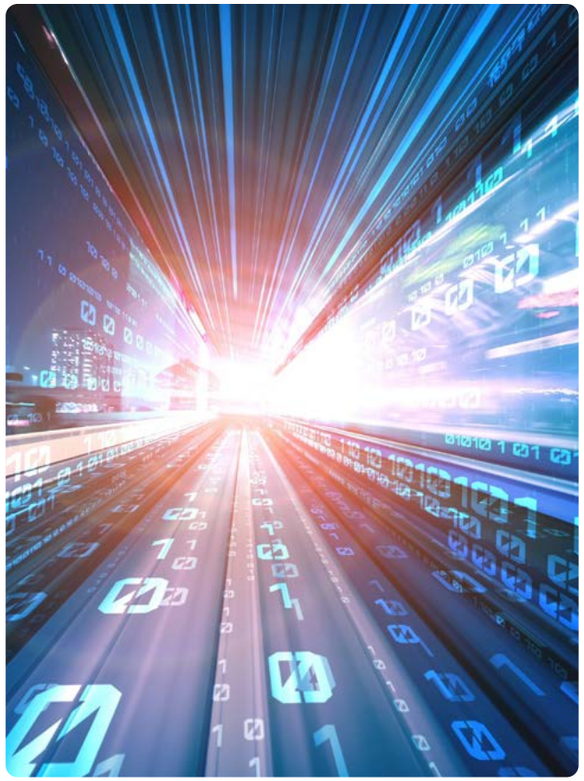
İTÜ Çekirdek and Big Bang Startup Challenge

Within the scope of the collaboration we carry out with İTÜ Çekirdek, we continue to support the entrepreneurship ecosystem. As a Gold Stakeholder of İTÜ Çekirdek, while taking an active role in mentoring programs, within the scope of the Big Bang Startup Challenge we contributed to the development of sustainability-focused ventures.

In this context, we provided a total of TL 1 million in grant support to Biges Kompozit, which works on the upcycling of textile waste, and Bloocell Sağlık Teknolojileri, which develops biodegradable artificial tissue technologies. In the ventures' evaluation processes, their contribution to sustainability was among the priority criteria.

In line with our goal of pioneering next-generation insurance, innovative and sustainable business models were again among our priority focus areas in 2025. By closely following developments within and outside the sector, we continued to strengthen our open innovation approach.

In this context, our Innovation Committee, whose strategy we updated in 2024, took an active role in 2025 in our digital transformation and open innovation journey. The working groups established within the Committee carried out work in priority areas such as artificial intelligence (GenAI)-based projects, open insurance (API and embedded solutions), youth initiatives, and sectoral developments. Through our multi-layered governance structure consisting of the Steering Committee, the Advisory Committee, and the Innovation Team, while ensuring speed and effectiveness in decision-making processes, we systematically track innovation projects through regular meetings and project-based working teams.



To spread the innovation culture in our company, we completed the design and preparation work of the Entrepreneurship Acceleration Program as of 2025.

By not limiting our understanding of sustainable innovation only to in-house efforts, we also included young talent in our ecosystem.

Digital Transformation and Innovation

Through the AgeSA Technology and Impact Center we established at Fırat University, we developed the digital and analytical competencies of 650 students.

Fırat University – AgeSA Technology and Impact Center

Sabancı Youth Mobilization Through the programs we carry out in collaboration with Fırat University, we supported young people in gaining competencies in the areas of entrepreneurship, technology, and innovation. Through the AgeSA Technology and Impact Center we implemented in this context, we offer young people hands-on learning opportunities.

You can access the details of the project under the **Social Investments** heading.

İstinye University – IT Leaders of the Future Program

Within the scope of the "IT Leaders of the Future" program we held at İstinye University, we offered a learning experience with two-day training consisting of four sessions, in which over 160 students participated.

Through the innovation network we created within the scope of these efforts, we supported young people from different disciplines in coming together to work on sector problems, receiving mentoring support, and accessing job/internship opportunities.

AgeSA Digital Roadmap

In line with our digitalization vision, we completed the final year of our three-year digital roadmap, which we created to make our business processes more efficient, agile, and sustainable. We began work on determining our new three-year digital roadmap. We had shaped this roadmap as a result of workshops we created with the participation of all our units and stakeholders. In this context, we closely monitor the implementation processes of the priority digital transformation programs we identified and measure the concrete gains they provide to our company.

We structured our digital transformation journey around a three-stage strategic approach. This approach represents a roadmap that supports not only technological transformation, but also customer-centric innovation, agile ways of working and sustainable growth.

The first stage, Initiate the Journey (2023), marked the period in which we laid the foundations of digital transformation. During this year, we aimed to achieve quick wins by strengthening our infrastructure and launching priority digital initiatives. The rollout of the AgeSA Mobil and Akbank integration MVPs formed the key steps of this period.

The second stage, Scale to Digital Excellence (2024), was the period in which we scaled our digital capabilities and embedded customer experience and operational excellence across the organization. During this phase, we expanded self-service capabilities, accelerated PPS sales through Akbank Mobile and launched the AI-based recommendation engine and GenAI pilots. Our main objective during this year was to embed digital excellence in our company's DNA.

The final stage, Go Extra Miles (2025), marked our transition from digital excellence to innovation leadership. New business models focused on open insurance ecosystems, advanced analytics and hyper-personalization were among the priorities of this stage. During this period, we aimed to reinforce our digital transformation through innovation and differentiate ourselves within the sector. As part of the work of our Innovation Committee, we continued our exploration, design and infrastructure efforts for API-based integrations supporting open insurance and embedded insurance models.

In 2025, by working in coordination with our digital and analytical teams, we strengthened the strategic monitoring mechanisms through which critical performance indicators are regularly tracked. By developing our data quality, dashboard architecture, and analytical models, we supported decision-making processes with faster and more reliable insights. In 2026, by focusing on areas such as data governance, AI-supported analytical applications, and early warning systems, we aim to further develop our data-based and proactive decision-making capabilities.

We completed the Digital Maturity Index (DMI) study, which we carried out to measure the effectiveness of our digital transformation journey and to identify our development areas with a data-based approach, with the contributions of our employees from different business units. As a result of the study, by evaluating our digital maturity level, we identified our priority action areas and continued to create development plans aligned with our digital roadmap. In this context, in order to support our digital transformation process and increase awareness in the field of artificial intelligence, we also organized a special session for our managers. In the session, we addressed the impacts of AI technologies on business processes and the opportunities they offer in the future.

Digital Transformation and Innovation

In line with our goal of making the digital experience accessible, in 2025 we integrated new accessibility features into AgeSA Online.

Digital Sales and Channel Transformation

Through the "Digital Sales Competency Enhancement" program we launched within the scope of our three-year digital roadmap, by gradually digitalizing our sales processes we transitioned to a next-generation channel structure. In the first stage, while moving processes to a digital and paperless environment for sales teams, as of 2025 we took this structure a step further and implemented a self-service sales model in which customers can access products directly.

In this context, through the **"Cebimde BES (PPS in My Pocket)"** application we developed via AgeSA Mobil, we created our company's first end-to-end digital sales channel. Made available to our existing customers in December 2024, this structure was developed as of 2025 by expanding its scope so that potential customers can also purchase products. In this way, our customers became able to purchase our PPS and under-18 PPS products quickly and easily via the mobile application.

In its first year, the AgeSA Mobil sales channel carried out nearly 10,000 contract sales, positioning itself as a highly profitable channel by creating a financial impact of over TL 330 million. In line with its new functions and the positive impact it created, AgeSA Mobil was also the recipient of many prestigious awards throughout 2025.

Thanks to the "Finish on Mobile" feature that supports the digitalization of sales processes, product applications can be completed paperlessly and remotely. By moving our individual PPS, repayable life insurance, and savings-based life insurance products to an end-to-end digital structure, we offer our customers a faster and more uninterrupted experience. This structure also simplifies operational processes while contributing to our sales teams being able to focus more on their customers.

In addition, **Akbank Self-Service PPS Sales** – through Akbank Mobil, by transforming the processes in which previously only requests could be collected for private pension products, we created a structure in which PPS sales can be made in a self-service manner through the insurance menu.

Accessible Digital Experience – AgeSA Mobil

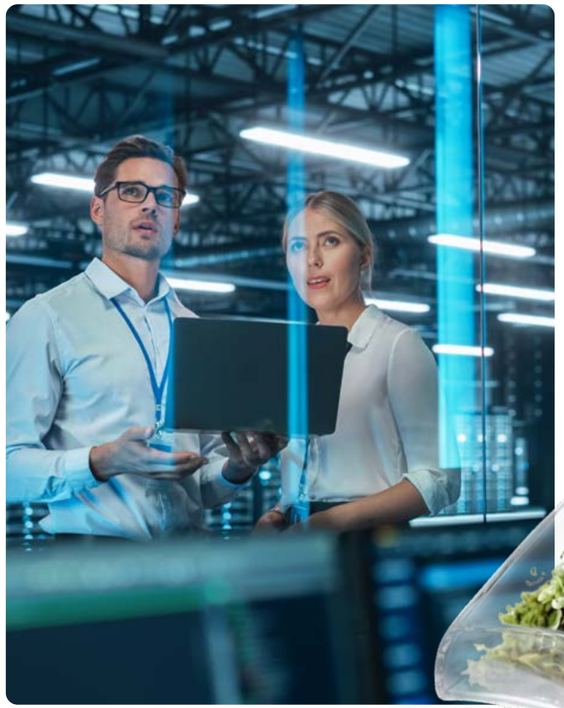
In line with our digitalization vision, with the goal of making our digital channels accessible and inclusive for everyone, we continue to develop our AgeSA Mobil and AgeSA Online applications. As part of the Barrier-Free Digital Experience efforts we began implementing in 2022, we introduced voice simulation support for our visually impaired users and sign-language-supported video call services for our hearing impaired users. In addition, by renewing our individual internet branch under the name AgeSA Online, we offered a mobile-compatible and user-friendly experience. In this context, we reached 69,958 voice-guidance accesses, while 1,050 users benefited from the sign-language-supported video call service.

In 2025, by further expanding our accessibility scope, we integrated new accessibility features into AgeSA Online. Thanks to these practices implemented in collaboration with Corpowid, we began offering a more inclusive digital experience for our users with visual, intellectual, neurological, physical, and speech disabilities. In this way, we supported our users in being able to carry out their insurance transactions more independently and easily.

Our accessible digital experience projects was deemed worthy of the "Productive Project" award at CX Awards Turkey and the "Excellence in Accessibility" award at the Stevie International Business Awards.

Digital Transformation and Innovation

Through our AI-supported automation systems, we completed 142,000 collection transactions at a 91% success rate.



Digital Health Ecosystem with Medisa

We implemented Medisa, which brings together digitalization, customer focus, and a sustainable service understanding in the field of health insurance, as a strategic investment of the Sabancı Community and Ageas in 2022. Having completed the branding process of Medisa as of 2024, by developing it on the Bulutistan infrastructure in collaboration with SabancıDX, we brought it to a broad customer base thanks to the strategic partnership we carry out with Aksigorta. As of year-end 2025, by reaching 200,000+ users, we began offering integrated digital health services to private health insurance and complementary health insurance policyholders.

In 2025, we integrated our health insurance solutions into our direct sales and customer touch points. In this context, by integrating Medisa health insurance products into the Bi'Tıkla sales screens used by our Direct Sales teams, we expanded the product family we offer in the field.

Through the MEGA integration project we implemented in the same period, we established a fully integrated structure with the Medisa systems. We implemented an end-to-end health insurance infrastructure covering all stages, from sales to the call center, from the mobile application to after-sales provisioning processes.

Digitalization in Corporate Processes

In 2025, in order to give our finance and human resources processes a more integrated, traceable, and effective structure, we continued our digital transformation efforts. In this context:

- **Sigorta Drive Application** – by enabling financial reports to be managed through a single platform, we simplified reporting processes.
- **Hyperion Budget System** – by moving budget processes to the digital environment, we strengthened real-time tracking and control mechanisms.
- **Oracle FAH (Financial Accounting Hub)** – through this solution, by consolidating financial data coming from different systems in a central structure, we increased data integrity and raised reporting speed.
- **Bi'Kimlik Identity and Access Management System** – by centralizing user and authorization management, we increased our level of security and control.
- **BroBot Chatbot Application** – we created a structure through which our employees can carry out their transactions on systems in a self-service manner.
- **Robotic Process Automation (RPA)** – through these applications, by automating repetitive processes, we increased operational efficiency.
- **Purple Candidate Tracking and Onboarding System** – by digitalizing our recruitment processes end-to-end, we increased process speed and efficiency.

Through our AI-supported intelligent automation systems, 142,000 collection transactions were completed without human intervention at a 91% success rate. While our environmental sustainability approach was supported by moving 80 million mailings per year to the digital environment, a 95% improvement was achieved in our technical teams' request resolution times. Together with these implemented practices, we manage our processes in a faster, more traceable, and data-focused structure.

Data Analytics

Through our Personalized Recommendation Engine, we generated approximately TL 1.2 billion in cross-sell and up-sell volume in the project's first year.

As AgeSA, we continue to sustain our investments in the fields of data analytics and artificial intelligence in a way that can respond to the rapidly changing business environment and customer needs. Through the efforts we carry out in line with our "becoming a data-driven company" strategy, we both strengthen our existing analytics infrastructure and develop applications that will offer our customers faster, more effective, and personalized solutions. Thanks to the work we carry out in the areas of data and analytical modeling, while improving the services we offer through our digital channels, we offer our customers an experience in which they can access solutions suited to their needs faster.

In line with our "Analytical Excellence" and "Digital Development" roadmaps, which we have determinedly maintained since 2016, we continuously develop our analytical competencies in a way that adapts to evolving technology and changing customer expectations. In 2025, by increasing our investments in advanced data analytics and artificial intelligence, we focused on turning these competencies into sustainable business models and measurable outputs. Through our "AI-based Recommender Engine" solution, which we implemented in this context and which offers personalized proposals to our customers via AgeSA Mobil, we were deemed worthy of the "Best Retention/Marketing Achievement" award at the PSM Awards.

In 2025, we carried out our data analytics efforts under five strategic programs:

1. Customer Segmentation – Right Identification, Right Service

In 2025, by developing our customer segmentation model, we introduced digital-tendency and investment-tendency layers. By analyzing our customers' digital behaviors and investment preferences, we created more personalized service and communication models. In addition, by implementing our corporate segmentation model, we completed our 360-degree customer view efforts.

2. Customer Retention Assistant (Retention Engine)

By developing the Customer Retention Assistant with AI-supported predictive models in 2025, we began to analyze our customers' behaviors more comprehensively. Thanks to segment-based churn-tendency models and early warning mechanisms, by anticipating exit risks in advance, we took customer-focused and proactive actions.

3. Next Best Offer – Product and Service Recommendations Tailored to Customer Needs

By developing our program with new data sources and machine learning models in 2025, we continued to offer our customers personalized proposals at the right time and through the right channel. Thanks to the models continuously fed by customer behaviors and feedback, we increased the accuracy of our recommendation system. In addition, through the models we developed to support the "Cebimde PPS" process, we strengthened our recommendation competencies in digital sales channels.

4. Next Best Action – From Mass Action to Personalized Action

By moving our Next Best Action (NBA) program to a more scalable and automated structure, we supported interacting with our customers at the right time and through the right channel. Thanks to the integrations we carried out, by freeing action processes from manual dependencies, we gave them an automated and traceable structure. In this way, we increased the sustainability and operational efficiency of personalized customer interactions.

5. Personalized Recommendation Engine

Through our AI-based recommendation engine, which we implemented in 2025, we began offering our customers personalized product and service recommendations via AgeSA Mobil. Our system, designed with a structure fed by different data sources and continuously learning, reached a 10% response rate in its first month and performed three times higher than traditional campaigns. As of year-end, by creating a cross-sell and up-sell volume of approximately TL 1.2 billion, it strengthened customer loyalty and digital interaction.

Data Analytics

Through our analytical models, we delivered smart offers to more than 500,000 customers and generated a financial impact of approximately TL 4 billion.

Decision Support Systems and Analytical CRM

By developing our decision support systems and our analytical CRM infrastructure, we strengthened our data-based monitoring and steering capability across a broad area, from customer acquisition to sales processes. By developing our dashboard and reporting infrastructures, while automating operational and managerial reports, we made cross-team decision-making processes faster and more efficient.

Through our Analytical CRM and Campaign Management teams, the insights obtained from analytical models were turned into action for our sales and service teams. Through the Growth Engine system, while offering our customers personalized cross-sell and up-sell opportunities, in 2025 we created a financial impact of approximately TL 4 billion by delivering smart offers to more than 500,000 of our customers. Thanks to our continuously learning infrastructure, we also achieved significant improvements in offer acceptance rates.

Our Data Analytics Projects

By developing the technology and data infrastructure that supports our data analytics efforts, we increase the speed, accuracy, and scalability of our analytical processes. In this context, the efforts we carried out in 2025:

- By spreading the Power BI dashboard infrastructure, we developed analysis screens specific to business units.
- We made version improvements in our data integration and ETL infrastructures (Datastage) and our corporate reporting systems (Cognos).
- By developing the complex event processing (CEP) architecture, we increased our real-time action capability.
- By redesigning the 360-degree customer view (SVoC) structure, we strengthened data integrity.

- By completing the data warehouse integration with Medisa, we expanded the analytical use areas.
- By developing the self-service reporting infrastructure, we enabled business units to perform data analysis without IT dependency.
- Through report efficiency efforts, by simplifying unused reports, we increased system performance.

By building on the analytical transformation we implemented in 2025, in the coming period we aim to further develop our data management infrastructure and to make our decision-making processes faster and more data-based through advanced analytical models and AI-supported applications.

Appendices

Stakeholder Communication

At AgeSA, we value the participation of our stakeholders at all stages, from determining our material topics to forming our strategy. We aim to build relationships with all our stakeholders based on mutual trust, transparency, and regular dialogue; by determining appropriate communication methods for each of our stakeholder groups, we evaluate feedback as an important input in improving our business processes.

Through our communication management approach that supports our sustainability-focused business model, we ensure that the projects we carry out are effectively conveyed to internal and external stakeholders. Our Business Technologies Supplier and Finance Management and our Communication Management functions take on a strategic role in terms of increasing operational efficiency, strengthening the transparent flow of information with stakeholders, and supporting corporate reputation. While increasing the visibility of our projects through in-house communication platforms, media channels, and external stakeholder communication tools, our Communication Management function contributes to the continuity of the interaction we establish with our stakeholders.

The communication activities we carried out in 2025 were also recognized on national and international platforms. As a result of the efforts carried out throughout the year, we won a total of 14 awards, one international and 13 in Türkiye. These achievements were an important indicator of the effective communication structure we established with our stakeholders and of our sustainable value creation approach.

Stakeholder Group	Communication Method	Communication Frequency
Customers	Sustainability Assessment Survey	When the assessment of the sustainability strategy is required
	Customer Satisfaction Survey	Twice a year
	E-mail and SMS	When necessary
Employees	Sustainability Assessment Survey	When the assessment of the sustainability strategy is required
	Bi'Dünya (internal social platform)	Daily
	CEO Communication Meetings	Once a month
	Senior Management Communication Meetings	Quarterly
	Employee Gatherings (Events with majority participation)	3-4 times a year
	Clubs for top-performing sales employees (Winners Clubs)	3 times a year
	Special Day Events	5-6 times a year
	Bi'Happy Events	At least once a month
	Culture Camps for the Coordination Management Team	Twice a year
	Employee Engagement Survey	Once a year
	Mid-year engagement survey	Twice a year
	Sabancı Holding Newsletter	Once a week
Shareholders and Investors	Sustainability Assessment Survey	When the assessment of the sustainability strategy is required
	KAP Disclosures	4 times a year
	Annual Report	Once a year
	BIST Sustainability Index	Once a year
	Türkiye Sustainability Reporting Standards-Aligned Sustainability Report	Once a year
Business Partners (Akbank, Aksigorta, Acıbadem Sigorta, Ak Portföy)	Sustainability Assessment Survey	When the assessment of the sustainability strategy is required
	E-mail, phone, face to face, and online meetings	When necessary
All Stakeholders	Our social media accounts (Instagram, YouTube, Facebook, Twitter, LinkedIn)	2-3 times a week
	Print and online press, TV broadcasts	20-30 times a year
	TV, Radio, Outdoor, internet advertisements	When necessary
	AgeSA.com.tr and heryasta.org	Daily
	Meetings, events, sponsorships	When necessary
	Sustainability Report	Once a year

Memberships and Collaborations

Memberships

- Corporate Governance Association of Türkiye
- International Investors Association
- People Management Association of Türkiye
- Insurance Association of Türkiye
- YASED - International Investors Association
- SKD Türkiye
- UN Global Compact
- TÜSİAD Environment and Climate Change Working Group
- Women's Empowerment Principles (WEP)
- Yeniden Biz Association

Collaborations

- İTÜ ARI Teknokent Incubation Center
- Bahçeşehir University
- Support Foundation for Civil Society
- Blindlook
- TEMA Foundation
- Boğaziçi University Technology and Education Laboratory for the Visually Impaired (GETEM)
- Fırat University
- Assistbox

AgeSA Sustainability Policy

INTRODUCTION

At AgeSA, the goal of creating value for all key stakeholders forms the basis of the sustainability approach, which is established within the framework of corporate governance principles by considering social, environmental and economic responsibilities.

All matters of strategic importance are managed beyond the relevant legal obligations, by taking into account the international best practices and expectations of key stakeholders.

In its operational processes, AgeSA considers the evaluation, continuous improvement and development of the social, economic and environmental dimensions of products and services as a fundamental part of its business strategy.

GOAL AND SCOPE

Hereby with This Policy, AgeSA aims to provide a framework for developing sustainable business models, to define the sustainability principles that guide its activities, to determine the principles of application of these principles throughout the value chain and to inform all its stakeholders accordingly. This Policy covers goods and services supplied, direct operations, products and services offered to customers.

ROLES AND RESPONSIBILITIES

The Sustainability Committee is responsible for annual review of the Policy according to current developments, suggestions and complaints made by employees during the year, and global and sectoral developments. The Policy is reviewed at least once a year and updated if necessary by the Sustainability Committee.

The Sustainability Committee also determines AgeSA's sustainability strategies, policies and targets; makes arrangements in line with them; monitor the progress, audit, review, improve and develop practices; identifies risks and opportunities related to sustainability.

The General Manager, together with the managers of the relevant business functions, is responsible for the implementation of the sustainability strategy, policy and objectives.

Internal Audit is responsible for the supervision of sustainability strategies, policies and targets.

The Board of Directors is responsible for approving important structural changes in the Policy.

PRINCIPLES

Social Principles
Putting people as the most valuable asset in its focus in all its activities, AgeSA aims to involve in the activities that take care of the benefit of people and society, within the framework of the sustainability principles.

In this context, AgeSA;

- Pays regards to meet the needs of its customers, enhance the social benefit and improve the community life in all its activities.
- Secures its customers against unexpected risks that life may bring with the offered products and services.
- Contributes to financial literacy from a social perspective.
- Acts in accordance with human rights in its relations with the stakeholders and encourages them to be capable in this regard.
- Does not engage in activities that adversely affect human rights.
- Oversees the issues of working conditions and duration, transparency, gender equality, occupational health and safety, non-employment of child workers, freedom of unionization and the prevention of deterrent behaviors such as coercion, retaliation and counter-employment action throughout the value chain.
- Does not tolerate discrimination or harassment based on language, race, color, sect, age, gender identity, culture, nationality, ethnicity, disability, economic status, political views and religious beliefs and similar reasons.
- Provides a working environment where ethical values are lived, mutual trust is ensured, responsibilities are embraced, achievements are appreciated, opinions and expectations are taken into account, different trainings are offered according to needs, and work and private life balance is observed.
- Provides a working environment where ethical values are kept alive, mutual trust is ensured, responsibilities are embraced, achievements are appreciated, opinions and expectations are considered, trainings fulfilling different needs are offered, and work and private life balance is observed.

AgeSA Sustainability Policy

Environmental Principles
In order to preserve the natural balance and keep the environment viable for future generations, AgeSA aims to minimize the negative impact of its activities on the environment, to ensure continuous improvement of environmental protection activities and to make it a lifestyle for everyone.

In this context, AgeSA;
- Uses declining natural resource, especially energy and water, efficiently.
- Develops methods to reduce the pollution at the source.
- Ensures maximum recycling/recovering of the waste.
- Engages in activities to reduce greenhouse gas emissions and other emissions.
- Strives to adopt the protection of the environment as the common responsibility and to creating environmental awareness.
- Supports environmental awareness in its products and services.

Economic Principles
AgeSA producing economic value for social development aims sustainable growth.

In this context, AgeSA;
- Strives to develop sustainable products by focusing on innovation.
- Reduces the negative effects of extraordinary events on the financial situation of customers by developing products and services that are suitable for the financial health of customers.
- Develops sustainable business models to create solutions for the changing needs of society.
- Creates the conditions for its customers to make sustainable choices, and offers products and services that contribute positively to sustainable development.
- Strives to develop products and services for uninsured and underserved.
- Prioritizes working with institutions and organizations that are sensitive to issues such as ethical values, transparency, human rights, climate change and environmental health throughout the value chain.
- Does not provide products or services to sectors and activities that have a negative impact on the climate emergency, ecosystem and community welfare and security, and for which these effects cannot be reduced, and does not invest within the scope of fund management activities. Sabancı Group takes the Responsible Investment Policy as a basis when determining this sector and activities and the implementation methods related to them.

Governance Principles
AgeSA aims to create a corporate culture and climate that feeds on mutual interaction with its stakeholders, is based on participation, and assures to its stakeholders.

In this context AgeSA,
- Conducts its business with an ethical, fair, transparent and accountable governance approach.
- Strives to adopt the sustainability activities as the common responsibility.
- Oversees the due diligence process regarding compliance with environmental, social and governance principles for the stakeholders it prioritizes in the value chain.
- Strives to become a member of business world and sustainability platforms on environmental and social issues; supports national and international initiatives; integrates global and sectoral developments into its work by communicating with various stakeholders, especially non-governmental organizations, universities and public institutions.
- Stands against all kinds of bribery and corruption regardless of its purpose; does not continue its business relationship with third parties who want to do business through bribery and corruption.
- In line with its Anti-Bribery and Anti-Corruption Policy and Corporate Policy on the Prevention of Laundering of Proceeds of Crime and Financing of Terrorism, it has zero tolerance for financial crimes including money laundering and financing of terrorism, abuse, bribery and corruption, tax evasion and market abuse. It does not continue its business relationship with third parties who do not comply with these policies.

In line with these principles;
- Aims to contribute to the United Nations Sustainable Development Goals.
- Evaluates environmental, social, economic and governance risks and opportunities and takes the necessary measures to compensate or minimize the risks.
- Continuously improves its efforts on sustainability.
- Creates a corporate culture that supports continuous improvement and development.
- Restructures the systems in line with the needs through reviewing the processes and communication channels.
- Improves its way of doing business with environmental, social and economic sustainability approach by fulfilling its responsibilities in the best way.
- Creates management, measurement, evaluation and reporting systems for sustainability works in accordance with the principles stipulated in international standards.

ENFORCEMENT

This Policy, with the approval of the Board of Directors, is effective from the date of publication and the validity period continues as long as it is published.

Environmental Performance Indicators

Greenhouse Gas Emissions	Unit	2023	2024	2025
Scope 1	tons of CO_2e	1,062	1,056	1,161
Scope 2 (Location-based)	tons of CO_2e	199	243	268
Scope 3	tons of CO_2e	1,209,502	1,248,209	188,023
Total GHG emissions	**tons of CO_2e**	**1,210,564**	**1,249,607**	**189,452**

Scope 3 Emissions Categories	Unit	2023	2024	2025
Category 1 – Purchased Goods and Services	tons of CO_2e	23,006	13,601	16,341
Category 5 – Waste	tons of CO_2e	28	17	12
Category 6 – Business Travel	tons of CO_2e	450	240	129
Category 7 – Employee Commuting	tons of CO_2e	43	0	0
Category 15- Investments*	tons of CO_2e	94,033	244,690	171,541

** The calculation methodology for Scope 3 Category 15 emissions from investments has been updated, and emissions for prior periods have been recalculated to ensure comparability.*

Energy Consumption	Unit	2023	2024	2025
Renewable energy consumption	MWh	452	553	618
Share of renewable energy consumption in total energy consumption	%	9.4	12	12
Energy intensity	MWh/million TL Revenues	0.4	0.24	0.17
Natural gas consumption*	m^3	93,559	13,321	11,363
Electricity consumption	MWh	452	553	618
Diesel consumption (Company vehicles)	L	3,777	4,131	5,679
Gasoline consumption (Company vehicles)	L	383,623	448,786	495,308
Total energy consumption	**MWh**	**4,801**	**4,596**	**5,055**

*** It was identified that unit conversions had not been fully applied to certain activity data in the previous reporting period. Following a review of the methodology, the calculations were revised using the appropriate conversion factors.*

Water Management	Unit	2023	2024	2025
Total water withdrawal	m^3	2,649	3,331	4,033
Total wastewater discharge	m^3	2,649	3,331	4,033
Total water consumption	**m^3**	**2,649**	**3,331**	**4,033**

Waste Management	Unit	2023	2024	2025
Recycled waste	tons	4.62	0.6	5.2
Recycled waste	%	15.9	3.9	33
Plastic consumption	**tons**	**0.2**	**0.4**	**0.245**

Waste Management	Unit	2023	2024	2025
Total non-hazardous waste	tons	29	15.5	16
Total hazardous waste amount (batteries)	tons	0.02	0.3	0.014
Total waste	**tons**	**29.02**	**15.8**	**16.01**

Social Performance Indicators

Employee Demographics

Employees by Gender and Employment Category	2023		2024		2025	
	Female	Male	Female	Male	Female	Male
White Collar	1,216	626	1,369	730	1,392	730
Blue Collar	0	0	0	0	0	0
Total number of employees	**1,842**		**2,099**		**2,122**	

Employees by Category	2023		2024		2025	
	Full-Time	Part-Time	Full-Time	Part-Time	Full-Time	Part-Time
White-collar	1.842	0	2.099	0	2.120	2
Blue-collar	0	0	0	0	0	0

Employees by Age	2023		2024		2025	
	Female	Male	Female	Male	Female	Male
Under 30	327	173	353	200	394	203
Aged 30-50	868	430	962	485	937	477
Aged 50 and above	21	23	54	45	61	50

Managers by Age and Gender	2023		2024		2025	
	Female	Male	Female	Male	Female	Male
Under 30	2	0	4	2	7	2
Aged 30-50	101	91	106	94	107	100
Aged 50 and above	5	13	18	14	20	20

Managers by Seniority	2023		2024		2025	
	Female	Male	Female	Male	Female	Male
First-Level Managers (N-3 and N-4)	38	22	103	81	119	92
Mid-Level Managers (N-2)	66	75	22	22	12	23
Senior Managers (N-1)	4	6	3	6	3	7
Total	**108**	**103**	**128**	**109**	**134**	**122**

Other Equal Opportunity and Diversity Indicators	2023		2024		2025	
	Female	Male	Female	Male	Female	Male
Distribution of Managers in Revenue-Generating Functions	64%	36%	53%	47%	60%	40%
Distribution of Employees in STEM Positions	42%	58%	41%	59%	37.5%	62.5%
Number of Employees with Disabilities	23	26	24	29	29	34

Social Performance Indicators

Recruitment

New Hires by Gender	2023		2024		2025	
	Female	Male	Female	Male	Female	Male
Number of New Hires	274	146	412	254	326	173
Total	**420**		**666**		**499**	

Number of New Hires By Age Group	2023		2024		2025	
	Female	Male	Female	Male	Female	Male
Under 30	153	92	262	157	198	112
Aged 30-50	120	54	150	95	127	61
Aged 50 and above	1	0	0	2	1	0

Number of New Hires By Management Level	2023		2024		2025	
	Female	Male	Female	Male	Female	Male
First-Level Managers (N-3 and N-4)	2	0	3	1	1	0
Mid-Level Managers (N-2)	0	2	0	0	0	0
Senior Managers (N-1)	0	0	0	0	0	0
Total	**2**	**2**	**3**	**1**	**1**	**0**

Turnover

Voluntary Turnover by Gender	2023		2024		2025	
	Female	Male	Female	Male	Female	Male
Total Number of Employees Who Left Voluntarily	116	125	262	164	304	174
Total	**241**		**426**		**478**	

Number of Employees Who Left by Age Group	2023		2024		2025	
	Female	Male	Female	Male	Female	Male
Under 30	119	91	124	99	132	88
Aged 30-50	117	76	136	64	169	82
Aged 50 and above	1	1	2	1	3	4

Number of Employees Who Left by Management Level	2023		2024		2025	
	Female	Male	Female	Male	Female	Male
First-Level Managers (N-3 and N-4)	1	2	3	2	6	3
Mid-Level Managers (N-2)	3	1	0	1	2	0
Senior Executives (N-1)	0	0	0	0	0	0
Total	**4**	**3**	**3**	**3**	**8**	**3**

Social Performance Indicators

Turnover

Employee Turnover by Gender	2023		2024		2025	
	Female	Male	Female	Male	Female	Male
Employee Turnover Rate (%)	19%	27%	19%	22%	22%	26%

Employee Turnover	2023	2024	2025
Total Employee Turnover Rate	**22%**	**20%**	**22.5%**

Employee Turnover Rate by Age (%)	2023	2024	2025
Under 30	42%	52%	37%
Aged 30-50	15%	47%	18%
Aged 50 and above	5%	0.7%	6.3%

Employee Turnover Rate by Management Level (%)	2023	2024	2025
First-Level Managers (N-3 and N-4)	5%	3%	4.3%
Mid-Level Managers (N-2)	3%	2%	6%
Senior Executives (N-1)	0	0	0

Leaves

Maternity Leaves	2023		2024		2025	
	Female	Male	Female	Male	Female	Male
Number of Employees Who Taking Maternity/Paternity Leave	65	29	45	22	51	22
Number of Employees Who Returned to Work After Maternity/ Paternity Leave	54	29	45	22	37	20
Return to Work Rate After Maternity/Paternity Leave (%)	83	100	100	100	73	91

Social Performance Indicators

Training & Performance

Employee Training by Gender (person*hour)	2023		2024		2025	
	Female	Male	Female	Male	Female	Male
Average training hours per employee	37		35		47	
Total training hours	**43,138**	**25,235**	**47,495**	**26,110**	**63,875**	**35,032**

Total Training Hours by Age (person*hour)	2023	2024	2025
Under 30	25,209	32,091	33,381
Aged 30-50	42,496	38,640	62,655
Aged 50 and above	668	858	2,871

Total Training Hours by Management Level (person*hour)	2023	2024	2025
First-Level Managers (N-3 and N-4)	4,292	4,479	10,852
Mid-Level Managers (N-2)	5,149	343	1,897
Senior Executives (N-1)	209	224	83

Training Costs	2023	2024	2025
Average Annual Training Cost per Employee (TL)	10,695	11,278	12,443
Total Training Cost (TL)	**19,700,287**	**23,674,612**	**26,404,303**

Training Topics and Hours	2023		2024		2025	
	Female	Male	Female	Male	Female	Male
Training hours on ethics	306	162	739	396	2,693	1,450
Training hours on Anti-Bribery and Anti-Corruption	2,124	1,100	2,302	1,242	1,904	1,025
Training hours on Equality, Diversity and Inclusion	42	0	12	12	461	335
Training hours on Sustainability and Environment	166	102	29	1	5	7

Performance Management	2023	2024	2025
Number Of Employees Who Undergoing Regular Performance Evaluation	1,842	2,099	2,122

Social Performance Indicators

Inclusion Programs

Number Of People Reached Through Inclusion Programs	2023	2024	2025
	197,504	544	1,244

Occupational Health and Safety

OHS Performance	2023	2024	2025
Total Working Hours in The Fiscal Year	3,698,736	3,185,813	3,875,738
Occupational Disease Rate	0	0	0
Number of Fatal Accidents	0	0	0
Number of Lost Days	90	49	268
Lost Time Injury Rate	4.87	3.07	13.83
Number of Accidents (Including All Accidents)	10	11	18
Accident Frequency Rate	2.91	0.69	0.93
Total OHS Training Hours	10,160	2,704	2,048

Economic Performance Indicators

Sustainable Business Model		2023	2024	2025
Number of SDG-Linked Products and Services	Number	18	18	18
Mitigation	Number	0	0	0
Transition	Number	0	0	0
Enabler	Number	8	8	8
Number of Products and Services Creating Positive Social Impact	Number	10	10	10
Revenue Generated from SDG-Linked Products and Services	Million TL	2,370	8,440	15,378
Mitigation	Million TL	0	0	0
Transition	Million TL	0	0	0
Enabler	Million TL	1,906	2,039	3,923
Revenue Generated from Products and Services Creating Positive Social Impact	Million TL	464	6,402	11,455
Ratio of SDG-Linked Products and Services to Total Revenue	%	31	47	51
R&D and Innovation Investments				
Sustainability-Focused R&D and Innovation Investments	TL	150,000	600,000	8,464,240
Ratio of Sustainability-Focused R&D and Innovation Investments	%	50	100	100

Sustainable Business Model		2023	2024	2025
SDG-Aligned Investments & Expenditures				
SDG-Aligned Investments (Mitigation)	TL	11,892,534	17,195,703	122,223,708
SDG-Aligned Investments (Transition)	TL	0	0	0
SDG-Aligned Investments (Enabler)	TL	1,339,678	3,770,370	10,966,800
SDG-Aligned Investments (Total)	**TL**	**13,232,212**	**20,966,073**	**133,190,508**
SDG-Aligned Expenditures (Legally Mandatory)	TL	29,147	142,829	154,670
SDG-Aligned Expenditures (Not Legally Mandatory)	TL	8,518,736	31,723,862	47,443,328
SDG-Aligned Expenditures (Total)	**Million TL**	**8.55**	**31.87**	**47.59**
Reduction and Savings Based on SDG-Aligned Investments				
Environmental Benefit	m^3	268,510	409,821	315,457
Environmental Benefit	tCO_2	502	766	590
Social Benefit	TL	5,228,657	6,384,500	4,092,626

GRI Content Index

Statement of Use	AgeSA Hayat ve Emeklilik A.Ş. has reported the information cited in this GRI content index for the period 01.01.2025-31.12.2025 with reference to the GRI Standards.
GRI 1 Used	GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	Location, Source and/or Direct Answers
General Disclosures		
GRI 2: General Disclosures 2021	2-1 Organizational details	About AgeSA AgeSA's Capital Structure and Shareholders **http://agesa.com.tr/en/about-us/ageas-pension-and-life/about-us**
	2-2 Entities included in the organization's sustainability reporting	About the Report
	2-3 Reporting period, frequency and contact point	About the Report Annually Contact Person: Begüm Hacıyusufoğlu Begum.Haciyusufoglu@agesa.com.tr
	2-4 Restatements of information	There is no statement readjusted based on information provided in previous reports.
	2-5 External assurance	Limited Assurance Report
	2-6 Activities, value chain and other business relationships	About AgeSA https://www.agesa.com.tr/
	2-7 Employees	People-Focused Organization Social Performance Indicators
GRI 2: General Disclosures 2021	2-8 Workers who are not employees	People-Focused Organization Social Performance Indicators
	2-9 Governance structure and composition	Ethical and Responsible Management **Board of Directors** **Executive Team**
	2-10 Nomination and selection of the highest governance body	Ethical and Responsible Management **AgeSA 2025 Annual Report**
	2-11 Chair of the highest governance body	Ethical and Responsible Management
	2-12 Role of the highest governance body in overseeing the management of impacts	Ethical and Responsible Management Sustainability Management Risk Management
	2-13 Delegation of responsibility for managing impacts	Ethical and Responsible Management Sustainability Management Risk Management **Corporate Governance Committee Regulation**
	2-14 Role of the highest governance body in sustainability reporting	Ethical and Responsible Management Sustainability Management Risk Management **Corporate Governance Committee Regulation**
	2-15 Conflicts of interest	Business Ethics and Compliance **AgeSA Code of Business Ethics**
	2-16 Communication of critical concerns	Business Ethics and Compliance **AgeSA Code of Business Ethics**

GRI Content Index

GRI STANDARD	DISCLOSURE	Location, Source and/or Direct Answers
GRI 2: General Disclosures 2021	2-17 Collective knowledge of the highest governance body	Ethical and Responsible Management **Board of Directors** **Executive Team**
	2-18 Evaluation of the performance of the highest governance body	Ethical and Responsible Management **Board of Directors** **Executive Team**
	2-19 Remuneration policies	**AgeSA Remuneration Policy**
	2-20 Process to determine remuneration	**AgeSA Remuneration Policy**
	2-21 Annual total compensation ratio	**AgeSA Remuneration Policy**
	2-22 Statement on sustainable development strategy	Sustainability Targets
	2-23 Policy commitments	**AgeSA Sustainability Policy**
	2-24 Embedding policy commitments	**AgeSA Sustainability Policy** **Audit Committee Regulation**
	2-25 Processes to remediate negative impacts	**AgeSA 2025 TSRS Compliant Sustainability Report**
	2-26 Mechanisms for seeking advice and raising concerns	Ethics and Compliance Human Rights Customer Experience and Satisfaction
	2-27 Compliance with laws and regulations	Business Ethics and Compliance
	2-28 Membership associations	Membership and Collaborations
GRI 2: General Disclosures 2021	2-29 Approach to stakeholder engagement	Stakeholder Analysis Stakeholder Communication
	2-30 Collective bargaining agreements	There is no collective bargaining agreement at AgeSA.
Material Topics		
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Materiality Analysis
	3-2 List of material topics	Materiality Analysis
	3-3 Management of material topics	Materiality Analysis
Economic Performance		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis
	201-2 Financial implications and other risks and opportunities due to climate change	**AgeSA 2025 TSRS Compliant Sustainability Report**
Anti-Corruption		
GRI 3: Material Topics 2021	3-3 Management of material topics	**AgeSA Code of Business Ethics** Materiality Anaylsis Anti-Bribery and Anti-Corruption
GRI 205: Anti-Corruption 2016	205-1 Operations assessed for risks related to corruption	Since no cases of corruption were detected during the reporting period, there was no need to take any precautions or make an evaluation on this issue.

GRI Content Index

GRI STANDARD	DISCLOSURE	Location, Source and/or Direct Answers
Energy		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis Sustainability Strategy Sustainability Targets Energy and Emission Management
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Energy and Emission Management Environmental Performance Indicators
	302-3 Energy intensity	Energy and Emission Management Environmental Performance Indicators
	302-4 Reduction of energy consumption	Energy and Emission Management Environmental Performance Indicators
Water and Effluents		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis Sustainability Strategy Sustainability Targets Water Management
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Water Management Environmental Performance Indicators
	303-2 Management of water discharge-related impacts	Water Management Environmental Performance Indicators
	303-3 Water withdrawal	Water Management Environmental Performance Indicators
	303-4 Water discharge	Water Management Environmental Performance Indicators
	303-5 Water consumption	Water Management Environmental Performance Indicators

GRI STANDARD	DISCLOSURE	Location, Source and/or Direct Answers
Emissions		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis Sustainability Strategy Sustainability Targets Energy and Emission Management
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Energy and Emission Management Environmental Performance Indicators
	305-2 Energy indirect (Scope 2) GHG emissions	Energy and Emission Management Environmental Performance Indicators
	305-3 Other indirect (Scope 3) GHG emissions	Energy and Emission Management Environmental Performance Indicators
	305-4 GHG emissions intensity	Environmental Performance Indicators
	305-5 Reduction of GHG emissions	Energy and Emission Management Environmental Performance Indicators
Waste		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis Sustainability Strategy Sustainability Targets Waste Management
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Waste Management Environmental Performance Indicators
	306-2 Management of significant waste-related impacts	Waste Management Environmental Performance Indicators
	306-3 Waste generated	Waste Management Environmental Performance Indicators

GRI Content Index

GRI STANDARD	DISCLOSURE	Location, Source and/or Direct Answers
Supplier Environmental Assessment		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis Supply Chain
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Supply Chain
Employment		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis Sustainability Strategy Sustainability Targets Employee Rights and Satisfaction
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Employee Rights and Satisfaction Social Performance Indicators
	401-2 Benefits providedto full-time employees that are not provided to temporary or part-timeemployees	There are no benefits provided to full-time employees at AgeSA that are not provided to temporary or part- time employees.
	401-3 Parental leave	Social Performance Indicators
Occupational Health and Safety		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis Sustainability Strategy Sustainability Targets Employee Health and Safety

GRI STANDARD	DISCLOSURE	Location, Source and/or Direct Answers
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Materiality Analysis Sustainability Strategy Sustainability Targets Employee Health and Safety
	403-2 Hazard identification, risk assessment, and incident investigation	Employee Health and Safety Social Performance Indicators
	403-3 Occupational health services	Employee Health and Safety
	403-4 Worker participation, consultation, and communication on occupational health and safety	Employee Health and Safety
	403-5 Worker training on occupational health and safety	Employee Health and Safety Social Performance Indicators
	403-6 Promotion of worker health	Employee Health and Safety
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Employee Health and Safety
	403-8 Workers covered by an occupational health and safety management system	Employee Health and Safety
	403-9 Work-related injuries	Employee Health and Safety Social Performance Indicators
	403-10 Work-related ill health	Employee Health and Safety Social Performance Indicators

GRI Content Index

GRI STANDARD	DISCLOSURE	Location, Source and/or Direct Answers
Training and Education		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis Sustainability Strategy Sustainability Targets Training and Development Talent Management
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Training and Development Talent Management Social Performance Indicators
	404-2 Programs for upgrading employee skills and transition assistance programs	Training and Development Talent Management Social Performance Indicators
	404-3 Percentage of employees receiving regular performance and career development reviews	Training and Development Talent Management Social Performance Indicators
Diversity and Equal Opportunity		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis Sustainability Strategy Equality, Diversity and Inclusion
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Ethical and Responsible Management Equality, Diversity and Inclusion Social Performance Indicators

GRI STANDARD	DISCLOSURE	Location, Source and/or Direct Answers
Non-Discrimination		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis Sustainability Strategy Equality, Diversity and Inclusion
GRI 406: Non Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	In 2025, there were no cases of discrimination.
Child Labor		
GRI 3: Material Topics 2021	3-3 Management of material topics	Human Rights
GRI 408: Çocuk İşçiliği 2016	408-1 Çocuk işçiler bakımından belirgin risk taşıdığı belirlenen faaliyetler ve tedarikçiler	No child labor is employed at AgeSA.
Forced or Compulsory Labor		
GRI 3: Material Topics 2021	3-3 Management of material topics	Human Rights
GRI 409: Forced or Compulsory labor	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	During the reporting period, there were no cases of forced or compulsory labor.

GRI Content Index

GRI STANDARD	DISCLOSURE	Location, Source and/or Direct Answers
Supplier Social Assessment		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis Supply Chain
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Supply Chain
	414-2 Negative social impacts in the supply chain and actions taken	During the reporting period, there were no significant actual or potential negative human rights impacts identified in the supply chain.
Marketing and Labelling		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis Sustainability Strategy Sustainability Targets Customer Experience and Satisfaction
GRI 417: Marketing and Labelling 2016	417-2 Incidents of noncompliance concerning product and service information and labeling	During the reporting period, there were no cases of non-compliance related to product and service information or labeling.
	417-3 Incidents of non-compliance concerning marketing communications	During the reporting period, there were no cases of non-compliance related to product and service information or labeling.

GRI STANDARD	DISCLOSURE	Location, Source and/or Direct Answers
Customer Privacy		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis Sustainability Strategy Sustainability Targets Customer Experience and Satisfaction
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	During the reporting period, there were no verified complaints regarding breaches of customer privacy or loss of customer data.
Responsible and Sustainable Business Models		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis Responsible and Sustainable Business Models
Digital Transformation and Innovation		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis Digital Transformation and Innovation
Social Investments		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis Social Investments

Reporting Guidance

This reporting guidance (the "Guidance") provides information on the data preparation, calculation and reporting methodologies for the indicators within the scope of limited assurance included in AgeSA Life and Pension Inc.'s (the "Company") AgeSA 2025 Sustainability Report (the "2025 Sustainability Report").

These indicators include economic, social and environmental indicators. It is the responsibility of the Company's management to ensure that appropriate procedures are in place to prepare the indicators mentioned above in line with, in all material respects, the Guidance.

The information included in this guidance covers FY 2025 (1 January–31 December 2025), the fiscal year ended 31 December 2025, and, as detailed in the "About the Report" section, only the operations under AgeSA's responsibility, excluding information on subsidiaries.

General Reporting Principles

In preparing this guidance document, consideration has been given to the following principles:

- Information Preparation – to highlight to users of the information the primary principles of relevance and reliability of information;
- Information Reporting – to highlight the principles of comparability/consistency with other data, including the prior year, and the principles of understandability/transparency that provide clarity to users.

Key Definitions and Reporting Scope

For the purpose of this report, the Company defines the following:

Type	Indicator	Scope
Environmental Indicators	**Energy Consumption**	
	Diesel Consumption (litre)	This indicator represents, in litres, the amount of diesel consumed by stationary combustion generators and Company vehicles (on-road) during the reporting period, monitored through invoices received by the Company from service providers and mapped to financial reporting systems.
	Gasoline Consumption (litre)	This indicator represents, in litres, the amount of gasoline consumed by Company vehicles (on-road) during the reporting period, monitored through invoices received by the Company from service providers and mapped to financial reporting systems.
	Natural Gas Consumption (m^3)	This indicator represents, in m^3, the amount of natural gas consumed during the reporting period, monitored through 12 monthly invoices received by the Company from service providers and mapped to financial reporting systems. The consumption amount includes domestic use.
	Electricity Consumption (kWh)	This indicator represents, in kWh, the total amount of electricity purchased during the reporting period and monitored through 12 monthly invoices received by the Company from service providers. The consumption amount includes domestic use.
	Total Energy Consumption (MWh)	This indicator represents, in MWh, the sum of the Company's Direct Energy Consumption and Indirect Energy Consumption during the reporting period.
	Renewable Energy Consumption (MWh)	This indicator represents, in MWh, the Company's total consumption of energy from renewable sources during the reporting period.

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Type	Indicator	Scope
Environmental Indicators	Share of Renewable Energy Consumption in Total Energy Consumption (%)	This indicator represents the ratio of the Company's purchased electricity consumption from renewable energy sources to total energy consumption during the reporting period.
	Energy Intensity (MWh/ TL Revenues)	This indicator represents the ratio of the Company's total energy consumption in MWh to its revenues in TL that can be mapped to financial reporting systems during the reporting period.
	Waste Management	
	Total Non-Hazardous Waste (ton)	This indicator represents the amount of non-hazardous waste during the reporting period, monitored through tracking slips received from waste-processing companies licensed by the Ministry of Environment, Urbanization and Climate Change and submitted regularly each month (12 months).
	Total Hazardous Waste (ton)	This indicator represents the amount of hazardous waste generated by the Company during the reporting period and monitored through MOTAT (Mobile Waste Tracking System) on the Ministry of Environment portal (Integrated Environmental Information System).
	Total Waste Amount (ton)	This indicator represents the sum of the Company's Total Hazardous Waste and Total Non-Hazardous Waste during the reporting period.
	Recycled Waste (ton)	This indicator represents the amount of the Company's recycled waste during the reporting period, declared to the Ministry of Environment, Urbanization and Climate Change as having undergone recycling and monitored through weighbridge slips and delivery notes received from the licensed waste-processing company.

Type	Indicator	Scope
Environmental Indicators	Recycled Waste (%)	This indicator represents the ratio of the Company's recycled waste to total waste during the reporting period, declared to the Ministry of Environment, Urbanization and Climate Change as having undergone recycling and monitored through weighbridge slips and delivery notes received from the licensed waste-processing company.
	Total Plastic Consumption (ton)	This indicator represents the amount of plastic waste consumed by the Company during the reporting period, assuming 100% consumption, monitored through monthly purchase invoices and mapped to financial reporting systems.
	Water Management	
	Mains Water Use (m^3)	This indicator represents, in m^3, the total mains water billed by third-party service providers and monitored monthly (12 months) by the Company during the reporting period.
	Total Water Consumption (m^3)	This indicator represents, in m^3, the total amount of water billed by third-party service providers and monitored monthly (12 months) by the Company during the reporting period.
	Total Wastewater Discharge (m^3)	This indicator represents the amount of wastewater discharged during the reporting period, monitored through monthly consumption documents, assuming that 100% of the mains water billed to the Company by third-party service providers becomes wastewater.

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Type	Indicator	Scope
	Greenhouse Gas Emissions (tCO_2e)	
Environmental Indicators	Scope 1 (tCO_2e)	This indicator reflects the greenhouse gas emissions arising from the Company's stationary and mobile combustion fuel consumption and the use of refrigerant gases and fire-extinguishing devices during the reporting period. The Company calculates greenhouse gas emissions in accordance with TS EN ISO 14064-1:2018 Greenhouse Gases – Part 1: Specification with Guidance at the Organization Level for Quantification and Reporting of Greenhouse Gas Emissions and Removals.
	Scope 2 (tCO_2e)	This indicator represents the indirect greenhouse gas emissions resulting from electricity consumption, which represents the Company's Indirect Energy Consumption, during the reporting period. The Company calculates greenhouse gas emissions in accordance with TS EN ISO 14064-1:2018 Greenhouse Gases – Part 1: Specification with Guidance at the Organization Level for Quantification and Reporting of Greenhouse Gas Emissions and Removals.
	Scope 3 (tCO_2e)	This indicator represents the Company's indirect greenhouse gas emissions during the reporting period from the following categories of the Greenhouse Gas Protocol within the scope: Category 1: Purchased goods and services; Category 5: Waste generated in operations; Category 6: Business air travel; Category 7: Employee commuting; and Category 15: Investments.
	Total Greenhouse Gas Emissions (tCO_2e)	This indicator represents the sum of the Company's Scope 1, Scope 2 and Scope 3 Greenhouse Gas Emissions during the reporting period.
	Greenhouse Gas Intensity (tCO_2e/TL Revenues)	This indicator represents the ratio of the Company's Total Greenhouse Gas Emissions to total revenues in TL during the reporting period.

Type	Indicator	Scope
	OHS Performance	
Social Indicators	Occupational Disease Rate (%)	This indicator represents the ratio of the number of occupational diseases among the Company's employees that fall within the definition of "occupational disease" under Occupational Health and Safety Law No. 6331 and are monitored through notifications to the Social Security Institution, to total working hours during the reporting period.
	Number of Fatalities (#)	This indicator reflects the number of employees involved in fatal occupational accidents within the scope of Occupational Health and Safety Law No. 6331, monitored through notifications made to the Social Security Institution during the reporting period.
	Number of Lost Days (#)	This indicator represents the number of lost days resulting from incidents that occurred during work-related activities and prevented the Company's employees from coming to work, monitored through notifications made to the Social Security Institution during the reporting period.
	Lost Day Rate (%)	This indicator represents the lost day rate during the reporting period, calculated by multiplying the number of lost days arising from work-related incidents that prevented the Company's employees from coming to work and monitored through notifications to the Social Security Institution by 200,000, and dividing the result by total working hours.
	Number of Incidents (#)	This indicator represents the number of injury incidents that occurred during work-related activities at the Company's operations within the scope, prevented employees from coming to work for three working days, and were monitored through notifications made to the Social Security Institution during the reporting period.

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Type	Indicator	Scope
Social Indicators	Total OHS Training Hours (h)	This indicator represents the total hours of mandatory or non-mandatory Occupational Health and Safety training provided by the Company to its employees according to hazard class under Occupational Health and Safety Law No. 6331 and tracked through the Company's Training Portal during the reporting period.
	Employee Demographics	
	Number of Employees by Gender (#)	This indicator represents the total number of women and men employees entered in the Company's Human Resources data platform as of 31 December 2025, monitored through the platform and declared to the Social Security Institution with an Employment Declaration.
	Distribution of Employees by Gender (%)	This indicator represents the respective ratios of women employees and men employees registered on the Company's Human Resources data platform as of 31 December 2025 and declared to the Social Security Institution with an Employment Declaration, to the total number of employees during the reporting period.
	Distribution of Employees in Managerial Positions (%)	This indicator represents the ratios of women and men employees in Senior, Middle and First-Level managerial roles during the reporting period, monitored through the Company's Human Resources data platform and declared to the Social Security Institution with an Employment Declaration.
	Distribution of Employees in Revenue-Generating Roles (%)	This indicator represents the ratio of women employees in positions defined by the Company as revenue-generating to the total number of women and men managers in revenue-generating roles during the reporting period, monitored through the Company's Human Resources data platform.

Type	Indicator	Scope
Social Indicators	Distribution of Employees in STEM Positions (%)	This indicator represents the number of women and men employees in the areas of "Infrastructure and Security, HR Technologies, Business Intelligence and Governance, Channel and Platform Technologies, Insurance Software Technologies, and Core Insurance Technologies," which are defined by the Company as STEM (Science, Technology, Engineering and Mathematics) positions and monitored through the Company's Human Resources data platform during the reporting period.
	Leaves	
	Employees Taking Maternity/Paternity Leave (#)	This indicator represents the number of women and men employees of the Company who took parental leave during the reporting period within the periods specified in the Regulation on Part-Time Work Following Maternity Leave or Unpaid Leave.
	Employees Returned to Work After Maternity/ Paternity Leave (#)	This indicator represents the number of women and men employees of the Company who took parental leave and returned to work during the reporting period within the periods specified in the Regulation on Part-Time Work Following Maternity Leave or Unpaid Leave.
	Distribution of Employees Returned to Work After Maternity/Paternity Leave (%)	This indicator represents the respective ratios of women and men employees of the Company who returned from maternity and paternity leave during the reporting period within the periods specified in the Regulation on Part-Time Work Following Maternity Leave or Unpaid Leave.
	Recruitment	
	Employees Hired by Gender (#)	This indicator represents the number of women and men employees declared to the Social Security Institution with an Employment Declaration during the reporting year and tracked by gender.

Reporting Guidance

Type	Indicator	Scope
Social Indicators	Employees Hired by Age (#)	This indicator represents the number of women and men employees hired by the Company during the reporting period, declared to the Social Security Institution with an Employment Declaration during the reporting year, and monitored through the Company's Human Resources data platform by gender and age groups of under 30, 30–50 and over 50.
	Employees Hired by Managerial Level (#)	This indicator represents the total number of women and men employees hired by the Company during the reporting period, declared to the Social Security Institution with an Employment Declaration during the reporting year, and monitored through the Company's Human Resources data platform by managerial level as First Level (N-4), Middle Level (N-2 & N-3) and Senior Level (N-1).
	Employee Departures	
	Employees Left by Gender (#)	This indicator represents the number of women and men employees declared by the Company to the Social Security Institution with a Declaration of Leaving Employment during the reporting year and tracked by gender.
	Employees Left by Age (#)	This indicator represents the total number of women and men employees declared by the Company to the Social Security Institution with a Declaration of Leaving Employment during the reporting year, monitored through the Company's Human Resources data platform by age groups of under 30, 30–50 and over 50.
	Employees Left by Managerial Level (#)	This indicator represents the total number of women and men managers declared by the Company to the Social Security Institution with a Declaration of Leaving Employment during the reporting year and monitored through the Company's Human Resources data platform as First Level (N-4), Middle Level (N-2 & N-3) and Senior Level (N-1).

Type	Indicator	Scope
Social Indicators	Turnover Rate by Age (%)	This indicator represents the ratio of employees aged 50 and over, aged 30–50 and aged 30 and under, declared by the Company to the Social Security Institution with a Declaration of Leaving Employment during the reporting year and tracked by number of employees at managerial level, to the total number of employees during the reporting period.
	Turnover Rate by Managerial Level (%)	This indicator represents the ratio of the number of employees declared by the Company to the Social Security Institution with a Declaration of Leaving Employment during the reporting year to the total number of employees. It is monitored by First Level (N-4), Middle Level (N-2 & N-3) and Senior Level (N-1).
	Training and Performance	
	Distribution of Total Training Hours by Gender (%)	This indicator represents the total hours of classroom and online training by women and men during the reporting period, monitored and recorded through the Company's training platform.
	Total Training Hours by Age (h)	This indicator represents the total training hours provided to employees during the reporting period, monitored and recorded through the Company's Human Resources training platform by age groups of under 30, 30–50 and over 50.
	Total Training Hours by Managerial Level (h)	This indicator represents the total training hours provided to employees during the reporting period, monitored and recorded through the Company's Human Resources training platform by First Level (N-4), Middle Level (N-2 & N-3) and Senior Level (N-1).
	Total Training Cost (TL)	This indicator reflects the total training costs during the reporting period, recorded in the Company's accounting system and monitored through invoices as training expenditures.

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Type	Indicator	Scope
Social Indicators	Average Training Costs per Employee (TL)	This indicator represents the total training expenditures per employee during the reporting period, recorded in the Company's accounting system and monitored through invoices as training expenditures, divided by the number of employees.
	Ethics Training Hours (h)	This indicator represents the hours of Business Ethics training provided during the reporting period, monitored and recorded through the Company's training platform and reported by women and men.
	Anti-Bribery and Corruption Training Hours (h)	This indicator represents the hours of anti-bribery and corruption training provided during the reporting period, monitored and recorded through the Company's training platform and reported by women and men.
	Equality, Diversity and Inclusion Training Hours (h)	This indicator represents the hours of equality, diversity and inclusion training provided during the reporting period, monitored and recorded through the Company's training platform and reported by women and men.
	Sustainability and Environment Training Hours (h)	This indicator represents the hours of sustainability and environment training provided during the reporting period, monitored and recorded through the Company's training platform and reported by women and men.
	Inclusion Programs	
	People Reached Through Inclusion Programs in the Reporting Period (#)	This indicator refers to the number of people in vulnerable groups (elderly people, young people, women, socioeconomically disadvantaged people and persons with disabilities, etc.) reached by the Company through inclusion programs during the reporting period.

Type	Indicator	Scope
Social Indicators	**Environmental Investments & Expenditures**	
	Environmental Expenditures (TL)	This indicator represents the sum of the Company's legally required and non-legally required expenditures during the reporting period that can be mapped to financial reporting systems.
	Environmental Investments (TL)	This indicator refers to investments made by the Company during the reporting period in mitigation (products and activities that directly reduce carbon emissions), transition (products that are not sustainable by nature but are produced using sustainable methods) and enabler (products that do not directly contribute to reducing carbon emissions but accelerate the product's acquisition of sustainable characteristics).
	Sustainable Business Model	
	SDG-linked Product and Service (#)	This indicator refers to the number of products and services offered by the Company during the reporting period that create positive social impact and have mitigation, transition and enabler characteristics.
	SDG-linked Product and Service Revenue (TL million)	This indicator refers to the total revenue, mapped to financial reporting systems, generated during the reporting period from products and services offered by the Company that create positive social impact and have mitigation, transition and enabler characteristics.
	Ratio of SDG-linked Product and Service Revenues to Total Revenue (%)	This indicator represents the ratio of revenue generated by the Company from sustainable products and services to total revenue during the reporting period.

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Type	Indicator	Scope
Social Indicators	**R&D and Innovation Investments**	
	Sustainability-Focused R&D and Innovation Investments (TL)	This indicator refers to the Company's sustainability-focused R&D and innovation investments made during the reporting period and mapped to financial reporting systems.
	Ratio of Sustainability-Focused R&D and Innovation Investments (%)	This indicator refers to the ratio of sustainability-focused investments to all R&D and innovation investments during the reporting period, mapped to financial reporting systems.
	Savings and Reduction Based on Environmental Investments	
	Environmental Benefit (sm^3)	This indicator represents, in sm^3, the environmental benefit achieved during the reporting period through sustainable investments and/or activities.
	Environmental Benefit (tCO_2)	This indicator represents, in tonnes of CO_2, the environmental benefit achieved during the reporting period through sustainable investments and/or activities.
	Social Benefit (TL)	This indicator represents, in TL, the social benefit achieved during the reporting period through sustainable investments and/or activities.
	Financial Savings (TL million)	This indicator represents, in TL, the environmental/social benefit achieved during the reporting period through sustainable investments and/or activities.

Data Preparation

1. Environmental Indicators

Energy Consumption

Within the scope of energy consumption data, natural gas, diesel, gasoline and electricity are reported as primary fuel sources.

Electricity consumption data is obtained from the meters and invoices of service providers. Electricity consumption is calculated by dividing the TL amount stated on the service providers' invoices by the unit price determined by Energy Retail.

Diesel and gasoline consumption data is obtained from service-provider invoices for generators and vehicles owned by the Company. Diesel consumption for generators is obtained from service-provider receipts and maintenance and repair forms. Gasoline and diesel consumption for Company-owned vehicles is tracked through the service-provider company's system.

The following conversion factors were used for the components of energy consumption:

Electricity	Natural Gas	Gasoline	Diesel
1 kWh = 0.001 MWh	1 m^3 = 0.011 MWh	1 L = 0.010 MWh	1 L = 0.010 MWh

Share of Renewable Energy Consumption in Total Energy Consumption (%)

Formula:
Renewable Energy Consumption (MWh) / Total Energy Consumption (MWh)

Reporting Guidance

Energy Intensity (MWh/TL revenues)

Formula:
Total Energy Consumption (MWh) / Total revenue (TL)

Scope 1 (Direct Greenhouse Gas Emissions) and Scope 2 (Indirect Greenhouse Gas Emissions)

Scope 1 and Scope 2 emissions have been calculated in accordance with ISO 14064-1, while Scope 3 emissions have been calculated under the operational control principle within the framework of the "Greenhouse Gas Protocol: Corporate Accounting and Reporting Standard".

In the calculations, CO_2 equivalent factors consisting of CO_2, CH_4, N_2O and HFC (SF6 and refrigerant gas) CO_2e equivalent emission factors were used. The emission sources are detailed in the table below. Global Warming Potential (GWP) coefficients were obtained from the 5th Assessment Report of the Intergovernmental Panel on Climate Change (IPCC) (https://www.ipcc.ch/site/assets/uploads/2018/02/SYR_AR5_FINAL_full.pdf) and the UK Department for Energy Security and Net Zero (DESNZ), Greenhouse Gas Reporting: Conversion Factors 2025 (https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2025). The resulting ton CO_2-e value is calculated by multiplying it by the appropriate coefficients.

Scope 1 Emissions Calculation Formula:

Consumption * Emission factor / 1,000

Source: 2006 IPCC Guidelines for National Greenhouse Gas Inventories, Volume 2: Energy, Table 2.4 (Default Emission Factors for Stationary Combustion in the Commercial/Institutional Category)

Diesel:
Source: 2006 IPCC Guidelines for National Greenhouse Gas Inventories, Volume 2: Energy, Table 3.2.1 (Road Transport Default CO_2 Emission Factors and Uncertainty Ranges A)

Gasoline:
Source: 2006 IPCC Guidelines for National Greenhouse Gas Inventories, Volume 2: Energy, Table 3.2.1 (Road Transport Default CO_2 Emission Factors and Uncertainty Ranges A)

Scope 2 Emissions Calculation Formula:

(Consumption * Emission factor / 1,000) – (Amount of Renewable Energy Supplied * Emission factor / 1,000)

Source: Republic of Türkiye Ministry of Energy and Natural Resources, Department of Energy Efficiency and Environment (EVÇED), 2023 Türkiye Electricity Generation and Electricity Consumption Point Emission Factors Information Form, Calculation Period: 2023, Publication Date: 26 December 2025.

https://enerji.gov.tr//Media/Dizin/EVCED/tr/%C3%87evreVe%C4%B0klim/%C4%B0klimDe%C4%9Fi%C5%9Fikli%C4%9Fi/EmisyonFaktorleri/2023_Turkiye_Elektrik_UretimiveElektrik_Tuketim_Noktasi_Emisyon_Faktorleri.pdf

Scope 3 (Other Indirect Greenhouse Gas Emissions)
Scope 3 emissions have been calculated using the emission factors and conversion factors included in the DEFRA 2025 Greenhouse Gas Reporting standards.

Scope 3 Emissions Calculation Formula:

Consumption * (Emission factor (CO_2 + CH_4 + N_2O) / 1,000)

Source: (Categories 5–6–7): DEFRA Greenhouse Gas Reporting: Conversion Factors 2025

Source: (Categories 1–15): EXIOBASE Emission Factors (Türkiye)

Total Greenhouse Gas Emissions (tCO_2e)

Formula:
Scope 1 Greenhouse Gas Emissions (tCO_2e) + Scope 2 Greenhouse Gas Emissions (tCO_2e) + Scope 3 Emissions (tCO_2e)

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Greenhouse Gas Intensity (tCO_2e/TL)

Formula:
Greenhouse Gas Emissions Intensity = Total Greenhouse Gas Emissions (tCO_2e) / Total revenue (TL)

Total Waste Amount (ton)

Formula:
Total Hazardous Waste (ton) + Total Non-Hazardous Waste (ton)

Recycled Waste (%)

Formula:
Amount of Recycled Waste / (Total Hazardous Waste + Total Non-Hazardous Waste)

2. Social Indicators

Occupational Disease Rate (%)

Formula:
Number of Occupational Diseases x 1,000,000 / Total Working Hours

Lost Day Rate (%)

Formula:
*(Number of Lost Days * 200,000) / Total Working Hours*

Distribution of Employees by Gender (%)

Formula:
Number of Women Employees / Total Number of Employees
Number of Men Employees / Total Number of Employees

Distribution of Employees in Managerial Positions (%)

Formula:
Number of managers at First Level (N-4), Middle Level (N-3 & N-2) and Senior Level (N-1) / Total number of managers

Distribution of Employees in Revenue-Generating Roles (%)

Formula:

- Number of women employees in revenue-generating roles / Total number of employees in revenue-generating roles
- Number of men employees in revenue-generating roles / Total number of employees in revenue-generating roles

Distribution of Employees in STEM Roles (%)

Number of women employees in STEM roles / Total number of employees in STEM roles

Number of men employees in STEM roles / Total number of employees in STEM roles

Total Employee Turnover Rates by Age (%)

Formula:

- Number of employees under 30 who left / Total number of employees
- Number of employees aged 30–50 who left / Total number of employees
- Number of employees over 50 who left / Total number of employees

Reporting Guidance

Total Employee Turnover Rates by Managerial Level (%)
Managerial levels are divided into three categories: N-1 (Senior), N-3 & N-2 (Middle) and N-4 (First).

Formula:

- Number of First-Level N-4 managers who left / Total number of employees
- Number of Middle-Level N-3 & N-2 managers who left / Total number of employees
- Number of Senior-Level N-1 managers who left / Total number of employees

Return-to-Work Rate After Maternity/Paternity Leave (%)

Formula:

- Number of employees returned from maternity/paternity leave / Number of employees who took maternity/paternity leave

Total Training Expenditure per Employee (TL)

Formula:

- Total Training Expenditure / Total number of employees

People Reached Through Inclusion Programs in the Reporting Period

This indicator refers to the number of people in vulnerable groups (elderly people, young people, women and persons with disabilities, etc.) reached by the Company through inclusion programs.

3. Economic Indicators

The following formulas are used in the calculation of economic indicators.

Environmental Expenditures (TL)

Formula:
Non-Legally Required Expenditures (TL) + Legally Required Expenditures (TL)

Environmental Investments (TL)

This includes the Company's environmental investments during the reporting period. Environmental investments are reported under two categories: mitigation and enabler investments.

Ratio of Sustainable Product and Service Revenues to Total Revenue (%)

Products and services identified as sustainable are:

- Products and services that provide benefits related to the direct reduction of environmental resources/carbon emissions (mitigation);
- Products and services related to the reduction of environmental resource use/carbon emissions in technologies and activities that are not considered sustainable in nature (transition);
- Products and services that are not considered direct source/carbon emission reduction activities but facilitate the dissemination of related technologies (enabler);
- Products and services classified as creating a positive social impact.

Revenues from products and services were obtained through product-based sales lists, and total revenue from the related product types was reported within the scope of this indicator.

Reporting Guidance

Within the scope of the ratio of SDG-linked product and service revenues to total revenues, total revenues in TL represent the Company's total revenues as of the end of the reporting year, as stated in the annual reports published as of 31 December 2025 or in the financial reports subject to independent audit.

The number of SDG-linked products and services consists of a total of 18 SDG-linked products and services, eight of which are enablers and ten of which create positive social impact. These 18 products and services include İyi İhtimallerin Sigortası, VIP Hayat, Kredim Güvende, Her İhtimalin Sigortası, Hayata Yatırım Sigortası, Avantaj Plus Ferdi Kaza, Akbank Ferdi Kaza Sigortası, Express Ferdi Kaza Sigortası, Biriktiren Gelecek Planı, Biriktiren VIP Planı, Sabancı Çalışanı Güvence Planı, Emekliliğe Yatırım Planı, Hızlı Emeklilik Planı and Emeklilik Gelir Planı.

Formula:
Revenue from Sustainable Products and Services (TL) / Total Revenue (TL)

Limited Assurance Report

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"CONVENIENCE TRANSLATION INTO ENGLISH OF PRACTITIONER'S LIMITED ASSURANCE REPORT ORIGINALLY ISSUED IN TURKISH"

INDEPENDENT ASSURANCE REPORT

DRT Bağımsız Denetim ve SMMM A.Ş. ("Deloitte") independent auditor's limited assurance report to the Board of Directors of Agesa Hayat ve Emeklilik A.Ş. ("Company") on the 2025 Sustainability Report for the year ended 31 December 2025.

Scope of Limited Assurance Engagement

We have been engaged to perform a limited assurance engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised) and Assurance Engagements on Greenhouse Gas Statements (ISAE) 3410 ("Standards") on whether the Selected Sustainability Information listed below (the "Selected Information") in the Company's Sustainability Report for the year ended 31 December 2025 (the "2025 Sustainability Report") has been prepared in accordance with the principles set out in the Reporting Guidance section of the Company's Sustainability Report on pages 102 - 112.

Our assurance engagement does not cover other information included in the 2025 Sustainability Report, or Sustainability Information or any other information related to the 2025 Sustainability Report (including any images, audio files, documents embedded in a website or embedded videos).

Selected non-financial performance data for limited assurance

We have been engaged by the Company to perform limited assurance procedures on the accuracy of the following key performance indicators included in the 2025 Sustainability Report for the year ended 31 December 2025. The scope of the indicators subject to limited assurance procedures and found on pages 89-95 marked with an of the 2025 Sustainability Report for the year ended 31 December 2025 is as follows:

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SOCIAL PERFORMANCE INDICATORS

Occupational Health and Safety Indicators
Number of accidents (#)
Number of fatal accidents (#)
Number of occupational diseases (#)
Absenteeism rate (%)
Lost day rate (%)
Occupational health and safety training hours (h)
Employees by Category
Total number of employees (#)
Number and percentage of female employees (#, %)
Percentage of female managers (%)
Percentage of female managers in revenue-generating roles (%)
Percentage of female employees in STEM roles (%)
Total number of employees who took maternity leave (#)
Total number of employees who took paternity leave (#)
Number and percentage of employees who returned to work after maternity leave (#, %)
Number of new hires by age group (#)
Number of employees who left the organization by gender (#)
Number of employees who left the organization by age group (#)
Employee turnover rate by gender (%)
Inclusion Programs
People Reached Through Inclusion Programs in Reporting Period (#)
Training
Total training hours (h)
Total training hours by type of training (h)
Total training cost (TRY)
Average training cost per employee (TRY)
Average training hours per employee (h)

ENVIRONMENTAL PERFORMANCE INDICATORS

Energy Consumption
Total energy consumption (MWh)
Renewable energy consumption (MWh)
Intensity Indicators
Energy intensity (MWh/TRY million)
GHG emissions intensity (tCO_2e/TRY million)
GHG Emissions
GHG emissions (tCO_2e)
Scope 1 emissions (tCO_2e)
Scope 2 emissions – location-based (tCO_2e)
Scope 2 emissions – market-based (tCO_2e)
Scope 3 emissions (tCO_2e)

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Water Consumption
Water consumption (m^3)
Water withdrawal by source (m^3)
Total water discharged (m^3)
Waste
Hazardous waste (tonnes)
Non-hazardous waste (tonnes)

ECONOMIC PERFORMANCE INDICATORS

Sustainable Business Model
Number of SDG-linked products and services (#)
Revenue from SDG-linked products and services (TRY)
SDG-linked R&D and innovation investments (TRY)
Percentage of SDG-linked R&D and innovation activities (%)
Environmental Investments and Expenditures
Environmental investments by category (TRY)
Environmental expenditures by category (TRY)
Savings and reductions achieved through environmental investments (MWh – tCO_2e)

Structural constraints

All assurance engagements have inherent limitations due to the selective testing of the information under review. Fraud, error or non-compliance may therefore occur and not be detected. In addition, non-financial information, such as non-financial information contained in reporting documents, is subject to more structural limitations than financial information, given the nature and methods used to identify, calculate and sample or estimate such information.

Our assurance engagement provides limited assurance as defined in ISAE 3000 (Revised) and (ISAE) 3410 ("Standards"). The procedures performed as part of a limited assurance engagement differ in nature and timing - and to a lesser extent - from a reasonable assurance engagement. The level of assurance obtained in a limited assurance engagement is therefore significantly narrower than the scope of a reasonable assurance engagement.

Special Purpose

Our work has been undertaken to inform the Company 's Board of Directors of the matters we are required to report in this report and for no other purpose. To the extent permitted by law, we accept no responsibility to any person or entity other than the Company 's Board of Directors for the assurance audit we have conducted or the conclusion we have reached.

Our Independence and Competence

We comply with the independence and other ethical provisions of the *Code of Ethics for Accounting Professionals* published by the International Ethics Standards Board for Accounting Professionals, which sets out the basic principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

We apply the International Standard on Quality Management 1 (ISQM 1) and accordingly maintain a robust system of quality control, including policies and procedures that document compliance with relevant ethical and professional standards and requirements in laws or regulations.

Limited Assurance Report

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Responsibilities of Management

The Company Management is responsible for the preparation, accuracy and completeness of the sustainability information and statements in the report. The Company Management is responsible for setting the Company 's sustainability goals, establishing and maintaining appropriate performance management and internal control systems from which the reported information is derived.

Responsibilities of the Practitioner

Our responsibility is to reach a conclusion on the Selected Information based on our procedures. We conducted our limited assurance engagement in accordance with International Standards on Assurance Engagements and, in particular, International Standard on Assurance Engagements (ISAE 3000) (Revised) and Assurance Engagements on Greenhouse Gas Statements (ISAE 3410) on Assurance Engagements Other than Independent Audits.

The assurance engagement performed represents a limited assurance engagement. The nature, timing and extent of the procedures performed in a limited assurance engagement are limited compared to those required in a reasonable assurance engagement. As a result, the level of assurance obtained in a limited assurance engagement is lower.

Our Key Assurance Procedures

We carried out limited assurance on the accuracy of the selected key performance indicators specified below in the section "Selected non-financial performance data for limited assurance" related to 2025 year and included into the Report.

To achieve limited assurance, the ISAE 3000 (Revised) and (ISAE) 3410 ("Standards") requires that we review the processes, systems and competencies used to compile the areas on which we provide our assurance. Considering the risk of material error, we planned and performed our work to obtain all of the information and explanations we considered necessary to provide sufficient evidence to support our assurance conclusion.

To form our conclusions, we undertook the following procedures:

- Analyzed on a sample basis the key systems, processes, policies and controls relating to the collation, aggregation, validation and reporting processes of the selected sustainability performance indicators;
- Made inquiries with employees of the Company responsible for sustainability performance, policies and corresponding reporting;
- Performed selective substantive testing to confirm the accuracy of received data to the selected key performance indicators;
- Made inquiries of management and senior executives to obtain an understanding of the overall governance and internal control environment, risk management, materiality assessment and stakeholder engagement processes relevant to the identification, management and reporting of sustainability issues; and

We believe that our evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusion.

Limited Assurance Conclusion

Based on our work and the assurance procedures performed, nothing has come to our attention that causes us to believe, in our opinion, that the Selected Information referred to above in the Company 's 2025 Sustainability Report for the year ended 31 December 2025, for which we were engaged to provide limited assurance, has not been prepared, in all material respects, in accordance with the Reporting Manual, as described in the "Auditor's Responsibilities" section above.

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Restrictions on Use

This Report, including the conclusion, has been prepared for the Board of Directors of Agesa Hayat ve Emeklilik A.Ş. to assist in reporting the Company's performance and activities related to the Selected Information. We hereby authorize the inclusion of this report in the Sustainability Report prepared for the year ending 31 December 2025, to enable Agesa Hayat ve Emeklilik A.Ş. Board of Directors to demonstrate that it has fulfilled its responsibilities by preparing an independent limited assurance report on Selected Information. Except to the extent permitted by law and in cases where prior written approval has been obtained and expressly agreed upon, we do not accept or assume any responsibility to anyone other than the Board of Directors of Agesa Hayat ve Emeklilik A.Ş. and Agesa Hayat ve Emeklilik A.Ş. in connection with the work we have performed or the report we have prepared.

DRT BAĞIMSIZ DENETİM VE SERBEST MUHASEBECİ MALİ MÜŞAVİRLİK A.Ş.
Member of **DELOITTE TOUCHE TOHMATSU LIMITED**

Ferda Akkılınç Ilıca
Partner

İstanbul, 26 August 2026

AGESA

2025 Sustainability Report

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