

# 2023

ESG REPORT

Arab Bank plc  
**Environmental Social  
and Governance  
Report**

البنك العربي  
ARAB BANK



Success is a journey

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# WELCOME TO OUR 2023 ESG REPORT

This report captures the impact of Arab Bank on significant sustainability issues. It provides information on our approach to social, environmental and governance (ESG) topics, together with our progress, performance and ambition for the future.

## Reporting Period

The reporting period covers the fiscal year that began on January 1, 2023 and ended on December 31, 2023.

The bank published its last report in June 2023 which covered the 2022 fiscal year. All past reports can be accessed through the bank's website <https://www.arabbank.com/mainmenu/home/sustainability/sustainability-reports>

## Reporting Framework

The bank has reported in accordance with the Global Reporting Initiative (GRI) Standards.

## Data

Unless otherwise noted, the data presented in this report covers Arab Bank's activities and operations in Jordan, Palestine and Egypt. In some specific cases, Arab Bank plc data is presented in line with the bank's reporting policies.

## Assurance

This report has not been reviewed by an external auditor.

## Navigate This Report



Read more or refer to another report for further information



Future Goals and Targets in Arab Bank ESG Strategy

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<https://www.arabbank.com/mainmenu/home/sustainability>



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# A MESSAGE FROM THE CEO



Dear Stakeholders,

I am pleased to present to you Arab Bank's 2023 Environmental, Social, and Governance (ESG) Report. This document demonstrate not just a record of our initiatives and accomplishments over the past year but also a testament to our ongoing commitment to sustainability and responsible business practices.

At Arab Bank, we believe that our success is not only measured by financial performance, but also by our contributions to society and the environment. It is this belief that underpins our commitment to integrating ESG principles into every facet of our operations. We recognize that our responsibilities extend beyond our immediate stakeholders to encompass broader societal

and environmental considerations. This holistic approach drives us to make decisions that not only ensure our long-term viability but also contribute positively to the world around us.

Commitment to ESG considerations represent a crucial evolution in how businesses operate within the global ecosystem. It reflects a growing recognition of the interdependence between corporate success and societal well-being. By focusing on environmental sustainability, social responsibility, and governance excellence, we align ourselves with best practices that seek not only to mitigate risk but also to capitalize on the opportunities that arise from a more sustainable and equitable approach to business.

As we reflect on the past year, I would like to share the strides Arab Bank has made in the realm of ESG. In 2023, under the auspices of our Board of Directors, we launched a comprehensive ESG strategy, marking a significant milestone in our journey towards sustainability and ethical governance.

This strategy is built on a foundation of pragmatism and aligned with our longstanding values. It underscores our commitment to climate action, through initiatives aimed at reducing our carbon footprint, investing in sustainable technologies, and promoting green financing. Moreover, it reflects our dedication to social responsibility, focusing on inclusive growth, community development, and diversity and inclusion within our organization. On the governance front, our measures on transparency and ethical practices and robust risk management, further solidify the trust placed on us by our customers and partners.

Central to our governance structure is the establishment of the ESG governance model, encompassing the Board of Directors' Risk Management Committee, the ESG Steering Committee, and the ESG Office. This ensures that our ESG efforts are not only ambitious but also attainable, aligning with our overall strategy and values.

Our commitment to embedding ESG principles across the bank is further evidenced by our comprehensive online ESG training program, which has seen significant participation across our workforce. This program is a testament to our belief in the power of education and awareness in driving change.

On the Sustainable Finance front, we continued to build on the groundwork laid by our Sustainable Finance Framework, with the successful issuance of a USD 250 million in Additional Tier 1 (AT1) Capital Securities. This

issuance reflects our innovative approach to sustainable finance and our commitment to projects that align with the United Nations Sustainable Development Goals (SDGs).

Environmentally, we have made substantial progress, with %90 of our electricity consumption in Jordan sourced from renewable energy projects. This initiative not only demonstrates our commitment to reducing our environmental footprint but also serves as a model for sustainable operations in the regions we operate.

Socially, our dedication to gender equality and empowerment has been further solidified through the Women Empowerment Strategic Framework (WESF), ensuring equitable treatment for all employees. Additionally, our community investments in Jordan, Palestine, and Egypt have made tangible impacts, embodying our commitment to the communities we serve.

This is our second ESG report since transitioning from traditional sustainability reporting. In our ongoing efforts to provide a clearer and more comprehensive view of our activities and impacts, we have expanded our reporting to include two additional markets, Palestine and Egypt, in addition to Jordan. This expansion is a testament to our dedication to openness and accountability across all areas of operation. Looking ahead, we plan to extend our reporting further, to cover all the markets in which we operate, ensuring stakeholders have a full and transparent view of our ESG commitments and progress.

In closing, I wish to express my gratitude to our employees, customers, and stakeholders for their unwavering support and commitment to continuing our long standing ESG journey. As we move forward, we do so with a sense of purpose, understanding that our actions today will shape a more sustainable and equitable world for future generations.

Sincerely,

**Randa Sadik**  
Chief Executive Officer

# ABOUT ARAB BANK

Arab Bank has one of the largest global Arab banking branch networks, with over 600 branches. It is also one of the most competitive and diverse financial institutions. Arab Bank's extensive network covers key financial markets and centers such as London, Dubai, Singapore, Shanghai, Geneva, Paris, Frankfurt, Sydney and Manama.

With over 90 years since establishment, the bank enjoys an excellent reputation and high levels of credibility, and it has earned the trust of its customers and shareholders.

## Arab Bank Key Strengths



## Financial Highlights



All data as of December 31<sup>st</sup>, 2023 for Arab Bank Group  
 \* Percentage change vs. 2022

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**Best Bank**  
 in the Middle East  
 by Global Finance  
 For 8<sup>th</sup> Consecutive Year

**Bank of the Year**  
 in Middle East  
 by The Banker

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# Arab Bank Global Presence



EGYPT	PALESTINE	JORDAN
Operating Since <b>1944</b> <b>44</b> Branches <b>130</b> ATMs <b>1,458</b> Employees	Operating Since <b>1930</b> <b>34</b> Branches <b>129</b> ATMs <b>919</b> Employees	Operating Since <b>1934</b> <b>68</b> Branches <b>247</b> ATMs <b>3,636</b> Employees

# Arab Bank Business Line

**CORPORATE AND INSTITUTIONAL BANKING**  
Providing international, regional and local companies/institutions with a full range of financial services through an extensive branch network and digital channels.

**TREASURY**  
Manages the bank's liquidity and market risk, while providing a broad range of investment and risk management products for corporate and retail customers.

**CONSUMER BANKING AND WEALTH MANAGEMENT**  
An extensive range of feature-rich banking solutions for individuals, delivered through a vast branch network and integrated digital banking channels, locally and regionally.

We offer a comprehensive range of programs that are specifically designed to cater to the needs of a diverse customer base.

The bank also offers comprehensive wealth management solutions tailor-made for the different customer profiles and leveraging the strength and capabilities of Arab Bank group, including Arab Bank Switzerland, AB Invest and Europe Arab Bank.

## Arab Bank Strategy Pillars

- Building on the Group's position as a leading local and regional bank.
- Leveraging the Group's extensive and well established network.
- Leveraging Digital Transformation and Innovation strategy to deliver superior customer experience.
- Delivering long term positive ESG impact for all stakeholders.

# AWARDS AND RECOGNITION

Throughout 2023, the bank received several awards and accolades from leading publications associations and institutions. Most notably Arab Bank received the award for Best Bank in the Middle East from Global Finance Magazine for the 8th consecutive year and Bank of the Year in the Middle East by the Banker Magazine.

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### Global and Middle East Awards

#### Global Finance

- World's Best Financial Innovation Labs
- Best Bank in the Middle East
- Best Bank for Cash Management in the Middle East
- Best Bill Payment & Presentment in Middle East
- Best in Lending in the Middle East
- Top Innovations in Finance 2023 - SME

#### THE BANKER MAGAZINE (Owned by the Financial Times Ltd)

- Bank of the Year in the Middle East

#### EUROMONEY

- Best Bank for SMEs in the Middle East

#### EMEA FINANCE

- Best Trade Finance Services in the Middle East

#### MEED

- Best Credit Card Initiative for Cards Ecosystem in the Middle East

### Jordan Awards

#### Global Finance

- Best Bank for Cash Management
- Best Bill Payment & Presentment
- Best in Lending
- Best Open Banking APIs
- Best Integrated Consumer Banking Site
- Best User Experience (UX) Design
- Best SME Bank
- Best Foreign Exchange Bank
- Best Trade Finance Services
- Best Mobile Banking Adaptive Site
- Best Mobile Banking App Corporate / Institutional
- Best Mobile Banking App / Consumer
- Best in Social Media Marketing and Services
- The Safest Bank
- Best Innovation and Transformation
- Best Online Product Offerings
- Best Consumer Digital Bank
- Best Trade Finance Provider

#### EUROMONEY

- Best Bank for SMEs
- Best Bank
- Best Corporate Bank

#### GLOBAL TRADE REVIEW

- GTR Leader Trade

#### MEED

- Best Retail Bank

### Palestine Awards

#### Global Finance

- Best Consumer Digital Bank
- Best Corporate / Institutional Digital Bank

### Egypt Awards

#### Global Finance

- Best Consumer Digital Bank

### LSEG ESG Scores (Formerly known as Refinitiv ESG Scores)

Arab Bank has been recognized for adopting an effective approach to managing sustainability and ESG topics by various international organizations, including LSEG ESG Scores. LSEG ESG Scores has provided Arab Bank with an ESG score of "Good" as of December 31<sup>st</sup>, 2023. The bank achieved a rating of 69, surpassing local banks and ranking among the top five in the region.

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- Engaging Stakeholders
- Arab Bank Material Issues
- Arab Bank ESG Strategy

# ESG AT ARAB BANK



# ARAB BANK APPROACH TO ESG

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The bank is committed to the integration of Environmental, Social and Governance (ESG) considerations within its core business and operating model. By embedding ESG principles across our operations, we aim to create long-term value for our stakeholders, minimize potential risks, and contribute positively to global efforts to address pressing environmental and social challenges.

We recognize that our stakeholders not only want us to create long-term value for them, but also expect us to be transparent in showcasing our way of achieving this and how we are integrating ESG in every facet of our business operations. In alignment with this need, the bank has instituted a comprehensive ESG reporting framework. This framework is designed to serve as a tool to evaluate and manage the bank's ESG performance. By adopting this reporting framework, we aim to continue improving our transparency and accountability, and delivering positive social and environmental outcomes.

The framework is meticulously structured around the three fundamental pillars of ESG, each pillar being underpinned by a strategic objective. These objectives are not mere guidelines but are pivotal to our operations. Within each pillar, we have identified key topics that are established for achieving the respective objective. Addressing these topics is not just a responsibility but a commitment to the future sustainability and ethical footprint of our bank. This approach ensures a holistic and dynamic response to ESG challenges and opportunities, aligning our business strategy with the broader, evolving expectations of our society.



## Governance

*Arab Bank is committed to integrating ESG in its Governance Model.*

This pillar outlines the bank's approach to integrating ESG considerations into its governance model, including its decision-making processes and risk management strategies. By doing so, Arab Bank ensures that it aligns with its commitment to sustainability, which, in turn, promotes responsible and sustainable practices throughout the bank's operations.

### Areas covered under this pillar include:

- Good governance
- ESG Risk Management
- Reporting and Disclosure



## Environmental

*Arab Bank is committed to supporting the transition to a low-carbon economy.*

Climate change is one of the greatest challenges facing our global society and economy in the 21st century. Its impact on the physical environment, human health and its potential risk to adversely impact economic growth is widespread. As a leading financial institution in the region, we have a unique role to play in contributing the required transition to a low carbon economy.

### Areas covered under this pillar include:

- Sustainable Finance
- Reducing the environmental impact of our portfolio
- Reducing the environmental impact of our operations
- Sustainable Supply Chain



## Social

*Arab Bank is committed to advancing social development.*

This pillar outlines the bank's approach to advancing social responsibility within its ecosystem to support sustainable development, strengthen stakeholder relationships, and to help build a more equitable society.

### Areas covered under this pillar include:

- Our customers – finance for impact
- Our employees – employer of choice
- Our community – corporate citizenship



# STAKEHOLDER ENGAGEMENT

Effectively responding to the needs and expectations of our internal and external stakeholders, allows us to create greater value as a bank.

To achieve this, we consistently engage with our stakeholders, ensuring we are aligned with their evolving priorities and seamlessly incorporating them into our ESG Strategic approach.

Our approach involves routinely mapping our key stakeholder groups, evaluating our engagement techniques, identifying priority concerns for both the bank and stakeholders, and diligently monitoring our response to these matters. In the following section we will outline our principal stakeholders and elaborate on the ways in which we create value for each of them.

## MATERIALITY ASSESSMENT

Our ESG efforts and strategic priorities are informed by the wider context around us. We use a materiality assessment process to identify topics that are important to our stakeholders and are strategically significant to the business.

Prioritization helps inform our ESG strategic direction, build focus and ensure relevance in our approach to ESG topics. During 2023, we conducted a materiality assessment that focused on the concept of impact. This approach included a systematic evaluation of the ESG issues and identifying the bank's impact on them. Identifying and prioritizing these material aspects, enables us to efficiently allocate resources, monitor progress, and transparently communicate our performance to stakeholders, ultimately creating a more responsible and sustainable business.

In 2023, our assessment identified a list of 26 material ESG issues.

## HOW WE DELIVER



### CUSTOMERS

#### How we deliver

Addressing the evolving needs of customers, businesses and institutions by offering seamless, innovative and comprehensive financial services



### SHAREHOLDERS

#### How we deliver

Providing an appropriate return on investment over the long-term, in an ethical and well-governed manner



### GOVERNMENT

#### How we deliver

Maintaining good governance and business conduct practices, adherence to regulations, and transparent reporting



### SUPPLIERS

#### How we deliver

Sourcing goods and services responsibly, and providing suppliers with fairness



### EMPLOYEES

#### How we deliver

Creating an inclusive work environment where the best talent can thrive



### COMMUNITY

#### How we deliver

Supporting local communities where we operate to address local social, and environmental issues



### THE ENVIRONMENT

#### How we deliver

Supporting the transition to a climate resilient future



A full description of how we engage and create value for our stakeholders can be found in Appendix B.

### GOVERNANCE



- Data Security
- Governance, Business Ethics and Compliance
- Tax
- Systemic Risk Management
- Transparency and Trust
- Anti Competitive Behavior
- ESG Risk Management
- ESG Governance

### ENVIRONMENTAL



- Sustainable Finance
- Net Zero Transition
- Sustainable Procurement
- Climate Change
- Direct Environmental Impact of Operations

### SOCIAL



- Customer Protection and Transparency
- Innovation and Digitization
- Employee Experience
- Employee Wellbeing
- Social License to Operate
- Diversity, Equal Opportunity and Inclusion (DEI)
- Community Investment and Impact
- Financial Inclusion and Accessibility
- Product Design and Lifecycle Management
- Human Rights
- Supporting SMEs and Entrepreneurship
- Nationalization
- Child and Forced Labor



A full explanation of our materiality approach and boundaries of the material issues can be found in Appendix C.

# ARAB BANK ESG STRATEGY

Arab Bank's ESG vision is "to be a leading regional financial institution in responsible banking practices by delivering long term, positive ESG impact for our stakeholders."

In 2023, the bank launched its comprehensive Environmental, Social, and Governance (ESG) strategy, following its approval by the bank's board. This ambitious strategy outlines a detailed approach to managing a range of ESG issues, with a particular emphasis on climate change.

## Strategy Pillar

## ESG Topic

## Ambition

### GOVERNANCE

Arab Bank is committed to integrating ESG in its Governance Model.



ESG Governance

Establish ESG operating model and governance structure

ESG Linked Incentives

Embed ESG KPIs in management scorecards

ESG Risk Management

Develop and implement a comprehensive ESG Risk framework, policies and systems

Reporting and Disclosure

Expand ESG Report to cover all plc Countries by 2025

### ENVIRONMENT

Arab Bank is committed to supporting the transition to a low-carbon economy.



Sustainable Finance

Embed and expand our sustainable finance offerings

Financed Emissions

Calculate baseline financed emissions and develop emissions reduction roadmap

Net Zero Operations

- Develop a roadmap for achieving net-zero emissions from operations.
- Achieve 40% renewable electricity powered operations across all Arab Bank plc operations by 2025

Sustainable Supply Chain

Develop & Implement a Sustainable Procurement system

### SOCIAL

Arab Bank is committed to advancing social development



Diversity & Inclusion

Increase women representation within the bank's senior management

ESG Learning and Development

- Develop role-based learning needs and implementation plan
- Launch ESG awareness and culture integration initiatives

Employees Wellbeing

Establish an employee wellbeing program

Community Investments

Expand Arab Bank Corporate Social Responsibility Program "Together" to key markets where the bank operates

Financial Inclusion and SMEs

Enhance focus on SMEs and financial inclusion for target groups in key markets

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## GOVERNANCE

Integrating ESG in our governance model

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- Good Governance
- Governance of ESG
- Conduct and Trust

# GOVERNANCE



# GOVERNANCE

ESG is an integral part of the bank's governance model, including its decision-making processes and risk management strategies. By doing so, the bank works to ensure that it aligns with its commitment to ESG, which in turn, promotes responsible and sustainable practices throughout the bank's operations.

Good governance is a fundamental principle at Arab Bank. Our Board of Directors (BoD) is committed to ensuring that the highest professional standards are implemented across the bank, which helps ensure that the bank operates in a responsible, ethical, and effective manner. This ultimately benefits our customers, shareholders, and the broader community.

The bank also takes a proactive approach to ensuring good business conduct, strictly complying with applicable local and international policies and regulations while being open and transparent.

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The Board

**Risk Management Committee**

is responsible for overseeing the bank's ESG risk management efforts

Training on

**ESG deep dive**

delivered to the board of directors

Established

**ESG Steering Committee**

to lead, guide, and oversee the overall implementation of the ESG strategy

Included

**Egypt and Palestine**

alongside Jordan, in the 2023 ESG Report



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## Good Governance

Good governance is a fundamental principle at Arab Bank. Our Board of Directors (BoD) is committed to ensuring that the highest professional standards are implemented across the bank, which helps ensure that the bank operates in a responsible, ethical, and effective manner. This ultimately benefits our customers, shareholders, and the broader community.

### Arab Bank Board of Directors

The BoD is the highest authority at the bank and is responsible for the implementation of sound corporate governance. Their role includes setting the bank's long-term strategic objectives and overseeing senior executive management performance in executing strategies to achieve those objectives.

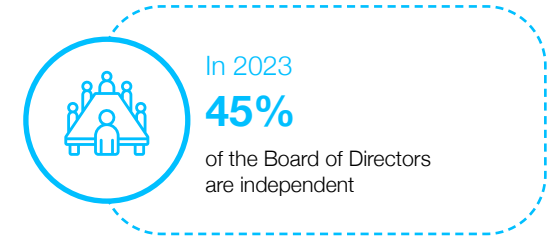
The BoD ensures that the interests of shareholders, depositors, creditors, employees, and other stakeholders are balanced and met. They certify that internal control systems are effective, and that the bank's activities comply with the laws and regulations in jurisdictions in which it operates.

The BoD is comprised of eleven non executive members, five of whom are independent. The BoD held nine meetings in 2023. The BoD, all of whom is or represents a shareholder, were elected by the General Assembly (GA) in its ordinary meeting in 2022 for a term of four years. Members are selected based on their qualification and expertise in the fields of finance and banking, taking into account other related competencies and experience.

During the past three years, a series of informative and engaging awareness sessions were organized for the the board members, aimed at equipping them with up-to-date knowledge on emerging topics of critical importance to the bank, thereby, enabling them to make well-informed decisions that are relevant and promote long-term success.

These training sessions covered a diverse range of subjects, including:

- ESG and Climate Risk Overview.
- Cyber security risks.
- Anti money laundering, and terrorism financing.
- Corporate governance.
- Budget and benchmarks for financial services institutions, and the latest international best practice.
- Banking and Capital Markets Outlook 2023



### Internal Auditing

The Group Internal Audit (GIA) provides the Board Audit Committee with independent assurance that our policies and procedures have been effectively implemented, and that controls, risk management and governance processes are effective to safeguard the organization from significant risks. To maintain impartiality, the GIA directly reports to the Board Audit Committee.



## Governance of ESG

By implementing effective governance practices around ESG issues, the bank can better manage risks and create value for all stakeholders over the long-term.

### ESG Governance Structure

ESG factors have become increasingly important considerations for banks and financial institutions in recent years, and the effective governance of ESG is essential for banks to address risks, comply with regulations, and meet the expectations of stakeholders. To effectively govern ESG, coordinated efforts are required across the bank; starting from the BoD, all the way to frontline employees. We believe that it is essential for the bank to establish a culture that values ESG considerations and incorporates them into all aspects of the bank's operations.

**Board of Directors** – As the highest governing body at the bank, the BoD is responsible for providing strategic direction, ensuring effective oversight, and fostering a strong ESG culture throughout the organization. To ensure that our bank meets the highest standards of sustainability and corporate responsibility, the BoD provides oversight of our Environmental and Social Risk Policy. This policy outlines our approach to identifying, assessing, and managing ESG risks, and the Board's review and approval ensure that our efforts remain relevant and effective. The Board receives reports on the bank progress and key matters, including ESG, on a periodic basis.

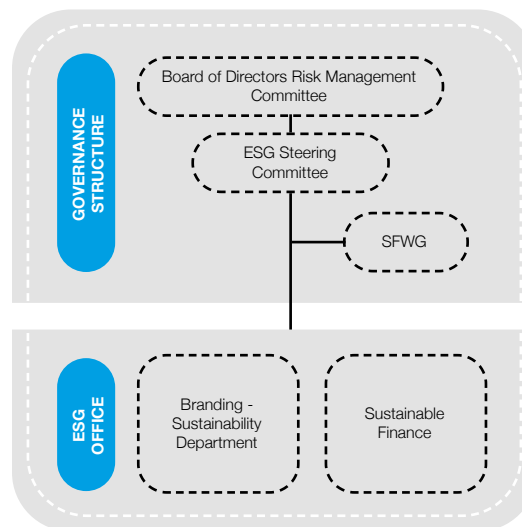
In addition, the BoD Risk Management Committee is responsible for overseeing the bank's ESG risk management efforts. The committee provides guidance and direction to management, reviews key ESG risks and metrics, and ensures that our ESG efforts are aligned with our overall strategy and values.

**ESG Steering Committee** – During 2023, the bank established the ESG Steering Committee. This Committee consists of the executive management of the bank, headed by the CEO. The duties of the steering committee include leading and guiding the bank's ESG and sustainability journey, as well as validating, approving and overseeing the overall implementation of the ESG strategy.

**Sustainable Finance Working Group (SFWG)** – the SFWG is responsible for governing and implementing the initiatives set out in the bank's Sustainable Finance Framework. It is comprised of certain Bank's management personnel for the selection and evaluation of the Eligible Sustainable Projects.

**ESG Office** - The ESG office is composed of the bank's Sustainability Department within the Branding Division, and the Sustainable Finance Department. This specialized team of management personnel is charged with the crucial task of executing the ESG strategy across the different divisions within the bank. Their responsibilities extend to ensuring that knowledge of ESG principles is disseminated throughout the organization, thereby fostering an inclusive understanding of these critical values among all employees. Additionally, the ESG office plays a vital role in maintaining a conduit of communication with the ESG steering committee, providing them with regular updates on the organization's ESG initiatives. This includes informing the Committee about global and regional advancements in ESG that could impact the organization, ensuring that our strategies remain aligned with the latest developments and best practices in sustainability.

The ESG Office has representatives in each market, with a dedicated Sustainability and Sustainable Finance coordinator appointed in Egypt.



### ESG Risk Management

ESG risk management has gained significant prominence in the banking sector due to its critical role in ensuring long-term financial stability, enhancing reputation, and meeting the evolving expectations of stakeholders. Banks, as key players in the global financial system, must actively address ESG risks to maintain their competitive edge and contribute to a sustainable future.

At Arab Bank, our commitment to ESG risk management reflects our dedication to responsible banking, operational resilience, and sustainable growth.

Our approach to ESG risk management is guided by a comprehensive framework that ensures the identification, assessment, mitigation, and monitoring of ESG-related risks and opportunities. We continuously refine our policies, procedures, and best practices to align with international standards, evolving regulations, and stakeholder expectations.

The bank established its Environmental and Social Risk Policy (ESRP) that provides an overview of the bank's approach towards managing environmental and social risks.

The bank also implements the Climate Change Stress Test in order to understand the physical and transitional risk for its operations in Jordan, in line with the Central Bank of Jordan related Stress Testing instructions and scenarios.



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## Conduct and Trust

We take a proactive approach to ensuring good business conduct, strictly complying with applicable local and international policies and regulations while being open and transparent.

### Code of Conduct

The Code of Conduct (CoC) is a crucial high-level policy that sets the foundation for our strong commitment to conducting business in compliance with the highest ethical standards and uncompromised integrity across all operations and jurisdictions. The CoC serves as the guidelines to which all employees are held accountable to, ensuring they carry out their responsibilities while adhering to legal and ethical obligations. The CoC is accessible to all our employees through our internal portal “Arabina”. All employees are required to acknowledge on an annual basis that they will abide by the CoC.

### Supporting Policies

The CoC is supported by a number of additional bank-wide policies. They cover topics such as privacy, anti-money laundering, combating terrorist financing, conflict of interest, and anti-bribery, whistleblowing, among others.

**Some of the most important policies in this respect include:**

- **Anti-Bribery and Corruption Policy** – this policy aims to enforce controls to combat bribery and defines restricted activities. This policy is communicated to all Arab Bank plc employees, in addition to the bank’s suppliers, contractors, business partners and the wider stakeholders’ group.
- **Know Your Customer (KYC), Anti-Money Laundering (AML), and Combating Terrorist Financing (CTF) Policy** - our KYC, AML and CTF policy ensures that all legal requirements are met in relation to exercising the required due diligence to determine the true identity of the bank’s customers and maintain a clear understanding of their practices, screening customers against blacklists, and reporting activities identified as suspicious.

### Ethics Committee

Arab Bank Ethics Committee is responsible for monitoring the conduct of our business in accordance with the highest ethical standards across all jurisdictions in which we operate. The purpose of this executive committee is to interpret and enforce our CoC, and to investigate potential legal and regulatory violations, as well as whistleblowing incidents across the Arab Bank plc network. The Committee is chaired by the Head of Group Regulatory Compliance and includes the Heads of HR Division and Legal Affairs Division. The Chair of the Ethics Committee reports regularly to the Bank’s Chief Executive Officer (CEO) as well as quarterly to the Compliance Committee of the Board on the Committee’s activities.

### A Compliance Culture

The enterprise compliance program helps to enhance our reputational capital by demonstrating compliance to the highest ethical standards. It is a robust program for the identification and management of regulatory compliance requirements across all of the jurisdictions in which we operate.

The program is designed to ensure effective and consistent implementation of policies, procedures, and training programs to meet regulatory requirements. It also drives a system of internal controls, including periodic monitoring and reporting, which ensures continuous compliance across our global network. Our approach balances our business practices, revenue growth, customer experience and risk management, so that any risk taken is the risk intended.

With the aim of increasing compliance awareness among our employees, the bank’s Group Regulatory Compliance Department uses the GRC Compliance Learning Academy to transfer compliance knowledge across the organization by leveraging internal expertise and building cross-division technical competency and individual capacity to add greater value. The Learning Academy covers a wide range of categories, including effective leadership, enhancing the culture of ethics and compliance, combating financial crimes, this targets both compliance and line of business.

Further, in 2023, GRC initiated a new gamified internal compliance awareness tool, “Compliance Aware,” based on gamification techniques. The objective of this new initiative is to use gamification as an educational tool to raise awareness on compliance topics for GRC stakeholders. The tool provides online questions where participants are virtually rewarded for selecting the correct answers, making learning engaging and interactive.

During 2023, the bank launched a refresher of the Anti-Bribery and Corruption (ABC) E-Training course across Arab Bank plc. The course was updated to align with recent regulatory developments and emphasizes the required behavior of staff by familiarizing them with the relevant policies and procedures, including guidelines about gifts, third-party interactions, and reporting activities that might be associated with corruption or bribery.

In addition, an E-Training refresher on Advanced KYC, AML, and CTF was launched across Arab Bank plc. This course is tailored to bank staff processing products and services, focusing on the update of customer records and KYC requirements for special bank products and services including cross-border cheques, foreign exchange, cash deposits, wire transfers, and trade finance.

### Whistleblowing

Arab Bank’s whistleblowing policy instructs employees to promptly report any potential violations of the CoC, Arab Bank policies and / or applicable laws and regulations to the Ethics Committee, while maintaining and protecting their anonymity. If an employee is unclear whether a violation has occurred, they are encouraged to send their inquiries to Group Regulatory Compliance at Head Office.

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## Proactive Risk Management

Risk is inherent in all aspects of a financial services business, so sound risk management practices are fundamental to long-term success. An informed and responsible approach to risk management is a core competency of Arab Bank. Thus, we have a constant focus on implementing proactive risk management procedures to mitigate and minimize risk.

The bank addresses the challenges of the banking risks comprehensively through an Enterprise Risk Management (ERM) Framework which is built around five main pillars:

- **Governance and Culture:** The Bank's Enterprise Risk Management Framework is based on leading best practices, and supported by a Board and Executive level risk governance structure consisting of risk-related Board Committees, Executive Management Committees, and three independent levels of oversight.
- **Strategy and Objective-Setting:** A risk appetite is established and aligned with strategy. Business objectives put strategy into practice while serving as a basis for identifying, assessing, and responding to Risk.
- **Performance:** Risks that may impact the achievement of strategy and business objectives are identified, assessed and prioritized by severity in the context of risk appetite. The Bank then selects risk responses and takes a portfolio view of the amount of risk it has assumed. The results of this process are reported to key risk stakeholders.
- **Review:** By reviewing the Bank's performance, the Bank can consider how well the Enterprise Risk Management components are functioning over time in light of substantial changes, and what revisions are needed.
- **Information, Communication, and Reporting:** Enterprise Risk Management requires a continual process of obtaining and sharing necessary information, from both internal and external sources, which flows across the Bank.

Group Risk Management (GRM) represents one of the fundamental levels of oversight and is part of the organizational structure framework for managing risk. GRM is responsible for developing a robust and effective system for the identification and management of financial and non-financial risks to which the bank is exposed to.



For additional information on our risk management achievements, please refer to the 2023 Annual Report.

## Disclosure and Reporting

In our unwavering commitment to transparency and trust, our bank extends these core values into every aspect of our reporting. We diligently adhere to regulatory requirements in our annual financial report, ensuring that our financial disclosures are not only compliant but also reflective of our dedication to transparency. Moreover, our Environmental, Social, and Governance (ESG) reporting aligns with the best international practices. This approach underscores our dedication to providing stakeholders with clear, comprehensive, and reliable information, fostering a culture of openness and integrity that is integral to our corporate ethos.

To realize this commitment, the bank has expanded its ESG reporting scope to its operations in Palestine and Egypt, alongside Jordan, in this report.

The bank will remain dedicated to expanding its ESG reporting across all countries it operates in by 2025, and aims to expand this commitment to include all subsidiaries and affiliates by 2026, as part of our unwavering commitment to transparency and to hold ourselves accountable for our promises.



## Tax Transparency

Arab Bank has operations in over 29 countries and include over 600 branches, the bank is committed to upholding integrity and transparency in its tax practices in all the jurisdictions where the bank operates. The bank strictly adheres to all applicable laws and regulations, ensuring compliance and minimizing potential risks and disputes. In order to determine fair and reasonable pricing for cross-border transactions, the bank follows authoritative guidelines, such as those issued by the OECD, to ensure that transactions are conducted at arm's length and fair price.

The bank has established strong internal controls and policies to comply with all domestic tax laws across the group while adhering to OECD standards regarding substance and transparency. Therefore, the bank aims to build and maintain a constructive, appropriate and open relationship with tax authorities.

As a publicly traded company, the bank considers tax planning and risk management an essential and appropriate part of supporting the bank's strategic goal. Arab Bank will only engage in transactions where there is a high degree of confidence that the tax aspects will be accepted by the respective tax authorities.



For additional information on our Tax Transparency, please refer to the 2023 Annual Report.



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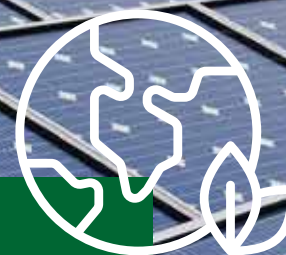


## ENVIRONMENTAL

Supporting the transition to a low-carbon economy

### IN THIS SECTION

- Sustainable Finance
- Reducing the Environmental Impact of Our Portfolio
- Reducing the Environmental Impact of Our Operations
- Sustainable Procurement



# ENVIRONMENTAL

# ENVIRONMENTAL

As a leading financial institution in the region, we have an important role to play in contributing the required transition to a low carbon economy. This is done through focusing on sustainable finance and investing in environmental projects, or through providing our customers with green products or services.

At Arab Bank, we are committed to minimizing our environmental footprint from our operations through the implementation of sustainable practices and the adoption of environmentally responsible operations.

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Issued

**USD 250 million**  
in Additional Tier 1  
(AT1) Capital  
Securities

during 2023 dedicated  
to sustainable projects

Reduced GHG emissions by

**4%**

per employees in 2023 compared  
to previous year

Launched

**Material and Waste  
Management  
Strategy**

aligning with the bank's commitment  
to achieving zero-impact for internal  
operations

Around

**90%**

of our total electricity consumption  
in Jordan is sourced from renewable  
energy

Recycled around

**90 tons of paper**

during 2023 in Jordan,  
which represent

**33%**

of our paper consumption across  
Jordan, Palestine and Egypt

All our suppliers comply  
with the bank's

**Suppliers Code  
of Conduct**

that mandates them to comply with  
labor, employment, environmental  
and social standards, regulations  
and legislation

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## Sustainable Finance

We believe that financial services can help tackle climate change and create a better world for future generations. That is why we focus on financing projects that have a positive impact on the environment.

Sustainable finance focuses specifically on financing projects and initiatives that have a positive impact on the environment and on social issues in the communities we operate. This includes projects related to renewable energy, energy efficiency, clean transportation, green building, pollution prevention and control, climate change mitigation and adaptation, women empowerment projects, and SMEs.

Whether through investing in environmental projects, or through providing our customers with green products or services, we believe that this will support the efforts towards addressing environmental challenges and promoting a more sustainable economy.

### Sustainable Finance

We play a major role in financing a more sustainable economy and the transition to a low-carbon economy through our green infrastructure finance activities, which also represent a major growth opportunity for our business and our customers. By investing in the deployment of largescale renewable energy projects, we are adding to the global efforts to combat climate change and contributing to the achievement of the SDGs.

**Arab Bank Sustainable Finance Framework** – In a continued pursuit of sustainability and ethical governance, Arab Bank established its Sustainable Finance Framework back in 2022. This pivotal step reaffirms the bank's commitment to ESG objectives, marking a significant milestone in our journey towards sustainability. The Framework is designed to guide the issuance of sustainable debt instruments, facilitating the bank's support for projects that not only contribute to climate action and employment generation but also top social development issues and align with the United Nations Sustainable Development Goals (SDGs).

The development of the Framework has been meticulously aligned with the highest standards set forth by the International Capital Market Association (ICMA) and the Loan Market Association (LMA). It adheres to the core principles of the Green Bond Principles 2021 (GBP), Social Bond Principles 2021 (SBP), Sustainability Bond Guidelines 2021 (SBG), Green Loan Principles 2021 (GLP), and Social Loan Principles 2021 (SLP).

To underscore the credibility and alignment of our Framework with these international standards, Arab Bank obtained a Second Party Opinion from a third-party, which affirmed that it is in full alignment with the principles set by ICMA and LMA.

**Additional Tier 1 (AT1) Capital Securities** – Building upon the robust foundation laid by the bank's Sustainable Finance Framework, Arab Bank successfully issued a USD 250 million in Additional Tier 1 (AT1) Capital Securities during 2023. This issuance represents the first sustainable perpetual AT1 issue in Jordan, where the capital raised will be used to fund sustainable assets in line with the bank's sustainable finance framework.

Executed through a private placement, this bond has been listed on the prestigious International Securities Market (ISM) as well as the Sustainable Bond Market of the London Stock Exchange. Designed with an attractive interest rate of 8%, the bond garnered significant interest from a diverse pool of investors. This includes a broad spectrum of large institutional and individual investors, spanning not only Jordan but also various other countries where Arab Bank has a significant operating presence.

The primary objective of this issuance is multifaceted: it aims to substantially bolster the bank's capital base, thereby enhancing our financial robustness and stability. Furthermore, it seeks to diversify our funding sources, a strategic move designed to underpin our ambitious plans for regional growth and expansion. This initiative is a testament to our commitment to integrating sustainability into our financial strategies, thereby contributing to a more sustainable future while pursuing our growth objectives.

### Green Products and Services

We aim to improve the environmental impact of our consumer banking products and services. Our approach to achieve this is two-fold; helping our customers reduce their environmental footprint when using our services, and offering them products that can help them adopt sustainability as part of their lifestyle.

We have implemented various measures to reduce the material and energy consumption related to our products and services. One of our primary initiatives is the adoption of digital financial services, which has helped us to significantly reduce paper usage and energy consumption related to printing and mailing physical documents. Among these projects we have extended the use of e-statements and e-advice, allowing our customers to access important information about their accounts online rather than receiving physical documents. This not only

reduces paper usage and waste but also provides our customers with a more convenient and efficient way to manage their accounts.

We are also offering our customers products that can help them adopt sustainable practices. For example, the Easy Payment Plan (EPP) allows customers to purchase renewable energy equipment and green products using an Arab Bank credit card and take advantage of a payment period up to 12 months with 0% interest, and a repayment period of up to 24 months with 1% interest. Additionally, we demonstrate our commitment to promoting sustainable practices by offering loans for electric and hybrid cars with 0% processing fees, thus encouraging and supporting our customers to adopt more environmentally friendly transportation options.

## Reducing the Environmental Impact of Our Portfolio

We recognize that our lending can have an impact on the environment and society. As such, we use sound risk management practices to identify, evaluate and mitigate, to the best practical extent, the impact of our lending and financing activities.

Reducing the environmental impact of the bank's investments and loans requires a comprehensive approach that integrates ESG factors into decision-making. Specifically, the bank has taken several steps to address the issue of climate change through our portfolio.

The bank has a robust system in place for identifying and managing lending and financing risks, with environmental and social risks considered as part of the bank's credit policies. The Environmental and Social Risk Policy (ESRP) aims to enhance the bank's resilience to and management of environmental risks, in addition to social risks through setting out sound risk management practices in a systematic and consistent manner.

We recognize there is more work to be done and so the bank has committed to measuring scope 3 GHG emissions related to our portfolio as a first step in setting our future targets.

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## Reducing the Environmental Impact of Our Operations

At Arab Bank, we are committed to minimizing our environmental footprint and promoting sustainable practices. This will be achieved through the implementation of sustainable practices and the adoption of environmentally responsible operations.

### Energy and Related GHG Emissions

Our main sources of energy, which also represents our main sources of GHG emissions, includes Scope 1 - direct energy consumption, Scope 2 - indirect energy consumption, and Scope 3 - other indirect energy which includes, business travel.

Although our operations are not highly energy intensive, we continuously seek to reduce our energy consumption. In 2023, we have:

- Switched all lighting to LED lighting.
- Installed advanced AC system (VRV/VRF) in the new locations instead of the traditional system.
- Replaced old interior wooden partitions with glass partitions, as part of the Head Office renovation project, thus allowing the use of natural lighting.
- Installed GPS tracking systems on all the bank's vehicles with the aim of reducing both fuel consumption and toxic emissions.

In addition to the above efforts in reducing energy consumption through efficiency practices, the bank continued to source its electricity consumption from renewable resources when possible. During 2023, our operations in Jordan were 90% sourced from renewable energy projects, eliminating harmful GHG emissions from electricity that would have otherwise come from conventional hydrocarbon generation. This translates into 47% of total electricity consumption (Jordan, Palestine, and Egypt) is sourced from renewable energy power plants.



Energy consumption and GHG emissions performance are presented in the Sustainability Scorecard on page 43.



Around  
**47%**

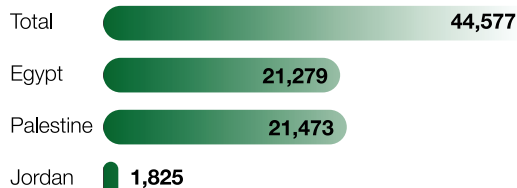
of our total electricity consumption in Jordan, Palestine, and Egypt, is sourced from renewable energy



Achieve  
**40%**

renewable electricity powered operations across all Arab Bank plc operations by 2025

### TOTAL GHG EMISSIONS PER COUNTRY (Tons of CO2 Equivalent) FOR THE YEAR 2023



### TONS OF EQUIVALENT PER EMPLOYEES

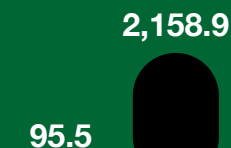


### TOTAL GHG EMISSIONS PER COUNTRY (Tons of CO2 Equivalent) by Scope

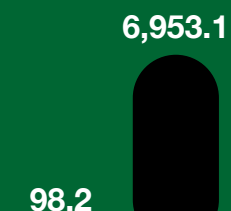
Jordan



Palestine



Egypt



● Scope 1 ● Scope 2 ● Scope 3



By  
**2025**

calculate baseline operational emissions and develop a roadmap for achieving net-zero emissions from operations



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## Paper Consumption

Due to the nature of our business, paper continues to be heavily utilized in our offices and branches. We are focused on reducing paper use for our customers, optimizing our internal operations and recycling paper waste.

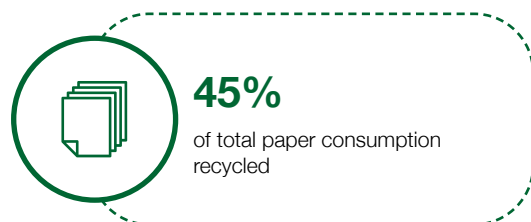
Our approach to reducing paper consumption is two-fold; optimizing our internal operations by moving to a paperless environment through automation of paper-based processes; and introducing digital products and services that reduce and eliminate paper consumption by our customers.

 For additional information on digital products and services that reduce and eliminate paper consumption, please see page 25 from this report.

In 2023, we continued to follow our approach in creating a paperless operational environment. Several initiatives have been developed to eliminate paper use through harnessing the benefits of digitization. Those include digitizing several forms and reports, in addition to reducing the number of printing machines and focusing on automating document workflows.

We continue to focus on introducing green banking solutions through digital transformation in order to reduce the environmental footprint stemming from paper-based services, while offering our customers a smoother banking experience.

On the recycling front, we were also able to recycle around 90 tons of paper during 2023.



## Water Consumption

Although our water consumption is low, we are aware of the importance of responsible water use especially in Jordan. Our water consumption is primarily from employee usage and for cleaning purposes. We have continued to work on reducing our water consumption by installing water saving devices.

## ARAB BANK MATERIAL AND WASTE MANAGEMENT STRATEGY

Arab Bank has recently implemented a comprehensive Material and Waste Management Strategy, aligning with its commitment to achieving zero-impact for internal operations. Recognizing the environmental impact of business operations, the bank embarked on a journey to develop a robust framework for material consumption and waste management.

The cornerstone of this initiative is the creation of a Material and Waste Management Framework, anchored by a policy statement that outlines the bank's approach to handling materials and managing waste. This framework not only establishes policies and internal controls but also emphasizes the crucial role of behavioral and cultural change within the organization.

The strategy provides a roadmap for reducing materials consumed during our operations, including paper, and recycling the waste generated. The strategy provides specific initiatives to tackle the following:

- Paper use and recycling
- Plastic bottles use
- Electronic waste generated



## Sustainable Procurement

The goods and services that we procure have an impact far beyond the boundaries of the bank. The effective management of a bank's supply chain is crucial to creating an overall positive social impact. Through procurement practices, we can ensure the institution and suppliers are aligned with regards to ethical and sustainability standards, fostering responsible growth and promoting social and environmental stewardship.

### Suppliers Code of Conduct

Prior to establishing a partnership with a potential supplier, our comprehensive Supplier Code of Conduct outlines the bank's expectations to ensure the suppliers' practices align with our rigorous standards, thus formalizing our mutual approach to sustainable procurement. The Code mandates suppliers to comply with labor, employment, environmental and social standards, regulation and legislation.

### Arab Bank Electronic Procurement System Rollout

The Global Procurement Division has advanced the bank's operational efficiency and accuracy by expanding the eProcurement system to countries including Egypt and Palestine. This strategic automation of the entire Procure-to-Pay cycle has not only enhanced the

efficiency and reduced human errors but also achieved substantial environmental benefits through notable paper reduction. This progress supports the bank's ESG and sustainability objectives and results in considerable cost savings, showcasing its commitment to innovation and environmental stewardship.

### Reducing the Environmental Impact of Our Suppliers

Reducing the environmental impact of a supply chain is a complex task that requires a multi-faceted approach. At Arab Bank, we ensure that all our suppliers are adhering to the environmental standards and regulations of the country of origin. We also encourage our suppliers to develop their own environmental policies, to focus on reducing waste and minimizing the environmental impact of their operations. To ensure our suppliers comply with the bank's environmental requirements, we have included the environmental requirements in our Suppliers Code of Conduct, which all our vendors sign before conducting any business with the bank.

The bank has a series of procedures that ensure checks are completed on suppliers throughout the procurement process. The checks not only ensure we are getting good value for money but seek to minimize the impact of suppliers on the environment as well.

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**Contractual Agreements with Suppliers**

To reinforce suppliers' adherence to critical social values, particularly those concerning human rights, the bank has strategically incorporated pertinent clauses into all contracts' terms and conditions under the "Applicable Law and Jurisdiction" section. These values form an integral component of a broader framework of fundamental principles, which encompass the Universal Declaration of Human Rights (UDHR) and the International Labor Organization (ILO) guidelines, ensuring a steadfast commitment to ethical and responsible practices in every aspect of the bank's operations.

**Supporting Local Suppliers**

We remain committed to supporting the economies we work in through our strategic collaborations with locally based suppliers. This not only reflects our dedication to fostering economic growth within the country but also emphasizes our efforts to empower and support local businesses. By prioritizing the engagement of local suppliers, we contribute to job creation, skill development, and the overall strengthening of the nation's economic infrastructure.



Percentage of Local Procurement Spending from Total Procurement Spending

Jordan  
**73%**

Palestine  
**90%**

Egypt  
**91%**



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## SOCIAL

Advancing Social Development

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- Our Customers – Banking Solutions for Impact
- Our Employees – Employer of Choice
- Our Community – Corporate Citizenship



# SOCIAL

# SOCIAL

The bank is committed to advancing social responsibility within its ecosystem to support sustainable development, strengthen stakeholder relationships, and help build a more equitable society.

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Launched a financial inclusion account

## "El Nas" in Egypt

to benefit a larger segment of society

Launched

## employees' wellbeing strategy

structured around four key areas of wellbeing: mental, physical, social, and financial wellbeing

Employees Completed

## 90,000 +

Training Hours

Around

## 23%

Female Representation from **Total Senior Management in Jordan, Palestine and Egypt**

5,600+ hours

## of ESG training

conducted around increasing awareness among all employees

Our employees and their families volunteered over

## 3,900

Hours of their time to support local causes

Launched

## financial literacy program for women

aimed at enhancing and raising financial awareness among women in several governorates across Jordan

Around

## USD 25 Million

Invested in Jordan, Palestine and Egypt as community investments to support social and environmental developments

Implementing

## Women Empowerment Strategic Framework

as a comprehensive initiative designed to promote gender equality and foster the inclusion of women

In 2023

## 3.4%

of Arab Bank plc Pre-tax profits Invested in Jordan, Palestine and Egypt communities



## Our Customers – Banking Solutions for Impact

Our banking solutions represents a powerful approach to addressing some of the most pressing social issues of our time. By leveraging financial services, we have the potential to drive positive change and make a meaningful difference to our customers and beyond.

We believe that our banking solutions play a critical role in driving progress towards a more sustainable and equitable future. Our approach to advancing social development for our customers is manifested through:

- Supporting SMEs to enable economic and social growth in society.
- Advance financial literacy and inclusion.
- Enabling our customers to perform their financial transactions with ease while safeguarding their data and security.

### Supporting SMEs - Fostering Social and Economic Growth

Small and medium-sized enterprises (SMEs) are the backbone of the global economy as well as Jordan. At Arab Bank, we understand the critical role that SMEs play in driving economic growth and job creation, which is why we are committed to supporting their success.

We recognize that many SMEs struggle to access the finance and capital they need to thrive and grow, which is why we have created a multi-dimensional approach to support them. Our tailored products and financial offerings - both offline and online - are designed to meet the evolving needs of SMEs and enable their growth plans.

Through our services to SMEs, we offer a range of financing options, including loans, overdrafts, and lines of credit, as well as investment and trade finance solutions. In addition to guidance, we provide resources to help SMEs navigate the challenges of running a business and to help them to achieve growth.

We believe that by supporting SMEs, we are not only contributing to the success of individual businesses but also to the overall economic prosperity of the communities we serve. We remain committed to providing the banking support and resources that SMEs need to thrive and grow, and we are proud to be a trusted partner in their success.

As a leading financial institution committed to SMEs, we have partnered with various stakeholders, like the European Investment Bank (EIB) and Jordan Loan Guarantee Corporation (JLGC) to support this sector in Jordan and other designated sectors in the region. These programs are designed to help SMEs access the finance they need to grow and thrive, by providing a safety net to lenders and reducing the risk of loan defaults.

Through such loan guarantee programs, we work closely with our partners to provide SMEs with access to affordable financing options, including loans, lines of credit, and other forms of financing. By offering these programs, we are helping to level the playing field for SMEs and promote economic growth and job creation.

The bank also provides its SME customers with digital solutions that are more efficient, secure, and convenient, thus meeting their needs for banking solutions that are easy to use and more accessible through online and mobile banking.

**ArabiNext** - ArabiNext was launched as the first mobile application dedicated to SMEs in Jordan. It is a platform that empowers SMEs by facilitating their financial transactions using the latest digital means, and provides them with 24/7 instant payment solutions for their local transfers, bills and salaries. Enrollment to ArabiNext is seamless; clients can self-register to the app adding makers and data enterers and managing approvals as per their authorized signatories' matrix. The app also allows customers to transfer funds internationally and to request beyond banking services such as the payment gateway, point of sale machine, Arabi E-Mart or Shopix services. Following its successful launch in Jordan in 2022, Arab Bank rolled out ArabiNext to Palestine, becoming the first bank in Palestine to offer such a digital solution dedicated for SMEs.

**SMEs Lending Solutions** - The bank continues to offer tailored SME lending solutions in Jordan, Palestine and Egypt that facilitate access to finance, and ultimately support our SME clients thrive and expand their businesses. Those loans include Point of Sale (POS) Loan, Quick Loan, and Auto Loan.

## Investing in Digital Solutions

**AB Ventures** - On the back of a growing and promising Financial Technology sector and a prosperous early-stage investment industry in the Middle East, AB Ventures has calibrated its focus for 2023 to target FinTech opportunities across MENA markets. Indeed, 2023 saw our participation in Lendo's successful Series-B funding round. Lendo is the market leader for Sharia-compliant crowd-lending for SMEs in Saudi Arabia. We also doubled down on our initial investment in Invygo, the leading car-subscription provider in Saudi Arabia and the UAE. These two investments have made Saudi Arabia our single largest market exposure at AB Ventures, a position we are confident will reap benefits as the KSA moves full-speed towards achieving its economic transformation under Vision 2030.

To date, AB Ventures has attracted over 3,000 FinTech investment opportunities from across the globe, inducted over 670 deals into its pipeline, and made 12 initial investments and 5 follow-on investments. More than two-thirds of the portfolio companies operate in the key sub-verticals of lending and payments with the remaining one-third offering solutions in RegTech, security, wealth management and trading.



For further information regarding AB Ventures, please visits: <https://abventures.vc/>.



Attracted over

**3,000**

FinTech investments opportunities across the globe through AB Invest.



**12**

Initial investments



**5**

Follow-on investments

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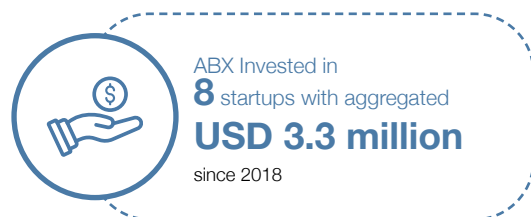
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**AB Innovation Hub “iHUB”** – the bank established the AB “iHub” as a dedicated co-creation space that allows our employees to connect with FinTech startups and foster new innovative ideas, prototype, and experiment together. It is also an awareness and education center to bring the staff up to speed with the latest innovation, debate use cases and reflect on how to exploit new technologies and wider ecosystem.

The bank has expanded the scope of knowledge through our iHub channels, which now provides comprehensive programs in Data Science, Artificial Intelligence, Cyber Security, Digital Development, Application Automation and Robotics, and Next Generation Infrastructure. Through “iHub”, the bank stands to deliver a pioneering experience that resonates with the aspirations of its employees and customers, ensuring the bank’s enduring relevance in the ever-evolving landscape of finance.

**ABX** – Formerly known as “Arab Bank Accelerator”, AB Xelerate serves as the tech corporate VC and innovation hub of Arab Bank. Its mission is to accelerate the integration and collaboration between tech startups and the wider Arab Bank Group across its global footprint. It provides a comprehensive support for businesses to scale and become enterprise-ready with an objective to foster the adoption of emerging technology and solutions within the ecosystem of Arab Bank.

Since 2018, ABX invested in eight startups with an aggregate of USD 3.3 Million. Its investments span four continents and five countries, including key financial markets like UAE, Egypt, USA, Belgium and Germany. Such investments are scattered across different verticals, including BNPL, supply chain financing, cybersecurity, trading & investing, among others.



ABX conducted several POCs with emerging startups, many of which resulted in successful commercial partnerships. Such POCs focused mostly on SME supply chain financing, document authentication, digital onboarding, API, Blockchain, credit scoring, NLP & artificial intelligence, among others. A number of the POCs are currently in assessment, prior to market launch.

### Financial Literacy and Inclusion

In today’s rapidly evolving digital landscape, banks play a pivotal role in tackling financial literacy and inclusion through their innovative use of digital technologies, in addition to their traditional service offerings. As the world grows more interconnected with technological advancements, it’s imperative for banks and financial service providers to bridge the gap between the financially knowledgeable and the underbanked, making it their critical mission.

Banks are uniquely positioned to use digital innovation not just to extend their service reach but also to educate and empower individuals across all demographics, enabling them to make informed financial decisions. Arab Bank uses a combination of digital tools, resources, and personalized support to offer a holistic approach to financial literacy and inclusion. This helps our customers and members of our community to build financial resilience, achieve their goals, and ultimately, create a more inclusive and prosperous society.

At Arab Bank, the significance of digital innovation in enhancing financial literacy and inclusion is a cornerstone of our ethos. Our dedication to leveraging these technological advancements is evident in our wide array of initiatives and programs, specifically tailored to confront and address these essential issues head-on.

**Digital Innovation as a Catalyst for Financial Inclusion - Reflect** – Reflect, the pioneering Neobank by Arab Bank, has significantly impacted the banking sector in both Jordan and Palestine through its innovative digital banking solutions. Launched first in Jordan in 2021, Reflect has undergone substantial growth with six updated versions released in 2023. These updates have introduced several new features to enhance user experience, including the Reflect Credit Card with premium benefits available with or without salary transfer, an option for tracking spending through both debit and credit cards, and the revolutionary Multi-Currency accounts.

In February 2023, Reflect expanded its digital banking revolution to Palestine, marking its launch as the first Neobank there. Throughout the year, Arab Bank released seven updates to the Reflect app in Palestine, each designed to enrich the customer experience with features tailored to their evolving needs. Reflect’s approach in both countries emphasizes ease of use, with automatic app updates, straightforward salary transfers, and a focus on meeting the lifestyle needs of its users through innovative banking solutions.

**Financial Inclusion Account “El Nas Account” in Egypt** - Arab Bank Egypt launched a completely new account “El Nas Account”, which will benefit a larger segment of society by providing banking products and services to all citizens and enabling them to manage their financial affairs.

The “El Nas Account”, offers many exclusive benefits as customers can open the account with simple and easy procedures with no minimum account balance starting from the age of sixteen. Customers can also obtain a Visa payment card from Arab Bank for free. The “El Nas Account” also offers many exceptions, including exemption from administrative expenses for opening the account, annual and monthly fees, and exemption from minimum balance fees and salary transfer fees.

**Agreement with M2P Fintech to Support the Financial Inclusion Strategy in Egypt** – Arab Bank Egypt has entered into a strategic cooperation with M2P FinTech, Asia’s leading API infrastructure provider, to enhance support for FinTech entrepreneurs by simplifying technology integration and offering settlement and operational assistance. This initiative aligns with the Central Bank of Egypt’s goal of achieving sustainable economic growth through financial inclusion and is part of the bank’s commitment to delivering comprehensive banking solutions for both individual and corporate clients. This collaboration aims to boost innovation in the FinTech sector, providing entrepreneurs with the tools they need to deliver cutting-edge, responsive services to their customers. It supports financial inclusion and digital transformation efforts, notably through the issuance of prepaid cards for FinTech clients, in cooperation with M2P FinTech.

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**Financial Literacy Program for Women** - Arab Bank, in collaboration with INJAZ, has launched a specialized training program aimed at enhancing and raising financial awareness among women in several governorates across Jordan. This includes proper financial planning, responsible consumption, key financial and digital products and services, types of accounts and loans, and ways to manage them. The program also explains the concept of cybersecurity and offers ways to mitigate associated risks.

Arab Bank has collaborated with several NGOs to reach 250 women across the different age groups in the northern, central and southern parts of the Kingdom. The program is implemented in cooperation with Tkiyet Um Ali, Dar Abu Abdallah, the Jordan River Foundation, the RSCN, and the Jordan Hashemite Charity Organization.

**Arabi Junior App** - this digital financial platform is designed to promote financial literacy among children aged 12 to 18. Catering to both existing and new Arabi Junior customers. This innovative platform, which is part of a broader Arabi Junior Program, aims to make saving enjoyable while teaching children the fundamentals of financial responsibility. By enabling young users to set and track their financial goals, the Arabi Junior Application lays the foundation for a generation of financially savvy and responsible individuals, contributing to a future of greater financial awareness and stability.

**Shabab Program** - Shabab program is designed for youth between the ages of 18-25 years, with multiple benefits that suit their lifestyle and accompany them towards the future they aspire to. This includes a wide range of banking and non-banking benefits.

### Information Security, Data Privacy, and Cybersecurity

At Arab Bank, we take all necessary precautions to protect our business information and safeguard customers' personal information. We constantly communicate with our customers and the community at large on how they can protect themselves from known attacks.

Our comprehensive set of controls and procedures are continually reviewed, monitored and maintained to ensure their relevancy and effectiveness. Our approach focuses on prevention, detection and correction through different channels.

Our model ensures ongoing compliance with all central banks' regulations across all markets where we operate and the alignment with best practices (i.e. ISO/ISMS, NIST, ITIL & COBIT) as applicable to the bank's business model. Arab Bank maintains Payment Card Industry (PCI) and SWIFT Customer Security Program (CSP) compliant status wherever it is required.

The bank's modular approach to information and security management has been a foundational component of our rapid progress in digitalization and has proven to be vital in safeguarding both employees and customers.

In addition, we consistently strive to enhance the understanding of our customers and employees about current cyber threats and the most effective methods of self-protection.

During 2023, we have updated and published the following set of policies with the aim to addressing the new emerging threats and technologies in the cyber era:

- Cyber & Information Security Policy.
- Cyber Risk Assessment Framework.
- Data Management Guidelines.
- Data Loss Prevention Policy.
- Acceptable Use policy.
- Information Incident Response (IIR) Plan.
- Cyber Notification Management Procedure.
- Regulatory Compliance Process.

Our efforts to educate customers encompass various channels and formats, including frequent alert messages, informative displays in branches, awareness videos on the bank's social media channels, and valuable resources made available through our digital platforms. By adopting this comprehensive approach, we actively contribute to building a more secure and resilient digital banking environment for all stakeholders and communities across operating countries. During 2023, we conducted the following programs and initiatives to enhance the awareness of our employees and customers:

- Redesigned the information and cybersecurity training materials to cater to the needs of all Arab Bank employees. Achieve 100% of revised Acceptable Use Policy across the plc.
- Several cyber awareness emails were communicated to all Arab Bank employees.
- Multiple customers' cyber awareness messages and video on Arab Bank social media platforms.
- Ongoing new joiners sessions on Cybersecurity and Information Risk across plc.

Additionally, Arab Bank Cybersecurity Executives and Subject Matter Experts are contributing to shape the cyber security frameworks and regulations on a national level in Jordan, in addition to contributing to the Jordanian Financial Regulator.

### Transparency and Trust

Offering the right product or service to our customers can only be achieved through clear, transparent engagement and fair treatment. This allows us to maintain their trust and loyalty, while empowering them to make the right financial decisions.

The Transparency and Dealing with Customers Fairly Policy requires us to design products and services to meet the needs of each identified customer group, and provide them with professional advice appropriate to their circumstances. This also involves making information fully and clearly available before, during and after every point of sale.



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## Our Employees – Employer of Choice

Arab Bank is committed to fostering a dynamic, diverse, and motivated workforce that embodies the exceptional talent our communities has to offer. Our priority lies in empowering our employees by providing comprehensive training, support, and an enriching work environment. By investing in the growth and development of our employees, we ensure that individuals, teams, and the bank as a whole can thrive, contributing to a prosperous and sustainable future.

### Inclusion and Diversity

The key to creating a sustainable, future-ready organization that is reflective of the broader community that it serves, is to build an inclusive and diverse workplace. Inclusivity encourages diversity of thought and perspective, which ultimately drives innovation and enables our people to create greater value for our stakeholders.

We encourage the success of our employees by providing them with equal opportunities, competitive benefit packages and a safe and nurturing work environment. Our internal policies, including the Code of Conduct (CoC), provide clear guidance on the respect for human rights. At the bank, we do not tolerate discrimination based on ethnicity, gender, language, national or social origin, economic status, religion or belief. We implement our day-to-day operations in line with international human rights standards.

We are also committed to nationalization as part of the bank's efforts to improve economic empowerment within local communities.

### Nationalization Rate Among Senior Management

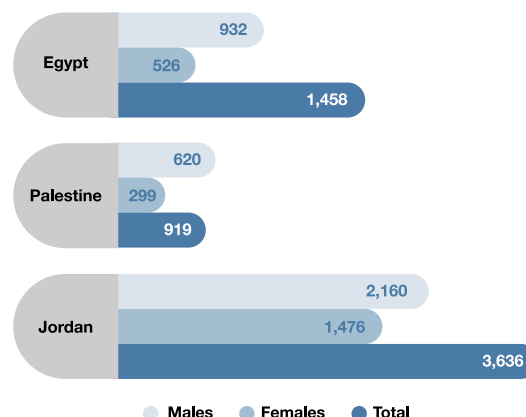


Championing gender diversity and equality, we place a strong emphasis on attracting, developing, and retaining outstanding female talent within our organization. Over the years, we have witnessed the growth and progress of female employees throughout the bank, supported by our equitable processes that ensure women have the same opportunities to showcase and utilize their skills and expertise.

Following the establishment of the bank's Women Empowerment Strategic Framework (WESF) in 2022, the bank conducted a full review of its benefits schemes to ensure equal treatment for all employees and their families regardless of gender. The WESF is a comprehensive initiative designed to promote gender equality and foster the inclusion of women across various domains, including the workplace, marketplace, supply chain, and the community. In the workplace, the framework emphasizes the importance of equal opportunities, offering training and development programs to help women excel in their careers, and implementing policies that promote work-life balance, such as flexible working arrangements and parental leave provisions. The bank is committed to achieving gender equality in leadership roles, ensuring women's voices are equally represented in decision-making processes.

Beyond gender diversity, we also seek to support employees with different life experiences, ages, abilities, and backgrounds. This accessibility strategy supports the employment and integration of those with a disability. At the end of 2023, the bank had 134 employees with physical disability across Jordan, Palestine and Egypt.

### Number of Employees by Country



Around

**38%**

Female Representation from **Total Workforce in Jordan, Palestine and Egypt**

Around

**23%**

Female Representation from **Total Senior Management in Jordan, Palestine and Egypt**



	Female Representation Total Workforce	Female Representation Senior Management
JORDAN	41%	21%
PALESTINE	33%	20%
EGYPT	36%	31%





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## Competitive Benefits

We believe in investing in our employees by providing them with competitive rewards and remuneration that reflect their knowledge, competencies, and performance. Our fair and flexible compensation and benefits programs are designed to attract, retain, and motivate top talent, thus ensuring that we have the necessary skills and expertise to drive business success.

Our approach to compensation is based on key elements such as market and business alignment, internal relativities, job value and demands, individual competence, and performance. Salaries are determined independently of gender and so reflect the true value of each employee's contributions. The bank conducts annual performance review for all its employees from all levels.

In Jordan, Arab Bank also runs an Employees' Children University Scholarship Program to assist employees' children to pursue a university education. In 2023, 140 students were awarded a university scholarship under the Program, with the total amount of support reaching over JOD 245,000.

## Employee Engagement and Wellbeing

By proactively engaging with our employees through various channels such as annual performance reviews, internal newsletters, and the intranet platform "Arabina", we strive to foster a sense of value and purpose that strengthens their commitment to the bank's vision and mission, ultimately resulting in a greater sense of wellbeing and motivation.

Our dedicated Employee Relations Committee ensures that employee feedback, including complaints, are addressed and processed in a timely and effective manner, enabling us to continuously improve our engagement efforts and create a more fulfilling work environment.

**Digital Solutions** - In today's digital age, we recognize the importance of utilizing innovative solutions to engage our employees and meet their needs in an efficient and effective manner. To this end, we have implemented a range of digital tools and platforms to enable our employees to stay connected and engaged no matter where they are located. In 2023, the bank introduced several digital solutions directed towards employees through the bank's Human Resources Management System (HRMS), including Instant Digital Loans, request of a business card, mobile, overtime, transport, leaves and scholarship requests in addition to launching "Arabi HR" mobile application.

**Health, Safety and Wellbeing** - ensuring a safe, secure, and productive working environment where all employees are treated with fairness and respect is an essential prerequisite that we prioritize at the bank. While the risk of major health and safety incidents is relatively low in the service industry, the bank is committed to continuously minimize this risk to ensure zero workplace-related injuries and fatalities. To this end, we have established a dedicated Occupational Health and Safety Committee, consisting of six members from various departments, which focuses on advancing health and safety systems and plans. The committee actively tracks and addresses all occupational health and safety-related queries and complaints, while meticulously documenting the results of any inspections, incident reports, and action plans. Our commitment to maintaining a safe and healthy work environment is unwavering, and we strive to continuously improve our practices to better protect the well-being of our employees.

The morning rush hour can be a stressful and challenging time for many employees. To address this, we offer a flexible one-hour morning attendance policy (half an hour in Palestine), which allows our employees to arrive at work at a time that is more convenient and safer for them, allowing them to attend to their family's needs.

In 2023, the bank initiated a significant renovation project at its Head Office in Jordan, introducing a contemporary office layout that integrates the best global practices for workplace design. This innovative concept features glass partitions, minimalistic door usage, and an open-space style layout, all meticulously designed to foster transparent communication and a vibrant work environment. The intention behind this redesign is to cultivate a positive cultural shift within the organization, sparking creativity, enhancing interaction among colleagues, and boosting engagement levels. In a parallel effort to prioritize staff wellbeing, the bank has strategically installed vending machines at various locations within the Arab Bank premises.

These measures underscore the bank's dedication to creating an exemplary work environment that aligns with modern workplace trends and employee needs. By transforming its physical space and offering amenities that contribute to staff wellbeing, the bank is setting a benchmark in corporate culture, emphasizing the importance of a supportive, engaging, and healthy work environment for fostering innovation and excellence among its workforce.

## ARAB BANK EMPLOYEES' WELLBEING STRATEGY

During end of 2023, Arab Bank has launched an employees' wellbeing strategy. This strategy underscores the bank's commitment to nurturing the holistic wellbeing of its staff, recognizing the intricate connection between their professional and personal lives. Designed to cater to the diverse needs of our employees, the program is structured around four key areas of wellbeing: Mental, Physical, Social, and Financial.



SOCIAL



PHYSICAL



MENTAL



FINANCIAL

### A Comprehensive Approach:

Underpinning this strategy are targeted sub-elements designed to address specific aspects of each wellbeing area. These elements are structured to work in synergy, ensuring that the support provided is holistic and interconnected, mirroring the complex nature of human wellbeing.

**Mental Wellbeing** - Aiming to enhance mental health, this component provides resources for stress management, personal growth, and community contribution, supporting employees in achieving a balanced and fulfilling life.

**Physical Wellbeing** - This focus area promotes active living and preventive healthcare, addressing the link between physical health and environmental factors, thereby encouraging a healthy lifestyle both inside and outside the workplace.

**Social Wellbeing** - Through fostering strong interpersonal relationships and community engagement, we aim to improve the social health of our employees, enhancing their sense of belonging and support.

**Financial Wellbeing** - Addressing economic stability, this segment offers tools for financial management and planning, ensuring our employees feel secure and prepared for their future.

The strategy is already under implementation in its early stages, and we expect to report on its impact in the coming year.

### Building Skills for the Future

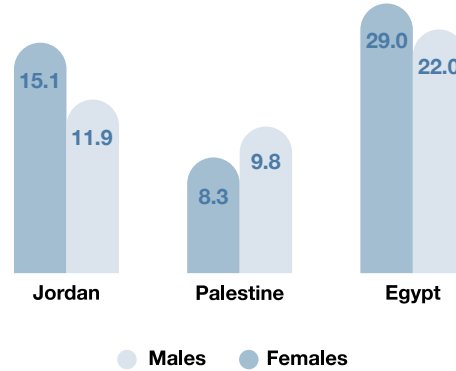
The bank thrives in a dynamic, expertise-driven sector, with our most significant competitive edge stemming from the know-how and abilities of our staff. Recognizing the critical role of continuous professional development, we are committed to equipping our employees with the most up-to-date knowledge and skills. This commitment is underscored by our emphasis on fostering a culture of perpetual learning that enables both individual and organizational growth, allowing the bank to adapt seamlessly to the ever-changing landscape of the financial sector.

Our educational initiatives encompass a blend of in-house and external training opportunities, meticulously designed and selected, whether internally or through partnerships with esteemed training providers, based on a thorough evaluation of our employees' learning and development needs.

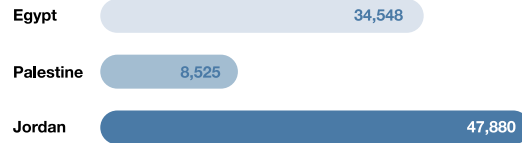
Moreover, we are proactive in supporting our employees' career advancement, utilizing resources such as talent management and succession planning strategies to pave the way for their professional growth. In 2023, we underscored our commitment to employee development by providing 90,953 training hours, averaging 15 hours of training per employee. This comprehensive approach to learning and development ensures that our workforce remains at the forefront of industry knowledge, fully equipped to meet the challenges of today's fast-paced financial sector and to drive the bank's success in a sustainable manner.



#### Average Training Hours by Gender



#### Total Training Hours



### ESG Training

In 2023, Arab Bank made a significant stride towards integrating Environmental, Social, and Governance (ESG) principles into its corporate ethos by launching an introductory ESG training program accessible online for all its employees. This initiative aimed to enhance employee awareness about the significance of ESG, underscoring the bank's commitment to these critical areas. The program witnessed substantial participation, with 4,936 employees completing the training, which represents 82% of the bank's total workforce in Jordan, Palestine and Egypt. In total, the bank dedicated over 5,611 hours to this training, demonstrating a considerable investment in educating its staff about ESG principles and their importance to the bank's operational and strategic objectives. This move not only aligns Arab Bank with global sustainability trends but also reinforces its role as a responsible corporate citizen committed to contributing positively to society and the environment.



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## Our Community – Corporate Citizenship

The bank continues to support the communities where it operates, going beyond offering products and services to improving socio-economic conditions. We utilize our expertise, skills, and resources to support those in need and make a positive impact at a grassroots level. Our commitment to community engagement fosters trust, collaboration, and shared values, reinforcing our role as a responsible financial institution dedicated to the well-being and success of those we serve.

### Generating Direct and Indirect Economic Value

We contribute to the development of the communities we work in through the generation and distribution of economic value. It is a simple equation: we generate revenue from providing vital products and services; we then distribute those revenues to those we rely on for our business. That distribution is seen in the compensation and benefits we provide our employees, in the commercial transactions we have with our suppliers, in meeting our tax obligations at all levels of government, in the dividends paid to our shareholders, and in the investments we make through our CSR program. This is defined as “economic value distributed” and is used to measure the impact of a company on the economy.



For additional information on our operating expenses, cash dividends and tax expense, visit our 2023 Annual Report.



For additional information on our Tax approach, please refer to page 16 of this report.



### Arab Bank Community Investments

Our approach with regards to investment in the community is to focus on causes aligned with the bank's ESG strategy. Our multifaceted approach involves direct charitable donations, CSR based sponsorship, community interventions and initiatives, and employee volunteering. Through this wholistic approach, we ensure to be an active citizen in the communities we operate and we contribute to the social and environmental developments of those communities.

In 2023, our community investments reached USD 25,216,720 in Jordan, Palestine and Egypt, impacting the lives of around 603,000 individuals.

In Jordan, where our Head Office is located, our community investment approach is also complemented by the bank's substantial contribution made through The Abdul Hameed Shoman Foundation (AHSF); Arab Bank's social and cultural responsibility arm in Jordan.

### Arab Bank CSR Program - "Together"

Our Corporate Social Responsibility (CSR) program, "Together," fosters a culture of active community engagement by empowering our employees, customers, and NGOs to take on proactive roles in making a positive difference. By encouraging collaboration and harnessing the collective efforts of various stakeholders, "Together" strives to create lasting, meaningful change within the communities we serve.

The Together program's activities focus on investment in areas that are aligned with community needs and priorities, these include: health, poverty alleviation, environmental protection, education, orphan support, and women empowerment.

We implement our "Together" program in Jordan, Palestine, and Egypt with focus on causes that are more relevant for each market from the six causes of "Together".

#### "Together" Program Approach

##### Employee Volunteering

We encourage our employees to volunteer in the bank's six core community causes.

##### Collaborating with NGOs

We collaborate with reputable NGOs to support various programs and initiatives aligned with the bank's six core community causes.

##### Customer Donations

Empower our customers to support local community through offering our banking channels for them to donate to the six community causes



In 2023  
**3.4%**

of Arab Bank plc Pre-tax profits Invested in Jordan, Palestine and Egypt communities



Around  
**USD 25 Million**

Invested in Jordan, Palestine and Egypt as community investments to support social and environmental developments



In 2023  
**Women Empowerment**

Was added as one of the pillars of our "Together" program



Our employees and their families volunteered over  
**3,900**

Hours of their time to support local causes



Our employees and their families engaged in  
**1,257**

Volunteering opportunities to support local causes



Around  
**USD 2.03 Million**

Were donated by our customers in Jordan through our banking channels to support the community

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Employee Volunteering

Employees are encouraged to contribute their time, energy, and expertise to execute initiatives and programs that align with our six core community causes, these include: health, poverty alleviation, environmental protection, education, orphan support, and women empowerment. In collaboration with partner NGOs, we strive to provide high-impact volunteering opportunities for our employees and their families. These experiences not only allow them to make meaningful contributions to their communities, but also enhance their understanding of local social and environmental challenges. By fostering a culture of volunteerism, we empower our workforce to become agents of positive change within their communities.

Throughout the year, our dedicated employees and their family members engaged in approximately 1,257 volunteering opportunities, generously contributing over 3,900 hours of their time and effort, reflecting the unwavering commitment and enthusiasm of our volunteers in making a tangible difference in the lives of others.

Customer Donations

To empower our customers to support local community causes, we have seamlessly integrated donation functionality across a variety of banking channels. This streamlined process enables customers to make swift and hassle-free donations through internet banking, ATMs, branches, the Together Platinum Credit Card, and the eFAWATEERCOM payment method.

These user-friendly channels offer our customers the unique opportunity to contribute to the “Together” program’s group of trusted NGOs in Jordan. These organizations are dedicated to addressing pressing issues in areas such as health, poverty alleviation, environmental protection, and education/orphan support. By facilitating effortless and secure donation avenues, we aim to foster a spirit of generosity and social responsibility among our customers, ultimately driving positive change in their communities.

Collaborating with NGOs

We firmly believe that one of the most effective approaches to addressing our six community causes is to empower NGOs already operating in these areas, enhancing their knowledge and capacity. To achieve this, we leverage the diverse skills and experience of our employees to train NGO staff, thereby elevating their effectiveness and overall performance.

Since its inception in 2012, our Capacity Building Program has harnessed the expertise of our internal trainers to deliver meticulously designed courses aimed at fortifying the functional, technical, and interpersonal skills of NGO staff members.

We also work with reputable NGOs that have an established track record in each of the six CSR focus areas under the “Together” program. The engagements with these NGOs included developing and implementing initiatives and intervention programs through our community investments.

	Jordan	Palestine	Egypt	Total
Number of Volunteering Participations	972	243	42	1,257
Number of Volunteering Hours	3,298	542	134	3,974
Number of Volunteering Activities	74	22	3	99



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## Health

**King Hussein Cancer Foundation**

**Back To School Program** – Supporting cancer patients to resume their education, a key part of providing comprehensive cancer care that deals with the physical, social, and emotional needs of patients.

**King Hussein Award for Cancer Research** – One of the main sponsors for the award, which is dedicated to advancing much needed cutting-edge research, filling the gaps of understanding cancer in the Arab world and Arab genes.

**Gala Dinner** - Platinum Sponsor for the Annual Hope Gala event

**Royal Health Awareness Society (RHAS)**

**Healthy School** – Funding the implementation of the program in six schools, which includes building capacity to support students and teachers' physical and social growth.

**Mental Health Program** – Supported the implementation of the program in six schools to educate the staff on physiological development and mental health challenges that the students face.

**Jordan Air Ambulance Center (JAAC)**

**Air Ambulance Cases Support** – Supported the rescue work of JAAC to transfer patients with medical emergencies from remote parts of the country to hospitals in the capital, Amman.

**Run Jordan**

**Amman Kids Marathon** – One of the main sponsors of annual marathon for kids, in addition to covering the participation fees for our employees and family members to participate in the race.

**Blood Bank**

**Blood Donation Drives** – Organized five blood donation drives to enable our employees to donate blood for the benefits of Jordanian patients all around the Kingdom.

**Jordan Traffic Department**

**My School My Joy** – Arab Bank continued its support to the "Madrasati Farhati" campaign, aiming at raising traffic awareness to protect students and children from traffic accidents.

## Poverty Alleviation

**Tkiyet Um Ali**

**Family Adoption** – Supporting underprivileged families living below the poverty line by providing them with monthly food packages.

**Ramadan Activities** – Supporting Tkiyet Um Ali programs during Ramadan, including distributing food parcels and iftar meals to underprivileged families.

**"Lamset Dafa" Initiative**– Supporting underprivileged families across the Kingdom, providing them with blankets to help them cope with the cold winter.

**Back to School Campaign** - aims at supporting underprivileged families and children through providing them with school bags and stationary kits for the academic year 2023/2024.

**Ministry of Digital Economy and Entrepreneurship**

**Ramadan Food Packages** – Supporting distribution of Ramadan food packages to underprivileged families around the Kingdom.

**Jordan River Foundation**

**Child Safety Program** – Tackling the issue of child safety through activities that address both prevention and intervention measures.

**Women Empowerment Program** – Supporting the training of vulnerable Jordanian women to become employed at JRF, empowering them with a sustained income.

**Ramadan Iftars with Children** – Sponsored two Ramadan Iftars for underprivileged children with the participation of Arab Bank employees.

**Jordan Hashemite Charity Organization**

**Ramadan Iftar Meals** – Supported preparing and distributing 2,000 hot iftar meals on underprivileged families during the month of Ramadan.

## Women Empowerment

**Dar Abu Abdullah**

**Women's Economic Empowerment Project** – Support to empower 10 women beneficiaries from "Dar Abu Abdullah" through financing five greenhouses that operate on hydroponic technology, after enrolling them in theoretical and practical training programs providing them with the necessary skills to maintain a stable source of income and improve their standard of living.

**INJAZ**

**Financial Literacy Training Program** - The program aimed at enhancing and raising financial awareness among women in several governorates across the Kingdom.

## Environmental Protection

**Royal Society for the Conservation of Nature (RSCN)**

**Azraq Planting** – Implemented a tree-planting initiative at the Azraq Wetland Reserve, with the participation of Arab Bank employees and their families.

**Soap House Project**– Support establishing a liquid soap production line within Ajloun Forest Reserve's Soap House project.

**"Himmeh w Lammeh" Initiative**

**Trees Planting** – a group of Arab Bank employees and their families volunteered to plant 250 forest trees at Al-Faisaliah station in Madaba.

**Orenda Tribe**

**Water Scarcity Program** – Sponsored a program aimed at educating children about water scarcity through art and storytelling to create a sustainable future.



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## Education

**Queen Rania Foundation (QRF)**

**Read!** – The program aims to build and support a culture of reading through the provision of school libraries.

**Madrasati**

**Safe and Creative Spaces**– Sponsoring the renovation of facilities and infrastructure at public schools, making them healthier, safer, and more stimulating to students.

**Proud to be a teacher**– Supporting the program that encourages teachers' personal development, equipping them with social and interpersonal skills, while also increasing their pride in the profession.

**Masahati** – Supporting Masahati Student Clubs and Summer Camps which provide students with an alternative learning space to develop socially, emotionally and academically.

**Queen Rania Teacher Academy**

**Teach Like a Champion** – supported the training course focusing on raising the quality of teaching in Jordan by developing teachers' skills through continuous training and professional development.

**EDRAAK**

**Online Courses** – Supporting online massive open online courses (MOOCs).

**Crown Prince Foundation**

**Back to School Camping** - aims at supporting underprivileged families and children through providing them with school bags and stationary kits for the academic year 2023/2024.

**Children's Museum**

**Community Connection Program** – Raising children's awareness of important local and international issues through educational and interactive programs.

**The Science and Art Festival** - An educational event for children combines fun and learning through hands-on activities, workshops and shows focusing science, technology and art.

**University of Jordan**

**School of Business Renovation** – Supported the renovation of the School of Business facilities in the university.

**Al Jude Foundation for Scientific Care**

**"Sunbulah" initiative** – Sponsored a program aimed to instill a culture of creativity among teachers and students, enhance the school environment and address its challenges using innovative solutions, thus achieving a culture of partnership among teachers, students, the school and society.

**INJAZ**

**Training Courses** – The bank's employees supported students through the delivery of technical and interpersonal programs at public schools and universities.

**CSR and Sustainability Program for Students** – Arab Bank and INJAZ launched a CSR and sustainability training program for school students in twenty schools across various governorates in the kingdom.

**Queen Rania Award**

**Bea'ati Al Ajmal Program** - This program focuses on students' learning environment.

## Orphans Support

**SOS**

**Orphans House Adoption** – Supporting an orphan's house in Amman.

**Charity Clothing Bank**

**Orphans Day** – This program entails providing underprivileged orphans with new clothes and toys through the volunteering of our employees.

**Al Aman Fund**

**Scholarships** - aims at equipping orphan students with the education and skills necessary to become self-reliant and productive members of society.

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## Health

**Donation of Medical Equipments**

**Tulkarem Health Directorate** – Donated 3 ultra sound devices, a microscope, and other laboratory equipment.

**Palestine Red Crescent Specialized Hospital** – Donated a mobile dialysis treatment unit to the hospital in Hebron city.

**Raas Al-Fara' Health Center** – Contributed to equipping the new health center at Raas Al-Fara' Village in the West Bank.

**Palestine Happy Child Center for Disabilities** - Donated a screening device for early detection of hearing loss to help reduce the percentage of hearing and language disability within the Palestinian in the West Bank.

**Dunya Women's Cancer Center**

Sponsored the awareness campaign aims at raising the awareness about the importance of early screening and detection of breast cancer during the month of October campaign, as well as covering the cost of early detection tests for underprivileged women in the West Bank.

**Blood Donation Drives**

Organized three blood donation drives to enable our employees to donate blood for patients in the West Bank.

**The Blind Rehabilitation and Care Society**

Donated five Braille machines to help students in proceeding with their education smoothly. In addition to holding a charity Iftar and cloths distribution activity during Ramadan for the in the West Bank.

**Jordan Hashemite Charity Organization**

**Medical Supplies for Palestinian Hospitals** – Donated JOD one million for the Jordan Hashemite Charity Organization to provide medical supplies for Hospitals in Palestine.

**Sanad Association**

Supported Sanad association to cover the cost of rehabilitation treatment for disabled children from underprivileged families in the West Bank.

## Poverty Alleviation

**Ramadan Packages**

Donated 500 food parcels that were distributed during the holy month of Ramadan in cooperation with the Ministry of Social Development for underprivileged families in the West Bank.

**Bait Al-Ajjdad Center**

Donated comfortable chairs to the Center and organized fun activities to the elderly in the West Bank, which included participations from Arab Bank employees.

**Princes Basma Centre**

Supported the comprehensive rehabilitation treatment of 100 children with disabilities in the inpatient section, including mothers empowerment on how to take care of their in the West Bank.

## Environmental Protection

**Tree Planting**

Implemented a number of volunteering activities to plant forest trees in abandoned in the West Bank, with the aim of increasing the green areas and contributing in protecting the climate.

## Education

**INJAZ - Palestine**

**Schools Renovations** – Supported 6 new schools from different West Bank areas aiming at improving the schools environment and contribute to a better quality of education for the students.

**School Bags Initiative**

Supported the "School Bags" initiative in cooperation with the Ministry of Social Development, where 2,000 school bags including stationery were distributed to underprivileged students in the West Bank.

# EGYPT

## Health

### Blood Donation Drive

Organized blood donation drive to enable our employees to donate blood in collaboration with AlKasr Aleini.

## Women Empowerment

### Women Empowerment

Arab Bank partnered with studio Aziza NGO to provide training for 60 women on crafts, adopting socioeconomic empowerment. The training enabled the women to produce a beautifully handmade product – clutch, symbolizing both their craftsmanship and the bank's dedication to empowering women.

## Poverty Alleviation

### Ramadan Food Packages

In collaboration with Egyptian Food Bank, 1,500 food packages were prepared, packed, and then distributed during the Ramadan.

## Education

### Back to School Program

Distributed 869 school bags, that were purchased from household women, filled with books and notebooks to students in need.

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## The Abdul Hameed Shoman Foundation

Believing in the importance of building a cultural and scientific ground, taking serious care of scientific research, human studies, cultural enlightenment, innovation and encouraging reading, the Abdul Hameed Shoman Foundation was established in 1978, as a non-profit initiative by the Arab Bank, to be its cultural and social responsibility arm, with its focus on three pillars: "Thought leadership, Arts and Literature, and Cultural Grants and Innovation."

### The Foundation Digital Transformation

The foundation developed new electronic services in order to adjust with the forever evolving world, as well as developing existing ones following feedback from users and to match the developing technological scene, as well as updating the infrastructure in line with the digital transformation for the foundation to offer its services with the highest quality.

In addition, the foundation's visual content posted across its social media accounts garnered over 13 million views, which included a diverse range of cultural content and introductions to its programs and services. These efforts have enabled the foundation to connect with a wider audience, foster greater engagement, and promote cultural and scientific development across the Arab world.

During 2023, the foundation achieved several digital advancements, including:

- Offer public library subscription insurance fees payment through e-Fawateercom (e-payment gate in Jordan).
- Launch electronic application system for Cultural Grants program.
- Launch electronic application system for Scientific Research fund.

**The Foundation Mobile Application** – the AHSF launched its mobile application as a tool to enhance its service offering and transform the experience of its audience to more convenient one. During 2023, the following features were introduced through the mobile application:

- Offer public library and knowledge path subscriptions through mobile app.
- Allow electronic subscriptions for attending workshops, training sessions and musical evenings.
- Launch the "Read in ten" contest.

### Expanding Outreach and Engagement Through Social Media

As for the efforts of the foundation to communicate with its audience and spread culture, science and arts, the foundation "reached" over 57 million accounts globally through its official social media platforms throughout 2023, and over 720 thousand followers, and rose more than 37million views with content that communicates the foundation's programs and services.

And since reaching the younger generation is a priority for the foundation, a new program directed at university students was launched in 4 official Jordanian universities under the name "Shoman Ambassadors", in The University of Jordan, The Hashemite University, Al-Yarmouk University and Al Hussein Technical University. The program worked on enabling 36 students from both genders, and elevating their abilities to represent the foundation inside their universities, as well as executing and participating in cultural and scientific activities.

### Investing in Our People

to enhance the skills of the working team and develop their skills, the foundation registered 81 employees in 19 training courses, the working team also participated in a number of conferences, national and international exhibitions which helped the foundation benefiting from their expertise and skills.

More details regarding the foundation's program achievements in 2023 are summarized in the following pages.

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The Foundation commenced the year 2023 with high hopes, relying on its confidence in its programs, visitors, team and the support of the Arab Bank to achieve those hopes, and started developing a solid strategy, keeping in mind the aim of investing in cultural, social and scientific excellence to help elevating societies in the Arab World following its renowned values of; culture is a basic right for everyone, participation that embraces all, a model that drives change, a creative team that is always learning.

The foundation resumed executing its programs while expanding and developing its services on many levels, including; opening a new branch in south Amman "Al-Muqabaleen", doubling the number of its visitors, honoring the scientists and writers in a breathtaking ceremony, organizing cultural events with international standards, resume offering awards aimed at celebrating science, knowledge and culture in Jordan and the Arab World, as well as supporting projects that the foundation believed in their effect on society, enriching the Arabic digital content, communicating with its audience and developing the skills of its team in order to achieve all of the aforementioned.

In addition to that, the foundation issued a call for applications for cultural grants, scientific research fund, held musical evenings in Down Town, spread the culture of reading through multiple programs and activities, enabled variant forms of arts, offered a space for cultural and scientific dialogue and achieved all of this through keeping up with technological advancements.

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## Thought Leadership

### Participation in The Development of Scientific Research in Jordan

In cooperation with the Ministry of Higher Education and Scientific Research, Abdul Hameed Shoman Foundation launched a strategy to develop scientific research in social sciences and humanities to crown the efforts of the national team of elite Jordanian researchers. The Foundation also cooperated with the Jordanian Senate to hold a conference aiming at guiding scientific production in Jordanian universities to meet the needs of ministries and the Jordanian society. During this conference the Ministry of higher education and scientific research announced a call for exceptional support for scientific researches which offer solutions to challenges deemed as national priorities by Jordanian ministries. Also, in hopes to elevate research skills for researchers the Foundation held two training workshops, the first was an SPSS training workshop and was attended by 14 researchers (both male and female), and the second was writing policy papers skills and was attended by 7 different researchers.

### Scientific Research

**The Abdul Hameed Shoman Award for Arab Researchers** - Abdul Hameed Shoman Foundation awarded 13 Arab researchers in the 41st round of the Abdul Hameed Shoman Award for Arab Researchers. The 41st round covered 12 subjects in 6 different scientific fields. A number of elite researchers, scientists, specialists and other Arab awards representatives participated in the awards ceremony under the patronage of HRH Prince Hussien Bin Abdullah the Second.

On the sidelines of the ceremony three scientific lectures were held for the winners and the jurors who participated from all around the Arab World as an exchange of expertise with researchers from Jordanian universities, 115 researchers attended those lectures.

**Abdul Hameed Shoman Scientific Research Support Fund** - After a two-year halt, the Abdul Hameed Shoman Research Support Fund issued an official call for applications, resuming its participation in supporting research projects in the Jordanian Scientific Institutions, the call received a total of 490 applications from which 102 were complete. The first batch which consists of 66 applications has been evaluated, 8 of those projects were supported. Simultaneously the foundation continued supporting winners from previous years.

**MIT-Jordan Abdul Hameed Shoman Foundation Seed Fund** - The fund supports joint early-stage research projects between researchers in Jordan and their counterparts at MIT. This year, the second cycle of this seed fund was launched with 15 researchers submitted their applications, 4 of which were complete. Throughout the year, the Foundation hosted two researchers from MIT who in turn held scientific lectures for Jordanian researchers with the aim of scientific exchange and to present some results concerning this project.

**Shoman Scientific Community** - In an effort to enhance and strengthen scientific exchange the Foundation launched "Shoman Scientific Community Portal" on its website to help scientists in publishing their research papers. Over 98 research papers have been uploaded on this portal with over 11,698 views.

### Young Innovator's Lab

This is a holistic program with the aim of creating a generation of young innovators; the foundation held an exhibition to showcase 11 winning projects for the 7th cycle for the year 2022 by early 2023 in Amman. The foundation also opened the door for applications in 2023, and held training sessions and workshops in scientific and technical fields throughout the year for participants where 20 male and female young innovators participated and produced 6 scientific projects.

### Cultural Forum

Throughout 2023, the Abdul Hameed Shoman Cultural Forum significantly contributed to the cultural and intellectual landscape, organizing a diverse array of 40 cultural activities under its Monday lectures series. These activities spanned various themes including education, politics, the environment, economics, health, arts, literature, and literacy, demonstrating the forum's commitment to fostering a broad and inclusive cultural dialogue. In a notable collaboration with the Arab Thought Foundation in Beirut, the forum held an event titled "Arab Cities between Heritage and Sustainability," which underscored the importance of balancing cultural heritage with the demands of sustainable urban development. The forum's efforts to engage a wide audience were evident in its hosting of 25 Arab personalities and one international guest, alongside 127 domestic personalities, all facilitated by 54 moderators, showcasing its role as a hub for regional and international cultural exchange.

The forum's dedication to promoting literature and intellectual discourse was further highlighted through specialized seminars, such as the "Children's Literature in Jordan" seminar, which brought together over 20 writers to explore the humanitarian aspects of children's literature and the evolving standards of literacy designed to captivate young minds. Additionally, partnerships with entities like "Mokhtabar Al Sard" led to the organization of three seminars focused on Jordanian theatrical scripts, the presence of Jordanian novels in the Arab world, and the literary legacy of the late novelist Elias Farkouh. Moreover, the forum honored the multifaceted contributions of Dr. Walid Saif in literature, novel, and history through a well-attended ceremony. Special events featuring high-profile speakers, including the Prime Minister of Singapore and ministers from Jordan and Egypt, addressed critical issues ranging from global financial system reform and environmental security to the role of culture and arts in development, further underscoring the forum's role in facilitating important discussions on contemporary challenges and opportunities.





## Literature And Art

### Abdul Hameed Shoman Creativity Award for Children and Youth “Abde”

For the cycle of 2022 -2023, Abde’ targeted seven different fields, including; painting, sculpting and porcelain, essay writing, poetry, music, dancing and scientific innovative works. A total of 1,495 applicants from different cities and nationalities submitted their applications. Upon the completion of evaluating the completed applications contestants were chosen to participate in specialized training workshops. After workshops another round of evaluation took place during which 24 creative youths were named as winners, they were all celebrated in a special ceremony and offered a prize of USD 1,000 per winner.

### Abdul Hameed Shoman Award for Children’s Literature

In continuation of the award's work, which aims at elevating Arabic Literature for Children, the scientific committee named the subject of the 17th cycle to be “Environmental Poetry aimed at children between 9-12 years”, the call received over 310 participations from 22 different Arab and non-Arab countries, among which 51 participations were from Jordan. The Foundation held a ceremony to honor the 3 winners (2 males, 1 female) writers from Algeria, Iraq and Syria. Simultaneously, the Foundation issued the winning works for the year 2022 both in print and digital.

### Abdul Hameed Shoman Public Library

In 2023, the Abdul Hameed Shoman Public Library made significant strides in expanding its cultural services and programs, marking a year of considerable achievements. A notable highlight was the inauguration of a new branch in the Al-Muqabaleen area of south Amman, established in partnership with the Greater Amman Municipality. This expansion contributed to a marked increase in library visitation, with the total number of visitors reaching 157,623, up from 139,188 the previous year. The Al-Muqabaleen branch alone attracted 33,615 visitors, indicating its significant impact on the community. The library also saw an increase in memberships and book loans, with 2,045 new subscribers and 58,969 books loaned across its branches, alongside a vibrant engagement with digital resources, including 1,826 digital books loaned and 78,800 digital books browsed within the library premises.

Beyond these numbers, the library engaged in a host of extracurricular activities designed to enhance the capabilities and skills of its beneficiaries. This included training sessions in scientific research, workshops on CV writing and job interview preparation, a course on the art of podcast making, book releases, and poetry evenings. The “Reading Marathon” event, held on National Reading Day, saw participants across 12 governorates reading over 3 million pages, showcasing the library's commitment to fostering a culture of reading nationwide. The “Night at the Library” events provided unique experiences for visitors, blending reading, discussions, and entertainment. Furthermore, the library played a pivotal role in promoting reading culture through strategic initiatives like “Towards a Reading Jordan,” and enriched Arabic digital content with the continuation of the “Sien” podcast, featuring influential personalities and legendary Arab poets, underscoring its commitment to cultural enrichment and digital engagement.

### “Knowledge Path” Library for Children and Young People

In 2023, the Knowledge Path Library for Children and Youth experienced significant engagement, with a total of 60,148 visitors across its branches, highlighting its role in fostering a culture of reading among younger generations. The library's branches, including the newly opened Al-Muqabaleen branch, collectively loaned out 89,870 books across a wide range of subjects, alongside 908 digital books through its electronic library platform. This underscores the library's commitment to making literature accessible to children and youth across Jordan.

The library's programming was both rich and diverse, with 1,385 storytelling events catering to children up to 16 years old, involvement from 12 writers specializing in children's literature, and the facilitation of 101 reading club sessions. Additionally, initiatives such as “A Reading Home” for families, winter and summer educational camps, “Night at the Library” events, and workshops in financial literacy and innovation, all contributed to developing the skills and interests of its young visitors. The library's outreach extended into the educational sector, visiting 41 schools to conduct cultural activities, and organizing the Science Festival to merge entertainment with learning through scientific movie screenings and experiments.

Supporting the Model United Nations (MUN) program for a second year, the library encouraged youth to engage in meaningful dialogue and global issues. The Reading Marathon event also saw thousands of children and youth participating, collectively reading over 2 million pages, demonstrating the library's successful efforts in promoting reading habits. Furthermore, the library's digital presence was significantly enhanced, reaching children and parents through social media and a YouTube channel that features 60 educational clips, amassing over 77,000 views in just a few months. These achievements highlight the Knowledge Path Library's commitment to educational enrichment and the promotion of a reading culture among children and youth in Jordan.

### Cinema

In 2023, the cinema department actively celebrated cinematic arts by resuming its array of activities, including weekly screenings of Arab and international movies, engaging discussions on cinematic masterpieces, and the production of analytical bulletins. The department organized a total of 62 movie screenings across various locations, including 23 in the Az-Zarqa and Al-Ashrafieh branches, and enriched its movie library with new international films featuring Arabic subtitles. Additionally, it conducted specialized cinema workshops and movie weeks, demonstrating its dedication to fostering cinematic education and appreciation.

The introduction of a cinema club, which held 8 sessions during the year, created a dynamic platform for cinema enthusiasts to engage in deep discussions on a range of cinematic topics. The club's activities, enriched by the participation of Arab professionals in cinematic criticism and sound engineering, aimed to enhance the cinematic dialogue and interactive environment. The department's efforts to diversify its offerings were highlighted by the launch of a cinema marathon event, which showcased three consecutive movies by the same director, culminating in a specialized cinematic competition that particularly resonated with the younger audience.

A seminar on “Independent Cinema,” featuring discussions with critics and filmmakers from the Arab World, further illustrated the department's commitment to exploring contemporary cinematic issues. These initiatives collectively reflect the cinema department's role in promoting a vibrant film culture, engaging a diverse audience through educational and entertaining cinematic experiences.

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## Abdul Hameed Shoman Musical Evenings

In 2023 the foundation held 9 musical evenings, aiming at offering elite art and documenting Arabic musical heritage while helping the audience in indulging in a unique experience. Throughout the 9 evenings the foundation hosted 73 musicians and singers from Jordan and the Arab World, as well as holding musical evenings in Down Town Amman for three consecutive days while introducing the audience to Arabic musical heritage and outstanding local and Arab performers, a total of 4,850 attendees joined those events.

## Social Innovation

### Grants and Support Programs

Since 2014, the foundation has made substantial investments in cultural and educational initiatives, allocating a total of 8 million Jordanian Dinars towards 253 projects. These projects have aimed to enhance, spread, and offer culture and education across these regions. In 2023, the foundation issued a call for applications aligning with its vision and mission, receiving an unprecedented response of 363 project proposals. Out of these, 17 projects were selected for support, covering diverse areas such as performing arts, audio and visual arts, national heritage preservation, library development, youth forums, debates, and scientific activities.

Throughout the year, the foundation continued its financial backing for notable cultural projects and institutions. This support included contributions to the 37th cycle of the Jerash Festival, the 16th cycle of the Jordanian Family Library under the Ministry of Culture, and the Royal Association of Fine Arts. A significant ongoing investment has been the Mobile Child's Library, a project in collaboration with the Haya Cultural Center and the Jordanian Ministry of Culture, showcasing the foundation's commitment to cultural accessibility and education since 2007.

Additionally, the foundation facilitated a round table session focused on the needs of Jordan's cultural sectors and creative industries, with a particular emphasis on the musical scene. This session gathered 20 active members from the Jordanian musical community, including artists, cultural institutions, governmental bodies, and the private sector, to share insights and perspectives on the sector's current state. Moreover, the foundation provided three training programs in entrepreneurship and project management for 95 university students across Amman, Karaak, and Tafieleh. These programs aimed to enhance students' abilities to articulate, market, and secure funding for their projects, further supporting their goals and contributing to the broader objectives of cultural and educational advancement.



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We monitor and evaluate our progress by utilizing Key Performance Indicators (KPIs) that hold strategic significance for the long-term sustainability and success of our business, with a particular emphasis on Environmental, Social, and Governance (ESG) factors. These carefully selected ESG-aligned KPIs not only serve as vital benchmarks for measuring our performance, but also embody the high level of transparency and accountability that our stakeholders rightfully expect from us in our pursuit of responsible business practices.



# ESG SCORECARD

# GOVERNANCE

## GOVERNANCE STRUCTURE AND COMPOSITION

	UNIT	SCOPE	2021	2022	2023
Total number of Board of Directors	Number	AB plc	11	11	11
<b>Gender</b>					
Females	Number	AB plc	0	0	0
Males	Number	AB plc	11	11	11
Percentage of female members	%	AB plc	0	0	0
Percentage of male members	%	AB plc	100	100	100
<b>Independence</b>					
Number of independent members	Number	AB plc	4	5	5
Percentage of independent members	%	AB plc	36	45	45
<b>Executives</b>					
Executive members	%	AB plc	0	0	0
Non-executive members	%	AB plc	100	100	100
<b>Board oversight on ESG</b>					
Board oversight on ESG	-	AB plc	Yes	Yes	Yes
Total number of critical concerns communicated to the board	Number	AB plc			0

## BUSINESS ETHICS

	UNIT	SCOPE	2021	2022	2023
Number of Incidents of Corruption	Number	Jordan		0	0
	Number	Palestine		0	0
	Number	Egypt		0	0
	Number	Total		0	0
Number of Confirmed Incidents of Corruption in which Employees were Dismissed or Disciplined for Corruption	Number	Jordan		0	0
	Number	Palestine		0	0
	Number	Egypt		0	0
	Number	Total		0	0
Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption	Number	Jordan		0	0
	Number	Palestine			0
	Number	Egypt			0
	Number	Total			0

## BUSINESS ETHICS

	UNIT	SCOPE	2021	2022	2023
Total number of employees that the bank anti-corruption policies and procedures have been communicated to	Number	Jordan	3,010		3,568
	Number	Palestine	775		921
	Number	Egypt	1,176		1,443
	Number	Total	4,961		5,932
Percentage of employees that the bank anti-corruption policies and procedures have been communicated to	%	Jordan	99.7		99.0
	%	Palestine	100.0		100.0
	%	Egypt	98.9		95.0
	%	Total	99.7		98.7
Total number of employees receiving anti-corruption training	Number	Jordan	415		3,222
	Number	Palestine	41		815
	Number	Egypt	209		1,294
	Number	Total	665		5,331
Percentage of employees receiving anti-corruption training	%	Jordan	97.1		99.0
	%	Palestine	100.0		99.5
	%	Egypt	100.0		100.0
	%	Total	99.0		99.5

## DATA PRIVACY

	UNIT	SCOPE	2021	2022	2023
Total number of identified leaks, thefts, or losses of customer data <sup>(1)</sup>	Number	Jordan		0	0
	Number	Palestine			0
	Number	Egypt			0
	Number	Total			0
	Number	Total			0

(1) This represent Extreme or High cases that is defined as

Extreme: Incident which may have a material direct impact on bank's reputation, major legal and regulatory impact, cause loss of data and inability to recover information, major impact on the integrity and confidentiality of bank's data, and/ or may require media attention, or involvement of law enforcement.

High: Incident which may have a mild direct impact on bank's reputation, minor legal and regulatory impact, cause loss of data may be reported, however it can be recovered, and may have a minor impact on the integrity and confidentiality of bank's data.

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# ENVIRONMENT

## ENERGY CONSUMPTION FOR OPERATIONS

	UNIT	SCOPE	2021	2022	2023
Gasoline consumption	Liters	Jordan	100,878	110,410	117,709
	Liters	Palestine		22,758	22,882
	Liters	Egypt		37,955	37,320
	Liters	Total		171,123	177,911
Diesel consumption	Liters	Jordan	94,506	81,409	84,653
	Liters	Palestine		10,280	5,491
	Liters	Egypt		0	0
	Liters	Total	104,068	91,689	90,144
Heating diesel and standby electricity generators	Liters	Jordan	102,255	144,845	146,265
	Liters	Palestine		27,000	10,719
	Liters	Egypt		830	4,990
	Liters	Total	115,755	172,675	161,974
Total direct energy consumption	GJ	Jordan	10,125	11,442	11,858
	GJ	Palestine		2,050	1,359
	GJ	Egypt		1,394	1,508
	GJ	Total	11,792	14,885	14,725
Total electricity consumption from conventional hydrocarbon resources	kWh	Jordan	1,149,276	1,764,721	1,946,820
	kWh	Palestine	4,635,900	4,391,670	4,513,734
	kWh	Egypt		14,353,395	13,823,249
	kWh	Total	5,785,176	20,509,786	20,283,803
Total electricity consumption from renewable resources	kWh	Jordan	16,850,692	17,524,236	18,079,800
	kWh	Palestine		0	0
	kWh	Egypt		0	0
	kWh	Total	16,850,692	17,524,236	18,079,800
Percentage of electricity generated from renewable resources	%	Jordan	93.6	90.9	90.3
	%	Palestine		0.0	0.0
	%	Egypt		0.0	0.0
	%	Total	74.4	46.1	47.1
Total energy consumption within the bank (direct and indirect)	GJ	Jordan	91,614	148,364	149,967
	GJ	Palestine		17,860	17,608
	GJ	Egypt		53,066	51,272
	GJ	Total	93,281	151,808	152,834
Energy intensity (total energy consumption without the organization per full-time employee) <sup>(1)</sup>	GJ/employee	Jordan	27.1	42.5	41.2
	GJ/employee	Palestine	20.0	19.0	19.1
	GJ/employee	Egypt		36.2	35.1
	GJ/employee	Total	16.3	25.8	25.4

(1) Energy intensity numbers were restated for previous years due to changed calculation method

## EMISSIONS

	UNIT	SCOPE	2021	2022	2023
Scope 1	tCO <sub>2e</sub>	Jordan	757.1	858.4	887.7
	tCO <sub>2e</sub>	Palestine		95.5	151.9
	tCO <sub>2e</sub>	Egypt		86.2	98.2
	tCO <sub>2e</sub>	Total	757.1	1,096.5	1,081.5
Scope 2	tCO <sub>2e</sub>	Jordan <sup>(1)</sup>	482.5	740.8	817.3
	tCO <sub>2e</sub>	Palestine		2,100.5	2,158.9
	tCO <sub>2e</sub>	Egypt		7,219.8	6,953.1
	tCO <sub>2e</sub>	Total	482.5	10,061.1	9,929.3
Scope 3 <sup>(2)</sup>	tCO <sub>2e</sub>	Jordan	63.0	196.0	120.3
	tCO <sub>2e</sub>	Palestine			
	tCO <sub>2e</sub>	Egypt			
	tCO <sub>2e</sub>	Total	63.0	196.0	120.3
Total GHG emissions	tCO <sub>2e</sub>	Jordan	1,302.5	1,795.3	1,825.3
	tCO <sub>2e</sub>	Palestine	1,848.0	21,935.1	21,472.6
	tCO <sub>2e</sub>	Egypt	1,848.0	21,697.0	21,278.9
	tCO <sub>2e</sub>	Total	4,998.6	45,427.4	44,576.8
GHG energy intensity <sup>(3)</sup>	tCO <sub>2e</sub> /employee	Jordan	0.39	0.51	0.50
	tCO <sub>2e</sub> /employee	Palestine		23.4	23.3
	tCO <sub>2e</sub> /employee	Egypt		14.8	14.6
	tCO <sub>2e</sub> /employee	Total		7.7	7.4

(1) Numbers for Jordan restated due to enhanced calculation methodology

(2) Scope 3 emissions include business travel for Jordan

(3) GHG energy intensity numbers changed due to enhanced methodology

## WATER CONSUMPTION

	UNIT	SCOPE	2021	2022	2023
Water consumption	m <sup>3</sup>	Jordan	52,710	53,807	61,038
	m <sup>3</sup>	Palestine		31,828	32,708
	m <sup>3</sup>	Egypt		55,787	55,787
	m <sup>3</sup>	Total	89,935	141,422	149,533
Water discharge	m <sup>3</sup>	Jordan	52,710	53,807	61,038
	m <sup>3</sup>	Palestine		31,828	32,708
	m <sup>3</sup>	Egypt		55,787	55,787
	m <sup>3</sup>	Total	89,935	141,422	149,533
Water intensity	m <sup>3</sup> /employee	Jordan	15.6	15.4	16.8
	m <sup>3</sup> /employee	Palestine		33.9	35.6
	m <sup>3</sup> /employee	Egypt		38.1	38.2
	m <sup>3</sup> /employee	Total		24.0	24.9

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## MATERIAL AND WASTE MANAGEMENT

	UNIT	SCOPE	2021	2022	2023
Paper consumption	Tons	Jordan		302.0	202.0
	Tons	Palestine		73.0	73.5
	Tons	Egypt			
	Tons	Total			
Paper recycled	Tons	Jordan		100.0	90.4
	Tons	Palestine			0
	Tons	Egypt			0
	Tons	Total		100.0	90.4
Percentage of paper recycled	%	Jordan		33.1	44.8
	%	Palestine			0.0
	%	Egypt			0.0
	%	Total			
Waste generated	Tons	Jordan		519.6	600.0
	Tons	Palestine		150.0	150.0
	Tons	Egypt		227.0	227.0
	Tons	Total		896.6	977.0

## ENVIRONMENTAL/ESG TRAINING

	UNIT	SCOPE	2021	2022	2023
Total number of employees who took environmental training	Number	Jordan		2,889.0	
	Number	Palestine			690.0
	Number	Egypt			1,357.0
	Number	Total			4,936.0
Percentage of employees who took environmental training	%	Jordan			79.5
	%	Palestine			76.2
	%	Egypt			90.7
	%	Total			82.0
Total hours of environmental training provided to employees	Hours	Jordan			3,087
	Hours	Palestine			859
	Hours	Egypt			1,665
	Hours	Total			5,611

## SUPPORT LOCAL SUPPLIERS

	UNIT	SCOPE	2021	2022	2023
Percentage of local procurement spending from total procurement spending	%	Jordan	68.0	65.0	73.0
	%	Palestine	90.0	90.0	90.0
	%	Egypt	97.8	99.6	90.9
Total number of suppliers	Number	Jordan	630	720	793
	Number	Palestine	120	120	120
	Number	Egypt	175	182	265
	Number	Total	925	1,022	1,178
Total number of local suppliers	Number	Jordan	432	502	610
	Number	Palestine	115	115	115
	Number	Egypt	168	174	251
	Number	Total	715	791	976

## SOCIAL

### BANKING CHANNELS

	UNIT	SCOPE	2021	2022	2023
Number of branches	Number	Jordan	76	73	68
	Number	Palestine	34	34	34
	Number	Egypt	44	44	44
	Number	Total	154	151	146
Number of ATMs	Number	Jordan	227	238	247
	Number	Palestine	120	121	129
	Number	Egypt	124	139	130
	Number	Total	471	498	506

### SOCIAL MEDIA CHANNELS

	UNIT	SCOPE	2021	2022	2023
Number of followers for Arab Bank page on Facebook	Number	Total	578,004	624,621	685,282
Number of followers for Shabab page on Facebook	Number	Total	393,582	389,753	391,567
Total followers on Facebook	Number	Total	971,586	1,014,374	1,076,774
Number of followers of Arab Bank X Platform	Number	Total	26,557	27,043	26,919
Number of LinkedIn followers	Number	Total	261,880	377,895	445,319
Number of followers on Arab Bank Instagram	Number	Jordan	38,680	48,554	59,338
	Number	Palestine			4,669
	Number	Egypt			20,730
Number of followers on Shabab Instagram	Number	Jordan	6,730	10,070	14,649
	Number	Egypt			373
Number of Youtube Subscribers	Number	Total	19,400	24,500	32,000

### SMEs

	UNIT	SCOPE	2021	2022	2023
SME lending portfolio	USD million	Jordan	996	1,034	1,058
	USD million	Palestine			29
	USD million	Egypt	241	208	166
	USD million	Total	1,237	1,242	1,254

### EMPLOYEES – DIVERSITY AND INCLUSION

	UNIT	SCOPE	2021	2022	2023
Total number of employees (full-time and part-time)	Number	Jordan	3,381	3,492	3,636
	Number	Palestine	917	936	919
	Number	Egypt	1,406	1,462	1,458
	Number	Total	5,704	5,890	6,013

<b>Gender</b>					
Females	Number	Jordan	1,300	1,367	1,476
	Number	Palestine	283	290	299
	Number	Egypt	482	531	526
	Number	Total	2,065	2,188	2,301
Males	Number	Jordan	2,081	2,125	2,160
	Number	Palestine	634	646	620
	Number	Egypt	924	931	932
	Number	Total	3,639	3,702	3,712

<b>Gender Representation by Level</b>					
Percentage of female employees in senior management positions <sup>(1)</sup>	%	Jordan	16.7	18.4	21.4
	%	Palestine	16.7	14.3	20.0
	%	Egypt	33.3	29.2	30.8
	%	Total	19.0	19.6	22.6
Percentage of female employees in middle management positions <sup>(1)</sup>	%	Jordan	33.8	34.7	36.5
	%	Palestine	22.1	21.4	24.2
	%	Egypt	29.2	28.9	29.3
	%	Total	31.3	31.6	33.4

<b>By Contract</b>					
Total number of employees with permanent contact	Number	Jordan	3,381	3,492	3,636
	Number	Palestine	917	936	919
	Number	Egypt	1,354	1,412	1,408
	Number	Total	5,652	5,840	5,963
Total number of employees with temporary contact	Number	Jordan	17	13	12
	Number	Palestine	0	0	1
	Number	Egypt	52	50	50
	Number	Total	69	63	63
Total number of workers who are not employees and whose work is controlled by the bank	Number	Jordan	287	287	274
	Number	Palestine	45	53	78
	Number	Egypt	448	486	500
	Number	Total	780	826	852

(1) Percentages were restated for previous years due to changed calculation method. For further details regarding the definition of senior and middle management, please refer to Appendix A.

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## EMPLOYEES – DIVERSITY AND INCLUSION

	UNIT	SCOPE	2021	2022	2023
<b>By Age Group</b>					
18-29	Number	Jordan	1,017	1,056	1,116
	Number	Palestine	235	240	266
	Number	Egypt	542	574	567
	Number	Total	1,794	1,870	1,949
30-50	Number	Jordan	2,121	2,187	2,280
	Number	Palestine	575	571	556
	Number	Egypt	722	745	741
	Number	Total	3,418	3,503	3,577
Over 50	Number	Jordan	243	249	240
	Number	Palestine	107	125	97
	Number	Egypt	90	93	100
	Number	Total	440	467	437
<b>Level</b>					
Number of senior level employees	Number	Jordan	132	141	154
	Number	Palestine	12	14	15
	Number	Egypt	24	24	26
	Number	Total	168	179	195
Number of middle management employees	Number	Jordan	979	1,003	1,062
	Number	Palestine	199	210	207
	Number	Egypt	332	370	345
	Number	Total	1,510	1,583	1,614
Number of non-management employees	Number	Jordan	2,012	2,108	2186
	Number	Palestine	580	594	608
	Number	Egypt	911	928	948
	Number	Total	3,503	3,630	3,742
Number of non-clerical employees	Number	Jordan	258	240	234
	Number	Palestine	126	118	89
	Number	Egypt	87	90	89
	Number	Total	471	448	412
<b>Nationalization</b>					
Nationalization rate of total employees	%	Jordan	99.7	99.7	99.6
	%	Palestine	99.8	99.8	99.8
	%	Egypt	99.4	99.4	99.6
Nationalization rate for senior management	%	Jordan	94.7	95.7	94.8
	%	Palestine	91.7	92.9	93.3
	%	Egypt	100.0	100.0	100.0
<b>Disabilities</b>					
Number of employees with physical disabilities	Number	Jordan	92	92	97
	Number	Palestine	2	2	2
	Number	Egypt	0	33	35
	Number	Total	94	127	134

## EMPLOYEES – DIVERSITY AND INCLUSION

	UNIT	SCOPE	2021	2022	2023
<b>Parental Leave</b>					
Total number of employees entitled for parental leave - Females	Number	Jordan	124	105	105
Total number of employees entitled for parental leave - Males	Number	Jordan	128	124	114
Total number of employees that took parental leave - Females	Number	Jordan	124	105	105
Total number of employees that took parental leave - Males	Number	Jordan	128	124	114
Total number of employees that returned to work after parental leave ended - Females	Number	Jordan	98	91	84
Total number of employees that returned to work after parental leave ended - males	Number	Jordan	128	124	114
Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work - females	Number	Jordan		89	104
Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work - males	Number	Jordan	128	124	114
Return to work rate of employees that took parental leave - females	%	Jordan	79.0	86.6	80.0
Return to work rate of employees that took parental leave - males	%	Jordan	100.0	100.0	100.0
Retention rates of employees that took parental leave - females	%	Jordan			99.0
Retention rates of employees that took parental leave - males	%	Jordan	100.0	100.0	100.0
Total number of employees entitled for parental leave - females	Number	Palestine	23	22	24
Total number of employees entitled for parental leave - males	Number	Palestine	27	35	27
Total number of employees that took parental leave - females	Number	Palestine	23	22	24
Total number of employees that took parental leave - males	Number	Palestine	27	35	27
Total number of employees that returned to work after parental leave ended - females	Number	Palestine	23	22	24
Total number of employees that returned to work after parental leave ended - males	Number	Palestine	27	35	27
Return to work rate of employees that took parental leave - females	%	Palestine	100.0	100.0	100.0
Return to work rate of employees that took parental leave - males	%	Palestine	100.0	100.0	100.0
Retention rates of employees that took parental leave - females	%	Palestine	87.0	90.9	95.8
Retention rates of employees that took parental leave - males	%	Palestine	92.6	94.3	96.3

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## EMPLOYEES – DIVERSITY AND INCLUSION

	UNIT	SCOPE	2021	2022	2023
<b>Parental Leave (continued)</b>					
Total number of employees entitled for parental leave - females	Number	Egypt	17	16	18
Total number of employees entitled for parental leave - males	Number	Egypt	0	0	0
Total number of employees that took parental leave - females	Number	Egypt	17	16	18
Total number of employees that took parental leave - males	Number	Egypt	0	0	0
Total number of employees that returned to work after parental leave ended - females	Number	Egypt	17	16	18
Total number of employees that returned to work after parental leave ended - males	Number	Egypt	0	0	0
Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work - females	Number	Egypt	17	16	17
Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work - males	Number	Egypt	0	0	0
Return to work rate of employees that took parental leave - females	%	Egypt	100.0	100.0	100.0
Return to work rate of employees that took parental leave - males	%	Egypt	0.0	0.0	0.0
Retention rates of employees that took parental leave - females	%	Egypt	100.0	100.0	94.4
Retention rates of employees that took parental leave - males	%	Egypt	0.0	0.0	0.0

## EMPLOYEES HEALTH AND SAFETY

	UNIT	SCOPE	2021	2022	2023
Fatalities as a result of work-related injury	Number	Jordan			0
	Number	Palestine	0	0	0
	Number	Egypt	0	0	0
	Number	Total	0	0	0
High-consequence work-related injuries (excluding fatalities)	Number	Jordan			1
	Number	Palestine	0	0	0
	Number	Egypt	0	0	0
	Number	Total	0	0	1

## EMPLOYEES HEALTH AND SAFETY

	UNIT	SCOPE	2021	2022	2023
Recordable work-related injuries	Number	Jordan			13
	Number	Palestine	5	10	7
	Number	Egypt	0	0	0
	Number	Total	5	10	20
Fatalities as a result of work-related ill health	Number	Jordan			0
	Number	Palestine	0	0	0
	Number	Egypt	0	0	0
	Number	Total	0	0	0
Recordable work-related injury or ill health	Number	Jordan			13
	Number	Palestine	0	0	0
	Number	Egypt	0	0	0
	Number	Total	0	0	13
Employee absentee rate	%	Jordan	2.8	2.9	2.8
	%	Palestine	4.6	3.5	3.0
	%	Egypt	4.0	6.0	4.0

## BENEFITS AND PAY

	UNIT	SCOPE	2021	2022	2023
<b>Employees Children University Scholarship Program</b>					
Grants provided to employees' children to go to Jordanian universities	JODs	Jordan	260,706	200,029	245,327
Number of employees who benefitted from employees' children scholarship program	Number	Jordan	106	105	123
Number of students who benefitted from employees' children scholarship program	Number	Jordan	122	127	140
<b>Pay by Gender</b>					
Ratio of basic salary and remuneration of women to men	Ratio	Jordan	0.68:1.00	0.67:1.00	0.67:1.00
	Ratio	Palestine	0.76:1.00	0.75:1.00	0.76:1.00
	Ratio	Egypt	0.88:1.00	0.79:1.00	0.79:1.00
Ratio of basic salary and remuneration of women to men by employment level - Senior Management	Ratio	Jordan	0.72:1.00	0.61:1.00	0.61:1.00
Ratio of basic salary and remuneration of women to men by employment level - Middle Management Employees	Ratio	Jordan	0.86:1.00	0.86:1.00	0.85:1.00
Ratio of basic salary and remuneration of women to men by employment level - Non-Management Employees	Ratio	Jordan	0.99:1.00	0.98:1.00	0.96:1.00
Ratio of basic salary and remuneration of women to men by employment level - Non-Clerical Employees <sup>(1)</sup>	Ratio	Jordan	--	--	--

(1) No employment of women on this level

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## BENEFITS AND PAY

	UNIT	SCOPE	2021	2022	2023
<b>Pay by Gender (continued)</b>					
Ratio of basic salary and remuneration of women to men by employment level - Senior Management	Ratio	Palestine	0.76:1.00	0.76:1.00	0.66:1.00
Ratio of basic salary and remuneration of women to men by employment level - Middle Management Employees	Ratio	Palestine	0.81:1.00	0.81:1.00	0.78:1.00
Ratio of basic salary and remuneration of women to men by employment level - Non-Management Employees	Ratio	Palestine	0.92:1.00	0.95:1.00	0.96:1.00
Ratio of basic salary and remuneration of women to men by employment level - Non-Clerical Employees	Ratio	Palestine	--	--	--
Ratio of basic salary and remuneration of women to men by employment level - Senior Management	Ratio	Egypt	0.82:1.00	0.63:1.00	0.71:1.00
Ratio of basic salary and remuneration of women to men by employment level - Middle Management Employees	Ratio	Egypt	1.02:1.00	1.08:1.00	1.00:1.00
Ratio of basic salary and remuneration of women to men by employment level - Non-Management Employees	Ratio	Egypt	1.01:1.00	0.94:1.00	0.93:1.00
Ratio of basic salary and remuneration of women to men by employment level - Non-Clerical Employees <sup>(1)</sup>	Ratio	Egypt	--	--	--
<b>Entry Level Pay by Gender</b>					
Entry Level wage to minimum wage for full time employees	%	Jordan	195.0	195.0	195.0
Entry Level wage to minimum wage for full time female employees	%	Jordan	195.0	195.0	195.0
Entry Level wage to minimum wage for full time male employees	%	Jordan	195.0	195.0	195.0
Entry Level wage to minimum wage for full time employees	%	Palestine	127.0	115.0	115.0
Entry Level wage to minimum wage for full time female employees	%	Palestine	127.0	115.0	115.0
Entry Level wage to minimum wage for full time male employees	%	Palestine	127.0	115.0	115.0
Entry Level wage to minimum wage for full time employees	%	Egypt	333.0	355.0	284.0
Entry Level wage to minimum wage for full time female employees	%	Egypt	333.0	355.0	284.0
Entry Level wage to minimum wage for full time male employees	%	Egypt	333.0	355.0	284.0

(1) No employment of women on this level

## NEW HIRES

	UNIT	SCOPE	2021	2022	2023
Total number of new employee hires	Number	Jordan	447	545	552
Total number of new employee hires - females	Number	Jordan	127	203	240
Total number of new employee hires - males	Number	Jordan	320	342	312
Total number of new employee hires - 18-29	Number	Jordan	370	414	425
Total number of new employee hires - 30-50	Number	Jordan	70	123	124
Total number of new employee hires - over 50	Number	Jordan	7	8	3
Total number of new employee hires	Number	Palestine	73	80	122
Total number of new employee hires - females	Number	Palestine	20	23	45
Total number of new employee hires - males	Number	Palestine	53	57	77
Total number of new employee hires - 18-29	Number	Palestine	53	65	100
Total number of new employee hires - 30-50	Number	Palestine	20	14	22
Total number of new employee hires - over 50	Number	Palestine	0	1	0
Total number of new employee hires	Number	Egypt	421	384	332
Total number of new employee hires - females	Number	Egypt	146	147	123
Total number of new employee hires - males	Number	Egypt	275	237	209
Total number of new employee hires - 18-29	Number	Egypt	319	285	260
Total number of new employee hires - 30-50	Number	Egypt	102	95	71
Total number of new employee hires - over 50	Number	Egypt	0	4	1
Total number of new employee hires	Number	Total	941	1,009	1,006
Total number of new employee hires - females	Number	Total	293	373	408
Total number of new employee hires - males	Number	Total	648	636	598
Total number of new employee hires - 18-29	Number	Total	742	764	785
Total number of new employee hires - 30-50	Number	Total	192	232	217
Total number of new employee hires - over 50	Number	Total	7	13	4



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## TURNOVER

	UNIT	SCOPE	2021	2022	2023
Total employee turnover - Voluntary	%	Jordan	7.2	10.9	8.9
Total employee turnover - Involuntary	%	Jordan	1.7	1.5	2.3
Total employee turnover	%	Jordan	8.9	12.4	11.2
Total employee turnover - Voluntary	%	Palestine	5.1	4.6	7.2
Total employee turnover - Involuntary	%	Palestine	2.3	1.9	8.5
Total employee turnover	%	Palestine	7.4	6.5	15.7
Total employee turnover - Voluntary	%	Egypt	12.7	19.6	20.5
Total employee turnover - Involuntary	%	Egypt	1.2	0.8	0.9
Total employee turnover	%	Egypt	13.9	20.4	21.5
<b>Turnover by Gender</b>					
Total employee turnover - females	Number	Jordan	110	134	133
Total employee turnover - males	Number	Jordan	190	300	275
Total employee turnover - females	Number	Palestine	23	16	35
Total employee turnover - males	Number	Palestine	45	45	109
Total employee turnover - females	Number	Egypt	68	89	119
Total employee turnover - males	Number	Egypt	120	199	183
<b>By Age</b>					
Total employee turnover - 18-29	Number	Jordan	159	240	212
Total employee turnover - 30-50	Number	Jordan	98	153	141
Total employee turnover - over 50	Number	Jordan	43	41	55
Total employee turnover - 18-29	Number	Palestine	26	25	34
Total employee turnover - 30-50	Number	Palestine	29	25	65
Total employee turnover - over 50	Number	Palestine	13	11	45
Total employee turnover - 18-29	Number	Egypt	100	167	173
Total employee turnover - 30-50	Number	Egypt	76	110	118
Total employee turnover - over 50	Number	Egypt	12	11	11

## TRAINING

	UNIT	SCOPE	2021	2022	2023
Average Hour of Training Per Employee	Number	Jordan	10.5	11.9	13.2
	Number	Palestine	9.9	14.5	9.3
	Number	Egypt		25.8	24.5
<b>By Gender</b>					
Average Hours of Training per Employee - Females	Number	Jordan	10.6	12.3	15.1
Average Hours of Training per Employee - Males	Number	Jordan	10.5	11.6	11.9
Average Hours of Training per Employee - Females	Number	Palestine	9.5	13.7	8.3
Average Hours of Training per Employee - Males	Number	Palestine	10.1	14.8	9.8
Average Hours of Training per Employee - Females	Number	Egypt		28.1	29.0
Average Hours of Training per Employee - Males	Number	Egypt		24.4	22.0
<b>By Employment Level</b>					
Average Hours of Training per Employee - Senior Management	Number	Jordan	5.4	44.8	1.8
Average Hours of Training per Employee - Middle Management	Number	Jordan	5.1	8.6	11.1
Average Hours of Training per Employee - Non-Management	Number	Jordan	14.9	12.3	16.4
Average Hours of Training per Employee - Non-Clerical	Number	Jordan	0.1	2.5	0.1
Average Hours of Training per Employee - Senior Management	Number	Palestine	13.5	37.1	0.9
Average Hours of Training per Employee - Middle Management	Number	Palestine	9.7	12.2	8.1
Average Hours of Training per Employee - Non-Management	Number	Palestine	12.1	17.6	11.2
Average Hours of Training per Employee - Non-Clerical	Number	Palestine	0.1	0.0	0.5
Average Hours of Training per Employee - Senior Management	Number	Egypt		47.2	15.9
Average Hours of Training per Employee - Middle Management	Number	Egypt		31.2	18.6
Average Hours of Training per Employee - Non-Management	Number	Egypt		24.6	28.8
Average Hours of Training per Employee - Non-Clerical	Number	Egypt		9.8	4.8

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## TRAINING

	UNIT	SCOPE	2021	2022	2023
<b>Training Hours</b>					
Total training hours provided	Hours	Jordan	35,658	41,477.0	47,880
	Hours	Palestine	9,095.0	13,546.0	8,525
	Hours	Egypt		36,415.0	34,548
	Hours	Total		91,438.0	90,953
Total cost of trainings	000' USD	Jordan	1,350	2,749	1,454
	000' USD	Palestine	109	246	234
	000' USD	Egypt	166	400	305
	000' USD	Total	1,625	3,395	1,993

## COMMUNITY INVESTMENTS

	UNIT	SCOPE	2021	2022	2023
Total community investment spending	000' USD	Jordan	11,640	20,786	23,983
	000' USD	Palestine			671
	000' USD	Egypt			563
	000' USD	Total	11,640	20,786	25,217
Pre-tax profits Invested in the community	%	Jordan			6.6
	%	Palestine			0.5
	%	Egypt			1.1
	%	Total	3.9	3.3	3.4
Number of beneficiaries of Arab Bank Community Investments	Number	Jordan	111,625	92,452	378,770
	Number	Palestine	129,523	115,569	215,707
	Number	Egypt		8,360	8,519
	Number	Total	241,148	216,381	602,996

## VOLUNTEERING PROGRAM

	UNIT	SCOPE	2021	2022	2023
Total number of volunteering hours	Hours	Jordan	240	1,939	3,298
	Hours	Palestine		351	542
	Hours	Egypt			134
	Hours	Total	240	2,290	3,974
Total number of volunteers	Number	Jordan	23	456	467
	Number	Palestine		144	150
	Number	Egypt		20	42
	Number	Total		620	659
Total number of volunteers - females	Number	Jordan		145	161
	Number	Palestine		56	36
	Number	Egypt		12	25
	Number	Total		213	222

## VOLUNTEERING PROGRAM

	UNIT	SCOPE	2021	2022	2023
Total number of volunteers - males	Number	Jordan		311	306
	Number	Palestine		88	114
	Number	Egypt		8	17
	Number	Total		407	437
Total number of volunteering participation	Number	Jordan	44	747	972
	Number	Palestine		188	243
	Number	Egypt		20	42
	Number	Total	44	955	1,257
Number of volunteering activities	Number	Jordan	19	63	74
	Number	Palestine		11	22
	Number	Egypt		1	3
	Number	Total	19	75	99

## CAPACITY BUILDING PROGRAM

	UNIT	SCOPE	2021	2022	2023
Number of NGO employees attending courses of Capacity Building Program	Number	Jordan	89	167	123
Number of courses	Number	Jordan	7	9	7
Number of training hours provided under the Capacity Building Program	Hours	Jordan	330	884	745

## CUSTOMER DONATIONS

	UNIT	SCOPE	2021	2022	2023
Donations received through Internet Banking	JOD	Jordan	358,613	315,572	118,551
Donations received through ATMs	JOD	Jordan	5,823	71,957	36,130
Donations received through Together Platinum Credit Card	JOD	Jordan	16,405	28,851	32,759
eFawateercom	JOD	Jordan	1,557,274	1,816,777	1,848,178
Total Customers donations	JOD	Jordan	1,938,115	2,233,157	2,035,619

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## APPENDIX A: Restatements and Calculation Methodology

**Energy Intensity** - Energy intensity number were restated as it as calculated based on total energy consumption within the bank per employees. Previously, it was calculated based on electricity consumption per employee.

**GHG Emissions Factors Used** – the bank follows the GHG Protocol in calculating the GHG emissions. GHG emissions factors were obtained from the International Energy Agency (IEA) that holds the most up-to-date emissions factors for Jordan up until the year 2019. We have used the 2019 emissions factor for the years from 2020 until 2023 due to a lack of emissions for those years.

**Scope 2 Emissions** – Scope 2 emissions numbers were restated due to enhanced calculation methodology.

**GHG Emissions Intensity** - GHG Emissions Intensity were restate due to change in calculation methos, as it used to be calculated by only the GHG emissions from Scope 2 emissions, and in this report it was calculated based on total emissions from the organization (Scope 1, 2 and 3).

**Business Travel GHG Emissions** - We have also included, for the first time, our Scope 3 GHG emissions from business travel for the year 2023. The emissions were calculated using the ICAO calculation tool: <https://www.icao.int/environmental-protection/CarbonOffset/Pages/default.aspx>

**Workforce by Age Group** – To align with the GRI recommendation, the age groups for employees were changed to be three categories; 18-34, 34-50, above 50.

**Senior and Middle Management** – the bank changed the definition of senior management and middle management at the bank in this report.

## APPENDIX B: Engaging our Stakeholders

At Arab Bank, we engage our stakeholders to effectively respond to their priorities and expectations of the bank. To better understand those needs and expectations, we regularly identify priority issues for the bank and the stakeholders, tracking our response to these issues and channels of engagement.

Stakeholder Group	How we Engage Them		Their Priority Issues
<b>Customers</b>	<ul style="list-style-type: none"> <li>Arab Bank websites</li> <li>Conferences and events</li> <li>Complaint systems</li> <li>Branches and service centers</li> <li>Customer care</li> </ul>	<ul style="list-style-type: none"> <li>Banking channels</li> <li>Social media</li> <li>Feedback tools and surveys</li> <li>Annual reports</li> </ul>	<ul style="list-style-type: none"> <li>Seamless banking experience</li> <li>Digitization of services</li> <li>Cyber security and data privacy</li> <li>Access to finance</li> </ul>
<b>Shareholders</b>	<ul style="list-style-type: none"> <li>Annual meetings</li> <li>Annual, semi-annual, and quarterly reports</li> </ul>	<ul style="list-style-type: none"> <li>Secretary general</li> <li>Investor Relations website</li> </ul>	<ul style="list-style-type: none"> <li>Business continuity</li> <li>Return on investment</li> <li>Risk management</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>Regular meetings</li> <li>Annual performance reviews</li> <li>Arabina intranet portal</li> <li>Human Resources Management System (HRMS)</li> </ul>	<ul style="list-style-type: none"> <li>Trainings and workshops</li> <li>Awards ceremonies</li> <li>Internal newsletters</li> <li>Internal committees</li> <li>Volunteering program</li> </ul>	<ul style="list-style-type: none"> <li>Career development</li> <li>Non-discrimination</li> <li>Safe working environment and remote working</li> <li>Wellbeing (physical and mental)</li> </ul>
<b>Government</b>	<ul style="list-style-type: none"> <li>Regulations</li> <li>Monthly reporting to regulatory authorities.</li> </ul>	<ul style="list-style-type: none"> <li>Audit and compliance report</li> <li>Regulatory reviews</li> </ul>	<ul style="list-style-type: none"> <li>Compliance and ethical conduct</li> <li>Tax payment</li> </ul>
<b>Community</b>	<ul style="list-style-type: none"> <li>Volunteering campaigns</li> <li>Social media</li> <li>Arab Bank website</li> <li>Sustainability and annual reports</li> </ul>	<ul style="list-style-type: none"> <li>Capacity building program</li> <li>Abdul Hameed Shoman Foundation</li> <li>Sponsorship, donations, and events</li> </ul>	<ul style="list-style-type: none"> <li>Support for social needs of the community</li> </ul>
<b>Suppliers</b>	<ul style="list-style-type: none"> <li>Invitations to bid</li> <li>Contracts</li> </ul>	<ul style="list-style-type: none"> <li>Suppliers' portal</li> <li>Meetings</li> </ul>	<ul style="list-style-type: none"> <li>Fair selection process</li> <li>On-time payments</li> </ul>
<b>The Environment</b>	<ul style="list-style-type: none"> <li>Restoration initiatives</li> <li>Supporting environmental agencies</li> <li>Operational improvements</li> </ul>	<ul style="list-style-type: none"> <li>Green finance</li> <li>Alignment with the SDGs and climate change</li> </ul>	<ul style="list-style-type: none"> <li>Climate risk integration</li> <li>Green finance</li> <li>Reducing environmental footprint of operations</li> </ul>

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## APPENDIX C: Materiality Process

In 2022, we reviewed our materiality process to align with the GRI 3: Material Topics 2021, following the four steps indicated in the standards. The result of this assessment has been used as the basis for the Arab Bank ESG approach and reporting framework. Below is a summary of the materiality assessment process completed this year.

### STEP 1: UNDERSTANDING THE ORGANIZATION'S CONTEXT

The bank created an initial high-level overview of its activities, business relationships, the sustainability context in which they occur, and an overview of its stakeholders. This step was completed using the internal experience of the sustainability team and aims to provide an understanding of the context the bank is working within.

### STEP 2: IDENTIFY ACTUAL AND POTENTIAL IMPACTS

The bank identified its actual and potential impacts on the economy, environment, and people, including impacts on human rights, across the bank's activities and business relationships. Actual impacts are defined as those that have already occurred, and potential impacts as those that could occur but have not yet occurred. These impacts include negative and positive impacts, short-term and long-term impacts, intended and unintended impacts, and reversible and irreversible impacts.

#### This process involved:

- Identifying a list of actual and potential, positive and negative impacts the bank has on the economy, environment and people, including human rights. This list was compiled using the following sources:
  - GRI topics standards
  - SASB materiality finder for commercial banks
  - Best practice from leaders in sustainability from the banking sector
- Compiling and selecting a final list that reflects Arab Bank impacts.

### STEP 3: ASSESS SIGNIFICANCE OF THE IMPACTS

To identify the significance of the impacts, the following steps were completed:

- Quantifying the significance of the negative impacts based on:
  - Severity (scale, scope and irremediable character) for actual impacts
  - Likelihood for potential impacts
  - Human rights
- Quantifying the significance of positive impacts based on:
  - Scale and scope for actual impacts
  - Likelihood for potential impacts

This assessment was completed by the bank's senior management. A survey was created for each expert to provide his or her score for each impact topic on a scale of 1 to 10, with 1 being the least significant. All survey responses were collected and normalized to an average score for each material topic.

### STEP 4: PRIORITIZE THE MOST SIGNIFICANT IMPACTS FOR REPORTING

To determine the impact topics that the bank should report against in the ESG report, the following steps were completed:

- **Setting a threshold to determine which topics are material** - the bank defined the threshold to be 5.00. Thus, the impact topics with a significance score above this threshold were considered material and should be addressed by the bank's ESG approach and reporting. The threshold has been determined based on the scores of the topics that the bank considered highly material.
- **Testing the material topics** - the list of material topics was tested by a group of expert stakeholders to ensure that the bank has not overlooked any material issues that has significant impact on the economy, environment, people, or human rights.
- **Alignment of material topics with the GRI Standards** - the final list of material topics was reviewed by the ESG Office Team against the GRI Topics Standards and the team ensured that the bank had not overlooked any material issues. Final list was approved by the senior management within the ESG Steering Committee as part of their oversee of the ESG in the bank.
- **Determining what to report for each material topic**- for each material topic, a set of KPIs were identified for disclosure in the ESG report. The source for those KPIs included:
  - GRI Topics Standards.
  - Arab Bank's set of internal KPIs.
  - Amman Stock Exchange list of KPIs presented in their sustainability reporting guidance issued in 2021.
  - Best practice in the banking sector.

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## APPENDIX D: GRI Content Index

Arab Bank has reported in accordance with the GRI Standards for the period January 1st 2023 to December 31st 2023. For the Content Index – Essentials Service, GRI Services reviewed that the GRI content index has been presented in a way consistent with the requirements for reporting in accordance with the GRI Standards, and that the information in the index is clearly presented and accessible to the stakeholders. The service was performed on the English version of the report.



CONTENT INDEX  
ESSENTIALS SERVICE

2024

GRI 1 Used

GRI 1: Foundation 2021

GRI STANDARD

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AND REASONS FOR OMISSIONS, IF APPLICABLE

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### THE ORGANIZATION AND ITS REPORTING PRACTICES

**GRI 2:  
General Disclosures  
2021**

2-1 Organizational details

2, 4, 5, [Annual Report 2023](#)

2-2 Entities included in the organization's sustainability reporting

2, Arab Bank only report on the bank's operations in Jordan, Palestine, and Egypt. Other countries operations, subsidiaries, and affiliates included in the bank's audited Annual Report 2023 are not included in this report.

2-3 Reporting period, frequency and contact point

2, [Annual Report 2023](#)

2-4 Restatements of information

51

2-5 External assurance

2, Arab Bank did not conduct an external assurance for the 2023 report.

### ACTIVITIES AND WORKERS

**GRI 2:  
General Disclosures  
2021**

2-6 Activities, value chain and other business relationships

5, 21

Disclosure 2-7 Employees

28, 29, 44

Disclosure 2-8 Workers who are not employees

44

### GOVERNANCE

**GRI 2:  
General Disclosures  
2021**

2-9 Governance structure and composition

13, 42, [Annual Report 2023](#) (23, 33, Governance Report 312)

2-10 Nomination and selection of the highest governance body

14, [Corporate Governance Code](#) (14-15)

2-11 Chair of the highest governance body

Chairman of the Board: Mr. Sabih Taher Darwish Masri  
[Annual Report 2023](#) (23, 33, Governance Report 312)

2-12 Role of the highest governance body in overseeing the management of impacts

14, 15

2-13 Delegation of responsibility for managing impacts

15

2-14 Role of the highest governance body in sustainability reporting

15, 52

2-15 Conflicts of interest

[Corporate Governance Code](#) (21-22)

2-16 Communication of critical concerns

15, 41, communication of critical concerns is done through the Ethics Committee directly to the Board of Directors. The Committee monitors all the concerns received by the bank and monitor of the business, including the whistleblowing incidents.

2-17 Collective knowledge of the highest governance body

13

2-18 Evaluation of the performance of the highest governance body

13, [Annual Report 2023](#) (23, 33, Governance Report 312), [Corporate Governance Code](#) (21)

2-19 Remuneration policies

13, [Corporate Governance Code](#) (22), [Annual Report](#) (78)

2-20 Process to determine remuneration

13, [Corporate Governance Code](#) (22), [Annual Report](#) (78)

2-21 Annual total compensation ratio

[Annual Report](#) (79), Annual total compensation ration for the bank's highest-paid individual to the median annual total compensation for all employees cannot be disclosed due to Confidentiality constraints, as the bank do not disclose the employees median annual total compensation for employees.

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GRI STANDARD	DISCLOSURE	PAGE NUMBER(S), DIRECT ANSWERS, AND REASONS FOR OMISSIONS, IF APPLICABLE
STRATEGY, POLICIES AND PRACTICES		
GRI 2: General Disclosures 2021	2-22 Statement on sustainable development strategy	3
	2-23 Policy commitments	14, 15, 21, policies are not publicly available due to confidentiality constraints that prohibit sharing internal policies publicly.
	2-24 Embedding policy commitments	14, 15, 21
	2-25 Processes to remediate negative impacts	14, 15
	2-26 Mechanisms for seeking advice and raising concerns	9, 15, 42
	2-27 Compliance with laws and regulations	42, Arab Bank did not suffer any legal action or fine for non-compliance with social and economic laws or regulations in 2023
	2-28 Membership associations	Association of Banks Jordan, Federation of Egyptian Banks, Association of Banks Palestine
STAKEHOLDER ENGAGEMENT		
GRI 2: General Disclosures 2021	2-29 Approach to stakeholder engagement	9, 51
	2-30 Collective bargaining agreements	Arab Bank ensures the freedom of association of its employees and respect their right to associate with legal trade unions in Jordan. In compliance with internal regulations, any employees who is part of a trade union should declare it to his/her manager and Human Resources. Currently the bank does not have a system to track the total employees covered by collective bargaining agreements
MATERIAL TOPICS		
GRI 3: Material Topics 2021	3-1 Process to determine material topics	9, 52
	3-2 List of material topics	9
CUSTOMER PROTECTION AND TRANSPARENCY, PRODUCT DESIGN AND LIFECYCLE MANAGEMENT		
GRI 3: Material Topics 2021	3-3 Management of material topics	9, 10, 27
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	27
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	No incidents of non-compliance with regulations s and/or voluntary codes concerning the health and safety impacts of products and services within the reporting period.
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	19, 27
	417-2 Incidents of non-compliance concerning product and service information and labeling	No incidents of non-compliance with regulations and/or voluntary codes concerning product and service information and labeling occurred during the reporting period.
	417-3 Incidents of non-compliance concerning marketing communications	No incidents of non-compliance concerning marketing communication during the reporting period.

GRI STANDARD		DISCLOSURE	PAGE NUMBER(S), DIRECT ANSWERS, AND REASONS FOR OMISSIONS, IF APPLICABLE
SUSTAINABLE PROCUREMENT			
GRI 3: Material Topics 2021	3-3 Management of material topics	9, 10, 21, 22	
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	21, 22, 43	
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	21, 22, Information unavailable/incomplete. As stated on the bank ESG strategy on page 10, the bank is committed to defining the methodology for identifying and collecting information.	
	308-2 Negative environmental impacts in the supply chain and actions taken	21, 22, Information unavailable/incomplete. As stated on the bank ESG strategy on page 10, the bank is committed to defining the methodology for identifying and collecting information.	
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	21, 22, Information unavailable/incomplete. As stated on the bank ESG strategy on page 10, the bank is committed to defining the methodology for identifying and collecting information.	
	414-2 Negative social impacts in the supply chain and actions taken	21, 22, Information unavailable/incomplete. As stated on the bank ESG strategy on page 10, the bank is committed to defining the methodology for identifying and collecting information.	
GOVERNANCE, BUSINESS ETHICS AND COMPLIANCE			
GRI 3: Material Topics 2021	3-3 Management of material topics	15	
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Arab Bank conducts assessment in terms of corruption controls effectiveness of all the functions exposed to anti-bribery and corruption (ABC) risks and/or entrusted with validation / control responsibilities.	
	205-2 Communication and training about anti-corruption policies and procedures	15, 42	
	205-3 Confirmed incidents of corruption and actions taken	42	
TAX			
GRI 3: Material Topics 2021	3-3 Management of material topics	16	
GRI 207: Tax 2019	207-1 Approach to tax	16	
	207-2 Tax governance, control, and risk management	16	
	207-3 Stakeholder engagement and management of concerns related to tax	16	

GRI STANDARD      DISCLOSURE      PAGE NUMBER(S), DIRECT ANSWERS, AND REASONS FOR OMISSIONS, IF APPLICABLE		
<b>DIRECT ENVIRONMENTAL IMPACT OF OPERATIONS, CLIMATE CHANGE, NET ZERO TRANSITION</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	9, 10, 18, 20, 21
<b>GRI 302: Energy 2016</b>	302-1 Energy consumption within the organization	20, 43
	302-2 Energy consumption outside of the organization	Information unavailable/incomplete. The bank is in the process of defining the methodology for identifying and collecting data regarding Energy consumption outside of the bank
	302-3 Energy intensity	20, 43
	302-4 Reduction of energy consumption	20, 43
	302-5 Reductions in energy requirements of products and services	Not applicable, as the bank provide financial services and does not engage in sales of products that consume large amount of energy.
<b>GRI 303: Water and Effluents 2018</b>	303-1 Interactions with water as a shared resource	21, 43, water is provided by the water authority and private service providers. This topic is not material as we are a service provider and water usage is related to employee usage and for cleaning purposes.
	303-2 Management of water discharge-related impacts	21, 43, water is provided by the water authority and private service providers. This topic is not material as we are a service provider and water usage is related to employee usage and for cleaning purposes.
	303-3 Water withdrawal	21, 43, water is provided by the water authority and private service providers and no withdrawal of any type happen through the bank.
	303-4 Water discharge	The bank uses utility sewage system. This topic is not material for the bank as we are a service company
	303-5 Water consumption	21, 43
<b>GRI 305: Emissions 2016</b>	305-1 Direct (Scope 1) GHG emissions	20, 43
	305-2 Energy indirect (Scope 2) GHG emissions	20, 43
	305-3 Other indirect (Scope 3) GHG emissions	20, 43
	305-4 GHG emissions intensity	20, 43
	305-5 Reduction of GHG emissions	20, 43
<b>GRI 305: Emissions 2016</b>	305-6 Emissions of ozone-depleting substances (ODS)	Not Applicable, due to the nature of the bank's business, no ozone-depleting substances are generated.
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Not Applicable, due to the nature of the bank's business, no significant NOx or SOx emissions are generated.
<b>DIVERSITY, EQUAL OPPORTUNITY AND INCLUSION (DEI), NATIONALIZATION</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	9, 10, 28, 29
<b>GRI 401: Employment 2016</b>	401-1 New employee hires and employee turnover	49, 50
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	29, 45, 46
	401-3 Parental leave	27, 44, 45
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1 Diversity of governance bodies and employees	40, 43
	405-2 Ratio of basic salary and remuneration of women to men	45, 46
<b>GRI 406: Non-discrimination 2016</b>	406-1 Incidents of discrimination and corrective actions taken	No legal action or incidents in relation to discrimination were reported in 2023.

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GRI STANDARD      DISCLOSURE      PAGE NUMBER(S), DIRECT ANSWERS, AND REASONS FOR OMISSIONS, IF APPLICABLE		
<b>EMPLOYEE EXPERIENCE</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	9, 10, 29
<b>GRI 404: Training and Education 2016</b>	404-1 Average hours of training per year per employee	29, 47
	404-2 Programs for upgrading employee skills and transition assistance programs	29
	404-3 Percentage of employees receiving regular performance and career development reviews	28, 100% of employees receiving regular performance and career development reviews.
<b>CHILD AND FORCED LABOR</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	21, 27
<b>GRI 408: Child Labor 2016</b>	408-1 Operations and suppliers at significant risk for incidents of child labor	21
<b>COMMUNITY INVESTMENTS AND IMPACTS</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	9, 10, 30, 31
<b>GRI 413: Local Communities 2016</b>	413-1 Operations with local community engagement, impact assessments, and development programs	10, 30, 31
	413-2 Operations with significant actual and potential negative impacts on local communities	No operations with a significant actual or potential negative impact on our local communities were reported in 2023.
<b>DATA SECURITY</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	26
<b>GRI 418: Customer Privacy 2016</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	26, 40
<b>ANTI COMPETITIVE BEHAVIOR</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	9, 10, 15
<b>GRI 206: Anti-competitive Behavior 2016</b>	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	No legal actions pending or completed during the reporting period regarding anti-competitive behavior and violations of anti-trust and monopoly legislation.

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<b>SUSTAINABLE FINANCE</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	9, 10, 19
<b>SYSTEMIC RISK MANAGEMENT</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	9, 10, 16
<b>TRANSPARENCY AND TRUST</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	9, 10, 16
<b>ESG RISK MANAGEMENT, ESG GOVERNANCE</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	9, 10, 14, 16
<b>INNOVATION AND DIGITIZATION</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	9, 10, 25, 26
<b>EMPLOYEE WELLBEING</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	9, 10, 29
<b>SOCIAL LICENSE TO OPERATE</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	9, 10, 31
<b>FINANCIAL INCLUSION AND ACCESSIBILITY</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	9, 10, 26, 27
<b>HUMAN RIGHT</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	9, 10, 29
<b>SUPPORTING SMES AND ENTREPRENEURSHIP</b>		
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	9, 10, 25