

FROM STRATEGY TO IMPACT 2024

Environmental, Social,
and Governance Report
Arab Bank plc

البنك العربي
ARAB BANK



Beginnings never end

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About This Report

Purpose of This Report

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

Reporting Period

The reporting period covers the fiscal year that began on the 1st January 2024 and ended on December 31st, 2024.

The bank published its last report in June 2024 which covered the 2023 fiscal year. All past reports can be accessed through the bank's website <https://www.arabbank.com/mainmenu/home/sustainability/sustainability-reports>

Reporting Framework

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

Data

The data and information presented in this report reflect activities and ESG performance of Arab Bank across its operations in 12 countries. Even though Arab Bank plc has an additional 2 representative offices in Kazakhstan and South Korea, data are not provided for operations in those two countries as the bank adopts an operational control boundary approach in ESG reporting. In specific cases, Arab Bank Group data is presented in line with the bank's reporting approach.

Full ESG data are disclosed in the ESG Scorecard section of this report, and additional country specific data is provided through our 2024 ESG Data Pack on our website.

Assurance

This report has not been reviewed by an external auditor.

Navigate This Report

Read more or refer to another report for further information



Arab Bank plc Disclosures in 2024



Arab Bank Group
2024 Annual Report

Other ESG Disclosures in 2024



2024 Sustainable
Finance Report



Sustainable Finance
Framework



2024 ESG Data Pack

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Contact us



ESGOffice@arabbank.com.jo



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



A Message
From the CEO

Dear Stakeholders,

I am pleased to present to you Arab Bank's 2024 Environmental, Social, and Governance (ESG) Report. This report goes beyond documenting our progress over the past year—it reflects our steadfast commitment to translating our ESG strategy into action and delivering tangible results across the markets in which we operate.

In 2023, we laid the groundwork for a comprehensive ESG strategy under the guidance of our Board of Directors. This year, 2024, marks the first full year of implementing that strategy—transforming plans into progress, and ambitions into impact.

At Arab Bank, we believe that long-term success is built not only on financial performance but also on our ability to create positive environmental and social impact in the markets we operate in. We recognize our responsibility extends to encompass society at large and the ecosystems we rely on. As such, ESG principles remain central to how we operate, make decisions, and deliver value.

From a governance perspective, 2024 marked a foundational year in establishing a full ESG governance structure across the bank. We formalized a comprehensive model that includes the Board of Directors, the ESG Office, and the ESG Champions spanning various departments and countries to empower employees across the bank to drive ESG integration in daily operations. The ESG Steering Committee, which was established in 2023, continued to play a central role in coordinating implementation efforts. In 2024, we also established the Board of Directors' Risk Management Committee's oversight responsibilities for ESG, reinforcing board-level accountability and strategic alignment.

In addition, we have integrated ESG strategy-linked KPIs into management scorecards, ensuring accountability and aligning leadership performance with our sustainability objectives.

One of the year's key milestones was the release of Arab Bank's first Sustainable Finance Allocation and Impact Report, marking a new era of more transparency and accountability in our sustainable finance efforts. This report follows our successful issuance of USD 250 million in Sustainable Perpetual Additional Tier 1 (AT1) Capital Securities in October 2023 and provides comprehensive insights into the allocation and outcomes of these proceeds. The impact of this financing includes the deployment of funds across renewable energy, green buildings, clean transportation, and employment generation—contributing to 487 MW of renewable energy capacity, avoiding over 155,000 tons of CO₂ emissions, and allocating USD 47 million to support small businesses.

To further embed ESG principles within our organizational culture, we launched Arab Bank's first ESG Hackathon, piloted in Jordan, Palestine, and Egypt. This initiative brought together employees from across departments to develop innovative, sustainability-focused solutions. The program fostered collaboration, creativity, and practical action, reinforcing our commitment to embedding ESG into the fabric of the bank's operations.

Our focus on education and awareness remains strong. In 2024, we delivered over 7,780 training hours on ESG-related topics to our employees, underscoring our belief that knowledge is the foundation for meaningful change.

On the environmental front, we sustained our efforts to reduce our carbon footprint. In Jordan, 90% of our electricity consumption continued to be sourced from renewable energy—a figure that represents approximately 40% of total electricity consumption across all markets we operate in.

We also phased out the use of single-use plastic water bottles at our headquarters in Jordan, replacing them with filtered water dispensers. This initiative supported both environmental goals and employee well-being.

From a social standpoint, we advanced our efforts to promote inclusivity and gender equality. Women now represent 22% of senior management positions across the countries in which we operate. We remain committed to fostering an inclusive environment where all employees can grow and lead.

As part of our commitment to transparency and continuous improvement, we have also significantly expanded the scope of this year's ESG report. While our 2023 report covered Jordan, Palestine, and Egypt, the 2024 report now includes all 12 countries where Arab Bank operates. This milestone reflects our dedication to comprehensive disclosure and ensures that all stakeholders have full visibility into our ESG performance and progress across the entire network.

In closing, we will continue achieving strides in the implementation of our ambitious ESG strategy moving forward. These achievements would not have been possible without the dedication of our employees and the trust and belief of our stakeholders in the bank's purpose. Together, we are shaping a more sustainable, resilient, and inclusive future.

Sincerely,

Randa Sadik
Chief Executive Officer

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About Arab Bank Group

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

With a legacy spanning over 90 years, the bank has built a distinguished reputation and high levels of credibility, earning the trust of its customers and shareholders.



Best Bank in the Middle East 2024
For 9th Consecutive Year
by Global Finance



Bank of the Year in Middle East 2024
by the Banker



Best Bank in Sustainable Finance in Jordan in 2024
by Global Finance



Best Bank for Sustaining Communities in the Middle East 2024
by Global Finance

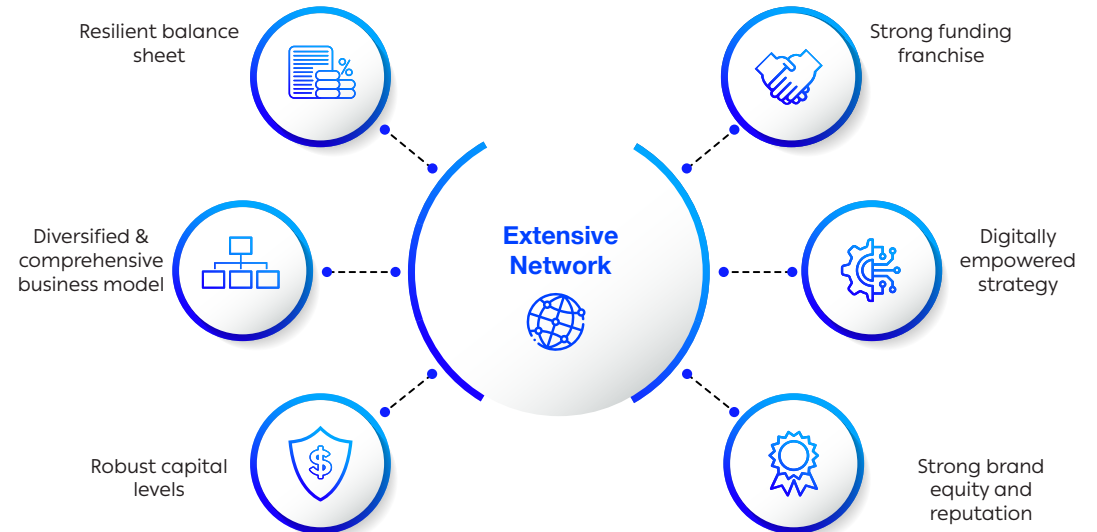
Our Vision

"To constantly evolve and grow our dynamic financial services ecosystem to empower customers and communities to achieve their aspirations."

Our Commitments

- Championing the customer
- Working as one
- Building connections
- Improving every day

Arab Bank Key Strengths



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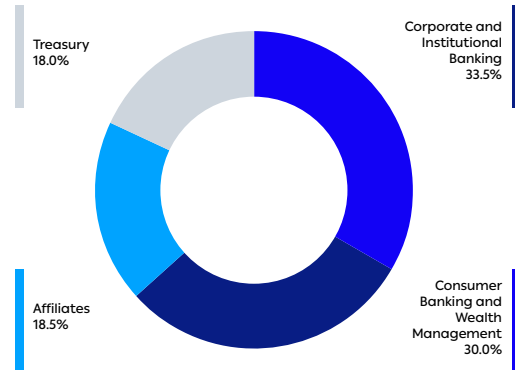
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Our Main Business Segments

Contribution to Net Income by Business Segment



Corporate and Institutional Banking

Providing local, regional, international corporate and financial institutions customers with a full range of financial solutions and Institutional banking services through an extensive branch network and digital channels.

Consumer Banking

An extensive range of feature-rich banking solutions for individuals, delivered through a vast branch network and integrated digital banking channels, locally and regionally. We offer a comprehensive range of programs that are specifically designed to cater to the needs of a diverse consumer base.

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

Treasury

Arab Bank's Treasury possesses extensive expertise in managing market and liquidity risk, providing expert advice and dealing services to Arab Bank's customers worldwide. Through its state-of-the-art systems, Treasury remains fully abreast of the latest market developments and regulatory standards, ensuring its readiness to meet the bank's and its customers' needs effectively.

Arab Bank Global Presence

Arab Bank plc has a network in 14⁽¹⁾, with the Group presence 28 countries. This well-established MENA presence with international connectivity allows Arab Bank to deliver comprehensive financial services across the Group's network.



Middle East and North Africa (MENA)

- Jordan
- Algeria
- Bahrain
- Egypt
- Lebanon
- Morocco
- Palestine
- Qatar
- UAE
- Yemen

Asia Pacific (APAC)

- China
- Singapore
- Kazakhstan (Representative Office)
- South Korea (Representative Office)

7,154

Arab Bank PLC
Employees

Arab Bank plc
Global Presence in

14

Countries

A Total of

189

Branches across the
Arab Bank plc Network

(1) The additional 2 representative offices in Kazakhstan and South Korea data are not provided as the bank adopts an operational control boundary approach in ESG reporting.

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Arab Bank Group Financial Highlights



\$71.2

6%**



Net Operating Income
\$2.0 bn \nearrow 8%*



Net Income
\$1,007.1mn \nearrow 21%*



Return on Equity
%8.8***



Gross Loans
\$38.3bn \nearrow 6%**



Deposits
\$52.2bn \nearrow 5%**



Total Equity
\$12.1bn \nearrow 7%*

All data as of December 31st, 2024 and for Arab Bank Group

* Percentage change vs 2023

** At constant currency percentage change vs 2023

*** Return on Equity - attributable to shareholders

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Credit Ratings

MOODY'S

Arab Bank plc
Bank Deposits
Ratings

Ba1/Stable/NP

FitchRatings

Arab Bank plc
Issuer Default
Ratings (IDRs)

BB/Stable/B

**STANDARD
& POOR'S**

Arab Bank plc
Issuer Credit
Rating

BB-/Stable/B

Awards and Recognition

Throughout 2024, the bank received several awards and accolades from leading publications associations and institutions. Most notably Arab Bank received the award for Best Bank in the Middle East from Global Finance Magazine for the 9th consecutive year and Bank of the Year in the Middle East by the Banker Magazine.



Global Finance

- Best Bank in the Middle East (for the ninth consecutive year)
- Best SME Bank in the Middle East and Jordan
- **Best Bank for Sustaining Communities in the Middle East**
- Best (Corporate / Institutional) Digital Bank in the Middle East, Africa, Jordan, Egypt, UAE, Bahrain, Morocco and Algeria
- Best Online Cash Management Services in the Middle East
- Best Mobile Banking App in the Middle East (Corporate)
- Best Integrated Consumer Banking Site in the Middle East and Jordan
- Best Bill Payment and Presentment in the Middle East and Jordan
- Best Consumer Digital Bank in Jordan and Egypt
- Best Bank in Jordan, Lebanon and Yemen
- Best Bank for Cash Management in Jordan and Morocco
- Best Online Product Offerings in Jordan
- Best User Experience (UX) Design in Jordan
- Best Mobile Banking App in Jordan (Consumer)
- Best Mobile Banking Adaptive Site in Jordan
- Best Social Media Marketing and Services in Jordan
- Best in Lending in Jordan
- Best in Innovation in Jordan
- Best Open Banking APIs in Jordan
- The Safest Bank in Jordan
- Best Foreign Exchange Bank in Jordan
- Best Trade Finance Provider in Jordan
- **Best Bank for Sustainable Finance in Jordan**
- Best Embedded Finance Solution (Omnify)
- World's Best Financial Innovation Labs



The Banker (Owned by the Financial Times)

- Bank of the Year in the Middle East
- Bank of the Year in Jordan
- Bank of the Year in Palestine
- Award for "Open Banking" in the innovation in Digital Banking Awards (Omnify)



MEED

- Best Retail Bank in Jordan
- Best Digital Bank in Jordan
- Excellence in Client Services in Jordan



Forbes Global

- Listed Among Forbes Global 2000 For the World's Most Successful Companies



EUROMONEY

- Jordan's Best Bank
- Jordan's Best Bank for Corporates
- Morocco's Best International Bank



EMEA FINANCE

- Best Trade Finance Services in the Middle East
- Best Transactional Bank for Financial Institutions in the Middle East



Global Trade Review (GTR)

- Best Trade Finance Bank in Jordan

LSEG ESG Scores (Formerly known as Refinitiv ESG Scores)

Arab Bank has been recognized for adopting an effective approach to managing sustainability and ESG topics by various international organizations, including LSEG ESG Scores. LSEG ESG Scores has provided Arab Bank with an ESG score of "Good" relative to ESG performance as of December 31, 2024. The bank achieved a rating of 71, surpassing local banks.

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Arab Bank ESG Journey



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Arab Bank ESG Strategy

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

We recognize that managing Environmental, Social and Governance (ESG) issues is essential for the long-term success and resilience of our business. Our ESG strategy reflects the bank's proactive approach to identify and address both risks and opportunities arising from the global transition towards more sustainable economics. In alignment with this need, the bank launched its comprehensive Environmental, Social, and Governance (ESG) strategy, following its approval by the bank's Board. This ambitious strategy outlines a detailed approach to managing a range of ESG issues, with a particular emphasis on climate change.



Governance

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

This pillar outlines the bank's approach to integrating ESG considerations into its governance model, including in its decision-making processes and risk management strategies.



Environmental

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

This pillar outlines the bank's unique role it plays in achieving the required transition to a low carbon economy and combating climate change.



Social

Arab Bank is committed to advancing social development.

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



Ambition

Establish ESG operating model and governance structure

Embed ESG KPIs in management scorecards

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

Expand ESG report to cover all plc countries by 2025

Ambition

Embed and expand our sustainable finance offerings

Calculate baseline financed emissions and develop emissions reduction roadmap

Develop a roadmap for achieving net-zero emissions from operations

Develop and implement a sustainable procurement system

Ambition

Increase women representation within the bank's senior management

Launch ESG awareness and culture integration initiatives and role-based training on ESG

Establish employee wellbeing program

Expand the bank's CSR program "Together" to key markets where the bank operates

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

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ESG Highlights for 2024



Established Arab Bank's
ESG Governance
And **operating model**



Launched Arab Bank's internal
ESG Champions
Program
Covering all divisions and countries
where the bank operates



2024 ESG Report
Covers all 12 countries
where the bank operates



Published Arab Bank
Sustainable
Finance Report
The first sustainable finance report in Jordan



USD 266 million
Eligible Sustainable Portfolio in the
Sustainable Bond in 2024



155,528 tons
of GHG emissions avoided through the
bank's sustainable bond investments in 2024



Around
90%
of our total electricity consumption in Jordan
are sourced from renewable energy, and
39.9%
of total electricity consumption across all our
12 operation countries



Around
22%
Females Representation from
Total Senior Management



7,780 + hours
of **ESG training**
conducted around increasing
awareness among all employees

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Launched Arab Bank's first
ESG Hackathon
For our employees in Jordan, Palestine and Egypt



In 2023
3.1%
of Arab Bank plc Pre-tax profits Invested
in the communities where we operate



Our employees and their families
volunteered over
4,755
Hours of their time to support local causes






Stakeholder Engagement

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

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

Our approach involves routinely mapping our key stakeholder groups, evaluating our engagement techniques, identifying priority concerns for both the bank and stakeholders, and diligently monitoring our response to these matters.

Stakeholder Engagement Map

Stakeholder Group	How we Engage Them	Their Priorities
Customers 	Arab Bank websites, conferences and events, complaint systems, branches and service centers, customer care, banking channels, social media, feedback tools and surveys, and annual reporting	Seamless banking experience, digitization of services, cyber security and data privacy, and access to finance
Investors 	Annual meetings, annual, semi-annual, quarterly reports, Investor Relations, and investors relations website	Business continuity, return on investment, and risk management
Government 	Regulations, audit and compliance report, regulatory reviews, meeting, forums, and working Groups	Compliance and ethical conduct, and tax payments
Employees 	Regular meetings, annual performance reviews, Arabina intranet portal, Human Resources Management System (HRMS), engagement surveys, trainings and workshops, awards ceremonies, internal newsletters, internal committees, and volunteering program	Career development, diversity and inclusion, safe working environment, and wellbeing (physical and mental)
Communities we Work In 	Volunteering campaigns, social media, Arab Bank website, ESG/sustainability and annual reports, capacity building program, Abdul Hameed Shoman Foundation (Jordan), and sponsorship, donations, and events	Support for social and environmental needs of the community

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Materiality Assessment

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

In 2024, we conducted our second materiality assessment based on the impact of ESG topics. This year, we engaged senior management in the process to ensure a comprehensive evaluation of our ESG priorities. The final list of material topics was reviewed and approved by the ESG Steering Committee, reflecting a well-rounded and inclusive perspective on the bank's ESG impact. This comprehensive list serves as a foundation for our ESG strategic direction, helping us focus on key priorities and ensuring alignment with our sustainability commitments. By identifying and prioritizing these material topics, we can effectively allocate resources, track progress, and transparently communicate our performance, reinforcing our commitment to responsible and sustainable business practices.

In 2024, our assessment identified a list of 22 material ESG issues.

A full explanation of our materiality approach can be found in Appendix A.



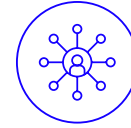
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- Data Security
- Risk Management
- Governance, Business Ethics and Compliance
- Transparency and Trust
- Tax Transparency
- ESG Risk Management
- ESG Governance



ENVIRONMENTAL

- Climate Change
- Sustainable Finance
- Direct Environmental Impact of Operations
- Sustainable Procurement



SOCIAL

- Customer Protection and Transparency
- Innovation and Digitization
- Product Design and Lifecycle Management
- Financial Inclusion and Accessibility
- Supporting SMEs and Entrepreneurship
- Diversity and Inclusion (D&I)
- Learning and Development
- Employee Wellbeing
- Community Investment and impact
- Child and Compulsory Labor
- Human Rights

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Why it is important

Governance is crucial for a bank as it establishes accountability, ensures compliance, and fosters trust among stakeholders. A strong governance framework mitigates risks and promotes sustainable Growth.

Our Approach

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

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

Recognizing risk as inherent in financial services, Arab Bank maintains sound risk management practices through an Enterprise Risk Management (ERM) Framework. This framework encompasses governance, strategy, performance, and information sharing, ensuring comprehensive risk management. Additionally, our cybersecurity initiatives focus on safeguarding information and educating stakeholders about cyber threats.

Good Governance

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

Arab Bank Board of Directors

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

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

The BoD is currently comprised of 10 non-executive members, following the resignation of one member during the year, five of whom are independent. The BoD held eight meetings in 2024. Members of the BoD are selected based on their qualifications in the fields of finance and banking, taking into account other related competencies and experience.

Boards Skills and Training

A series of informative and engaging awareness sessions are organized for the BoD, aimed at equipping them with up-to-date knowledge on emerging topics of critical importance to the Bank, thereby enabling them to make well-informed decisions that are relevant and promote long-term success. In 2024, two key trainings were conducted: one on ESG and another on cybersecurity.

Additional information on the BoD, including its committees, is presented in the 2024 Governance Report in our 2024 Annual Report.



Internal Auditing

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

Internal Audit and ESG Integration

The Internal Audit function follows a risk assessment approach while planning its audit activities. The ESG related aspects are considered within the key pillars of the planning exercise.

How we Audit ESG:

- Planning phase: Identify ESG Risks
- Engagements: Conducting ESG Audits
- Outcomes: Strengthening compliance and risk management

Training is provided to audit employees on various ESG elements, to develop the respective skills and competencies within the internal audit team, in the objective of delivering quality outcome.

These efforts complement the Bank's commitment to the values of the ESG that shape the strategic direction to ESG compliance and risk management.



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ESG Governance Framework

The bank has established an ESG governance framework through 2023 and 2024, ensuring coordinated efforts from the Board of Directors to frontline employees to cultivate a culture that values ESG considerations and integrates them into all facets of our operations.

Board of Directors – Risk Management Committee

The Board of Directors sets the bank's strategic direction, oversees ESG integration, and ensures strong governance. It reviews and approves the Environmental and Social Risk Policy, ensuring effective ESG risk management. The Board receives regular ESG updates, while the Risk Management Committee manages ESG on behalf of the Board, overseeing risks and providing guidance to align efforts with the bank's strategy and values.

ESG Steering Committee

ESG Steering Committee consists of the executive management of the bank, headed by the CEO. The duties of the steering committee include leading and guiding the bank's ESG journey, as well as approving and overseeing the overall implementation of the ESG strategy. The ESG Steering Committee reports to the Board's Risk Management Committee in guiding the implementation of the approved ESG Strategy.

Sustainable Finance Working Group (SuFin)

SuFin is responsible for governing and implementing the initiatives set out in the bank's Sustainable Finance Framework, including the selection and evaluation of the Eligible Sustainable Projects.

ESG Office

The ESG Office is responsible for implementing the bank's strategy in coordination with various departments across the bank's divisions. It ensures the dissemination of ESG knowledge throughout the organization and reports to the ESG steering committee, regularly updating them on the bank's ESG initiatives and informing them about global and regional ESG advancements to align strategy with the latest sustainability practices.

ESG Champions

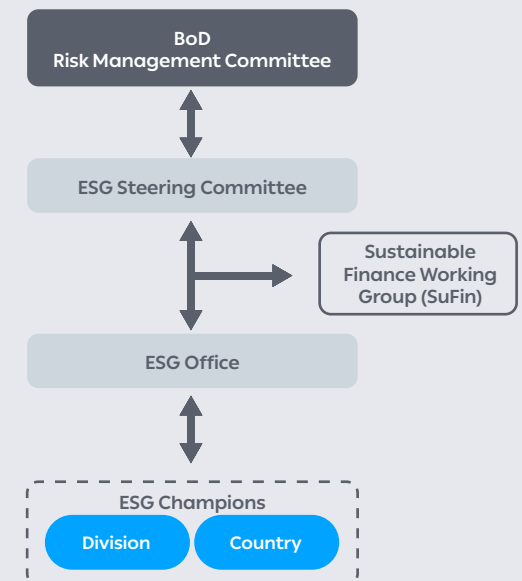
This program has been designed to empower and engage leaders across the bank and integrate sustainability principles into the bank's daily operations and strategic decisions. Champions are nominated from various departments and countries in which the bank operates, and are tasked with promoting awareness, applying best practices, and supporting the implantation of ESG strategy-related initiatives within their respective country/department.

ESG Governance Framework in Action

During 2024, the Board's Risk Management Committee was updated on the ESG strategy implementation during their quarterly meetings. Additionally, the ESG Steering Committee held 4 meetings during the year, while the Sustainable Finance Working Group (SuFin) held 2 meetings. The ESG champion Program was launched, objectives were communicated, and ongoing engagement ensured champions actively drove ESG initiatives within their division and countries, and reporting progress to the ESG Office.



Arab Bank ESG Governance Framework



Embedding ESG KPIs in Management Scorecards

As part of the implementation phase of Arab Bank's ESG strategy, 2024 marked a significant milestone in aligning performance management with sustainability objectives through the integration of ESG strategy-related KPIs into management scorecards.

This initiative was designed to embed ESG accountability across leadership levels and ensure that the execution of the ESG strategy is measurable and tied to individual and departmental performance. Each department and country head received a set of ESG-related KPIs tailored to their specific area of responsibility. These KPIs included both bank-wide objectives, such as promoting ESG awareness and strengthening internal ESG culture, as well as department- or country-specific targets that reflect operational priorities and local context.

The ESG KPIs were formally incorporated into the annual scorecards of senior management and used as part of their 2024 performance evaluations. Department heads were also tasked with cascading relevant KPIs to their teams, thereby reinforcing ESG integration throughout the bank's operational structure.

This development underscores Arab Bank's commitment to institutionalizing ESG across all levels of the organization, ensuring that sustainability is not only a strategic goal but also a shared responsibility embedded into day-to-day decision-making.

ESG and Climate Risk Management

Arab Bank recognizes that managing ESG and climate risks is essential to protecting long-term financial stability, supporting sustainable economic development and safeguarding the interests of stakeholders. ESG and climate risks are increasingly perceived as material factors influencing credit, market, operational and reputational risk. As key enablers of the global financial system, banks must actively address these risks to not only maintain their competitive edge but also safeguard and foster positive change across industries and communities.

At Arab Bank, our commitment to ESG risk management reflects our dedication to responsible banking, operational resilience, and sustainable growth. Our approach is guided by a comprehensive policy and framework that ensures the systematic identification, assessment, mitigation, and monitoring of ESG and climate-related risks and opportunities. The bank's Environmental and Social Risk Policy (ESRP) outlines our methodology for managing environmental and social risks, including physical and transition risks related to climate change. The bank has a clear governance structure establishing ownership and accountability across ESG Office, Group Risk and business units.

ESG and climate risk management is fully integrated into the bank's Enterprise Risk Management framework and overall risk strategy. ESG and climate risk are considered within credit processes, consistent with our Exclusion List and in line with the provisions of the bank's Credit Policy Manual. We continuously refine our policies and procedures to remain aligned with international standards, evolving regulatory requirements, and stakeholder expectations.

As part of our ongoing risk management practices, the bank conducts climate stress testing to assess potential impacts of physical and transition risks on its portfolio, in accordance with the Central Bank of Jordan's regulatory guidance and stress testing scenarios.

ESG Reporting and Disclosures

In our unwavering commitment to transparency and trust, Arab Bank continues to embed these core values across all aspects of its reporting. We rigorously adhere to regulatory requirements in our annual financial disclosures, ensuring they are both compliant and reflective of our integrity as a financial institution. In parallel, our ESG and sustainability reporting aligns with leading international frameworks and best practices, offering our stakeholders clear, comprehensive, and reliable information.

As part of our continuous effort to enhance transparency, the 2024 ESG Report marks a significant milestone by covering all countries in which Arab Bank plc operates. This expansion builds upon previous report that included only Jordan, Palestine, and Egypt. Looking ahead, the bank is committed to further extending its ESG reporting to include all subsidiaries and affiliates of Arab Bank Group by 2025, reinforcing our accountability and commitment to inclusive, group-wide ESG disclosure.

Additionally, in 2024, Arab Bank issued its first-ever Sustainable Finance Allocation and Impact Report, underscoring our dedication to transparent reporting and measurable impact. This report details the allocation and outcomes of the USD 250 million in Sustainable Perpetual Additional Tier 1 (AT1) Capital Securities issued in October 2023. The report aligns with the bank's Sustainable Finance Framework and the UN Sustainable Development Goals (SDGs), and its content has been independently assured by Deloitte & Touche (M.E.).

To view the full 2024 Sustainable Finance Report, please see the link



These efforts collectively reflect Arab Bank's deepening commitment to transparency, accountability, and aligning its disclosure practices with global sustainability standards.



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Conduct and Trust

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

Code of Conduct

The Code of Conduct (CoC) is a high-level policy that sets the foundation for our strong commitment to conducting business in compliance with the highest ethical standards and integrity across all operations and jurisdictions. The CoC serves as the guidelines to which all employees are held accountable to, ensuring they carry out their responsibilities while adhering to legal and ethical obligations. The CoC is accessible to all our employees for all levels through our internal portal "Arabina" and other means. The CoC applies to all employees, and they are required to acknowledge that they will abide by the CoC. All new hires must take the CoC E-Learning within three months of employment, while existing staff must take the E-Learning regularly (every two years, alternating between the CoC E-Learning and the acknowledgment). All staff must sit for an exam after completing the training course.

Further, Arab Bank has a Code of Conduct for Suppliers published on its website, which outlines the requirements for suppliers to conduct their business in conformity with applicable legal requirements and standards of their industry and the Bank's ethical standards. The Code also includes the Bank's expectation that the Suppliers comply with all relevant rules and regulations on bribery and corruption and human rights standards, including employment standards and child labor, health and safety, environmental standards, gender equality, and non-discrimination. The Suppliers or potential suppliers may report to Arab Bank any violation, misconduct, unethical or questionable behavior by any Arab Bank employee, in violation of the Bank's standards, related to procurement potential or existing dealings by reporting to the Ethics Committee email via the Speaking Up Channel on the Website.



Supporting Policies

The CoC is supported by a number of additional bank-wide policies. They include issues such as privacy, Combating Terrorist Financing and Anti money laundering, conflict of interest, as well as Anti-Bribery and corruption policy.

Some of the most important policies in this respect include:

Anti-Bribery and Corruption Policy

This policy aims to enforce controls to combat bribery and defines restricted activities. This policy is communicated to all Arab Bank plc employees, in addition to the bank's suppliers, contractors, business partners and the wider stakeholders' group.

Know Your Customer (KYC), Anti-Money Laundering (AML), and Combating Terrorist Financing (CTF) Policy

Our KYC, AML and CTF policy ensures that all legal requirements are met in relation to exercising the required due diligence to determine the true identity of the bank's customers and maintain a clear understanding of their business, screening customers against sanction lists, and reporting activities identified as suspicious.

Human Rights

At Arab Bank, we uphold and promote human rights in alignment with international leading practices. Our commitment is reflected in our policies, business operations, and stakeholder engagements, ensuring that ethical and responsible practices are embedded in everything we do.

Guiding Policies and Practices for Human Rights

- **Arab Bank CoC:** Our CoC sets the foundation for ethical behavior, holding all employees accountable for upholding the highest standards of human rights.
- **Diversity and Inclusion (D&I):** Our D&I practices ensure equal opportunities and a respectful workplace, reinforcing our commitment to human rights. By fostering inclusion and ethical labor standards, we protect the rights of all employees and stakeholders.
- **Suppliers Code of Conduct:** Our Code of Conduct for Suppliers upholds human rights by ensuring ethical labor practices, fair treatment, and the prohibition of forced and child labor across our supply chain.

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Conduct Risk

At Arab Bank, conduct risk is a key part of our risk management framework, ensuring ethical, professional, and responsible behavior across all operations. Our Conduct Risk Management Framework helps mitigate risks related to unethical or inappropriate conduct that could impact customers, the bank's reputation, or financial stability.

Conduct Risk 2024 Focus: Fair Outcomes for Our Customers

This year, we commenced practices to ensure equitable treatment, customer-centric services, and trust-building through five key areas:

- **Culture** – Embedding ethical behavior in daily operations.
- **Vulnerable Customers** – Ensuring fair treatment for all customers.
- **Products and Services** – Offering responsible financial solutions.
- **Price and Value** – Ensuring transparency and fairness.
- **Customer Understanding and Support** – Enhancing financial literacy and service quality.

We emphasize **integrity, professionalism, and accountability**, ensuring all employees uphold high ethical standards in interactions with customers, colleagues, and third parties. By fostering a culture of transparency, we strengthen trust, protect our customers, and align our operations with our core values and long-term success

Ethics Committee

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

Whistleblowing

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

A Compliance Culture

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

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

In 2024, the bank introduced initiatives to enhance compliance awareness, promote adherence to regulations, and empower employees with best practices in ethical conduct and risk management.

Interactive Compliance Learning: Gamification and Awareness

To make compliance training more engaging, we launched five editions of the Compliance Aware Gamification tool, covering key topics including:

- Privacy and Data Protection
- Sanctions and Anti-Tax Evasion
- Ethical Conduct
- Human Trafficking Awareness

The GRC Compliance Learning Academy leverages internal expertise to enhance ethical leadership and financial crime prevention across all business units. The bank also updated its e-learning programs, introducing revised courses on Trade-Based Financial Crime (TBFC) and Privacy & Data Protection to enhance employees' understanding of evolving regulatory risks. Additionally, the bank is working closely with MENA FCCG and Crime Stoppers International to raise awareness on Human Trafficking through using awareness tools, e.g., Video. Additionally, the bank launched the Code of Conduct e-learning course to reinforce Arab Bank's culture of ethical conduct as a central value, placing customers' interests at the heart of how we conduct business.

To further professional development, Arab Bank continues to support employees in obtaining compliance certifications, reinforcing expertise and adherence to best practices. This included obtaining the Combatting Trade Based Financial Crime (CTBFC) Certification Program.



Risk Management and Cybersecurity

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

Risk Management

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

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

Through its various committees, the Board oversees and ensures that comprehensive risk management policies and procedures are established in all of the bank's locations to manage all types of risks, including Credit Risk, Market Risk, Liquidity Risk, Operational Risk, Information Security, and Business Continuity and Crisis Management.

For additional information on our risk management achievements, please refer to the 2024 Annual Report.



Three-lines-of-defense model for risk control and oversight

The bank adopts a three-lines-of-defense model for risk control and oversight, and each line has a distinct but interrelated role to ensure that the bank as a whole manages risk effectively.

1st Line

Strategic Business Lines and Country Internal Control Units: Heads of Strategic Business Lines manage credit and operational risks in their areas. The Treasury handles market and liquidity risks, operating within set risk limits. They are accountable for identifying, assessing, mitigating, and reporting risks during business activities.

2nd Line

Group Risk Management (GRM) and Group Regulatory Compliance (GRC): Risk Management ensures effective risk identification and management aligned with the Bank's strategy and risk appetite. Group Regulatory Requirements (GRC) advises the first line on compliance, supports policy development, tracks regulatory trends, and evaluate risk mitigation measures to ensure ongoing adherence to laws, regulation, group policies, and the bank's Code of Conduct.

3rd Line

Group Internal Audit (GIA): Independent from executive management, GIA reports to the Board's Audit Committee. It enhances risk management, control, and governance by evaluating their effectiveness and reports audit outcomes and monitors remedial actions to the Board Audit Committee, CEO, and business units.

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Information Security, and Cybersecurity

In today's rapidly evolving digital landscape, cyber and information security are crucial not only for protecting sensitive data but also for maintaining Arab Bank's reputation, operational resilience, and long-term sustainability. Reliable security measures ensure data confidentiality, integrity, and availability, thereby mitigating risks such as fraud, data breaches, and financial instability. If left unmanaged, these risks can significantly impact stakeholder trust, regulatory compliance, and the bank's overall ESG performance.

We prioritize a holistic approach to information security by leveraging international standards, industry best practices, and integrating necessary controls into the bank's ecosystem and operational model, as well as with employees and customers. Our commitment to ESG principles drives the implementation of security controls and adherence to industry best practices and regulations, including but not limited to PCI DSS, SWIFT CSP, Data Privacy & Governance, ISO 27001, and Third-Party Risk Management.

Our Methodology

Our framework is based on quantifying the impact of applicable threats on the bank assets, considering the effectiveness of implemented controls. The threat universe is updated daily by gathering and analyzing information through:

- Browsing the internet for the latest cyber incidents.
- Processing received incidents/alerts from central banks and local authorities.
- Receiving daily threat feeds from free and subscribed sources.

Relevance is determined by correlating threats to the bank's ecosystem assets, including third parties. Initial threat impact evaluation is based on threat likelihood, weaknesses criticality, and potentially impacted assets. The final threat risk score is calculated based on threat impact and the effectiveness scores of implemented controls {Technology, Process, People}. Effectiveness criteria are established for each control based on functionality and associated threats.

From an ESG and social responsibilities practices, we share identified threats with the wider members of the central bank through established Information Sharing Platform by the FinCert.

In addition, our special crafted customers' awareness messages based on latest threat's techniques are posted on the bank social media pages and shared with our customers across multiple countries. By doing so, we spread the awareness messages to the largest possible number of people, hoping this will help them to protect themselves of such attacks.

Compliance with globally recognized standards and regulations is fundamental to maintaining the highest levels of information security and cybersecurity. Arab Bank regularly conducts internal and external audits to verify compliance. These audits ensure that Arab Bank systems align with current best practices, regulations, and emerging threats. Through our continuous commitment to compliance, we are able to mitigate risks and enhance customer trust.

Third-Party Risk Management

A Third-Party Risk Management (TPRM) function has been established as part of the ongoing development of the Business Continuity and Resilience Management program. Many organizations rely on third parties to complement operations or new development. Thus, third-party security has become an extension of any organization's ecosystem. Arab Bank subjects all third parties to detailed due diligence with an ongoing compliance program to ensure customer data remains protected.

A strong third-party risk management program ensures that supply chain partners meet security and compliance standards. Arab Bank conducts security due diligence before onboarding third parties. By implementing a robust TPRM focused on data security, we can reduce the risk of incidents that may compromise data integrity and harm the business. This ensures that third-party relationships align with the bank's risk tolerance, regulatory requirements, and data security standards, thereby protecting sensitive information from potential threats.

Information Security Certifications

PCI DSS

As a global payment security standard, PCI DSS protects cardholder data and ensures secure transactions. Data breaches can lead to financial losses, reputational damage, and regulatory fines. Adequate payment security safeguards consumer trust and supports financial system integrity by implementing advanced fraud detection and encryption measures, conducting regular security assessments and compliance audits, and enhancing employee training programs to prevent payment fraud.

SWIFT CSP

SWIFT is a critical infrastructure for secure banking transactions. A breach could result in financial fraud and disruptions in global banking operations. Ensuring compliance with SWIFT security controls bolsters financial stability. This can be achieved by strengthening authentication measures to prevent unauthorized access, deploying real-time transaction monitoring and anomaly detection systems, and segmenting networks to protect SWIFT-related infrastructure.

ISO 27001

As cyber threats become increasingly complex, organizations must protect sensitive data. A structured Information Security Management System (ISMS) ensures resilience, regulatory compliance, and stakeholder confidence. Arab Bank follows a risk-based approach to information security, which undergoes independent audits. Moreover, a risk-based approach to cybersecurity governance and regular staff awareness programs on information security threats are conducted.

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Artificial Intelligence & BCRM Partnership

This partnership represents a long-term, ongoing effort to integrate advanced technologies into BCRM operations, ensuring that the bank remains resilient in the face of emerging risks.

As a result of this collaboration an advanced playbook for incident response were developed, leveraging AI and machine learning to predict and response to emerging risks that could impact the bank's operations or disrupt services.

Arab Bank Privacy and Data Protection Policy

The Privacy and Data Protection Compliance Program is vested under the Privacy and Data Protection Office situated within Group Regulatory Compliance at Head Office (GRC HO).

The Privacy and Data Protection Office independently monitors Arab Bank data processing activities and ensures adherence to data protection mandates at the local level while benchmarking the Program against EU's GDPR. Personal data availability, integrity, and security are critical components of a Privacy and Data Protection Program.

To that end, while the Privacy and Data Protection Office ensures application of Privacy and Data Protection Program aligned with applicable legislation, Information Technology and Risk Management are also integral to Program efficiency and success.

IT is responsible for implementing and maintaining the technical infrastructure that safeguards personal data as well as ensuring systems are configured to adhere to privacy and data protection regulations. On the other hand, Risk Management participates in evaluating and mitigating potential threats arises from personal data processing, this involves analyzing data flows, and implementing controls to minimize the likelihood and impact of data breaches including via maintaining a Data-Loss Prevention (DLP) strategy and handling breaches through investigations and remediation of gaps.

In tandem, the three functions coupled with a privacy and data protection culture across the Bank serves to harness practices around personal data availability, integrity, and security.



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Tax Transparency

Arab Bank is committed to upholding integrity and transparency in its tax practices in all the jurisdictions where the bank operates.

The bank adheres to all applicable tax laws and regulations, ensuring compliance and minimizing potential risks and disputes. In order to determine fair and reasonable pricing for cross-border transactions, the bank follows authoritative guidelines, such as those issued by the OECD, to ensure that transactions are conducted at arm's length and fair price.

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

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

For additional information on our Tax Transparency, please refer to the 2024 Annual Report.



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Environmental

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Why it is important

For a bank, addressing environmental issues is vital to contribute to a low carbon economy. By reducing its carbon footprint and supporting green initiatives, the bank aligns with global climate goals and meets stakeholder expectations for sustainability.

Our Approach

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

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

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Sustainable Finance

We recognize the critical role financial institutions play in driving sustainable growth and advancing the transition to a more resilient economy. As providers of capital, we have the responsibility and the ability to influence the allocation of financial resources toward sustainable outcomes.

We uphold this responsibility and have firmly embedded ESG considerations across all areas of our business. At Arab Bank, sustainable finance is not considered as a standalone product but as a core component of the bank's strategy and value proposition. We are committed to actively mobilize capital, enable responsible growth and contribute to the transition toward a more sustainable and resilient economy.

We implement this commitment through the integration of ESG principles into a broad range of products and services, ranging from project finance, corporate lending and trade finance solutions, small and medium enterprises financing solutions to structured consumer banking products and services. Arab Bank's commitment to sustainable finance is demonstrated through our strategic focus on several key areas, aimed at embedding sustainability across its core business operations and offerings.

Sustainable Finance Framework

Our Sustainable Finance Framework provides a clear foundation for integrating sustainability into financing decisions across all client segments and markets. In line with standards set forth by the International Capital Market Association (ICMA) and the Loan Market Association (LMA), the Framework defines the principles, eligibility criteria and governance processes that guide the allocation process. The framework supports financing across a broad set of sustainability themes, enabling the bank to direct capital towards measurable environmental and social impact.

The Sustainable Finance Framework enables us to grow our sustainable finance portfolio through:

- **Lending:** Loans and advances to our clients through traditional and innovative products
- **Investments:** Investments in classified green, social or sustainable instruments
- **Facilitation:** Act as intermediaries and advisors to our clients to support the advancement of sustainable development and transition to a low carbon economy

Strategic Focus Areas for Sustainable Finance



Governance and Risk Management

Integrate sustainability into governance structures and risk management practices, ensuring adherence to sustainability policies and compliance with regulatory standards



Products and Services

Develop financial products and services that promote sustainable practices, such as green financing and sustainable investment products, to positively impact the environment and society









Innovation and Digital Solutions

Leverage innovation and digital solutions in embedding sustainability principles across its Business and Operations



Stakeholder Engagement

Engage with our key stakeholders, clients, regulators, investors and others, on sustainability by fostering collaboration and providing resources to encourage sustainable practices

Environmental Categories	Social Categories
 Renewable Energy	 Employment Generation
 Clean Transportation	 Access to Essential Services
 Green Buildings	
 Energy Efficiency	
 Sustainable Water and Wastewater Management	

Read more about Arab Bank Sustainable Finance Framework.



Governance of our Sustainable Finance Framework

The bank established the Sustainable Finance Working Group (SuFin), which is responsible for governing and implementing the initiatives set out in the Framework. It is comprised of different departments within the bank, including Risk, Credit, and Investor Relations. SuFin plays a vital role through undertaking the following activities to drive consistent implementation of the framework:

- Ratify Eligible Sustainable Projects
- Assess all Eligible Sustainable Projects from an environmental and social risk management perspective
- Conduct regular monitoring of the asset pool to ensure Sustainable Projects meet the criteria set in the Use of Proceeds
- Replace any ineligible sustainable projects with new eligible sustainable projects
- Facilitate regular reporting on any sustainable issuance, aligning with the bank's reporting commitments
- Manage future updates to the Framework

Implementing our Sustainable Finance Framework

To ensure sustainability is more than just a peripheral concern, we have developed a structured process to integrate our Sustainable Finance Framework across the bank's various functions.

Acting as a central custodian, the ESG Office has a dedicated Sustainable Finance function, with the main responsibility of reviewing, validating and approving all sustainable finance classifications for eligible products, services and transactions. The Sustainable Finance Function works closely with other key functions in the bank to ensure a coordinated and consistent approach.

ESG Office also supports the development and implementation of sustainable products and services by collaborating closely with business teams from ideation to launch. This process ensures that sustainability features are integrated from the earliest stages of the product design. As a result, the bank's Product Policy has been updated to incorporate the requirements for the review and approval process for products seeking sustainable classification.

This end-to-end process is anchored by the sustainable finance due diligence process, which serves as a key control point to ensure that all proposed sustainable finance opportunities are identified, evaluated and approved.

Sustainable Finance Due Diligence

In 2024, we launched our due diligence process to support the implementation of our Sustainable Finance Framework. This process is embedded into our credit assessment procedures and ensures all eligible transactions undergo a detailed assessment to ensure alignment with the principles outlined in the Framework.

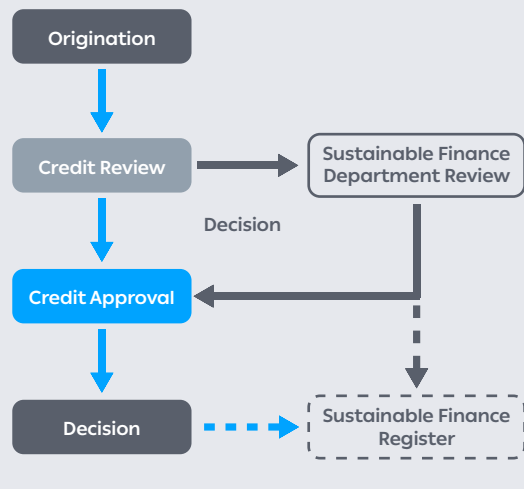
Sustainable finance opportunities are identified through the business and credit review process at Head Office. Potential sustainable transactions are screened using the sustainable finance checklist and referred to the Sustainable Finance Function for further evaluation and approval of the sustainable finance classification.

Following a collaborative review with the business teams, transactions are submitted to the Credit Committee for final approval. Approved deals are recorded in the Sustainable Finance Register and subsequently presented to the SuFin Committee for ratification and allocation under eligible sustainable finance instruments.

Sustainable Finance Register

In order to enable the proper and effective implementation of the Sustainable Finance Framework, our ESG department maintains a sustainable finance register, which serves as a centralized system for tracking all eligible sustainable transactions across the bank. Maintaining an accurate and up-to-date register is essential for monitoring the allocation of funds, assessing progress against sustainability objectives and supporting credible impact reporting.

Due Diligence for Sustainable Finance Transactions



Sustainable Finance Framework Contribution to the SDGs

By facilitating financial instruments, the Sustainable finance Framework aligns with the United Nations Sustainable Development Goals (SDGs)



Delivering Innovative Sustainable Capital Solutions

Building on the foundation of our Sustainable Finance Framework and governance processes, we issued USD 250 million in Sustainable Perpetual Additional Tier 1 (AT1) Capital Securities in 2023. This landmark transaction marked the first issuance of its kind in Jordan and set a regional benchmark for sustainable capital instruments.

This issuance reflects our commitment to expanding the range of financing solutions available to support our clients to adopt sustainable practices and to promote the development of sustainable financial markets across the region.

Proceeds from the bond issuance were allocated to projects that met the eligibility criteria defined in our Sustainable Finance Framework. The selection process involves a rigorous review to ensure that each project delivered clear environmental or social benefits beyond what would have occurred in a business-as-usual scenario. This process helped ensure that the bond proceeds contributed to high-impact outcomes across the Bank's priority areas.

In 2024, we published our first Sustainable Finance Impact and Allocation Report – the first of its kind by a financial institution in Jordan. The report outlines the use of proceeds, project-level impacts and the alignment of financed activities with sustainability objectives. The report was independently assured by Deloitte, reinforcing our commitment to transparency and credibility.

Impact of Arab Bank Sustainable Bond Portfolio⁽¹⁾



USD 266 million

Eligible Sustainable Portfolio



155,528 tons

of GHG emissions avoided



487 MW

Renewable energy capacity financed



2.5 million

Equivalent to carbon sequestered from tree seedlings grown for 10 years



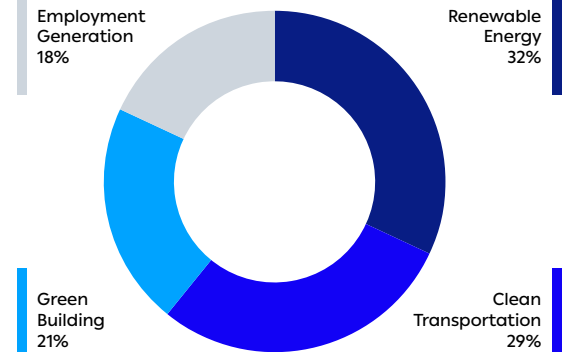
USD 47 million

Value of financing to support small businesses



(1) As of June 30th, 2024

Arab Bank Sustainable Financing Allocation by Category



Read more about Arab Bank Sustainable Bond allocation and impact of eligible sustainable portfolio by reading our 2024 Sustainable Finance Report



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Embedding Sustainability into Our Core Business Services

We are committed to embedding sustainability across all areas of our operations and client services and aim to improve the environmental impact of our portfolio through offering products and services that can support our clients to adopt sustainable practices. The bank continuously works to develop innovative and tailored products and solutions that help our clients manage risks, seize opportunities and contribute to a more sustainable economy.

We consistently apply a sustainability lens in the development of new products, starting from the ideation phase. This involves close collaboration with relevant divisions across the Bank to integrate elements of the Sustainable Finance Framework into product design and processes. Wherever feasible, we aim to embed quantifiable and verifiable impact metrics that reflect tangible environmental and social benefits.

Our commitment extends beyond products and services to incorporate robust frameworks and policies that guide our sustainability initiatives. We ensure alignment with global standards and best practices, enabling us to effectively navigate the evolving landscape of sustainable finance.

We actively engage with internal and external stakeholders, including strategic partners, industry groups, and community organizations, to foster collaboration and drive collective impact. Additionally, we focus on raising awareness within our organization to ensure our employees are informed and empowered to contribute to sustainability goals.

We strive to leverage data and innovation to capture and embed sustainable finance data across our technology stack to support analytics, decision making and reporting.

Our comprehensive approach to sustainability reflects our dedication to fostering a more resilient and environmentally responsible economy.

Corporate and Institutional Banking

Our Corporate and Institutional Banking division plays a central role in advancing the bank's sustainable finance agenda. Relationship managers, institutional and credit officers have been equipped with targeted training and practical tools to identify, assess, and originate transactions that align with our Sustainable Finance Framework. This includes the systematic application of sustainability screening at the origination stage.

Throughout the lifecycle of each sustainable transaction, we regularly review the underlying ESG components to ensure alignment with initial expectations. This oversight is maintained through ongoing engagement with clients and internal stakeholders to monitor progress against planned impact indicators. The process helps confirm that intended outcomes are being realized.

Arab Bank offers a wide range of products and services to our Corporate and Institutional Banking clients, we leveraged our expertise on these traditional offerings and sustainability to successfully integrate a sustainable finance lens within these offerings, which includes:

- Project finance
- Syndicated lending
- Term loans and structured finance
- Trade finance offerings

Treasury

As part of our commitment to responsible investment, our Treasury function has established a dedicated green bond purchase program. Through this initiative, we invest in high-quality verified green bonds that finance projects with clear environmental benefits. The program supports our broader sustainable finance strategy by supporting the development of global green capital markets while aligning our portfolio with our ESG objectives.

Consumer Banking

Our consumer banking products and services play a key role in raising awareness and encouraging sustainable choices among our clients. By integrating ESG considerations into our offerings, we aim to engage clients and empower them to make environmentally conscious financial decisions.

Our retail offerings include products such as green auto loans to finance electric vehicles and energy-efficient appliances, available through the environmentally focused section of the Arabi E-Mart platform. These solutions enable clients to make sustainable lifestyle choices while meeting their everyday financial needs.

From an operational perspective, we continue to enhance the sustainability of our service delivery. Recent improvements include the introduction of biodegradable payment cards and the elimination of printed customer information cards, reducing our environmental footprint and aligning with the principles of responsible banking.

A brief overview of our diverse consumer banking initiatives can be found on the next page.

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Consumer Banking Environmental Initiatives

In 2024, our retail banking has launched several campaigns in Jordan to enable our customers adopt a more sustainable life-style.

Green Auto Loan



The bank launched the Green Auto Loan in Jordan, a product designed to encourage eco-friendly transportation solutions. This loan provides financing specifically for electric vehicles, offering an exclusive benefit where the bank covers the first installment. This initiative aims to reduce the financial burden on customers and promote the adoption of sustainable transportation options, aligning with broader environmental goals.

Arabi Emart Green Offering



The bank expanded our commitment to ESG through the introduction of a new feature on Arabi Emart. This dedicated section showcases environmentally friendly electronics, such as air conditioners and washers, which emphasize energy efficiency and promote sustainable living. By offering a platform for customers to purchase these products, we aim to facilitate the transition to a more environmentally conscious lifestyle and support the growing demand for sustainable consumer goods.

Go Green Campaign



Our Go Green Campaign which promotes environmentally friendly practices, in collaboration with merchants that are specialized in ecofriendly products and appliances including renewable energy systems, electric car charging units, energy saving air conditioners and many more. The campaign offers Arab Bank credit cardholders a range of benefits when purchasing any environmentally friendly products and appliances using their cards such as competitive installment plans with zero interest rates.

Biodegradable Cards



Our journey toward sustainability includes the launch of biodegradable debit and credit cards specifically for Shabab customers. This initiative aims to reduce plastic waste and lead the way in eco-conscious banking, offering customers an environmentally friendly alternative to traditional cards.

Soft Point of Sale (POS)



Through the introduction of Soft POS, we are enabling merchants to transform their mobile devices into efficient, paperless payment solutions. This innovation eliminates the need for printed receipts, thereby conserving valuable resources and promoting a more sustainable way of conducting transactions.

Customer Information Cards



We have halted the printing and provision of Customer Information Cards for new accounts. This initiative aims to reduce the bank's plastic consumption, promoting a positive environmental impact and reflecting environmentally-conscious practices to our customers.

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Reducing Financed Emissions

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

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

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

The bank has committed to measuring finance emissions related to our portfolio as a first step to setting our future targets.

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Operations and Supply Chain

At Arab Bank, we are dedicated to minimizing our environmental footprint and advancing sustainable practices through environmentally responsible operations. Our commitment extends beyond our immediate activities, recognizing the significant impact of the goods and services we procure. Effective supply chain management is vital for creating a positive social impact overall.

Reducing the Environmental Impact of our Operations

As a responsible financial institution, Arab Bank recognizes the importance of our operational practices in reducing our overall environmental footprint. By enhancing efficiency and adopting environmentally friendly practices, we actively contribute to a more sustainable business model. This initiative aligns with and strengthens our broader ESG strategy, supporting our long-term vision of contributing to the net-zero economy.

This year, we have continued our efforts to reduce our environmental footprint by focusing on assessing and measuring our impact. This work sets the groundwork for a comprehensive net-zero operations plan, which will be further developed in 2025. Meanwhile, we have implemented several initiatives in 2024 to reduce our environmental impact and have been actively assessing energy efficiency opportunities across our operations.

Energy Consumption and Emissions

Our primary sources of energy—and consequently our main sources of greenhouse gas (GHG) emissions—fall under three key categories: Scope 1 (direct energy consumption), which includes fuel used for heating and company-owned vehicles; Scope 2 (indirect energy consumption), which covers electricity purchased; and Scope 3 (other indirect energy consumption).

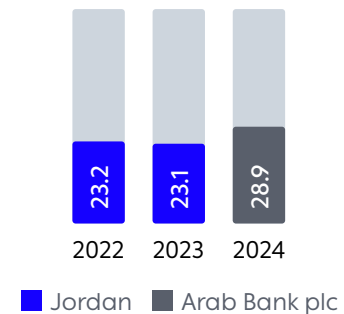
Our approach to reducing energy consumption is twofold. First, we focus on energy efficiency measures to minimize consumption as much as possible. Second, we are actively integrating renewable energy into our energy mix where feasible. Given our operations across multiple countries, we enhance renewable energy intake in some areas to compensate for limitations in others.

Reducing Energy Consumption

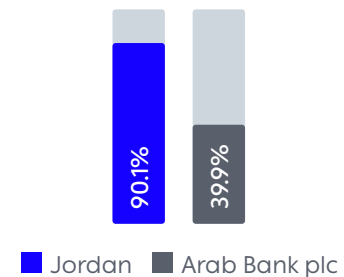
In 2024, we have implemented several initiatives to reduce energy consumption, including:

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

Energy Intensity (GJ/Employee)



Percentage of Electricity Consumption from Renewable Resources in 2024



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Eliminating Single-use Plastic Water Bottles

As part of Arab Bank's commitment to sustainability and employee well-being, the bank has eliminated single-use plastic water bottles for employees at its Head Office and GSO operations in Jordan. Previously, thousands of plastic bottles were consumed annually, contributing to environmental waste and potential health risks from microplastic exposure. To address this, the bank introduced filtered water dispensers and refill stations, encouraging employees to shift to reusable water bottles as a healthier and more sustainable alternative.

While plastic bottles remain available for guests, Arab Bank is implementing a phased transition to replace them with glass bottles, further reinforcing its sustainability efforts. This initiative has already led to a significant reduction in plastic waste by over 150,000 single-use plastic bottles in the first two months of implementation, which lowered the bank's environmental footprint, and engaged employees in sustainable workplace practices.

Aligned with Arab Bank's goal of creating a plastic-free workplace in Jordan, this initiative will be expanded to other countries, supporting the bank's broader ESG strategy and commitment to responsible consumption.



Paper Consumption

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

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

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

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

Water Consumption

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

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Sustainable Procurement

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

Suppliers Code of Conduct

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

Reducing the Environmental Impact of Our Suppliers

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

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

Contractual Agreements with Suppliers

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

Supporting Local Suppliers

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



Around
92%

of our total procurement spending are paid to local vendors.

Electronic Procurement System Rollout to all Arab Bank plc Countries

The Global Procurement Division has advanced the bank's operational efficiency and accuracy by expanding the eProcurement system to other countries including (Egypt , Palestine, Algeria, Lebanon, UAE, Bahrain and Yemen). This strategic automation of the entire Procure-to-Pay cycle has not only enhanced the efficiency and reduced human errors but also achieved substantial environmental benefits through notable paper reduction. This progress supports the bank's ESG and sustainability objectives and results in considerable cost savings, showcasing its commitment to innovation and environmental stewardship.

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Why it is important

Fostering social aspects enables a bank to advance inclusive growth, enhance community relations, and ensure equitable access to financial services. This commitment build trust and strengthen the bank's social license to operate.

Our Approach

We advance social issues through three main avenues. First, by fostering an equitable, inclusive, and diverse workplace that supports our employees' growth and well-being. We are also committed to providing a safe, supportive, and empowering work environment. This includes investing in physical and mental well-being initiatives, as well as comprehensive training and development programs.

Second, we actively support community causes and social development across the regions where we operate, aligning with our core value of being a responsible corporate citizen.

Third, we provide customers with solutions that promote social impact, such as financing for small and medium-sized enterprises (SMEs), and underbanked populations, while leveraging digital innovation to expand financial access and inclusion.

Our Employees

Arab Bank is committed to cultivating a vibrant and diverse workforce that reflects the exceptional talent present in the countries we operate in. We prioritize empowering our employees by offering extensive training, professional development, and a stimulating work environment. By investing in our employees' growth and development, we ensure that individuals, teams, and the bank collectively prosper, contributing to a sustainable and successful future.

Employee Engagement and Wellbeing

At Arab Bank, we recognize that engaged and well-supported employees are key to our success. A positive work environment not only enhances productivity but also fosters collaboration, innovation, and long-term commitment. That's why we continuously invest in initiatives that strengthen engagement and well-being across all levels.

To gauge employee engagement and well-being, we track key indicators such as employee retention, internal mobility and career progression rates, employee feedback channels, Employee Net Promoter Score (eNPS), absenteeism rates, diversity and inclusion metrics, training and development participation, health and safety performance, work-life balance indicators, and employee recognition and reward program engagement ensuring we have a clear understanding of workforce sentiment and areas for continuous improvement. Additionally, we maintain open communication through annual performance reviews, internal newsletters, the intranet platform "Arabina", internal engagement surveys, and cross-departmental collaborations to promote a culture of transparency and inclusion. Our dedicated Employee Relations Committee plays a vital role in addressing employee feedback, including complaints in a timely and effective manner, enabling us to continuously improve our engagement efforts and create a more fulfilling work environment.

In 2024, we expanded these efforts with several new initiatives designed to further enhance the employee experience and strengthen our workplace culture.



Employee Engagement Survey

In 2024, Arab Bank conducted its first-ever Employee Engagement Survey, marking a significant step in strengthening our internal culture. This initiative reflects our commitment to fostering an inclusive and dynamic workplace by actively listening to employees across all divisions and levels.

The survey provided valuable insights into the internal environment, helping us better understand employee experiences and expectations. As part of our continuous efforts to optimize performance and achieve our institutional ambitions, this initiative serves as the foundation for a structured action plan aimed at enhancing engagement, strengthening collaboration, and driving ongoing improvements across the organization.

In the Survey, Arab Bank assessed employees' perceptions of its Environmental, Social, and Governance (ESG) commitments. The results demonstrated strong confidence in the bank's sustainability efforts, with the highest favorable responses recorded for statements related to environmental responsibility, social responsibility, and awareness of the bank's ESG direction and strategy. These findings reflect the effectiveness of Arab Bank's sustainability initiatives and communication efforts, reinforcing its commitment to responsible banking and long-term value creation for all stakeholders.

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Health and Safety

Ensuring a safe, secure, and productive working environment where all employees are treated with fairness and respect is an essential prerequisite that we prioritize at the bank. While the risk of major health and safety incidents is relatively low in the service industry, the bank is committed to continuously minimize this risk to ensure zero workplace-related injuries and fatalities. To this end, we have established a dedicated Occupational Health and Safety Committee, consisting of 13 members from various departments, which focuses on advancing health and safety systems and plans. The committee actively tracks and addresses all occupational health and safety-related queries and complaints, while meticulously documenting the results of any inspections, incident reports, and action plans.

Work-life Balance

Arab Bank is committed to supporting employees in achieving a healthy balance between work and personal life. We recognize that flexibility and well-being are essential for productivity, job satisfaction, and overall quality of life. To enhance work-life balance, we offer various initiatives that provide employees with greater flexibility, support during important life events, and assistance in managing personal responsibilities.

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

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

We also offer work-from-home options in specific circumstances, such as caregiving responsibilities, health-related needs, or exceptional personal situations, to support employees in managing their professional and personal responsibilities effectively.

Remuneration and Equal Benefits

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

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

We also ensure that employee benefits are provided equitably, regardless of gender, and are based solely on merit and performance. In 2023, we conducted a comprehensive review of our benefits scheme to identify and eliminate any discrepancies between the benefits offered to men and women.

Enhanced Leaves

In 2024, Arab Bank introduced several new leave policies/initiatives aimed at fostering employee wellbeing, work-life balance, and family support.

Work from Home for Maternity & Paternity Purposes

As part of our commitment to fostering gender equity and supporting employees in balancing work and family responsibilities, the bank has implemented the initiative of work from home for maternity and paternity purposes. Female employees returning from maternity leave are granted two weeks (calendar days) of work-from-home flexibility to ease the transition back to work and support their well-being during this critical period. Additionally, male employees are provided with three days of work-from-home flexibility upon the birth of their child, allowing them to support their family during this important time.

Family Healthcare Leave

The bank introduced the Family Healthcare Leave initiative, granting employees three fully paid days annually to attend medical appointments with their families allowing employees to prioritize their family's medical needs. This initiative provides flexibility by allowing employees to take leave as one full day up to three times a year or as half-day leave up to six times annually.



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Engaging Our Employees on ESG

Arab Bank ESG Hackathon



In 2024, the bank launched its Environmental, Social and Governance (ESG) Hackathon, to encourage its employees to develop innovative ideas and solutions that reinforce the bank's sustainability goals. The Hackathon was organized as a pilot phase in Jordan, Palestine, and Egypt, with plans to expand its scope later to include all countries where Arab Bank operates. The event provided an opportunity for participating employees from various departments to present their ideas, bring together diverse perspectives, and exchange experiences and Knowledge.

This initiative comes in line with the bank's commitment to ESG and builds an internal ESG culture aiming to promote sustainable practices and raising awareness internally, by empowering the bank's employees to create solutions that minimize its environmental impact, enhance social practices, and promote responsible governance, which in return will embed these principles within the bank's operations.

The Hackathon fostered collaboration by connecting participants with industry experts, mentors, and Arab Bank decision-makers through interactive workshops and discussions. The competition witnessed wide participation, with employees submitting various proposals that were initially reviewed by the bank's ESG Office and AB Xelerate. The top proposals were formally presented to a senior management-judging panel at an internal event held at Arab Bank headquarters. Winners were selected based on pre-defined criteria and celebrated for their outstanding contributions.



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Inclusion and Diversity

The key to creating a sustainable, future-ready organization that is reflective of the broader community that it serves, is to build an inclusive and diverse workplace. Inclusivity encourages diversity of thought and perspective, which ultimately drives innovation and enables our people to create greater value for our stakeholders. We encourage the success of our employees by providing them with equal opportunities, competitive benefit packages and a safe and nurturing work environment.

At the bank, we do not tolerate discrimination based on ethnicity, gender, language, national or social origin, economic status, religion or belief. In 2024, no incidents or complaints were escalated to the Employee Relations Committee in relation to discrimination or human rights.

We are also committed to nationalization as part of the bank's efforts in developing local talent, creating meaningful career opportunities, and contributing to the long-term prosperity of the communities we serve.

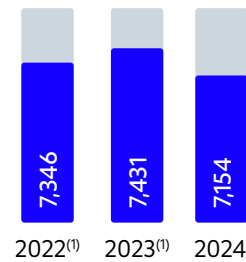
Championing gender diversity and equality, we place a strong emphasis on attracting, developing, and retaining outstanding female talent within our organization, including senior positions. Over the years, we have witnessed the growth and progress of female employees throughout the bank, supported by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

Beyond gender diversity we are committed to fostering an inclusive workplace that values employees of all backgrounds, abilities, ages, and life experiences. As part of our accessibility strategy, we actively support the employment, integration, and career development of individuals with disabilities, ensuring equal opportunities and an accommodating work environment. By the end of 2024, the bank had 128 employees with physical disability across all the bank's operations, reflecting our ongoing efforts to enhance workplace accessibility and inclusion.



Employees Profile

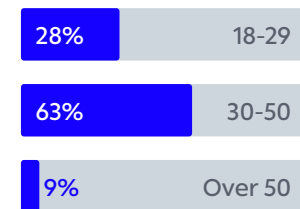
Total Number of Employees



Employees Profile by Gender



Employees Profile by Age



Senior Management



Middle Management



⁽¹⁾ The total number of employees for 2022 and 2023 in this ESG report differs from the figures in the annual reports of those year due to a change in the calculation methodology.

Building Skills for the Future

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

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

Moreover, we are proactive in supporting our employees' career advancement, utilizing resources such as talent management and succession planning strategies to pave the way for their professional growth. In 2024, we underscored our commitment to employee development by providing 185,275 training hours, averaging 26 hours of training per employee. This comprehensive approach to learning and development ensures that our workforce remains at the forefront of industry knowledge, fully equipped to meet the challenges of today's fast-paced financial sector and to drive the bank's success in a sustainable manner.



Employees Completed

185,275+

Training Hours



Around

26

Of average training hours provided per employees

ESG Training

In 2024, Arab Bank made a significant stride towards integrating Environmental, Social, and Governance (ESG) principles into its corporate ethos by launching an introductory ESG training program accessible online for all its employees. This initiative aimed to enhance employee awareness about the significance of ESG, underscoring the bank's commitment to these critical areas. The program witnessed substantial participation, with 6,659 employees completing the training, which represents 93% of the bank's total workforce. In total, the bank dedicated over 7,782 hours to this training, demonstrating a considerable investment in educating its staff about ESG principles and their importance to the bank's operational and strategic objectives. This move not only aligns Arab Bank with global sustainability trends but also reinforces its role as a responsible corporate citizen committed to contributing positively to society and the environment.



7,782+ hours

of ESG training conducted around increasing awareness among all employees

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Customers and Communities

When it comes to our customers, our focus is on empowering SMEs, enhancing financial inclusion and literacy, and fostering innovation and digitalization. Our banking solutions represent a powerful approach to addressing pressing social issues, leveraging financial services to drive positive change. Simultaneously, we are committed to supporting our communities, ensuring our efforts contribute to social and environmental well-being, thereby making a meaningful difference in our customers' lives and uplifting the broader community.

Our Customers – Banking Solutions for Impact

We believe that our banking solutions play a critical role in driving progress towards a more sustainable and equitable future. By leveraging financial services, we have the potential to drive positive change and make a meaningful difference to our customers and beyond.

Financial Inclusion

In our commitment to fostering financial inclusion, Arab Bank offers a wide range of tailored banking solutions. We support Small and medium-sized enterprises (SMEs) and retail customers by offering inclusive products and services, alongside initiatives that educate our customers on financial literacy.

Supporting SMEs - SMEs are vital to economic growth and job creation globally. Arab Bank recognizes the challenges SMEs face in accessing necessary finance and capital and has developed a multi-dimensional approach to support their success. This includes tailored products and financial offerings both offline and online, such as loans, overdrafts, lines of credit, investment, and trade finance solutions. In partnership with entities like the European Investment Bank and Jordan Loan Guarantee Corporation, Arab Bank provides loan guarantee programs to reduce lenders' risk and facilitate SMEs' access to affordable financing, promoting economic prosperity.

Arab Bank enhances its support for SMEs with digital solutions, ensuring efficient, secure, and convenient banking experiences through online and mobile platforms. ArabiNext, a pioneering mobile application launched in Jordan, empowers SMEs with seamless financial transaction facilitation, instant payment solutions, and international fund transfers.

Reflect - Reflect, the pioneering digital mobile banking app by Arab Bank, continued its expansion and functionality improvements in Jordan and Palestine during 2024. In Jordan, new features were included such as instant personal loans, and support for Apple Pay and Tap to Pay. In Palestine, updates included the launch of "Iburaq" service, E-saadad, and "Spendings" feature offering users better insights and control over their expenditures.

This app is a testament of the bank's commitment to financial inclusion by providing accessibility to financial services for people with limited access to traditional channels.



"Arabi Shopix" Service for SMEs

ACABES for Financial Technology has launched "Arabi Shopix", a first-of-its-kind service in the Kingdom in collaboration with the bank. The new service offers ACABES and Arab Bank customers, including merchants, the ability to build and design an e-commerce website as part of the host of integrated digital banking solutions designed to meet the needs of SMEs through the "Arabi SMEs" program.

The "Arabi Shopix" service allows merchants to design and build high-performance and fast-integrated e-commerce sites that suit their needs in terms of design, content, and inventory. This allows them to properly showcase their products innovatively and then sell them online easily and securely. The websites designed also offer an easy and simple inventory monitoring feature, and a secure e-payment gateway through Arab Bank, as well as built-in shipping services at reasonable prices.

Read more about ACABES on page 44 of this report



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Educating Our Customers - In the rapidly evolving digital landscape, banks are crucial in enhancing financial literacy and inclusion through innovative digital technologies alongside traditional services. As global interconnectivity increases, banks, including Arab Bank, focus on bridging the gap between the financially knowledgeable and the underbanked. Arab Bank employs digital tools, resources, and personalized support to empower individuals across demographics, fostering informed financial decision-making, resilience, and societal prosperity.

Arab Bank emphasizes the role of digital innovation in promoting financial literacy and inclusion, aligning with its core ethos. The bank's commitment is demonstrated through various initiatives and programs designed to directly tackle these vital issues, contributing to the creation of a more inclusive society. Additionally, Arab Bank educates customers through multiple channels, including digital platforms, workshops, and other educational forums, ensuring comprehensive support and empowerment.



Empowering Communities Through Financial Literacy

In 2024, Arab Bank reaffirmed its commitment to enhancing financial inclusion and literacy throughout the communities. Through targeted initiatives directed at youth and mothers, the bank delivered impactful financial literacy lessons, highlighting the significance of banking and prudent financial practices.

These efforts extended across Jordan, UAE, Palestine, and Egypt, benefiting over 4,300 participants by equipping them with essential financial knowledge to make informed decisions and improve their economic well-being. This initiative underscores Arab Bank's dedication to empowering communities and promoting sustainable development.

Digital and Innovation

Embracing the power of digitalization and innovation, Arab Bank is committed to transforming its services to meet the evolving needs of our customers. Through cutting-edge digital solutions and innovative approaches, we aim to enhance accessibility, convenience, and financial empowerment, while driving social development.

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

In 2024, ABX strengthened its commitment to innovation and customer-centric solutions through strategic partnerships and with startups utilizing cutting-edge technology. The bank played a key role in the Central Bank of Jordan's regulatory sandbox, serving as the banking partner for eDamana's escrow payment solution. This initiative aims to enhance consumer trust in high-value transactions while promoting financial security and inclusion. Moreover, ABX demonstrated its commitment to fostering local talent by sponsoring major entrepreneurial and technology-focused events, including the Visa Everywhere Initiative, HTU Competition, and MENA ICT Forum. Through initiatives like the ABX GenAI Startup Bootcamp and ESG Hackathon, the bank empowered startups and employees to drive AI and sustainability-focused innovations. These efforts reinforced Arab Bank's leadership in responsible FinTech development, economic growth, and corporate innovation in the MENA region. Finally, ABX, via AB Ventures Capital L.P., invested in a payment orchestration provider that ensures higher acceptance rate for digital payments across the MENA region with the aim of brining more SMEs into the ecommerce and digital payments space.

AB Ventures - The year 2024 has been transformative for the Financial Services Industry, marked by regional upheavals and pivotal trends reshaping the sector. AB Ventures has adeptly navigated the evolving landscape, maintaining its focus on embracing digital innovation by investing in groundbreaking financial solutions and integrating them into the financial services value chain across diverse markets.

Banking-as-a-Service and AI-driven personalization have emerged as defining developments in 2024. Additionally, Cross-Border Payments, Open Banking, and Digital Wallets have significantly progressed, while Sustainable Finance has become a key cornerstone of contemporary financial services. To date, AB Ventures has attracted over 3,500 FinTech investment opportunities globally, incorporated over 700 deals into its pipeline, engaged with more than 300 industry peers and partners, and deployed over USD 25 million across 13 initial investments and 6 follow-on investments.

Omnify - Omnify is Arab Bank's Banking-as-a-Service platform that simplifies the integration of financial services for businesses and Third-Party Providers. By enabling these entities to offer banking-like services without a being a bank, Omnify facilitates growth and monetization.

Aligned with Arab Bank's digital strategy, Omnify was launched at Seamless Middle East in 2024 and provides businesses with tools to reduce costs and ensure regulatory compliance. Its API suite and secure infrastructure streamline financial processes, promoting efficiency and widening access to financial services.

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Driving Innovation and Digitalization at Arab Bank



In the rapidly evolving landscape of financial technology, ACABES stands as Arab Bank's global capability center, delivering innovative and transformative technology solutions across the bank's global network. As the in-house tech arm of Arab Bank, ACABES is committed to the continuous enhancement of the bank's digital offerings, creating new end-to-end platforms that redefine operational dynamics and customer interactions - helping the bank fulfill its objective of using digitalization and innovation to create value for its customers and support financial inclusion.

ACABES plays a crucial role in digitizing and optimizing both internal processes and customer-facing experiences, ensuring Arab Bank remains at the forefront of digital banking innovation. By building robust tech infrastructures, ACABES enables seamless integration and optimization, catering to evolving needs and executing efficient solutions. This dedication to innovation positions ACABES as a key driver of Arab Bank's digital banking strategy, rooted in excellence and adaptability.

Over the past year, ACABES has focused on creating innovative products that allow Arab Bank to explore new markets, such as open banking, and lead the FinTech landscape in the region. Initiatives include the development of Omnify, a Banking-as-a-Service platform empowering businesses with embedded finance capabilities, and continuous upgrades to Arab Bank's mobile apps to ensure seamless digital experiences. ACABES also provides digital coaching and consulting services to subsidiaries and affiliates, equipping them to navigate technological advancements and industry shifts.

ACABES's contributions to Arab Bank are manifold, enabling the bank to access new markets, enhance operational efficiency, and deliver exceptional customer experiences. The security-first approach, scalability, and customer-centric solutions offered by ACABES ensure Arab Bank remains agile, competitive, and innovative in the fast-paced financial industry. As Arab Bank continues to embrace digital transformation, ACABES stands as a vital partner in driving growth and innovation.

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Read more about Acabes through the link:
<https://acabesinternational.com/>



Our Community Investments

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

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

For additional information on our operating expenses, cash dividends and tax expense, visit our 2024 Annual Report.



For additional information on our Tax approach, please refer to page 25 of this report.



Our Community Investments Impact

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

In 2024, our community investments reached USD 25,954,031 invested in several communities where we operate.

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



Around

USD 26 Million

Invested in our communities to support social and environmental developments



In 2024

3.1%

of Arab Bank plc Pre-tax profits Invested in the communities where we operate

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Together Program

A Regional CSR and Community Engagement Program for Impact

Since its launch in 2010 in Jordan, our Together program has grown into a regional CSR initiative spanning several markets where Arab Bank operates. By collaborating with reputable local NGOs, the program has achieved significant impact through a diverse and innovative CSR projects.

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

"Together" Program Focus Areas



Environmental
Protection



Poverty
Alleviation



Education



Women
Empowerment



Orphans
Support



Health

Employee Volunteering
We Encourage our employees to volunteer in the bank's six core community causes.

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

Customers Donations
Empower our customers to support local community through offering our banking channels for them to donate to community causes.

Around

USD 2.13 Million

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



Our employees and their families volunteered over

4,755

Hours of their time to support local causes



Our employees and their families participated in more than

1,500

Volunteering opportunities to support local causes



Read more about Together Program initiatives in the 2024 Annual Report



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Below is a list of the key initiatives and programs the bank supported in 2024:

Jordan				
Health	Himmetna" Charitable Association	Arab Bank supported the reconstruction and renovation of "Ghor Al Mazra'a" Comprehensive Health Centre in the southern Jordan	Poverty Alleviation	Tkiyet Um Ali Supported the Family Adoption and Home Renovation Programs
	King Hussein Cancer Foundation	Supported the Back-to-School Program and King Hussein Award for Cancer Research		Jordan River Foundation Supported the Child Safety Program and Ramadan Iftars with Children
	Royal Health Awareness Society	Supported the implementation of Healthy School Program and the Mental Health Program		Ramadan Programs with several NGOs Supported a number of Ramadan programs with the Ministry of Digital Economy and Entrepreneurship, Air Force Women Club and the Crown Prince Foundation that entailed distributing food packages to underprivileged families, as well as supporting the Ministry of Social Development and the Association of Banks in Jordan Ramadan annual initiative.
	Air Ambulance Cases Support	Supported the rescue work to transfer patients with medical emergencies from remote parts of the country to hospitals in the capital, Amman		
	Jordan Traffic Department	Supported the "My School is My Joy" campaign	Women Empowerment	Dar Abu Abdullah Supported the empowerment of 21 women beneficiaries through funding 21 greenhouses and one agricultural cycle in Al Dar's farm in Al Karak that operate on hydroponic technology
Education				Jordan River Foundation Supported the training of vulnerable Jordanian women
			Environmental Protection	Tree Planting Implemented tree-planting initiatives with Royal Society for the Conservation of Nature and Himmeh w Lammeh" Initiative
	Queen Rania Foundation	Supported Read! Program and Iqrali - Behavior Change program		Children's Museum Supported a program aimed at raising awareness among children on the importance of environmental conservation
			Orphans Support	Al Aman Fund Supported orphaned students' university education
	Queen Rania Teacher Academy	Supported the "Teach Like a Champion" training course focusing on developing teachers' skills		Charity Clothing Bank Provided underprivileged orphans with new clothes
	Madrasati	Supported "Proud to be a teacher" program and Masahati Student Clubs		SOS Supporting an orphan's house in Amman.
	Children's Museum	Supported several programs including the Community Connection Program, the Science & Art Festival and Bel Arabi Festival	Education	INJAZ Launched a Financial Entrepreneurship training program targeting 11 university students.
	EDRAAK	Supported three online massive open online courses.		Haya Cultural Centre Supported an interactive program that aims to spread and enhance financial literacy among students
	Queen Rania Award.	Supported "Beati Al Ajmal" program that aims to create healthy and inspiring school environments		Crown Prince Foundation Supported Tazho Madarsna Campaign and Tawasol Forum
	University of Jordan	Donated towards establishing a full-fledged Cybersecurity Lab at King Abdullah II School of Information Technology as well as renovating classrooms at the School of Business in the University.		Al Jude Foundation for Scientific Care Sponsored a program aimed to instill a culture of creativity among teachers and students in public schools across Jordan

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Palestine (West Bank)

Health	Ministry of Health	Donated a number of medical devices to enhance the quality of healthcare available for patients in public clinics in Ramallah and Jericho.	Environmental Protection	Nablus Municipality	Supported the construction of new shelters for bus stops in 4 different locations in Nablus city
	Ajja Municipality - Jenin	Donated a number of medical devices and equipment to improve the quality of health services		Ramallah Municipality	Participated in the "Adopt a Street" initiative
	Al-Istiqlal University	Donated an ECG device to the internal clinic of the University to provide health services to students.	Poverty Alleviation	Dura Municipality	Supported the renovation and maintenance work at a main public area in the city
	Rafidia Surgical Hospital	Supported the maintenance of two elevators at the hospital.		Ministry of Social Development	Donated more than of 1,225 food parcels that were distributed during the month of Ramadan for underprivileged families in West Bank, and donated towards supporting the Ministry's main social programs.
Education	INJAZ	Supported improving the school environment at 6 public schools	Orphans Support	SOS	Supported two orphan's houses in SOS Children's Villages in Bethlehem.
	Ministry of Social Development	Supported the "School Bags" initiative distributing 3,300 bags to public schools' students.			

Egypt

Health	Ministry of Health	Donated to provide high-quality medical services to underprivileged patients and reduce the burden of waiting lists in hospitals	Poverty Alleviation	Tahya Misr Fund Ramadan Food Packages	Supported, 1,000 families with food packages during the month of Ramadan
	Baheya Foundation	Donated to equip two surgical clinics to provide accessible, high-quality medical care to women in need.		Ministry of Endowment	Donated towards providing food to underprivileged families
Education	El Sewedy University of Technology	Funded the establishment of IT Lab, supporting education and empowering the next generation of engineers and technologists in Egypt.	Women Empowerment	Baheya Foundation	Hosted an exhibition to support and empower 20 breast cancer fighters
	Financial Literacy Sessions	Provided several financial literacy sessions to students and women			

Bahrain

Environmental Protection	Muharraq Municipality	Organized a beach clean-up initiative
	The National Initiative for Agricultural Development Forever Green	Participated in the national planting campaign
Education	Training program for university graduates	Organized a six-month training program for university graduates to prepare them for careers in the banking sector.

UAE

Poverty alleviating	UAE Red Crescent	Provided underprivileged orphans with new clothes for Eid celebration
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Case Study

Arab Bank CSR Arm

Abdul Hameed Shoman
Foundation



Founded in 1978, the Abdul Hameed Shoman Foundation emerged as a non-profit cultural institution, initiated by the Arab Bank, which dedicates a portion of its annual profits to support the foundation. It stands as a testament to the bank's cultural and social responsibility, focusing on three main pillars: Thought Leadership, Arts and Literature, and Cultural Grants and Innovation. This is done through various programs and activities under each of the Foundation pillars.

THOUGHT LEADERSHIP Programs include: Abdul Hameed Shoman Award for Arab Researchers, Abdul Hameed Shoman Scientific Research Support Fund, Young Innovator's Lab, Innovation Workshop, and Cultural Forum.

LITERATURE AND ART Programs include: Abdul Hameed Shoman Creativity Award for Children and Youth "Abd'e", Abdul Hameed Shoman Award for Children's Literature, Abdul Hameed Shoman Public Library, "Knowledge Path" Library for Children and Young People, Cinema, and Abdel Hameed Shoman Musical Evenings.

CULTURAL AND GRANTS INNOVATION Programs include: Abdul Hameed Shoman Foundation Innovation Award, The Thought Leadership Grants Program, and The Arts and Literature Grants Program.

In 2024, the Foundation focused on building robust strategies based on its core values: culture as a fundamental right, inclusivity for all, a transformative model for change, and fostering a creative and ever-learning team.

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Read more about AHSF and its different programs in the 2024 Annual Report



More details regarding the Foundation's program achievements in 2024 are summarized in the following table.

Scientific Research Abdul Hameed Shoman Award for Arab Researchers	In its 42 nd cycle, which encompassed 11 topics within six scientific fields, 12 researchers from various Arab countries were honored out of 542 applications received from 27 countries.
Scientific Research Abdul Hameed Shoman Research Support Fund	11 projects were supported; also organized 9 training courses to enhance the research capabilities of 162 beneficiaries.
Scientific Research "MIT-Jordan Abdul Hameed Shoman Foundation" Seed Fund in Jordan	Ten Jordanian researchers applied to the third and final cycle of the seed fund, which is dedicated to supporting visits by Jordanian researchers to the Massachusetts Institute of Technology (MIT).
Abdul Hameed Shoman Award for Children's Literature	Aiming at enriching Arabic literature for children, received 572 entries (81 from Jordan); and 3 writers won the award.
Abdul Hameed Shoman Award for Creative Production for Children and Adolescents - Abde	Applications were open in nine fields, attracting 1,468 children and youth from all governorates across Jordan. After a thorough evaluation process, 35 winners were selected.
Abdul Hameed Shoman Public Library	Opened new branch in Ma'an Governorate bringing the total number of library branches to six. The number of visitors increased to 223,000, with 2,513 new memberships registered. The library lent out 54,554 physical books and 2,403 e-books, and the library databases were accessed 644 times. The library also held 479 events. Additionally, the library organized the "Reading Marathon" event that resulted in over ten million pages being read, with children and adults participating in 12 governorates. Also, the library hosted 15 podcast episodes.
Knowledge Path Library	The Knowledge Path library received 59,601 children and young adults, who borrowed 102,499 books and approximately 983 digital books. The library also conducted 1,506 storytelling and cultural activities. Moreover, it hosted 18 authors from Jordan and abroad. In addition, 68 families participated in the "Reading House" programs. The reading clubs saw the participation of 509 children and young adults in 95 sessions throughout the year. The library also launched a reading competition titled "16 Before 16," in which 2,072 children and young adults participated. The library visited 156 schools and conducted cultural activities attended by 3,562 students.
Young Innovators Lab	The lab conducted training programs and workshops for participants. Twenty-six young innovators joined, completing six scientific projects.
Cultural Forum	As part of its "Monday Lecture" series, the Cultural Forum presented 59 events. The Forum hosted dialogues with 37 Arab figures, and 123 figures from Jordan. The forum also hosted poetry gatherings, book launches, and guest honors.
Cinema	Organized discussions as part of its weekly program every Tuesday, which saw 85 film screenings. Moreover, 12 sessions were held within the Cinema Club program, three film weeks were also organized during the year. Moreover, it hosted two Arab experts working in film criticism and sound engineering.
Cultural Days in Ma'an	As part of its annual cultural program 80 distinctive events was held attracting over 5,000 participants. Held many activities in collaboration with 39 cultural and media entities.
Innovation Award	During 2024, 208 projects submitted and ten projects were selected as winners.
Grants	Supported Amman Book Fair, Family Library, Mobile Library, and Royal Society of Fine Arts.
Digital Communication	Reached 93M people, 172K new followers; 60M video views.
Human Resources	84 staff trained in 46 programs; attended local and international events.

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Our Approach

Tracking and reporting on our Environmental, Social, and Governance (ESG) performance is critical to ensuring accountability, driving continuous improvement, and building trust with our stakeholders. By measuring our progress against clearly defined KPIs, we can evaluate the effectiveness of our ESG strategy and align our operations with our sustainability commitments. Transparent performance reporting enables stakeholders to make informed decisions and reinforces our commitment to responsible banking.

The ESG Scorecard presented below provides a consolidated overview of Arab Bank plc's ESG performance for the year 2024. For more detailed, country-level data, please refer to the ESG Data Pack available on our website.

Further details and country-level data can be accessed through our 2024 ESG Data Pack



ESG Scorecard

GOVERNANCE

GOVERNANCE STRUCTURE AND COMPOSITION

	UNIT	SCOPE	2022	2023	2024
Total number of board of directors	Number	AB plc	11	11	10
Gender					
Females	Number	AB plc	0	0	0
Males	Number	AB plc	11	11	10
Percentage of female members	%	AB plc	0	0	0
Percentage of male members	%	AB plc	100	100	100
Independence					
Number of independent members	Number	AB plc	5	5	5
Percentage of independent members	%	AB plc	45	45	50
Executives					
Executive members	%	AB plc	0	0	0
Non-executive members	%	AB plc	100	100	100
Board oversight on ESG					
Board oversight on ESG	-	AB plc	Yes	Yes	Yes
Total number of critical concerns communicated to the board	Number	AB plc		0	0

BUSINESS ETHICS

	UNIT	SCOPE	2022 ⁽¹⁾	2023 ⁽¹⁾	2024
Number of incidents of corruption	Number	AB plc	0	0	0
Number of confirmed incidents of corruption in which employees were dismissed or disciplined for corruption	Number	AB plc	0	0	0
Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption	Number	AB plc	0	0	0
Total number of employees that the bank anti-corruption policies and procedures have been communicated to	Number	AB plc			7,164
Percentage of employees that the bank anti-corruption policies and procedures have been communicated to	%	AB plc			96.0
Total number of employees receiving anti-corruption training	Number	AB plc			7,164
Percentage of employees receiving anti-corruption training	%	AB plc			96.0

DATA PRIVACY

	UNIT	SCOPE	2022	2023	2024
Total number of identified leaks, thefts, or losses of customer data ⁽²⁾	Number	AB plc		0	0

(1) Data represent performance for Jordan, Palestine, and Egypt

(2) This represent Extreme or High cases that is defined as Extreme: Incident which may have a material direct impact on bank's reputation, major legal and regulatory impact, cause loss of data and inability to recover information, major impact on the integrity and confidentiality of bank's data, and/ or may require media attention, or involvement of law enforcement. High: Incident which may have a mild direct impact on bank's reputation, minor legal and regulatory Impact, cause loss of data may be reported, however it can be recovered, and may have a minor impact on the integrity and confidentiality of bank's data.

(3) 2024 has been established as the base year for the GHG inventory, encompassing Scope 1, Scope 2, and Scope 3 emissions across the 12 countries of operations

ENVIRONMENT

ENERGY CONSUMPTION FOR OPERATIONS

	UNIT	SCOPE	2022 ⁽¹⁾	2023 ⁽¹⁾	2024
Gasoline consumption	Liters	AB plc	171,123.6	193,132.2	232,453.8
Diesel consumption	Liters	AB plc	91,689.8	90,144.4	705,919.0
Heating diesel and standby electricity generators	Liters	AB plc	172,675.5	161,974.8	758,840.9
Total electricity consumption from conventional hydrocarbon resources	kWh	AB plc	20,509,786	20,283,803	28,238,616
Total electricity consumption from renewable resources	kWh	AB plc	17,524,236	18,079,800	18,784,817
Percentage of electricity generated from renewable resources	%	AB plc	46.1	47.1	39.9
Total energy consumption within the bank (direct and indirect)	GJ	AB plc	151,808	152,834	206,686
Energy intensity (total energy consumption within the bank per full-time employee)	GJ/employee	AB plc	20.7	20.6	28.9

EMISSIONS

	UNIT	SCOPE	2022 ⁽¹⁾	2023 ⁽¹⁾	2024 ⁽³⁾
Scope 1	tCO2e	AB plc	1,096.5	1,081.5	3,756.4
Scope 2	tCO2e	AB plc	10,061.1	9,929.3	15,313.7
Scope 3	tCO2e	AB plc			18,405.3
Total GHG emissions	tCO2e	AB plc	11,157.7	11,010.8	37,475.3
GHG energy intensity	tCO2e/employee	AB plc			5.2

WATER CONSUMPTION

	UNIT	SCOPE	2022 ⁽¹⁾	2023 ⁽¹⁾	2024
Water consumption	m ³	AB plc	141,421.9	149,533.2	141,675.8
Water discharge	m ³	AB plc	141,421.9	149,533.2	141,675.8
Water intensity	m ³ /employee	AB plc	19.3	20.1	19.8

MATERIAL AND WASTE MANAGEMENT

	UNIT	SCOPE	2022 ⁽¹⁾	2023 ⁽¹⁾	2024
Paper consumption	Tons	AB plc	542.5	407.6	480.0
Paper recycled	Tons	AB plc	110.5	139.3	92.5
Percentage of paper recycled	%	AB plc	20.4	34.2	19.3

SUPPORT LOCAL SUPPLIERS

	UNIT	SCOPE	2022 ⁽¹⁾	2023 ⁽¹⁾	2024
Percentage of local procurement spending from total procurement spending	%	AB plc			92.0
Total number of suppliers	Number	AB plc	1,022	1,178	2,482
Total number of local suppliers	Number	AB plc	791	976	1,935

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EMPLOYEES – DIVERSITY AND INCLUSION

	UNIT	SCOPE	2022	2023	2024
Total number of employees (full-time and part-time)	Number	AB plc	7,346 ⁽¹⁾	7,431 ⁽¹⁾	7,154
Gender					
Females	Number	AB plc	2,802	2,897	2,846
Males	Number	AB plc	4,544	4,534	4,308
Gender Representation by Level					
Percentage of female employees in senior management positions	%	AB plc	18.3	20.9	22.3
Percentage of female employees in middle management positions	%	AB plc	33.2	34.8	36.1
By Contract					
Total number of employees with permanent contact	Number	AB plc	7,296	7,381	7,154
Total number of employees with temporary contact	Number	AB plc	63	63	111
Total number of workers who are not employees and whose work is controlled by the bank	Number	AB plc	1,073	1,103	1,185
By Age Group					
18-29	Number	AB plc	1,986	2,105	2,034
30-50	Number	AB plc	4,503	4,542	4,490
Over 50	Number	AB plc	807	734	630
Level					
Number of senior level employees	Number	AB plc	263	278	274
Number of middle management employees	Number	AB plc	2,014	2,059	2,067
Number of non-management employees	Number	AB plc	4,486	4,568	4,381
Number of non-clerical employees	Number	AB plc	533	476	432
Nationalization					
Nationalization rate of total employees	%	Country-level data available on the ESG Data Pack			
Nationalization rate for senior management	%				
Disabilities					
Number of employees with physical disabilities	Number	AB plc	130	137	128

EMPLOYEES – DIVERSITY AND INCLUSION

	UNIT	SCOPE	2022	2023	2024
Parental Leave					
Total number of employees entitled for parental leave - females	Number	AB plc	176	171	164
Total number of employees entitled for parental leave - males	Number	AB plc	186	179	163
Total number of employees that took parental leave - females	Number	AB plc	176	171	164
Total number of employees that took parental leave - males	Number	AB plc	186	179	163
Total number of employees that returned to work after parental leave ended - females	Number	AB plc	159	150	138
Total number of employees that returned to work after parental leave ended - males	Number	AB plc	185	181	161
Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work - females	Number	AB plc	158	167	157
Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work - males	Number	AB plc	186	179	164
Return to work rate of employees that took parental leave - females	%	Country-level data available on the ESG Data Pack			
Return to work rate of employees that took parental leave - males	%				
Retention rates of employees that took parental leave - females	%				
Retention rates of employees that took parental leave - males	%				

EMPLOYEES HEALTH AND SAFETY

	UNIT	SCOPE	2022	2023	2024
Fatalities as a result of work-related injury	Number	AB plc	0	0	0
High-consequence work-related injuries (excluding fatalities)	Number	AB plc	0	1	0
Recordable work-related injuries	Number	AB plc	13	22	23
Fatalities as a result of work-related ill health	Number	AB plc	0	0	0
Recordable work-related injury or ill health	Number	AB plc	1	14	22
Employee absentee rate	%	Country-level data available on the ESG Data Pack			

⁽¹⁾ The total number of employees for 2022 and 2023 in this ESG report differs from the figures in the annual reports of those year due to a change in the calculation methodology.

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EMPLOYEES – DIVERSITY AND INCLUSION

	UNIT	SCOPE	2022	2023	2024
Employees Children University Scholarship Program					
Grants provided to employees' children to go to Jordanian universities	JODs	Jordan	200,029	245,327	290,403
Number of employees who benefitted from employees' children scholarship program	Number	Jordan	105	123	122
Number of students who benefitted from employees' children scholarship program	Number	Jordan	127	140	139
Pay by Gender					
Ratio of basic salary and remuneration of women to men	Ratio	Country-level data available on the ESG Data Pack			
Ratio of basic salary and remuneration of women to men by employment level - Senior Management	Ratio				
Ratio of basic salary and remuneration of women to men by employment level - Middle Management Employees	Ratio				
Ratio of basic salary and remuneration of women to men by employment level - Non-Management Employees	Ratio				
Ratio of basic salary and remuneration of women to men by employment level - Non-Clerical Employees	Ratio				
Entry Level Pay by Gender					
Entry Level wage to minimum wage for full time employees	%	Country-level data available on the ESG Data Pack			
Entry Level wage to minimum wage for full time female employees	%				
Entry Level wage to minimum wage for full time male employees	%				

NEW HIRES

	UNIT	SCOPE	2022	2023	2024
Total number of new employee hires	Number	AB plc	1,169	1,174	1,031
Total number of new employee hires - females	Number	AB plc	437	478	413
Total number of new employee hires - males	Number	AB plc	732	696	618
Total number of new employee hires - 18-29	Number	AB plc	822	854	681
Total number of new employee hires - 30-50	Number	AB plc	326	313	341
Total number of new employee hires - over 50	Number	AB plc	21	7	9

TURNOVER

	UNIT	SCOPE	2022	2023	2024
Total employee turnover - voluntary	%	AB plc	11.4	10.9	12.4
Total employee turnover - involuntary	%	AB plc	1.7	3.4	5.2
Total employee turnover	%	AB plc	13.1	14.3	17.6

TURNOVER

	UNIT	SCOPE	2022	2023	2024
Turnover by Gender					
Total employee turnover - females	Number	AB plc	11.0	12.9	15.9
Total employee turnover - males	Number	AB plc	14.3	15.2	18.8
By Age					
Total employee turnover - 18-29	Number	AB plc	23.8	21.3	24.1
Total employee turnover - 30-50	Number	AB plc	8.6	9.9	12.5
Total employee turnover - over 50	Number	AB plc	11.5	21.1	33.5

TRAINING

	UNIT	SCOPE	2022	2023	2024
Average hour of training per employee	Number	AB plc	14.6	13.8	26.0
By Gender					
Average hours of training per employee - females	Number	AB plc	14.7	15.4	28.8
Average hours of training per employee - males	Number	AB plc	14.5	12.7	24.2
By Employment Level					
Average hours of training per employee - senior management	Number	AB plc	41.1	3.8	17.5
Average hours of training per employee - middle management	Number	AB plc	13.6	11.8	25.3
Average hours of training per employee - non-management	Number	AB plc	14.9	16.6	29.4
Average hours of training per employee - non-clerical	Number	AB plc	2.8	1.0	0.6
Training Hours					
Total training hours provided	Hours	AB plc	106,511.3	101,558.8	185,275.5
Total cost of trainings	000' USD	AB plc	3,925	2,326	2,526

ENVIRONMENTAL/ESG TRAINING

	UNIT	SCOPE	2022	2023	2024
Total number of employees who took environmental training	Number	AB plc	143	5,842	6,678
Percentage of employees who took environmental training	%	AB plc	1.9	78.6	93.1
Total hours of environmental training provided to employees	Hours	AB plc	320.5	6,317	7,827

BANKING CHANNELS

	UNIT	SCOPE	2022	2023	2024
Number of branches	Number	AB plc	201	193	188
Number of ATMs	Number	AB plc	595	602	597

COMMUNITY INVESTMENTS

	UNIT	SCOPE	2021	2022	2023
Total community investment spending	000' USD	AB plc	20,786	25,217	25,954
Pre-tax profits Invested in the community	%	AB plc	3.3	3.4	3.1
Number of beneficiaries of Arab Bank Community Investments	Number	AB plc	216,381	602,996	2,523,521

VOLUNTEERING PROGRAM

	UNIT	SCOPE	2022	2023	2024
Total number of volunteering hours	Hours	AB plc	2,290	3,974	4,755
Total number of volunteering hours - females	Hours	AB plc	1,081	1,787	2,100
Total number of volunteering hours - males	Hours	AB plc	1,209	2,119	2,655
Total number of volunteers	Number	AB plc	620	659	776
Total number of volunteers - females	Number	AB plc	213	222	270
Total number of volunteers - males	Number	AB plc	407	437	506
Total number of volunteering participation	Number	AB plc	955	1,257	1,503
Number of volunteering activities	Number	AB plc	75	99	117

CAPACITY BUILDING PROGRAM

	UNIT	SCOPE	2022	2023	2024
Number of NGO employees attending courses of Capacity Building Program	Number	AB plc	209	217	327
Number of courses	Number	AB plc	10	9	16
Number of training hours provided under the Capacity Building Program	Hours	AB plc	950	804	1,765

CUSTOMER DONATIONS

	UNIT	SCOPE	2022	2023	2024
Donations received through Internet Banking	JOD	Jordan	315,669	118,551	142,224
Donations received through ATMs	JOD	Jordan	71,957	36,130	20,701
Donations received through Together Platinum Credit Card	JOD	Jordan	28,871	32,759	32,839
eFawateercom	JOD	Jordan	1,816,777	1,848,178	1,929,868
Total Customers donations	JOD	Jordan	2,233,274	2,035,619	2,125,632

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GHG Emissions Methodology

Standards and Boundaries

At Arab Bank plc we adopt the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard (GHG Protocol) to guide the GHG emissions calculation process. Additionally, we reference other standards and guidance documents such as:

- GHG Protocol Scope 2 Guidance
- GHG Protocol Corporate Value Chain (Scope 3) Standard
- Scope 3 Calculation Guidance
- ISO 14064-1:2018, Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals.

Organizational Boundary: we adopt an operational control consolidation approach across the plc branches (i.e., Banks) across 12 countries of operations (i.e., Jordan, Palestine, Egypt, Lebanon, Qatar, Bahrain, UAE, Algeria, Morocco, Yemen, Singapore, China).

Operational Boundary: The GHG emissions calculation covers Scope 1, Scope 2, and Scope 3 emission sources. The following scope 3 categories¹ have been included:

- Cat -1 Purchased Goods and Services
- Cat -2 Capital Goods
- Cat -3 Fuel and Energy Related Activities
- Cat -7 Business Travel

Beginning next year, the bank will commence disclosure of emissions and activities related to Category 5 – Waste Generated in Operations and Category 7 – Employee Commuting.

Definition

Scope 1: Direct GHG emissions from sources that are owned or controlled by the reporting entity.

Scope 2: Indirect GHG emissions from the generation of purchased electricity, steam, heating, and cooling consumed by the reporting entity.

Scope 3 GHG emissions: All other indirect emissions (not included in scope 2) that occur in the value chain of the reporting company, including both upstream and downstream emissions.

Calculation Methodology

Scope 1

Scope 1 emissions at Arab Bank plc comes from 3 sources:

1. Stationary Combustion
2. Mobile Combustion
3. Fugitive Emissions

Stationary Combustion - To calculate stationary combustion related emission, the bank monitors the amount of fuel consumed by its generator and engines. Data is collected from invoices, telematics, fuel cards, meter readings and other documentation by ESG champions in concerned divisions across the 12 countries and communicated to the ESG Office team at Arab Bank plc in the Head Office.

To calculate stationary combustion emissions, the bank applies a Tier 1 methodology in accordance with Equation 2.1 outlined in Chapter 2 of the 2006 IPCC Guidelines

Emission factors are sourced from Table 2.4 of Chapter of the 2006 IPCC Guideline.

Mobile Combustion - Arab bank reports on the emissions of the mobile fleet it owns and/or operates. The bank monitors the amount of fuel consumed by its fleet. Data is collected from e-fill cards (i.e., fuel cards) that the drivers use to fill the vehicles and then the vendor sends a report to the bank with the exact fuel amount, which is then collected by ESG champions in concerned divisions across the 12 countries and communicated to the ESG Office team at Arab Bank plc in the Head Office. The Bank also follows a Tier-1 calculation method, as outlined in Equation 3.2.1 of the 2006 IPCC Guideline.

Fugitive Emissions - Fugitive emissions from air conditioning-related refrigerant leaks are included in the bank's GHG inventory. Emissions are estimated based on data related to the capacity of installed air conditioning units, procurement of new equipment, and the type of refrigerants charged annually. Relevant data is sourced from procurement and maintenance records. The calculation approach follows the IPCC 2019 Refinement to the 2006 Guidelines, specifically Volume 3 – Chapter 7 equations 7.12 & 7.13, which outlines methodologies for estimating emissions from refrigeration and air conditioning systems.

Additionally, the bank includes the use of fire extinguishers under Scope 1 emissions. Information is gathered for all extinguishers based on type, size, and quantity used during maintenance drills or emergency events.

This data is sourced from maintenance reports, which detail the type and capacity of each extinguisher, as well as the amount discharged during each activity.

Scope 2

Scope 2 emissions arise from the consumption of purchased electricity by the bank. Data for Scope 2 emissions is sourced primarily from utility bills, along with internal energy metering systems, and, where available, the Building Management System (BMS). The emissions are calculated using the location-based approach in line with the GHG Protocol. The bank procures electricity from a single supplier in each of the 12 countries in which it operates and does not utilize market-based instruments such as Renewable Energy Certificates (RECs). As a result, Scope 2 market-based emissions are not reported

Under the location-based method, the average grid emission factor corresponding to each subsidiary's geographic location is applied to the reported electricity consumption to estimate associated emissions.

Renewable energy consumption is only in Jordan. The bank has an agreement with National Electric Power Company (NEPCO) and Jordan Electric Power Company (JEPSCO) to provide the bank with 18 MWh of electricity annually from renewable energy sources which covers more than 90% of the bank's annual electricity consumption.

Scope 3

To improve the accuracy of our Scope 3 emissions data, we continuously refine the calculation methodology applied by acquiring more suppliers' data, aiming to shift from spent based approach to physical activity data drive approach, and refining the assumptions and estimates.

¹ Scope 3 categories were identified based on their relevance and material contribution to the bank's overall emissions. Calculations for financed emissions, the most significant source of emissions for financial institutions, are being developed separately in accordance with the PCAF methodology.

Category 1- Purchased Goods and Services - The bank reports on Category 1 – Purchased Goods and Services are calculated using a spend-based approach, in line with the GHG Protocol.

The bank maintains a centralized procurement system that records all purchasing activities, with expenses categorized by type of good or service. Emission estimates are derived by applying relevant industry-average emission factors to the expenditure data for each procurement category. This method enables a broad coverage of upstream value chain emissions and provides an indicative understanding of the carbon impact associated with purchased inputs.

Category 2 – Capital Goods - Adopting a similar approach to Scope 3, Category 1 emission accounting, the bank reports on its capital goods related emissions for non-financial assets. The bank's centralized procurement system captures all capital expenditure for non-financial assets such as buildings, equipment, and infrastructure. Emissions are estimated by applying appropriate industry-average emission factors to the capital expenditure data, categorized by asset type.

Category 3 – Fuel and Energy Related Activities - Arab bank reports emissions from Fuel and Energy-Related Activities not already included in Scope 1 or 2. These emissions include upstream missions from purchased stationary and mobile fuels, purchased electricity, as well as emissions from transmission and distribution losses.

Upstream emissions refer to emissions from the extraction, production, and transportation of fuels, and exclude emissions from fuel combustion already covered under scope1 & 2.

The data inputs and sources identical to those used for Scope 1 and 2 emissions. This includes the amount of fuel and purchased energy used. The bank applies emission factors that specifically account for the Scope 3 portion of emissions that are not included in Scope 1 and 2, including:

- Well to Tank (WTT) emission factors of consumed fuel
- Upstream emission factors of the grid purchased electricity
- Transmission and Distribution losses of the grid

Category 6 – Business Travel - Arab Bank reports global business travel emissions across all plc branches from air, rail, car (employee claimed mileage and rentals), and other transportation modes (bus, taxi, ride-share).

The bank collects distance and spend data by transport mode from HRMS systems and reports from third-party travel management companies. The bank calculates emissions using the distance-based method where data is available or the spend-based method when only expense data is available. For connecting flights where the transit country is not captured by the HRMS system, the bank assesses the possible flight routes and selects the option with the higher associated emissions. This approach ensures adherence to the principle of conservativeness in estimating business travel emissions.

Emission Factors and Sources

To ensure accuracy and consistency in estimating greenhouse gas emissions across all scopes, Arab Bank plc relies on internationally recognized emission factor sources. Emission factors are selected based on relevance, data availability, and geographic applicability, with preference given to region-specific or activity-specific factors where possible.

The following primary sources are used across Scope 1, Scope 2, and relevant Scope 3 categories:

- **Intergovernmental Panel on Climate Change (IPCC):**
 - 2006 IPCC Guidelines for National Greenhouse Gas Inventories
 - 2019 Refinement to the 2006 Guidelines
- **UK Department for Environment, Food and Rural Affairs (DEFRA):**
 - Used for business travel, purchased goods and services, fuel- and energy-related activities, and other upstream Scope 3 categories.
- **U.S. Environmental Protection Agency (EPA):**
 - Applied where activity-specific U.S. factors provide more accurate representations for certain operations or fuel types.

Local grid emission factors are used for Scope 2 calculations under the location-based method, aligned with GHG Protocol Scope 2 Guidance. These factors are periodically reviewed to reflect updated guidance and national inventory submissions.

Quality Assurance, Quality Control, and Third-Party Verification

Arab Bank plc applies a structured Quality Assurance and Quality Control (QA/QC) framework to uphold the accuracy, completeness, and consistency of its GHG inventory.

QA/QC procedures include:

- **Standardized data templates** used across all branches to ensure consistency in data collection and categorization.
- **Data validation** conducted by ESG Champions of concerned Division's level and reviewed centrally by the ESG Office team.
- **Emission calculation cross-checks** performed by comparing year-on-year trends, intensity ratios, and outlier analysis to identify anomalies or reporting gaps.
- **Centralized documentation** and audit trail maintenance to support traceability and verification of data sources and assumptions.

Base Year Selection and Recalculation Approach:

The year 2024 has been selected as the base year for the GHG inventory and emissions calculations. In accordance with the GHG Protocol Corporate Standard, base year emissions shall be recalculated when any of the following conditions occur:

- Structural changes such as mergers, acquisitions, or divestments that significantly impact the organizational boundaries of the inventory
- Changes in the inventory boundaries used in the base year calculations (i.e., organizational and operational boundaries)
- Changes in inventory scope, such as the inclusion or exclusion of emission sources, categories, or activities that significantly affect reported emissions
- Methodological changes, including updates to calculation methods, or improvements in data accuracy
- Discovery of significant errors, if material errors are discovered in the original base year data that would significantly affect trend analyses or target tracking
- Legal or regulatory requirements, if required by a regulatory body or voluntary program to align with updated frameworks

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APPENDIX A: Materiality Process

In 2023, we reviewed our materiality process to align with the GRI 3: Material Topics 2021, following the four steps indicated in the standards. The result of this assessment has been used as the basis for the Arab Bank ESG approach and reporting framework. Below is a summary of the materiality assessment process that was completed this year.

STEP 1: UNDERSTANDING THE ORGANIZATION'S CONTEXT

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

STEP 2: IDENTIFY ACTUAL AND POTENTIAL IMPACTS

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

This process involved:

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

STEP 3: ASSESS SIGNIFICANCE OF THE IMPACTS

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

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

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

STEP 4: PRIORITIZE THE MOST SIGNIFICANT IMPACTS FOR REPORTING

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

- Setting a threshold to determine which topics are material - the bank defined the threshold to be 6.00. Thus, the impact topics with a significance score above this threshold were considered material and should be addressed by the bank's ESG approach and reporting. The threshold has been determined based on the scores of the topics that the bank considered highly material.
- Alignment of material topics with the GRI Standards - the final list of material topics was reviewed by the ESG Office Team against the GRI Topics Standards and the team ensured that the bank had not overlooked any material issues. Final list was approved by the senior management within the ESG Steering Committee as part of their oversee of the ESG in the bank.
- Determining what to report for each material topic - for each material topic, a set of KPIs were identified for disclosure in the ESG report. The source for those KPIs included:
 - GRI 2016 Topics Standards.
 - Arab Bank's set of internal KPIs.
 - Amman Stock Exchange list of KPIs presented in their sustainability reporting guidance issued in 2021.
 - Best practice in the banking sector.

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APPENDIX B: GRI Content Index

Arab Bank has reported in accordance with the GRI Standards for the period January 1st 2024 to December 31st 2024.

GRI 1 Used:

GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S), DIRECT ANSWERS, AND REASONS FOR OMISSIONS, IF APPLICABLE
THE ORGANIZATION AND ITS REPORTING PRACTICES		
GRI 2: General Disclosures 2021	2-1 Organizational details	4, 7, Annual Report 2024
	2-2 Entities included in the organization's sustainability reporting	4, 7. Other subsidiaries, and affiliates included in the bank's audited Annual Report 2024 are not included in this report.
	2-3 Reporting period, frequency and contact point	4, Annual Report 2024
	2-4 Restatements of information	56
	2-5 External assurance	4, Arab Bank did not conduct an external assurance for the 2024 report.
ACTIVITIES AND WORKERS		
GRI 2: General Disclosures 2021	2-6 Activities, value chain and other business relationships	7, 35
	Disclosure 2-7 Employees	40, 53, 2024 ESG Data Pack
	Disclosure 2-8 Workers who are not employees	53, 2024 ESG Data Pack
GOVERNANCE		
GRI 2: General Disclosures 2021	2-9 Governance structure and composition	17, 52, Annual Report 2024 (24-29, Governance Report 279)
	2-10 Nomination and selection of the highest governance body	17, Corporate Governance Code (14-15)
	2-11 Chair of the highest governance body	Chairman of the Board: Mr. Sabih Taher Darwish Masri Annual Report 2024 (24, Governance Report 279)
	2-12 Role of the highest governance body in overseeing the management of impacts	17, 18, 19
	2-13 Delegation of responsibility for managing impacts	17, 18, 19
	2-14 Role of the highest governance body in sustainability reporting	17, 18, 19
	2-15 Conflicts of interest	Corporate Governance Code (21-22)
	2-16 Communication of critical concerns	17, 52, communication of critical concerns is done through the Ethics Committee directly to the Board of Directors. The Committee monitors all the concerns received by the bank and monitor of the business, including the whistleblowing incidents.
	2-17 Collective knowledge of the highest governance body	17
	2-18 Evaluation of the performance of the highest governance body	17, Annual Report 2024 (24-29, Governance Report 279), Corporate Governance Code (21)
	2-19 Remuneration policies	13, Corporate Governance Code (22), Annual Report 2024 (38)
	2-20 Process to determine remuneration	13, Corporate Governance Code (22), Annual Report 2024 (38)
	2-21 Annual total compensation ratio	Annual Report 2024 (68-69), Annual total compensation ratio for the bank's highest-paid individual to the median annual total compensation for all employees cannot be disclosed due to Confidentiality constraints, as the bank do not disclose the employee's median annual total compensation for employees.

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GRI STANDARD	DISCLOSURE	PAGE NUMBER(S), DIRECT ANSWERS, AND REASONS FOR OMISSIONS, IF APPLICABLE
STRATEGY, POLICIES AND PRACTICES		
GRI 2: General Disclosures 2021	2-22 Statement on sustainable development strategy	12
	2-23 Policy commitments	19, 20, policies are not publicly available due to confidentiality constraints that prohibit sharing internal policies publicly.
	2-24 Embedding policy commitments	19, 20
	2-25 Processes to remediate negative impacts	13, 17-18, 21
	2-26 Mechanisms for seeking advice and raising concerns	13, 17-18, 21
	2-27 Compliance with laws and regulations	52, 2024 ESG Data Pack , Arab Bank did not suffer any legal action or fine for non-compliance with social and economic laws or regulations in 2023
	2-28 Membership associations	Association of Banks in markets the bank's operate in
STAKEHOLDER ENGAGEMENT		
GRI 2: General Disclosures 2021	2-29 Approach to stakeholder engagement	14
	2-30 Collective bargaining agreements	Arab Bank ensures the freedom of association of its employees and respect their right to associate with legal trade unions permitted by local regulations where we operate.. In compliance with internal regulations, any employees who is part of a trade union should declare it to his/her manager and Human Resources. Currently the bank does not have a system to track the total employees covered by collective bargaining agreements
MATERIAL TOPICS		
GRI 3: Material Topics 2021	3-1 Process to determine material topics	15, 60
	3-2 List of material topics	15
	3-3 Management of material topics	15, 13
CUSTOMER PROTECTION AND TRANSPARENCY, PRODUCT DESIGN AND LIFECYCLE MANAGEMENT		
GRI 3: Material Topics 2021	3-3 Management of material topics	12, 23-24, 42-43
GRI 416: Customer Health and Safety 2026	Disclosure 416-1 Assessment of the health and safety impacts of product and service categories	23-24, 42-43
	Disclosure 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	No incidents of non-compliance with regulations and/or voluntary codes concerning the health and safety impact of products and services within the reporting period.
GRI 417: Marketing and Labelling 2026	Disclosure 417-1 Requirements for product and service information and labeling	23-24, 42-43
	Disclosure 417-2 Incidents of non-compliance concerning product and service information and labeling	No incidents of non-compliance with regulations and/or voluntary codes concerning products and services information and labeling within the reporting period.
	Disclosure 417-3 Incidents of non-compliance concerning marketing communications	No incidents of non-compliance concerning marketing communication within the reporting period.

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GRI STANDARD	DISCLOSURE	PAGE NUMBER(S), DIRECT ANSWERS, AND REASONS FOR OMISSIONS, IF APPLICABLE
SUSTAINABLE PROCUREMENT		
GRI 3: Material Topics 2021	3-3 Management of material topics	12, 35
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	35, 52, 2024 ESG Data Pack
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	35, Information unavailable/incomplete. As stated on the bank ESG strategy on page 12, the bank is committed to defining the methodology for identifying and collecting information.
	308-2 Negative environmental impacts in the supply chain and actions taken	35, Information unavailable/incomplete. As stated on the bank ESG strategy on page 12, the bank is committed to defining the methodology for identifying and collecting information.
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	35, Information unavailable/incomplete. As stated on the bank ESG strategy on page 12, the bank is committed to defining the methodology for identifying and collecting information.
	414-2 Negative social impacts in the supply chain and actions taken	35, Information unavailable/incomplete. As stated on the bank ESG strategy on page 12, the bank is committed to defining the methodology for identifying and collecting information.
GOVERNANCE, BUSINESS ETHICS AND COMPLIANCE		
GRI 3: Material Topics 2021	3-3 Management of material topics	20-23
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Arab Bank conducts assessment in terms of corruption controls effectiveness of all the functions exposed to anti-bribery and corruption (ABC) risks and/or entrusted with validation / control responsibilities.
	205-2 Communication and training about anti-corruption policies and procedures	20, 21, 52, 2024 ESG Data Pack
	205-3 Confirmed incidents of corruption and actions taken	53, 2024 ESG Data Pack
TAX TRANSPARENCY		
GRI 3: Material Topics 2021	3-3 Management of material topics	25
GRI 207: Tax 2017	207-1 Approach to tax	25
	207-2 Tax governance, control, and risk management	25
	207-3 Stakeholder engagement and management of concerns related to tax	25
DIRECT ENVIRONMENTAL IMPACT OF OPERATIONS, CLIMATE CHANGE		
GRI 3: Material Topics 2021	3-3 Management of material topics	33, 34, 56
GRI 302: Energy 2016	302-1 Energy consumption within the organization	33, 52, 2024 ESG Data Pack
	302-2 Energy consumption outside of the organization	52, 2024 ESG Data Pack
	302-3 Energy intensity	33, 52, 2024 ESG Data Pack
	302-4 Reduction of energy consumption	33, 52, 2024 ESG Data Pack
	302-5 Reductions in energy requirements of products and services	Not applicable, as the bank provide financial services and does not engage in sales of products that consume large amount of energy.

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S), DIRECT ANSWERS, AND REASONS FOR OMISSIONS, IF APPLICABLE
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	34, 52, 2024 ESG Data Pack , water is provided by the water authority and private service providers. This topic is not material as we are a service provider and water usage are related to employee usage and for cleaning purposes.
	303-2 Management of water discharge-related impacts	34, 52, 2024 ESG Data Pack , water is provided by the water authority and private service providers. This topic is not material as we are a service provider and water usage are related to employee usage and for cleaning purposes.
	303-3 Water withdrawal	34, 52, 2024 ESG Data Pack , water is provided by the water authority and private service providers and no withdrawal of any type happen through the bank.
	303-4 Water discharge	The bank uses utility sewage system. This topic is not material for the bank as we are a service company
	303-5 Water consumption	34, 52, 56, 2024 ESG Data Pack
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	34, 52, 56, 2024 ESG Data Pack
	305-2 Energy indirect (Scope 2) GHG emissions	34, 52, 56, 2024 ESG Data Pack
	305-3 Other indirect (Scope 3) GHG emissions	34, 52, 56, 2024 ESG Data Pack
	305-4 GHG emissions intensity	34, 52, 56, 2024 ESG Data Pack
	305-5 Reduction of GHG emissions	34, 52, 56, 2024 ESG Data Pack
	305-6 Emissions of ozone-depleting substances (ODS)	34, 52, 56, 2024 ESG Data Pack
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Not Applicable, due to the nature of the bank's business, no significant NOx or SOx emissions are generated.
DIVERSITY AND INCLUSION (D&I), EMPLOYEE WELLBEING		
GRI 3: Material Topics 2021	3-3 Management of material topics	37-40
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	54, 2024 ESG Data Pack
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	38, 2024 ESG Data Pack
	401-3 Parental leave	40, 53, 2024 ESG Data Pack
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	53, 53, 2024 ESG Data Pack
	405-2 Ratio of basic salary and remuneration of women to men	54, 2024 ESG Data Pack
GRI 406: Nondiscrimination 2016	406-1 Incidents of discrimination and corrective actions taken	No legal action or incidents in relation to discrimination were reported in 2024.

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S), DIRECT ANSWERS, AND REASONS FOR OMISSIONS, IF APPLICABLE
LEARNING AND DEVELOPMENT		
GRI 3: Material Topics 2021	3-3 Management of material topics	41
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	54, 2024 ESG Data Pack
	404-2 Programs for upgrading employee skills and transition assistance programs	41
	404-3 Percentage of employees receiving regular performance and career development reviews	100% of employees receiving regular performance and career development reviews.
CHILD AND COMPULSORY LABOR		
GRI 3: Material Topics 2021	3-3 Management of material topics	35, 40
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	35, 40
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	35, 40
COMMUNITY INVESTMENT AND IMPACT		
GRI 3: Material Topics 2021	3-3 Management of material topics	45-50
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	45-50
	413-2 Operations with significant actual and potential negative impacts on local communities	No operations with a significant actual or potential negative impact on our local communities were reported in 2024.
DATA SECURITY		
GRI 3: Material Topics 2021	3-3 Management of material topics	23, 24
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	52, 2024 ESG Data Pack
RISK MANAGEMENT		
GRI 3: Material Topics 2021	3-3 Management of material topics	22
TRANSPARENCY AND TRUST		
GRI 3: Material Topics 2021	3-3 Management of material topics	19
ESG RISK MANAGEMENT		
GRI 3: Material Topics 2021	3-3 Management of material topics	19
ESG GOVERNANCE		
GRI 3: Material Topics 2021	3-3 Management of material topics	18

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S), DIRECT ANSWERS, AND REASONS FOR OMISSIONS, IF APPLICABLE
INNOVATION AND DIGITIZATION		
GRI 3: Material Topics 2021	3-3 Management of material topics	43
SUPPORTING SMES AND ENTREPRENEURSHIP		
GRI 3: Material Topics 2021	3-3 Management of material topics	42
EMPLOYEE WELLBEING		
GRI 3: Material Topics 2021	3-3 Management of material topics	38
HUMAN RIGHTS		
GRI 3: Material Topics 2021	3-3 Management of material topics	20
FINANCIAL INCLUSION AND ACCESSIBILITY		
GRI 3: Material Topics 2021	3-3 Management of material topics	42-43

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