

**SUSTAINABILITY
REPORT**

2020-2021

ahli

SUSTAINABILITY **REPORT**

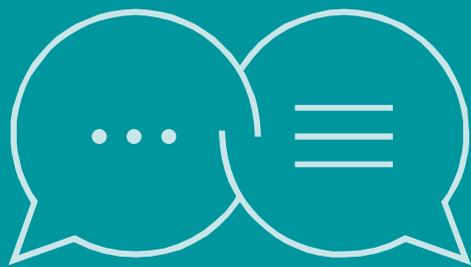
2020-2021





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Introduction

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- About this report
- Our Sustainability Journey (2017-2021)
- About Ahli Bank
- Sustainability Management



MESSAGE FROM OUR CHAIRMAN

On behalf of myself as well as all the members of our Board of Directors, I am delighted to present Ahli Bank's fourth sustainability report for the calendar years 2020 and 2021. In this report, we present our sustainability performance, covering various aspects of our economic, environmental, and social impact. We highlight our main activities over the past two years in addition to our strategic and operational plans for the coming years.

The past two years have been challenging and remarkably difficult due to the COVID-19 pandemic that introduced many exogenous shocks and socio-economic disruptions to our region. Jordan is just now beginning its post-COVID economic recovery, and we are projecting steady yet increasing economic growth over the coming few years.

During 2020 and 2021, we maintained our sustainability initiatives and strategies, as we created transformative, meaningful and measurable 'stakeholder value' – in line with our vision for true 'shared prosperity'. We also continued our focus on our three strategic objectives: Customer Centricity, Operational Excellence, and Innovation. In late 2021, we updated our strategy for the next 4 years to focus and accelerate our growth and transformation and to align with the most recent technological advances, trends, competitive environment, and continuously changing customer requirements.

Over the last two years, we continued to advance our creative, technology and business model innovation capabilities, and much of the investments we are making today will come to fruition in the next couple of years with a deep impact on employees, customers, community and shareholders. Over the last two years, we introduced new digital products and services to improve our customer experience. For example, we published the new Ahli Bank mobile app, founded on the state-of-the-art global platform KONY, and with a host of new advanced features that enable retail customers to conduct their entire banking transactions remotely should they require. In addition, Ahli FinTech, one of our fully owned subsidiaries, accelerated and launched InvoiceQ, a brilliant team of tech founders that introduced a SaaS based digital invoicing platform that is now scaling both in Jordan as well as in other regional markets including Saudi Arabia. We also continue to grow our innovation team, with high profile new additions with data science, product development, payments, and software development expertise.

We are proud that we have become a "digital first bank", as the vast majority of customer transactions are now digital. We continue to rapidly automate and digitize most of our operations and services, and use powerful tools like Robotic Process

Automation, business process reengineering and Operating Model documentation and redesign. The valuable collaboration between our innovation, risk, compliance, HR, IT, Operations, and Center of Excellence functions is introducing improved customer services, and a more agile and efficient work environment for employees. We are committed to enhancing our employee as well as customer experiences on our transformation journey.

With great pride, I am thrilled to highlight that in 2020, ahli bank was ranked number 48 in Fortune Magazine's annual "Change the World List" of companies changing the world. We were the first institution in the Arab World to ever be included on this list – a phenomenal recognition for our 'shared prosperity' strategy. We would not have been able to receive such an amazing global commendation and recognition without the inspired and dedicated work of every single member of the ahli bank executive team and employee family, and without the continuous oversight, support and direction of our unbelievable board members.

Going forward, we will continue our active social and economic participation to advance outcomes for all stakeholders, be it through more active volunteering of our employees, improved growth

and support for SME segments of customers, improving gender equity and inclusion, and scaling our partnerships with community organizations that share our values and love for positive impact.

We would like to thank our customers, our employees, our shareholders, our regulators, our board members, and our supporters for their loyalty and dedication to ahli bank. Thank you, ahli family, for your valuable contributions and efforts in helping us overcome the obstacles and challenges that we faced together over the past two years of COVID, and for sharing in our tremendous excitement and optimism for what is to come. We wish you a prosperous, impactful healthy and productive year.

Sincerely yours,



Saad Nabil Mouasher
Chairman of the Board

ABOUT THIS REPORT

This report marks Jordan Ahli Bank's (ahli bank) fourth sustainability report. This report covers our sustainability performance for two calendar years 2020-2021; while our previous sustainability reports covered ahli bank's sustainability performance for one calendar year, the last being published in 2019.

Due to the COVID-19 pandemic and unforeseen circumstances, we were not able to report on our sustainability performance for the year 2020, thus, covering it in this report. Although governmental restrictions affected our operations and sustainability performance due to which we

were able to implement fewer initiatives during the reporting period, we concentrated our efforts and resources in supporting the Kingdom's efforts.

Through our Sustainability Reports we aim to highlight the bank's activities and present our economic, environmental, and social performance of the bank. **This report has been prepared in accordance with the GRI Standards: Core option.** It focuses on the sustainability issues that are most material to ahli bank and its stakeholders.

Stay up to date on all our activities by following us on our social media platforms:

 <https://www.facebook.com/JordanAhliBank/>

 www.instagram.com/jordanahlibank

 www.twitter.com/jordanahlibank

 <https://www.linkedin.com/company/jordan-ahli-bank/>

 <https://www.Tiktok.com/@Jordanahlibank>

 www.youtube.com/Jordanahlibank

We would love to hear your feedback and thoughts at info@ahli.com

Design Concept

We have used the olive tree as our bank's symbol since the day our bank was founded. After 66 years of founding the bank, we're representing this tree in our fourth sustainability report as it plays a pivotal role in the socio-economic development of our country. It is the most important tree in the Kingdom of Jordan as its sector generates economic and social benefits to the community, and is a great symbol of our vision for "shared prosperity".



CAUTIONARY MESSAGE

This report contains statements that may be deemed as "forward-looking statements" that express the way in which Jordan Ahli Bank intends to conduct its activities. Forward statements can be identified by the use of forward-looking terminology such as "plans", "aims", "assumes", "continues", "believes", or any variations of such words that certain actions, events or results "may", "could", "should", "might", "will", or "would" be taken or be achieved. Jordan Ahli Bank has made every effort to ensure the report is as accurate and truthful as possible. However, by their nature forward-looking statements are qualified to inherent risks and uncertainties surrounding future expectations that could cause actual results to differ materially from these projected or implied statements. Such statements are subject to risks that are beyond Jordan Ahli Bank's ability to control and therefore do not represent a guarantee that events implied in these forward-looking statements will actually occur.

OUR SUSTAINABILITY JOURNEY

2017

- Launched IP telephony System
- Published First Sustainability Report aligned with the GRI Standards
- Investments in renewable energy and improved environmental standards
- Launch of ahlibot, the first electronic Arabic and English speaking personal assistant in the banking sector in Jordan and the Middle East
- Purchased an Anti-Money-Laundering and Anti-Terrorism Financing System

Awards:

- Excellence Award for Developing the Financial Technology Environment (FinTech)
- Innovation and Excellence Award for Promoting Corporate Responsibility
- Banking Excellence in Financing SMEs

- 79% Customer Satisfaction Rate
- New Retail Mobile Application with major enhancements
- Agreement with the Freedom House to conduct a gender audit, being the first bank in Jordan to conduct a social audit of this nature
- Level of Governance Maturity 3.95/5
- Paternity leave was put into effect
- Launch of the first AHLI FINTECH Hackathon
- Launch of ahli777 program
- Installation of a solar power plant with a total generating capacity of 2.52 MW

2018

2019

- 4,977,755 Digital Transactions
- Flexible work arrangements and Work from Home Policy endorsement
- Higher female workforce ratio than the average of the banking sector with 35.23%
- High performance responding to pandemic situation
- Published Kony new Retail Internet Banking
- Launch of “AnaMeen” AI and Blockchain based eKYC as a service
- Received Fortune’s “change the world” company award

2021

2020

- Launch of “Whatsapp for Business”, being the first bank in Jordan to have this service
- Upgrade of Temenos T24 Core Banking to release R18 with fully inhouse resources
- 53% increase in number of training hours provided to our employees
- 13.2% total turnover rate, the lower in 3 years
- 1,368 Volunteering Hours
- 39% increase in Community Investments
- Launch of the Organizational Culture Project
- Developed Protection against Violence, Harassment and Discrimination at Work Policy
- 4.4% reduction of paper consumption
- 15% decrease in electricity consumption and 8% decrease in fuel consumption

- 6,290,395 Digital Transactions
- Implement fully Disaster Recovery (DR) Drill with the use of Business Alternative sight (BAS)
- Published new Kony Retail Mobile app with new added features
- Launch of “PAW” an E-Payments Platform
- Improvement of the Culture Score from 21.39% in 2018 to 40.2% in 2021



ABOUT AHLI BANK

Ahli Bank is one of the Kingdom of Jordan's leading banks. For more than 66 years, ahli bank has contributed significantly to the growth and development of the financial sector in Jordan, developing strategies based on our ambitious vision of leading Jordan's banking industry towards sustainable economic development. We focus on providing a wide range of high-quality banking products and services that deliver added value and efficiency to achieve the highest level of customer care and satisfaction, and meet the changing needs of our retail, Small and Medium-sized Enterprises (SMEs) and corporate clients.

Ahli bank is committed to provide exceptional services to its customers reflecting the essence of the bank's identity and the most important principle of its culture. We have a variety of services that focus on supporting local communities to help customers manage their money safely and offer consultancy and advisory when needed.

Our services include loans, debit and credit cards, inbound and outbound transfers, currency exchange and more comprehensive services to serve customers from all segments. We also provide a variety of non-banking solutions, services, and products.

Ahli bank is dedicated to continuously enhance its banking products and services especially during the pandemic where we concentrated on innovation and digitalization of our operations to ensure our continuity and to provide an outstanding customer service.

During the unforeseen circumstances and the governmental restrictions, we put all of our efforts on meeting our customers' needs and supporting the Kingdom's efforts to create a positive impact among our community and among our Ahli bank family.

Our Charter



Our Values

Specialization, Professionalism, Excellence, Ownership, Honesty, Creativity and Innovation.



Our Vision

To drive the financial and non-financial prosperity of customers and the communities we serve.



Our Mission

Offer sustainable financial and non-financial services that are customer centric, digital and innovative.



Framework

Shared Prosperity: Customers, Shareholders, Partners and suppliers, Environment and community, Employees and Regulatory Bodies.



Strategy Ambitions

Increase long-term sustained economic performance and drive agile and lean operations, by transforming our bank products and services into digital innovative solutions that address our personas' motivations and challenges, to create personalized experiences that differentiates ahli bank from the competition in alignment with the shared prosperity framework.



Strategic Objectives:

- Increase long-term sustained economic performance
- Grow stakeholders' base
- Transform into digital
- Offer innovative solutions
- Adopt agile & lean operations
- Enhance data integrity
- Enhance people's experiences

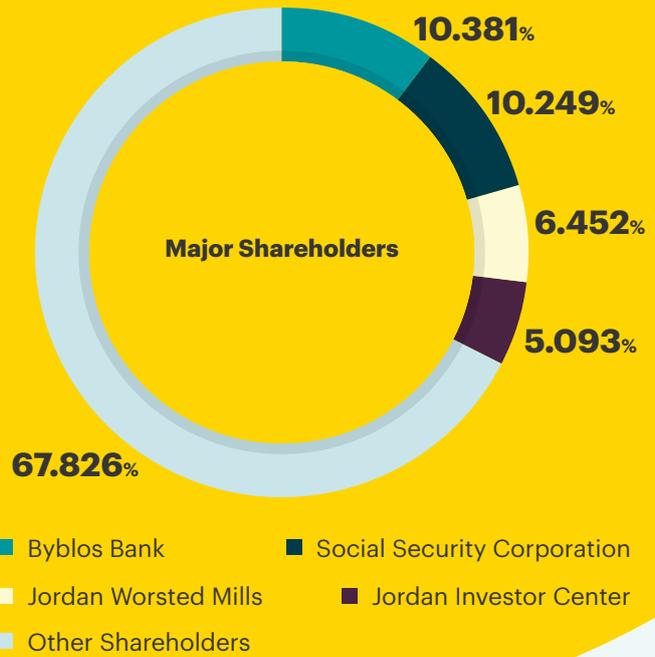


Through the three main themes:

Customer Centricity, Operational Excellence
Innovation & Sustainability.

Our Ownership

Ahli bank is a Public Limited Company (PLC).



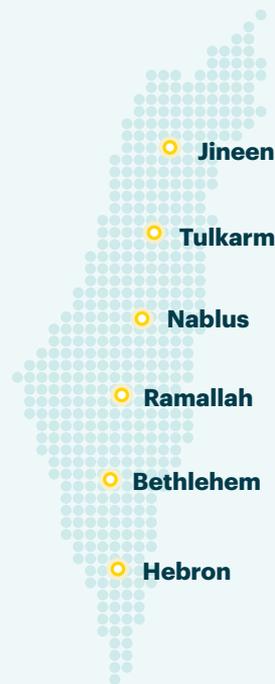
Our Market Presence

Headquartered in Amman, ahli bank is proud to be present in Palestine and Cyprus. The bank currently operates 49 branches in Jordan, 9 branches and 1 office in Palestine and 1 branch in Cyprus. Additionally, we have installed 139 ATMs in Jordan and Palestine.

Locations in Jordan



Locations in Palestine



Location in Cyprus



[102-4], [102-5], [102-6], [102-7]



SUSTAINABILITY MANAGEMENT

At Ahli bank, we are committed to sustainability and communicating our sustainability performance to all our stakeholders. The department of “Corporate Social Responsibility (CSR) & Sustainability Programs” ensures the integration of sustainability across our banking operations to create a positive impact in our community and thus strengthen our position as a leading bank in Jordan.

What Matters Now

Stakeholder Engagement

We believe that disclosing our environmental, social, and economic impacts to our stakeholders supports our goal to maintain transparency and create a positive impact in our community. We are dedicated to engaging with all of our stakeholders to ensure they are involved with our banking operations and sustainability approach, thus building strong and trustful relationships with them. During our engagement with our stakeholders, we aim to identify their needs to better work towards fulfilling them and exceed their expectations.



- Branches
- Ahli online
- Ahli mobile
- Website
- Social media channels (including WhatsApp for Business)
- ATMs
- Relationship Managers
- Events and activities
- Contact Center

Stakeholder Group

Our Customers

Our Shareholders

Our Environment

- Shareholders Affairs Department
- Disclosures
- Periodic Reports
- General Assembly Meetings
- Investor Relations Unit
- Investor conferences
- Annual and Sustainability Reports



- Facilities for environmentally friendly projects
- Supporting projects that promote environmental stewardship
- Solar energy farm



[102-21], [102-40], [102-42], [102-43]



- Learning and capacity development programs
- Clear KPIs and periodic performance reviews
- Human Resources services
- Employee experience programs and initiatives
- Code of Conduct
- Internal meetings
- Town hall meetings
- Internal committees
- Volunteering program
- Moments that matter
- Organizational culture project



- Procurement Policy
- Invitations to biddings

Our Employees

Our Local Community

Our Suppliers

Our Regulators and Official Agencies



- Annual reports
- Sustainability reports
- Corporate Social Responsibility Activities
- Financial & non financial advisory services



- Reports to Organizational and Regulatory Bodies
- Compliance with Laws and Regulations
- Regulatory Reviews
- Best Practice Corporate Governance Standards

[102-21], [102-40]

Materiality Assessment

To update our material topics for this report covering 2020-2021 calendar years, we engaged with our internal and external stakeholders to prioritize a list of 15 material topics that significantly impact ahli bank's ability to achieve its vision and sustainability objectives.

The materiality assessment process followed a three-step approach:



Figure 1: Materiality assessment and stakeholder engagement process



What Mattered in 2019

Following the validation of our 2020-2021 material topics, we observed the difference between our current material topics and the ones in our 2019 materiality assessment.

- **80%** of our prioritized **Social Topics** are similar in both 2019 and 2021 materiality assessment, were **Labor Management** and **Non-discrimination** are prioritized in this report, which reflects the interest of our stakeholders in tracking our progress regarding the majority of our previously materialized social topics.
- In 2019, **Direct Environmental Impact of Operations** was prioritized, tackling different environmental aspects such as energy, emissions, materials, and waste. In 2021, stakeholders prioritized only **Energy** among all **Environmental Topics**. This reflects our stakeholders' interest in knowing about any new initiatives or measures taken regarding energy.
- The majority of the **Economic Topics** prioritized in 2019 were different from the ones prioritized in 2021, with only **Economic Performance** being prioritized in both reports. This reflects the importance of mitigating any corruptive or anti-competitive behaviors according to the stakeholders and their interest in knowing about our indirect impact on our communities.

Our Sustainability Framework

At ahli bank, our sustainability framework consists of five pillars and it is aligned with the United Nations Sustainable Development Goals (SDGs).

Business Ethics

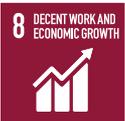
We are committed to implementing an exemplary enterprise risk management and compliance system, ensuring transparency and accountability to stakeholders.




Employer of Choice

We truly believe that our workforce is the bank's most valuable asset, which is why we continually support our employees, motivating them to give their best embodying our values.

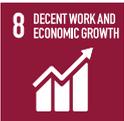




Responsible Banking

Our mission is to provide excellent and responsible banking services to our clients, ensuring that we conduct business responsibly and up to the highest standards.







Positive Social Impact

We are committed to playing a key role in strengthening the community and supporting national efforts to identifying and contributing to social challenges.








Environmental Protection

We are committed to conducting our operations and business activities responsibly, using technology to help reduce our impact on the environment.









Our Responsibility Towards Sustainability

- For a Strong Corporate Governance
- For a Prosperous Economy
- For an Inspired Workforce
- For an Improved Social Inclusion
- For Reduced Environmental Footprint

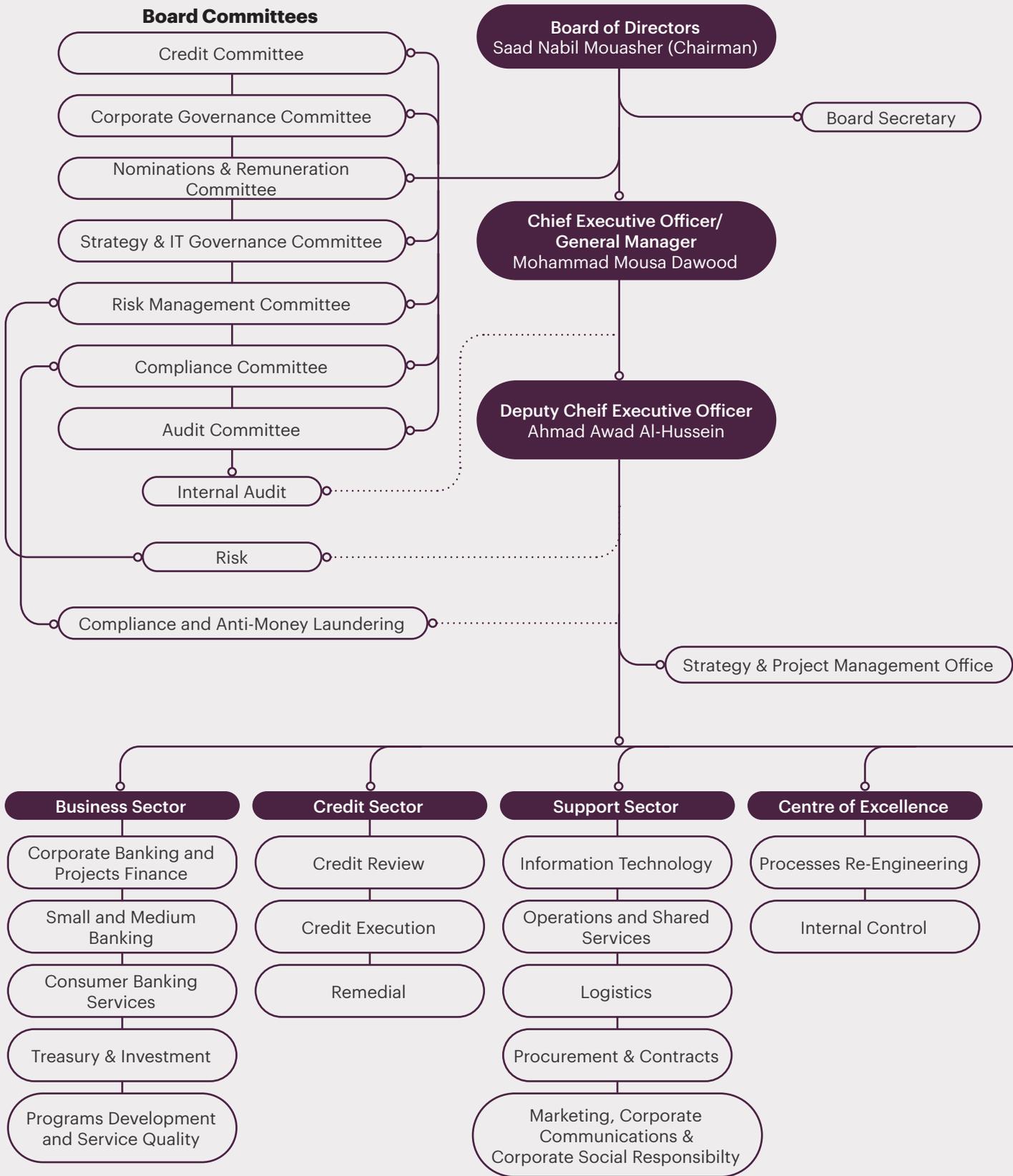


FOR A STRONG CORPORATE GOVERNANCE

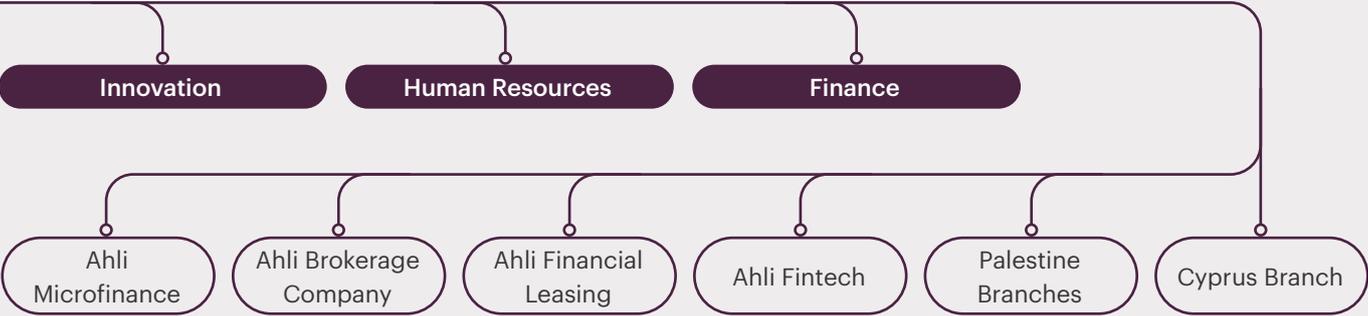
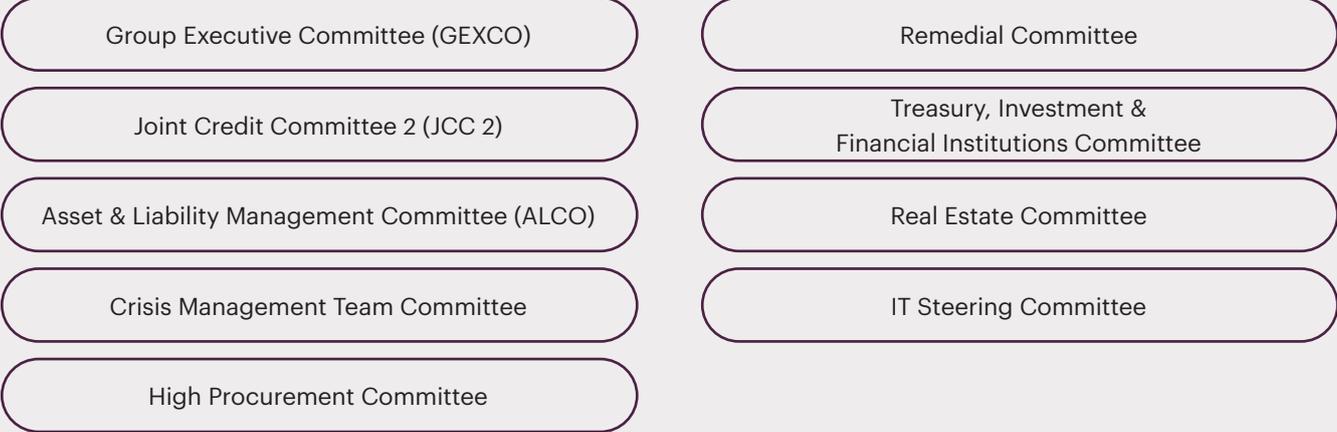
Our strategy and values serve as the foundation for a strong governance framework which is essential for a long-term success and sustainable growth. A robust corporate governance is essential in a financial institution to build and strengthen the accountability, credibility and trust among employees, customers, and investors. At ahli bank, our corporate governance system is entrenched within our business conduct and operations through the oversight and commitment of our leadership.



Organizational Structure



Committees of the Executive Management



Our Executive Management consists of 9 Committees, each with its own key responsibilities that allows our bank to reach its own goals and performance targets.



Group Executive Committee (GEXCO)

- Directs and manages the performance of the bank’s departments with the aim of achieving further growth and profitability for the bank.
- Develops the overall strategy of the bank and proposes specialized strategies for all operating units in the bank.
- Establishes the basic criteria for strategic plans and policies that govern the conduction of operations in all operating units.
- Monitors the performance of the different departments in comparison to the plans and the estimated budgets and initiates corrective plans for performance deviations, if any.



Joint Credit Committee (JCC 2)

- The highest authority among the facilities communities of the executive management and derives its authority from the approvals of the Board of Directors.
- Makes decisions regarding credit facilities for large corporate clients and SME financing, basing its decisions on the total customer’s credit exposures and the degree of risk rating derived from Moody’s.
- Made up of four members headed by the CEO/General Manager.
- The Committee quorum is achieved in the presence of all members or their substitutes and decisions are made by the majority, giving the priority to the president’s opinion.



Asset Liability Management Committee (ALCO)

- Asset-liability committee (ALCO) is responsible for overseeing the management of the bank’s assets and liabilities & monitoring risk/legal ratios.
- Setting interest rate for various types of banking facilities, deposits in both (Local and Foreign) currencies.
- Overseeing Palestine & Cyprus major activities and ensuring adequate liquidity levels while managing the bank’s Net Interest Margin (NIM).
- Full adherence to the bank’s main policies (Investments & Credit policies, etc....).
- Monitor bank’s key ratios such as (Capital Adequacy Ratio, etc....).
- Implementing & reviewing the bank’s Funds transfer pricing (FTP) mechanism on regular basis.
- Monitoring & managing Bank’s Net Open Position.
- Ensure full compliance with regulatory requirements.



Crisis Management Committee

- A group of Executives responsible for directing the development and execution of the Response and Operational Continuity Plan.
- It is the escalation committee for the Business Continuity Steering Committee, with higher privileges.
- The Business Continuity Steering Committee is responsible for the declaration of an operational disruption or emergency situations, whereas the Crisis Management Team Committee is responsible for providing directions during the recovery process, both pre and post disruptive incident.



- Has the authority to buy purchases of amounts more than JOD 100,000 but not more than JOD 1 million.

High Procurement Committee



- It is the committee that is competent in considering the portfolio of the non-performing debts including:
 - ✧ annual and periodic audits and the development of strategies to address the portfolio.
 - ✧ debt settlement, scheduling and structuring.
 - ✧ debt execution and composition of provisions in accordance with the amounts and values within the jurisdiction of the Committee.

Remedial Committee



- Review and approve JAB Investment Policy for managing local and foreign investments before submitting for Board of Directors' approval.
- Take the decision to participate in any candidate and/or available investment opportunities according to the limits specified in JAB investment policy and based on Treasury/Investments department proposed recommendations:
 - ✧ Buying/selling listed and unlisted financial instruments.
 - ✧ Approving credit limits proposed by Treasury, Investment and Financial Institutions for countries and correspondent banks for all banking operations in Jordan, Palestine and Cyprus branches.
 - ✧ Approving trading limits for financial instruments, FX and derivatives.

Treasury, Investment & Financial Institutions Committee



- Buy and sell real estate.
- Determine the value of the auctions in the event of real estate implementation.
- Adopt the evaluators in accordance with the amounts and values that fall within the jurisdiction of the committee.

Real Estate Committee

- Ensure the strategic compatibility process of information technology to achieve the bank's strategic goals in a sustainable manner.
- Link the Enterprise Goals with the Alignment Goals and the management objectives.
- Monitoring the quality of technical and technological services and work to continuously improve their efficiency and effectiveness.
- Ensuring that projects are implemented in accordance with the bank's engineering and technical principles and with the business, technology and innovation departments' objectives.
- Approval of the internal and external auditors' reports on information technology-related operations, and notification of the board of directors of those reports.
- Submitting periodic reports to the Board of Directors on the bank's compliance with the Central Bank of Jordan's requirements for information governance and management, as well as associated technology.
- Every six months, reviewing and approving the achievement report on compliance with the requirements of governance instructions, information management, and accompanying technology, which details the level of achievement for each item of the instructions.



IT Steering Committee



Board of Directors

Our Board of Directors have various responsibilities which include identifying the strategic objectives of our bank, establishing clear plans to ensure accountable and responsible organizational behavior, overseeing overall performance and monitoring control frameworks implemented in the bank. According to the law, the Board of Directors must include a minimum of 11 members elected by the General Assembly, 4 of which are independent. At Ahli bank, our Board have a total of 13 members, 4 of which are independent.

Furthermore, all board members are non-executive members, and they form 7 committees: The Corporate Governance Committee, the Audit Committee, the Nominations and Remuneration Committee, the Risk Committee, the Compliance Committee, the Credit Committee and the Strategy and IT Governance Committee.

Board of Directors	2017	2018	2019	2020	2021
Percentage of independent directors in the Board	31%	31%	31%	31%	31%
Total members of the Board	13	13	13	13	13
Female	2	2	1	1	2
Male	11	11	12	12	11

[102-18], [102-22], [102-26], [405-1]

Corporate Governance

To ensure that governance topics are considered at the highest level of decision making, they have been placed under the remit of our Corporate Governance Committee (BCG). The BCG is a Board-level committee which is chaired by an independent, non-executive Board member with a majority of independent Board members. As such, the BCG comprises three independent non-executive Board members and two non-independent non-executive members. The BCG reviews our progress on the governance maturity which we believe it can impact the environmental transparency and performance.

We have focused on the importance of gender diversity among Board members as well as the engagement of young Board members to improve performance and transparency.

In general, our Board of Directors, Board and Governance Affairs, Compliance and auditors are responsible for ensuring that appropriate governance structures are in place in order to maintain the balance between the bank's interests and of its all stakeholders among other matters. We believe that a well-developed corporate governance structure and practices help us achieve our strategic positioning and objectives by supporting our responsible business strategy that ensures high standards of integrity, accountability, responsibility, transparency and disclosures. This ensures sustainable and trustworthy operations under the good governance and ensures fairness, honest and open relationships with our various stakeholders. It also bestows the ability to develop and execute a long-term sustainable strategy that can deliver great value to all stakeholders, instead of simply optimizing around short-term objectives. We are pleased with the Board of Directors achievements, whose members' efforts during the past six years have resulted in the development of a distinctive governance environment in line with international best practices, in cooperation with Deloitte's global consultancy, by applying and complying with the international standards of corporate governance.

Hence, we affirm our keenness to maintain this momentum in elevating good governance frameworks and improving our practices to world class levels of governance maturity.

During 2021, we have successfully advanced the corporate governance at ahli through the board composition, the relationship with stakeholders and responding to the evolving governance regulatory landscape. Whereas the members of the Board of Directors were elected for the term 2021-2025 who were duly eligible to fill the independent and non-independent seats in the Board. Gender diversity was taken into account in the Board composition due to the importance of increase female participation in leadership positions and board membership, in addition to a balanced mix of experiences, skills, different qualifications and complementary features that are necessary to fulfill the responsibilities of a Board member and have a positive impact on the effective supervisory role of the Board of Directors in order to reach a sustainable shared prosperity within a good governance framework in a dynamically changing business environment.

We have also reformed the committees and the relationship between us and our fully owned companies under the good governance framework. We continue to develop the relationship structure and implement best practices of good governance by drawing the authority matrix and lines between the control departments and the fit and proper criteria in selecting the Board members which takes into consideration the expertise, age and gender diversity.

What makes us take great pride today is the level of cooperation between the Board of Directors and the Executive Management at the highest level in order to integrate efforts to reach the desired results, completing almost all of the recommendations set by the third-party assessment and we are confident that we do not spare any effort to achieve the strategic goals that we set and aspire to.



Code of Conduct

As the basis for controlling our activities and guaranteeing our employees conduct business practices responsibly, the ahli bank's Code of Conduct document is deployed to reflect our work ethics, values, and controls. Its purpose is to align the bank's activities with the expectations of our stakeholders. The Code of Conduct is signed-off by our employees.

Topics covered in the Code include anti-corruption, privacy of information, improper practices that may lead to a conflict of interest and a set of procedures that regulates interactions with stakeholders.

Conflict of Interest

To preserve the integrity of the bank, we have a Conflict-of-Interest policy that addresses any conflict of interest, controls the movement between departments and requires that any identified conflict of interest be disclosed.

Risk Management

Risk Management Strategic Objectives

Our strategic objective of risk management includes raising awareness among our employees to identify the initial risks that we may be exposed to. We work on providing a clear and specific explanation of our concepts and standards by identifying clear roles and responsibilities which helps us to monitor these risks and reduce their impact and/or likelihood. Additionally, one of our core objectives include linking these risks to our

bank's strategic planning process and introducing management methodology, techniques, and tools to identify, evaluate and address these risks. We aim to ensure that these objectives are achieved by identifying effective and efficient steps to implement an institutional risk management framework; thus, creating the added value of our bank.

Risk Management General Framework



Risk Management Governance

Risk management is an integrative process within all levels of management, from the Board of Directors and senior management to all departments

and regulatory units to ensure inclusiveness, as described within the three lines of defense:

The Board of Directors		
Committees of the Board of Directors	Board Corporate Governance Committee	
	Risk Management Committee	Audit Committee
Executive Management		
First Line of Defense	Second Line of Defense	Third Line of Defense
<ul style="list-style-type: none"> Ownership, responsibility and accountability for direct risk assessment, control, and mitigation Bank business and support functions 	<ul style="list-style-type: none"> Risk Management Compliance and Anti-Money Laundering & Counter Terrorist Financing Financial Management Internal Control 	<ul style="list-style-type: none"> Internal Audit

Risk Management Culture

As a leading financial institution, we developed an integrated culture of risk, having it as one of the key factors to increase the effectiveness of our management, as we adopted a progressive process to instill the mentioned culture through a range of policies, procedures, employee training and communication plans across departments, this wasn't limited to our supervisory or specialists functions, all operational units are responsible to manage risks under the umbrella of our management, policies & risk appetite, as our senior management seeks encourage our employees to disclose any observations regarding potential and/or expected risks to embed these risk cultures terms.

[102-11]

Risk Management Department

The main functions of the Risk Management Department are to identify, measure and control all potential risks to which the Ahli Bank is exposed or may be exposed to, and hedge those risks to

mitigate their impact on the bank’s various activities and ensure that these risks are well managed and in line with the bank’s strategy; thus, maximizing our owners’ equity.

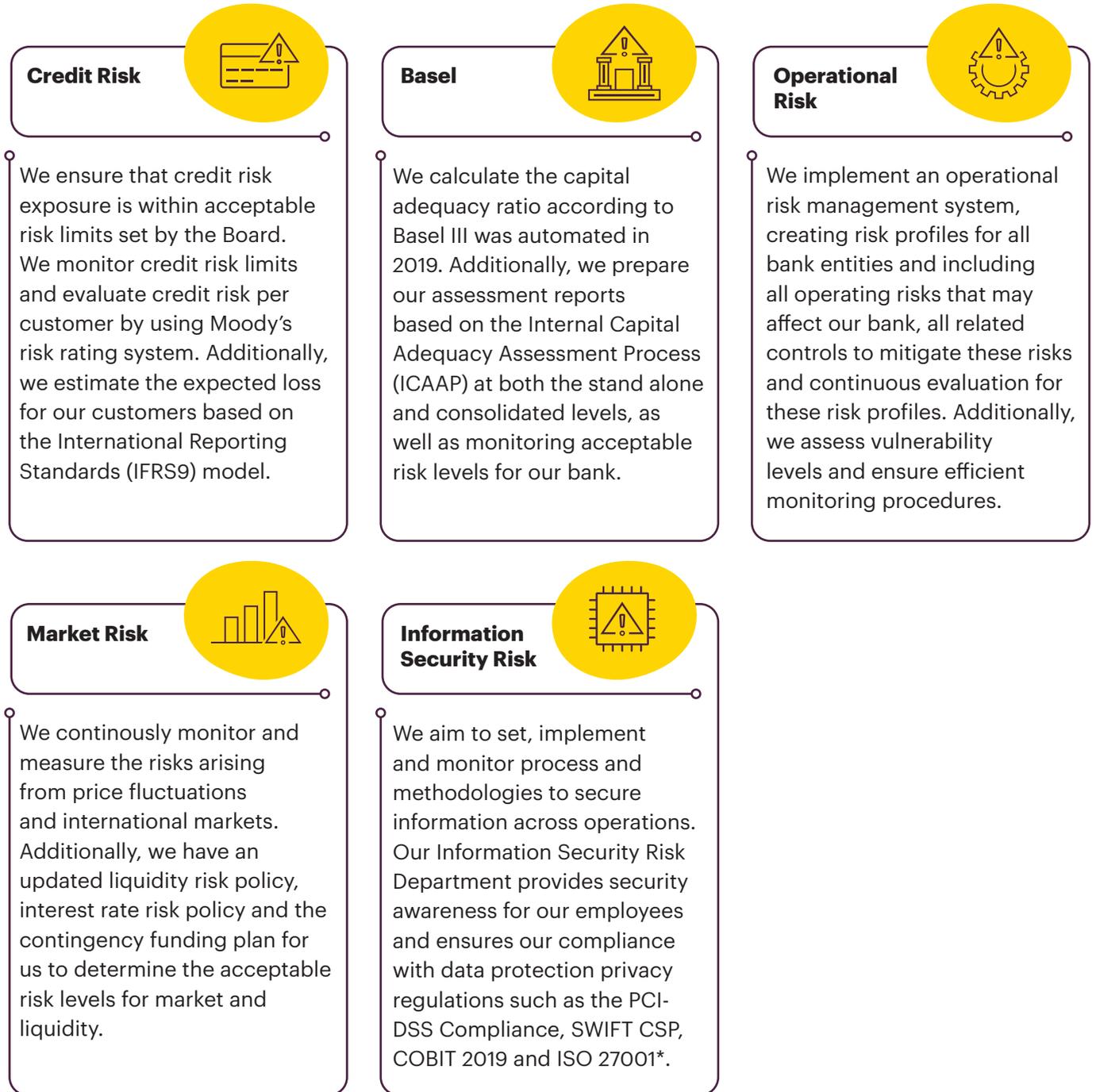


Figure 3: Potential Risks

Information Security Abbreviations

***PCI-DSS:** Payment Card Industry Data Security Standard

SWIFT CSP: SWIFT Customer Security Program

COBIT 2019: The Control Objectives for Information and Related Technology

ISO 27001: Information Security Management System

Business Continuity Management

We implemented a holistic management process that identifies potential threats to our bank and the impact of those threats on our business operations, we provided the basics for building organizational resilience with the capability of an effective response that safeguards the interests of key interested parties, reputation, brand and value-creating activities. we accredited a business continuity management framework that follows well known international standards, while focusing on planning, availability, resilience and consistency aspects through the implementation cycle of our policies, master plans, departmental plans and our continuity alternate facilities.

During the COVID-19 pandemic, our business continuity management plans were successfully activated, the impact of this crisis on our operations and services was abridged. we were able to use the existing strategies and policies to adapt to this crisis and avail our operations with the least impacts. Additionally, we prepared a set of stress testing scenarios to simulate the impact of COVID-19 pandemic on our bank.

With the collaborative efforts of our IT infrastructure and Operation as well as all IT applications admins, we worked to ensure the efficiency and readiness of our Disaster Recovery (DR) and Business Alternative Site (BAS) sites. As a result, we performed a live DR Drills along with the Business Continuity live transaction using the BAS which was successful and smooth where all Mall branches, ATMs including Palestine ATMs, Palestine and Cyprus SWIFT were fully operated from the DRS for two days (48 hours) and failback to the main site successfully without any major issues. This drill connected Palestine ATMs and Palestine and Cyprus SWIFT service to Jordan DR. During the DRS drill, third party processors and service providers have been engaged in failover to DR activities and failback to main. In 2021, we conducted 4 drills where failover to the DR site was achieved within

the planned timeline, which was our goal and main challenge. The drill is the only method to ensure the viability and resilience of our business and to ensure continuity of our computing and telecommunication operations and to prove the validity and effectiveness of our DRS in the event of a disaster.

Additionally, our IT department published the new Retail Mobile Banking app with much more advanced features, including but not limited to opening a bank account and performing card-less ATM transactions without the need to visit the branch itself. This enabled our customers to perform their operations while abiding with the social distancing regulations, thus decreasing the risk of COVID-19.



In 2020 and 2021 our IT department employees achieved **more than 20 professional certificates** in different domains that are related to the information technology and supporting businesses.

[102-11], [103-1], [103-2], [103-3], [402-1]



Our Future Plans

In 2022, we have a plan to adopt established international best practices in Risk Management, ISO31000 and Enterprise Risk Management Framework.

We aim to complete our operational risk profiles through running Risk and Control Self-Assessment (RCSA) workshops in both Jordan and Palestine.

We will continue testing the bank business continuity plans, business alternative site and disaster recovery site.

We will review and update the governance framework for risk management and further develop its oversight and control procedures in addition to the reporting processes.

We will keep on developing, implementing and supervising information Security and Cyber Security Strategy and programs based on the requirements of the Central Bank and the International Standards.

We aim to make a Deep Diving Security Assessment for our IT Security Layers to assure we have strong security and reduced cyber risks at our bank.

We aim to adopt NDR – Network Detection and Response Solution in 2022 to detect continuously any cyber threats affecting our bank.

We will continue to implement the risk management strategy that was implemented in 2020 till 2023 to achieve the bank's objectives.

We will stay committed to instilling a risk management culture across our bank through providing training and awareness programs.



Anti-corruption

We are committed to prevent any fraudulent practices which may hinder our sustainable growth and development. In our efforts to combat corruption, we addressed anti-corruption terms, guidelines and rules in several policies, procedures, and other reporting forms within our bank. These include:

- Whistle Blowing Policy
- Disclosure and Transparency Policy
- Code of Conduct
- Ahli Bank's Rules of Procedures
- Anti-fraud Policy
- Anti-money Laundering and Counter-terrorism Policies and Procedures
- Compliance Policy
- Suspicious Incidents Reporting Forms
- Customer Complaints Policy and Forms
- Disclosure Forms

All our policies are published internally and accessible by all our employees, while some forms and disclosures need frequent signing-off by all staff. Our policies are renewed on frequent basis and when needed to ensure our compliance with national and international laws and regulations. In the coming years, we aim to provide our customers with a brief about our policies through our e-channels (e.g., official website) to show them our commitment to face corruption and other fraudulent practices.

in addition, we aim to adopt Financial Fraud Detection and Prevention Solution to maintain our commitment towards fighting any fraudulent practices.



In 2020-2021, we did not face any incidents of corruption.



Anti-competitive Behavior

Our aim is to maintain high standards of transparency and integrate ethical and accountability values through our banking services and operations. In our efforts to reach our goal, we address anti-competitive behavior, anti-trust and monopoly practices in our Code of Conduct and policies. Additionally, we engage with our stakeholders to ensure they are involved with our banking operations and services; thus, building trust and accountability with them.



In 2021, we had no penalties against any kind of anti-competitive behavior, anti-trust, and monopoly practice.

Compliance and Anti-Money Laundering

At ahli bank, and specifically at the Compliance and Anti-Money Laundering (AML) Department, all measurements are adopted to confirm compliance of the bank with all the effective laws and regulations in addition to global best practices issued by both domestic and international regulators. To that end, all compliance policies and procedures are adopted, including, but not limited to, due diligence and documentation policies and procedures. This allows us to prevent money laundering, terrorist financing and other financial crimes.

In 2020 and 2021, we accomplished the following:

Risk-based approach techniques have been developed in terms of clients' classification, where clients were categorized based on their clients' risk exposure. The international standards of customers' categorization were taken into consideration.

Developed a methodology for the overall client's assessment and monitoring.

Zero financial penalties were imposed by regulatory bodies.

The scope of supervision and follow up for all members of the Group has been broadened. The Compliance Committee Charter was amended to include further responsibilities and actions were taken to realize them.

Trainings targeting all levels of employees and covering compliance related topics in a well-rounded comprehensive manner has been performed. Topics included: Regulatory Compliance, AML & Combating the Finance Terrorism (CFT), Sanctions and International Laws, Foreign Account Tax Compliance Act (FATCA) & Common Reporting Standard (CRS), and Customer Complaints Management.

The Anti-Money Laundering and Terrorist Financing unit continues its commitment to protect the bank from the risks of money laundering and terrorist financing that it may be exposed to, through assessing, reviewing the risk-based approach, updating their policies / procedures to comply with

the effective laws & regulations and to global best practices, conduct appropriate level of enhanced due-diligence based on customer risk level, conduct training sessions which addresses different compliance topics.

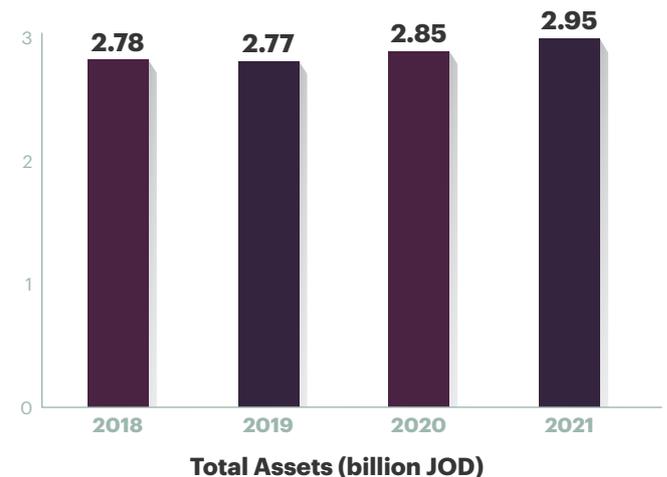
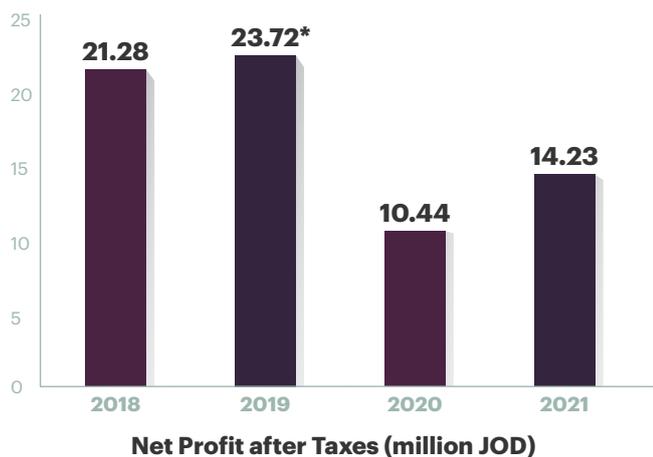
FOR A PROSPEORUS ECONOMY



Economic Performance

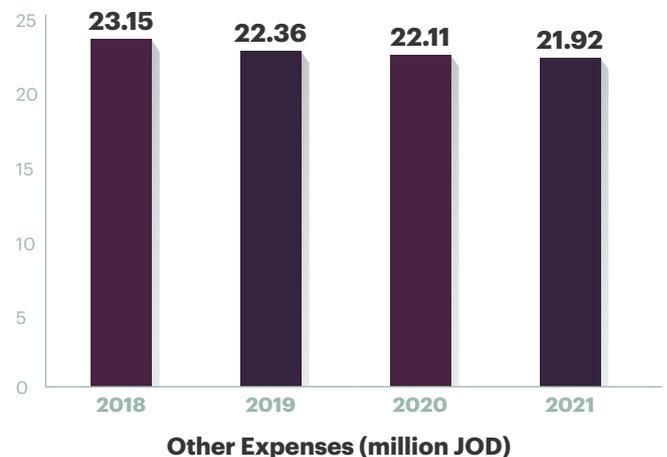
The economic conditions prevailing in Jordan and the COVID-19 pandemic affected the financial performance of the Ahli Bank in 2020. Our net profit after taxes decreased by 56% compared to 2019. Nonetheless we saw a 36% increase in our net profit after taxes in 2021 compared to 2020.

We increased our total assets to reach 2.85 billion JOD in 2020 compared to 2.77 billion JOD at the end of 2019. We were able to increase our total assets in 2021 as well by 4% in comparison to 2020 with 2.95 billion JOD in 2021 compared to 2.85 billion JOD in 2020.



*During the year ended December 31, 2021, the Bank has retrospectively adjusted the comparative figures balances as a result of an accounting adjustments from prior years, based on the International Accounting Standard 8-Accounting Policies, Changes in Accounting Estimates by booking deferred assets on All balance of expected of credit losses provisions for stages 1 and 2 after the implementation year, and All net fair value reserve. Based on this adjustment, our net profit after taxes for 2019 has been recalculated to JOD 23.72 million.

In addition to increasing our total assets, we continued to reduce our other expenses in 2020 by 1.1% compared to 2019, that is from 22.36 million JOD in 2019 to 22.11 million JOD in 2020.



As previous years, we continued reducing our other expenses in 2021 to reach 21.92 million JOD with a reduction of 0.86% in comparison to 2020.

[102-45], [103-1], [103-2], [103-3], [201-1]



Small and Medium Enterprises (SME) Group



At Ahli Bank, we believe that developing the SME sector in Jordan plays an integral role in growing the economy, contributing to financial inclusion, and fostering a culture of entrepreneurship. So, we took the initiative as the first bank in Jordan to establish a specialized group for SMEs. Since then, our relationship managers are distributed in SME business centers located over different geographic regions within the kingdom to better serve our clients. We provide financial and advisory solutions to our clients, including startups, entrepreneurs, and Women in Business.

Our aim is not limited to increase our market share and profitability, but also to expand our reach and services provided to our targeted

clients; thus, supporting financial inclusion and economic development. We focus on efficiency, client centricity, service excellence and innovation, which enabled us to redefine our value proposition to become SME partner bank during the past few years.

In 2020 and 2021, and due to the COVID-19 pandemic, we supported our clients to maintain their businesses through many initiatives. We announced a new program "Ahli Izwati" to cover the working capital and finances different expenses of the company to smooth the business and cashflows. We also supported our SME clients during the pandemic by reducing the interest rates on the facilities and by postponing the payments of loans; thus, saving money to maintain their businesses.





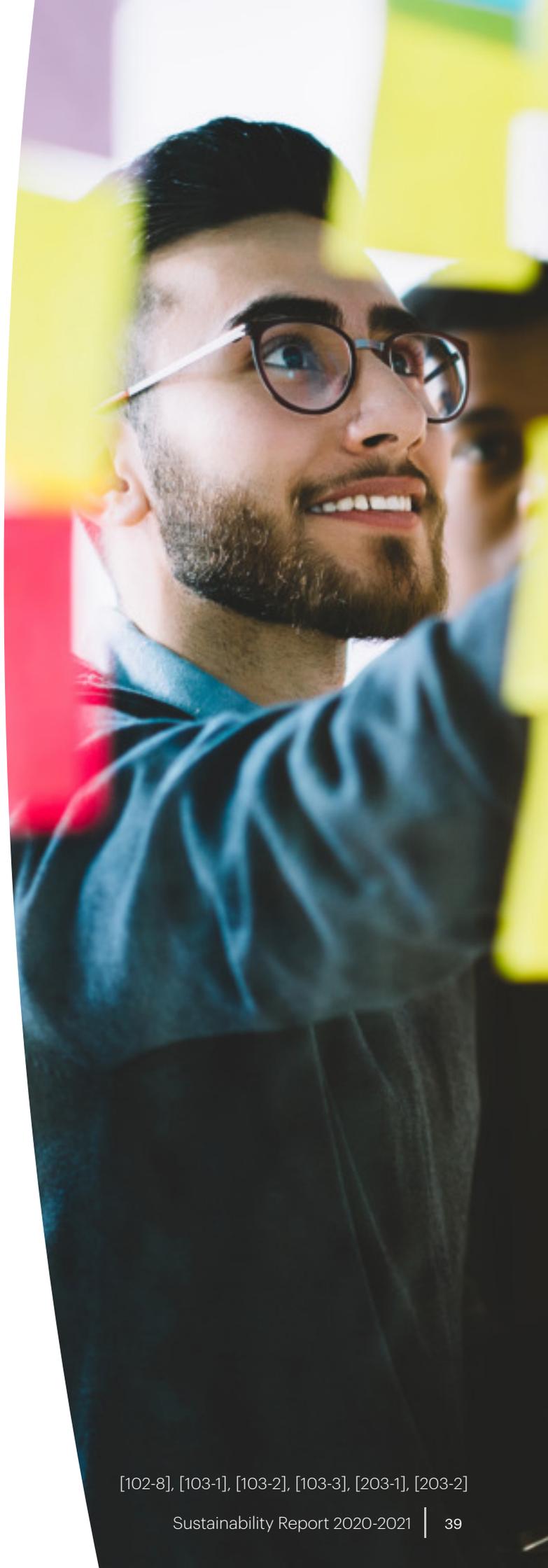
We have enhanced our digital services so that our SME clients can transfer money, pay bills, pay salaries with no time and location constraints through our online application. Our clients can easily apply to our facilities through a special link provided by our digital services. To better serve our SME clients, we worked intensively to build up capacity throughout specialized training courses and workshops to our SME team, including our relationship managers, to enhance their technical and professional skills.

As an extension of the ahli bank's role in investing in the SME sector, which we realized its importance early in boosting the economy and employing manpower, we continued to harness all means and tools to enable it and open up more prospects for it, sponsoring a number of regional conferences to support and strengthen the sector's foster business environment as well as our efforts to close the funding gap within the sector through campaigns to promote sector financing guarantee programs through campaigns to promote SME financing

[102-8], [103-1], [103-2], [103-3], [203-1], [203-2]

programs. We also facilitated access to financial services and obtained more appropriate conditions through the subsidized loans provided by CBJ, in addition to the agreements concluded by the bank with a number of local and international institutions and strategic partners like our fruitful collaboration with the European Bank for Reconstruction and Development (EBRD), and Jordan Loan Guarantee Cooperation and Middle East Investment Initiative and others.

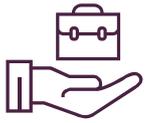
Continuing our believe in importance of digitalizing lending process and ease of access to finance, the bank started to work on loan origination system dedicated to SMEs and providing innovative solutions to our SME clients. We aim to consolidate our work methodology and policies and procedures with solutions that take into consideration environmental and social risks. We will continue building human capital and technology capacity to adapt to the changing market norms and futuristic demands.





FOR AN INSPIRED WORKFORCE

Our workforce forms the backbone of our bank with its knowledge and experience. At ahli bank, we put our people first, continuously striving to foster a work environment where our employees are happy, passionate, and aware of their full potential.

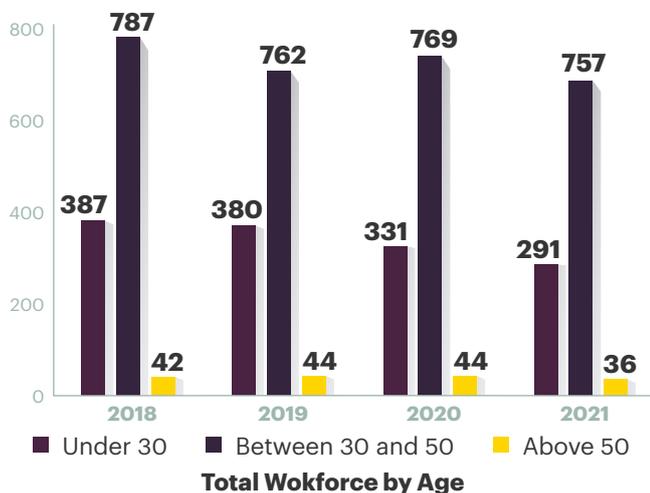
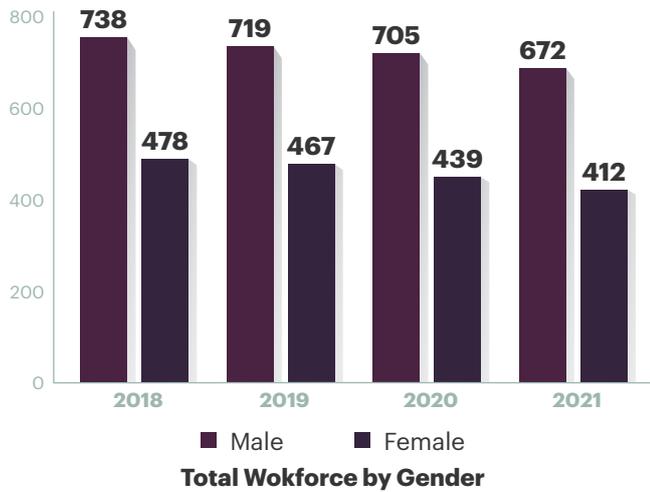


Employment

Collective Bargaining

The majority of our employees are covered by the collective bargaining agreements. It is mandated under the bank’s internal policy which provides for the employees the option to join the “General Union of Employees in Banks, Insurance and Accounting” upon signing their contract with us. In effect, this mirrors our commitment to supporting our employees’ rights to exercise freedom of association and collective bargaining.

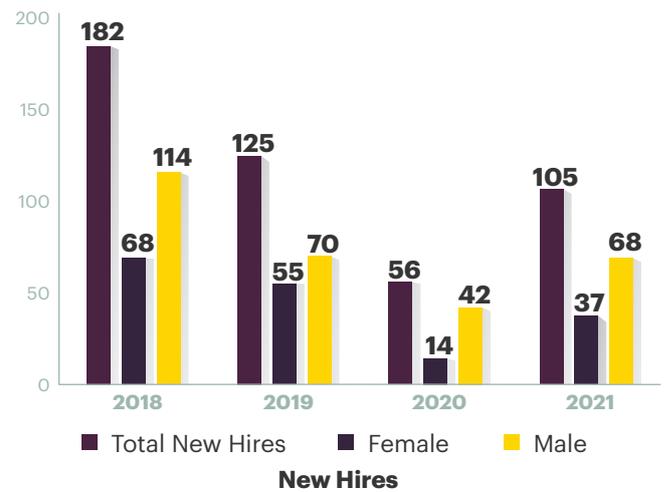
In the past two years, our total workforce decreased to reach a total of 1084 employees in 2021 in comparison to 1186 employees in 2019, showing a decrease of about 9% in the total workforce. This is due to the market situation during the COVID-19 pandemic since we didn’t recruit replacement for our resigned employees during that time.



Employee Attraction and Retention

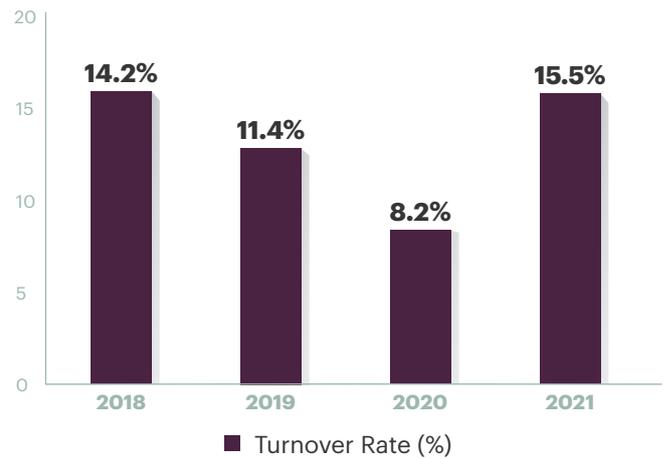
The COVID-19 pandemic affected our employment process where we only hired 56 new employees at the bank in 2020, which marked the lowest among all years due to the limited number of job opportunities at the bank and within the market as a result of the COVID-19 pandemic. In 2021, we managed to attract more employees increasing the number by 88%, yet it is still low compared to 2018 and 2019.

After increasing the new female hires percentage in 2019 to 44% of the total new hires, it decreased in 2020 to 25% reaching the lowest among all years. In 2021, we managed to increase this percentage again to 35% as part of our commitment to include qualified women in the workforce.



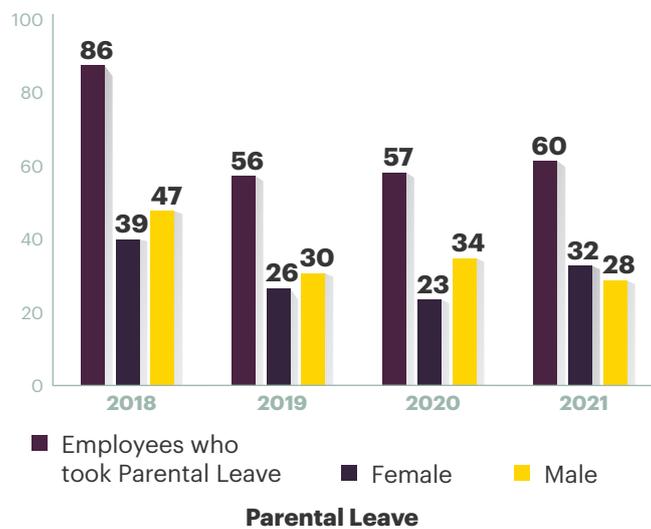


Although our turnover rate decreased in 2020 reaching the lowest percentage in the past few years, yet it increased in 2021 reaching the highest turnover rate in the past few years. The turnover rate was the lowest in 2020 due to the limited job opportunities available in the market, thus less resignations occurred during that year. In 2021, more options and job opportunities were available in the market which caused this increase in the turnover rate.



Employees Benefits

At ahli bank, we offer our employees benefits that encourage them to work at their full potential and position us as an employer of choice. For our permanent employees, we offer 16 basic salary rather than 12 basic salary which encourages them to join our bank.





Human Rights

In 2020 – 2021, we did not face any incidents of discrimination.

At Jordan ahli Bank, we ensure our compliance with social values, including human rights principles when dealing with our employees. We do not have a standalone policy that cover these values, but we embedded these values into our employee rights through the below listed policies and procedures.

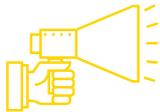
 <p>Employee Disclosure and Transparency Policy</p>	 <p>Code of Conduct</p>	 <p>Protection against Violence, Harrassment and Discrimination at Work Policy</p>	 <p>Employee Loan Policy</p>
 <p>Whistle Blowing</p>	 <p>Rewards, Incentives and Retention Policy</p>	 <p>Merit Criteria</p>	 <p>Rules of Procedures</p>
 <p>Employee Performance Assessment Policy</p>	 <p>Replacement and Succession Policy</p>	 <p>HR Policy</p>	 <p>Insurance Policy</p>

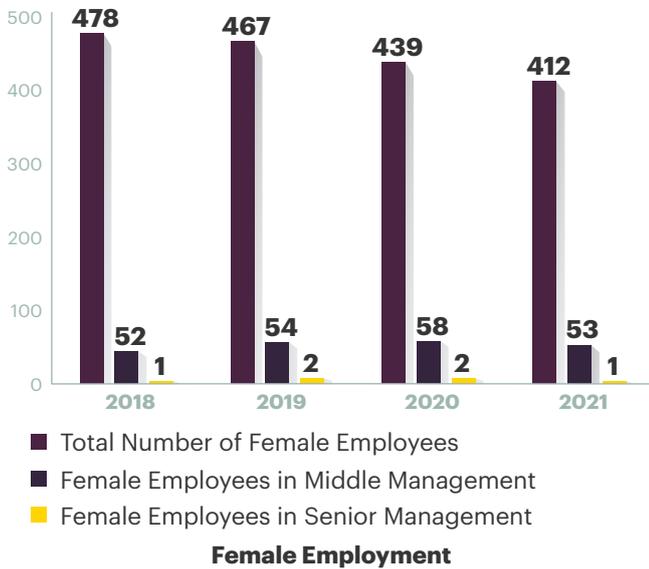
Figure 5: Policies and Procedures that Tackle Employee Rights

[103-1], [103-2], [103-3], [406-1]



Diversity and Equal Opportunity

We believe in the importance of having a diverse workforce from different backgrounds and perceptions. This will help in improving our operational activities, boosting our performance, driving innovation, and attracting talented people. We consider all qualified applicants for employment at our bank regardless of race, age, gender, disability, or religion; thus, creating a dynamic and respectful working environment.



Training and Education

We emphasize on the importance of providing our employees with continuous trainings and development activities to empower them and enhance their abilities for a high-quality service to our customers. We continue to provide our employees, from the day they join us, with numerous training and development programs to enhance their competence, technical and behavioral skills.

Due to COVID-19 pandemic, most of our training programs were offered remotely, which consequently caused the significant decrease in hours of training in 2020 and 2021 compared to the previous years.

Although our training hours were affected by the pandemic, but we developed and expanded our current training programs by adding new programs to enhance the motivation and competences of our workforce.

Due to the pandemic, the average hours of trainings decreased in 2020 and 2021, being the lowest in comparison to the previous years. In 2020, the average hours per female employee decreased by 57% in comparison to 2019 and remained the same in 2021. The average hours per male employee in 2020 showed a greater decrease of 61% in comparison to 2019 and decreased slightly as well in 2021 by 10% in comparison to 2020.





We regularly conduct performance reviews mid-year and end-year for 100% of our employees based on standardized Key Performance Indicators (KPIs) ensuring the success and continuity of the organizational culture within a clear and measurable institutional work approach. We support career development, giving priority to the development of our internal employees as 15% of our workforce had career movement within our bank. We also support the development of fresh university graduates where most of our new hires in 2021 were fresh graduates.

Performance Reviews	2018	2019	2020	2021
Percentage of total staff who received regular review of performance (%)	100%	100%	100%	100%

Additionally, we continue to offer the career transition program which aims to support our employees who are no longer part of our workforce due to retirement or termination of employment through consensual resignation. This program offers these employees the ability to attend any course, program or certificate and compensates for 10% of its value having the maximum limit JOD 1,500. In 2020, 3 employees were given this opportunity upon their own request where none applied to this opportunity in 2021.

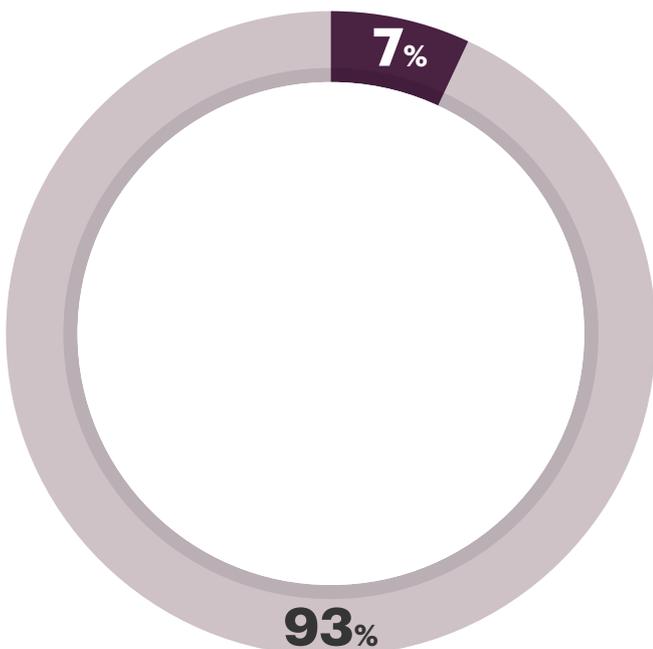
[103-1], [103-2], [103-3], [404-2], [404-3]

Health and Safety

We aim to meet health and safety standards wherever we operate. As risk administrators, we recognize the importance of protecting our employees, our most valuable assets. Injuries and the ill-health of our employees may lead to the loss of working days or business opportunities, and a safe and healthy workplace contributes to healthy employee morale and improved productivity. Therefore, maintaining a safe and healthy workplace is a good investment with promising returns.

We aim to identify potential hazards where applicable and find solutions to these problems. We provide a comprehensive course on public safety according to requirements from the Central Bank of Jordan. We continuously train our staff in all administrative buildings of the bank, some of whom are certified in supervising health and safety and other trained in emergency evacuation and incident response.

As part of our commitment to provide a safe and a healthy workplace, especially during the pandemic, we increased the number of employees represented in our health and safety committee in 2020 and 2021, where it consisted of 82 employees in total.



■ Total labor force represented in official health and safety committee ■ Other

2020-2021 Health and Safety Committee

At ahli bank, we take several measures to ensure the health and safety of our workforce. All of our branches and management buildings are connected to the control room which receives a notification in case of malfunction events. Notifications are checked daily and monitored continuously throughout the day where a specialist is sent immediately to fix the issues when needed.



We are working on updating our evacuation and emergency plans, where 90 employees of the administration buildings will form the Crisis Management Team and will be trained on evacuation, first-aid, and firefighting in the first quarter of 2022. Each office building will have its own collection point.



FOR AN IMPROVED SOCIAL INCLUSION

Customer centricity is one of our strategic objectives where we are devoted to providing high-quality service and achieving the highest level of customer satisfaction. Additionally, positive social impact is one of our sustainability framework's pillars where we are committed to playing a key role in strengthening the community.



Customer Privacy and Satisfaction

At ahli bank, we apply the highest standards of customer privacy and the required measurements are adopted to ensure that all our departments and employees are in compliance with all the laws and regulations related to banking secrecy requirements.

We track our customer satisfaction through our Customer Satisfaction Rate (CX Index) calculated by our system annually mid-year in April and end-year in October. Despite the pandemic and unforeseen

circumstances, we were able to increase our customer satisfaction rate slightly in comparison to 2019 with CX Index of 79.1% in 2020 and 79.4% in 2021.

We treat all customer complaints with absolute confidentiality. During 2020 and 2021, we were highly committed to customer privacy abiding by all the effective laws and regulations. This is proved by the very few cases of breaches reported during this period.

Customer Complaints*	2018	2019	2020	2021
Genuine complaints received from outside parties and substantiated by the organization	287	164	28	70
Genuine complaints from regulatory bodies	23	2	3	9
Total number of identified leaks, thefts, or losses of customer data	0	0	0	0

*In our 2019 Sustainability Report, we reported on Genuine and non-Genuine Customer Complaints for 2018 (883 customer complaints) and 2019 (411 customer complaints). Within this report, we are reporting on only Genuine Customer Complaints for 2018 (287 customer complaints) and 2019 (164 customer complaints).

The bank has a special unit that focuses on receiving and addressing customers' complaints. This unit prepares a detailed monthly report detailing the nature of complaints received, classifying them, and proposing recommendations to help reduce the number of repeated complaints.

In 2020 and 2021, we reviewed our policies and procedures and we worked on updating them. In addition to that, we updated our customer complaints' system to elevate our efficiency with what concerns our customers' privacy; thus, providing a better experience for them while dealing with ahli bank. In the coming year, we will add a new feature to our customer complaints' services, where our customers will receive an

SMS notifying them that their complaint was successfully received by the bank. moreover, training programs will be provided to our customer service representatives and the designated units' employees who deals with customer complaints. Additionally, we will continue our commitment towards customer privacy and data protection so, in 2022 we will adopt Data Classification Solution and Desktop Laptop Option (DLO) – End Point Backup Solution to protect the private and sensitive data of our customers. Due to digitalization of our operations and services, we will also adopt Zero Trust Protection Solution to ensure secure operations and services for every customer on any device, anywhere and anytime.



Security Practices

During the pandemic, we had an obligation to ensure the defense orders issued are implemented with regard to visitors to the bank's departmental buildings and branches. As a result, we sought the support of a security company to protect our assets, employees, and customers. With the support of Al Rowad Security Company, we installed alarms and cameras to monitor our locations and sites. Additionally, we link our security practices with the Public Security Directorate of the Ministry of Interior and we implemented monitoring at all entrances and exits.

Community Development

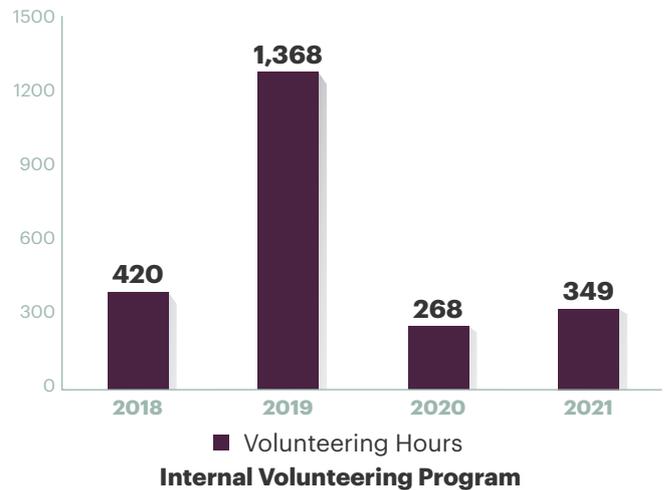
By following a well-established Corporate Social Responsibility strategy the Department of CSR and Sustainability Programs focuses on addressing social challenges affecting large segments of society, where and through the launch and sponsorship of various initiatives and events, in addition to the internal volunteering program, we achieve the bank's objectives and support the national development objectives of the Kingdom of Jordan.

Moving forward, we aim to expand the scope of our initiatives and maximize the number of beneficiaries.

After achieving a record of 1,368 volunteering hours in 2019, the pandemic and the governmental restrictions affected the number of our volunteering opportunities, decreasing our volunteering hours by 80% with only 268 volunteering hours in 2020. In 2021, we were able to have more volunteering opportunities with remote opportunities where possible, increasing our volunteering hours slightly by 30% in comparison to 2020 with 349 volunteering hours.



We look forward to the post-COVID era, where there are no governmental restrictions that will affect our social performance, thus having more volunteering opportunities and a greater number of beneficiaries.



Our corporate social responsibility strategy is aligned with five pillars:




Community Empowerment

We are committed to empowering local communities in Jordan to prosper. We pay close attention to the strategic needs of national development with the focus on promoting the role of women in the labor force.

World Food Programme (WFP)

We collaborated with the United Nations WFP to offer electronic financial solutions where we dedicated prepaid MasterCard cards to the Syrian refugees in Jordan, therefore their basic needs for a decent living and necessary food assistance are met instead of cash vouchers.

Women Empowerment

In 2021, we supported the **Princess Taghrid Institute for Development and Training** in providing **20 job opportunities** for women from the local community in addition to training more than **30 women** in cooperation with specialized foreign organizations.

The Princess Taghrid Institute for Development and Training

Within our strategic partnership with the institute, the **Pure Felt Project** was established in 2016, where 28 job opportunities created for women in Southern Jordan Valley.

Moreover, we supported the project by purchasing gifts to our employees from the project's products to honor their efforts and participation in volunteering activities.

NAUA Community Impact Council

In 2021 we joined the Council that includes social responsibility practitioners from the private sector institutions.

The Council coordinates the investments and efforts dedicated to support our community, aiming to maximize the positive impact.



Education and Youth

We believe that education forms the basis for achieving sustainable development and prosperity in society. Furthermore, empowering the youth in Jordan is a crucial component to achieving a better tomorrow, connected both to eradicating poverty and improving the standard of living.

We are keen to support various activities related to education and empowerment of students, especially in disadvantaged areas, with the aim of creating exemplary educational environment that contributes to enhancing the life values, personal and intellectual skills of students, thus affecting positively the educational outcomes.

Queen Rania Foundation

Within the Bank's strategic partnership with QRF, we continued supporting the **"Madrasati Initiative"** through the implementation of **"Masahati"** Program during the past two years.

In 2020, 200 girls participated in the **"Masahati Clubs"** which was in line with the epidemiological situation in Jordan and based on using alternative technologies and the internet in addition to providing them with bags containing interactive brochures and all the necessary tools that will attract them to participate and complete activities remotely. We also supported the maintenance and renovation of the school's playground and garden.

As for **"The Children's Museum of Jordan"**, we continued supporting the interactive educational exhibit, which is a modern interactive exhibit aiming to promote financial literacy and education for children.

In 2021, we supported the Reading Competition for children between the ages of 7 and 12 to encourage them to invest the winter break in developing their knowledge through reading.

We also sponsored the International Money Week to raise awareness on the importance of planning and financial management.

Al Aman Fund – For the Future of Orphans

We continued our support by sponsoring **"Back to Universities"** campaign in 2020, to aid in raising fund to secure the orphans basic needs & to help them continue their educational journey.

School Campaign

In 2021, in collaboration with NAUA, 250 school bags and their stationary were distributed to of one the least fortunate schools' students.

The National Technological Project – Phase II

In 2021, we supported **Eureka Academy** aiming to qualify and train 600 students from government schools on advanced courses in technology. In cooperation with a number of Jordanian universities, students were trained by offering them courses on information security, artificial intelligence and programming.

Ahli777

Back in 2018, it was the first program of its kind in both the banking sector and in the Kingdom. After the success of the previous waves of the program, we opened the doors again for university students and graduates to apply in 2020 and 2021. So far, a total of six waves were launched and in 2021, the number of students and graduates who joined the program were 362 from all over the Kingdom.

This program offers the university students and graduates a unique opportunity to go through a personalized career empowerment journey through our bank while getting paid at the same time. It is designed in a way to take the participating students through a learning experience through the bank, as they get the opportunity to gain hands-on training, interact with real customers, learn more about the bank operations sector and build their confidence within the workplace.

In addition to the work experience, there is a key focus placed on creating a culture of giving back to the community, as they are encouraged to join our social responsibility initiatives and engage with a variety of communities across the Kingdom. This experience builds a sense of national belonging and aligns with our holistic family-oriented theme and brand name. In brief, ahli777 program aims to develop the professional and leadership skills of these students and graduates, preparing them for the job market with skills that can't be acquired through their academic journey.

When the pandemic started, we faced a lot of challenges in the program, but we managed to transfer many of the ahli777 participants to work remotely from their homes.

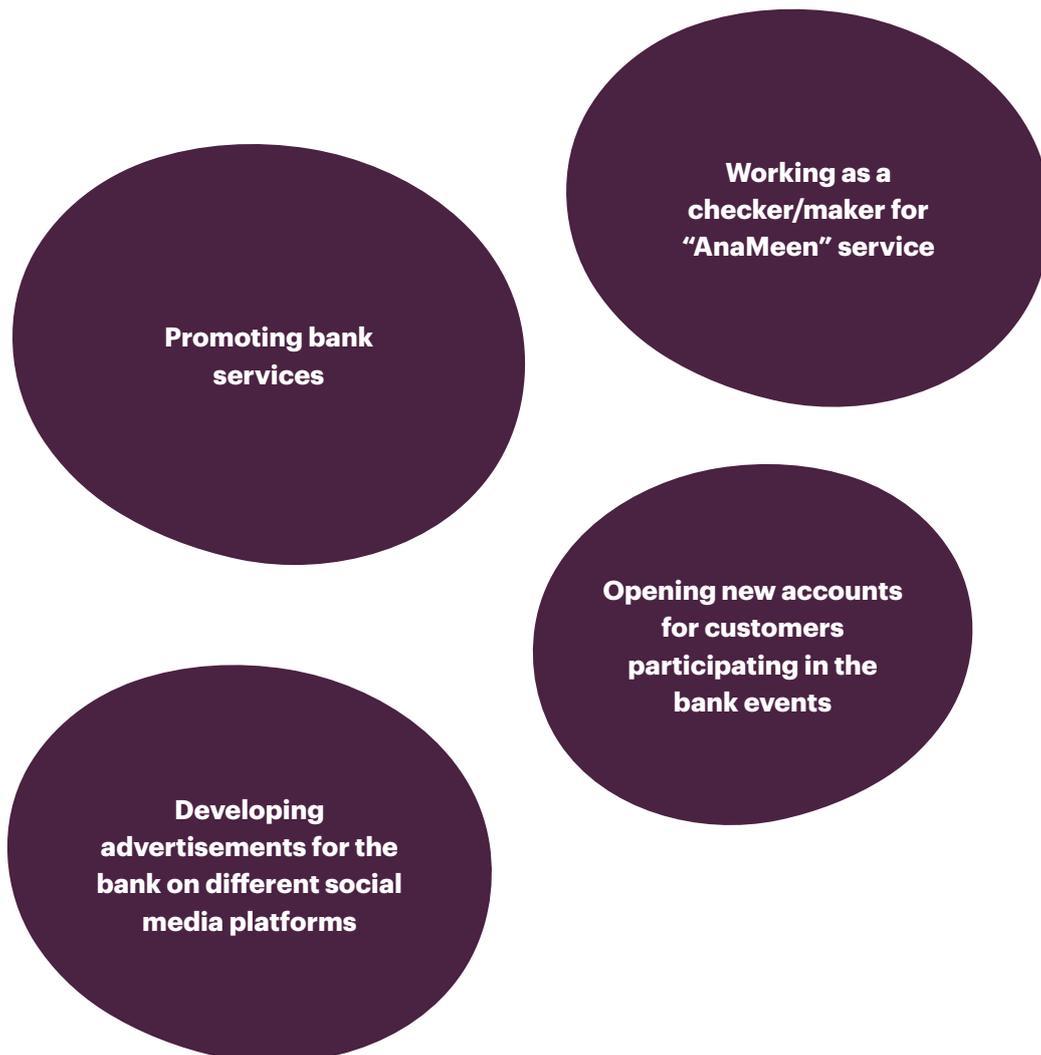


Figure 6: Tasks performed by ahli777 employees



The Environment

We recognize the necessity of protecting the environment and all its resources through our social investment.

Wings of Hope Association

In 2021, we collaborated with the association to install **solar systems** in **Al Mujib Biosphere Reserve** and in the **Jordan Society for the Prevention of Road Accidents**.

“Green Prints” Initiative

It is an initiative launched by **Princess Alia Foundation** to recycle paper and provide government schools with their needs for free. In 2020 and 2021, we continued our support for this initiative as previous years.

The Green Caravan Program

Since 2016, we’ve been supporting the **Arab Group for the Protection of Nature** in its program, contributing in addressing the environmental, economic and social needs of local communities in underprivileged areas.

We have supported in planting more than 40 dunums of fruit bearing trees, contributing in the absorption of 35 tons annually of carbon dioxide from the air, achieving food security for beneficiary families that also earn an annual income of 4000 - 6000 JOD from selling the surplus crops.



Social Innovation and Creativity

We sponsor a number of programs that foster a positive culture among our employees where we encourage volunteering and giving back to the

community. We also sponsor a number of programs that foster innovation, scientific research, and entrepreneurship across many sectors.

King Hussein Cancer Foundation

On the occasion of World Cancer Day in 2020, we organized an awareness campaign, **Still Up to the Challenge Campaign**, in collaboration with the foundation, which included several activities for our employees and their families about the importance of adopting a healthy lifestyle that will help them prevent diseases.

In the past two years, we continued to support the **Cancer Care Program** through collecting subscription fees from our customers and non-customers from all our branches across the Kingdom, with the possibility of installments for our customers.

SOS Children's Villages Jordan

In 2020, we sponsored three families who live in the children's village to secure their needs and offer a decent life for them.

In 2021, we renewed our cooperation to sponsor 5 families.

Annual Hakeem Academy Competition

In the past two years, we continued sponsoring the annual competition which aims to foster entrepreneurial projects concerned with developing healthcare through technology, thus enhancing the quality and efficiency of the National E-Health Program in Jordan.

Tkiyet Um Ali

During 2021, we sponsored 100 families in need in collaboration with TUA to achieve food security. We also sponsored one day for distributing hot meals during the Holy month of Ramadan.

Mother's Day

In the past two years, we supported the SOS campaign that was launched on Mother's Day with the aim of fund raising.

We honored surrogate mothers in Irbid village and the children's village in a festive atmosphere and entertainment activities.

Cash Fundraising Boxes

We offered indirect support for King Hussein Cancer Foundation, Al-Aman Fund for the Future of Orphans and Charity Clothing Bank through cash fundraising boxes placed in various branches.

The Establishment of Jordan

On the occasion of the centenary of the establishment of the Kingdom of Jordan in 2021, we supported the Ministry of Social Development in its campaign by providing vouchers to 1,000 families across the Kingdom during the Holy month of Ramadan.

The Jordan Hashemite Charity Organization

We have been supporting the Charity Clothing Bank since 2016 by granting them the clothes collection bus.

Annual Blood Donation Campaign

We organized the annual blood donation campaigns in 2020 and 2021 in collaboration with the National Blood Bank to compensate the shortage and its need of blood units after the pandemic lock-down period.



Art and Culture

We aim to enhance the cultural heritage in Jordan, as well as delivering art to a largest segment, by supporting cultural and artistic programs. For this purpose, we established the Numismatic Museum in 1999.

ahli bank’s Numismatic Museum

Numismatics: is the study or collection of coins, banknotes and medals which are historical documents that contain a wealth of information about the development of societies across the world. For us to produce a cultural and educational legacy in the Kingdom that would display the evolution of currency and exchanges, we established the Numismatic Museum, the first of its kind in the country. The museum hosts a collection of more than 35,000 coins that span over 2,500 years. The earliest coin dates back to

600 B.C. Additionally, the museum offers one of the greatest copper coin collections in the world from the Umayyad Dynasty. The museum contains a library as well with numismatics periodicals and a collection of books written by international numismatics. The museum is located in the same building as the bank’s headquarter in Shmeisani and it is open to the public, free of charge from Sunday through Thursday from 8:00 am to 3:30 pm.

On the occasion of the centenary of the establishment of the Kingdom of Jordan, a book will be published in 2022 by Dr. Hassan Al-Zyoud about ahli bank’s Numismatic Museum with the title “The Coinage of Amman – In the Jordan Ahli Bank Numismatic Museum”. The book consists of an introduction and four main chapters.

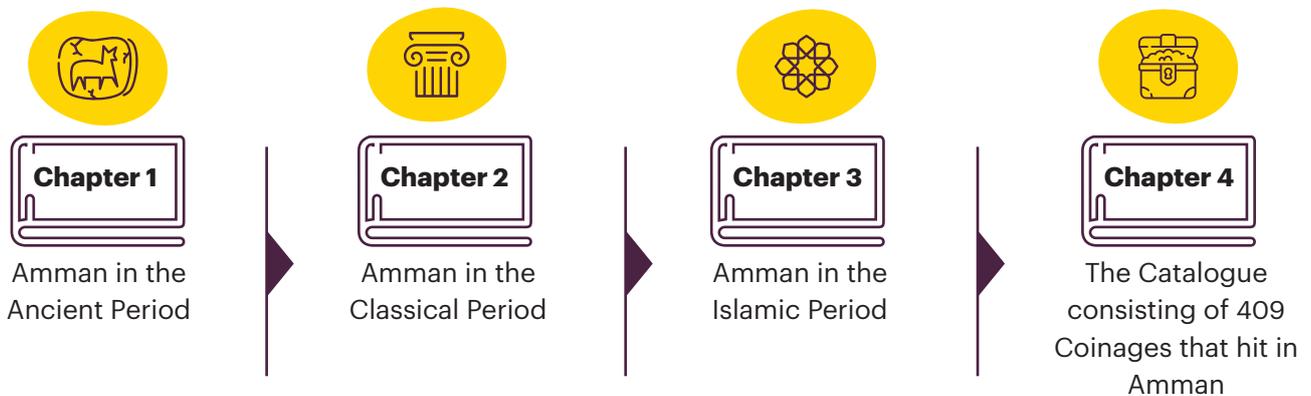


Figure 7: Book Chapters

Our Efforts during the Pandemic

We believe in the need to support national efforts to address societal challenges that affect large sectors of society. During the pandemic we participated

in different initiatives to overcome the unforeseen circumstances the world is facing.

In collaboration with Naua the following initiatives were implemented:

“Together to Face Corona” Campaign

We supported The Ministry of Health in its campaign in 2020 which was launched as a result of the exceptional circumstances caused by the COVID-19 pandemic, thus enhancing the Ministry’s ability to combat the ratification of the crisis.

“Daily Laborers” Initiative

We supported this initiative in solidarity with the affected families during the pandemic where food parcels were distributed to these families ensuring the parcels reach those most in need.

Winter Campaign

In 2021, we distributed blankets to nearly 700 individuals from disadvantaged families with the aim of alleviating the economic pressures imposed on them during the difficult circumstances of the pandemic.

The Health Care Accreditation Council (HCAC)

In 2021, we sponsored the sixth conference organized by the council virtually to discuss issues related to service quality and patient safety after Corona. It also aimed to provide healthcare providers in Jordan with the knowledge and skills to improve their performance.

The Jordanian Hashemite Fund for Human Development

We continued our cooperation by supporting the annual Goodwill Campaign and the Queen Alia Competition for Social Responsibility where in 2021, the theme chosen was “Psychological Effects on Children during the Pandemic”.

Jordan TV National Initiative

We supported this initiative where we played a role in motivating the citizens to get vaccinated by offering them financial prizes if they get the Corona vaccine. These prizes were won through a raffle draw.

Social Events

In 2020 and 2021, in collaboration with our Marketing department we sponsored various social events including schools’ tournaments, conferences, radio programs, and others to maintain our commitment to community development. Additionally, we distributed Eid Al-Adha and Christmas clothes, gifts, toys and sweets to children from less fortunate families, in collaboration with the Jordan Hashemite Charity Organization in 2021.

Sustainable Procurement Practices

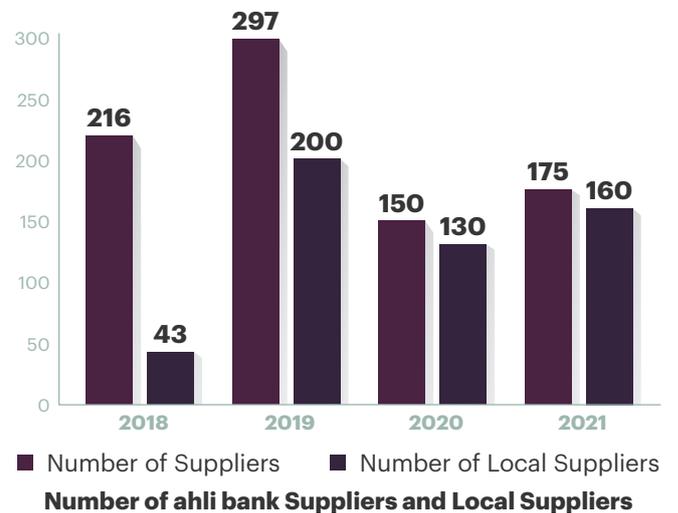
We ensure that our suppliers and contractors conduct their activities aligned with ethical and environmental principles. Additionally, we are committed to contribute to the economic growth of our Jordanian economy through investing in local suppliers. Our procurement policy is aligned with our commitment where we give priority to local suppliers.

After successfully using the Invoice Q platform in the last two years, the Procurement department at our bank aim to fully automate the invoicing processes and procedures through this platform.

“
125 Invoices were performed using the **Invoice Q platform**”

Although the number of our suppliers in 2020 decreased massively in comparison to 2019 by 49% and due to the COVID-19 pandemic and the Kingdom’s regulations, yet we maintained our commitment to Jordan’s economic growth and commitment to giving priority to local suppliers where 87% of them were local. The effect of the pandemic can also be observed from the 36% decrease in our total purchases, yet the percentage of expenditure on local suppliers decreased slightly by 6% which also assures this commitment.

In 2021, less regulations were forced during the pandemic which caused a 17% increase in the number of our suppliers in comparison to 2020 with 91% of them being local. We increased our total expenditure as well on purchases from local suppliers being the highest in all years with JOD 22 million.





FOR REDUCED ENVIRONMENTAL FOOTPRINT

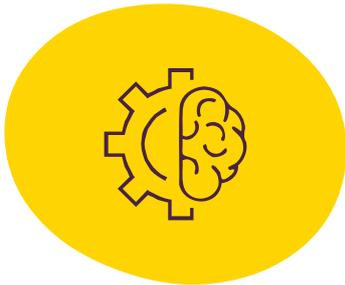
Environmental protection is one of our sustainability framework's pillars where we are committed to conducting our operations and business activities responsibly as well as reducing our impact on the environment.

Environmental Protection

At ahli bank, we appreciate the true value and meaning of environmental sustainability where we strive to offer our different operations and services with minimal environmental footprint.

Over the years, we emphasized on the importance of environmental protection through our dedication and seriousness to manage our resource consumption as a leading financing organization in the Kingdom.

Our environmental strategy, presented below, focuses on four pillars:



Operational Field:

We manage resource consumption and rationalize consumption usage in our operations.



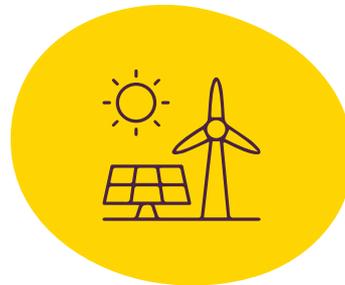
Human Field:

We raise employee awareness about the importance of preserving the environment and encourage their contributions and engagement.



Financial and Non-Financial Products and Services:

We consider environmental impacts by offering eco-friendly products and services.



Natural Resources:

We implement general contributions to improving energy efficiency.

Digitalization of Our Services and Operations

We offer a wide range of financial products and services to our customers, including retail, SME, and corporate banking customers. We adopted an environmentally sustainable approach through innovation and digitalization of our services and operations.

In 2020 and 2021, the COVID-19 pandemic triggered us to establish new changes whereby we enabled a significant number of our services to be digitally accessible to our customers; this ensured our customers received their financial services without disruption.

We also launched the “AnaMeen” platform, a service hosted by Ahli FinTech company and developed by Jordanian minds in partnership with Microsoft and Oracle; allows electronic identification and verification of customers’ identities by adopting artificial intelligence technologies, reality enhancement techniques, and blockchain technologies.

We enabled our future customers to join the bank without being present at any branch through “AnaMeen”, Allowing non-resident Jordanians to join the bank in times of pandemic since coming to Jordan was impossible.

We also continued automating more than 32 processes in the bank through UiPath Automation and MS Power Platform, removing a considerable percentage of human intervention and paperwork.

InvoiceQ, a fintech startup accelerated by ahli fintech during 2020, helped the bank digitize the invoicing processes and procedures using their e-invoicing platform. We eliminated the paper invoicing and manual physical delivery of invoice-related documents from our vendors, regardless of their size, thus reducing our and our vendors’ carbon footprints.

Loan postponement was also automated to allow eligible customers to postpone their loan through a single click from a link on our revamped website. Moreover, we automated and removed the paperwork required for employees’ yearly disclosures.

We aim to continue enhancing the digital environment of the bank, keeping up with the pace of rapid development in the financial sector using advanced technologies, and get closer to a zero-paper environment.



In 2020, ahli bank was ranked number 48 in **Fortune’s Change the World List, becoming the first institution in the Arab World to join this list**



Green Loan

As part of our commitment to offering a range of environmentally friendly products and services, we launched the Green Loan service, the first of its kind in Jordan, to buy eco-friendly products with 0% interest loan, in collaboration with several of eco-friendly products providers, our customers can save expenses and have a less environmental footprint.



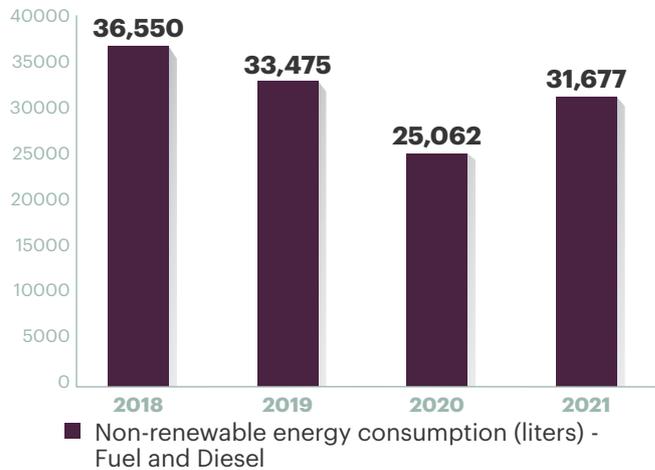
Energy Efficiency and Renewable Energy

We are aware of our energy consumption and heat dissipation so we implemented Hyperconverged Technology known as “Virtual Environment” where we replaced traditional infrastructure; including the installation of LED lightbulbs across our premises, set of timers for heating and cooling systems, adjustment of the thermostats, replacement of boilers with modern air conditioners and usage of hybrid cars.

Since 2018, ahli bank has launched a solar power plant with a total generating capacity of 2.52 MW, feeding the bank’s departments and branches within the jurisdiction of the Jordan Electric Power Company.

Additionally, we installed a new metering Photovoltaic solar project at Irbid main branch with a capacity of 33 kW; covering 65% of electricity consumption as per the existing roof area. We also evaluated comprehensively all new branches design and did enhancements as required through integrated energy modeling. We will continue to do these evaluations and enhancements in the coming years as well.

“
Our non-renewable energy consumption has reduced by 11% in 2021 in comparison with 2019



[103-1], [103-2], [103-3], [302-1], [302-4], [302-5]

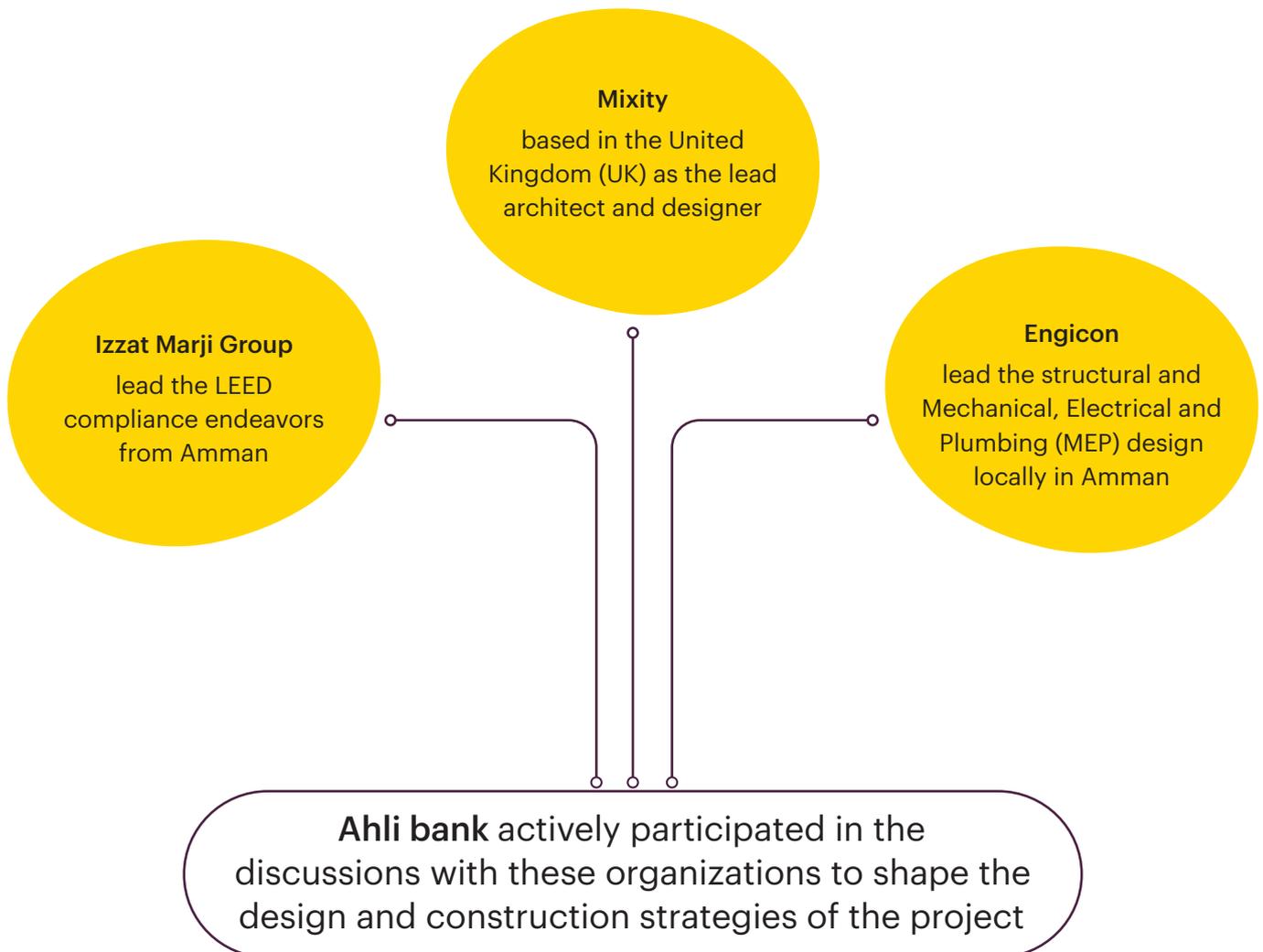


ahli bank's New Sustainable & Green Headquarters Building

Leadership in Energy and Environmental Design (LEED) Manifestation

The LEED-Gold pursuit is simply a manifestation of our belief that ahli's new Headquarters should be resource efficient with minimal environmental impact during construction and operations. Our new Headquarter is designed to use less water and energy and emit less greenhouse gases in comparison to non-LEED certified buildings. It is a healthy, high performing and cost saving green building with a minimal carbon footprint.

Our new Headquarter benefits our high profile standing and meets the expectations for a facility that reflects its concerns for the environment. Our building has been economically designed, easily maintained and planned to operate as intended for decades after completion.



To view the full report on green buildings & sustainability innovations used in ahli bank's new headquarters project, we encourage you to visit <https://ahli.com/greeninnovation>

We aim to obtain formal LEED Gold Certification for our sustainably designed building by identifying with our consultants various innovative and exemplary parameters to be considered in the design.



Figure 8: Innovative and Exemplary Parameters to be considered in the design

[103-1], [103-2], [103-3], [302-5]



Appendices

- ANNEX A: Our ESG Performance
- ANNEX B: GRI Content Index
- ANNEX C: Report Scope and Boundaries

ANNEX A: Our ESG Performance

Our Economic Performance

Financial Performance (JOD)	2018	2019	2020	2021
Revenues	109,790,122	118,077,369	111,562,255	111,257,490
Total capital	192,937,500	200,655,000	200,655,000	200,655,000
Total assets	2,783,487,914	2,766,697,353	2,845,997,041	2,953,416,753
Total shareholders' equity	301,312,334	311,683,694	322,329,962	327,719,498
Other Expenses	23,154,452	22,358,845	22,112,205	21,921,378
Employee Benefits	41,234,749	40,257,255	37,431,424	35,929,881
Income tax	11,933,475	13,966,755	7,062,374	12,936,342
Capital adequacy ratio (%)	14.73	15.66	15.53	15.92
Return on equity ratio (%)	7.00	8.55	3.31	4.38
Loans	1,520,516,872	1,463,693,562	1,469,506,933	1,464,675,116
Net loans and advances	1,424,510,189	1,369,737,583	1,369,633,832	1,357,684,639
Total deposits	2,009,930,098	2,014,166,666	2,048,212,352	2,165,537,085
Ratio of loans to deposits (%)	75.65	72.67	71.75	67.64
Net profit after taxes	21,277,280	23,722,770	10,439,706	14,230,432

Our Social Performance

Social Performance	2018	2019	2020	2021
Total Workforce				
Total number of employees	1,216	1,186	1,144	1,084
By employment contract				
Permanent	1,214	1,184	1,142	1,077
Temporary	2	2	2	7
By employment type				
Full-time	1,216	1,186	1,144	1,084
Part-time	0	0	0	0

[102-8], [102-45], [201-1]

Social Performance	2018	2019	2020	2021
By gender				
Female	478	467	439	412
Male	738	719	705	672
By age				
Under 30	387	380	331	291
Between 30 and 50	787	762	769	757
50+	42	44	44	36
Nationalization				
Number of Jordanian employees	1,213	1,183	1,141	1,080
Number of non-Jordanian employees	3	3	3	4
Total Workforce by Job Category				
Senior management	15	16	16	15
Middle management	197	209	216	198
Non-managerial staff	1,004	961	912	871
New Hires				
Total number of new hires	182	125	56	105
By gender				
Female	68	55	14	37
Male	114	70	42	68
By age				
Under 30	131	97	43	82
Between 30 and 50	50	28	11	22
50+	1	0	2	1
Turnover				
Turnover rate (%)	14.2	11.4	8.2	15.5
Total turnover	173	135	94	168
By gender				
Female	62	61	39	64
Male	111	74	55	104

Social Performance	2018	2019	2020	2021
By age				
Under 30	47	58	31	59
Between 30 and 50	107	70	54	95
50+	19	7	9	14
Parental Leave				
Number of Employees who are entitled to parental leave				
Female	478	467	439	412
Male	738	719	705	672
Number of employees who took parental leave				
Female	39	26	23	32
Male	47	30	34	28
Returnees from parental leave				
Female	31	24	23	27
Male	47	30	34	28
Returnees from parental leave who were still working for the bank 12 months later				
Female	33	26	21	31
Male	45	30	29	27
Female Employment				
Total number of female employees	478	467	439	412
Number of female employees in middle management	52	54	58	53
Number of female employees in senior management	1	2	2	1
Workforce				
Total number of employees (Full Time Employees (FTE))	1,216	1,186	1,144	1,084
Young Employees				
Under 30	387	380	331	291
Disabled Employees				
Number of disabled employees	2	3	3	3
Percentage of disabled employees	0.16	0.25	0.026	0.028

[102-8], [401-3], [405-1]

Social Performance	2018	2019	2020	2021
Percentage of individuals within the organization's leadership				
By age				
Under 30	0	0	0	0
Between 30 and 50	0.74	0.84	0.87	0.92
50+	0.49	0.51	0.52	0.46
By gender				
Female	0.08	0.17	0.17	0.09
Male	1.15	1.18	1.22	1.29
By nationality				
Jordanian	1.15	1.26	1.31	1.29
Non-Jordanian	0.08	0.08	0.09	0.09
Percentage of employees per employee category in each of the following diversity categories				
By age				
Under 30				
Senior Management	0	0	0	0
Middle Management	0.99	0.84	0.52	0.37
Staff	30.84	31.2	28.41	26.48
Between 30 and 50				
Senior Management	0.74	0.84	0.87	0.92
Middle Management	14.14	15.6	17.05	16.7
Staff	49.84	47.81	49.30	52.21
50+				
Senior Management	0.49	0.51	0.52	0.46
Middle Management	1.07	1.18	1.31	1.2
Staff	1.89	2.02	2.01	1.66
By gender				
Female				
Senior Management	0.08	0.17	0.17	0.09
Middle Management	4.28	4.55	5.07	4.89
Staff	34.95	34.65	33.13	33.03

Social Performance	2018	2019	2020	2021
Male				
Senior Management	1.15	1.18	1.22	1.29
Middle Management	11.92	13.07	13.81	13.38
Staff	47.62	46.37	46.59	47.32
By nationality				
Jordanian				
Senior Management	1.15	1.26	1.31	1.29
Middle Management	16.12	17.54	18.79	18.17
Staff	82.48	80.94	79.63	80.17
Non-Jordanian				
Senior Management	0.08	0.08	0.09	0.09
Middle Management	0.08	0.08	0.09	0.09
Staff	0.08	0.08	0.09	0.18
Ratio of basic salary and remuneration of women to men				
Senior Management	0.07	0.10	0.10	0.03
Middle Management	0.28	0.27	0.3	0.3
Staff	0.64	0.67	0.65	0.62
Training				
Average hours of training per employee	7.5	9.5	3.9	3.6
By gender				
Female	7	8.3	3.6	3.6
Male	8	10.5	4.1	3.7
By job category				
Senior management	9	13.5	3.5	3.2
Middle management	7.5	10.7	4.2	3.1
Staff	7.3	7.4	3.7	4.4

[102-8], [102-40], [102-49], [404-1], [405-1], [405-2]

Social Performance	2018	2019	2020	2021
Health and Safety				
Percentage of total labor force represented in official health and safety committees	3	3	7	7
Procurement				
Number of suppliers	216	297	150	175
Number of local suppliers	43	200	130	160
Total purchases (millions JOD)	9	25	16	28
Total expenditure on purchases from local suppliers (millions JOD)	1	20	12	22
Percentage of expenditure on local suppliers	12	80	75	80
Internal Volunteering Program				
Volunteering hours	420	1,368	268	349
Number of volunteers	175	432	173	163
Number of events	18	25	12	21

Our Environmental Performance

Energy Consumption	2018	2019	2020	2021
Electricity consumption (kWh)	2,495,114	2,129,046	2,053,522	2,142,319
Electricity consumption (GJ)	8,982.41	7,664.57	7,392.679	7,712.35
Non-renewable energy consumption (liters) (Diesel and Fuel)	36,550	33,475	25,062	31,677
Non-renewable energy consumption (GJ) (Diesel and Fuel)	1,329.64	1,217.78	859.06	1,078.06
Total heat consumption (liters)	10,794	22,128	36,500	36,264
Direct GHG emissions (Scope 1) (CO ₂ equivalent)	97.808	81.901	80.49	83.97
Indirect GHG emissions (Scope 2) (CO ₂ equivalent)	1,684.606	1,441.769	1,390.624	1,450.757
Energy Intensity*	2,051.90	1,795.14	1,796	1,976
Paper Consumption (kg)	84,188	80,411	57,672	61,629

*Energy Consumption/total number of employees

ANNEX B: GRI Content Index

This report has been prepared in accordance with the GRI Standards: core option, and the table below provides a reference for GRI content in the report. For the Materiality Disclosures Service, GRI Services reviewed that the GRI content index is clearly presented and the references for Disclosures 102-40 to 102-49 align with appropriate sections in the body of the report. The service was performed on the English version of the report.



GRI Standards	Disclosure	Page number(s) and/or direct answers	Omission
GRI 101: Foundation 2016			
General Disclosures			
	Organizational profile		
	102-1: Name of the organization	Jordan Ahli Bank	
	102-2: Activities, brands, products, and services	8, 37, 61	
	102-3: Location of headquarters	Amman, Jordan	
	102-4: Location of operations	10	
	102-5: Ownership and legal form	10	
	102-6: Markets served	10	
	102-7: Scale of the organization	10, 22, 23	
	102-8: Information on employees and other workers	66, 67, 68, 69, 70	
GRI 102: General Disclosures 2016	102-9: Supply chain	58	
	102-10: Significant changes to the organization and its supply chain	No significant changes	
	102-11: Precautionary principle or approach	29, 30, 31, 32	
	102-12: External initiatives	51, 52, 54, 55, 57	
	102-13: Membership of associations	Union of Arab Banks, Association of Banks, Jordan Strategy Forum (JSF), Jordan Securities Commission, Securities Depository Center, Amman Stock Exchange, Financial Services Companies Association, Financial Markets Association (ACI), National Association of Investor Protection (NAIP), International Chamber of Commerce and Endeavor Jordan	

[102-55]

GRI Standards	Disclosure	Page number(s) and/or direct answers	Omission
GRI 101: Foundation 2016			
General Disclosures			
GRI 102: General Disclosures 2016	Strategy		
	102-14: Statement from senior decision-maker	2, 3	
	Ethics and integrity		
	102-16: Values, principles, standards, and norms of behavior	9	
	Governance		
	102-18: Governance structure	26	
	102-21: Consulting stakeholders on economic, environmental, and social topics	12, 13	
	102-22: composition of the highest governance body and its committees	26	
	102-25: Conflicts of interest	28	
	102-26: Role of highest governance body in setting purpose, values, and strategy	26, 27	
	Stakeholder engagement		
	102-40: List of stakeholder groups	12, 13	
	102-41: Collective bargaining agreements	41	
	102-42: Identifying and selecting stakeholders	12	
102-43: Approach to stakeholder engagement	12, 14		
102-44: Key topics and concerns raised	15		

GRI Standards	Disclosure	Page number(s) and/or direct answers	Omission
GRI 101: Foundation 2016			
General Disclosures			
	Reporting Practice		
	102-45: Entities included in the consolidated financial statements	36, 66	
	102-46: Defining report content and topic Boundaries	79	
	102-47: List of material topics	15	
	102-48: Restatements of information	36, 49, Select HR performance values (for 2018 and 2019) have been restated within this report based on our internal recalculation of numbers. For latest values of our 2018 and 2019 data, kindly refer to this report	
GRI 102: General Disclosures 2016	102-49: Changes in reporting	No significant changes	
	102-50: Reporting period	January 1, 2020 –December 31, 2021	
	102-51: Date of most recent report	2019	
	102-52: Reporting cycle	Annual	
	102-53: Contact point for questions regarding the report	5	
	102-54: Claims of reporting in accordance with the GRI Standards	4	
	102-55: GRI content index	72, 73, 74, 75, 76, 77, 78	
	102-56: External assurance	This report has not been externally assured.	
Material Topics			
GRI 200 Economic Standard Series			
Economic Performance			
	103-1: Explanation of the material topic and its boundary	36	
GRI 103: Management Approach 2016	103-2: The management approach and its components	36	
	103-3: Evaluation of the management approach	36	
GRI 201: Economic Performance 2016	201-1: Direct economic value generated and distributed	36, 66	

[102-55]

GRI Standards	Disclosure	Page number(s) and/or direct answers	Omission
Indirect Economic Impacts			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	37, 38, 39, 61	
	103-2: The management approach and its components	37, 38, 39, 61	
	103-3: Evaluation of the management approach	37, 38, 39, 61	
GRI 203: Indirect Economic Impacts 2016	203-1: Infrastructure investments and services provided	37, 38, 39, 61	
	203-2: Significant indirect economic impacts	37, 38, 39, 61	
Anti-corruption			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	34	
	103-2: The management approach and its components	34	
	103-3: Evaluation of the management approach	34	
GRI 205: Anti-corruption 2016	205-1: Operations assessed for risks related to corruption	34	
	205-2: Communication and training about anti-corruption policies and procedures	34	
	205-3: Confirmed incidents of corruption and actions taken	34	
Anti-competitive Behavior			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	35	
	103-2: The management approach and its components	35	
	103-3: Evaluation of the management approach	35	
GRI-206: Anti-competitive Behavior 2016	206-1: Legal actions for anti-competitive behavior, anti-trust, and monopoly practice	35	

GRI Standards	Disclosure	Page number(s) and/or direct answers	Omission
GRI 300 Environmental Standards Series			
Energy			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	60, 61, 62, 63, 64	
	103-2: The management approach and its components	60, 61, 62, 63, 64	
	103-3: Evaluation of the management approach	60, 61, 62, 63, 64	
GRI-302: Energy 2016	302-1: Energy consumption within the organization	62, 71	
	302-3: Energy intensity	71	
	302-4: Reduction of energy consumption	62, 71	
	302-5: Reduction in energy requirements of products and services	60, 61, 62, 63, 64, 71	
GRI 400 Social Standards Series			
Employment			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	41	
	103-2: The management approach and its components	41	
	103-3: Evaluation of the management approach	41	
GRI-401: Employment 2016	401-1: New employee hires and employee turnover	41, 42, 67	
	401-3: Parental leave	42, 43, 68	
Labor Management Relations			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	32	
	103-2: The management approach and its components	32	
	103-3: Evaluation of the management approach	32	
GRI 402: Labor Management Relations 2016	402-1: Minimum notice periods regarding operational changes	32	

GRI Standards	Disclosure	Page number(s) and/or direct answers	Omission
Training and Education			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	45, 46	
	103-2: The management approach and its components	45, 46	
	103-3: Evaluation of the management approach	45, 46	
GRI 404-Training and Education 2016	404-1: Average hours of training per year per employee	45, 70	
	404-2: Programs for upgrading employee skills and transition assistance programs	45,46	
	404-3: Percentage of employees receiving regular performance and career development reviews	46	
Diversity and Equal Opportunity			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	45	
	103-2: The management approach and its components	45	
	103-3: Evaluation of the management approach	45	
GRI 405: Diversity and Equal Opportunity 2016	405-1: Diversity of governance bodies and employees	26, 45, 68, 69, 70	
	405-2: Ratio of basic salary and remuneration of women to men	70	
Non-discrimination			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	44	
	103-2: The management approach and its components	44	
	103-3: Evaluation of the management approach	44	
GRI 406: Non-discrimination 2016	406-1: Incidents of discrimination and corrective actions taken	44	

GRI Standards	Disclosure	Page number(s) and/or direct answers	Omission
Security Practices			
	103-1: Explanation of the material topic and its boundary	50	
GRI 103: Management Approach 2016	103-2: The management approach and its components	50	
	103-3: Evaluation of the management approach	50	
GRI 410: Security Practices 2016	410-1: Security personnel trained in human rights policies or procedures	50	
Customer Privacy			
	103-1: Explanation of the material topic and its boundary	49	
GRI 103: Management Approach 2016	103-2: The management approach and its components	49	
	103-3: Evaluation of the management approach	49	
GRI 418: Customer Privacy 2016	418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	49	

ANNEX C: Report Scope and Boundaries

Completeness and Aspect Boundaries	ahli bank has attempted to make this report as complete as possible. This report covers major activities from the bank's departments, and includes activities in its branches in Jordan, Palestine, and Cyprus, where applicable.
Materiality	ahli bank believes this report covers the most material issues to the bank and its stakeholders. In alignment with the principles of the GRI Standards, ahli bank's materiality assessment consists of four steps: 1) identifying relevant topics; 2) prioritizing topics according to impact on the bank and its stakeholders; 3) validating the prioritized topics through reviews and evaluations; 4) review its materiality matrix on an annual basis.
Stakeholder Inclusiveness	ahli bank has identified and considered all key stakeholders and has outlined ways that the bank engages with them to identify their needs and priorities.
Sustainability Context	ahli bank has considered regional trends in sustainability that affect the bank's activities.
Reporting Cycle	This report covers the calendar years 2020 and 2021.
Balance	This report seeks to demonstrate transparency, presenting our performance in economic, social, and environmental topics in a balanced way.
Comparability	Comparisons are made throughout the report against 2018 and 2019.
Accuracy	To the best of ahli bank's ability, all the information presented in this report is accurate and represents the best data available to the bank and its stakeholders.
Clarity	This report targets a wide audience with varying degrees of understanding of finance and banking. Therefore, ahli bank strived to ensure this report is easily understandable to all anticipated readers.
Assurance	The report has not been externally audited or assured.





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