

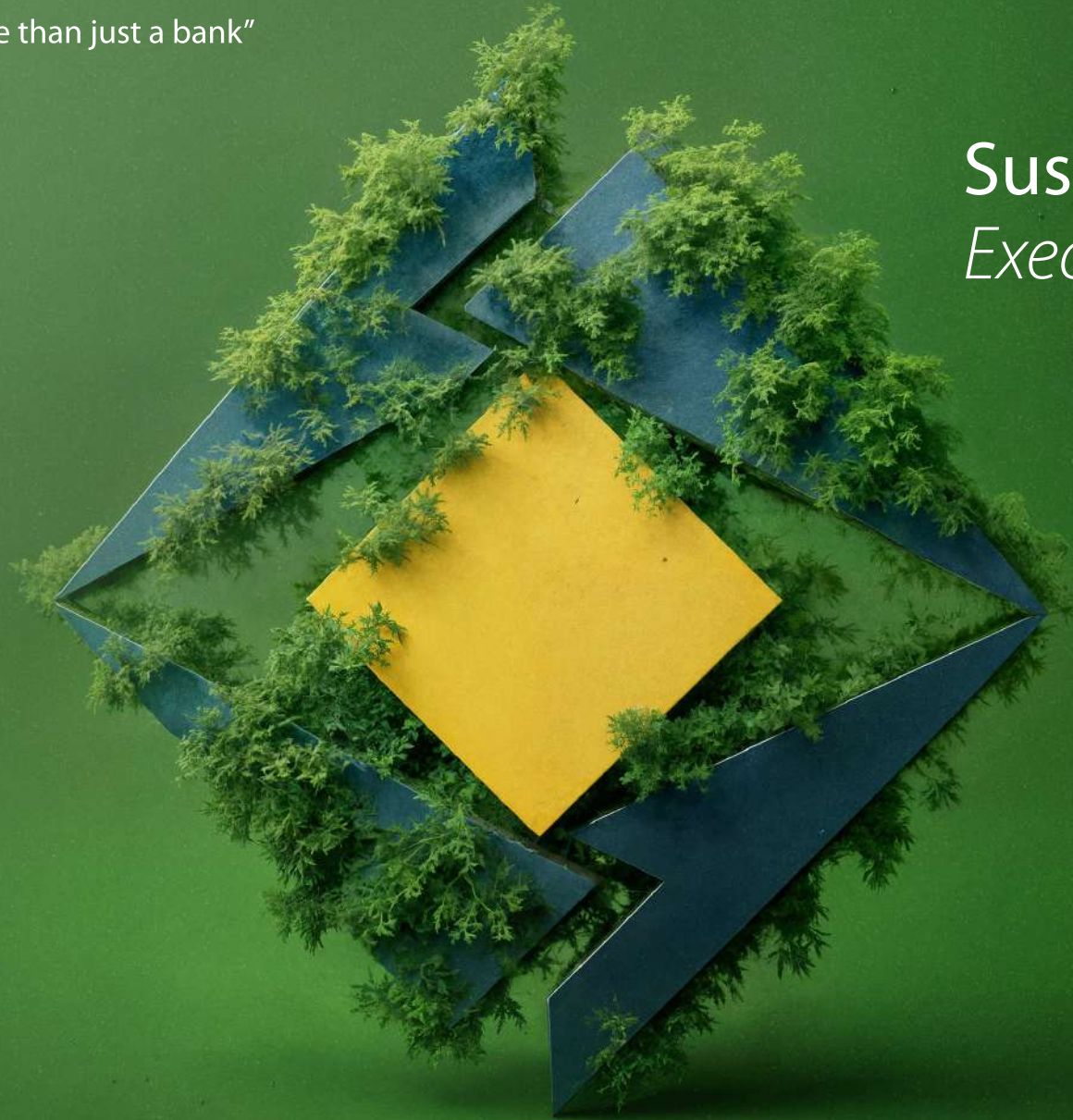


البنك الأردني الكويتي

JORDAN KUWAIT BANK

"More than just a bank"

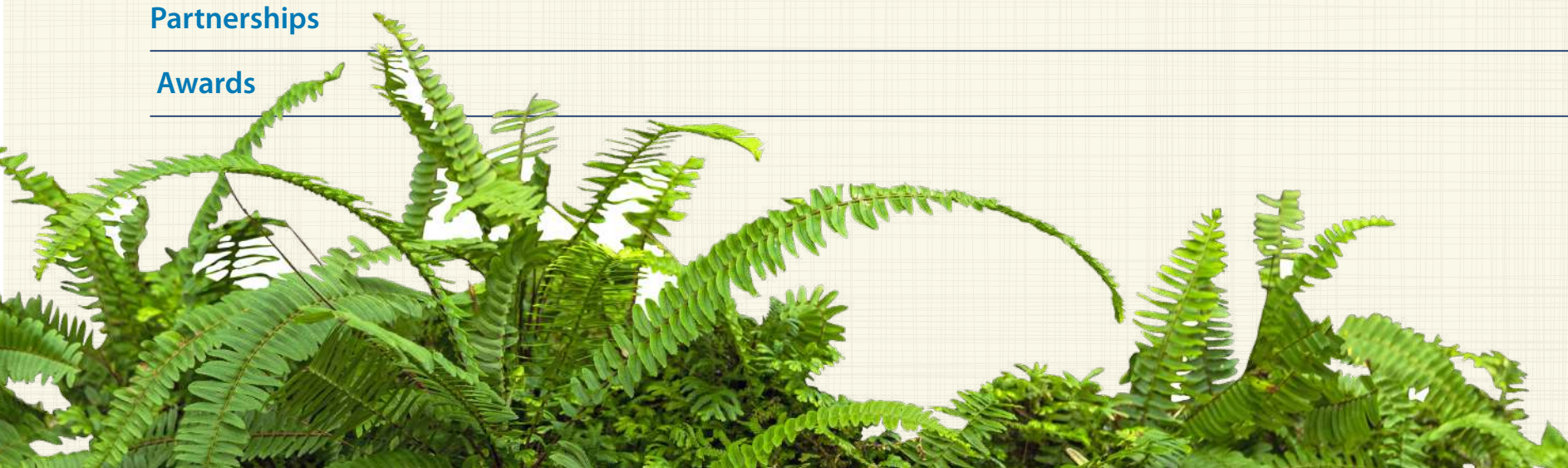
Sustainability *Executive Report*



2024

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Chairperson Message

At Jordan Kuwait Bank, we believe that our success is not only measured by financial performance, but also by our contributions to society and the environment. It is this belief that underscores our commitment to integrating ESG principles into every facet of our operations.

We recognize that our responsibilities extend beyond our immediate stakeholders to encompass broader societal and environmental considerations.

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

CEO Message

At Jordan Kuwait Bank, sustainability is deeply embedded within our strategy and culture. We believe that responsible banking entails delivering value not only to our shareholders, but also to our customers, employees, and the wider community. Since the launch of our inaugural sustainability strategy in 2020, we have remained guided by the principle of being “More than just a Bank.”

Our approach is designed to address pressing environmental and social challenges while enhancing resilience and supporting long-term growth. This commitment is reflected in embedding sustainability considerations across all operations and decision-making processes from financing and governance to innovation and workplace culture.

We remain dedicated to adopting responsible practices, investing in innovative solutions that safeguard natural resources, and contributing to inclusive, sustainable development. As we advance on this journey, our mission is clear: to strengthen resilience, foster innovation, and deliver banking that generates meaningful and lasting impact for people, planet, and performance.

Overview

Jordan Kuwait Bank advanced its sustainability journey with significant progress and a strengthened commitment to creating lasting impact. We enhanced environmental initiatives, deepened community engagement, and reinforced governance practices—aligning all actions with our long-term vision for responsible growth. This year's ESG Report is prepared in accordance with leading global frameworks, including the GRI Standards, the Sustainable Development Goals (SDGs), and the Amman Stock Exchange Guidance on Sustainability Reporting. It underscores how sustainability is firmly integrated into our strategy, governance, and culture—ensuring that environmental stewardship, social responsibility, and strong governance remain central to our success.



Performance Overview 2024



Governance

- 47% decrease in non-compliance cases
- Zero incidents of data breaches
- 69% increase in local supplier spending
- Formalization of the **sustainability committee** and the **sustainability working group**
- 32% growth rate in risk management control reports
- 100% business units analyzed for risks related to AML/CTF



Social

- Recognized as '**Best CSR Bank in Jordan**' for second consecutive year
- 1,894 hours spent on community volunteering
- 85% of new hires are under 30 years old
- Local suppliers constituted **88%** of total supplier base
- Obtained the **ISO 45001** certification.
- 38% of full-time employees are women
- 45,185 total training hours provided
- Community investments reached JOD **1.8 million**, supporting **271** community projects
- 40% of new hires are women
- 73% decrease in employee lost-time injuries



Environment

- 22% decrease in Scope 1 GHG emissions
- 48% decrease in water consumption compared to the previous year.
- Adopted the second environmental park in collaboration with the Ministry of Environment.
- Obtained the **ISO 14001** Certification
- Obtained **Gold LEED v4.1** in operation and maintenance
- Obtained **ISO 50001** for sustainable energy management



Innovation

- 44% increase in digitally active customers, reaching **78,599** accounts
- 96% increase in new accounts held by first-time account holders
- Fully allocated the green bond amount to wastewater treatment projects with an amount of **USD 50 million**
- 105% growth in direct facilities in SMEs during the past 4 years
- New customers onboarded digitally reached **17,542** accounts.
- 113% increase in financial literacy initiatives
- Our green portfolio reached **USD 110.4 million**
- Onboarding new SMEs reached **82%**
- 2,223 new users of **Eli app** every month
- Established the **Environmental and Social Management System (ESMS)**
- 92% customer satisfaction score
- New corporate digital platform for banking transactions **JKBCorp+**

Sustainability Strategy

Jordan Kuwait Bank redefined its sustainability ambition with a strategy designed to deliver measurable impact and long-term value. This strategy ensures that our growth is aligned with environmental stewardship, social responsibility, and strong governance—anchored in national priorities such as the Central Bank of Jordan’s Green Finance Strategy, Jordan Vision 2025, and the UN Sustainable Development Goals.



Sustainability Vision

Leader in sustainable practices in Jordan and innovative solutions that create a sustainable value for our stakeholders, preserve the environment, and enhance the quality of life for future generations.”

“Leader in Sustainable Banking”



Sustainability Mission

We strive “To integrate sustainability across all aspects of our operations and decision-making by adopting responsible practices, investing in social and environmental prosperity and driving innovative solutions to meet market expectations, enhance resilience, and lead by example in empowering communities and protecting natural resources”.

Material ESG Topics & Double Materiality Assessment

To sharpen our focus, JKB conducted a comprehensive Double Materiality Assessment—evaluating both how environmental, social, and governance (ESG) factors affect our business, and how our operations impact society and the environment. This process involved extensive engagement with clients, regulators, investors, employees, and community partners to identify the ESG topics of highest significance to both stakeholders and the Bank’s long-term success.

The outcome was an updated Sustainability Framework with four material pillars—including “Innovation” as a newly added, forward-looking priority—to guide the decision-making and resource allocation process:

Jordan Kuwait Bank 2024 Sustainability Executive Report

This refined framework ensures our sustainability journey is both measurable and future-ready, addressing the priorities that matter most to our stakeholders while meeting global best practices.

Leader in Sustainable Banking in Jordan



Governance

- Governance and Ethics
- Transparency and Accountability
- Sustainability Governance
- Business Resilience
- Anti-Greenwashing



Social

- Community Development and Inclusion
- Human Capital Development
- Employee Wellbeing



Environment

- Balancing Financial Profit and ESG
- Climate Risk Management
- Low Carbon Financing
- Wastewater Management



Innovation

- Leadership in ESG and Sustainable Finance
- Sustainable Product Innovation
- Responsible Banking and Customer Experience

Stakeholder Engagement

Stakeholder Engagement is the foundation of our sustainable growth. We go beyond dialogue, building meaningful partnerships with customers, employees, investors, regulators, communities, and partners. JKB transforms shared ambitions into innovative solutions—driving trust, long-term value, and positive impact.



Customers

Placing customers at the core of our operations, delivering seamless and innovative banking experiences.



Shareholders and Investors

Delivering long-term responsible growth through transparency and financial resilience.



Community & Environment

Enriching communities and safeguarding the planet for future generations.



Employees

Creating an environment where our people with opportunity to grow, lead, and shape the future of banking.



Regulatory Bodies

Upholding the highest ethical and compliance standards while shaping industry best practices.



Suppliers and partners

Cultivating ethical and sustainable partnerships that drive mutual success.



Methods







- Satisfaction surveys, social media engagement, customer support, seamless banking experience, Complaint systems
- Internal meetings, training sessions, feedback surveys, Performance evaluations, empowerment & capacity building
- Annual general meetings, investor presentations, annual disclosures
- Compliance and transparency, regular financial reporting, policy consultations, and industry roundtables
- Public consultations, and support for local events and initiatives, Volunteering and sponsorship activities, environmental impact of operations
- Ongoing communication, Formalized contracts, fair selection process, sustainable procurement practices

Sustainability Governance





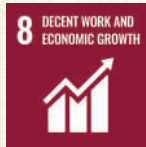


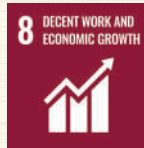







Overseen by the Board Sustainability Committee and driven by the Sustainability Committee that is led by the CEO, Working Group, and Sustainability Department. By combining strategic oversight with operational execution, JKB ensures compliance with best practices, proactively manages ESG risks, and maintains accountability at every stage. Regular board-level reviews, working group initiatives, and inter-departmental coordination allow the Bank to monitor progress, address emerging challenges, and seize opportunities for sustainable growth. This strong governance structure enables JKB to translate vision into action, ensuring that sustainability remains a measurable, accountable, and value-adding pillar of its strategy.

Our Strategic Pillars: Progress towards the UN SDGs

Through our ESGI pillars, JKB is turning commitments into measurable impact—advancing climate action, driving innovation, empowering communities, and reinforcing governance excellence.

Framework pillar	JKB's Contribution	UN SDGs
Environment	<ul style="list-style-type: none"> • Greywater recycling and rain harvesting systems • Solar energy projects • Electric vehicle charging • Tree-planting initiatives • Low carbon financing and green investments • Continual reductions in water consumption and Scope 1 emissions 	     

Our Strategic Pillars: Progress towards the UN SDGs

Framework pillar	JKB's Contribution	UN SDGs
Social	<ul style="list-style-type: none"> • 40% of new hires are women • Implementations of the Women Empowerment Principles (WEPs) initiative in Jordan • Supports 'Equal Pay for Work of Equal Value' by 2030 • Health insurance coverage for all employees • Employees and their families benefit from JKB's 'Care' program • 45,185 training hours provided for employees • Partnership with INJAZ for 'Ask the Financial and Banking Expert' program • Partnership with the Jordan Food Bank Association to provide subsidized products to low-income families • 271 community projects • Majority spending with local suppliers 	      
Governance	<ul style="list-style-type: none"> • Robust anti-fraud, anti-bribery, and anti-corruption policies • Training for all management and employees in anti-corruption measures • Compliance with international governance standards and best practice • Commitment to anti-greenwashing 	   
Innovation	<ul style="list-style-type: none"> • Offers a range of green financial products and investments designed to catalyze a low carbon economy • 40% increase in creation of direct economic value • Continual enhancements to digital capabilities • Partnership with JOIN Fincubator for MASA Hackathon 	   

Future Commitment

As climate change continues to reshape the global economic and social landscape, JKB remains committed to advancing its ESG journey in alignment with its three-year strategy. The Bank will continue to integrate environmental stewardship, social responsibility, and strong governance into all aspects of its operations. This includes enhancing its ability to anticipate and respond to emerging risks, scaling innovative sustainable finance solutions, and creating shared value for all stakeholders.

Through strategic partnerships, continuous innovation, and robust governance, JKB aims to address climate-related challenges while supporting Jordan's transition to a low-carbon, inclusive economy. This forward-looking approach ensures the Bank remains adaptive, resilient, and positioned to lead in sustainable banking — driving positive impact for both present and future generations.

Conclusion

The 2024 ESG Report highlights JKB's unwavering commitment to embedding ESG principles at the core of its strategy. By aligning operations with global best practices and stakeholder expectations, the Bank has positioned itself as a responsible, innovative, and resilient institution. Guided by a long-term vision, the bank continues to balance growth with accountability, delivering consistent value to shareholders while contributing meaningfully to environmental and social progress. These achievements reaffirm that sustainability is not a parallel path, but the foundation of how JKB creates lasting impact for the communities it serves.

Partnerships

Jordan Green Building Council



Collaborating to promote sustainable building practices and green certifications within Jordan.

Association of Banks in Jordan



Working to enhance sustainable banking practices across the sector.

Ministry of Environment



Aligning the Bank's initiatives with national environmental policies and regulations.

United Nations Development Program (UNDP)



Engaging in projects that support the UN Sustainable Development Goals (SDGs) within a local context

Partnership for Carbon Accounting Financials (PCAF)



Standardizing the measurement and disclosure of greenhouse gas (GHG) emissions in financial portfolios

United Nations Global Compact (UNGC)



Committing to uphold the ten principles related to human rights, labor, environment, and anti-corruption

UN Women



Advancing gender equality and women's empowerment in the workplace and beyond through the Women's Empowerment Principles (WEPs) initiative.

Awards

"Award for Excellence in Artificial Intelligence and Machine Learning"



"Best Local Bank in Jordan for ESG Practices"



"Best SME Bank in Jordan"



"Best SME Bank in Jordan"



"Best CSR Bank in Jordan"



"Jordan's Best Domestic Private Bank 2024"



JKB's Headquarters – LEED GOLD



To read more about our sustainability journey please visit:

<https://www.jkb.com/en/sustainability>