

## **International Environment and Quality Certificate to VakıfBank**

**As a result of audits were performed by TÜV SÜD, VAKIFBANK has received the latest “2015” edition of ISO:9001 and ISO:14001 certificates.**

**VakıfBank, aims to leave a more livable world for future generations, has received ISO:14001 Environmental Management Systems Certification by the activities in sustainable banking. Having received ISO:9001 Quality Management Systems Certification which aims continuous improvement of customer satisfaction and service quality, the Bank has certified its works in this field.**

Carrying on its operations with the vision of being “the leading bank of the Strong Turkey”, VakıfBank is entitled to receive ISO:9001 Quality Management Systems and ISO:14001 Environmental Management Systems certifications as a result of audits conducted in the Head Office and branches by Germany-based international audit firm TÜV SÜD.

Speaking at the certification ceremony held in the head office of VakıfBank with the participation of senior executives from VakıfBank and TÜV-SÜD, VakıfBank’s CEO Mr. Mehmet Emin Özcan stated that we have taken two important step in fighting the climate change and customer-focused growth strategy. We have been certified with ISO 14001 that we minimize the direct impact of our banking activities on the environment in line with the most respected standards in the international arena. Eco-Friendly life model is searched by the whole world now. We aim to determine the environmental aspects of the Bank’s activities, to minimize of these effects and to provide sustainable and innovative development in all areas related to the environment with principles of sustainable development is only possible with a sustainable environment. We believe that fulfilling our responsibility to nature and leaving a more habitable world for future generations are the most important duty of all of us.

Besides bringing within the scope of our customer focused growth strategy, we have made our operations and processes concerted with the ISO 9001 Quality Management System. Thus, we are progressing steadily towards to our goal for continuous improving customer satisfaction and banking service quality.

250 additional branches will be added by the end of 2018

Mr. Özcan expressed his appreciation for the cooperation with international audit firm TÜV SÜD during the certification process, “We have worked with TÜV-SÜD, having a global experience of 152 years, during the audit process of these two internationally important certificate. This is one of the most important indicators of our sensitivity in sustainability. Since the day it was founded in 2014, we have been increasing our performance in BIST Sustainability Index every passing year. Our Bank is entitled to receive the ISO 9001 Quality Management System Certificate including the head office units and all branches. ISO 14001 the Environmental Management System Certificate has been received as the result of audits conducted in the Head Office and 31 branches. We plan to add 250 branches in the scope of certification as end of 2018. In the medium term, we aim to ensure that all VakıfBank family works in ISO 14001 certified buildings.

TÜV SÜD CEO Mr. Emre Büyükkalfa speaking at the ceremony stated that “We have completed certification process of VakıfBank, one of the leading banks of Turkey. The world's most essential quality management standard ISO 9001, covering all branches of VakıfBank, will be guiding the best way to monitor and to manage all operational processes. Completed in 31 sample branches of VakıfBank ISO 14001 certification, will be spread 250 branches more by the end of 2018. As TÜV SÜD, we will continue to offer world-class services to strong companies of strong Turkey with our 152 years of sectoral knowledge and expertise on both local and global scale.