2025 Annual Environmental & Social Performance and Client Protection Performance Reports highlights

Overall

At AccessBank, we are committed to upholding the highest standards of responsibility, guided by principles oriented towards development. Our focus lies in supporting the growth of small businesses and fostering financial inclusion within the population of Azerbaijan. We contribute to sustainable development by providing responsible financial services and solutions to households, micro, small, and medium enterprises, all while adhering to universally recognized banking practices. Our Environmental and Social Management System (ESMS) encompasses considerations of environmental and social factors in lending, as well as the direct impact of our operations. We believe in sensitizing, policy-making, and motivating actions that align with these principles.

We firmly believe that serving as an ethical and sustainable business within the national context can serve as a powerful motivator for our customers. By setting an example and leading the way in our market, coupled with continuous education, we aspire to become trusted advisors to our clients on their journey towards a sustainable future.

Therefore, we are building fundamental grounds in two capacities:

- **Internal environmental management:** our approach is based on processes and procedures that help us to systematically reduce our direct environmental footprint.
- **Management of E&S risk in lending:** We recognize responsibility for our client's environmental and social impact. In order to mitigate E&S risks and assess the potential E&S impact of financed business activity the E&S risk assessment is an integral part of our credit risk analysis.

CSR and other activities of AccessBank during 2025

External activities

- The **third and fourth phases of the Access2Success project** were implemented in 2025. The initiative, led by AccessBank with the support of EBRD, aims to support women entrepreneurs managing their own micro, small, and medium-sized businesses. In each phase, fifty women entrepreneurs participated in six weeks of training covering topics such as business management, leadership, sales strategies, marketing communications, and legal requirements.
- In 2025, the **Regional Access2Success** program was launched for the first time, covering Nakhchivan, Lankaran, and Zagatala. The program brought together women entrepreneurs from various sectors and provided interactive training sessions on financial literacy, legal and tax aspects of business, digital marketing, marketing communications, and personal branding. Approximately 40 participants benefited from the regional programs. The initiative aims to strengthen women's financial independence, enhance leadership skills, and support sustainable business development.
- **Bank participated in a tree planting initiative** organized by the Azerbaijan Banks Association (ABA) under the "Memorandum of Understanding on Cooperation in Tree Planting Activities," marking the 100th anniversary of National Leader Heydar Aliyev. The initiative aims to plant 100,000 trees annually over a ten-year period. During the reporting period, 625 Eldar pine and olive trees were planted in the Absheron region as part of the campaign. Additionally, over 80 trees were planted in Nakhchivan.

- **“Future BankHers” internship** program for women was relaunched in March 2025, to encourage female students and graduates to pursue careers in the financial sector. The program provided participants with hands-on experience across various departments and branches of the Bank, along with training and professional development opportunities. A total of 16 participants were selected. High-performing participants were given the opportunity to start their careers at AccessBank.
- AccessBank, in collaboration with a third party, organized tailored training programs aimed at **empowering local women entrepreneurs**. In 2025, two training sessions on the fundamentals of financial management were conducted in the Salyan and Lankaran regions, reaching 31 participants. These sessions were part of the broader training cycle initiated in the previous year.
- In 2025, AccessBank launched the **“MicroCredit School” internship program** to support young professionals interested in microbusiness lending. The program received over 600 applications, from which 15 participants were selected, including two female candidates in a traditionally male-dominated field. Following the training phase, 12 participants advanced to a three-month paid internship, where they gained practical experience in the field.
- AccessBank, in cooperation with the “Electronic Security Service” under the Ministry of Digital Development and Transport, launched **the “Kiberaktiv” project to** raise **cybersecurity awareness among the older generation**. The initiative brought together parents of employees and clients, as well as members of “Üçüncü Bahar” Public Union. A total of 25 participants received training on financial literacy, cybersecurity, bank card security, and the protection of personal data.
- **To celebrate International Children's Day,** AccessBank organized a financial literacy training session for students of Secondary School No. 59 in the Khatai district of Baku. The session covered topics such as money management, budgeting, and saving skills, delivered in an interactive format. At the end of the training, participants received certificates and AccessBank’s myCard Junior cards.
- **“Bizdən Biznesə" Startup Competition,** was held for the second time, in partnership with KOBIA, with VISA joining as a partner for the first time. Out of more than 500 applications, 10 projects advanced to the final round. First place was awarded to “Smarted Solutions” for the Smart Cart project, second place to Lumimex for its solar panel coating production initiative, third place to Agritech Hydro Karabakh, and fourth place to Imaret Botanica, specializing in natural cosmetic product production.
- Through **“IT Summer School”** 10 participants completed a two-month internship program within the Bank’s IT structures. During the program, interns gained practical experience in IT Development, IT Business Analysis, QA, Helpdesk, and System Administration, while also deepening their understanding of the banking sector through dedicated training sessions. Upon completion of the program, participants received certificates, and several were offered employment opportunities at the Bank.
- AccessBank became **PCAF Signatory,** gaining access to the PCAF Emission Factor Database and the PCAF Academy. With the support of PCAF experts, the Bank initiated the calculation of its Scope 3 financed emissions.

Internal activities

- **The 'Employee Engagement' survey** was distributed to employees who have been with the bank for more than three months. The survey was designed to assess the level of employee engagement within the organization and to gather valuable insights that can help improve the workplace and develop strategies to make the bank the best place to work.
- **AccessLife project continued** - internal aid fund to support staff members and their family members in need of financial or other help. In 2025, 969 colleagues had joined the program. During the year, 49 applications were processed and AZN 137k was provided in financial support for health recovery of employees and their family members.

- **Seminar on improving service quality:** A seminar on improving service quality was organized for employees, focusing on enhancing professional skills and maintaining high standards of customer service.
- **Consultation meeting on "Fighting Seasonal Flu and Infectious Diseases"** at the head office was organized.
- To mark **Gum Health Day**, an awareness session and medical check-up on gum and oral health were organized for employees with the support of Dish.az clinic.
- **Management Development Program**, launched in 2024, continued until February 2025 for Branch Managers, as well as employees from the Micro and Agro and Retail Banking Departments. The program covered key topics such as team management, communication and information management, emotional intelligence, leadership and trust, and strategic management. More than 100 employees participated in the program, and those who successfully completed the training received certificates.
- In partnership with Khazar University, Bank delivered four-month **"Fundamentals of Management" Training Program**, to 52 employees, strengthening their leadership, strategic thinking, and team management skills through a combination of theoretical and practical learning.
- To support team building and employee engagement, the Bank **organized internal team-building activities** including an intellectual game ("Game of Minds") and a bowling event.

Achievement/Awards

- AccessBank became **a winner in three nominations** according to the results of the **"Banking Awards – 2024" event**, organized by the Azerbaijan Banks Association (ABA) in 2025. The nominations are as follows: Corporate social responsibility; Financial literacy advocate; ABA member who has conducted activities related to increasing financial accessibility for Small and Medium Businesses.
- AccessBank was recognized by **ACCA** as **an Approved Employer.** This recognition reflects the Bank's commitment to professional development, adherence to international standards, and continuous investment in enhancing employees' knowledge and skills.
- AccessBank received **first place in the nomination "Bank Supporting Employee Development"** at the **"ICC Partners and Alumni New Year Event – 2026"** organized by International Consulting Company (ICC).

AccessBank's direct environmental impact in numbers

AccessBank aims to reduce its direct environmental impact by monitoring key environmental aspects and identifying opportunities for improvement. The collected data supports the implementation of measures to increase operational efficiency and minimize environmental impact. The Bank has undertaken the following initiatives and achieved the following results:

- 14.9 tons of paper and paper products being sent for recycling in 2025;
- Bank has participated in the "Collect Batteries, Protect Nature" project since 2022. In 2025, 65.5 kgs of used batteries were collected and handed over for proper disposal.
- Replacement of incandescent and halogen light bulbs with LED bulbs was successfully completed across all our branches. Additionally, the process of replacing fluorescent light bulbs with LED lights is in process in Head Office;
- Monitoring the internal/direct impact (water, paper, electricity and fuel consumption);

GHG emission from electricity consumption			
	y2025 (tCO2eq)	**y2024 (tCO2eq)**	**%Change**
Annual average per employee	0.93	1.00	-7%

GHG emissions were calculated on the assumption that 0.439 tons of CO2 emitted for every 1MWH of grid energy. Calculation was based on information from Climatiq Technologies GmbH data for Azerbaijan.

Environmental Aspect: Waste Management - Paper					
Offices	**Printed in kg (2025)**	**Recycled in kg (2025)**	**Printed in kg (2024)**	**Recycled in kg (2024)**	**Printed difference**
Branches	57,862.63		50,907.30		14%
Head Office	4,030.41		3,713.97		9%
Total	61,893.04	14,927.00	54,621.27	8,266.00	13%

Despite 16% YoY increase in the number of issued loans, Bank successfully limited the corresponding increase in printed-paper.

Environmental Aspect: Fuel Consumption per Employee				
	Consumption (liters, 2025)	**Co2 Emitted (ton)**	**Consumption (liters, 2024)**	**% change**
Average per employee	246.73	0.58	277.45	-11%

CO2 emission was calculated taking into account data by U.S. Environmental Protection Agency (EPA), stating that CO2 emissions from a typical passenger vehicle from a gallon of gasoline is 8,887 grams CO2/ gallon. The calculation includes fuel used by Bank vehicles and fuel payments provided to employees.

Environmental Aspect: Water Consumption			
Offices	**Consumption per employee (AZN, 2025)**	**Consumption per employee (AZN, 2024)**	**% change per employee**
Total	25.99	28.01	-7%

The reported water consumption per employee is calculated based on available tap water consumption data for the 2024–2025 reporting periods and covers 30 branches with available information.

- Plastic water bottles not being used at the head office and branches. Switched to glass bottles. In the same time, water dispensers will remain, since they are reusable and recycled plastics;
- Several paperless projects continued to be implemented: 1) moving cash order transactions at cashiers desks to paperless and 2) creating shared printing areas;
- Electronic Document Management (the process of coordination and signing of Intra-Bank Documents (Procedure, Rules, Policy, Memo and others) continued to be implemented and has been further expanded.

In 2025, there were no accidents or fatalities involving bank employees.

E&S approach in business loans.

The E&S assessment process for business loans begins with screening against the Exclusion List and Reject Criteria. This is followed by evaluating compliance with national laws and relevant Performance Standards. Environmental and social risks for all business loans are then assessed using the NACE classification to determine the risk level. For transactions identified as high risk, additional E&S assessments are conducted to ensure comprehensive risk management.

The credit portfolio fully complies with the **Exclusion List** of business sectors agreed upon with shareholders and international partners. The Exclusion List includes, among others, activities related to political or religious content, investments associated with the destruction of protected areas, and activities affecting regions designated as United Nations National Parks and Protected Areas. The Exclusion List is available on the Bank's website.

In October 2025, ESMS document was updated in line with requirements of Central Bank of Azerbaijan Republic. The update includes clearer roles and responsibilities, the introduction of an E&S Coordinator role, and the definition of key risk categories for the Bank.

Extract from industry breakdown of disbursed loans in 2025 of SME and Micro loans' outstanding amount and % share in business portfolio

Industry	*Outstanding Amount*	*% in Grand Total Business Portfolio*
TOTAL BUSINESS PORTFOLIO	435,212,569	100.00%
TRADE	133,556,604	30.69%
AGRICULTURE	130,859,577	30.07%
SERVICE	104,308,409	23.97%
TRANSPORT	29,448,778	6.77%

Breakdown of SME and Micro Loans disbursed ≥50,000 USD in 2025 by E&S Risk Level, as a share of the total outstanding 2025-disbursed portfolio at YE2025

E&S Risk Categorization	*% Share in Total Business Portfolio*
High	*1.45%*
Low	*16.09%*
Medium	*7.76%*

*******Remark: Loans below <50,000 USD screened against exclusion list and they are considered as low risk.*

As of the end of 2025, the total portfolio consists of 65% Micro, 20% Retail, and 11% SME loans.

The Bank is currently developing its internal green taxonomy definition in line with CBAR's regulations and international best practices.

AccessBank would like to advance in green activities and be an active player in the market, which in the long run will benefit us and the Bank's customers. We are committed to a transition towards a sustainable future by setting an example and acting as role model in Azerbaijan.

In 2025, the Bank completed its first assessment of Scope 3 financed emissions for its business-lending portfolio using the PCAF methodology, marking an important step in strengthening climate-related portfolio management. The assessment was prepared using the PCAF methodology for financed emissions (Scope 3, Category 15), covered the Micro and SMC loan portfolios, and established a baseline for future measurement, target setting, and climate risk analysis. The calculation relied on proxy emission factors from the PCAF database, using the Emerging Economies Regional Average, Assets as the activity variable, and Scope 1 and Scope 2 emission factors by classification level. The results showed an improvement (3.3%) in portfolio carbon intensity compared to 2024, indicating that portfolio growth was accompanied by improved carbon efficiency.

Another first in 2025 was the completion of the Bank's first-ever external energy audit of a financed project – new turnkey production facility, covering Bank's Top1 borrower. The audit, performed by Energy Efficiency Centre Georgia, confirmed the financed project's energy efficiency, including estimated 28% annual cooling energy savings and a 59% reduction in primary energy demand with CHP installation.

Client Protection Projects

Overview

In 2025 AccessBank has conducted an assessment of Client Protection Principles. Based on the results tasks and projects were identified to further strengthen the bank's approach and principals.

The following projects have been implemented and works have been done:

1. During 2025, the quality of Customer Service continued to be tested. Newly opened branches were equipped with the QMatic queuing system and employees were provided with listening devices.
2. Currently, all retail staff are involved in service Quality Control process: Customer Service Advisers, Cashier-operators, Customer Support Representatives (reception).
3. Three service centers were opened in Imishli, Khankendi and Balaken, thus shortening the distance customers had to travel and at the same time expanding coverage area.

We are dedicated to upholding the highest standards of ethical conduct and social responsibility as a financial institution. AccessBank is driven by principles focused on sustainable development and inclusive growth. Our mission involves fostering the growth of small businesses and promoting financial inclusion among the population of Azerbaijan. Through the provision of responsible financial services and solutions, we aim to facilitate the sustainable development of households, micro, small, and medium enterprises. We are committed to adhering to globally recognized banking standards and best practices, ensuring the integrity and reliability of our services.

"Completed" tasks

Overall, the training sessions pertaining to loans and non-credit products have equipped employees with a comprehensive understanding of the products, enabling them to tailor offerings according to the specific needs of customers. Furthermore, these sessions have provided employees with insights into the product development process and the associated procedural steps.

Several trainings were delivered to colleagues covering AML, Lending, Information Security, Credit and Non-Credit Products and other topics involving more than 4000 participants.

Trainings concerning the AML covered the topics below:

- Regulatory requirements and annual AML/CFT updates;
- Sanctions control: general principles and risk mitigation;
- Overview of AML policy and internal regulations;
- Identification of beneficial owners and PEP management;
- Prevention of terrorism financing and sanctions compliance;
- KYC procedures and client data monitoring;
- Internal controls and reporting obligations.

AccessBank continues to promote Client Protection Principles through customer-centric services, financial literacy initiatives, and capacity-building programs. During 2025, the Bank delivered a series of entrepreneurship and professional development trainings covering financial literacy, business management, digital marketing, leadership, legal aspects of entrepreneurship, and personal development. These initiatives aimed to strengthen the knowledge and skills of existing and aspiring entrepreneurs while increasing awareness of AccessBank's products and services.

Building on its commitment to continuous improvement, AccessBank plans to further enhance customer experience and satisfaction through:

- Collecting feedback from customers on quality of service via QR code in branches;
- Sending push notifications via MyAccess to customers who have received service in branches or online.