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البنك الأهلي الأردني
Jordan Ahli Bank



Sustainability Report 2017

أنتم أهلي...





About this report

GRI 102-45
GRI 102-46

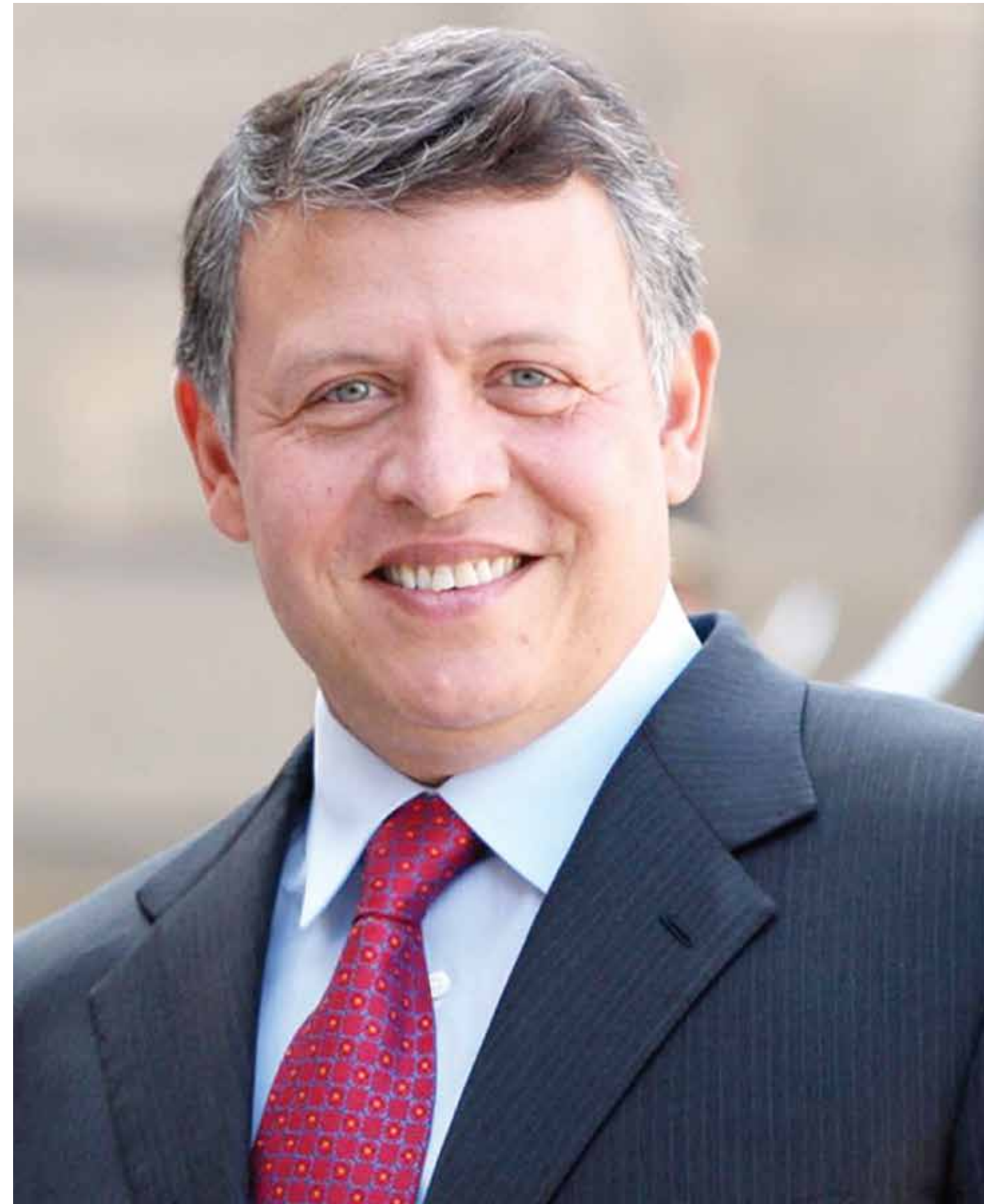
Jordan Ahli Bank is proud to issue its first sustainability report that has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: core option. Previously, the bank has issued several social responsibility reports to reflect the bank's participation in social activities. As of 2017, Jordan Ahli Bank commits to issuing a sustainability report periodically.

The decision to issue a sustainability report in accordance with the GRI Standards is the result of the bank adopting a strategic approach to integrating sustainability in the bank's different departments in addition to contributing to the implementation of sustainable development on a national level.

This report covers the bank's direct operations and the following companies: Ahli Financial Leasing, Ahli Microfinance Company, Ahli Brokerage Co. and Ahli Financial Technology Company "FinTech" for the year 2017 (January 1st till December 31st, 2017). However, the report boundary excludes our branches in Palestine and Cyprus and the operations of the bank's affiliated companies.

The sustainability report is reviewed by the Chairman.

In case of any inquiries or suggestions,
please contact us at CorporateResponsibility@ahlibank.com.jo



His Majesty
King Abdullah II Bin Al Hussein



His Royal Highness
Crown Prince Al Hussein Bin Abdullah II

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Message from the Chairman

As a result of Ahli Bank's newly launched "shared prosperity" strategy, we are pleased to issue our first sustainability report. Our shared prosperity strategy is a holistic framework that we designed internally to create shared, 'stakeholder' value in a measurable, impactful and transformative way. This ambitious framework aims to make stakeholder value creation and sustainability a core component of the bank's operations and strategy, ultimately enabling Ahli Bank to become a main driver of socioeconomic prosperity.

Throughout the report, we present our economic, social, and environmental performance indicators based on our stakeholders' needs. In order to adopt global best practices on sustainability measurement and reporting, we have prepared this report using the leading GRI Standards: Core Option.

In 2017, we dramatically updated and improved our banking system to enhance our services and products to align with the latest banking trends as well as to respond to our customers' needs. We also integrated sustainability objectives in our strategic plans and across the balanced scorecards of all of our bank functions. By integrating sustainability in our operations, we are taking an active role in pushing forward the national agenda for sustainable development and raising the social wellbeing of our entire community of stakeholders.

Ahli Bank believes in the great importance of investing in the local community to empower and enable all segments of society. In 2017, the bank invested JOD 1,160,147 to finance numerous social initiatives such as financial awareness programs, women empowerment, education and innovation and the development of the local community and environment. The bank's employees dedicated 550 hours to volunteering and participated in 23 different activities through our internal volunteering program.

Despite global and regional economic and political challenges, the bank witnessed a successful financial year. We achieved growth in profitability and capital, an increase in the volume of credit facilities, an improvement in our debt coverage ratio, and a decline in non-performing loans. We aim to channel our growth to support the economic growth and stability of Jordan. That is why we are dedicated to empowering our customers, namely individuals and SMEs. For example, our SME Academy continues to support the progress of SMEs by providing training and advisory programs that improve the 'bankability' of customers in order to reduce the SME credit gap. Moreover, in 2017, Jordan Ahli Bank established Ahli's Financial Technology Company "FinTech Accelerator" to develop talents and capabilities in financial technologies and to attract innovators and entrepreneurs in the field of financial services. We believe this will help increase the number of emerging companies and innovations, which we hope will contribute to

improving financial inclusion, as well as to spur the development of commercial IP that is valuable both regionally and globally. As a bank, we are committed to continue supporting the local economy and maintaining our regional status as one of the most socially responsible and innovation driven financial services firms.

The bank's code of conduct emphasizes the employees' commitment to providing excellent customer services. The bank has made major strides in becoming a more customer centric organization, and as a result was able to increase the size of its customer base. In 2017, we focused intensively on automation, digitization, and customer experience in order to provide our customers with what we hope will soon become an unparalleled user experience. The bank's recent award of excellence for the development of Financial Technology Environment (FinTech) is evidence to the bank's leading role in driving innovation in the Jordanian banking sector. Our employees also receive regular and advanced training to improve customer satisfaction.

Jordan Ahli Bank recognizes its responsibility towards the environment, and proactively manages its environmental impact by supporting local efforts to achieve green economic growth. Recently, Ahli Bank invested in a renewable energy solar plant, which will soon generate a total of 2.5 megawatts and will cover the vast majority of Ahli Bank's electricity needs. In addition, the bank is replacing its transportation vehicles with hybrid cars. These and other initiatives have led to a substantial decrease in our greenhouse gas emissions, and in improving environmental standards.

The success of our sustainability journey is dependent on the continuous efforts and participation of all our stakeholders. We believe our comprehensive "Shared Prosperity" framework will institutionalize sustainability and positive social impact within every aspect of our business operation, as we seek to gradually increase value to our stakeholders in a measurable, responsible and progressive way. We look forward to sharing with you the details and outcomes of this framework in our upcoming reports.

In conclusion, I would like to share my enthusiasm for what the future holds for all of us, as we embark on our ambitious sustainability journey. We are grateful for your interest, support and partnership.

Saad N. Mouasher



Values



- Shared Prosperity
- Transparency and Credibility
- Superior Customer Experience
- Full commitment to the laws, regulations and best practice corporate governance principles
- Creating a Corporate Culture that embraces innovation
- Superior Employee Experience

At the outset of 2017, Jordan Ahli Bank adopted a new motto “Antum Ahli” to define the bank’s corporate identity. The motto embodies a new era for the bank’s relationship with its customers, considered the pillar of the bank’s extended family. It reflects the bank’s commitment to its customers from various segments, and aims to provide innovative financial and banking solutions, services, and products. This will assist the bank in fulfilling its vision in becoming the leading bank in customer satisfaction in the region in the coming years.

About Jordan Ahli Bank

Jordan Ahli Bank is considered as one of the leading and prestigious financial institutions in the Hashemite Kingdom of Jordan. It is the first bank to be established in the Kingdom, and for the last 62 years, the bank played a fundamental role in developing the local economy. Throughout this long journey, the bank also played an effective social role, making it the ideal partner for many stakeholders over the decades.

The bank’s sound corporate structure has always focused on the concept of sustainability and customer satisfaction. The bank also seeks the satisfaction of its employees particularly female staff, for its strong belief in empowering women and gender equality. For that purpose, the bank has developed many programs to build the capabilities and skills of its employees, in addition to developing other programs that focus on building capabilities at a national level for various segments in society including those with special needs.

Vision



We are committed to improve the financial inclusion and prosperity of the communities we serve, to innovate profound customer experience and value, to earn the loyalty of our employees, and to provide shareholders with the sustainable growth and return on their investment.

Mission



A specialized financial solutions provider that delivers valuable services through innovation, operational excellence, and customer centricity.

Main Accomplishments

• Total Deposits	1,996,965,070
• Net Income	13,318,885
• Total Credit Facilities	1,602,520,571



- New Banking System
- * Customer Satisfaction 77%
- 1,209 Employees in Jordan
- 550 Hours of volunteering

Community investments

- Community investments 1,160,147
- Renewable energy at 2.5 megawatt
- Launching the first electronic personal assistant (Chat Bot) in the banking sector in Jordan and the Middle East in both the Arabic and English languages titled (Ahlibot)



* The survey is prepared by Nielsen Jordan

Market Presence



Global Scope of Jordan Ahli Bank

Jordan Ahli Bank welcomes its customers in Jordan, Palestine, and Cyprus. The bank's headquarters are based in Amman - Shmeisani- Queen Noor St.



56 branches in Jordan



8 branches and one head office in Palestine



1 branch in Cyprus



122 ATM machines in Jordan and 16 in Palestine

Jordan Ahli Bank provides banking services for both individuals and corporates in the bank's foreign branches. Services encompass, deposits, sale and purchase of currency, inbound and outbound transfers, safe deposit checks, individual loans, debit and credit cards, and corporate facilities.

Jordan Ahli Bank Services

Jordan Ahli Bank in Jordan offers a wide range of traditional and quality banking services tailored to customers' needs. The bank serves the local and global markets alike. Customers and users are grouped into three categories:

- Individuals
- Legal person (corporates)
- Banks (local and global)

Individuals

Deposits: Current Account: An account that permits money deposits and withdrawals at any given time within credit. It allows the account holder to have a checkbook and access to all electronic services. In general, the customer does not receive any interest on this account. This account is the lowest cost for the bank. The account balance must not be less than the minimum required to open the account as specified in the updated list of fees and commissions for the banking services.

Savings Account for all age groups (youth, children, adults) designed to achieve their aspirations. It is a personal account for individuals and small enterprises only. Only the holder of the bank account can make withdrawals. The account balance must not be less than the minimum required to open the account as specified in the approved list for fees and commissions for banking services. The holder of this bank account is not allowed to have a cheque book. However, he/she can obtain all e-services, issue semi- annual bank statement for the customer's saving account or upon the customer's request.

Deposit Account: An account for individuals and corporates. It is an irrevocable contract signed by both the customer and the bank. Both parties agree that the customer deposits a specific amount for a certain period of time. The opening amount required is determined by the updated list of fees and commissions for the banking services rendered. A semi-annual statement of accounts shall be issued to the customers of the linked deposits or at the request of the customer. A checkbook shall not be issued on this type of account, and no direct debit card shall be issued. The bank shall have the option when the deposit is due to re-link the deposit for another period at the prevailing interest rate or transfer it to any of the current accounts of the customer

Special deposit account: An account available to individuals and corporates for various periods that exceeds a year and with a limit of five years. The account offers competitive interest rates paid on a monthly basis regardless of the commitment period or payment due date. This account can be opened in dollars and the contractual period ranges between 3 months up to 24 months.

Loans: Provided to meet various personal needs and for the following different segments:

- Salary transfer
- For couples' common income (Family loan)
- Professionals and entrepreneurs
- Consumer loan

Housing loans: Loans granted to own a house as well as purchasing, construction, maintenance, and expansion.

Real estate loans: Granted for purchasing a land plot or for personal purposes with a mortgage guarantee.

Loans against cash insurance: Loan for depositing customers, in exchange of reserving a certain amount of money from their deposit to obtain a personal loan or credit card.

Car loan: Loan granted to customers in order to finance the purchase of a new or second hand vehicle.

Ahli loan with 0% interest: Personal discounted loans granted to individuals to finance their needs of goods and services at a financing rate of 100% of the goods value and with an interest of 0%. The required interest is collected from the vendor upon the disbursement of the loan and shall be paid at intervals determined by the seller and according to the signed agreements.

Eco- friendly Ahli Loan: Discounted personal loan granted to all sectors to finance their needs of eco- friendly products with a financing rate of 100% of the product value and an interest of 0%. The required interest is collected from the vendor upon the disbursement of the loan and shall be paid at intervals determined by the vendor and according to the signed agreements.

Savings loan program: Medium-term personal loan spanning from one year to 100 months to develop the idea of saving and encourage customers to commit to compulsory saving to attain their future plans and dreams.

Direct debit cards: Issued by the bank upon request, the debit card enables the customer to make purchases from point of sale and withdraw cash from ATM machines inside and outside the Kingdom.

Credit cards: The credit card has a fixed limit allowing cash withdrawals and financing of purchases. The full amount of the account or a certain rate must be paid with interest by the end of every month. The customer can use the reimbursed amount within the upper limit to purchase personal items.

Internet Shopping Card: Prepaid card specifically made for safe online shopping.

Eco-friendly Ahli Card: MasterCard, with a credit limit, to buy products that are environmentally friendly. Benefits include:

- Repay installments with zero interest rate and reimburse interest from the supplier that is certified under this program.
- Installments through the card grant preferential interest at 1.75% monthly from other suppliers who are not participating in the program.

Electronic services: Ahli Call Center provides excellent banking services through qualified customer relations officers to help customers identify and benefit from the services provided by the bank.

Ahli Online: 24/7 service allowing customers to manage or enquire about their accounts through the e-services website.

Ahli Mobile: Ahli Mobile is a unique banking service designed for smartphones. With one click, customers can transfer money between their accounts, apply for a loan, find the nearest branch, and manage their spending at any time.

Ahli SMS: An SMS service which enables customers to monitor transactions in their accounts.

E-payment gateway: E-payment service enabling business owners across sectors to accept paid transactions online. The service guarantees speed, safety and protection for businesses to market their e-commerce products both locally and internationally.

Various Money Transfers: Sending and receiving remittances to and from all over the world.

Safety Deposit Boxes: Safety boxes for safe keeping valuable items such as personal belongings or original papers to guard them against theft, fire, tampering or loss.



Corporates

- Letter of Credit and bank guarantees:** A financial pledge issued from the bank at the request of the importer to guarantee payment for imported goods from the supplier contingent upon the supplier’s conformity to certain conditions and standards. Credit guarantees include a summary description of the goods, the required documents, date of shipping and date of final entitlement.
- Discounted Promissory:** The process of converting the value of a trading bill to Jordan Ahli Bank by the legal holder of the promissory. The trading bill needs to be cashed before due date to obtain liquidity before the bill’s due date.
- Receivables Financing:** The current account works to balance cash flow for the customers and provides cash to support their commercial activities at the lowest costs. The interest is calculated based on the daily balance used from the current limit.
- Commercial loan:** A short- term renewable loan used to finance capital needs for small and medium enterprises. The loan helps enterprises meet their operations needs and take advantage of available business opportunities.
- “My project”:** It is a mid-term reducing loan for SMEs that deal with Jordan Ahli Bank and new clients who wish to receive working capital financing.
- Property loans:** Loan provided by the bank for customers as a decreasing in time loan. The loan is used to finance the purchase of an office or a clinic or for the purpose of practicing a profession.
- Loan for necessities:** Loan to finance SMEs with a renewed limit for funding future sales.
- Pharmacy loan, renewable, working capital financing:** A renewable loan for financing working capital for pharmaceutical companies or pharmacy owners.
- My Pharmacy – reduced loan:** Reduced loan to finance pharmacies for expansion, the purchase of an existing pharmacy, or the purchase of pharmacy equipment.
- My Credit Card:** Credit card with a fixed and renewed credit limit used by SME customers for the facility’s expenses. The limit is determined by studying the accounts of this facility. The card allows the holder to benefit from the advantages of the SME Customer Association.
- “Al Nashmeyat” Loan to finance your expenses:** targeted towards female entrepreneurs with competitive pricing and flexible collateral requirements.
- Clean Energy Solutions:** Program for financial solutions and consultations to grant loans at a fixed interest rate. The loan is designed to finance up to 80% of SMEs investments.

 - Renewable Energy: For the production of energy or heat related to the enterprise consumption
 - Energy Efficiency: For energy saving and lowering enterprise costs.
- Central Bank advances/renewable energy loan:** New product in cooperation with the Central Bank of Jordan. The product offers SMEs the chance to save costs by reducing electricity bills.

- Central Bank advances/ agricultural sector loan:** A new product in cooperation with the Central Bank of Jordan. The loan is SME- focused to support agricultural projects.
- Central Bank advances/ tourism sector loan:** New product in cooperation with the Central Bank of Jordan. The loan is focused on SMEs to support tourism projects such as renovating hotels, resting stops, and public tourism facilities in the Kingdom.
- Central Bank advances/ Industry sector loan:** New product in cooperation with the Central Bank of Jordan. The loan allows SMEs registered in the Chamber of Industry to finance a capital acquisition or to finance major expenditures.
- Overseas Private Investment Corporation (OPIC) Guarantee:** 75% of loans are guaranteed from OPIC company to support the SME sector.
- Guarantee of "Jordan Loan Guarantee Facility" (JLGF):** Guarantee of facilities between 70% and 85% for certain clients and certain cases under specific conditions and agreements.



Bank Insurance Products

Bank insurance Products: Allows the bank to sell and market insurance products designed and developed between the bank and the insurance company. Jordan Ahli Bank cooperates with Arabia Insurance Company in Jordan to provide banking insurance services for its customers.

Educational Insurance: A program designed to assist the customer to secure university education expenses for his/her children.

“Sihati”: Insurance program targeting individuals and groups alike. It provides the customer with health insurance that includes 98% of the Kingdom’s hospitals, including specialized medical care and first-class accommodations. It offers premiums that meet the customers’ needs.

“Sihati Plus”: It is an insurance program targeting individuals and groups alike. The program provides customers with health insurance that includes 98% of the Kingdom’s hospitals, including specialized medical care and first-class accommodations in addition to premiums that meet the customers’ needs.

My Car: An annual program that provides comprehensive insurance against road dangers for all parties throughout the year with the best coverage and prices.

My Business: It is an annual program that aims to provide insurance for the contents of homes, companies, and offices against any damages.

Goods: A program that provides insurance coverage for all transported goods to and from any place worldwide and during shipment by various means of transport.

My Family Loan: Life insurance program for Jordan Ahli Bank customers. The loan can be used for paying insurance in cash for the beneficiaries whom the insured will name in case of death from natural causes or by accident.

My Protection: My protection is a program for clients. It offers insurance against personal accidents, with a monthly income of 24 months.

My Future: an innovative program in the world of insurance, to insure future pitfalls. Advantages include:

- Protection insurance
- Investment with high returns
- High retirement savings



In addition to the services mentioned above, Jordan Ahli Bank has taken an unprecedented step in 2017 by launching the first electronic Arabic and English speaking personal banking chat bot assistant, ahli bot, in the Kingdom. Through ahli bot, the bank offers 24/7 access to a wide range of services to its customers regarding the bank’s banking services and non-financial issues such as guiding customers to the nearest gas station or ATM. In addition, ahli bot keeps customers posted on the latest services, solutions, and innovative products the bank is offering.

Treasury Services

Jordan Ahli Bank has an integrated team managing treasury, investments, and corporate sales. The team provides a wide range of preventive solutions related to hedging operations against currency exchange risks as well as risks of changes and fluctuations in interest rates. The preventive solutions and bartering process extends to include contract options and others. The bank proved its abilities to design solutions that satisfy customers’ needs.

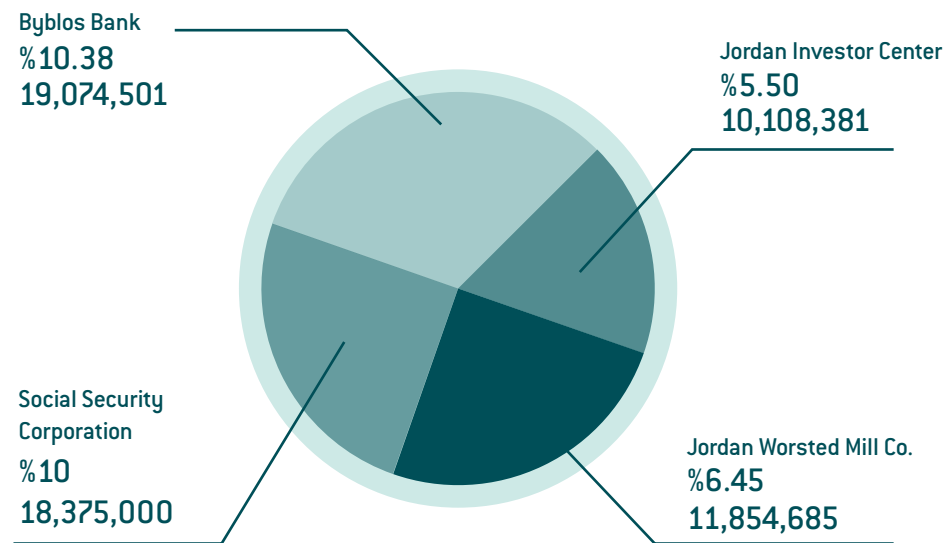
Treasury, investment, and financial institution services include:

- **Foreign exchange rates:** Necessary preventive tools to manage currency and interest rate fluctuations.
- **Brokerage desk:** Specializes in derivatives (Future contracts and other options) such as energy, currencies, financial indicators, trading in international stock markets (United States, Europe, Asia, Australia).
- **Corporate sales office:** Different investment tools and products in developed and emerging markets. The bank promotes compliance with regulatory and policy requirements related to managing interest rate risk, liquidity and contingency plans.



Ownership

List of the major shareholders of Jordan Ahli Bank, owning at least 5% of the capital.



Companies that are fully owned by the bank:

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Ahli Financial Leasing Company:

The Company provides a wide range of leasing products, both alternative and non-traditional finance solutions to keep pace with the continuing developments in the banking sector and meet customers' diverse and changing needs.



Ahli Microfinance Company:

The Company grants microfinance loans to low-income individuals, and operates primarily in the Amman area with 24 branches.



Ahli Brokerage Desk:

The Company provides brokerage services to two types of securities: debt and property (shares and bonds) for the Amman Stock Exchange.

AHLI FINTECH

Ahli Financial Technology Company:

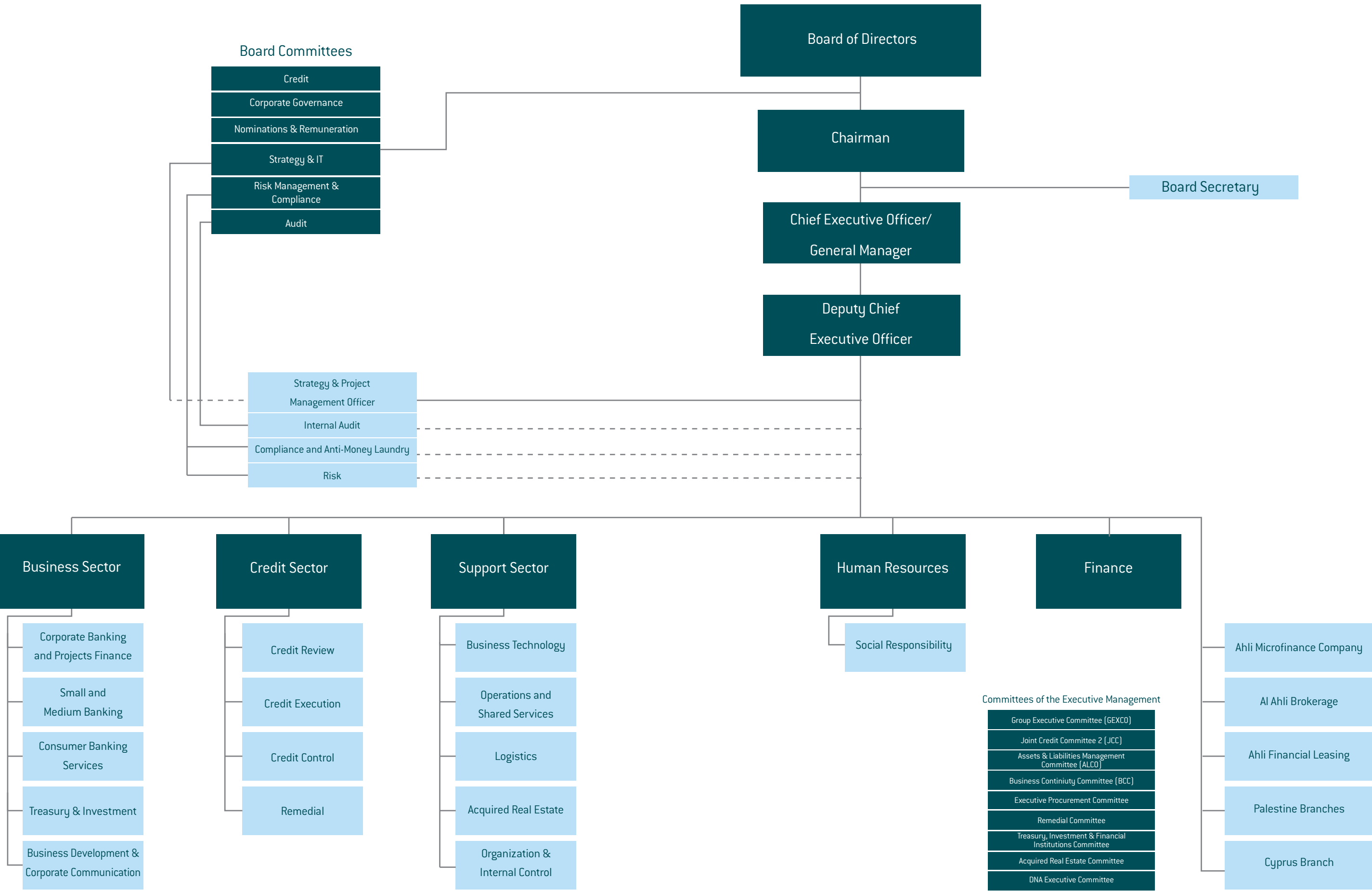
Ahli FinTech Company is a new company launched during the third quarter of 2017. The company provides a unique suite of services focused on accelerating the FinTech ecosystem in Jordan, and developing local and regional talent in the FinTech space, through the delivery of various activities and initiatives, including FinTech events, conferences, workshops and training sessions covering a variety of areas relating to the FinTech and the banking sector. The company also offers a seed program that will provide participants with unrivalled access to the FinTech community's global network, knowledge and insight on the banking sector, as well as potential seed funding and direct access to market for successful FinTech startups.



Jordan Ahli Bank Memberships:

Union of Arab Banks
Association of Banks
National Strategy Commission for Entrepreneurship Funding Micro and SMEs
Jordan Strategy Forum (JSF)
National Committee for Financial Inclusion
General Union of Employees in Banks, Insurance and Accounting
Securities Commission
Securities Depository Center
Amman Stock Exchange
Syndicate of Financial Services Companies

Organizational Chart





Jordan Ahli Bank 2017 Awards

Excellence Award for Developing the Financial Technology Environment (FinTech)

Jordan Ahli Bank received an award for excellence for the bank's contributions in the development of the financial technology environment (FinTech) at the Network Payments Conference's fifth edition. This reflects the bank's effort in adopting and implementing a FinTech environment based on advanced performance standards. The ceremony was held by Network International at the Four Seasons Hotel under the patronage of the Central Bank of Jordan. The award's recipient was Mohammad Musa Daoud, the CEO/ GM of the bank.

Innovation and Excellence Award for Promoting Corporate Responsibility

Jordan Ahli Bank received the Innovation and Excellence Award by the Union of Arab Banks Committee for the bank's work in promoting corporate responsibility. The ceremony was held in cooperation with Princess Taghrid Institute for Development and Training and under the Patronage of Princess Taghrid Mohammad. Sheikh Mohammad El- Jarrah El Sabbah, the Union's chairman of the board, also attended the ceremony.

The award was presented to Jordan Ahli Bank for the bank's programs, products, and responsible development services, due to their added value to all stakeholders, clients, local community, surrounding environment, regulatory entities, suppliers, and all partners. This approach contributed to the delivery of a responsive, efficient, and sustainable community development program.

Banking Excellence in Financing SMEs

Jordan Ahli Bank achieved yet another success story on the regional level in 2017. The Bank received "The Best Bank in Financing SMEs" for the second consecutive year. The World Union of Arab Bankers in Beirut organized the ceremony during which awards for Excellence and Arab Banking Achievements for the year 2017 were distributed.

The Bank also received an award from the Union Magazine in appreciation for the bank's outstanding efforts in aiding SMEs on several axes such as providing SME projects with distinctive banking and non-banking products and innovative services and the bank's ability to meet the required needs. Jordan Ahli Bank contributed to the promotion of existing SME projects and stimulated new ones, thus raising the development level of the sector as well as improving the projects' contribution to the national economy.

Corporate Governance





Corporate Governance

Corporate governance is the system that directs and guides the bank. It aims to achieve the bank's institutional objectives, manage its operations safely, protect the depositors' interests, commit to due diligence towards the shareholders and other stakeholders, and abide by the bank's internal legislations and policies. The board of directors implements the best global practices in corporate governance to guarantee excellence in performance, legal commitment and protecting the rights of stakeholders. The position of the Executive Director and Chairman of the Board of Directors is also separated in Jordan Ahli Bank to meet international best practices.

The Board of Directors consists of 13 members, four of which are independent members, including two women. The Board's responsibilities are to identify the Bank's strategic and financial objectives and observe its performance according to the targeted objectives. The Board of Directors also determines the institution's values, establishes the scope of responsibility and accountability for all the bank's activities. It also observes the Bank's conformity to regulatory and legal requirements, internal policies and ethical standards in Jordan and in the other countries where the bank and its affiliated companies are based.

To organize the Board's operations and increase its efficiency and effectiveness the Board established different committees with delegating powers and responsibilities with accordance to the corporate governance instructions issued by the Central Bank of Jordan and Securities Authority as well as the Bank's objectives and strategies. The committees are as follows:

The Corporate Governance Committee

Risk Management and
Compliance Committee

The Auditing Committee

The Board Facilities Committee

Nominations and Rewards Committee

Strategy and Information
Technology Governance Committee

All information related to the committees is available in the corporate governance report which is part of Jordan Ahli Bank's annual report.

Board of Directors:

Forming the Board of Directors is based on the following criteria:

- The members of the Board of Directors must not be less than 11 members elected by the General Assembly.
- No member of the Board of Directors shall be an executive member.
- The independent members of the Board shall not be less than four members.

Note: The formation of Jordan Ahli Bank's Board of Directors reflects its diversity with the membership of two women.

Evaluating the Board of Directors

Conflict of Interest

To avoid conflict of interest between the members of the Board of Directors and the bank or between the executive management and the bank, the bank adopted a conflict of interest policy that specifies how to disclose and engage with other interested parties. The policy covers various aspects and bodies (administrative, supervisory, the Board of Directors) as follows:

- Procedures have been developed to address any conflict of interest, which may occur when the members of the board have an interest in dealing with the bank or vice versa, and disclosing any conflict of interest that may arise as a result.
- The bank must ensure that the senior executive management implements the established procedures.
- Adopt procedures that control the movement of information between the different departments and prevent exploitation for personal benefits.
- Guarantee the integrity of the executive management in all its operations and avoid conflict of interest.

Evaluating the members of the Board of Directors

The Nomination and Remuneration Committee prepares a form to evaluate and review performance evaluation factors for the members of the Board of Directors. This form covers several criteria, which include the following:

- Aspects related to the level of personal contribution, challenges, independence of opinion, integrity, training and development.
- Quality of decisions and recommendations issued by the committee/committees, which the board member is participating in.
- The member's commitment to attending the committee's regular meetings.
- The relevant committee will send a self-evaluation form to every board member.
- The Chairman of the Board will meet with all the members separately to review the evaluation results.
- Results are presented to the Nomination and Remuneration Committee for validation.

Ethics and Transparency

Code of Conduct

Jordan Ahli Bank established a Code of Conduct to organize the conduct of its employees in terms of work ethics, values, controls and commitment to the bank. The Code of Conduct also applies to the bank's affiliated companies in Jordan and in its countries of operation. All employees must commit to this Code of Conduct while carrying out their responsibilities and duties:



The code of conduct is available on the bank's internal internet where all employees can review it. In case of any inquiries, employees can reach out to the Human Resources Department.

Openness and Transparency

In any business sector, transparency is considered the foundation for the success of a business model. Jordan Ahli Bank considers transparency as a fundamental value for all its operations whereby it is keen to provide accurate information about all of its stakeholders. The bank's institutional governance clearly determines the responsibilities of both the Board of Directors and its employees in terms of disclosure and transparency. The Board of Directors must guarantee disclosure and transparency when publishing any financial and non-financial information that interests the stakeholders. It must also provide the appropriate mechanism to guarantee open channels of communication to deliver the information that is related to the bank's activities.

In accordance with our commitment to transparency, Jordan Ahli Bank issued a new "Transparency" policy. All bank staff are required to commit to this policy. They are obligated to disclose fully and fairly all matters that might hinder their independence and objectivity. This policy also requires the staff to strictly observe the confidentiality of all the information and data related to the customers. The "Transparency" policy contributes to achieving effective risk management and aims to attain the following:

- Promoting transparency and avoiding conflict of interest
- Compliance with regulatory requirements
- Compliance with corporate governance requirements and instructions
- Promoting customers' trust in the bank with its various practices and activities by reducing corruption suspicions which reflect negatively on the bank
- Fair treatment of all concerned parties includeing shareholders, depositors, creditors, bank staff, and regulatory authorities
- Disclosing information transparently in a manner that allows all concerned parties to evaluate the bank's position and its financial performance
- Accountability in the relations between the bank's executive management and the Board of Directors, and between the Board of Directors and the shareholders, and between the bank and the other concerned parties

Managing Risks



Despite the political instability and economic challenges in many neighboring countries, the stability of the financial system in Jordan is fairly good. Jordan Ahli Bank is a leading institution in the banking sector. The process of risk management in the bank is conducted through a range of regulatory levels that include risk management, audit committee, compliance management, Internal Auditing Department, and Risk and Compliance Committee emanating from the Board of Directors.

Risk management implements a system that focuses on compliance based on the instructions of the Central Bank of Jordan and the regulatory authorities, as well as implementing the best practices in identifying, managing and observing risks to guarantee they remain within the acceptable levels.

Risk management carries out its tasks and responsibilities through the main departments responsible for reducing risks that include the following:



Operational Risks

Operational risks are defined as the risks of loss resulting from failure or inadequate internal processes or the individuals or systems or those losses due to external events including legal risks.

The bank operates according to the policy of operational risks that was issued by the Risk Management Committee and the Board of Directors. Such risks are managed by adopting self- evaluation of risks and regulatory procedures [CRSA] to identify risks and the assets, which are impacted by those risks, its impact and its potential re-occurrence in the future.

A Risk Profile is created for every unit in the bank specifying potential operational risks that the unit might be exposed to and might hinder it from achieving its objectives. It is also important to evaluate the regulatory procedures to identify points of weakness and measure the efficiency level of the regulatory procedure. This is implemented to improve weak regulatory procedures or to adopt new procedures that aim to prevent and/or mitigate any potential risks.

To increase its preventive measures the operational risk management maintains a database with occurred operational errors that caused or almost caused certain losses for the bank. This is achieved through a mechanism, where the bank's staff and the regulatory departments can report such errors, to enable the department to establish corrective measures that will reduce the reoccurrence of such errors in the future.

- Achievements of the operational risk management for 2017 were as follows:
- Implementing the operational risk management policy issued by the Risk and Compliance Committee
 - Amending and implementing the work procedures of the Risk Management Department
 - Reviewing and evaluating work procedures as well as the bank's policies to guarantee the availability of adequate regulatory controls
 - Reviewing the bank's terms of reference
 - Building and integrating a database of operational errors in the new banking system
 - Holding several awareness workshops for the bank's employees to raise awareness on operational risks and the importance of reporting them in case they occur

Market Risks

The Department of Market Risk observes and measures the risks deriving from price fluctuations in local and global markets through developing a set of regulatory reports. Such reports observe interest rates, currency prices and their impact on the bank's investment portfolios. Observing price risks is conducted through a set of procedures and policies that focus on market risk, policy of interest rates, and liquidity risks in addition to liquidity contingency plan. It is worth noting that the acceptable levels of risks were determined for market risks and liquidity risks and the department continuously monitor the financial risk indicators on both the local and global levels.

The department observes investment controls and investment determinants set in the investment policy and ensure compliance with the limits of dealing with the correspondent banks. Credit ratings of banks and bonds are also monitored and the necessary studies about these banks are conducted. Moreover, statistical information and data of economic, financial and monetary indicators are collected in addition to monitoring the centers of foreign currency in line with the instructions of the Central Bank.

The department has updated the liquidity risk policy, the interest rate risk policy, and the liquidity contingency plan and developed a new range of reports to monitor these risks. The department also seeks to widen its monitoring procedures scope to measure market risks for the bank's branches outside Jordan through an automated system.



Credit Risks

Credit risk is the potential financial loss resulting from the borrower's inability and/or unwillingness to meet its obligations. The Credit Risk Department measures, controls and monitors credit risks in the bank. This is achieved through a system of policies and procedures that identify the process of managing, defining and measuring this type of risks. This is achieved in line with the bank's direction and strategy.

The process of credit risk management is a continuous process that evaluates and monitors the volume of credit transactions and their safety to guarantee that related problems are identified in a timely manner. Moreover, it is important to implement sound procedures for granting credit, and managing it. It is also important to follow monitoring procedures that separate the decisions of granting and managing credits.

The Credit Control Department continuously observes credit operations, evaluates credit risks, and credit concentrations and confirms that they remain within the acceptable range that is determined by the bank's Board of Directors. The department is also responsible for preparing regular comprehensive reports to analyze the quality of Jordan's credit portfolio, study performance indicators and identify points of weakness of the bank's branches abroad. The Department also sets the boundaries for acceptable risk levels specific to individuals, groups and bank sectors. These boundaries are monitored regularly; in addition to monitoring the ratings of customers' risks through a specialized system in credit risk ratings.

The department also ensures that credit risk policy and credit policy are continuously updated. In 2017, the department reviewed the credit risk policy, corporate and SME credit policy, and credit policy for individuals, the bank's products and regulatory procedures, and it provided its recommendations and suggestions. The department held a training workshop related to credit risks and fluctuating weights for credit risks.

In 2017, the department joined the Technical Evaluation Committee and supported the presentations provided to implement the IFRS9 global standard and also joined the automated allotment system committee. In line with the bank's automation strategy, the department is currently working on an automation project to calculate the capital adequacy ratio automatically. It seeks to benefit from the capabilities of the credit rating system and the requirements of International Accounting Standard No. 9, which is based on building the expected credit losses model, risk- based pricing (RAROC-Frame Work) as a key step towards the implementation of the second alternative for measuring credit risk Internal Rating Based (IRB).

One of the department's priorities is to adhere to legislations and the latest international developments and practices related to credit risks.



Early Warning Unit

This department observes distress indicators on both the banking and financial sectors. This is achieved by conducting periodic studies that analyze the bank's portfolio of credit facilities. This includes calculating growth rates and concentration in portfolio and depending on more than one variable: concentration rates by product, concentration rates by economic sector and comparing these rates with the banking sector.

The department further works to observe credit risk indicators for the companies affiliated with the bank. It also prepares periodic reports accordingly by studying profit rates and the company's liquidity, as well as analyzing credit indicators for these companies and comparing them with the expected rates. The department also prepares a regular study to monitor the performance of individual products and the causes for distress and provide its recommendations.

In 2017, the department conducted an internal study on economic indicators and monitored the banking sector. The department also conducted another study for the microfinance sector and compared the indicators of the Ahli Microfinance Company, which is affiliated with the bank, to other companies in the sector that ensured its rank within the leading companies in this field.

The department also reviewed the policy of credit risk, the bank's credit risk, and credit policy for individuals, in addition to reviewing a number of banking products and regulatory procedures and providing the necessary recommendations.

Basel Department

The Basel Department calculates the capital ratio according to the Basel 3 standard at the level of the local and consolidated branches. The department also conducts tests for stress-testing scenarios through a set of hypothetical scenarios that simulate economic variables.

The simple, moderate and severe scenarios are anticipated and their impact is reflected on financial outcomes, financial viability and the bank's ability to maintain business as usual under normal conditions and stressful scenarios. The department also prepares the general framework for acceptable risk levels within a governance framework by identifying the tasks and responsibilities of the Board of Directors and the executive management. This is achieved by preparing a list of acceptable risk levels for capital, assets, profitability, liquidity, credit portfolio and investment portfolio.

Moreover, the department prepares an assessment report for internal capital adequacy assessment process (ICAAP) at both the local and consolidated branches, and monitors acceptable risk levels for the bank.

The department seeks to develop a system to manage risks in line with the latest local and global developments to manage, measure and monitor the types of risks that the bank might face. Furthermore, the bank is in the process of automating the process of calculating the capital ratio using T-insight.



Information Security

The Information Security Department works to reduce information technology risks by reinforcing the implementation of regulatory and security controls over the various systems used at the bank. It also encourages compliance with new IT security practices within the bank's business environment.

The department raises the awareness level of the bank's staff on information security. It holds training workshops for the bank's employees and its affiliated companies.

The department's most important achievements for 2017 are as follows:

- Contributed to the successful implementation of information governance and the technology related to it "COBIT 5"
- Prepared the requirements for information security and evaluated Omni Channel project for digital banking
- Launched the project of data classification in the bank
- Updated the model to analyze impact on the business operations generated by all the bank's departments and branches
- Engaged with the business technology department to prepare a report about the (WannaCry) Ransomware attack, which included several preventive measures to avoid attacks
- Held awareness and training sessions for liaison officers to explain the concept and mechanism of preparing a business continuity plan and how to complete the form of analyzing the impact on the business
- Conducted six awareness sessions for the bank's common central operations and services department about the risks of information security

In line with the Bank's general strategy, the department seeks to be a dynamic participant to implement security procedures and regulatory controls to reduce technology risks. It aims to implement a security management system at the bank level and to obtain ISO 27001. The department strives to promote more awareness among the employees in terms of sound and secure practices to avoid increased security threats.

Compliance and Anti-money Laundering

The Compliance and Anti-money Laundering and Anti Terrorism Financing Department is an independent department. It focuses on implementing best banking practices, maintaining corporate values, and meeting the legal and regulatory requirements. The bank's commitment is not limited to implementing the laws, regulations, instructions and banking practices issued by the regulatory authorities to protect the bank from regulatory, legal and financial fines only. On the contrary, the bank's policy towards these risks is based on the bank's values that motivate the employees to maintain the bank's reputation and its mission, which will enable it to achieve sustainable growth.

The Compliance and Anti-money Laundering Department was established to improve market- leading systems in line with increasing legal and regulatory requirements as well as ethical banking practices. The department updated its policies and procedures to cover money laundering and compliance. The bank also implemented a new system (Regulatory Commitment) that applies to all its local and regional branches, in addition to purchasing an anti- money-laundering and anti terrorism financing system. The system ensures the bank does not deal with any individual or body on banned lists and helps protect the bank from money laundering activities and financing terrorism. The system also rates customers according to their risk likelihood on money laundering and financing terrorism, in addition to raising awareness on the importance of compliance. The bank provides comprehensive e- learning solutions for all employees to promote compliance, professionalism and ethical practices.

Managing Sustainability



Sustainability

Sustainability is a key element of the bank's vision and it is integrated in all our departments and operations. It is rooted in the bank's institutional culture as we realize the important role banks can play toward developing the local communities and national economies. Therefore, the bank seeks to create sustainable social value through its operations and products as well as its strategic investments.

Recognizing the importance of sustainability, we assess the impact of our activities on the environment and the local communities. We also implement an efficient engagement process with all the shareholders to achieve our objectives and the required performance. Furthermore, the bank's efforts are not limited to reducing its negative impacts on the environment; it also strives to find solutions and create innovative programs that contribute to the advancement of the society, environment and the economy.

The bank's activities and programs towards sustainability are incorporated in this report.

Sustainability Team and Champions

GRI 102-42
GRI 102-44

The executive management at Jordan Ahli Bank represented by its executive director and with the consultation of the team of sustainability and the corporate social responsibility department set up the strategic objectives for the bank's sustainability programs as well as the risks related to this field. The executive director presents the bank's sustainability performance to the Board of Directors, and in case of any major projects, the Board of Directors must review the project and approve it. Moreover, the team is also responsible for the daily management of sustainability with the coordination of the social responsibility department. The executive management collaborates with the sustainability team and the corporate social responsibility department to explain and clarify all that is related to sustainability in order to promote the knowledge of the Board of Directors regarding this issue.

The Board of Directors holds at least six meetings annually. These meetings allow the executive management to present any risks or opportunities related to sustainability. Monitoring risk management effectiveness that is related to sustainability is the responsibility of the executive management with the coordination of Risk Management and the social responsibility department. In case of any weaknesses in the effectiveness of managing these risks, the risks are then presented to the Board of Directors and with the cooperation of the executive management wherein preventive measures are recommended to control the risks.

In 2017, pioneers of sustainability have been chosen from various departments. The bank held a workshop to explain the basic principles of sustainability and the importance of integrating sustainability throughout the bank's departments. These pioneers will work in the coming years to advance sustainability objectives in their respective departments and establish communication channels between all departments and the social responsibility department.



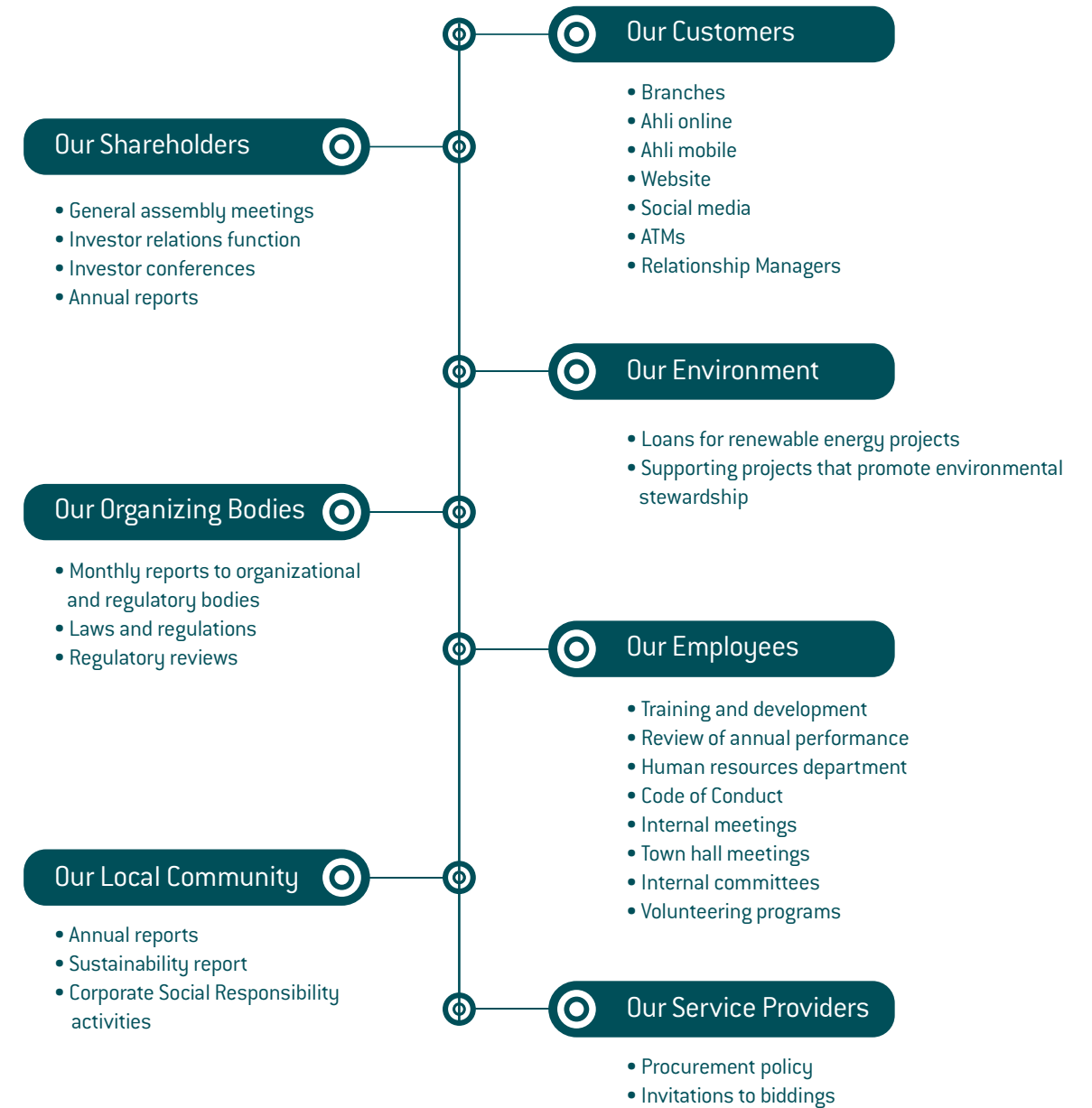
Figure 1: Sustainability Governance

Stakeholders

GRI 102-40
GRI 102-43

We engaged with our stakeholders for the purpose of preparing this report through a workshop and an online questionnaire to guarantee the participation of all the internal and external stakeholders. The stakeholders' participation is in line with the GRI Standards in order to identify the material topics that are of high relative importance to them. The stakeholders were consulted regarding the topics to be included in the sustainability report. Jordan Ahli Bank believes that stakeholders play a key role in supporting the bank to achieve its strategic objectives.

How we engage with our stakeholders:



Communicating with Stakeholders

GRI 102-43

Customers

Jordan Ahli Bank organized a workshop to highlight its tools and electronic payment services through eFAWATEERcom for almost 100 customers from the large corporate sector and SMEs. This was achieved with the cooperation of the Central Bank of Jordan and with the attendance of representatives from the Income and Sales Tax Department, the Jordanian Customs, the Social Security Corporation, as well as a number of business owners, companies and their financial directors. The workshop shed light on the significance of electronic payments, which saves time and reduces paper consumption.

Employees

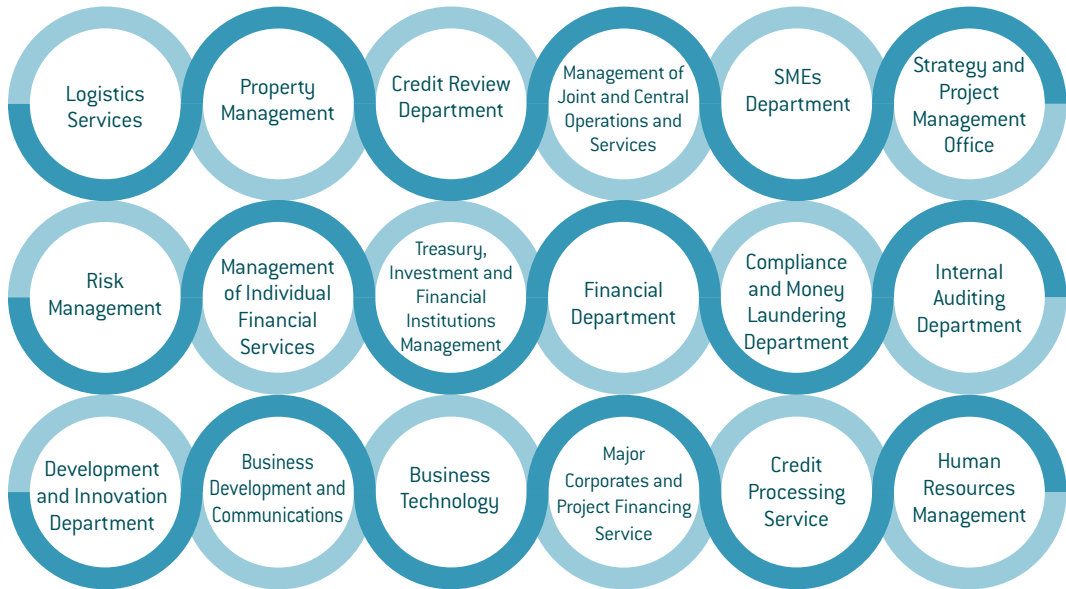
In 2017, Jordan Ahli Bank held two Town Hall meetings with its employees. The Chairman of the Board of Directors, The Chief Executive Officer/ General Manager, Deputy Chief Executive Officer, and The Director of Innovation, spoke during those meetings about the bank's new strategy. The director of the Human Resources Department discussed topics that concern the employees and introduced new plans that aimed to improve the working environment.

Identification of Material Topics

Jordan Ahli Bank held a workshop for its internal stakeholders representing most of the bank's departments. The purpose of the workshop was to identify the relative importance of sustainability topics. A questionnaire was used where the internal stakeholders rated the level of importance of potential and common topics that concern the financial sector in general. The topics were rated on a scale from 1- 10.

External stakeholders also participated through an electronic questionnaire that contributed to the identification of the bank's material topics. The number of answered questionnaires by internal and external stakeholders amounted to 27; 70% were by internal stakeholders and 30% by external stakeholders. The Corporate Social Responsibility Department analyzed and evaluated the aspirations of the stakeholders to identify the impact of various sustainability topics on the bank and the local community. This was achieved to cover all aspects of relative importance in a comprehensive manner for the stakeholders. The received responses varied according to their priorities and their knowledge of the bank's interests in the various sustainability axes.

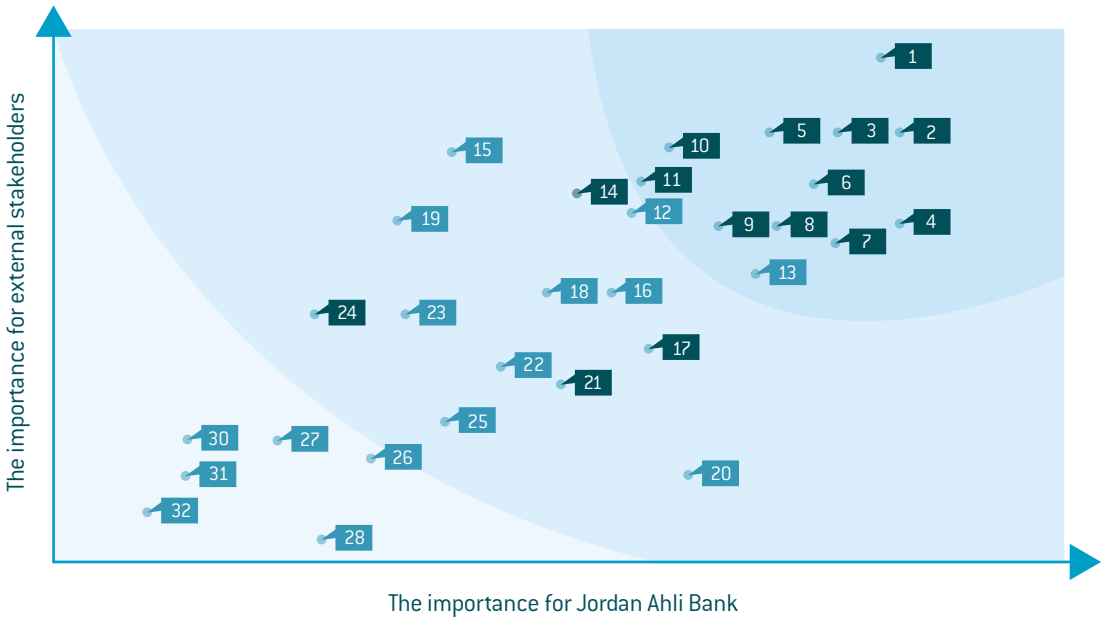
The departments that participated in the workshop include the following:



GRI 102-44
GRI 102-47

Through this process, the bank was able to identify the material topics. The material topics' performance indicators are described in this report and reflect the bank's economic, environmental and social impacts or those that strongly affect stakeholders' evaluations and decisions.

According to the internal and external stakeholders' inputs, a matrix of relative importance was prepared for the assessed topics. From 32 topics of potential importance and related to sustainability for financial institutions in general, 14 were identified as material topics and are presented in the matrix of relative importance.



Focusing on what matters most

Code	Topic	Code	Topic
1	Economic performance	17	Customer health and safety
2	Market presence	18	Procurement practices
3	Training and learning	19	Resource environmental evaluation
4	Customer privacy	20	Consuming and saving water
5	Diversity and equal opportunities	21	Uncompetitive behavior
6	Employment	22	Compliance with environment rules
7	Committing to integrity in terms of advertising	23	Participating in setting the general policy
8	Anti-corruption	24	Gas emissions
9	Consuming and saving energy	25	Union freedom and group negotiations
10	Occupational health and safety	26	Solid and liquid waste
11	Materials use and recycling	27	Security practices
12	Equality in wages between males and females	28	Evaluating suppliers in terms of the community
13	Relationship between employees and the management	29	Child labor
14	Local communities	30	Forced and compulsory labor
15	Evaluating human rights	31	Biodiversity for reservations
16	Indirect economic impacts	32	Rights of indigenous people

Economic Performance



Financial Performance

Global and regional economic and political challenges were accompanied by a decline in oil prices and the fluctuation in the stock markets along with increased interest rates. However, despite all these negative impacts, Jordan Ahli Bank achieved financial growth in line with the bank's strategic plan for 2017.

Jordan Ahli Bank always seeks to provide strong financial performance for its stakeholders while maintaining a disciplined approach in financial management. The bank maintained a growth rate of customers' deposits despite the strong competition among banks by raising interest costs on deposits. Furthermore, the bank focused on increasing low-cost deposits (savings accounts) and was able to successfully attain that.

In 2017, the bank achieved an increase in capital at 8.75 million Jordanian Dinars. It issued support loans at 25 million Jordanian Dinars during the fourth quarter of 2017, in addition to the growth in the volume of credit facilities and decrease in distressed debt for the total volume of facilities. In line with international standards and to support the bank's financial position, addressing any unforeseen and unexpected obligations, during 2017 additional allotments were established and interest payments were suspended which resulted in the increase of provisions to non-performing loans increased.

The bank also re-engineered its operations based on a new banking system, which was implemented in the fourth quarter of 2016. This was considered a strategic turning point for the bank whose aim is to upgrade the bank's services, products and operating model with this new financial inclusion enterprise architecture.

Jordan Ahli Bank established Ahli for Financial Technology (FinTech) company for the purposes of widening its operations in Jordan. The new company supports entrepreneurs and emerging companies to advance the local economy and advance through innovation.

The bank's plan to save and reduce operational expenses is considered as one of the most important pillars. The bank's management commits to reduce costs and expenses to achieve the aforementioned objective through reducing employee, administrative and other public expenditures as well as implementing projects that improve operational excellence.

For example, with regards to clean energy, the bank established a solar power plant, that will cover its entire electricity needs in 2018, in order to reduce telephone expenses, we launched an IP telephony system.

We will not be able to achieve our objectives and sustainable banking practices without our suppliers. Economic performance is the most material topic, and we are keen to generate positive direct and indirect economic impacts in the local community and economy, especially after adopting the bank's new "Shared Prosperity" framework. We are committed to work with local suppliers, and 90% (247) of our suppliers are Jordanians. Our policies and practices implemented when evaluating suppliers go beyond simply awarding contracts based on prices.

JOD	2016	2017
Direct economic value generated (Revenues)	116,248,895	118,720,910
Operational costs	36,887,735	39,333,917
Employee wages and benefits	43,185,981	40,184,806
Capital provider Payments	17,438,732	8,758,828
Government payments	9,028,571	4,708,336
Local community investments	555,865	1,160,147
Remaining economic value	9,152,011	24,574,876

JOD	2016	2017
Total capital	302,665,404	306,186,261
Net sales	107,001,718	106,329,077
Net assets	2,815,518,550	2,728,951,577
Loans	1,572,275,401	1,602,520,571
Net deposits	2,124,648,414	1,996,965,070

The Customer is Our Focus

"Our customers are considered as a strategic pillar for our business. We aim to enable our customers to invest and to grow by providing them with high-quality banking products and services at reasonable prices. We place our customer privacy and security at the top of our priorities."

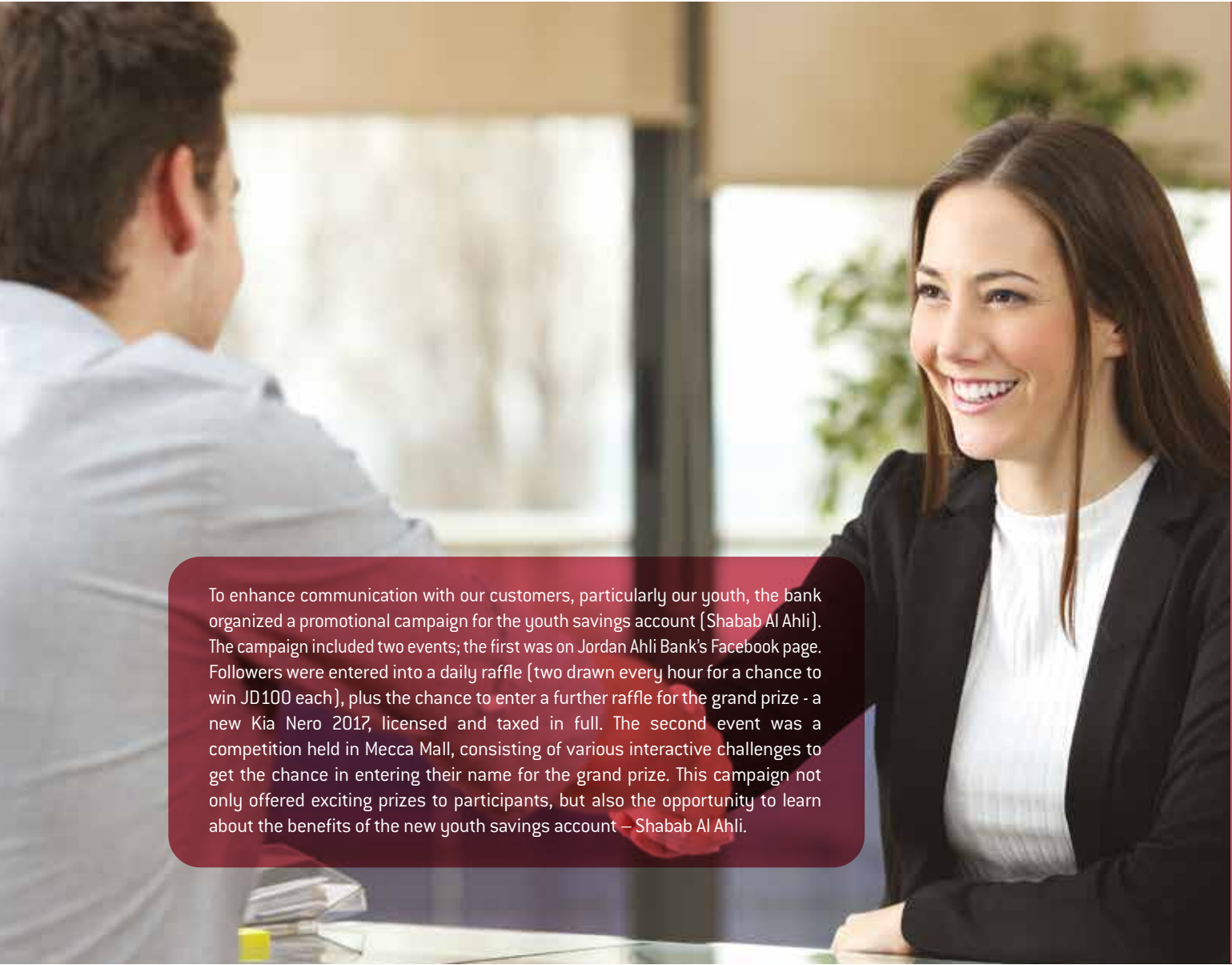
Mohammad Musa Daoud
Chief Executive Officer/ General Manager



Our relationship with our customers is based on service and operational quality as well as innovation. By deploying a brand new IT enterprise architecture and banking systems, we are able to offer our customers more specialized services based on their needs and aspire to meet them proactively. The services we provide today are more diversified and up-to-date and in line with the global advanced administrative and technical banking practices.

We also focus on:

- Strengthening the quality of communication with our customers
- Further developing of customer loyalty and recognition
- Increasing promotional and marketing campaigns



To enhance communication with our customers, particularly our youth, the bank organized a promotional campaign for the youth savings account (Shabab Al Ahli). The campaign included two events; the first was on Jordan Ahli Bank's Facebook page. Followers were entered into a daily raffle [two drawn every hour for a chance to win JD100 each], plus the chance to enter a further raffle for the grand prize - a new Kia Nero 2017, licensed and taxed in full. The second event was a competition held in Mecca Mall, consisting of various interactive challenges to get the chance in entering their name for the grand prize. This campaign not only offered exciting prizes to participants, but also the opportunity to learn about the benefits of the new youth savings account – Shabab Al Ahli.

Communication Mechanisms

 JordanAhliBank

 JordanAhliBank

 jordanahlibank

 jordanahlibank

 Jordan Ahli Bank

 ahli.com/ahlibot

 www.ahli.com

 Call Center 065007777

 SMS: Ahli Bank

 info@ahlibank.com.jo

 Local Newspapers

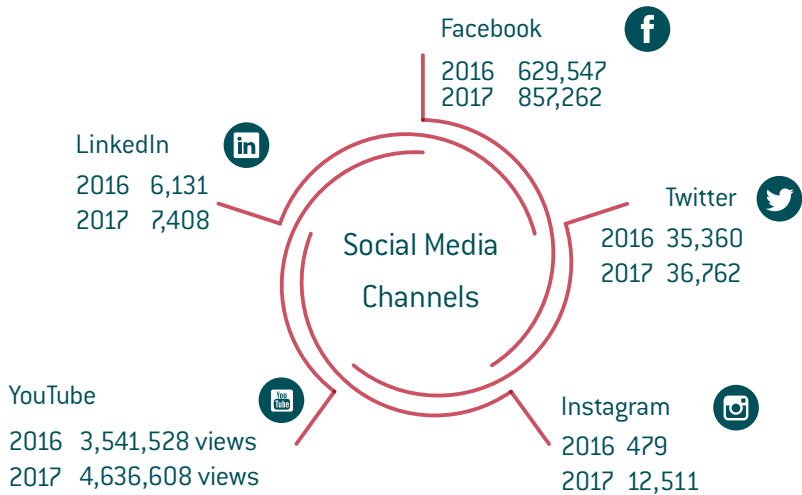
The bank aims to achieve the following customer related objectives:

- Excellence in managing complaints
- Promote our presence and our brand and corporate identity
- Expand our customer base
- Expand the base of our followers on social media

In order to achieve these objectives, the bank strives to keep the communication channels open with its customers by adopting the latest available technologies through interactive channels.

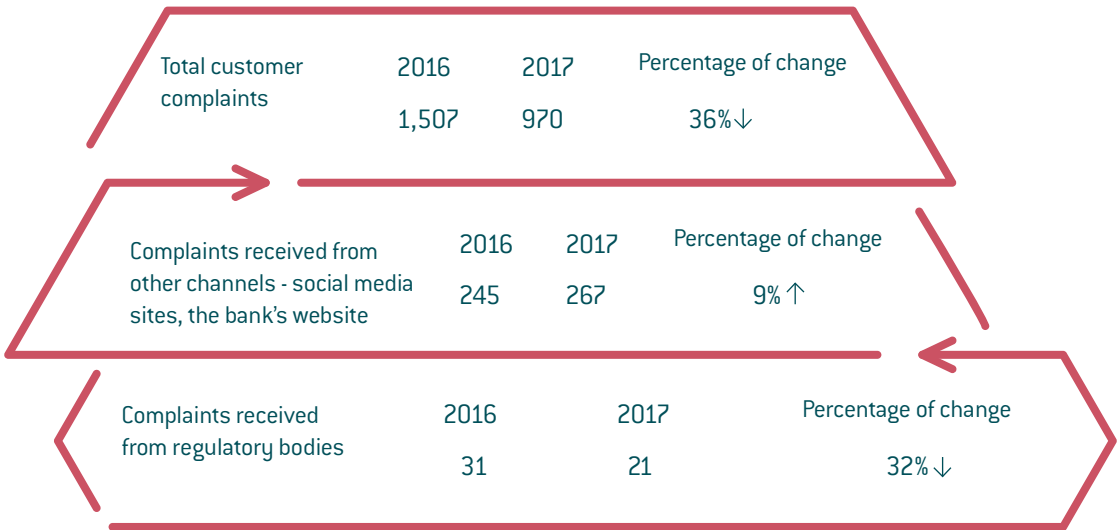
Social Media Performance

The number of followers of Jordan Ahli Bank on the major social media networks has increased particularly on Instagram. In addition, the number of views of its YouTube channel has also witnessed an increase.



Committing to our customers and providing them with the best services possible has reduced complaints by 36% of the total documented complaints. Complaints from organizational entities were also reduced by 32%. This reflects the bank's commitment to improve customer satisfaction and maintain customer information security through the following:

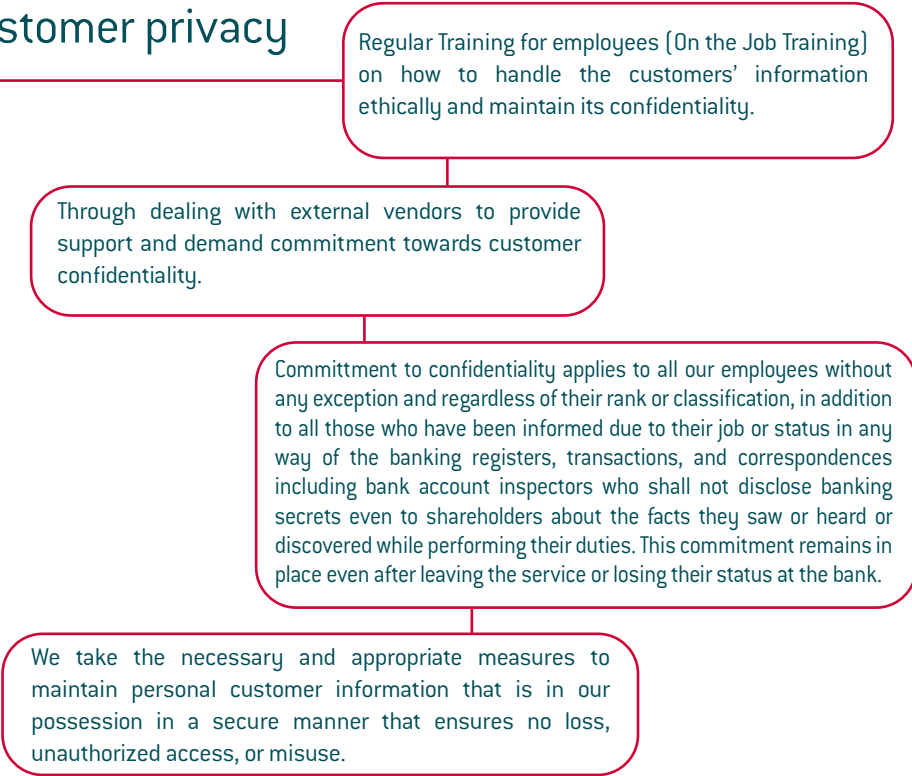
- Establish standards for excellent services and train employees accordingly
- The customer has the right to complain and these complaints must be handled objectively
- Raise awareness among our customers regarding the bank's services and products and introduce them to the mechanisms and procedures related to handling their dissatisfaction with any services or products
- Find suitable solutions for customer complaints and reduce their occurrence
- Continue to reduce the number of complaints and reduce the time frame to address them
- Transfer the relegation of the complaint unit directly to the Compliance Department to guarantee independence and objectivity



Customer Privacy

Maintaining the safety of customer data is considered of high priority for Jordan Ahli Bank.

Maintaining customer privacy



A Prosperous and Diverse National Economy

Jordan Ahli Bank harbors the mission of making direct and indirect economic impacts within its responsibilities. The bank's responsibility does not stop at securing financial prosperity for its shareholders only, but extends to creating shared value for all its stakeholders and especially SMEs that aid in creating work opportunities and stimulating the economy.

"Jordan Ahli Bank has a vision to become a center for the development of financial technology and local talent. In 2017, we have established Ahli Financial Technology (FinTech) Company to attract innovators and entrepreneurs in the field of financial technology to accelerate and activate digitization. Following the bank's high performance in implementing financial technologies and its pioneering approach to digitization, the bank received the Excellence Award for the development of the financial technology (FinTech)."

Dr. Ahmad Alhussein
Deputy Chief Executive Officer



Leading Financial Technology

The bank supports the stability and growth of the Jordanian economy as well as emerging companies to produce a creative business market that is based on innovation. During the third quarter of 2017, the bank established Ahli Financial Technology (FinTech) company. It is the first "FinTech" company that is fully owned by a licensed bank in Jordan. This company was established to develop the capabilities of financial technology in order to attract innovators and entrepreneurs in this field to accelerate and incubate emerging companies; and perhaps invest in them and guide them towards the national, regional, and international markets. This will reflect positively on Jordan Ahli Bank in particular as well as its customers, employees, and shareholders.

Through this company, Jordan Ahli Bank aims to be a regional hub for innovation in the field of financial technology and a leading institution in the future of banking. The bank also continuously seeks to achieve the vision of creating a communicative network that will develop innovative solutions in order to lead the way to a brighter future for banking.

The Ahli Financial Technology Company provides a wide range of services that develop the financial technology sector in Jordan and expand the local and regional capabilities in the field. This is achieved by conducting various activities and initiatives such as conferences, workshops, and training programs that cover a variety of areas related to financial technology and the banking sector. The company also offers a Seed Program that enables participants to communicate with global networks from the financial technology community in addition to gaining knowledge and finding exclusive information. It also provides potential financing opportunities and direct contact with the market to support the success of emerging companies in the financial technology field.

Start-ups and Entrepreneurs

The bank also supports entrepreneurship in Jordan by sponsoring programs and incentivizing awards for entrepreneurs, leading businesses, and emerging companies.

For the second consecutive year, Jordan Ahli Bank sponsored the Entrepreneur Awards Forum that was organized by Ernst & Young under the slogan "Innovation Realized." The bank's sponsorship and participation in this forum aimed to deliver the necessary platform for entrepreneurs, business leaders, and innovators, local, regional, and international experts in various business sectors from the public and private sectors to exchange experiences, communicate, discuss, and present views on mechanisms to create an innovative environment in the Kingdom. The bank's chairman Saad Mouasher also supported the event by participating in the opening seminar titled "Innovation's Identity" and was also a member in the judging panel for the winning prizes. The bank also established a private booth to present its most innovative solutions, services, and products focusing on entrepreneurship and emerging projects.

In line with Jordan Ahli Bank's vision and comprehensive strategy, the bank focuses on achieving sustainability as one of its priorities. It aims to achieve financial inclusion and create a positive impact on the various segments of the society and economic sectors.

The bank established an SMEs Department 12 years ago which provides diversified contributions whether on an individual level or through partnerships to meet the needs of the community, youth, entrepreneurs, owners of emerging companies, SMEs and women entrepreneurs.

Jordan Ahli Bank is one of the first banks to meet the needs of society's different sectors, particularly SMEs, where financial inclusion covered a wider geographic range to reach the Kingdom's governorates through 12 business centers specialized in customer service for SMEs.

Jordan Ahli Bank is prominent in providing financial solutions for SMEs through its various products and services, which include "Clean Energy Solutions", "My Pharmacy Loan", "My Property Loan", "My Project Loan", "Finance Your Needs" loan, "Al- Nashmiat Loan" targeted to women entrepreneurs with competitive pricing and flexible collateral requirements, CBJ funded loans targeted to key economic sectors, as well as, "My Business Credit Card" for SMEs to better manage and monitor their expenses.

The bank also provides regular SME credit facilities for financing working capital (sales/receivables, purchases, inventory), fixed asset, contractual projects, as well as various indirect facilities including letters of credit and letters of guarantees. All these products have competitive interest rates and flexible grace periods, as well as consultancy services that meet the needs of the SME sector.

SME customers also benefit from the Corporate Ahli Online services, which allows them to check their balances, make electronic payments through eFAWATEERcom service as well as other convenient services.

Success Story

Contractor for Energy Engineer: Ismail Zidan



Contractor for Energy was established and licensed in 2014. It specializes in supplying and installing renewable projects in Jordan. A specialized technical team manages the company and one of the challenges that the company faces is securing cash payments to global suppliers before receiving the goods, particularly with the growing demand for these projects in the local market.

"Jordan Ahli Bank is the main supporter of our company. It provides the necessary funding to supply the goods for the company's projects. This contributes to the success of our company and ranks it as one of the leading companies in this field in Jordan. The company received an (A) classification from the Energy and Minerals Regulatory Authority."

Based on the core business directions for 2017 that are in line with focusing on clients, specialized operations and creativity and innovation, the bank sought to offer financial and consultancy services in a professional manner that meet the demands of its clients. The SMEs portfolio is diversified and comprehensive and it is not limited to a certain sector, age group or segment. The lending process and evaluating client profiles are based on a clear policy and procedures that guarantee efficiency and unsurpassed quality.

In line with supporting SMEs, the bank established an SME Academy. It conducts free-of-charge courses and workshops for SME owners whether they have a bank account or not at Jordan Ahli Bank.

In 2017, the Academy delivered several programs through various workshops for a number of employees from SMEs to develop their capabilities and reduce the training expenses of these institutions.

The Academy offers a wide range of extensive trainings and educational content including workshops, seminars, and networking opportunities. It also provides a library of articles and other non-financial consultancy services in various fields that are related to developing and growing SMEs. On a regular basis, the Academy also hosts specialists who conduct consultancy and training workshops to provide technical training for the owners of the SMEs, in addition to modern management systems.

The advantages of the Academy's programs are as follows:

- Provide training on international business curriculums.
- Provide comprehensive workshops and advanced lectures that cover business management, financial management, human resources management, business strategy and others.
- Open channels of communication between SMEs to build a beneficial relationship and share their experiences.
- Share success stories of local entrepreneurs who have established companies in order to further expand and widen their experience in the market.
- Provide a library of articles that includes important strategic content related to auditing and finance, human resources, international business, law, insurance, sales & marketing, and technology.

In 2017, the Academy conducted 12 workshops encompassing 100 training hours with the participation of more than 325 entrepreneurs and business managers from all over the country. The topics covered during the training sessions included the mechanisms of financing, auditing, taking strategic and financial decisions, preparing and analyzing financial data, marketing techniques, marketing skills and sales as well as managing expenses and budgeting.

In 2013, and in partnership with the International Financial Community (IFC), the Bank established a website that outlines the free service "SME Toolkit". This service supports SMEs by providing an educational electronic content as well as business models, tools and articles to increase productivity and efficiency. The platform also guides the startups to find funding and reach new markets. The website's new visitors exceed 10,000 per month.

Success Story

Madinah International Co. Dr. Anwar Obaidat



“The idea of establishing the company is based on my practical experience and research in the specialized field of medical equipment. With my four brothers we established the company in October 1992 and throughout the years it proved to be the leading company in the medical and hospital equipment field.”

The bank monitored the company since its inception until this day. In 26 years, we became one of the most prominent companies in Jordan and the region in various fields, which include:

- Managing and treating medical waste in Jordan, we ranked as number one in this field
- Artificial respirators for children and newborns, we ranked as number one in this field
- Screen and calibrate medical equipment and radiology equipment among others

“Throughout the years we faced many challenges such as the lack of necessary funding for our projects. Jordan Ahli Bank's SMEs Department- played a major role in helping us surpass these challenges and obstacles. The strong coordination between the company's management and the bank's account management contributed substantially to the progress of the company. Thanks to the bank's support, we were able to implement large projects and expand our services. Our company would not have achieved its successful journey with the absence of such close cooperation.”

The bank signed a number of agreements and memorandums in 2017 to support SMEs and they include the following:

- A memorandum of understanding with Amman Chamber of Commerce to support women entrepreneurs within the framework of Al Nashmiat Initiative (a comprehensive program to develop women's projects) and to help women who own SMEs and companies in the industrial sector. The initiative provides training, consultation, logistics, e-commerce, innovation, marketing skills and others. Al Nashmiat has also become a member of the Industrial Business Woman Committee at the Chamber.
- A memorandum of understanding with the Jordanian National Commission for Women's Affairs to enhance cooperation. Under the umbrella of this agreement, women who are members of the Commission are able to benefit from Al Nashmiat business center and participate in its training workshops. This cooperation seeks to find opportunities that empower women on both the social and economic levels.
- A memorandum of understanding with Amman Chamber of Commerce to support Al Nashmiat initiative by providing workshops and discussions in various topics related to SMEs such as marketing, administration and other technical fields.
- An agreement with USAID/Best Jordan that aspire to boost the tourism sector by providing training workshops in hospitality and tourism for SMEs.
- A partnership agreement was signed between Jordan Ahli Bank and the European Bank for Construction and Development to promote SMEs. Through this agreement, Jordan Ahli Bank will receive loans to fund SMEs on flexible and competitive terms. The agreement entails providing technical services to promote SMEs by implementing best international practices. The cooperation between the two parties will widen the horizon for SMEs and microenterprises. The cooperation will also raise awareness on available funding opportunities for the sector and provide relevant technical assistance. This endeavor is in line with Jordan Ahli Bank's corporate social responsibility to serve this sector particularly microenterprises and women entrepreneurs.

Jordan Ahli Bank has open communication channels with the international banking community to widen its support to SMEs. The bank sponsored and participated in Jordan Small and Medium Enterprises Forum organized by the Union of Arab Banks titled “The Road to Economic Development and Social Justice”. The Forum held several interactive sessions one of which focused on reviewing the experience of Contractor for Energy company that was financed by Jordan Ahli Bank. Discussions also included the role of SMEs and microenterprises in supporting the economic development and social justice. The forum also shed light on the role of Islamic banking, the banking sector in general, international banking institutions, risk assurance institutions in supporting and financing SMEs and emerging companies. Economic empowerment of women in developing SMEs, innovation and supporting entrepreneurship were a focal point in the Forum. The Forum was concluded with several recommendations.

The bank sought to channel borrowed funds from foreign banks to re-lend them to SMEs at competitive interest rates. There are two aims to this endeavor: the first is to develop the sector while seeking to diversify the borrowing sectors in terms of geographical and sector diversity, and the second is to develop businesses that are managed by women and businesses that contribute to creating new work opportunities for Jordanians. Jordan Ahli Bank granted loans from the International Bank for Reconstruction and Development, and Arab Fund for Economic and Social Development reached a balance of more than 5.3 Jordanian dinars. More than 50 SMEs benefited from these loans with more than 390 male and female Jordanian employees. These loans were based on concessional terms, low interest rates and flexible grace periods. In addition, to advances from the Jordan Central Bank to support economic growth in the Kingdom the bank re-lends these loans to the tourism industry and agriculture sector, renewable energy, information technology, and engineering consultancy projects (solar energy, wind energy and energy- saving projects) at reduced interest rates and flexible grace periods. An advance of 1.6 million dinars was paid to 18 SMEs.

Jordan Ahli Bank strives to benefit from all the programs and projects that are available to achieve financial inclusiveness in the SMEs sector and emerging companies. It constantly works to amalgamate its relationship with the Jordan Loan Guarantee Corporation (JLGC) which provides programs to cover loan risks for SMEs in case the customers were unable to provide in-kind collaterals. The bank seeks to benefit from these programs provided by (JLGC) as much as possible to support the sector. In 2017, the number of customers who benefited from the coverage programs of Jordan Loan Guarantee Corporation (JLGC) reached 70 customers amounting to JOD 4.4 million.

The bank also strengthened its strategic partnership with OPIC to benefit from the loan guarantee program for SMEs in case the qualified customers failed to receive facilities and those who cannot provide in-kind collaterals. The SMEs portfolio through this program reached JOD 3.5 million for 36 loans encompassing 109 male and female employees. In 2017, the bank's SME department received specialized training workshops organized by OPIC specialists through the SME Academy at Jordan Ahli Bank.

“Jordan Ahli Bank is not just a financial and banking institution, but also an institution that aims at empowering the civil society, including its own employees and their families. ‘Antum Ahli’ is a motto that requires us to strengthen our efforts in our corporate social responsibility program in order to grow together in a prosperous country that supports its youth and all segments of its society.”

Saad N. Mouasher
Chairman



Our Employees

To guarantee the bank's position in the market, Jordan Ahli Bank adopts policies that support the personal development of its staff, and rewards performance excellence to attract, train and retain the most competent employees in the industry.

Based on our policies, our employee practices are comprehensive and have been designed to embrace the bank's objectives as well as guarantee job satisfaction in general. The incentives and rewards are linked to effort and performance not only in the short term, but also in the medium and long term. The bank has developed individual performance indicators that are consistent with institutional performance. The reward policy reflects the bank's vision and values and is based on transparency and objectivity. The bank also balances between financial and non-financial incentives based on individual performance in the short and medium terms.

In order to enhance the culture of performance, the bank developed balanced performance cards for all departments including senior management positions. This has been accompanied by the development of automated systems which enable employees to periodically review their goals and achievements, approve or object to these statements in line with our commitment to institutional transparency.

To achieve inclusiveness the bank is also focused on promoting staff diversity. The bank employs staff from all governorates and regions in the Kingdom of Jordan. The bank is also working on increasing women's representation in administrative and managerial posts. According to the institutional culture and local law, the bank does not employ people under the age of 18 and no employees are recruited on a compulsory or short-term basis.

GRI 102-46

Number of employees in Jordan

All bank employees are employed on a full-time basis

Note: These numbers represent the number of employees in Jordan Ahli Bank in Jordan only excluding the bank's branches in Palestine and Cyprus. Most of these employees hold Jordanian passports (99.9%). In 2017, the number of outsourced employees from the bank was 126 males and 8 females.

2016	1,384
2017	1,209



Jordan Ahli Bank guarantees equality between male and female employees in all aspects such as employment opportunities and professional development. At the moment, the bank encompasses 61% male and 39% female employees. All our department data is classified based on gender which in turn helps us create equal opportunities. We are keen to increase the percentage of working females with us.

	2016	826	60%
	2017	742	61%

	2016	558	40%
	2017	467	39%

At Jordan Ahli Bank, we aim to achieve balance among our staff in terms of demographic distribution. We particularly focus on the youth to pave the way for an innovative and young institution.



	2016	2017
Under 30	25%	27%
Between 30 and 50	66%	68%
Over 50	8%	5%

Turnover rate for all employees

Turnover rate for all employees	2016	2017
Number of employees who no longer work at the bank	138	245
Number of employees who are no longer at the bank under 30	47	55
Number of employees who are no longer at the bank between the ages of 30 and 50	65	126
Number of employees who are no longer at the bank and are over the age of 50	26	64
Total turnover	10%	20%

Turnover rate in terms of gender

Turnover rate in terms of gender	2016		2017	
Number of females who no longer work at the bank and turnover rate for females	44	8%	112	24%
Number of males who no longer work at the bank and turnover rate for males	94	11%	133	18%

Diversity within the bank's corporate governance bodies

	2016	2017
According to gender		
Females	40%	39%
Males	60%	61%
According to age		
Under 30	25%	27%
Between 30 and 50	66%	67%
Over 50	9%	6%

The work protocol in Jordan Ahli Bank is clear. The bank keeps open communication channels with its employees regarding complaints, rights, salaries, working hours and over-time, promotions, incentives, and training. All employees can provide their feedback through a system that guarantees confidentiality and information security. The bank also ensures to provide a healthy working environment that guarantees the safety of its employees. All fulltime employees receive life insurance, social security, health insurance (families included). The insurance also covers disability and inability to work, maternity leave, provident fund, and ability to obtain all types of loans.

At the end of 2017, new benefits have been announced with respect to annual leaves. Employees can now enjoy paternity leave upon the arrival of a newborn in addition to marital leave. The "لا زلتهم أهلي" program supports employees whose services have ended. The bank is committed to implement the local laws and regulations for employment, and it also supports its employees beyond the requirements of the law.

Maternity Leave

	2016	2017
Employees entitled to maternity leave	46	36
Employees who took maternity leave	46	36
Employees who came back to work after the maternity leave	39	36
Employees who remained at work for one year after taking the maternity leave	4	7

Jordan Ahli Bank encourages its employees to volunteer in different activities as the bank believes in the importance of supporting and enabling the local community. Through volunteering, the employees play a constructive role in the society. During 2017, the bank's employees participated in the internal volunteering program "Kulna Ahl". The employees' participation had a direct positive impact on the local community, in line with the bank's strategy for sustainability.

The bank takes the employees' interests into account when participating in volunteering activities. Examples of volunteering activities include: tree planting, distributing school bags equipped with stationery for students, distributing food packages to families in need, story reading for children, collecting toys and clothes and displaying them at the bank's charity bank whilst helping families select what is most suitable for them. A number of employees also participated with INJAZ "بهمة النشامي نرتقي" campaign among other activities.

Volunteering work	Number of volunteers	Number of volunteering hours
23 activities	176 employees	550 hours

The human resources policy at the bank is based on treating employees as a large extended family. As evidence to the positive working environment, the honorary program "بعطائكم نجاحنا وبجهودكم سنواصل" was launched in 2016 to honor employees whose services ranged from 10-25 years for their efforts and contributions to the bank over the years.

"بعطائكم نجاحنا وبجهودكم سنواصل"
Program to honor internal employees

Number of years	Number of employees in 2017
25 years	5 employees
20 years	26 employees
15 years	21 employees

Based on the bank's motto "Antum Ahli", the social committee has been valuable in assisting in the development of the bank's corporate social responsibility. The committee maintains its efforts concerning the development of social relations and cooperation between employees and their families. One of the committee's objectives is to share the employees' joys and sorrows in order to spread the spirit of solidarity and harmony amongst them. The committee also organizes different activities and events for employees that contribute to the development of relationships and talents.

The work of the social committee paves the way for employees to share their knowledge and experiences outside the framework of the job's formalities – this solidifies their relationships with their colleagues and contributes to the spirit of belonging to the bank. The objectives of the committee are consistent with the institutional culture of the bank, which plays an indirect role in improving performance and productivity.

The social committee's bank account is funded by membership fees and monthly symbolic subscription fees taking into account the employees' ranks. The bank contributes annually to an amount determined during the first quarter of the year to support the activities of the committee. The committee has a system of twelve items to ensure it is achieving its objectives. The system determines how the committee is formed and the prohibitions of the members of the board of directors, organizes financial issues, plans the committee's allocation of financial resources and the committee's activities, and defines general provisions.

Each year, the committee carries out several social activities. This year, they included:

- A number of events and social activities held for Christmas, Mother's Day, Easter, and Ramadan. An Iftar was organized for all employees during Ramadan.
- Sports activities such as the Fourth Football Championship, where performing sports was encouraged by providing safe places for practice.
- An arranged trip outside of Jordan, in addition to local entertainment and cultural trips to Wadi Rum, Aqaba, Wadi Hora, Wadi Hammad, Wadi Taoun, and the Dead Sea; as well as a "Umra" trip.
- Various convenient offers for employees to help them buy their necessities at special rates with the possibility to pay in installments.
- Contribution to the purchase of 'Adahi' through participating in the initiative in cooperation with Tkiyet Um Ali.



Training and Career Development

With the belief of the importance of the human element in defining the bank's continuous progress, the bank's employees participate in regular training workshops to increase their efficiency in terms of banking knowledge and personal and technical skills. The training workshops also qualify the employees to undertake new tasks and responsibilities. We aim to qualify employees in providing banking services that are in line with the standards of commercial banks in Jordan. During 2017, 100% of employees were assessed for their performance to explore the possibilities of their career development.

In order to achieve the bank's objectives, the training center focuses on the best policies and practices related to banking and to provide electronic educational programs. The bank cooperates with the best training companies to enable the bank's training center to compete in the market.

In 2017, the bank achieved an increase in the training hours by 27% and an increase of 45% in the average annual training hours per employee. The training provided varies in content and style and covers the following topics: accounting, finance, auditing, communication skills, investment, information technology, language, management, marketing, sales, customer service, technical skills, and others. In terms of style, the bank launched e-courses in addition to regular workshops and conferences. The training center is also open for the local community and students in Jordan, where 170 students benefited from the program (27 males and 143 females).

Average Training Hours

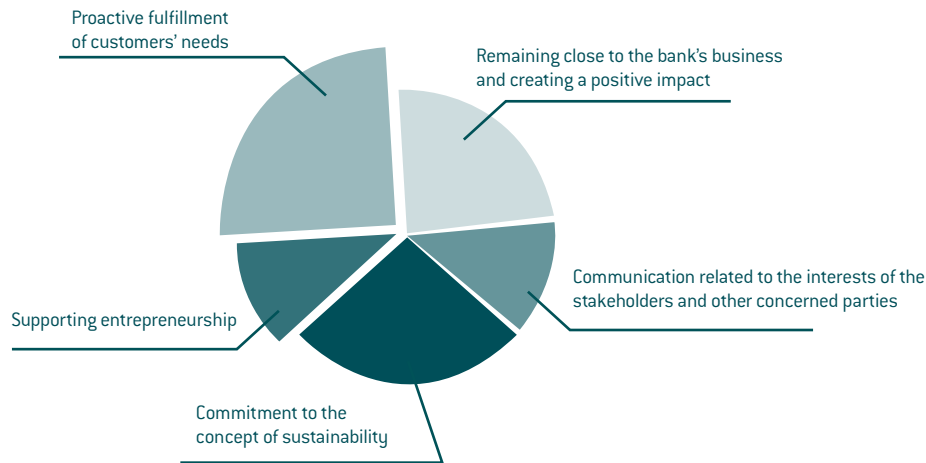
	2016	2017	Rate of improvement and accomplishment
Total of training hours	3,447	4,362	↑ 27%
According to gender			
Females	1,517	1,701	↑ 12%
Males	1,930	2,661	↑ 38%
Average annual training hours per employee	2.5	3.6	↑ 45%
According to gender			
Females	2.7	3.6	↑ 34%
Males	2.3	3.6	↑ 53%

In addition to developing the employees' skills, Jordan Ahli Bank's training program aims to establish a corporate culture through compliance, integrity, and transparency to avoid risk factors. Through the Compliance and Anti-Money Laundering Department, the e-learning program was launched. The program covers all issues related to essential practices and policies and introduces them to the employees according to the requirements of the Central Bank of Jordan. The authority to obtain this information has been granted to all employees of Jordan Ahli Bank in Jordan. The number of trainees who registered in the electronic compliance program reached 1200 employees of which 261 employees received training to combat money laundering. All new employees will receive a booklet about the bank's own code of conduct upon assuming their responsibilities to ensure the dissemination and sustainability of our values at Jordan Ahli Bank.

The Local Community

In 2017, Jordan Ahli Bank witnessed a strategic turning point through integrating sustainability in different departments. The bank selected "sustainability pioneers" in most of the bank's departments to communicate with the Social Responsibility Department. As a result, the bank decided to launch the sustainability report in accordance with the Global Reporting Initiative (GRI) to project the bank's performance on the economic, social and environmental fronts with complete transparency and reliability. The bank's activities in 2017 reflect the bank's aim of achieving sustainable development by focusing on all dimensions of sustainability in a balanced manner. This in turn serves the bank's vision in becoming a leading institution in both local and regional sustainability alike.

The Bank's Dimensions for the Priorities of Corporate Institutional Responsibility:



Jordan Ahli Bank's strategy for social responsibility takes into consideration the needs of the local community. The strategy focuses on key elements such as community empowerment, community support, education, and the youth through initiatives that cover various sectors and social segments. This helps guarantee a clear positive impact that contributes to a sustainable development on the local level.



Strategic Pillars of Institutional Social Responsibility:

During 2017, we developed our programs, initiatives, and activities related to social responsibility. This aims to promote the ambitions and aspirations of Jordan Ahli Bank to achieve a positive impact on the local communities. The bank was successful in achieving its objective, through its contributions and initiatives, whether on an individual basis or on a collective basis, and through many effective partnerships with various civil society institutions. The bank also provided financial and non- financial assistance to aid a number of non-profit organizations. The bank is always looking to cooperate with stakeholders and different sectors to find solutions regarding economic, social, local, and regional issues. Jordan Ahli Bank sponsored the Arab Conference for Contracting, Real Estate Investment and Banks which covered various topics such as:

- Providing housing for the Arab citizen in light of the crisis and the economic difficulties.
- Financing methods for buyers or investors in the construction field.
- Financing the contracting sector and strategic planning in the Arab region.
- Working in the contracting sector and its learning outcomes.
- Sustainable development in the contracting sector.
- The media's role in supporting this sector.

This opportunity helped exchange ideas and suggestions, strengthen relations, and encourage investments in contracting, real estate, and banking fields in the Arab world.

Jordan Ahli Bank was the sponsor of the Jordan Strategy Forum on financial inclusion. The forum focused on the factors that contribute to low rates of financial inclusion as well as many related topics regarding financial inclusion's impact on development, political measures taken to enhance it, and the necessary measures adopted in this regard. The forum was concluded by stressing on the Central Bank's efforts and the other banks to implement the recommendations provided during this Forum in order to develop the financial services and the financial sector in Jordan, and to deliver the services to the citizens with justice.





Highlights of the bank's activities within the context of social responsibility
Social Investment: JOD 1,160,147

Art and Culture

Supporting Haya Cultural Center:

For the second consecutive year, Jordan Ahli Bank supported Haya Cultural Center Fund for the purpose of reaching out to 1,000 children from local associations and public schools. The purpose of the initiative is to inform the children about the different art and culture programs offered at the center. The programs include an astronomical dome, a theater, storytelling, and workshops that aid in expanding the children's artistic vision and thus helping them gain a broader outlook. It is worth noting that this fund was launched in 2016 with the goal to create equal opportunities for the youth in the Kingdom and to spread art and culture.

Supporting Creativity Festival for Children:

The bank supported the Creativity Festival for Children held by the Ministry of Culture focused on showcasing the creativity of children participating in the competition. The festival evaluates the children's talents from across the Kingdom. The festival encourages children to showcase their talents such as singing, drawing, acting, or poetry writing. The festival presents awards to all winners including children with disabilities.

13th Student Conference "Together in favor of diversity":

Jordan Ahli Bank offered its support for this conference. The conference was attended by about 140 students from private and public schools, whose ages varied from 15 to 17 years old. The purpose was to develop the concept of effective citizenship and improve leadership skills. The conference welcomed students from other Arab countries.

The Jordan Ahli Bank's Numismatic Museum:

A one-of-a-kind museum specializing in coins, medals, banknotes, seals and medals, as well as standard trading instruments. The Numismatic Museum is based in Jordan Ahli Bank's headquarters, and its doors are open – free of charge – for the local community. The museum aims to spread knowledge regarding numismatic education and to preserve cultural heritage dating back at least 2,500 years. The museum holds a coin that dates from 600 years BC. The museum also has an educational value for professionals and researchers, as they can benefit from its vast collection and library in their research projects. The bank renovates the museum due to the importance of the historical and cultural value of numismatics.



Leadership and Creativity

Support of Mind Shift Academy:

Jordan Ahli Bank supported the Mind Shift Academy's life skills and entrepreneurship course, which targeted the children of Suf camp in Jerash between the ages of 8 and 13 years. The bank hosted the course at its training center to participate in the creation of a conscious and educated generation and to provide excellent and fair learning opportunities.

Bright Engineers:

Jordan Ahli Bank supported Bright Engineers in the first LEGO design and programming contest held in the US city of Aarhus over the course of five days. The competition included 120 teams. The team of 10 participants, aged between 16 and 22 years, was able to excel in the idea and presentation among 120 participating teams from all over the world, recording a new worldwide achievement.

Hakim's annual academic competition for Jordanian universities:

Jordan Ahli Bank supported the second round of the annual Hakim Academy competition for Jordanian universities in the field of health computing development. The competition was held in March 2017, and teams of students from different Jordanian universities competed and were evaluated by a panel. Three winners were selected for the final stage. The Hakim Academy will train and guide the winners to develop their projects in cooperation with several competent parties and experts.

Marine Advanced Technology Education “MATE” Remotely Operated Vehicles “ROV” competition (Eureka Team Support):

Jordan Ahli Bank supported the Jordanian Eureka Academy team in the international ROV MATE competition where the team won the most prestigious award. The competition required the design of a submarine that performs certain underwater missions.



Amman Program Competition:

Amman CPC was held by the King Abdullah II College of Information Technology at the University of Jordan under the supervision of Jordan Programmers Association. It also supported the winning teams to participate in the programming competition held in Sharm El Sheikh.

Your idea (فكرتك):

Jordan Ahli Bank supported the open week organized by the Crown Prince Foundation during the "فكرتك" event held in Amman under the patronage of His Royal Highness Prince Al Hussein Bin Abdullah II. The event, which lasted 5 days, was organized by the Crown Prince Foundation. The open week aims to motivate the Jordanian youth to innovate particularly in the technical field. The event held workshops in space science, robotics and coding, as well as interactive sessions with specialized speakers from different countries. "FinTech Hakathon" was launched during the event and after the evaluation of the ideas, prizes were presented to the first three winners during the last day.

Education and Youth:

The bank launched the Goodwill Initiative to distribute money boxes for saving on its customers and the individuals of the community alike. Based on its strategic vision of social responsibility the bank sought to create a positive impact on children's lives and to instill the importance of saving and lending a helping hand to those in need in order to build a civilized society based on cooperation and solidarity.

In a world of rapid economic transformations, financial culture has become a key element. In order to spread this culture among the youth and children, the bank provides prizes on savings accounts to instill the idea of saving from early age. This contributes to raising awareness about the role of money in most aspects of life.



EDRAAK Regional Conference:

Jordan Ahli Bank was a platinum sponsor for the first EDRAAK regional conference on digital education and the role of technology in the future of education. The conference was held under the title "A New Concept for Education in the Arab World".

The Conference was considered an important platform to provide recommendations that contribute to meeting the requirements of education and upgrading its outputs. Organized by the Queen Rania Foundation for Education and Development, the conference discussed many important topics which included:

- Learning in the New Age
- E-learning in education
- Technology for education in the Arab world
- The importance of integrated learning,
- Open learning resources (Creative Commons)
- Harnessing education technology to support refugees
- Visual media in education
- Strategies for motivating games

The conference also presented the Jordanian experience in activating e- learning in the higher education.

Ayman Al-Mouasher's Tournament:

Jordan Ahli Bank recently supported the 12th Annual Wings of Hope Basketball Tournament for males and females. The event was sponsored by HRH Princess Rahma Bint Al Hassan and it spanned for three consecutive days at the Baccalaureate School in Amman with the participation of 14 teams from schools in Jordan and Palestine. The event was organized by the Wings of Hope with the cooperation of Baccalaureate School.

This tournament aimed to stress on the large role sports plays in enhancing the personality and behaviors of individuals.

The bank is keen to attend various sports events, especially those aimed for young students. This achieves these initiatives' goals and objectives that are in line with the bank's strategy for social responsibility. The bank stresses on the importance of the national role and the duty of institutions towards the society by contributing to the development of its various sectors and segments with the emphasis on the new generation as the most important segment.

Al Balqa Applied University:

The bank entered into a strategic cooperation agreement with Al Balqa Applied University to support establishing a new building for the Faculty of Business. This is aimed to increase the capacity of the students. The bank also provided financial aid for "The Poor Student Fund" as well as the best privileges to implement the smart card ID system for students and workers at the university and their various colleges. This process entails replacing the university identity card with a multi-use smart card.

This agreement reflects the bank's approach to develop human resources by focusing on students and upgrading the educational system through development-oriented services. The smart card system, which corresponds with technological development, will allow the university to provide quality services to its students and employees which in turn will enhance the qualitative shift targeted by the university.

The Children's Museum Jordan:

Jordan Ahli Bank supported the Children's Museum Jordan as one of the initiatives of Queen Rania Foundation for Education and Development, and renovated the bank's exhibits in the museum. The bank has been supporting the museum since 2007.

Supporting and Empowering the Community

Coalition of Mafrq Governorate Associations:

Jordan Ahli Bank distributed in-kind donations for 50 families in Mafrq governorate to help them withstand the winter. This endeavor supports the Jordanian Charity Coalition Initiative, which includes 13 charitable societies from the governorate. The endeavor also aims to alleviate the burden and suffering of families during the winter season. The bank's employees also participated in this activity as part of the internal volunteering program "Kuluna Ahil". The in-kind donations included gas cylinders and blankets.

Jordan River Foundation:

The bank cooperated with the Jordan River Foundation to support activities and programs at the Queen Rania Family and Child Center. The activities included training workshops such as the Plato Financial Education Program that aimed at promoting financial education for the youth and children alike.

The bank also supported establishing greenhouses for the farming families. This will encourage the families to spend quality time together whilst performing their farming duties. The cooperation also focused on educating leading women about the services and facilities offered by the bank through the "Al Nashmiat Initiative". This initiative focuses on empowering women to help them establish their businesses, improve their products, and generate income for themselves and their families. The bank also sponsored a charity gala dinner hosted by the foundation itself.

Charity Clothing Bank:

Within the framework of strategic cooperation with the Charity Clothing Bank of the Jordan Hashemite Charity Organization, the bank was able to provide in-kind clothing items through the bus it provided for such a purpose. The donations were distributed to 99,350 needy individuals across all the governorates and they included clothing items, footwear and children's toys.

The Jordanian Hashemite Fund for Human Development "JOHUD":

The bank cooperates annually with the Jordanian Hashemite Fund for Human Development by supporting the annual campaign organized by the Fund "Charity Campaign" and the Queen Alia Competition for social responsibility. This aims to increase awareness on the importance of compliance with traffic safety rules to reduce human and economic losses resulting from traffic accidents among the various segments of the Jordanian society.

Support fund for the families of martyrs' of Armed Forces and Security Service:

Recognizing the sacrifices made by the martyrs of the Jordanian Armed Forces and the Security Services for the safety and stability of our dear homeland, the bank supported the fund for 3 consecutive years as of 2017.

Renewing the Cooperation Agreement with the "Tkiyet Um Ali" Association:

Under the agreement, the bank will continue to support the various programs, activities and initiatives of the Tkiyet Um Ali Association, as well as sponsor many of its programs during Ramadan.

Sponsorships of 60 families from all over the Kingdom have been renewed throughout the year, in addition to distributing and providing food donations during the month of Ramadan. The bank also sponsored the tables of Ramadan in cooperation with Tkiyet Um Ali at its headquarters, as well as Tkiyet Um Ali story telling character.

Supporting the Annual Charity Gala Dinner of the Palestine International Foundation:

Jordan Ahli Bank sponsored the annual charity dinner of the Palestine International Foundation, whose revenues are dedicated to the urgent medical needs in Palestine.

Sponsoring this event reflects the bank's commitment towards solidarity. Since the foundation supports civil society organizations to achieve their noble humanitarian goals, this aligns with the bank's strategy of institutional social responsibility.

Supporting the Cancer Coverage Program "Rea'ya Program" of the King Hussein Cancer Foundation:

The bank continued to support the program by harnessing all the bank's branches in the Kingdom to welcome those who wish to participate in the program and by collecting subscription from both customers and non-customers. The bank also offered the customers the possibility of installing the subscription fees without any commissions or interests, as well as the contribution to the promotion and marketing of the program.

The Environment:

Supporting the Environmental Activity of Rosary School:

Jordan Ahli Bank supported the activities of the Environment Club of the Rosary School under the slogan "I am environmentally friendly". The students of the Environment Club harvested olives at the beginning of the harvest season.

The Green Caravan:

The bank supported the Arab society for the Protection of Nature with the participation of the bank's volunteers through the program 'The Green Caravan'. Volunteers planted more than 500 different citrus trees in lands of farmers from low-income backgrounds who are based in the Central Jordan Valley.

This endeavor aims to:

- Increase the green area
- Combat desertification
- Protect the environment
- Provide additional income sources
- Achieve food security
- Spread environmental awareness on the importance of agriculture and promote agricultural activities

The bank supports environmental conservation through effective contributions to attain environmental sustainability in the Kingdom. This is accompanied by the accomplishments that are of many social and economic benefits for the society, particularly the less fortunate.



Supporting Women

Al Nashmiat Initiative

"Al Nashmiat Initiative" was launched in 2014. It is a program that aims to create opportunities for women to develop their own businesses and guarantee their success and continuity. The initiative presents a wide range of services such as lending assistance to project owners in marketing their products through a communication network owned by Al Nashmiat Initiative affiliated with Jordan Ahli Bank. Another service is consulting and training services that strictly aim to better finance opportunities for women to help them achieve financial security.

To further empower and support women in business to market their products, the social responsibility department sponsored many bazars in which it engaged a number of women who are part of Al Nashmiat Initiative. These women were able to showcase their products which helped them identify new customers. The bazars included Jara Market, Friends of Jordan and many others.

The bank's social community service extends to include rural women. The services provided for them empower them on both the social and economic levels alike, and enhance their roles in production and exportation. This initiative encourages women to educate themselves and acquire and master industrial and craftsmanship skills.

In 2017 and within the framework of Al Nashmiat Initiative, the members participated in workshops, seminars, awareness sessions, and training courses regarding the following aspects:

- Raising awareness in terms of financing projects
- Introducing the initiative's services for emerging projects
- Raising the standards of the women's experience in their field of work
- Opening new markets to showcase the women's products by raising their awareness on export opportunities and challenges
- Raising women's e-marketing awareness
- Introducing Al Nashmiat Initiative to a large number of women

The initiative's activities took place in a number of governorates including Amman, Balqa, Jerash, and Aqaba in cooperation with a variety of parties such as The Jordan Loan Guarantee Cooperation (JLGC), Jordan River Foundation, Amman Chamber of Commerce, OECD, and GIZ. The number of participants in these events exceeded 1,000 people.

The bank is focused on empowering women socially and economically by enabling them to play an active and pioneering role in their societies. In addition to the internal "Al Nashmiat Initiative", the bank supports a various number of local initiatives for the civil society organizations. Such initiatives include:

Strategic Partnership with Princess Taghrid Institute for Development and Training:

Jordan Ahli Bank signed a partnership agreement with Princess Taghrid Institute for Development and Training in 2016. The activities of this partnership aim to establish productive and training projects in an effort to empower women socially and economically. Such activities were presented in an exhibition which was held this year. The exhibition showcased the production of the "Pure Felt" project, which was funded by Jordan Ahli Bank in addition to taking care of its operational expenses until the project becomes sustainable through the sale of the project's products. The institute was able to provide 26 opportunities for women in the Southern Jordan Valley Region (Ghor Fifa).

The institute held its first graduation ceremony for the healthcare program carried out by the institute targeting families who do not receive healthcare such as orphans and in-house caregiving. Such services are supported by the strategic partnership in addition to also supporting kitchen productions.

Cooperation with the Association of Plumbing and Cooperative Energy:

Jordan Ahli Bank cooperated with the Association of Plumbing and Cooperative Energy that works in the cleaning services of water tanks, and maintaining sanitary supplies. The cooperation was implemented by a group of women trained in this field and supported by Al Nashmiat Initiative. The projects included cleaning water tanks for three nursing homes affiliated with the Ministry of Social Development, in addition to cleaning water tanks for Jordan Ahli Bank. This enables the association to achieve its goals of enabling and empowering women to engage in the labor market especially in the maintenance field of sanitary tools, which is one of the most important fields considered exclusive to men.

Financing SMEs:

The bank held a training workshop for women titled "Financing SMEs". The workshop focused on financial matters that concern business owners and ways to obtain funding. The bank cooperated with the Jordan Loan Guarantee Facility (JLGF), and benefited 20 women from the workshop.

In cooperation with an action coach, a training course was held with the participation of 24 women. During the workshop, the women received practical information about programs to develop business plans and strategies that can be implemented immediately.

Exporting Opportunities for Women and the Challenges for SME Owners:

The bank sponsored a workshop for SME owners which was attended by 80 people. The attendees were introduced to the services provided by Amman Chamber of Commerce, Jordan Ahli Bank, JLGC, and Jordan Exporters Association. Jordan Exporters Association, with the support of USAID and CPIE, participated in sponsoring this activity that introduced an overall picture of the available economic opportunities.

The bank conducted a workshop for business women under the umbrella of Al Nashmiat Initiative. The workshop was attended by 20 women who received training on dialogue skills and techniques to showcase their services and products to external bodies whether they are investors, suppliers or customers.

The members of Al Nashmiat Initiative participated in Core Round Table which was organized by Production Association and the German Development Agency (GIZ). During this discussion, a work plan was prepared to support entrepreneurs, emerging companies and business women outlining the necessary eco- system to support and develop the emerging businesses.

The bank held the workshop "Legal Challenges Facing Employees" with the cooperation of one of the bank's customers, Ms. Rasha Laswy. Women attended the workshop; some of them were current customers and others were potential customers. The attendees gained new experiences and legal information useful for businesswomen in managing their operations. The activity also brought the women together to share their experiences.

E-Marketing was a training workshop hosted by a female coach specialized in the field. The workshop focused on using social media to teach participants on how best to market and sell their ideas through e- platforms. This exceptional workshop was attended by 49 people which allowed participants to share their personal experience in the field of e-marketing.

Preparing and Using Financial Statements:

A training workshop that hosted 72 attendees, 10 of which were from Al Nashmiat. The attendees gained new and valuable information, making it a great opportunity for attendees to share their experiences.

Supporting the Conference of Promoting Women Working in Finance and Banking:

Jordan Ahli Bank sponsored the "Laila Baqili" Conference which was organized by the Sisterhood Is Global Institute (SIGI) and in partnership with Hivos. This partnership aimed to empower women to achieve leadership in the banking sector. The bank's support for this conference is part of its continuous effort to support women and social responsibilities. The bank encourages the empowerment of women socially and economically in order to enhance their productivity. Al Nashmiat business center was part of the conference preparation committee. The business center presented a paper on the conditions and percentage of women working in the financial sector as well as on the important role of banks in encouraging women in financial inclusion.

Launching the "Because you are Ahli, make a check up test" Initiative:

The bank launched the "Because you are Ahli, make a check up test" campaign in November. The campaign was in conjunction with the global month of breast cancer. Through the campaign, the bank aimed to raise awareness on medical information among members of the society, and reflect the bank's moral solidarity with breast cancer patients. The bank offered prizes on a daily basis based on a random draw during the month of November. The prize was free-of-charge testing for early diagnosis and included a clinical examination, mammogram, and other tests recommended by the doctor.

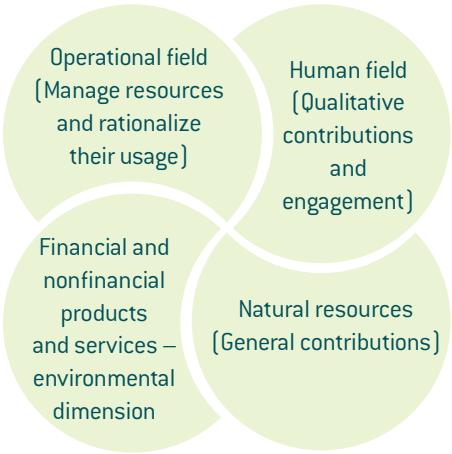
Environmental Footprint



Energy Usage and Emissions

Just like any other large financial institution, our operations require consumption of natural resources which produce waste and emissions. This is why the bank adopted a green vision that seeks to rely on renewable energy as the main source of energy, which will therefore provide for all the activities of Jordan Ahli Bank. Through this vision, the bank aims to play a pioneering role in confronting the local and regional environmental challenges.

Jordan Ahli Bank aims to be environmentally friendly and plays a pivotal role in supporting local efforts to achieve green growth. Within the framework of our strategy, we identified the environmental areas and the responsibilities that we support which include the following:



Jordan Ahli Bank was committed to address the environmental impacts of its operations in the year 2017, through:

Reducing Energy Consumption:

Energy saving has been worked through more than one aspect within a careful plan targeting all branches and departments according to the following items:

• Lighting systems

The lighting units have been replaced with energy saving lighting units (LED) in all 55 branches and their departments, in addition to four administrative buildings. The bank committed to using these energy-saving units in all new projects.

Results and advantages of this initiative:

- 1- A noticeable decrease in electricity bills from 25% to 30%.
- 2- Reduced number of lighting units due to new units' efficiency and coverage.
- 3- Reduce the need for maintenance, given that these units are under warranty.
- 4- These units are much safer.
- 5- These units are long-lasting in comparison to the traditional units.

• Air conditioning systems

Advanced energy-saving air conditioning systems have been adopted at the bank's new branches. The gases used in this system are environmentally friendly and the system is adopted by all environmentally friendly buildings. The bank set up a plan to cancel the heating system (boilers) and replace it with a new electricity system. This system was applied as an initial stage in the bank's headquarters. The next step is to replace the system in all the other bank branches, and it is expected that these new systems will reduce the value of the electric bill from 30% to 50%.

• Vehicles

All old vehicles used by the bank have been replaced with cars operating with the new hybrid system, which resulted in:

- 1- Reducing fuel bills from 50% to 60%.
- 2- Reducing the need for maintenance under the manufacturer's warranty.

• Renewable Energy Project

Jordan Ahli Bank acknowledges the significance of shifting towards clean energy. In line with this vision, the bank set up a renewable energy project in the Muwaqqar area with a total generating capacity of 2.5 MW. This project will cover the consumption of the ATMs for all the branches and departments of Jordan Ahli Bank. The coverage ratio for consumption reached 100%. This is considered as the first step to convert to green buildings. The bank also aspires to depend on clean and renewable energy across Jordan.

In 2017, the bank was successful in terms of environmental performance. It was able to reduce fuel consumption by 23%, following a number of initiatives, most notably replacing vehicles that operate on petrol with hybrids. With regard to electric consumption, replacing the current lighting systems with energy-saving lighting, and adopting energy- saving air conditioning systems reduced energy consumption by 14%. Low fuel and electricity consumption represents a reduction in greenhouse gas emissions from the bank.

The following table summarizes our performance in energy consumption and greenhouse gas emissions:

GRI 102-46

	2016	2017	Difference
Total fuel consumption used { liters }	38,403	29,643	↓ 23%
Heat consumption { liters }	9,310	7,560	↓ 19%
Total greenhouse gas emissions { first range } tCO2	112.56	87.568	↓ 22%
Electricity consumption { kWh }	4,986,940	4,279,272	↓ 14%
Total greenhouse gas emissions { second range } tCO2	3,170	2,720	↓ 14%

Source: www.ghgprotocol.org

Calculations of Greenhouse gas (GHG) emissions follow the Greenhouse Gas Protocol by the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD). Scope 1 emissions include GHG emissions due to non-renewable energy consumption and scope 2 emissions are due to the electricity consumption by the bank assets in Jordan.

Note: This data related to energy and emissions represent the bank's properties and branches in Jordan only and they do not include branches in other countries.

Reducing paper consumption and recycling

Reducing the amount of paper used is one of the bank's main and most crucial environmental objectives. This trend is in line with the Bank's vision for digitization. In 2017, the bank implemented several initiatives that assisted in reducing paper consumption by 53% and increasing the rates of relying on electronic services. The new banking system mechanisms, which allow dispensing with self-printing, played a significant role in this decline. Also, implementing the electronic self-service assists the employees in avoiding the need for paper for all services. The bank adopts a centralized system to control printing on all types of printers. It also communicates with all branches and departments regarding the rates of their monthly paper consumption. Therefore, this encouraged the administrations to reduce paper usage, which reflects the importance of communicating and sharing the data with the stakeholders.

The below table summarizes our performance related to paper consumption:

	2016	2017	Change Percentage
Total weight of paper consumed for printing and paper envelopes { tons }	126	81	↓ 35%

Financial and Non-financial Environmentally Friendly Solutions and Services

Not only are we committed to protect the environment from our direct impacts, but we also share our responsibilities through our products and services that we offer our customers. In this context, the bank has a number of environmentally friendly financial and non-financial solutions.

Eco-Friendly Financial Solutions:

Ahli Eco-Friendly Loan: This loan is the first of its kind in the Kingdom. It is a financing and credit program that supports national economic and environmental objectives. This loan enables individuals and SMEs to attain their needs from these products with speed and convenience, provides 100% financing and allows for a payment period of up to 48 months with zero interest rate. In addition to that, the customer receives the Ahli Eco-friendly Card (Green Card) with an interest rate up to 1.75% valid for 5 years and without any fees for issuance.

Renewable Energy Loan: This loan was launched with the cooperation of the Central Bank of Jordan. It offers SMEs the opportunity to save in the long run by reducing electricity consumption. The loan offers financing that reaches up to 90% of the value of investments in renewable energy and energy efficiency projects with a limit of 500 thousand Dinars. Interest is fixed throughout the loan period with a grace period of up to one year. Customers can also repay the loan over a period of 10 years.

Financing Energy Saving Projects: The bank provides a loan of up to 80% of the value of investments in renewable energy projects, saving energy and / or investment in energy efficiency for companies benefiting from Jordan Renewable Energy & Energy Efficiency Fund Program. The bank provides these services under the Clean Energy Solutions Program, which was launched with the cooperation of the Jordanian Competitiveness Program funded by the United States Agency for International Development, the Ministry of Energy and Mineral Resources, the Amman Chamber of Commerce, and the Energy, Water, and Environment Sustainability Society.

Ahli Eco-Friendly Card: This card enables the customer to purchase environmentally friendly products with installment payments at 0% interest rate (EPP) and to collect the interest from the dealer through the network of suppliers certified and approved by this program. This card has a preferential interest of 1.75% per month for purchases from other suppliers not participating in this program. The card is valid for 5 years, is recyclable and made of natural resources. This shows our comprehensive approach to creating environmentally friendly banking products.

Non-Financial Solutions:

- Free consultation services for clean and renewable energy projects.
- Supervisory services to apply and implement renewable energy projects and/or invest in energy efficiency.
- Preliminary studies for energy saving opportunities, support to identify the optimal systems and technical specifications, assist in analyzing and selecting the best offers, obtain guidance for the required approvals for renewable energy projects and / or investment in energy efficiency benefiting from the Renewable Energy Promotion Fund Program and energy conservation.

Global Reporting Initiative Index (Content)



GRI Standard Disclosure	Disclosure	Page number(s) and/or URL(s)	Additional Information
General disclosures			
GRI 102: General Disclosures 2016	Institutional file		
	102-1 Organization name	Front cover	
	102-2 Activities, brands, products, and services	8, 9, 10, 11, 12, 13	
	102-3 Location of headquarters	7	
	102-4 Location of operations	7	
	102-5 Ownership and legal form	14	
	102-6 Markets served	7, 8	
	102-7 Scale of the organization	4, 6	
	102-8 Information on employees and other workers	50	
	102-9 Supply chain	40	
	102-10 Significant changes to the organization and its supply chain		No significant changes
	102-11 Precautionary Principle or approach	34	
	102-12 External initiatives	15	
	102-13 Membership of associations	15	
	Strategy		
	102-14 Statement from senior decision-maker	2, 3	
	102-15 Major impacts, risks and opportunities	28, 29, 30, 31	
	Ethics and Integrity		
	102-16 Values, principles, standards, and norms of behavior	12, 24	
	102-17 Mechanisms of guidance and matters of concern in terms of ethics	24	
	Governance		
	102-18 Governance structure	16, 17, 22	
	102-20 The responsibility of the executive members in economic, environmental and social issues	1, 34	
	102-21 Consult stakeholders on economic, environmental and social issues	35	
	102-22 The structure of the senior governance and its committees	22	All information related to the committees is available in the corporate governance report, which is part of Jordan Ahli Bank annual report.

Global Reporting Initiative Index (Content)

GRI Standard Disclosure	Disclosure	Page number(s) and/or URL(s)	Additional Information
	102-25 Conflicts of interest	23	
	102-26 The role of the senior governance body in setting goals, values and strategy	22	
	102-29 Identify and manage economic, environmental and social impacts	22, 34	
	102-32 Role of the senior governance body in preparing sustainability reports	1, 34	
	Stakeholder Engagement		
	102-40 List of stakeholder groups	35	
	102-41 Collective bargaining agreements		Regarding collective bargaining, the bank complies with the applicable laws and regulations in Jordan. The bank allows the formation of committees for example the Social Committee.
	102-42 Identifying and selecting stakeholders	34	As mentioned the "Committee" Team of sustainability and the corporate social responsibility department set up the strategic objectives for the bank's sustainability programs including identification of stakeholders
	102-43 Approach to stakeholder engagement	35, 36	
	102-44 Key topics and concerns raised	34, 37	
	Reporting practice		
	102-45 Entities included in the consolidated financial statements	14	
	102-46 Defining report content and topic Boundaries	1, 14, 50, 67	
	102-47 List of material topics	37	
	102-48 Restatements of information		No restatements – first sustainability report
	102-49 Changes in reporting		No changes – first sustainability report
	102-50 Reporting period	1	
	102-52 Reporting cycle	1	
	102-53 Contact point for questions regarding the report	1	

Global Reporting Initiative Index (Content)			
GRI Standard Disclosure	Disclosure	Page number(s) and/or URL(s)	Additional Information
	54-102 Claims of reporting in accordance with the GRI Standards	1	
	55-102 GRI content index	73,72,71,70,75,74	
Material topics			
GRI 200 Economic Disclosures Series			
Financial performance			
GRI 103: Management Approach 2016	1-103 Explanation of the material topic and its boundaries	40	
	2-103 The management approach and its components	40	
	3-103 Evaluation of the management approach	40	
GRI 201: Financial performance 2016	1-201 Direct economic value generated and distributed	40	
Procurement Practices			
GRI 103: Management Approach 2016	1-103 Explanation of the material topic and its boundaries	40	
	2-103 The management approach and its components	40	
	3-103 Evaluation of the management approach	40	
GRI 204: Procurement Practices 2016	1-204 Proportion of spending on local suppliers	40	
Anti-corruption and bribery			
GRI 103: Management Approach 2016	1-103 Explanation of the material topic and its boundaries	31	
	2-103 The management approach and its components	31	
	3-103 Evaluation of the management approach	31	
GRI 205: Anti-corruption 2016	1-205 Operations assessed for risks associated with corruption	31	
	2-205 communication and training on anti-corruption policies and procedures	54	
GRI 300 Environmental Disclosures Series			
Energy			
GRI 103: Management Approach 2016	1-103 Explanation of the material topic and its boundaries	67,66	
	2-103 The management approach and its components	67,66	

Global Reporting Initiative Index (Content)			
GRI Standard Disclosure	Disclosure	Page number(s) and/or URL(s)	Additional Information
	2-103 The management approach and its components		
	3-103 Evaluation of the management approach	67,66	
GRI 302: Energy 2016	1-302 Energy consumption in the enterprise	67	
	4-302 Reduce power consumption	67,66	
Emissions			
GRI 103: Management Approach 2016	1-103 Explanation of the material topic and its boundaries	67,66	
	2-103 The management approach and its components	67,66	
	3-103 Evaluation of the management approach	67,66	
GRI 305: Emissions 2016	1-305 Direct (Scope 1) GHG emissions	67	
	2-305 Energy indirect (Scope 2) GHG emissions	67	
GRI 400 Social Disclosures Series			
Employment			
GRI 103: Management Approach 2016	1-103 Explanation of the material topic and its boundaries	51,50	
	2-103 The management approach and its components	51,50	
	3-103 Evaluation of the management approach	51,50	
GRI 401: Employment 2016	1-401 New employee hires and employee turnover	51	
	2-401 Benefits provided to full-time employees that are not provided to temporary or part-time employees	51	
	3-401 Parental leave	52	
Training and Education			
GRI 103: Management Approach 2016	1-103 Explanation of the material topic and its boundaries	53	
	2-103 The management approach and its components	53	
	3-103 Evaluation of the management approach	53	
GRI 404: Training and education 2016	1-404 Average hours of training per year per employee	54	
	3-404 Percentage of staff with regular reviews for performance and professional development	53	
Diversity and Equal Opportunities			
GRI 103:	1-103 Explanation of the material topic and its boundaries	51,50	

Global Reporting Initiative Index [Content]			
GRI Standard Disclosure	Disclosure	Page number(s) and/or URL(s)	Additional Information
Management Approach 2016	103-2 The management approach and its components	50, 51	
	103-3 Evaluation of the management approach	50, 51	
GRI 405: Diversity and Equal Opportunities 2016	405-1 Diversity of governance bodies and employees	51	
Local Communities			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	53, 54	
	103-2 The management approach and its components	53, 54	
	103-3 Evaluation of the management approach	53, 54	
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	40, 44, 45, 46, 47, 56, 57, 58, 59, 60, 61, 62, 63	
Marketing and Labelling			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	41, 42, 43	
	103-2 The management approach and its components	41, 42, 43	
	103-3 Evaluation of the management approach	41, 42, 43	
GRI 417: Marketing and Labelling 2016	417-2 Incidents of non-compliance concerning product and service information and labeling	41, 42, 43	No incidents of non-compliance concerning product and service information and labeling were recorded in 2017
Customer Privacy			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	43	
	103-2 The management approach and its components	43	
	103-3 Evaluation of the management approach	43	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	43	The bank did not receive any complaints in this regard.



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