



JCB

Sustainability
Report 2022

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1. About this Report

We are proud to share our first Sustainability Report, representing a significant milestone for JCB as we take our first step towards formalized sustainability reporting. This report embodies our commitment to transparency, accountability, and responsible business practices.

Reporting Period

The scope of this report extends over the timeframe of January 1st 2021 to December 31st 2022.

Reporting Methodology

This report was written with reference to the GRI framework. We acknowledge that this is our initial foray into structured sustainability reporting. As such, we have made efforts to align our reporting with GRI guidelines, incorporating, relevant indicators, and disclosures where possible.

This year, we had the opportunity to conduct the initial stage of our comprehensive materiality assessment, further solidifying our commitment to understanding and addressing sustainability topics that shape our organization's impact and success (see more in section 4).

Feedback

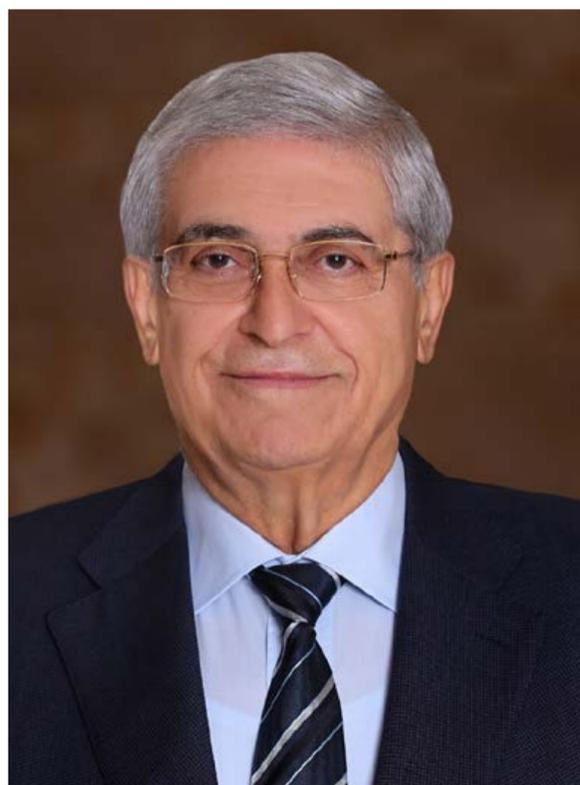
Through this report, we aim to engage our stakeholders by sharing our sustainability journey, highlighting our accomplishments and aspirations as we continuously strive to integrate sustainability into aspects of our operations. Therefore, any feedback you may have on this report and our sustainability efforts is the most importance to us. Please send any feedback to



-  **Email:** jcb@jcbank.com.jo
-  **Facebook:** <https://www.facebook.com/JCBankJo/>
-  **Instagram:** [@jcbankjo](https://www.instagram.com/jcbankjo)
-  **Or visit our website:** <https://www.jcbank.com.jo/form/contact-us>



2. Chairman's Letter



Michael Al Sayegh
Chairman of the Board

Dear Colleagues, Stakeholders and Partners:

I am pleased to present and share with you the Jordan Commercial Bank Sustainability Report for the year 2022, as this report is the first sustainability report at the bank level, which was prepared in line with the growing global interest in sustainable development at the level of individuals and societies. Realizing the importance of this aspect in achieving the well-being of individuals and society and preserving our natural resources and their permanence in the service of present and future generations, the Bank has long sought to include its business and policies with many programs and initiatives that enhance this aspect, with the cooperation of its partners and stakeholders.

The report shows how the Jordan Commercial Bank, which is one of the leading banks in providing banking services, and an active and competitive member of the banking sector, sought to preserve and adhere to "the sustainable development agenda for the year 2030", which was adopted by most countries of the world, as its goals and objectives are considered a global document, whose goal is to preserve the planet More sustainable, more prosperous communities, and permanent economic growth.

Sustainability in the Jordan Commercial Bank is not an exceptional event, or that its activities are separate from the financial and banking business and activities of the Bank, but rather it is an integral part of our vision, mission, current methodology and future directions. The Bank has given the issues, directions and activities related to environmental, social and governance risks the necessary attention and care. This approach to the Bank is embodied in our comprehensive and realistic vision of achieving a balance between the financial side by increasing profitability and strengthening the Bank's financial position, and between serving social, economic and environmental interests. The financial goals of the Jordan Commercial Bank are inseparable from the goals that support the progress and welfare of society.

In this report, we note the bank's directions to support responsible growth opportunities, reduce the impact of the environmental footprint, support green growth, provide new and advanced services, stimulate innovation, empower women, develop employees, increase health benefits, in addition to enhancing the bank's positive reputation. These directions are valuable. A clear community and environmental addition to its economic value. These directions coincided with the bank placing its responsibilities towards society at the forefront of its priorities, and occupying a major position in the bank's business, as corporate social responsibility is the pivotal cornerstone of sustainability.

The report also included, in addition to the bank's directions towards achieving sustainability requirements, many initiatives and efforts that support these directions including renewable energy loans, increased efforts to reduce waste and recycling, and the implementation of many initiatives that contribute to preserving the environment, including the Green Caravan Initiative, in addition to measures that increase the efficiency of energy and resource use, among others.

On the social side, the report shows that the bank has carried out many actions that contribute to enhancing the well-being of employees within the bank and enhancing their efficiency, with a focus on the actions taken by the bank in the field of empowering women and reducing the gender gap between the two sexes. In the external community, the Bank, within its commitments to serve the local community, carried out a number of activities and programs, on top of which is the promotion of financial inclusion to ensure that banking services reach the largest number of members of society, in addition to adopting many community initiatives, and helping groups most deserving of attention and care in society.

Lending, financing, and responsible investment practices had a place in this report, as the report highlighted the volume and number of loans granted to startups and small companies, and environmentally friendly loans granted by the bank. The report also showed an increase in the bank's dealings with local suppliers to its total dealings.

The report also shows the Bank's practices in governance, and the procedures that guarantee sound practices. The report also singled out, in part, the role of the compliance, risk and audit departments, and the procedures and policies applied to ensure that these departments perform their role in an optimal manner.

With all that the Jordan Commercial Bank has done in the field of sustainability, and as the report in your hands showed, we are still at the beginning of the journey, and there are still many challenges facing us in the field of sustainable development, which requires us to continue working and relentlessly striving to enhance our efforts and future aspirations to advance this, and follow the banking practices that guarantee to preserve it, and make it part of our future strategy, and that it be among the priorities of decision makers, along with the financial and operational goals of the bank, and that all efforts join hands, in order to achieve a better tomorrow at the level of individuals and society.

In conclusion, I can only express my sincere gratitude to our customers, employees and partners for their support and continuous commitment to achieving our goals and objectives, whether financial, environmental or societal.

Peace, mercy and blessings of God.

Michael Al Sayegh

Chairman of the Board of Directors

3. About Jordan Commercial Bank

Jordan Commercial Bank (JCB), originally established as Jordan Gulf Bank (JGB) in 1977, has significantly evolved over time to become a leading figure in the Jordanian banking sector. In 2004, we underwent a significant restructuring, this led us to adopt the name Jordan Commercial Bank, symbolizing our evolved identity and renewed dedication to our stakeholders. Our ability to adapt to the dynamic market landscape and consistently provide innovative solutions and services that cater to our customers' needs is a source of great pride.

Our primary focus is to provide customized and competitively priced financial solutions. We take pride in offering a wide range of comprehensive and integrated banking services tailored to meet the unique financial requirements of customers across diverse sectors. We aim to deliver exceptional quality and competitive rates to cater to the needs of corporate clients, Small and Medium Enterprises (SMEs), Retail customers, as well as those seeking Treasury and Investment solutions. This commitment to comprehensive and integrated banking services, drives us to continuously develop and create innovative products and services.

Recognizing the growing role of technology in banking, JCB has heavily invested in digital infrastructure, a key part of which is our mobile application, "Tejari Mobile." This user-friendly application, free to download,

facilitates an array of banking transactions, such as balance inquiries, fund transfers, and bill payments. Our vision for the app includes continual enhancements to provide even more exclusive features and services.

With an aim to increase accessibility, JCB is expanding its off-site ATM network, which currently includes 43 locations throughout Jordan. This expansion caters to the growing demand for self-service banking. Moreover, we're on course to increase the number of our Tejari Express branches to nine, ensuring easy and quick access to banking services for our customers.

In addition to our market activities, we have a deep commitment to social responsibility. This commitment is reflected in our regular sponsorship of various initiatives and causes including educational and social institutions, conferences, seminars, and cultural and economic events. We are determined to make a lasting and profound impact on underserved communities, empowering them for the long term.

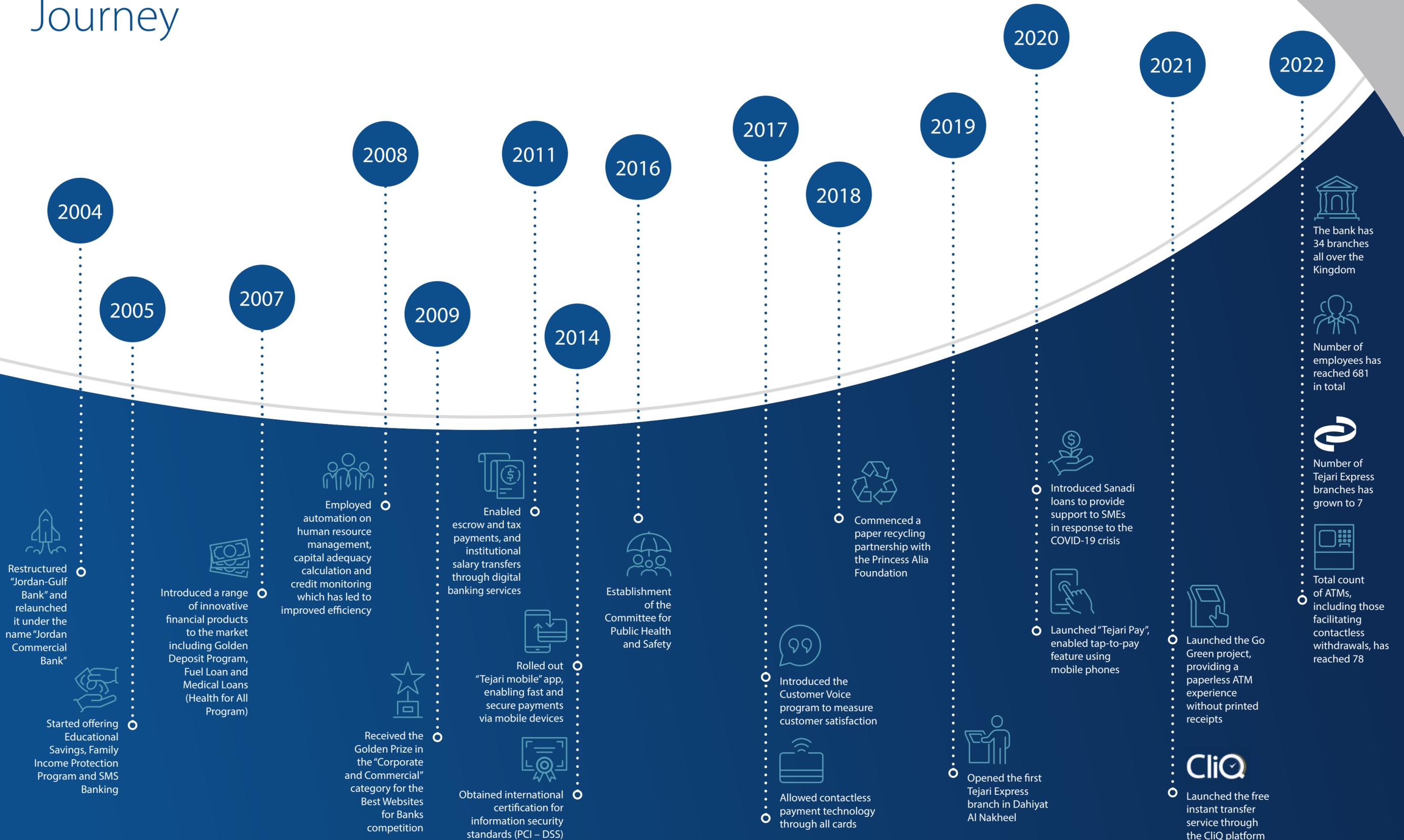


Memberships in Relevant Associations and Organizations:



- Settlement Guarantee Fund
- General Union of Workers in Banking, Insurance and Accounting
- Risk Management Experts Forum Association

Tracing Our Journey



3.1 Our Guiding Principles

The Vision, Mission, and Values that drive Jordan Commercial Bank form the cornerstone of our identity and the framework for our actions. They guide our approach towards sustainability and inspire us to create lasting value for all our stakeholders.



Our Vision

Our vision is to become Jordan's leading private financial institution. We strive to achieve this goal through acquiring advanced, secured services, in line with the best banking practices.



Our Mission

Our mission is to provide our corporate, retail, and investment clients with customized, high quality and competitively priced financial solutions. Through both our ever-increasing regularly enhanced range of cutting-edge banking solutions and our efficient distribution channels, we are committed to delivering world-class products and services that reward our stakeholders and customers, as well as our personnel.



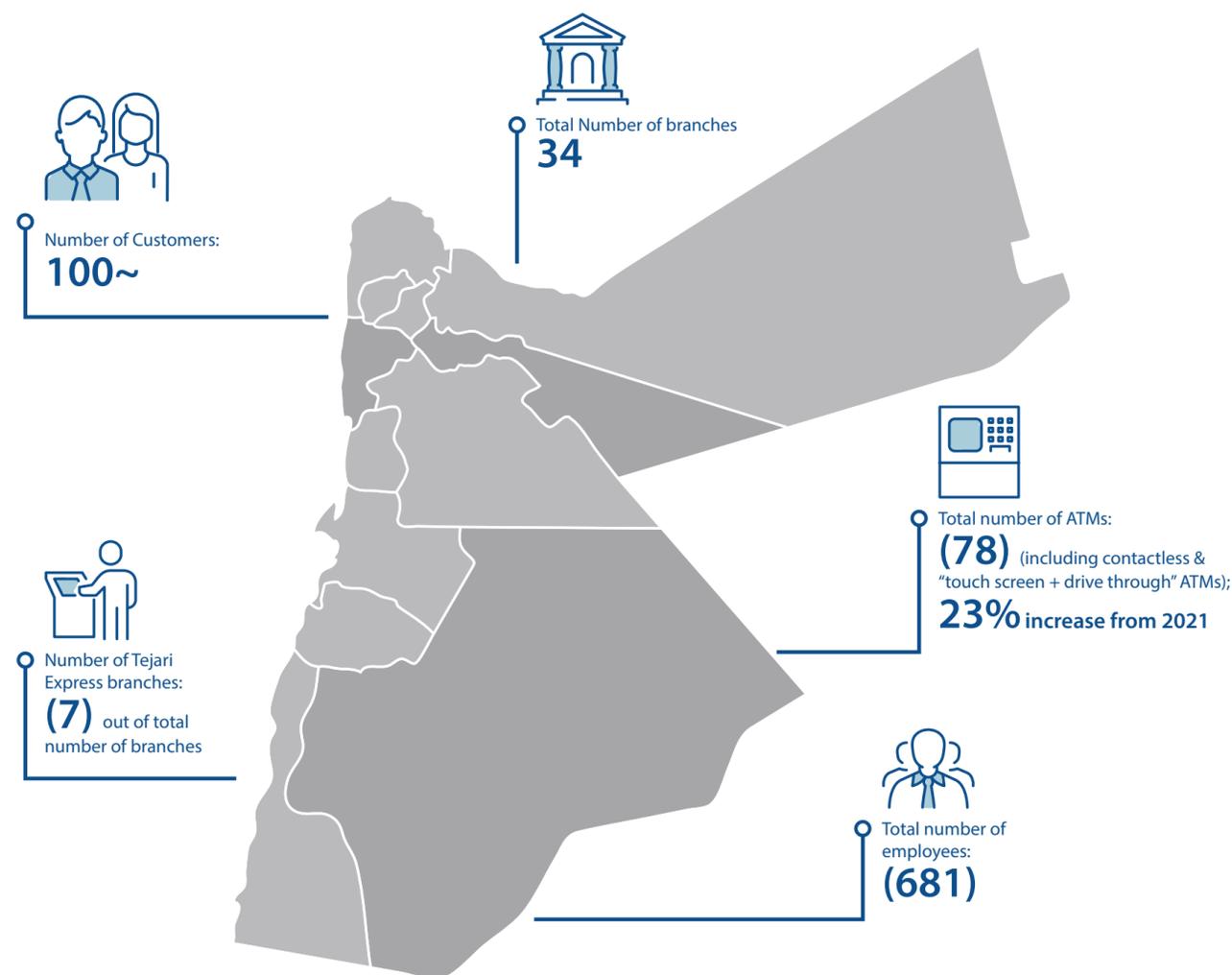
Our Values

- The Bank's employees are our greatest asset.
- The Bank's clients are our utmost priority.
- Transparency is the foundation of our credibility.
- A sense of responsibility is the guide to our customer service.
- Our commitment to continuous improvement.
- Our responsibility lies firmly with our society.

Each of these principles shapes our actions and decisions, allowing us to remain focused on our commitment to sustainability and creating a positive impact.

3.2 Our Presence

At JCB, our electronic services and channels are at the forefront, aligning with the latest advancements in financial services and banking technology. With an emphasis on this, our comprehensive range of banking services, products, and solutions caters to diverse customer segments, including retail and corporate sectors. We specialize in various offerings such as opening bank accounts, bank card and treasury services, bank transfers, cheques, and more. Alongside our commitment to corporate social responsibility, we are also dedicated to attaining sustainable development goals within our business domain



Pursuing a balanced growth strategy, we're expanding our network by opening Express branches across Jordan. These strategically placed branches enhance accessibility and cater to diverse financial needs, while their efficient design reinforces our commitment to sustainability. Thus, our growth isn't merely about expansion; it's about intertwining sustainability with our business practices, fostering stronger, more resilient customer service.

Tejari Express Branches

Driven by our mission to continually expand our reach and make our banking services more accessible to customers, we've been focusing on strategies to enhance the efficiency and availability of our services. It is in line with this commitment that we devised the innovative idea of Tejari Express branches.

These Express branches are designed to meet our customers' evolving needs, offering an enhanced banking experience with efficiency at its core. Our banking services, including check withdrawals, deposits, and transfers, are readily available with extended operating hours from 10 AM to 6 PM, providing convenience for customers who may be working during conventional banking hours.

Express branches present a cost-effective alternative to traditional branches, thereby demonstrating our commitment to sustainable banking operations. Through the utilization of these express branches, our expansion strategy seeks to enhance banking accessibility for retail customers, while simultaneously delivering specialized services to meet the needs of corporate clients, especially in regions with limited or non-existent banking services.

Our branch network has grown to a robust total of 34 branches, spanning across various regions in Jordan. Notably, this network has seen the opening of seven express branches within the last four years, a clear testament to our unwavering dedication to convenience, sustainability, and superior customer service.

In comparison to our traditional branches, approximately, express branches yielded:



59% cost savings
in total construction expenses
(including IT equipment and ATMs installation)



66% reduction
in the expenses of
electricity consumption



3.3 Highlights of 2022

Sustainability Highlights

8.45 tons **Decrease** in CO₂ equivalent emissions from diesel and gasoline in 2022

85% of the total spending on suppliers was allocated to **local sources**

JOD 292 Thousand Loans to start-ups **from reached**

JOD 14 Million total loan balance for **COVID-19** "Tejari Sanadi" Loans

JOD 206 Thousand in donations in 2022

25% Growth The number of active users on the **Tejari mobile application** **51 thousand+ users**

16,129 Hours of training delivered

5,438 Total Number of **Training Opportunities**

Completed an assessment by **ScanWave CTS** **ISO/IEC 27001:2013** Information Security Management System

Found Compliant to **PCI DSS V3.2.1** (AI Raeda for Information Security and Technology Co. LLC **Scan Wave - 28th December 2022**)

Moving forward, we invite you to delve into our financial performance highlights, which offer an overview of our fiscal strength and sustainability. Through our financial performance we maintain our long-term financial sustainability.

2022 JCB's Performance in Figures

Economic Performance Highlights

1.36 Billion Total Assets

7.3% 2021: 4.9% Return on equity ratio

51.4 Million Gross Income **16%** year-on-year increase

Direct economic value generated (revenues)
 86.9 Million recording a **10%** compared to the previous year

11.3 Million Net Profit a growth of **61%** compared to the previous year

Direct value generated and distributed

| | Unit | 2021 | 2022 |
|--|------|------------|------------|
| Direct economic value generated (revenues) | JOD | 79,020,803 | 86,887,105 |
| Total economic value distributed - Cost (including the below): | JOD | 72,016,028 | 75,546,922 |
| Operating costs | JOD | 16,532,551 | 17,845,654 |
| Employee wages and benefits | JOD | 13,752,948 | 14,214,511 |
| Payments to providers of capital | JOD | 34,609,449 | 35,482,447 |
| Payments to government | JOD | 6,798,016 | 7,797,788 |
| Community investments | JOD | 323,064 | 206,522 |
| Economic value retained (direct economic value generated' less 'economic value distributed') | JOD | 7,004,775 | 11,340,183 |

4. Sustainability at JCB

As we embark on this crucial journey of sustainability reporting, we are keenly aware of the extensive role we play within our community and the broader financial ecosystem. Our inaugural sustainability report reflects our commitment to transparency and accountability as we strive to align our business strategy with the principles of sustainable development.

Our previous endeavors, particularly in the field of corporate social responsibility, have laid a solid foundation for us. Now, we seek to build upon this foundation, integrating

sustainability into our strategic planning, decision-making, and daily operations.

As we move forward, we aim to leverage our influence in the financial sector to drive positive change, balancing economic growth with social responsibility and environmental stewardship. This pursuit of sustainable banking will not only enhance our competitiveness but also contribute to the broader sustainable development goals of Jordan.



4.1 Listening to Our Stakeholders

(Stakeholder Engagement)

We acknowledge that our stakeholders play a pivotal role in our journey towards sustainable development. We believe in establishing a robust dialogue with all our stakeholders, enabling us to understand their perspectives and expectations, which are integral to shaping our strategic goals and operational processes.

Our stakeholder community includes our customers, employees, shareholders, regulators, suppliers, and the communities where we operate. We are committed to ensuring that each of these groups is heard, respected, and considered in our decision-making processes.



CUSTOMERS

Approximately 101.7 TH retail customers, 5.0 TH SMEs customers, 0.5 TH corporate customers, and 0.4TH government agents

| | |
|--|---|
| <p>Stakeholder Priorities</p> <p>Accessibility, transparency, data security, and competitiveness in services and prices.</p> | <p>Communication Channels</p> <p>Physical branches, Jah Center, online and mobile banking, social media, and the bank's website.</p> |
| <p>Our Approach</p> <p>Regular dialogue with customers, provision of innovative services, and ensuring secure and accessible banking solutions.</p> | |



SHAREHOLDERS

Our shareholders providing the necessary capital for sustainable growth and offering strategic advice

| | |
|--|--|
| <p>Stakeholder Priorities</p> <p>Strong financial performance, sustainable returns, risk management, transparency, and positive branding.</p> | <p>Communication Channels</p> <p>General Assembly meetings, Board of Director meetings, annual and quarterly reports, administrative summaries.</p> |
| <p>Our Approach</p> <p>Regular sharing of annual and quarterly reports, periodic meetings, striving for income and activity growth.</p> | |





EMPLOYEES

A workforce consisting of 681 individuals

Stakeholder Priorities

Job security, competitive remuneration, growth opportunities, harmonious work environment, public health, and safety.

Communication Channels

Surveys, open meetings, training and development programs, insurance coverage notifications, HR policy communications, workshops, and internal bulletins.

Our Approach

Offering individual development programs, career advancement options, health campaigns, job replacement plans.



REGULATORY AND SUPERVISORY BODIES

Including Central Bank of Jordan, Jordan Securities Commission, and corporate oversight

Stakeholder Priorities

Compliance with all legal and regulatory requirements, customer protection, alignment with the national vision, and adherence to Central Bank's strategies.

Communication Channels

Regulations, laws, instructions, monthly reports, regulatory reviews.

Our Approach

Adherence to audit and legal requirements, submission of regular reports to regulatory bodies.



LOCAL COMMUNITIES

Where we operate and aim to contribute by focusing on socio-economic advancement and sustainable development

Stakeholder Priorities

Job creation, human resource development, SME support, financial literacy, financial inclusion, and environmental care.

Communication Channels

Social responsibility activities, volunteer campaigns, student and child-oriented products, social media, annual reports, capacity development programs.

Our Approach

Provide Digital Banking Services, Mobile banking "Tejari Mobile", Internet Banking "Tejari Connect", electronic cash cards, short- and long-term training programs, career awareness programs, and participating in social donations.



SUPPLIERS

Our network of over 120 suppliers and a contractor to support operations

Stakeholder Priorities

Transparency, fairness, open communication, and focus on local suppliers.

Communication Channels

Tenders, bids, contracts, agreements, and direct negotiations.

Our Approach

Ensuring fair and competitive selection processes, maintaining cooperative relations, and supporting local suppliers.



4.2 Focusing on Our Material Topics

The cornerstone of our sustainability approach is an astute understanding of our material sustainability topics and their alignment with our business objectives, stakeholder interests, and evolving sustainability dynamics. To ensure this, we conduct a comprehensive materiality assessment exercise.

The initial stage of our materiality assessment involved the identification of a broad range of sustainability topics. Drawing insights from globally recognized reporting frameworks like the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB), we have devised an inclusive list of topics. In addition, we examined Jordan's sustainability landscape, incorporating relevant topics from the Jordan Vision 2025, thus ensuring our assessment is locally grounded and contextually appropriate.

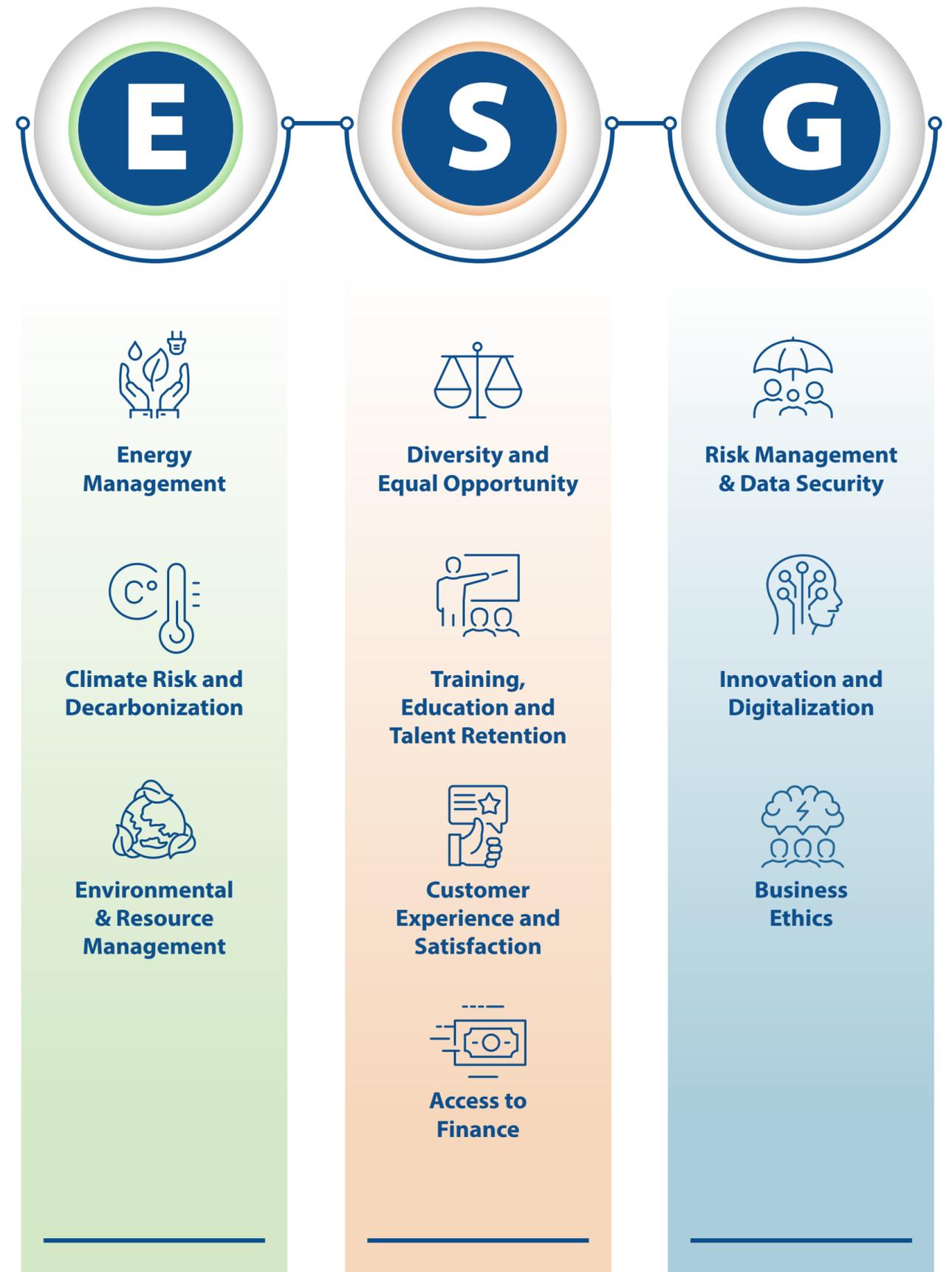
To ensure comprehensive coverage and prioritization, we sought input from our internal stakeholders on this long list of topics. By encouraging active participation, we garnered insights that have been

critical in identifying and prioritizing the material topics pertinent to our operations and stakeholder expectations.

Adding a layer of rigorous scrutiny, we initiated a comparative analysis of our material topics vis-a-vis those of our regional peers. Through a robust peer review process, we strived to gauge our standing in the region and identify any potential areas of improvement or gaps.

The culmination of our materiality assessment resulted in the identification of 10 material topics. These topics, resonating with our bank's operations and aligning with stakeholder expectations, form the foundation of our strategic sustainability focus.

We believe this iterative and consultative materiality assessment process not only strengthens our sustainability agenda but also ensures that our actions remain attuned to the expectations of our stakeholders and the sustainability imperatives of our time.



4.3 Formulating Our Sustainability Framework

As an integral part of establishing our sustainability approach, we've developed a sustainability framework that sets the foundation for our journey towards sustainable development. This framework is rooted in the outcomes of a comprehensive materiality assessment, ensuring alignment with our business objectives, stakeholder interests, and the evolving sustainability dynamics.

Our framework is shaped by insights from international reporting standards and local sustainability context, fostering a balanced, locally relevant yet globally attuned approach. It encourages stakeholder engagement and leverages peer review processes to identify and prioritize material sustainability topics.

The result is a focused approach towards sustainability, embodied in 10 key material topics that form the cornerstone of our strategic interventions. Further, our framework aligns our initiatives with the United Nations Sustainable Development Goals (SDGs), ensuring our contributions are meaningful and globally recognized. This process underscores our commitment to sustainability, engaging stakeholders, and addressing the sustainability imperatives of our time.



4.4 Empowering Sustainable Growth Through Diverse Loan Initiatives

As part of our commitment to sustainable growth and financial Inclusion, we've designed and provided a variety of specialized loan options catering to different sectors and needs. Here, we highlight our contributions over the years 2021 and 2022, in terms of Eco-friendly loans, Small and Medium Enterprises (SMEs) loans, and Startup loans.

Eco-Friendly Loans

In response to the growing need for environmentally responsible financial solutions, our Eco-Friendly loans have been particularly popular. This loan initiative is designed to support projects that contribute to environmental sustainability and conservation.

| Item | Unit | 2021 | 2022 |
|---------------------------------|--------|---------|---------|
| Portfolio of Eco-friendly loans | JOD | 535,000 | 377,000 |
| Number of Eco-friendly loans | Number | 3 | 5 |

Loans for Small and Medium Enterprises (SMEs)

Our SME loans are targeted at small and medium enterprises looking to expand their business, invest in new equipment, or simply manage their cash flow more effectively. The portfolio of SME loans has seen substantial growth from 2021 to 2022.

| Item | Unit | 2021 | 2022 |
|------------------------|--------|-----------|------------|
| Portfolio of SME loans | JOD | 8,000,756 | 11,001,500 |
| Number of SME loans | Number | 67 | 57 |



Loans for Startups

We also recognize the financial challenges that startups often face, especially in their early stages. To help these innovative businesses, we offer specially designed startup loans, providing the essential financial support required to fuel their growth and development.

| Item | Unit | 2021 | 2022 |
|------------------------|--------|--------|---------|
| Portfolio of SME loans | JOD | 68,500 | 292,000 |
| Number of SME loans | Number | 2 | 6 |

5. Environmental Performance

In alignment with Jordan's national vision and strategy, Jordan Commercial Bank is working towards improving its environmental performance. This 'Environmental Performance' section showcases our endeavors to mitigate our environmental footprint and bolster our green initiatives.

We are focused on implementing energy-efficient practices, lowering our emissions, and leveraging renewable energy within

our operations. Beyond these efforts, we are integrating environmental sustainability into our financial decisions, supporting eco-conscious projects via responsible lending and financing.

Our efforts reflect our ambition to contribute to Jordan's sustainable future and to promote a greener banking sector that benefits all our stakeholders including our local communities.

5.1 Our Approach Towards Environmental Management

We are committed to integrating environmental responsibility into our management practices. We are aligned with Jordan's national vision and strategy in targeting a more sustainable future.

Our approach is twofold: **reducing our own environmental impact and supporting sectors that actively work towards sustainability.**



5.2 Climate Change and Decarbonization

Promoting Clean Energy in Jordan



The renewable energy sector is a key focus for us, in terms of both our investment and lending strategies. By providing loans to renewable energy projects under favorable terms, we actively support the sector's growth and are aiming to further grow our portfolio in the coming years. This aligns with Jordan's vision to increase its reliance on renewable energy and allows us to contribute to the sector's stability and expansion.

Sustainable Transportation



We recognize the significant role transportation plays in carbon emissions. Hence, we promote sustainable transportation amongst our employees. For instance, we provide a 25-passenger bus to transport employees to our headquarters daily. Moreover, we encourage the use of electric vehicles, motorcycles and scooters, and most mail distribution activities within the capital are conducted using motorcycles owned by the bank. These initiatives have led to a 10% reduction in our diesel and gasoline consumption, translating into a decrease of 8.4 tCO₂e_q in 2022 compared to 2021.

Energy Efficiency and Environmental Initiatives



To further highlight our commitment to reducing our carbon footprint in alignment to the national strategy, we have set in place several energy efficiencies measures that would serve to reduce our GHG emissions resulting from our electricity and utilities consumption.

LED lighting units have been installed throughout our branches and buildings, and photocell-controlled lighting systems automatically adjust lighting based on the time of day.

For heating and cooling, we utilize a Building Management System (BMS) to regulate temperatures during working hours, leading to a significant decrease in utilities. In addition, our electricity generation project, implemented in 2019 and operational since 2020, is integrated with the Supervisory Control and Data Acquisition (SCADA) system. This allows for continuous monitoring and maintenance of energy efficiency.

Our commitment extends beyond our operations, with environmental initiatives forming a significant part of our corporate social responsibility. The «Green Caravan» initiative, for example, sees our employees volunteering in tree-planting campaigns, contributing to positive decarbonization effects and further greening of the landscape. Further details on this initiative are provided in the CSR section.

Solar Power Project Phase 1

The Solar Power Project implemented in 2020 in the South Amman region adhered to international standards and best practices to ensure high performance throughout its lifespan. The project involved the installation of a fixed-on ground Photovoltaic (PV) System, covering a total area of 10,309.5 m².

With the cost of Photovoltaic (PV) System 659,850 JOD, the project boasted a production capacity of 1434 MWh in its first year. The payback period for the project was only two years, highlighting its economic viability. Additionally, the implementation of the project led to significant **savings of 781,000 JOD in electricity bills, resulting in an 85% reduction in electricity costs.** These specifications demonstrate our commitment to reducing our carbon footprint in line with the country's 2025 National Vision and Strategy.

Phase 1 of our solar power project currently only covers the electricity demand of our headquarters building. However, Phase 2, which is intended to be implemented in 2023, will be able to provide electricity to the bank's branches resulting in an 85% reduction in electricity bills for the branches as well further reducing our carbon footprint.



Covering a total area of
10,309.5 m²



Cost of Photovoltaic (PV) System
659,850 JOD,
the project boasted a production capacity
of **1434 MWh** in its first year.

Emissions Data (Headquarters)

| | Unit | 2021 | 2022 |
|---|------------------------------|--------|--------|
| Total amount of Scope 1* GHG emissions | tCO ₂ e | 86.26 | 77.86 |
| Total amount of Scope 2** GHG emissions | tCO ₂ e | 187.58 | 254.23 |
| Emissions intensity ratio | tCO ₂ e/headcount | 0.56 | 0.69 |

Energy Consumption Data (Headquarters)

| | Unit | 2021 | 2022 |
|-------------------------------|---------------------|--------------|--------------|
| Total energy consumption | GJ | 6,757 | 5,755 |
| Total electricity consumption | GJ | 5,568 | 4,679 |
| Standard Grid Electricity | GJ | 1,726 | 2,340 |
| Renewable | GJ | 3,842 | 2,340 |
| Nonrenewable (Fuels only) | GJ | 1,188 | 1,075 |
| Gasoline Consumption | GJ | 322 | 316 |
| Diesel Consumption | GJ | 866 | 759 |
| Total Energy Intensity | GJ/Headcount | 14.05 | 11.99 |

* Direct (Scope 1) GHG emissions: GHG emissions include the CO₂ emissions from fuel consumption.

** Indirect (Scope 2) GHG emissions: GHG emissions that result from the generation of electricity.

5.3 Water & Waste Management

Water Stewardship at JCB

| | Unit | 2021 | 2022 |
|---------------------------------|-------------|-------|-------|
| Total volume of water withdrawn | cubic meter | 3,157 | 4,203 |

We have implemented several measures to ensure proper water management. The Administration Department plays a vital role by closely monitoring water expenses for both the headquarters and branches. In case of any excessive expenditure, the Engineering Department promptly inspects the site and resolves any defects (e.g., potential leaks) to conserve and avoid unwanted water release. Furthermore, the engineering department takes measures to ensure our water storage and network are well maintained, emphasizing their dedication to maintaining a clean and reliable water supply throughout the organization.

Waste Minimization Efforts

At present, our efforts have resulted in the diversion of waste from immediate disposal, encompassing:

126 tons
of paper



18 tons
of other materials
(Electronics, Office Furniture and appliances, other items)



Waste Diverted from Disposal

| | Unit | 2021 | 2022 |
|--|------|------|------|
| Total weight of waste diverted from disposal | tons | 1.3 | 2.5 |

Paper Recycling



As part of our dedication to sustainable practices, Jordan Commercial Bank (JCB) actively participates in the “Green Fingerprints” initiative. This is a partnership with the Princess Alia Foundation and the Ministry of Education, and its focus is reducing paper waste. JCB is responsible for the collection and recycling of our own paper waste as part of this initiative. So far, the efforts have been rewarding, with a significant amount of paper successfully recycled. This initiative serves as a milestone towards our broader sustainability goals, supports the education sector, and boosts the overall waste reduction efforts in Jordan.

Furniture and Appliance Recycling



Jordan Commercial Bank (JCB) has implemented an initiative to recycle and reuse our furniture, appliances, and equipment across our multiple branches. Throughout this initiative, we managed to recycle items valued at a considerable total of JOD 115 thousand. The act of giving these items a second life instead of disposing of them not only curbs waste generation but also lessens our environmental footprint.

Electronic Waste Reduction



We are part of an e-waste reduction program called “Computer Rehabilitation Project”, a collaborative effort with Talal Abu-Ghazaleh Center. Our initiative for this center around the collection of damaged electronic devices, specifically computers, with the aim of either repairing them or salvaging their spare parts for the restoration of other devices. Through this partnership, we strive to reduce e-waste and maximize the utilization of electronic devices prior to their disposal.

Go Green initiative

In our continued journey towards sustainability, JCB has taken a small but impactful step by introducing “paperless ATMs”. This measure replaces printed receipts with concise SMS notifications for our customers, contributing to a substantial reduction in paper waste and ensuring more efficient use of resources.

This move to paperless transactions is step towards improving efficiency at the bank. It's not merely about cutting costs, but rather optimizing the resources at our disposal. The reduction in paper usage reinforces that every step, irrespective of its scale, is integral to our comprehensive sustainability vision.

6. Our Employees, Communities, and Customers

As an institution dedicated to achieving sustainable growth, we place significant emphasis on our role in society and the welfare of our employees. This section of our sustainability report encompasses an overview of our efforts towards building a conducive and enriching work environment, our approach to talent acquisition and management, as well as our dedication to diversity and inclusivity.

Here, we showcase our commitment to shaping a nurturing workspace that promotes growth, recognizes diversity, and supports inclusivity. This extends to our employee-centric strategies, which focus on talent acquisition and management, aiming at a work culture that prioritizes sustainability.

We also highlight our drive for engaging in corporate social responsibility (CSR) initiatives that strengthen our bond with the communities we serve. These initiatives emphasize partnerships and projects that promote education, environmental

conservation, and community development. By reflecting on the impact of these efforts, we outline our future commitments, striving to leave an even deeper social imprint.

Moreover, our dedication to financial inclusion, considering it a pivotal tool for social empowerment and equality. This dedication is further mirrored in our procurement processes, where we make conscious efforts to incorporate socially responsible practices.

This collective approach represents our unwavering commitment to sustainability, aiming at enriching our workforce, deepening our societal involvement, and aligning our growth with the broader objectives of sustainable development. This commitment to sustainability is a guiding principle in our interactions with our employees, the communities we touch, and the customers we serve.

6.1 Diversity, Inclusion, and Wellbeing

At Jordan Commercial Bank (JCB), we pride ourselves on cultivating a workplace that thrives on diversity and inclusivity. As of 2022, females account for 36% of our workforce, including a representation on our board. This commitment to diversity extends throughout all levels of employment, ensuring we foster an environment of varied perspectives and ideas.

In 2022, we had:

a) 1 out of 11 board members as a female



b) 248 out of 681 employees as females (36%)



Distribution of Employees by gender



Ratio of basic salary of women to men for each employee category:

| | | | 2021 | 2022 |
|---|-------------------|-------|------|------|
| 405-2 Ratio of basic salary and remuneration of women to men | Overall | Ratio | 65% | 61% |
| | Senior Management | Ratio | 45% | 45% |
| | Middle Management | Ratio | 96% | 79% |
| | Staff | Ratio | 88% | 84% |

Strengthening Bonds and Encouraging Engagement

Our aim is not only to maintain diversity but also to foster an environment of active participation and collaboration among all employees. To this end, we have implemented several programs and initiatives designed to enhance internal communication and boost employee engagement:

1) Employee Team Building Program:

Launched in October 2022, this program aims to foster cooperation and instill a culture of teamwork among employees. The program involved a series of activities and interactive exercises for customer relationship officers, branch managers, and employees from the retail and IT departments.

2) "Your Voice Matters to Us" Campaign:

This initiative measures job satisfaction and encourages open communication between the bank and its employees. The Human Resources Department conducts direct meetings with employees from various branches and departments to identify issues and implement measures to address them. We also circulate electronic surveys to gauge employee opinions on various services.

Following these initiative, we've seen improvements in areas such as the bank's clinic services, medical system benefits, PINK OCTOBER events, nursery study, benefits of employees' children, and the performance of the bank's cafeteria.



Maternity Leave and Return Rates

We also support our employees and grant those who become parents to take time away from work to invest sometime in building families. The parental leave we provide is typically designed to support work-life balance and provide our employees with the opportunity to actively participate in the early stages of their child's life. The following table shows the number of parental leaves that was granted to our employees:

Maternity Leave and Return Rates Data:

| | | Unit | 2021 | 2022 | | |
|--------------------|----------------------|--|------------|------|------|--|
| GRI 401 Employment | 401-3 Parental Leave | Identify the total number of employees that were entitled to parental leave, by gender | | 46 | 44 | |
| | | Female | Number | 29 | 22 | |
| | | Male | Number | 17 | 22 | |
| | | Identify the total number of employees that took parental leave, by gender | | 46 | 44 | |
| | | Female | Number | 29 | 22 | |
| | | Male | Number | 17 | 22 | |
| | | Identify the total number of employees that returned to work in the reporting period after parental leave ended, by gender | | 46 | 44 | |
| | | Female | Number | 29 | 22 | |
| | | Male | Number | 17 | 22 | |
| | | Identify the total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work, by gender | | 44 | 43 | |
| | | Female | Number | 29 | 22 | |
| | | Male | Number | 15 | 21 | |
| | | Return to work rate of employees that took parental leave, by gender | | | | |
| | | Female | Percentage | 100% | 100% | |
| | | Male | Percentage | 100% | 100% | |
| | | Retention rate of employees that took parental leave, by gender | | | | |
| | | Female | Percentage | 100% | 100% | |
| | | Male | Percentage | 88% | 95% | |

Health, Safety and Environment

We provide our employees with our HSE guide that emphasizes safety standards in the workplace to prevent accidents, injuries, and illnesses, ultimately improving employee well-being and reducing legal and financial burdens on the bank. At JCB, employees receive training on handling common workplace incidents, and designated individuals trained in first aid provide immediate assistance and treatment until professional help arrives. Clear instructions are available on first aid boxes to ensure proper usage, and visible first aid stations are located in unfamiliar areas to promote employee awareness and quick access to necessary aid.

The health and safety training initiatives at our organization encompass a variety of areas, including trainings on fire safety and first aid, trainings on mental health, collaborations with official authorities to deliver awareness lectures on various health topics such as cancer, diabetes, and COVID-19, organizing disaster evacuation trainings and delivering lectures on earthquake management.

In addition to these engagements, we actively encourage our employees to adopt a healthy lifestyle. This includes engaging them in sports competitions where winners receive subscriptions, facilitating gym memberships, and providing offers at sports clubs and diet centers to support both physical and mental health.

Through social media platforms, distribution of informational leaflets, and displaying banners in offices, we aim to raise awareness about the significance of healthy living. Our wellbeing-related campaigns include:

- 1 The awareness campaign "STRONGER TOGETHER" (October month for cancer), through which sports activities were carried out for female employees. 
- 2 The awareness campaign about diabetes on the International Day for Diabetes. 
- 3 The November campaign (awareness of men's health). 



6.2 Building Human Capital and Fostering Employee Development

At Jordan Commercial Bank, we firmly believe in the principle that our employees are our greatest asset. Our strategy towards managing and developing human capital is a testament to this belief and is anchored in three fundamental areas

Attracting Top Talent



Our Human Resources department is tasked with implementing our strategy to position Jordan Commercial Bank as the preferred employer for job seekers in the banking field. We aim to attract highly qualified individuals in terms of education, expertise, and skills through recruitment procedures that uphold the principle of equal opportunity for all. Our robust recruitment standards and practices reflect the latest advancements in the field, enabling us to source the best talent for our institution.

Learning, Development, and Succession Planning



We believe that “Our people are our best resource”, hence we are giving them opportunities for development and advancement to receive vacant positions with administrative and supervisory tasks through the implementation of replacement and job succession plans, and the adoption of the principle of competence and preference in filling these vacancies.

To maximize the value derived from human capital, which is a key driver of business success, the department persistently offers training and development opportunities. These initiatives were designed to cater to the needs of employees and align with work requirements. The training was conducted through the bank’s electronic training platform, as well as other diverse training platforms. In total, 167 training courses were provided, offering 4650 training opportunities.

The primary goals of these training programs were to stay up to date with the latest developments in the banking field, acquaint employees with relevant regulations and instructions pertaining to banking operations, and foster the growth of administrative and behavioral skills. This approach aimed to enhance the overall effectiveness and proficiency of the workforce.

Furthermore, the bank maintained its commitment to the comprehensive program designed for new employees, with a total of 74 individuals successfully completing the program during the year. Additionally, the bank

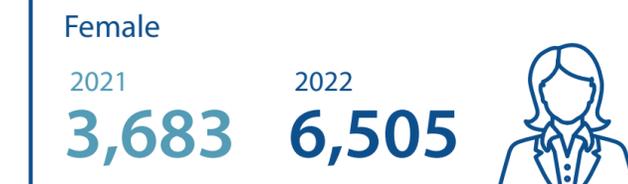
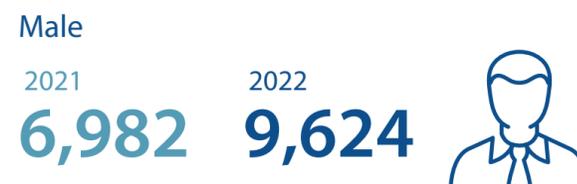
implemented career development programs specifically tailored for employees who were assigned to higher positions at both the Head Office and branches. These programs incorporated specialized courses aimed at enhancing their skills and knowledge. Notably, 41 employees actively participated in these career development initiatives.

The following is a summary of the number of participants in the training courses and the number of courses, according to the entity in which the courses were held for the year 2022 compared to the year 2021.

Total Training Hours Delivered



Training Hours Broken Down by Gender



Total Number of Training Opportunities



Total Number of Training Courses



Training Delivery for the Years 2021 and 2022

| Training Type | Number of Trainings | |
|---|---------------------|------------|
| | 2021 | 2022 |
| Institute of Banking Studies | 36 | 35 |
| Training institutes (Courses, conferences, seminars)inside Jordan | 65 | 109 |
| Internal training courses | 71 | 51 |
| "Salalim" platform courses | 0 | 64 |
| Professional certifications | 20 | 23 |
| Training courses (outside Jordan) | 1 | 5 |
| Conferences outside Jordan / inside Jordan Higher Management | 1 | 1 |
| Total | 194 | 288 |

Other than the trainings that are designed for career development, employees do have mandatory training requirements such as compliance courses, cybersecurity, operational risk management, training on the electronic platform and new employee programs, anti-money laundering and terrorist financing, in order to provide a healthy work environment and raise the banking performance knowledge.



Performance Management



We organization conducts regular assessments of employee engagement to identify areas where improvements can be made. We strongly encourage active participation and high performance among our employees, and as a recognition of their achievements, we provide annual salary increases that are in line with or exceed the annual inflation rate in the country.

Additionally, we have implemented a promotion policy that evaluates employee performance in alignment with the operational plans of each department, ultimately contributing to the accomplishment of our banks strategic goals.

Employee Benefits and Rewards



Our approach to compensation is based on our dedication to attracting, retaining, nurturing, inspiring, and fairly rewarding exceptionally skilled and talented employees. This approach acknowledges their significant role in effectively running the Bank's operations, achieving strategic objectives, and establishing a sustainable pool of future leaders.

We consistently offer our employees a comprehensive compensation package comprising of a competitive base salary, allowances, and performance-based incentives/ bonuses. These compensation components are designed to align with industry standards and reflect those provided by similar organizations for comparable roles and responsibilities.

6.3 Communities & Commitment: Enriching Lives Beyond Banking

At JCB, being deeply rooted in local communities all around Jordan, we aspire to fulfill our role in actively serving society through participating in diverse activities and events that benefit the community and various societal groups.

Our corporate social responsibility (CSR) initiatives embody our commitment to make a significant, positive contribution to the communities we serve, embracing the principles of sustainable development, education, and social empowerment. As we build our legacy in the banking industry, we strive to leave an equally enduring footprint in the societal sphere.



In this section, we delve into our CSR framework, exploring our dynamic partnerships, affiliations, and strategic initiatives that underscore our focus on education, the environment, and community development. We also highlight case studies that offer a tangible representation of our actions and their positive outcomes. Beyond presenting completed CSR projects, we articulate our future commitments, underlining our intent to continuously

enhance our contributions and elevate our role as a socially responsible entity. We understand that our success as a bank is intrinsically linked to the prosperity of the communities in which we operate, and our CSR activities reflect this understanding. Join us as we share the initiatives that are driving our commitment to positive social change and sustainable development.

CSR Framework

At Jordan Commercial Bank, our approach to social responsibility is guided by a profound philosophy. We aim to nurture sustainable initiatives that have a positive impact on social and environmental development. Simultaneously, we recognize that these efforts have the potential to influence our reputation and image and strengthen our relationship with the public directly or indirectly. By adopting this philosophy, we strive to make a meaningful and lasting difference in the communities we serve.

By Implementing our CSR Framework, We Aim to Achieve the Following:

1) Achieve sustainable development, and support local communities and the national economy



3) Promote a sense of belonging and responsibility towards society



2) Strengthen partnerships with authorities through fulfilling social responsibilities and participating in national initiatives



4) Increase awareness of stakeholders about social responsibility initiatives



Enhancing the societal impact of the bank is widely acknowledged through social responsibility. These responsibilities can be broadly classified into two categories:

- The first category encompasses projects aimed at serving and advancing the local community and national economy.
- The second category involves assisting marginalized groups through monetary and non-monetary contributions, as part of Jordan Commercial Bank's commitment to society.

Consequently, it became imperative to establish guidelines that reflect the bank's vision for these activities and effectively manage them in alignment with the bank's strategies and objectives. All departments and stakeholders involved in these initiatives are required to adhere to the guidelines outlined in this manual.

Donations and Contributions

At Jordan Commercial Bank, we prioritize social responsibility and have made significant contributions to various initiatives. One longstanding campaign we have undertaken is the distribution of Ramadan charity parcels to the poorest and most needy areas, particularly those located far from urban centers. We ensure that this assistance is provided with utmost respect for the dignity of the recipients, refraining from taking pictures or recording them. Through our continuous support to these areas, we aim to emphasize the importance of sustainable assistance and motivate other companies to contribute to these communities.

We have also taken steps to improve public schools in remote areas. Our efforts involved rehabilitating facilities and classrooms to create a safe and healthy educational environment that aligns with the educational

process. By focusing on the rehabilitation of schools, which are key to establishing a knowledge society, we aim to empower a generation of students and provide them with the opportunities they deserve.

Healthcare is another area where we have demonstrated our commitment to social responsibility. During the COVID-19 crisis, we provided support to government health sectors by supplying necessary medical devices and offering financial assistance to enhance the fight against the pandemic. Additionally, we have consistently supported organizations like the Jordanian Society for Palestinian Medical Aid, contributing to the healing of children in Palestine. We also extend our assistance to local health centers, ensuring the well-being of communities in Jordan.

We are also actively supporting and empowering charitable associations so that they become beacons of production rather than just fundraising entities. For example, we have sponsored dairy industry associations in governorates such as Jerash and Karak, helping them provide employment opportunities and contribute to the local community's self-reliance.

In addition to our environmental efforts, we recognize the importance of sports clubs in personal development and community engagement. We proudly sponsor activities that strengthen individual skills within these clubs. By supporting their programs, we enable the clubs to create opportunities for skill enhancement and foster a sense of community. We believe that by empowering individuals through sports,

we can contribute to collective work and promote critical thinking within society.

Our commitment to social responsibility also extends to supporting individuals with disabilities and caring for orphans. We provide sponsorship for the training, rehabilitation, and education of people with disabilities, aiming to integrate them into society and enhance their capabilities. Additionally, we allocate financial resources and offer regular follow-ups to orphaned children in designated centers. By providing them with necessary support and age-appropriate skills training, we strive to improve their quality of life and help them become active participants in society.

The volume of these donations amounted to more than 206 Thousand JOD during 2022.



Partnerships and Affiliations

At Jordan Commercial Bank, we understand the importance of our role within society, and we actively engage in a range of initiatives to fulfill this role. Our commitment extends to collaborating various national institutions and relevant organizations that contribute to the betterment of society and environmental preservation. We actively support associations that empower individuals with special needs, helping them integrate into society and play an active role.

In 2022, we continued our partnerships with the Arab Group for the Protection of Nature, INJAZ (an NGO that provides capacity building for Jordanian youth), Haya Cultural Center, Princess Alia Foundation, Talal Abu-Ghazaleh Group, and other charitable institutions and organizations. We also provided donations to various charities and events that serve the local community, social, economic, and educational activities, the health sector, cultural and artistic activities, and other fields in Jordan.

An Overview of our CSR projects

1) The Green Caravan Initiative:

As part of our partnership with the Arab Group for the Protection of Nature, our employees participated in an agricultural initiative to support local farmers. JCB's contribution came through the planting of 200 citrus trees that will contribute to enhancing food security and providing the landowners with rewarding financial returns in addition to the reduction/sequestration of 4.4 tons of CO2 emissions annually.



2) Green Fingerprints Initiative

The "Green Fingerprints" initiative was launched by the Princess Alia Foundation in collaboration with JCB and the Ministry of Education that aims at supporting public schools and reducing waste generation. We at JCB will collect and recycle the paper waste and replace them recycled paper with A4 papers that are then donated to the foundation that in turn distributes them to public schools around Jordan. In total around 287 A4 packages have been delivered.

3) Computer Rehabilitation Project

Based on the circular from the office of the prime minister, the Talal Abu-Ghazaleh center relaunched the Computer Rehabilitation project, where they collect damaged devices such as computers and repair them or use their spare parts to repair other devices. These refurbished computers and devices are then distributed to charitable organizations.

We at JCB have participated in this initiative where we managed to provide the Talal Abu-Ghazaleh Center with 338 devices (PCs, Laptops & Monitors). In addition to benefiting the local communities, by reusing and refurbishing these electronic devices, this project also significantly reduces the quantity of electronic waste.

4) Haya Cultural Center:

Based on its social responsibility and keenness to support initiatives and events that concern children and the young generation, Jordan Commercial Bank, in cooperation with Haya Cultural Center Association, recently held an event for orphaned children from less fortunate areas in the Kingdom and covered the costs of their visit to spend an educational and entertaining day at The Orenda Tribe Center in Jabal al Weibdeh- Amman during the "Children's Art Week", which is a global occasion celebrated from 29/6 to 7/7 of each year.

We also supported the center's "Draw a Smile" initiative that was launched to provide the opportunity for underprivileged children to visit the center and enjoy its recreational and educational facilities. We financed the visit of 50 children to spend the day and enjoy several recreational and educational activities.



5) Future Commitments

In 2023, we aspire to continue creating a positive and long-lasting impact on local communities by promoting sustainable development and the national economy. Through these efforts, we aim to foster a sense of belonging and responsibility towards society, while increasing stakeholder awareness about our impactful social responsibility initiatives.



6.4 Supporting Financial Accessibility: Our Product Portfolio

We are deeply committed to promoting financial inclusion as a core pillar of our mission. Our dedication is exemplified by our extensive product range, meticulously designed to cater to the diverse needs of individuals and businesses alike, ensuring that no one is left behind in accessing essential financial services.

Through our comprehensive offerings, we aim to bridge the gap and empower individuals to participate fully in the economy. Recognizing that each person and business has unique

requirements, we have carefully developed a wide array of products and services that address varying financial circumstances, preferences, and goals.

By integrating such a comprehensive range of financing programs into our offerings, we are effectively enabling our customers to bypass financial hurdles and stimulate their growth. This concerted approach doesn't just uplift our customers, it fosters the overall prosperity of our local economy.

Our Custom Solutions for Diverse Needs

Our internal financing programs extend loans and credit facilities tailored to the specific needs of our customers, ensuring they have the necessary resources to pursue their financial goals.

Our internal financing products support customers by:

1) Boosting business growth opportunities for start-ups

Our reducing loan is designed to provide flexibility and financial support to officially registered startup projects. As a result, startups benefit a more manageable repayment process during their early growth stages.

2) Fueling progress of SMEs

Our loan offerings are designed specifically to address the special requirements of SMEs operating in targeted economic sectors to align with their growth plans and financial dynamics.

3) Empowering people in specialized fields

Our specialized loan program for medical professionals also follows a reducing loan

structure, ensuring that the loan amount gradually decreases as doctors' financial circumstances evolve.

4) Enhancing financial stability of commercial businesses

Our reducing loan serves as a vital source of liquidity for commercial businesses, enabling them to manage their day-to-day operations, invest in growth opportunities, and meet their financial obligations effectively.

5) Maintaining a healthy cash flow

With a focus on liquidity provision, our revolving loan facility is specifically tailored to finance and enrich the inventory of businesses utilizing electronic payment methods for their sales.

More information about our financing programs:

| Product Name | Product Definition | Target Group |
|---|--|---|
| Small Start-Ups Product | A diminishing loan for newly registered projects under 3 years old | Industrial and agricultural projects (non-traditional), artisan businesses, local industry support projects, IT, tourism, and education sectors |
| SME Financing Programs | Financing programs towards targeted economic sectors | IT, architecture, industrial, education, tourism, and renewable energy projects |
| Commercial Product "Tejari Business" | A diminishing loans directed to companies sole proprietorships, joint ventures, or limited liability companies, in which the number of employees ranges from (1-100) and the total sales and/or assets do not exceed 3 million dinars. | Industrial and Commercial, Tourism, Health, Educational, and Agricultural Services |
| Customer Draw Financing Product on MEPS POS Terminals | Revolving loan for inventory financing based on electronic sales volume, providing liquidity for business activities | All sectors utilizing MEPS machines for electronic payments, excluding specific sectors deemed ineligible by the Compliance Department |

Strategic Partnerships for Greater Opportunities

Striving to advance financial Inclusion, we have forged strategic alliances with several government agencies and renowned institutions at both global and national levels. Our collaborations are central to our mission to broaden the scope of our financial solutions and increase access to capital, particularly for our customers from underserved and underprivileged groups. Through these

partnerships, we've been able to offer additional funding options, such as loans and other financial arrangements. Our partnerships not only enrich our product offerings but also enable us to reach and support a wider spectrum of the community, furthering our commitment in financial Inclusion to achieve economic growth.

These collaborations include:



Each of these programs reinforces our ability to empower our customers with the financial tools they need to succeed, embodying our commitment to promoting financial inclusion.

More information about our financial offerings that are enabled through our partnerships:

| Partnership | Collaboration | Target Group/Lending Rate |
|--|---|---|
| Central Bank Program to Support Economic Sectors | JOD 1.2 billion ceiling for banks to support companies' growth, competitiveness, and operational activities | <ul style="list-style-type: none"> All economic sectors except trade Lending rate to banks: 1%, target groups receive fixed interest rate/return of 2.5% to 4% annually |
| Arab Fund for Economic and Social Development (AFESD) | JOD 2.1 million loan | <ul style="list-style-type: none"> MSMEs or individual entrepreneurs Lending rate to banks: 2.5% Lending rate to customers: 5.5% - 6.5% |
| International Bank for Reconstruction and Development (IBRD) | JOD 2 million loan | <ul style="list-style-type: none"> MSMEs or individual entrepreneurs Lending rate to banks 5.05% Lending rate to customers 5.5% - 6.5% |
| International Fund for Agricultural Development (IFAD) | JOD 750,000 loan | <ul style="list-style-type: none"> Individuals, farmers, rural women within the target areas of MSMEs LIBOR lending rate: 6 months + variable margin Lending rate to customers: 5.5%-7% |
| International Fund for Agricultural Development (IFAD) | JOD 620,000 loan | <ul style="list-style-type: none"> Individuals, farmers, rural women within the target areas of MSMEs Livestock breeding, related production and processing, rural and craft activities (up to 30% of the total ceiling) Europower lending rate: 6 months + fixed margin 1.25% + 0.2% fixed maturity premium |
| National Self-Employment Program | A JOD 100 million ceiling for banks to address the problem of unemployment "Inhad" | <ul style="list-style-type: none"> Sectors that generate income and contribute to job creation Lending rate 1% Lending rate to customers 4% |

Spotlights



Enhancing Our Capacity to Serve Customers with Disabilities

We are dedicated to fostering an environment that is accessible and inclusive for persons with disabilities. To ensure that our employees are well-equipped to serve this segment effectively, we have prioritized building their capacity through comprehensive training programs.

The training initiatives focus on human rights methodologies, raising awareness of the Law on the Rights of Persons with Disabilities (No. 20 of 2017), effective communication with individuals with disabilities, and introducing accommodation and accessibility measures. We have established an Equal Opportunities Committee to oversee these efforts.

One of our key training events took place on February 15, 2020, in collaboration with the Compliance Department, where a workshop was held for all customer service officials in our branches. The training was led by Mr. Walid Al-Qasrawi, Director of the Financial Consumer Protection Department at the Central Bank

of Jordan. In 2021, we organized the same course to ensure ongoing education and reinforcement of the concepts learned.

In addition to general training, we have also provided specialized sign language courses for a group of customer service staff, conducted during the month of June 2021. This initiative aims to enhance communication and accessibility for customers with hearing impairments.

In parallel, we have made efforts to prepare our environment, infrastructure, and electronic system to be accessible and inclusive for persons with disabilities. This includes adapting a number of bank branches across the Kingdom to serve customers with disabilities. To ensure awareness of these services, we regularly promote them through videos and publications on our bank's social networking sites. By taking these steps, we aim to demonstrate our commitment accessibility, ensuring that all individuals, regardless of their abilities, can access and benefit from our banking services.

Empowering Resilience: Our COVID-19 Loan Program for SMEs

In 2020, we started offering the "Tejari Sanadi" loan products as part of our existing product portfolio. This financing product was specifically designed to support companies in various economic sectors, including medium and small enterprises (SMEs). With a low interest rate of 2%, the product aimed to provide financial assistance to companies affected by the COVID-19 pandemic, enabling them to sustain their operations, pay employee

salaries, and prevent layoffs. The product offered financing for salaries, operating expenses, and working capital for the target group. In 2022, a total of 33 customers successfully availed this product. In total, these loans were granted to 182 customers, resulting in a loans balance more than 14 million JOD as in 2022, highlighting the reach and impact of the product in supporting businesses during this challenging period.





6.5 Customer Centricity at JCB

At JCB, we prioritize customer satisfaction and continually strive to enhance our services.

Here's how we demonstrate our commitment to providing excellent customer service:

- 1) We actively measure customer satisfaction by sending scheduled SMS messages to our customers, allowing them to evaluate the level of service they received. We value their feedback and use it to drive improvements.
- 2) We have established free direct call numbers for our customers to submit their notes, suggestions, complaints, or inquiries. Our dedicated team is readily available to study and address these submissions, working towards resolving any issues and making necessary improvements.
- 3) We understand the importance of actively seeking and addressing customer feedback. Through our **"Tejari Direct Call"** service available 24/7, we ensure that customers can easily share their thoughts and concerns, allowing us to take prompt action and provide effective solutions.

At JCB, our complaints handling system has been defined as "the Bank's response to any failure in the process of providing services to customers". We report to the Compliance Control and Anti-Money Laundering Department. The Compliance Department works to address the complaints, enhance customer confidence and satisfaction, classify complaints, conduct various quantitative and analytical studies, verify causes of complaints in cases that's required, and submits periodic reports to the Board of Directors and the Central Bank of Jordan. The following tables shows an updated tracker of customer related to inquiries and complaints.

Customer Complaints Recorded in 2021 and 2022

| | Unit | 2021 | 2022 |
|--|--------|------|------|
| Customer complaint | Number | 229 | 328 |
| Complaints from the Central Bank | Number | 13 | 27 |
| Activation has been done by answering all inquiries received by the department from various authorities in the bank and by answers through various means of communication and meeting the requirements | Number | 221 | 212 |
| Number of violations received from the regulatory authorities that were dealt with* | Number | 1 | 10 |

* On 2/11/2020, the fine (20,000) dinars was refunded to the bank's account with the Central Bank, noting that the number of violations attached to the above item does not represent only financial fines, as the violation may be in the form of (drawing attention / warning / fine).

7. Governance, Innovation, and Digital Transformation

As a responsible financial institution, our bank places utmost importance on compliance with the guidelines and standards established by regulators, including the Central Bank of Jordan. We also comply with the provisions of **Governance Instructions for listed shareholding companies issued by the Securities Commission.**

We recognize the critical role that regulatory bodies play in ensuring the stability, integrity, and transparency of the financial system. By adhering to the guidelines set forth by such prominent regulators, we demonstrate our commitment to upholding the highest standards of governance.

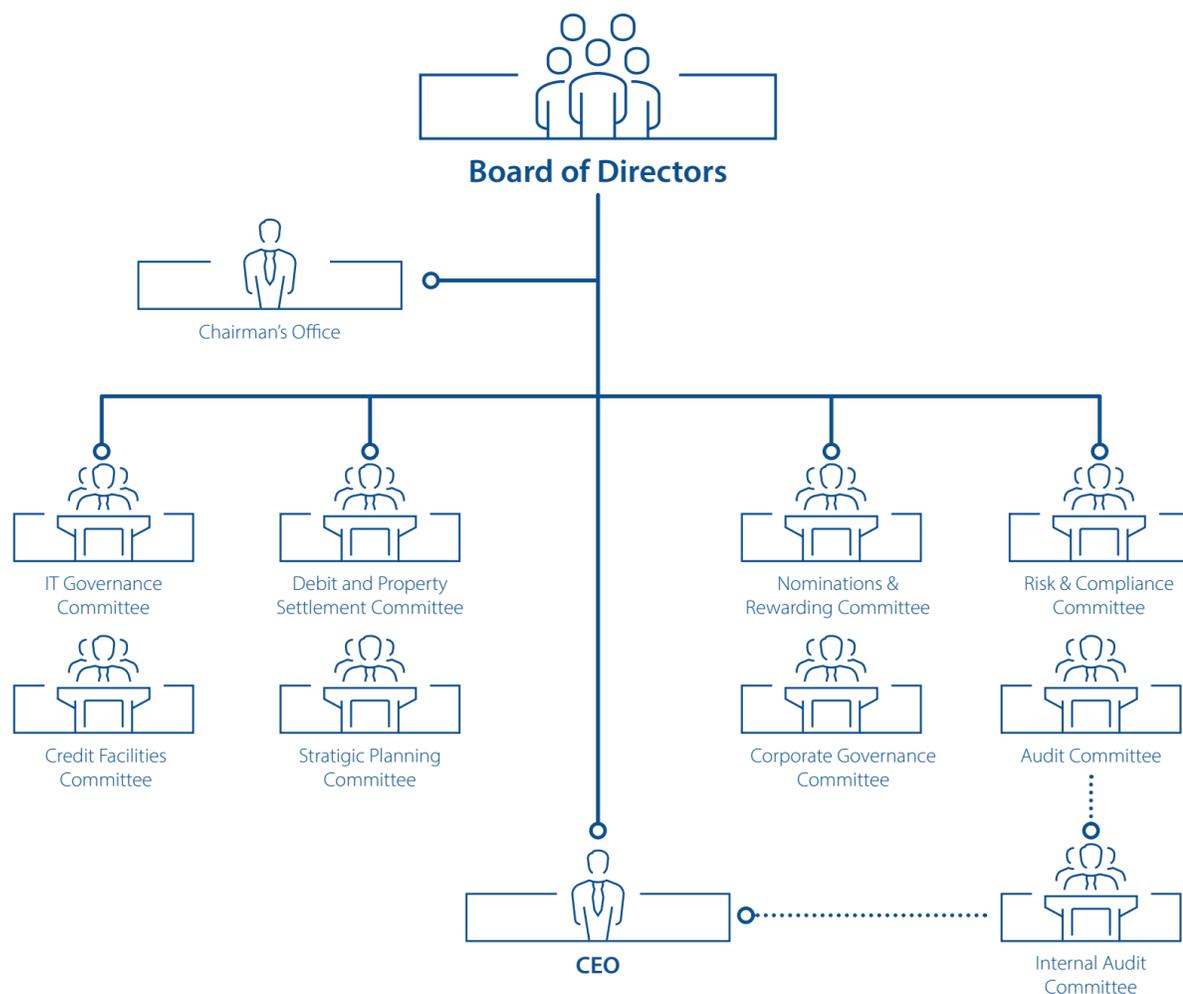
Our approach to effective corporate governance involves a strong oversight framework where the Board of Directors supervises the Senior Executive Management, who in turn handles the Bank's daily operations. The Board ensures clear delineation of responsibilities and accountability, setting boundaries for all administrative levels to adhere to.

Our governance practices also include regular evaluations of our Board's performance. **Our Board and Nominations and Remuneration Committee** are entrusted with the responsibility of ensuring that Board Members and Senior Executive Management uphold the highest standards of credibility, integrity, competence, and expertise. These expectations align with our **Suitability Policy.**

While our **Audit Department** is responsible for several key tasks including ensuring compliance with internal control systems, policies, and regulations, auditing financial and administrative matters for accuracy, and reviewing adherence to the **Corporate Governance Instruction for banks issued by the Central Bank of Jordan and Governance Instructions for listed shareholding companies issued by the Securities Commission.**

*Find in-depth coverage of our approach to corporate governance under "Corporate Governance Manual" in our 2022 Annual Report.

JCB's Governance Structure



Corporate Governance KPIs for 2022

a) Members of Board of Directors
11



b) Independent members
36%



c) Female members
1



7.1 Upholding Values and Ensuring Ethical Practices

Through our policies in promoting governance principles and Code of Conduct, we demonstrate our commitment to upholding the highest standards of integrity, transparency, and ethical behavior. We prioritize accountability by instituting a robust whistleblower policy and maintaining a strong focus on compliance with anti-money laundering and terrorism financing regulations. These measures enable us to foster a culture of ethical practices and reinforce our dedication to our core values. In this section, we will delve into how these initiatives contribute to our responsible business conduct and the trust we earn from our stakeholders.

Code of conduct



Our code of conduct governs how we consistently uphold our values of respect and dignity with both our employees and suppliers.

We provide our employees with our booklet to familiarize them with the Code of Conduct and Ethics Work where it contains laws, instructions, provisions, and duties that in turn directly affect Work practices, the provisions of which apply to all employees of the Bank.

Whistleblowing



The bank has established a whistleblowing policy to encourage employees to report any illegal or unacceptable practices within the organization. Employees are encouraged to report violations or suspicions of violations through designated reporting channels, such as mail, email, phone, or fax, which are supervised by the auditor general. Complaints are recorded and investigated by the auditor general, who determines the appropriate actions and may involve relevant departments. The identity of the whistleblower is kept confidential, and the bank takes measures to protect whistleblowers from retaliation. If retaliation occurs, the auditor general investigates and takes necessary actions to protect the whistleblower.

Anti-Money Laundering and Terrorism Financing



Compliance with regulations, laws, and instructions is crucial for the success and reputation of financial institutions. It ensures fair, transparent, and credible dealings while protecting the interests of stakeholders. Compliance also helps mitigate penalties, fines, and reputational risks. All parties within the bank, from the board and management to employees, share the responsibility for compliance. Jordan Commercial

Bank has established a compliance monitoring function, including units for monitoring money laundering, terrorist financing, US Tax Act requirements (FATCA), and managing customer complaints. This function is directly overseen by the Chairman of the Board of Directors and the Risk and Compliance Committee, in coordination with the General Manager.



7.2 Compliance and Risk Management

Our direction to expand the business requires permanently identifying and measuring the control and management of all aspects of the risks that we may face, as well as providing all controls and procedures to reduce these risks, as the risk management processes include continuous control and management of risks that may negatively affect our performance and reputation.

Compliance at Jordan Commercial Bank



The bank aims to have its Compliance Monitoring department recognized as the leading compliance function among banks operating in the kingdom. This goal is to be achieved by investing in resources: human resources, through attracting competent

talents and training the current staff, and technical resources, through establishing comprehensive databases and compliance management systems. Moreover, we aim to activate reporting and systems within the following scopes:



In the area of Compliance Monitoring and Institutional Control, the Compliance department plays a crucial role in overseeing and following up on the bank's compliance with the standards, to prevent exposure to non-compliance risks in its banking operations and avoid infractions issued by regulatory bodies. Notable among its tasks are:

Regularly following up on disclosures, by tracking relevant parties within the bank and fulfilling the requirements of regulatory bodies in a timely manner.

Ensuring compliance with the disclosures, responding to inquiries from regulatory bodies, and overseeing the implementation of circulars and instructions in coordination with the concerned departments in the bank to comply with the requirements of the regulatory bodies.

Reviewing the bank's internal circulars, policies, and procedures, and providing advice and guidance in the cases that arise from the bank's departments.

In the Institutional Control sector, we align with the requirements of corporate governance instructions issued by the Central Bank of Jordan, and subsequently adapt the bank's corporate governance guide to match.

For Information Technology Governance, we review and follow up on the ideal implementation of the COBIT framework within the bank. This ensures alignment with the Central Bank of Jordan's instructions regarding information and its associated technology governance and management. This includes addressing topics like cybersecurity, risk management, privacy and data protection, compliance, auditing, strategic alignment, which we consider focal points of high importance and priority.

In the area of Anti-Money Laundering, the compliance function commits to regulatory and organizational requirements issued by the Central Bank of Jordan and the Anti-Money Laundering Law and all relevant regulatory authorities. This is achieved by publishing policies, procedures, internal circulars, conducting training courses for employees, holding awareness sessions, in addition to the professional code of conduct that has a positive impact on the bank's customers and administrators, reinforcing values and compliance with laws, and developing an anti-money laundering and terrorist financing program and combating bribery and corruption.

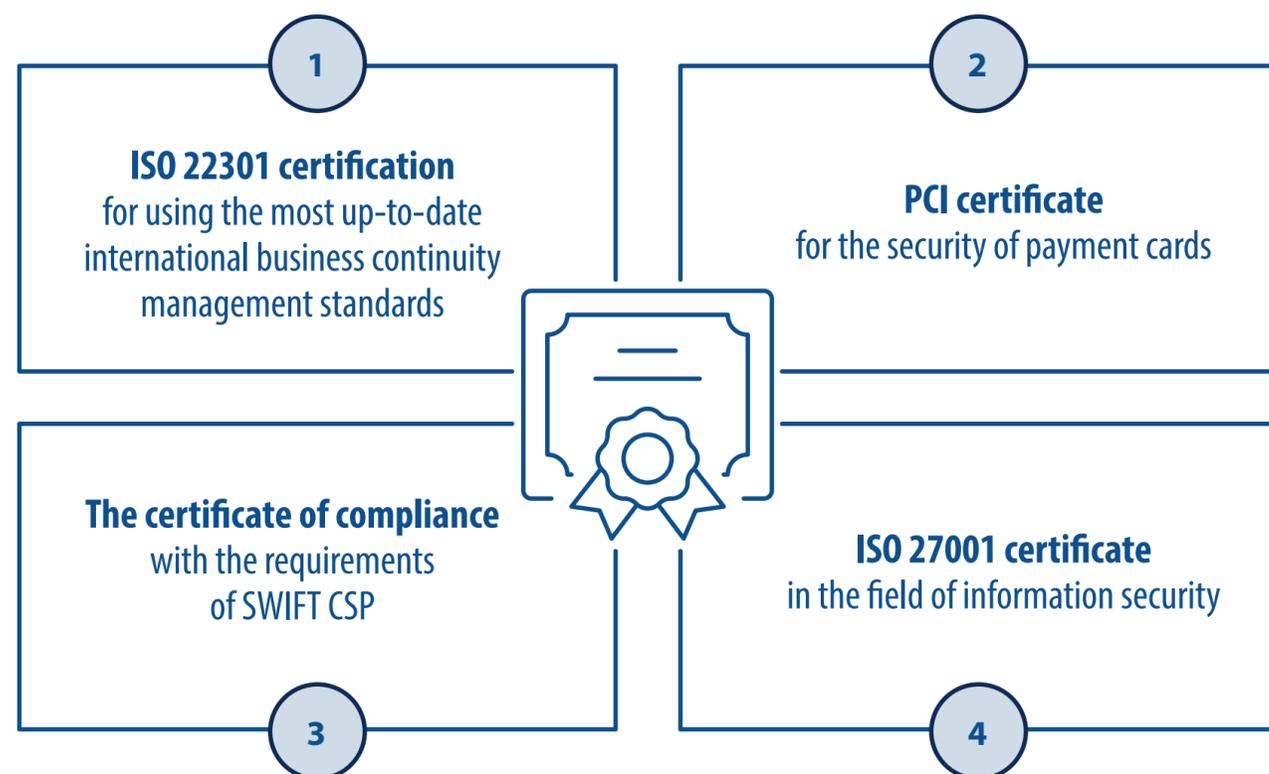
Furthermore, we encourage employees to report any suspicions or professional skepticism or fraud through the approved reporting channels and proceed with the investigation procedures in accordance with the applicable policy.

Compliance with FATCA requirements.

Jordan Commercial Bank complies with the requirements of international tax laws such as the US Tax Compliance Act and the Common Reporting Standard (CRS). We achieve this by employing a qualified team to ensure the bank's adherence to instructions, develop and review work policies and procedures regularly, and adopt electronic systems that contribute to effective application. In addition, we ensure that the required due diligence procedures are completed and verify the accuracy of the data provided to

the bank by its clients before establishing a relationship. We also verify the compliance of participating financial institutions that are clients of the bank, referring to the list provided by the US Internal Revenue Service (IRS), and comply with all the requirements related to the electronic reporting process and the issuance of the Responsible Officer (RO) Periodic Certification. The bank also conducts annual training and raises awareness among its employees about the latest updates in law application, to enhance their competence and professionalism in dealing with clients.

Certifications that we have obtained:



Risk Management at Jordan Commercial Bank:

As Jordan Commercial Bank expands its business and activities, it requires Risk Management Framework to continually identify, manage, and mitigate all potential risks. Risk management is an ongoing process integral to preserving the bank's reputation, performance, and assets. The process optimizes return on investment by balancing risk with capital allocation, all while adhering to regulatory directives.

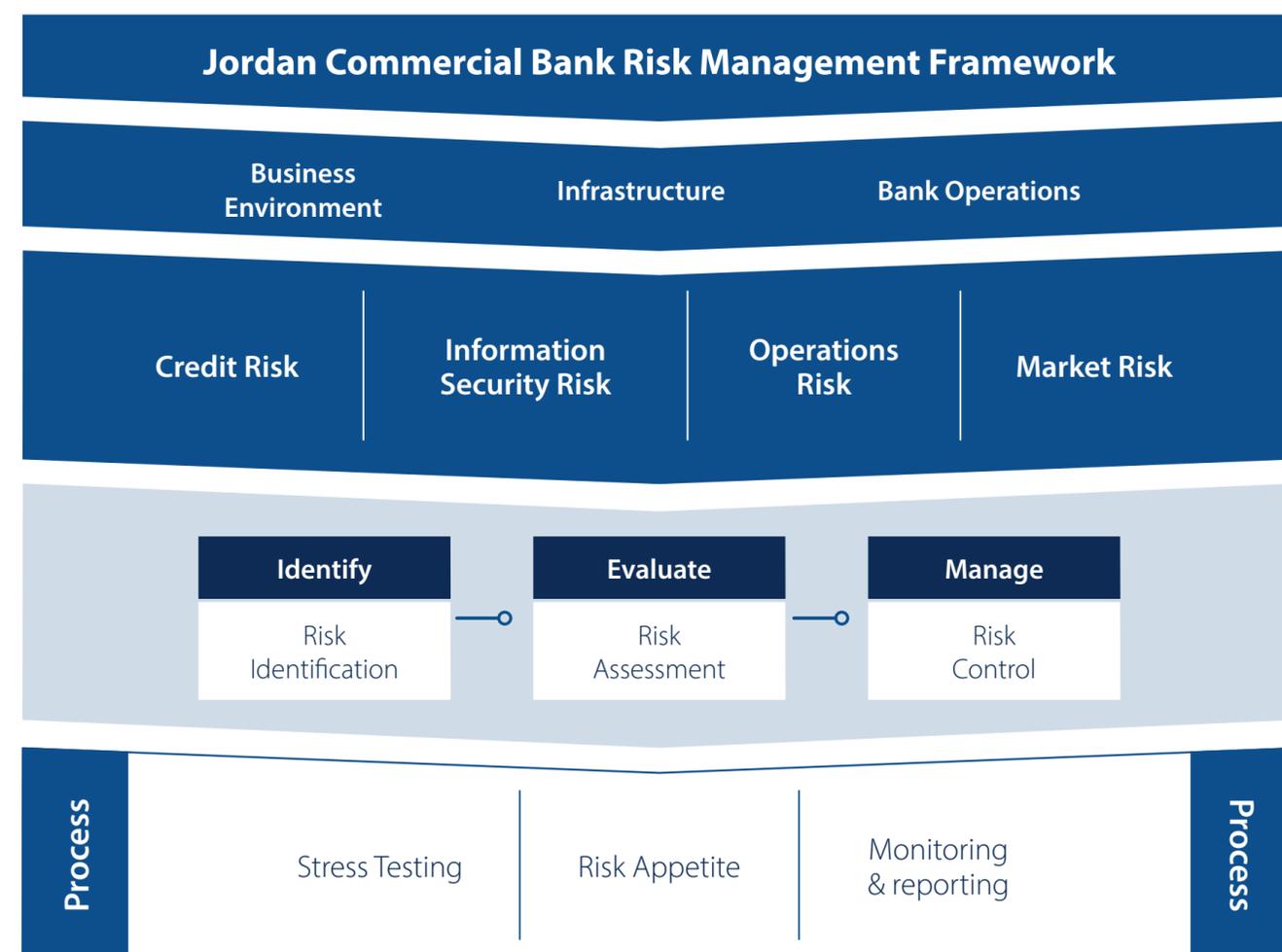
Risk Management Framework

Our risk management framework is universally applied across the Bank's operations and incorporates key components including:

- 1 Corporate governance and risk understanding
- 2 Establishment of risk limits for all businesses and activities
- 3 Implementation of risk management methods.

The framework comprises:

- Clearly defined risk management objectives and strategy
- Overarching policies that govern risk management
- Infrastructure, including both human resources and automated systems
- Established limits and thresholds for acceptable risks
- Methods for defining, measuring, controlling, and addressing risks
- Reporting systems within the risk department
- Initiatives to promote awareness, training, and a risk management culture throughout the bank.



Risk Management Strategy

Aligned with the bank's overall "ready for growth" strategy, our risk strategy seeks to identify, evaluate, and manage all risk types, consistently monitoring risk levels through institutional risk management.

The risk management strategy encompasses the following strategies:

Credit Risk Strategy

Our credit risk strategy aims to identify, monitor, and control all credit risks within our portfolio. An effective internal control plan has been developed to manage these risks, while ensuring compliance with regulatory directives and Basel Committee decisions. To facilitate this, we strive to promote a culture of awareness among employees.

Means of achieving strategy goals:

Setting strategy for monitoring credit risk, and performing stress testing, setting acceptable risk limits, evaluating internal capital, maintaining minimum capital adequacy ratios, and basing credit decisions on customer credit ratings.



Market Risk Strategy

This strategy aims to identify, measure, monitor, and report on market risks in order to reduce them in line with applicable policies. An important objective is to ensure the bank maintains minimum liquidity levels and can provide liquidity under emergency situations.

Among the means to achieve these goals:

Strategies include measuring interest rate risks, calculating pricing gaps, monitoring securities risks, conducting stress tests, and preparing studies on bank liquidity.



Operational Risk Strategy

The aim is to develop a general framework for identifying, evaluating, and controlling operational risks in the bank, and to ensure that procedures achieve the intended purpose, ensuring operational risks are managed according to the level specified by management.

Among the means to achieve these goals:

The application of the risk self-assessment process, defining the general shape of risks, setting acceptable risk limits, the periodic review of the business continuity plan, and conducting stress tests related to operational risks.



Information Security Risk Strategy

The strategy aims to ensure the implementation of a security strategy within the bank, while working on its development to provide comprehensive and advanced solutions for the protection of information technology systems, applications, and networks at reliable levels, in accordance with the principles of information security. The strategy also aims to ensure the preservation of the confidentiality, integrity, and availability of information.

Among the means to achieve these goals:

Ensuring the bank's compliance with policies and procedures related to information security, evaluating the risks related to it, ensuring the quality of the network monitoring process, evaluating means of protection and remedial measures, preparing a cyber security program, coordinating, and following up compliance to obtain certificates related to information security and cyber security, in addition to spreading awareness and promoting the culture among employees related to cyber security.





Cybersecurity and Privacy Initiatives in 2022

- We implemented encryption protocols on our banking systems, ensuring compliance with regulatory authorities' requirements. Additionally, we upgraded our protection systems and firewalls, enhancing the overall security efficiency of our bank's systems.
- To further strengthen our security environment, we continued to adhere to COBIT standards, aligning with CBJ regulations for IT governance. We also obtained renewed compliance certifications for global cards security and safety (PCI-DSS) and Customer Security Program (CSP Swift) issued by ScanWave
- Furthermore, we activated One-Time Password (OTP) verification for transactions related to services via the Tejari Mobile platform.

Business Ethics and Data Security Related Disclosures

| | | | Unit | 2021 | 2022 |
|------------------------|---------------|---|------------|------|------|
| SASB - Business Ethics | FN-CB-510a.1 | Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations | Number | 0 | 0 |
| | | | | | |
| SASB - Data Security | FN-CB-230a.1. | Number of data breaches | Number | 0 | 0 |
| | | Percentage involving personally identifiable information (PII) | Percentage | 0 | 0 |
| | | Number of account holders affected | Number | 0 | 0 |

Innovation and Digital Transformation at Jordan Commercial Bank

Our digital solutions enable customers to easily manage their finances, including corporate online banking and retail mobile banking, and

digital payment options, ensuring convenience and efficiency in their financial transactions.

Tejari Mobile

fast and secure mobile phone payments



Tejari Pay

simple tap-to-pay feature using mobile phones



CliQ

enables cross-bank fund transfers



Fast Cash service

no-cost transfer of credit card balance to current account



25% increase in Tejari mobile application subscriptions



162% increase in total Tejari mobile transactions



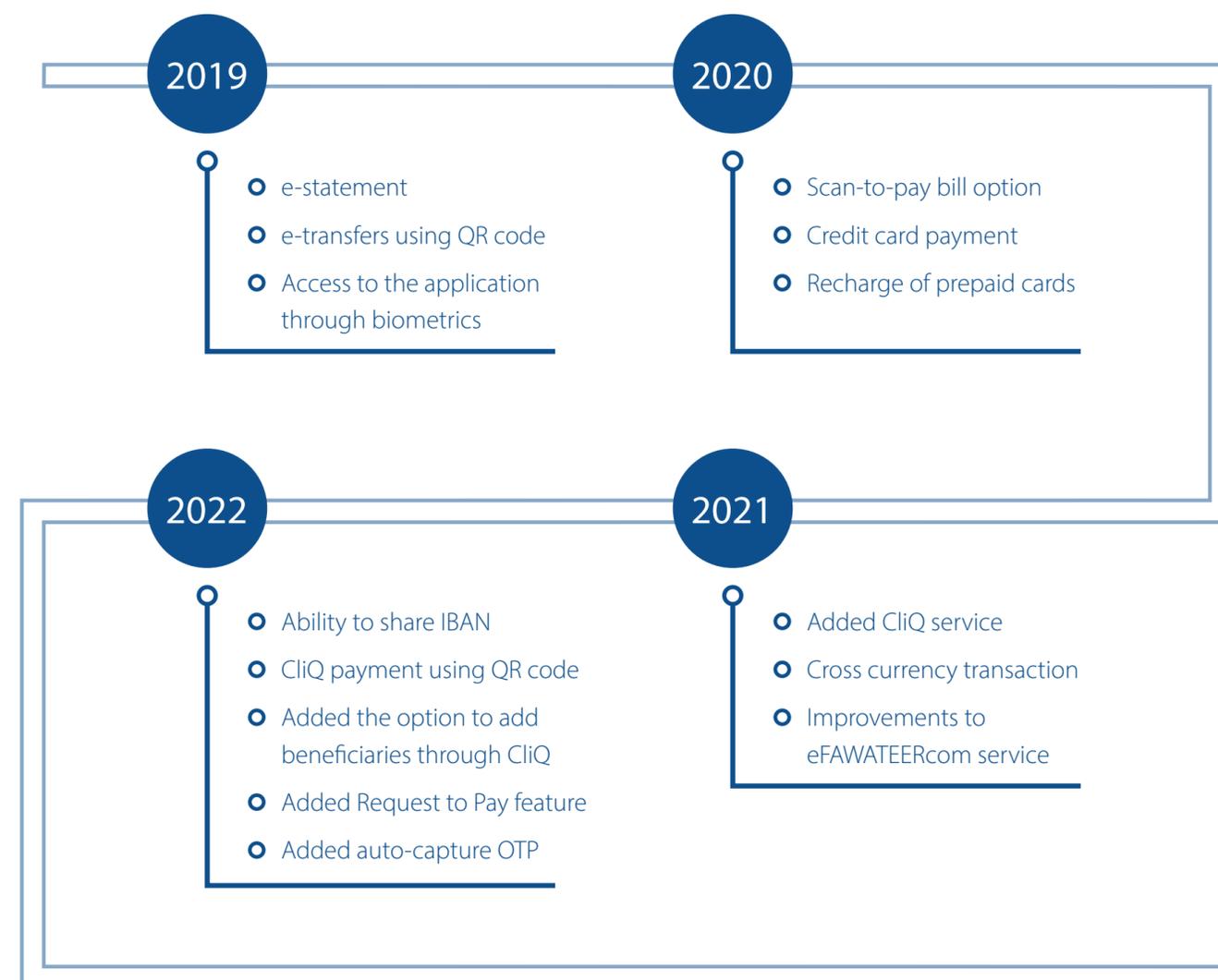
Other Innovative Solutions for Seamless Banking Experience

In addition to our existing digital solutions, we offer a range of other innovative offerings that are designed to enhance productivity and efficiency.

| Tejari Express branches | Contactless & "touch screen + drive through" ATMs | SMS & E-mail notifications | Customer Feedback channels |
|--|--|---|---|
| fast banking operations (withdrawing, depositing, and transferring checks) with extended hours (10 AM-6 PM). | <ul style="list-style-type: none"> Contactless transactions allow for WiFi-enabled ATM cards use without inserting it into the machines drive-through ATMs: transactions without leaving vehicle | <ul style="list-style-type: none"> SMS texts (20+ messages) for notifications such as cash deposits and account statement requests etc. Automated email alerts via Swift platform | <ul style="list-style-type: none"> Scheduled SMS and online survey forms to measure satisfaction Email and toll-free calls for complaints and inquiries |



With 35 updates and enhancements since its introduction, our Tejari mobile application has evolved to deliver an improved user experience



JCB started to offer its Corporate Online Banking platform to corporate clients in 2021. Since March 2022, the bank embarked on a digital strategy for corporate clients that covers multiple aspects:

Upgrade and enrich the online banking platform and design a seamless client experience to reduce and ultimately eliminate paper-based transactions and requests.

8. Appendix

| | |
|-------------------------|--|
| Statement of use | Jordan Commercial Bank has reported the information cited in this GRI content index for the period 1 January 2021 to 31 December 2022 with reference to the GRI Standards. |
| GRI 1 used | GRI 1: Foundation 2021 |

| GRI STANDARD | DISCLOSURE | LOCATION OR COMMENTS |
|--|--|--|
| General Disclosures | | |
| GRI 2: General Disclosures 2021 | 2-1 Organizational details | Pg.1 |
| | 2-2 Entities included in the organization's sustainability reporting | Pg.1 |
| | 2-3 Reporting period, frequency and contact point | Pg.1 |
| | 2-4 Restatements of information | This is Jordan Commercial Bank's first sustainability report. Restatements are not currently applicable. |
| | 2-5 External assurance | The report has not been externally assured |
| | 2-6 Activities, value chain and other business relationships | Pg.5, Pg.11 |
| | 2-7 Employees | Pg.11, Pg.33, Pg.34 |
| | 2-8 Workers who are not employees | Pg.33, Pg.38 (Available approximately 121 workers who are not employees) |
| | 2-9 Governance structure and composition | Pg. 57, Pg. 58 |
| | 2-10 Nomination and selection of the highest governance body | The board members, are elected by the general assembly every four years. Criteria for selection include diversity (gender and age) and experience in areas such as accounting, finance, banking, business, economics, investment, technology, law, and risk management. As of now, the commercial bank's board includes 11 non-executive members, with four being independent. |
| | 2-11 Chair of the highest governance body | Chairman of the board of directors, none-executive member |
| | 2-12 Role of the highest governance body in overseeing the management of impacts | Pg. 58 |
| | 2-13 Delegation of responsibility for managing impacts | Pg. 58 |

| GRI STANDARD | DISCLOSURE | LOCATION OR COMMENTS |
|--|--|---|
| General Disclosures | | |
| GRI 2: General Disclosures 2021 | 2-14 Role of the highest governance body in sustainability reporting | The Board of Directors and its associated Corporate Governance Committee are responsible for adopting policies related to sustainability and governance, as well as overseeing the performance of executive management. This includes policies such as reporting violations, project management, and cybersecurity. |
| | 2-15 Conflicts of interest | Pg. 58, Pg. 59 The Board of Directors adopts the Corporate Governance Manual, which takes into account the instructions of the Central Bank and the Securities Authority. |
| | 2-16 Communication of critical concerns | Pg. 18, Pg. 19, Pg. 20, Pg. 56 |
| | 2-17 Collective knowledge of the highest governance body | Board of Directors Competency Policy. |
| | 2-18 Evaluation of the performance of the highest governance body | The performance evaluation of the governance body in the Jordan commercial bank involves an annual assessment of the Board of Directors and the executive management. The responsibility of evaluating the Board of Directors and assessing the performance of the Chief Executive Officer, senior management, and endorsing the evaluation results is assigned to the Nominations and Rewards Committee. |
| | 2-19 Remuneration policies | Pg. 34, Pg. 58 |

| GRI STANDARD | DISCLOSURE | LOCATION OR COMMENTS |
|--|--|--|
| General Disclosures | | |
| GRI 2: General Disclosures 2021 | 2-20 Process to determine remuneration | <p>Board members receive fixed monthly amounts, additional amounts for each meeting attended, and possibly committee allowances. They also receive an annual fixed amount per law based on the number of meetings attended.</p> <p>Senior executives receive fixed wages equivalent to 16 salaries, along with variable wages (bonuses) approved by the Board and based on annual performance evaluations.</p> <p>Senior executives are eligible for a recruitment bonus upon appointment, especially when they have valuable skills and experience from competing banks. This bonus serves as compensation for existing benefits or to make up for lost bonus opportunities at their previous employment.</p> <p>Senior executives also receive retirement benefits according to the policies approved by the bank.</p> <p>Board members receive no remuneration other than the annual fixed amount</p> |
| | 2-21 Annual total compensation ratio | Currently not available |
| | 2-22 Statement on sustainable development strategy | Currently not available |
| | 2-23 Policy commitments | Pg. 58, Pg. 59, Pg. 60 |

| GRI STANDARD | DISCLOSURE | LOCATION OR COMMENTS |
|---|--|---|
| General Disclosures | | |
| GRI 2: General Disclosures 2021 | 2-24 Embedding policy commitments | The Code of Professional Conduct is approved by the Board of Directors Job description for each employee, in addition to the code of conduct, the behavioral system, the table of authorities according to the administrative hierarchy |
| | 2-25 Processes to remediate negative impacts | There is an approved mechanism for grievance against any administrative decision |
| | 2-26 Mechanisms for seeking advice and raising concerns | Pg. 18, Pg. 19, Pg. 20 |
| | 2-27 Compliance with laws and regulations | Pg. 62 |
| | 2-28 Membership associations | Pg. 6 |
| | 2-29 Approach to stakeholder engagement | Pg. 18 |
| 2-30 Collective bargaining agreements | JCB complies with laws and regulations with regards to CBA | |
| Economic Performance | | |
| GRI 201: Economic Performance 2016 | 201-1 Direct economic value generated and distributed | Pg. 15, Pg.16 |
| Material Topics | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Pg. 21 |
| | 3-2 List of material topics | Pg. 22 |
| Climate Risk & Decarbonization | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Pg. 27, Pg.28 |
| GRI 305: Emissions 2016 | 305-1 Direct (Scope 1) GHG emissions | Pg. 30 |
| | 305-2 Energy indirect (Scope 2) GHG emissions | Pg. 30 |
| | 305-4 GHG emissions intensity | Pg. 30 |

| GRI STANDARD | DISCLOSURE | LOCATION OR COMMENTS |
|---|--|----------------------------------|
| Environmental & Resource Management | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Pg. 31 |
| GRI 303: Water Effluents | 303-3 Total volume of water withdrawn | Pg. 31 |
| GRI 306: Waste 2020 | 306-4 Waste diverted from disposal | Pg. 31, Pg.32 |
| Diversity & Equal Opportunity | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Pg.34 |
| GRI 401: Employment 2016 | 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees | Pg. 42 |
| | 401-3 Parental leave | Pg. 36 |
| GRI 405 Diversity and Equal Opportunity | 405-1 Diversity of governance bodies and employees | Pg. 34 |
| | 405-2 Ratio of basic salary and remuneration of women to men | Pg. 34 |
| GRI 406 Non-Discrimination | 406-1 Incidents of discrimination and corrective actions taken | Zero Incidents of discrimination |
| Training, Education & Talent Retention | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Pg. 39 |
| GRI 404: Training and Education 2016 | 404-1 Average hours of training per year per employee | Pg. 39, Pg.40 |

| GRI STANDARD | DISCLOSURE | LOCATION OR COMMENTS |
|--|---|------------------------------|
| Access to Finance | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Pg. 25, Pg.26, Pg. 50, Pg.54 |
| SASB Financial Inclusion and Capacity Building (FN-CB-240a.1) | Number of loans outstanding qualified to programs designed to promote small business and community development | Pg. 25 |
| | Amount of loans outstanding qualified to programs designed to promote small business and community development | Pg. 25 |
| Risk Management & Data Security | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Pg. 62, Pg. 64 |
| SASB Data Security (FN-CB-230a.1) | Number of data breaches | Pg. 67 |
| | Percentage involving personally identifiable information (PII) | Pg. 67 |
| | Number of account holders affected | Pg. 67 |
| Business Ethics | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Pg. 59, Pg.60 |
| SASB Business Ethics (FN-CB-510a.1) | Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations | Pg. 67 |
| Customer Experience & Satisfaction | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Pg.55, Pg.56 |
| Innovation and Digitalization | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Pg. 57, Pg. 58 |

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