

Sustainability Report 2023





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1. About this Report

We are pleased to present to you Jordan Commercial Bank's second Sustainability Report. This report embodies our commitment to accountability, transparency, and responsible business practices.

Reporting Period

The scope of this report extends over the timeframe of January 1st, 2022, to December 31st, 2023.

Content and Subject Matter Coverage

This report was written with reference to the GRI framework, with an emphasis on alignment with these principles and the inclusion of pertinent indicators and disclosures when possible. Best efforts have been undertaken to conduct a thorough assessment of the materiality of key sustainability concerns impacting the bank and its success during the current year (reporting period). This effort serves as a reminder of our dedication to understanding and addressing these problems (see more in section 4).

Entities Covered by the Report

The report covers all branches of Jordan Commercial Bank, the headquarters, and its affiliated departments within the Hashemite Kingdom of Jordan.

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, business practices, policies, and strategies, therefore we greatly value your opinions and suggestions regarding both this report and our sustainability initiatives. We are pleased to receive your observations and comments through the following contact channels:

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2. Chairman's message



Michael Sayegh

Chairman of the Board Director

Dear Colleagues, Stakeholders, and Valued Partners,

I am pleased to present the second Sustainability Report of Jordan Commercial Bank for the year 2023.

In today's world, sustainability is growing in importance. Globally, discussions are ongoing, measures are being implemented, and numerous initiatives have been launched to address sustainability issues, foremost among them being climate change. These initiatives contribute to achieving the Sustainable Development Goals (2030 Agenda for Sustainable Development) by 2030 and the Paris Agreement goals (COP 21) by 2050.

At Jordan Commercial Bank, our vision, direction, and practices in sustainable development align with our banking identity by integrating our operations with various community activities. We engage with social and environmental issues and support community development, always considering the interests of the local community in our operations. This reflects our commitment to sustainable development and social responsibility, with ongoing efforts to expand this role in the future.

The environment around us is constantly changing, encompassing both environmental and social aspects: climate change and its related challenges, shifts in business practices, and lifestyle changes, particularly in the aftermath of the COVID-19 pandemic. In such circumstances, we must consider what the bank should do in the future. The bank aims to provide financial and banking services to the community in a way that is "aligned with community development and needs, and to preserve it." This has required us to incorporate the concept of sustainable development into the bank's practices, activities, and future directions. Banking services, community service, and sustainable development are inseparable. Community members and institutions require appropriate financial and banking services for their needs and businesses, in addition to a healthy and stable environment. These priorities can be balanced by focusing on preserving our resources in various forms while delivering financial and banking services to all segments of society. This is the fundamental purpose of sustainable development.

In this report, we have identified numerous key issues that impact the bank and its surrounding environment, focusing on the most important issues from the perspectives and expectations of our partners and stakeholders. These challenges align with the bank's position and vision on environmental, social, and governance issues, as well as with local and global sustainability goals.

Among the report's highlights are Jordan Commercial Bank's achievements in addressing and engaging with sustainability issues in 2023, as well as key milestones in the bank's sustainability journey over the past twenty years, guided by the three pillars of sustainable development: environmental, social, and governance.

On the environmental front, the report highlights the bank's significant efforts to address the risks of climate change and global warming. It covers our initiatives and projects to reduce the bank's carbon footprint and greenhouse gas emissions. Additionally, it outlines our processes and practices for conserving energy and reducing non-renewable energy consumption, both overall and per employee, while demonstrating the impact of these measures on expenses and economic outcomes. The report also discusses the bank's efforts to conserve natural resources, including the "Green Caravan Initiative," paper and furniture recycling, and waste management. These initiatives have positively impacted the environment and its natural resources.

The bank's environmental concerns extend beyond its employees and executive management to include customers, suppliers, and others.

In the field of community contribution and social care, the bank's achievements and interactions with the local community are evident through participation in various community events, providing support and assistance. Specifically, the bank has supported our brothers in Gaza affected by the war, as well as our Syrian brothers affected by the earthquake. Additionally, the bank participates in various economic, health, and educational initiatives and events, supporting activities focused on social aspects and assisting centers concerned with this area. There is a particular focus on vulnerable groups such as children, the elderly, and people with disabilities.

Regarding employee welfare, the bank continues to provide facilities and services that enhance employee well-being, helping them perform their duties in a healthy and suitable work environment, contributing to the bank's growth. Furthermore, the bank takes steps to increase women's engagement and empowerment and encourages a diverse approach within the bank.

On the governance front, the bank's commitment is evident in its collaboration with partners to create real value for the institution, advocacy for customer and cultural respect, and provision of the highest quality financial services free of prejudice and bias. The bank also engages in dialogue and cooperation with all stakeholders, enhancing compliance and risk management practices.

Overall, the report demonstrates the bank's commitment to sustainable development standards and goals, consistent with the views and expectations of stakeholders and partners.

In conclusion, I would like to express my heartfelt appreciation and gratitude to everyone who has contributed to enhancing and supporting the bank's direction towards sustainable development and social responsibility, including customers, management, investors, employees, and all partners and stakeholders. I hope that what the bank offers, even if only a small contribution, helps achieve sustainable development goals for the prosperity and advancement of the entire community. This requires us to take strong measures in this direction, paying close attention to relevant concerns and ensuring their continuity and sustainability. All efforts from individuals, institutions, and governments must collaborate to achieve this aim, striving for a better tomorrow for both individuals and the community.

Peace, mercy, and blessings of God.

Michael Sayegh
Chairman of the Board Director

3. About Jordan Commercial Bank

Jordan Commercial Bank (JCB), originally established as Jordan Gulf Bank (JGB) in 1977, has significantly evolved to become a leading figure in the Jordanian banking sector. In 2004, we underwent a major restructuring, which led us to adopt the name Jordan Commercial Bank, symbolizing our evolved identity and renewed commitment to our stakeholders. We take great pride in our ability to adapt to the dynamic market landscape and consistently provide innovative solutions and services that meet our customers' needs.

Our primary focus as a bank is to provide specialized financial solutions at competitive prices, in addition to offering a wide range of comprehensive and integrated banking services designed to meet the diverse financial needs of clients across all industries with high quality and competitive pricing. This drives us to continually improve our services and products.

Recognizing the growing importance of information technology in the banking sector, the bank has increased its investment in digital infrastructure and launched a range of digital services. One of the most prominent is the "Tejari Mobile" app, a free-to-download mobile application that allows clients to complete a variety of financial transactions, including balance inquiries, money transfers, and bill payments. The bank continuously strives to enhance the application by adding more banking services and exclusive features.

To increase customer access to financial services and streamline transactions, the bank has installed numerous external ATMs in addition to those already located in branches. Currently, there are 43 locations across the Kingdom to meet the growing demand for self-service banking. Furthermore, the bank has expanded the number of "Tejari Express" branches to 10, providing customers with convenient and quick access to banking services.

In addition to our economic position as a significant and active player in the banking sector, we are deeply committed 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

The bank's memberships in relevant associations and organizations:



Central Bank of Jordan



Jordan Securities
Commission



Settlement Guarantee
Fund



Amman Stock Exchange



Jordan Deposit
Insurance Corporation



Jordan Loan Guarantee
Corporation



Securities Depository
Center



Union of Arab Banks



Association of Banks in
Jordan



Jordan Exporters
Association



Jordanian Businessmen
Association



Risk Management
Professionals Forum



The Financial Markets
Association



World Union of Arab
Bankers

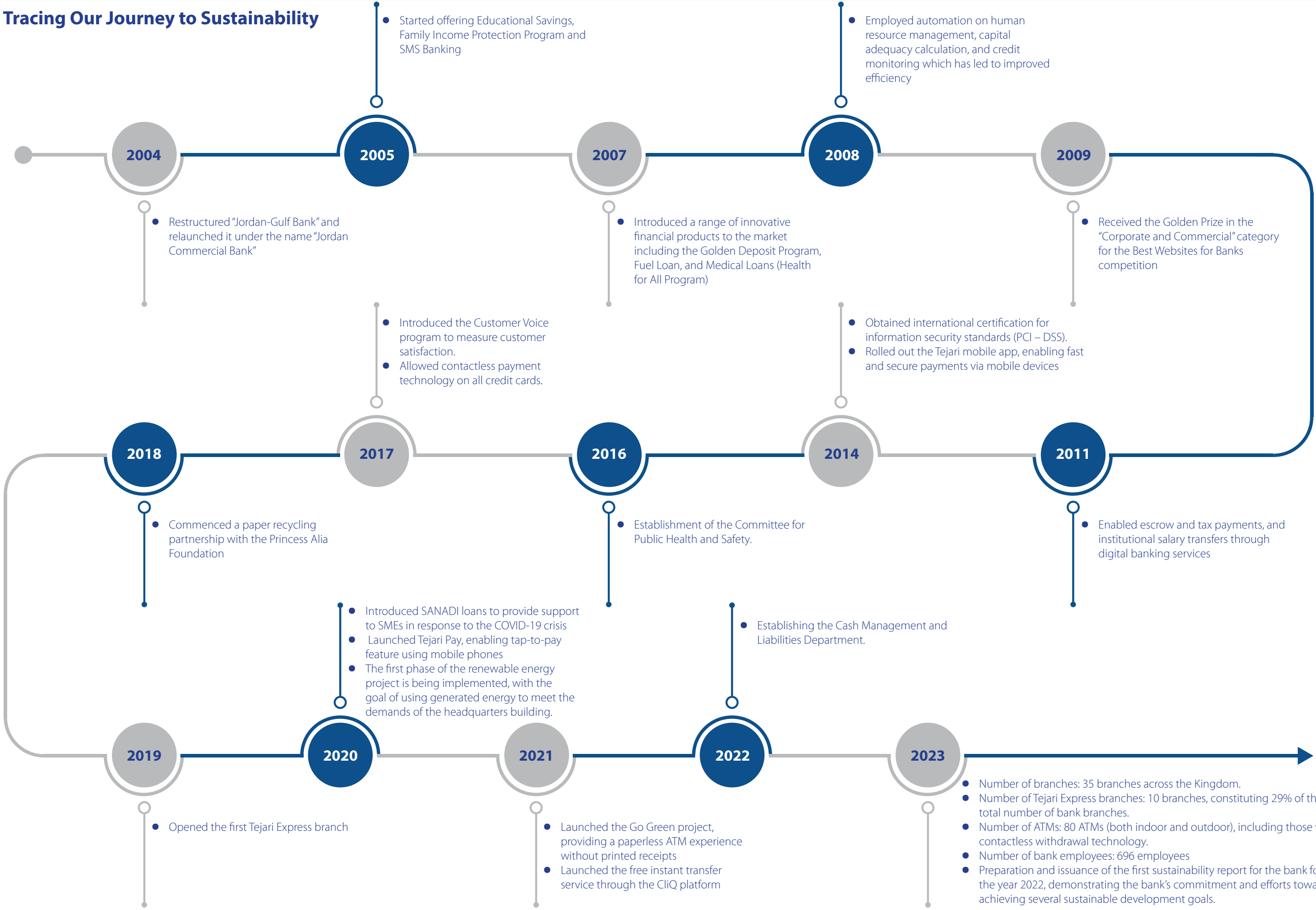


Trade Union of Workers
in Banks, Accounting
and Insurance



Injaz

Tracing Our Journey to Sustainability



3.1 Our Guiding Principles

The bank's vision, goals, and values are the foundation of our banking identity and structure, driving us toward sustainability and continual added value for all stakeholders.



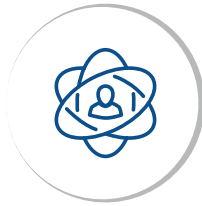
Our Vision

We aspire to develop Jordan Commercial Bank into a distinguished bank, offering advanced banking products and services that place it among the leading banks in addressing customer needs in accordance with the most recent, best, and internationally recognized standards.



Our Goals

Providing comprehensive and integrated banking services in corporate, retail, and treasury sectors with high quality and competitive pricing to meet various financial needs of customers. Optimizing these services with appropriate banking solutions, innovative technologies, and efficient distribution networks. Committed to delivering returns to our bank's stakeholders, including clients, shareholders, and employees.



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 Geographic Spread and Expansion

The bank's strategy focuses on:

- **Expanding its presence across the Kingdom:** The bank aims to reach a wider segment of the population by establishing branches in various regions, including both urban and commercial areas and remote locations with limited access to banking services.
- **Providing inclusive banking services:** The bank seeks to serve both existing customers and non-customers, offering a range of financial products and services tailored to their needs.
- **Leveraging "Express Branches" for flexible customer service:** The bank emphasizes the use of "Express Branches" to cater to customers in targeted areas, offering extended hours and convenient access to banking services.
- **Adopting a modern and sustainable branch design:** The bank prioritizes modern branch designs that reflect its commitment to sustainability and environmental responsibility.
- **Promoting digital banking channels:** The bank encourages customers to utilize its electronic channels and digital platforms for efficient and convenient banking transactions.

In addition to branch expansion, the bank's strategy includes:

- **Upgrading existing branches:** The bank aims to modernize its existing branches to maintain a consistent brand image and enhance customer service.
- **Relocating branches:** The bank strategically relocates some branches to better serve customer concentrations and provide easy access to banking services.
- **Expanding ATM network:** The bank prioritizes expanding its ATM network, particularly in areas without branches or limited banking services.

Overall, the bank's strategy aims to broaden its reach, enhance customer service, and promote financial inclusion while adhering to sustainable practices.

The Bank's Key Achievements in Terms of Expansion and Growth by the End of 2023

35 Branches

The total number of bank branches, including 10 Express branches (29% of total branches).

80 ATMs

This includes contactless ATMs, touch-screen machines, and drive-thru machines for car transactions.

696 Employees

Total number of employees, including 191 branch employees (27.4%).

Presence

The bank has branches in the following provinces: **Zarqa, Irbid, Mafraq, Karak, Madaba, Aqaba, and Balqa**, in addition to branches across various areas in the capital Amman. The bank's ATMs are available in **most provinces of the Kingdom**.

Tejari Express Branches

As part of our strategy to expand our customer base, enhance service efficiency and quality, and diversify our delivery channels, the bank is focusing on establishing Express branches. This strategy also includes expanding through traditional branches, depending on the demands of each region and the nature of its customers. We carefully consider cost efficiency and operational expense management, ensuring that newly opened branches adhere to sustainable development principles, such as conserving natural resources.

Express branches are specifically designed to meet the needs of individual customers by providing superior banking experience that is both efficient and flexible. These branches operate from 10 a.m. to 6 p.m., catering to customers who work during regular banking hours, offering convenient service times. They provide most of the banking services that individuals require, including account opening, loan processing, card issuance, check cashing, cash deposits and withdrawals, bill payments, and other essential services.

Express branches are a cost-effective alternative to traditional branches, with lower establishment and operational expenses, such as rent, water, and electricity. These branches are typically smaller and staffed by fewer employees per shift. This approach aligns with the bank's commitment to sustainable banking practices by reducing startup and operational costs and conserving resources. Additionally, expanding through Express branches enables the bank to provide banking services to a broader customer base, particularly in areas where such services are either unavailable or limited. The convenience and feasibility of establishing Express branches in these regions increase accessibility to banking services.



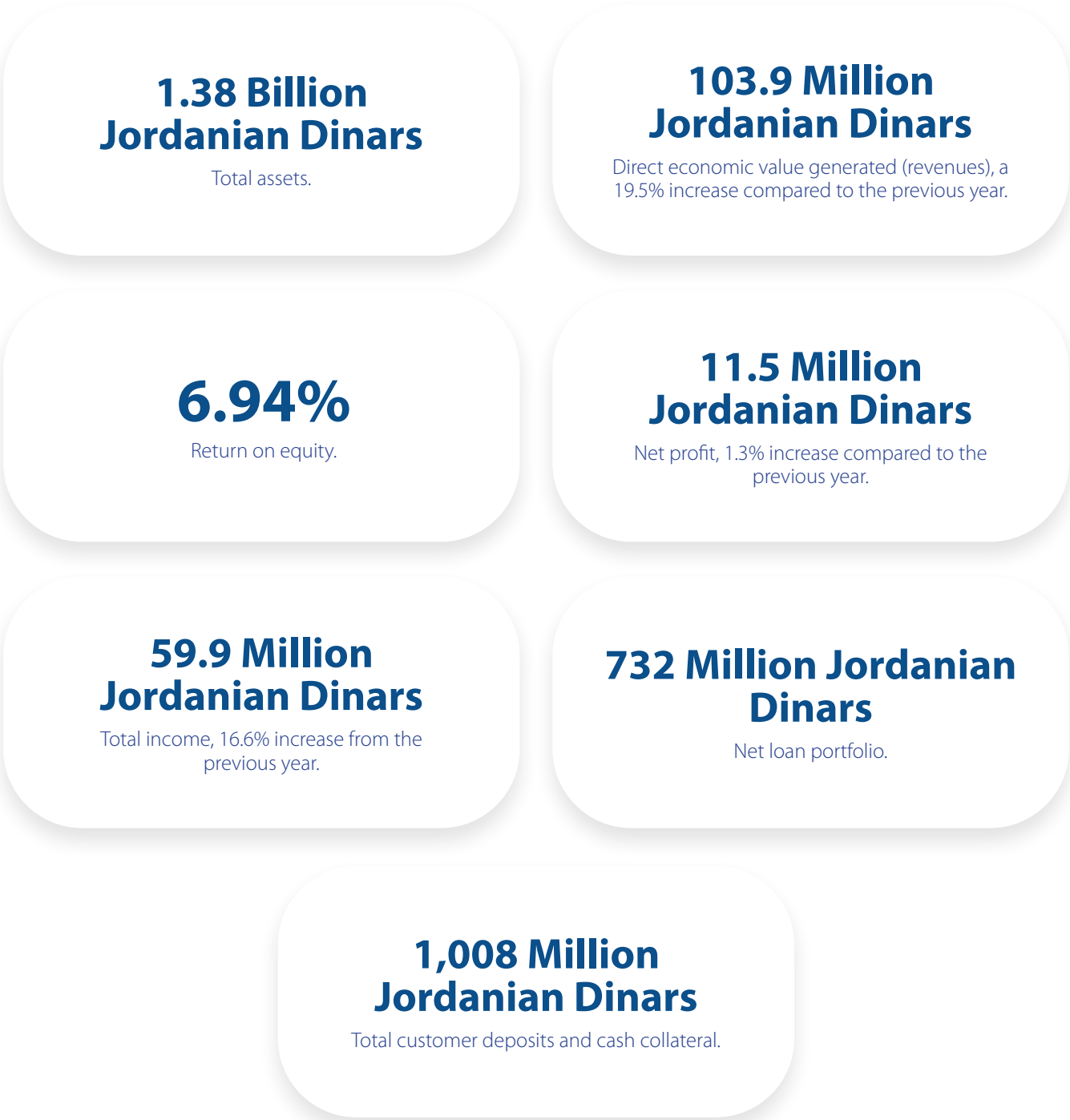
3.3 Highlights of 2023's Achievements

Sustainability Highlights



Economic Performance Highlights

Through our financial performance, we maintain our long-term financial sustainability, with key achievements including:Tejari Express branches



59.9 Million
Jordanian Dinars

Total income, 16.6% increase from the previous year.

732 Million Jordanian
Dinars

Net loan portfolio.

1,008 Million
Jordanian Dinars

Total customer deposits and cash collateral.

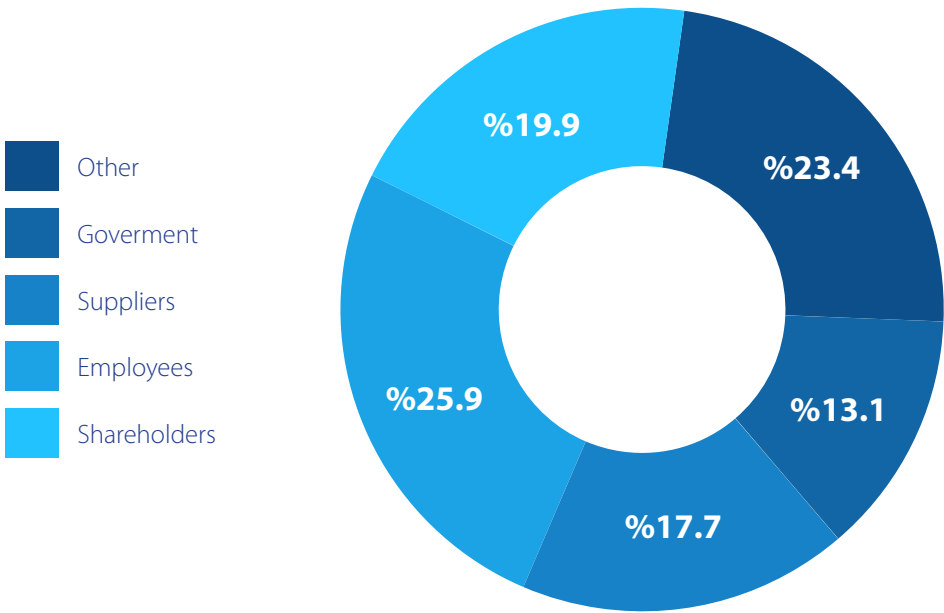
Direct Value Generated and Distributed

	Unit	2021	2022	2023
Direct Value Generated (Revenues)	JOD	79,020,803	86,887,105	103,860,721
Total Economic Value Distributed - Cost (including the below):	JOD	72,016,028	75,546,922	92,375,937
• Operational costs	JOD	16,532,551	17,845,654	25,155,703
• Employee Wages and Benefits	JOD	13,752,948	14,214,511	15,468,703
• Payments to Capital Providers	JOD	34,609,449	35,482,447	43,928,075
• Payments to Government	JOD	6,798,016	7,797,788	6,967,783
• Community Investments	JOD	323,064	206,521	855,673
Retained Economic Value (Direct Economic Value Generated - Economic Value Distributed)	JOD	7,004,775	11,340,183	11,484,784

Value Creation

JCB believes that profit doesn't just mean achieving financial gains for our shareholders, but also entails delivering positive outcomes for all our stakeholders, including our employees, suppliers, and local communities.

Stakeholders' Share of Income for 2023



4. Sustainability at JCB

Our commitment to sustainable development is reflected in many of our business practices and activities, which stems from our strong belief in the importance and impact of achieving sustainable development goals on the well-being of individuals and communities. This encompasses environmental protection, maintaining a sustainable future, and conserving resources for future generations. Our approach to sustainability revolves around the following pillars: environmental, social, and governance. Key aspects of our sustainability approach include:

- Achieving environmental and social sustainability criteria and goals in business practices and project implementation, with a focus on climate change risks and mitigation measures.
- Providing responsible financing aimed at addressing environmental and social issues.
- Enhancing financial inclusion and enabling access to our financial services for our clients and other segments of society.
- Empowering employees, workplace diversity and inclusion, and human resource investment.
- Integrating sustainability into the bank's governance frameworks to effectively manage risks and opportunities related to environmental, social, and governance issues.
- Encouraging innovation, promoting technology use and digital transformation, emphasizing their role in achieving sustainable development goals.
- Promoting community engagement and sustaining ongoing communication with civil society organizations, individuals, and relevant stakeholders.



4.1 Effective Stakeholders Engagement

We recognize that stakeholders play an important role in our journey toward sustainable development. As a result, we feel that discussion and communication with them are critical for understanding their perspectives and expectations, both of which are important to our strategic goals and operational processes. Customers, shareholders, employees, communities in which we operate, and suppliers are all examples of our stakeholders. The bank is committed to listening to each of them, respecting their opinions, and considering them when making related decisions.

Contact Between the Bank and Stakeholders			
Stakeholders	Stakeholders' Priorities	Communication Channels	Our Approach
Customers	Competitive service and pricing, product accessibility, transparency, and information security effectiveness.	Bank branches and customer service centers, digital banking services through online and mobile, social media channels, and the bank's website.	Regular dialogue with customers, innovative service offerings, ensuring secure accessible banking solutions.
Shareholders	Strong financial performance, sustainable returns, effective risk management and transparency, and a positive brand reputation.	General assembly meetings, board meetings, annual and periodic reports, and management reports.	Regular participation in annual and periodic meetings, annual and quarterly reports, and striving to achieve income and activity growth.
Employees	Job security, competitive wages, growth opportunities, a positive work environment, and overall health and safety.	Surveys, open meetings, training and development programs, insurance coverage, circulars and communication, human resources policies, workshops, internal newsletters, and social activities.	Providing individual and professional development programs, career advancement opportunities, health campaigns, and implementing job rotation plans.
Regulatory and Supervisory Bodies	Compliance with all legal and regulatory requirements, customer protection, alignment with the national vision, and adherence to central bank strategies.	Regulations, laws, instructions, systems, monthly reports, and regulatory reviews.	Compliance with audit requirements and legal obligations and submitting periodic reports to regulatory bodies.
Local Community	Job creation, human resource development, support for small and medium-sized enterprises, financial education and inclusion, environmental support, and community support.	Social responsibility activities, volunteer campaigns, products aimed at students and children, social media channels, assisting vulnerable groups, annual reports, and capacity development programs.	Providing digital banking services such as mobile business application and Tejari connect, electronic cash cards, long-term and short-term training courses, professional development programs, donations, and social participation.
Suppliers	Transparency and integrity, open communication, and a focus on local suppliers.	Tenders, bids, contracts, agreements, and direct negotiations.	Ensuring fair and competitive selection processes, maintaining collaborative relationships, and supporting local suppliers.

4.2 Our Material Topics

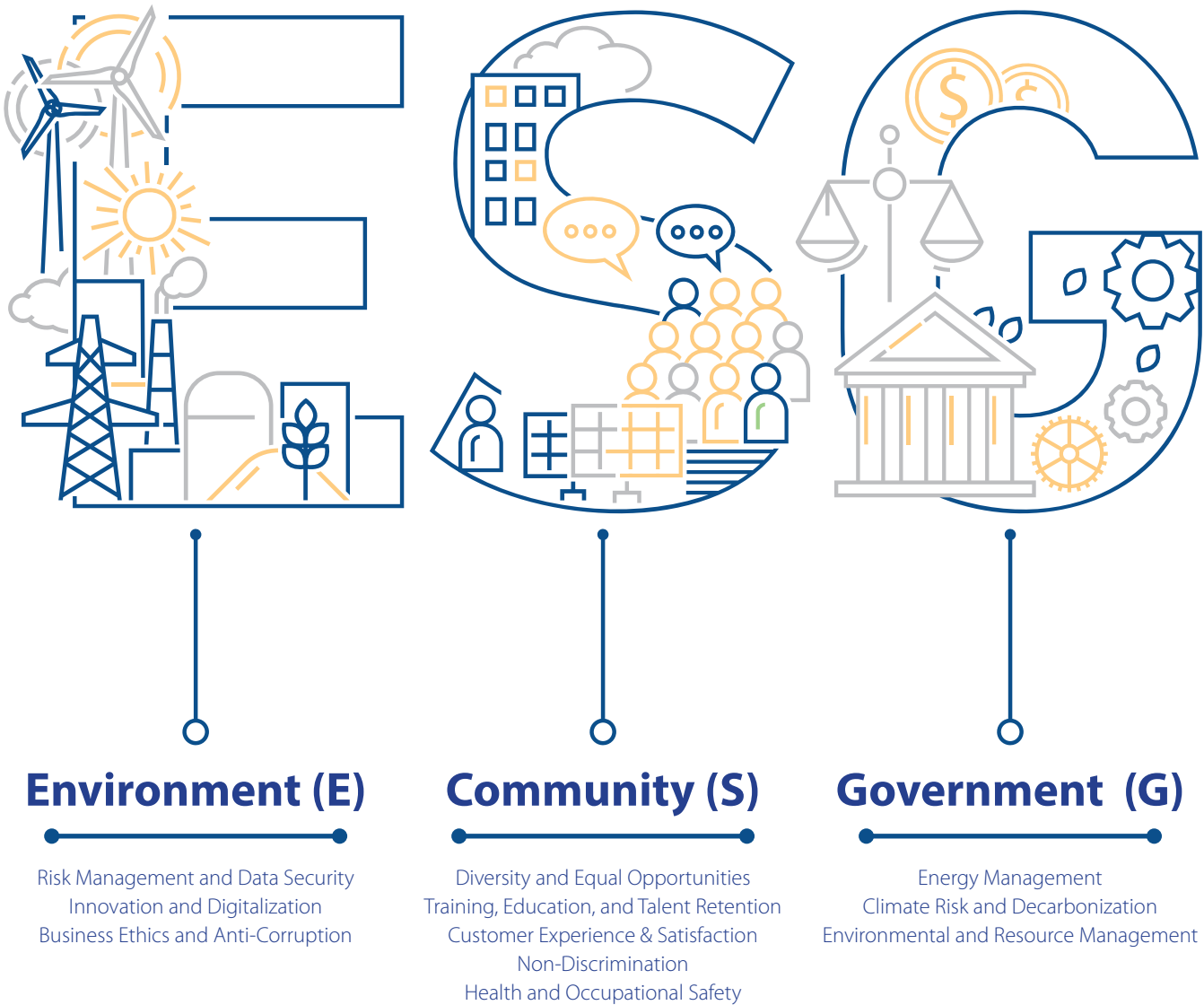
The bank's sustainability approach is rooted in identifying and understanding the most significant challenges and topics of sustainable development, assessing their alignment with the bank's goals, and integrating them into its operations and policies. To achieve this, the bank conducted a comprehensive assessment of the relative importance of sustainability issues that are expected to impact the bank.

This assessment process involved identifying a wide range of sustainability topics using globally recognized reporting frameworks and standards, such as the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB). A detailed list of material topics deemed significant and impactful for the bank was developed. Additionally, the sustainability landscape in the Kingdom of Jordan was analyzed, and key topics were aligned with Jordan Vision 2025 to ensure our assessment was grounded in locally relevant principles.

To ensure comprehensive coverage and effective prioritization, stakeholders—including employees, managers, the board of directors, investors, customers, and suppliers—were involved in creating the list of topics and determining their significance. Their insights helped prioritize the key issues related to the bank's operations. As a result of this assessment, **11 material topics** were identified as the most critical. These topics align with the bank's operations and strategic focus on sustainability.

We believe that the process of determining the relative importance of material topics should be based on dialogue and consultations, ensuring that our sustainability agenda is aligned with stakeholder expectations and the evolving sustainability needs of our time.

The most important sustainability topics, based on the perspectives and expectations of the bank's partners and stakeholders, are as follows:



4.3 Developing our Sustainability Framework

A sustainability framework has been developed to serve as the foundation for the bank's journey towards sustainable development. As a core component of its sustainability approach, this framework was crafted based on a comprehensive assessment of the relative importance of sustainability issues, ensuring alignment with the bank's objectives, stakeholder interests, and the evolving landscape of sustainability challenges.

The bank's sustainability framework was developed in line with the principles and visions of the Global Reporting Initiative and local sustainability issues, ensuring its compatibility with both local and global requirements. Moreover, the framework emphasizes the engagement of the bank's stakeholders and conducts regular reviews and analyses to identify priority sustainability material topic

11 material sustainability topics have been identified, forming the cornerstone of the bank's sustainability approach and serving as the foundation for strategic inputs. The assessment framework also aligns the bank's initiatives with the United Nations Sustainable Development Goals, ensuring that all contributions are meaningful and globally recognized. This underscores the bank's commitment to sustainability and its engagement of stakeholders in addressing pressing sustainability issues of our time.



4.4 Enabling Sustainable Growth Through Diverse Loan Initiatives

Responsible Financing:

The bank intends to deliver financial services in a responsible, transparent, and ethical manner. Responsible financing has grown in importance because of the global shift toward sustainability and its role in this trend. Additionally, the current situation of the microfinance market and the challenges it faces, particularly in terms of customer repayment ability, have highlighted the need for responsible financing. Through responsible financing, the bank aims to benefit customers by improving their ability to access high-quality services and encouraging the use of financial services in ways that build trust and transparency. This strengthens the bank's commitment to sustainable development.

In recent years, the bank has focused on providing loans under responsible financing, including green loans, small and medium enterprise loans, and startup loans.

Our approach to practicing responsible financing:

Responsible financing is practiced at the bank through the application of the following approach:

- Providing financial services with a focus on facilities related to environmental preservation or achieving social goals.
- Improving financial access to customers across the Kingdom through a range of channels, including online banking.
- Studying and monitoring the conditions of borrowers, particularly individuals and microfinance customers, and providing responsible financing (ensuring that the loan load does not exceed the client's payback capacity).
- Complying with regulatory authorities' directives and credit granting policies regarding responsible finance.

Sustainable Development Goals: 1, 2, 7, 8, 9, 13, 14, 15



Eco-Friendly Loans

With more transparency about sustainability, corporate social responsibility has become increasingly important for banks, as they have expanded their sustainability initiatives in recent years. Responding to the growing demand for financial solutions aligned with this direction, the bank has issued loans to fund initiatives that promote sustainable environmental development:

Item	Unit	2022	2023
Portfolio of Eco-Friendly Loans	JOD	377,000	442,000
Number of Eco-Friendly Loans	Number	5	2

Loans for Small and Medium Enterprises (SMEs)

The bank's strategy includes supporting small and medium-sized enterprises which play a significant role in sustainable development efforts. This sector is one of the largest employers, with projects that benefit society. Furthermore, SMEs in specific industries receive government and local/regional assistance, emphasizing the sector's importance. Supported sectors include technology and renewable energy, as well as agriculture.

During the past year, the bank has granted approximately 8 million dinars to small and medium enterprises with the aim of assisting these companies in expanding their operations, investing in new tools, or managing their cash flows more efficiently. This underscores the bank's recognition of the importance of this sector in societal development.

Item	Unit	2022	2023
Portfolio of SME loans	JOD	11,001,500	8,098,926
Number of SME loans	Number	57	43

Loans for Startups

Start-up companies often face challenges related to financing, especially in their initial stages. As a result, the bank provides the required financial assistance to these companies, contributing to their growth and development by issuing loans intended specifically for project start-ups and operations.

Item	Unit	2022	2023
Portfolio of Startup Loans	JOD	292,000	1,181,500
Number of Startup Loans	Number	6	13

5.3 Water and Waste Management

Water Stewardship

Item	Unit	2021	2022	2023
Total Volume of Water Withdrawn	Cubic Meter	3,157	4,203	5,313
Total Volume of Water Withdrawn per Employee	Cubic Meter/Employee	4.48	6.17	7.66

The bank has implemented several measures to ensure efficient water management. The relevant departments play a vital role in closely monitoring water consumption by the bank’s management and branches. In cases of excessive consumption, the engineering department immediately inspects the site and addresses any faults (such as potential leaks) to conserve water and prevent leakage. Additionally, necessary precautions are taken to maintain water storage network maintenance, assuring a clean water supply across all bank facilities.

Waste Minimization Efforts

The volume of garbage directed for disposal has decreased significantly during 2023, in line with our efforts to decrease waste caused by natural resource usage (such as paper, furniture, and other materials). In 2023, the weight of waste directed for disposal was 19.8 tons (including paper, furniture, computers, and others), down from 45 tons in 2022, representing a 134% decrease.

1. Paper Recycling

In line with our commitment to sustainable practices, the bank participates in the “Green Footprints” initiative in partnership with the Princess Alia Foundation and the Ministry of Education. The focus of this initiative is on reducing wastepaper. As part of this initiative, the bank is responsible for collecting and recycling wastepaper generated from its operational activities. In 2023, 0.5 tons of paper were recycled, compared to 2 tons in 2022 (the decrease in recycled paper in 2023 is due to a reduction in paper directed for disposal compared to 2022). This initiative marks a significant step towards achieving our sustainability goals, contributing not only environmentally by reducing waste but also supporting the education sector in the Kingdom (proceeds from recycled paper support educational institutions).

2. Furniture and Appliances Recycling

Jordan Commercial Bank (JCB) launched a recycling and reusing initiative for furniture, appliances, and equipment, with 0.5 tons recycled in 2023 compared to 1 ton in 2022. Recycling these products rather than disposing of them reduces waste and minimizes our environmental footprint by conserving natural resources.

Waste Diverted from Disposal

Item	Unit	2021	2022	2023
Total Weight of Waste Diverted From Disposal	Ton	1.3	3	1

3. 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 revolves 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.

4. Go Green Initiative

Our journey to sustainability included a simple but significant step: enabling the use of ATMs without paper receipts. Instead of printed receipts, customers receive SMS notifications for any transaction or activity performed at these machines. This effort seeks to reduce paper usage, conserve resources, and reduce paper waste. This step reflects an additional attempt to improve sustainability performance, improve resource efficiency, and lower costs. The reduction in paper usage reinforces that every step, irrespective of its scale, is integral to our comprehensive sustainability vision.

6. Our Employees, Community, and Customers

The primary mission of the commercial bank is to contribute to economic development, which can be accomplished by offering high-quality financial services to customers and ensuring their utmost satisfaction. To ensure sound banking practices and provide high-quality services that satisfy customers’ desires and aspirations, the bank is always focused on its human resources, sustaining and developing them, and upholding values of integrity and equality aimed at achieving justice for all.

The bank is constantly working to raise awareness about the risks and returns associated with its operations and activities, and it encourages employees to use sound practices in their tasks and activities. Employees are reminded to be accountable for their actions throughout these practices. The bank maintains the highest levels of transparency, develops appropriate and safe workplaces, and responds to any ideas or suggestions that contribute to the progress and growth of work.

The bank’s sustainability approach for human resource development is carried out through:

- Improving human resources through training, career development, and providing benefits and perks comparable to those offered by our banking counterparts, as well as enriching the current employees with banking expertise.
- Improving the working environment by ensuring the highest standards of occupational health and safety.
- Enhancing and strengthening the values of diversity and inclusion, as well as promoting women’s participation.

6.1 Diversity, Inclusion, and Wellbeing

Every institution must encourage and implement a culture of diversity so that every employee, regardless of gender, can play an active role that allows them to operate efficiently.

At the commercial bank, we have a diverse and inclusive work environment at all levels. This promotes a working culture that values the exchange of perspectives and experiences, as well as the diversity of ideas.

In 2023 we had:

- One female board member out of 11 members.
- 263 female employees out of 696 employees (38%)

♀♂ Gender distribution of employees: 62% male, 38% female

The ratio of basic salary for females compared to males for each employee category is:

		2021	2022
405-2 Ratio of Basic Salary and Remuneration of Women to Men	Bank Total	61%	55%
	Senior Management	45%	43%
	Middle Management	79%	78%
	Employees	84%	85%

Communication Between Management and Employees

The bank is committed to improving communication among its employees. To enhance employee engagement, regular meetings are organized between employees and their managers, providing opportunities for direct dialogue. During these meetings, employees can interact with management, exchange opinions, and share ideas from their daily work, fostering stronger relationships between employees and managers. Beyond these workplace meetings, the bank also encourages participation in external activities that further improve the friendly interaction between employees and management.

In 2023, the bank organized the following activities and events:

1. Team Building Program: Launched on the e-training platform for all employees in 2023, this program aims to reinforce the practical training conducted in 2022.
2. Back-to-School Event: Held at the start of the school year, this event was organized for employees' children and included recreational activities and gift-giving. The event promotes social connections among employees outside of the workplace and encourages participation in various interactive activities.



Employee Benefits and Rewards

Our approach to determining employee rewards and offering benefits is based on our commitment to attracting, retaining, developing, and rewarding employees with exceptional skills. This approach recognizes their vital role in effectively managing the bank's operations, achieving strategic objectives, and building a sustainable pool of future leaders.

At JCB, we continuously provide our employees with a comprehensive benefits package. This package was created after conducting annual comparative studies on salaries and benefits offered by similar entities in the banking sector. In addition to the basic salary, it includes allowances, incentives, and performance-based bonuses.

Employee Feedback Survey

The bank conducts surveys to gather employee opinions on a variety of issues, activities, and services offered to its employees. In 2023, an employee feedback survey was done on a variety of topics and services, including health insurance and medical provider performance. This process enables employees to make suggestions on the issues provided to them. Additionally, the Human Resources department contributes to this aspect by conducting one-on-one interviews with employees to address any concerns they may have.

As a result, the bank has seen improvements in several areas related to employees, such as addressing feedback on smoking areas and approving some well-reputed medical providers.

Anti-Discrimination

The bank has established clear and specific guidelines and procedures regarding discrimination issues, outlined in the Code of Conduct. These guidelines articulate the duties and rights of employees across the organization, as well as methods for communication, consultation, and obtaining opinions, and how to address any issues faced by employees within the scope of their work. The Code also outlines the guarantees provided by the bank to protect individuals and their privacy, ensuring complete confidentiality. It specifies the methods to deal with any breaches or violations, thereby ensuring a safe and healthy work environment based on principles of fairness and equality.

During the Year 2023, No Discrimination Incidents Occurred at The Bank.

Organizing the Work Environment

The bank occasionally applies procedures to improve the work environment for its staff, hence improving interactions with the public. Among these efforts is the establishment of flexible working hours, which are intended to accommodate employees' schedules and contribute to increased productivity.

The bank also adopts flexible working hours at its "Express" branches to appeal to a broader range of customers, especially those whose working hours overlap with typical banking hours. At "Express" branches, operating hours are divided into two shifts that run from 10 a.m. to 6 p.m. In addition, several of the bank's larger branches operate on a two-shift basis. Furthermore, the bank interacts with the public and offers banking services at public events and holidays through a number of its branches.

Since 2020, a remote work system has been introduced as part of attempts to manage working hours and maintain continuity (due to the spread of the COVID-19 pandemic and the requirement for physical distancing). Despite the decreasing emphasis on remote work, it is still applied, but to a lesser extent. This is especially visible in communications with external parties, some meetings, and a few of training courses.

Occupational Health and Safety

The bank is dedicated to fostering a work environment that enables employees to perform their duties safely and securely, ensuring their comfort and well-being. A healthy work environment is essential for employee health, as unsafe conditions can lead to various health risks and illnesses, negatively affecting performance and productivity. To mitigate these risks, the bank takes necessary precautions and provides resources to protect the safety and health of its employees, striving to maintain a work environment free from accidents, illnesses, and serious injuries. These efforts contribute to improving both physical and mental health, enhancing efficiency, and boosting productivity.

The bank has adopted the highest standards of occupational safety and health by implementing best practices and modern risk management approaches. In 2023, the bank established an "Occupational Safety and Health Department" and introduced an "Occupational Safety and Health Policy." These measures not only positively impact employee health but also comply with the standards set by the Ministry of Labor and the General Organization for Social Insurance.

To promote employee health awareness, the bank provides recommendations for engaging in moderate physical activity daily and offers various programs and initiatives aimed at enhancing employee wellness. Regular workplace evaluations are conducted to ensure the safety and security of all employees.

Health and occupational safety are crucial social development tools. Beyond their social and health benefits, they also have economic and financial advantages, such as reducing costs, minimizing sick leave, and decreasing work disruptions.

The bank continually strives to implement best practices and new risk management systems to ensure employee safety and reduce associated risks. The occupational health and safety policy applies to all bank employees, customers, visitors, contractors, and logistics service providers.

Some of the bank's notable activities and practices in this area include:

- Training Programs: Employees receive training on fire safety, first aid, electrical and mechanical hazards, working at heights and in confined spaces, personal protective equipment, and mental health awareness.



- **Emergency Preparedness:** The bank has implemented an emergency plan and conducts regular evacuation drills to ensure preparedness in case of emergencies. In 2023, an evacuation drill was conducted for general administration employees in preparation for potential earthquakes or other incidents affecting their safety and health.



- **Health Awareness Campaigns:** The bank encourages employees to adopt a healthy lifestyle and raises awareness about the importance of healthy living through social media platforms and other channels. Our campaigns include cancer awareness in collaboration with the Hussein Cancer Center through the “Dokkan Al Khair” campaign, a blood donation drive in partnership with the Jordanian Blood Bank, and an occupational disease awareness campaign.



Focusing on the Next Generation of Children and Enhancing Women’s Participation

The commercial bank seeks to strike a balance between work responsibilities and the personal lives of its employees. One of the efforts involves assisting employees in raising their children while still allowing them to perform and continue their jobs.

The bank implements several measures to support this goal, such as providing facilities for female employees during maternity leave and organizing extended maternity leave (up to a year with pay for the first 70 days of pregnancy and childbirth). Fathers can also make use of short-term paternity leave, which allows them to help care for their newborn children.

In addition, the bank provides childcare facilities and a friendly work environment for female employees who have taken maternity and/or childcare leave, allowing them to return to work more smoothly.

Furthermore, the bank actively encourages women’s involvement and advancement in the workplace across all levels, with the aim of “enhancing women’s participation in their professional lives and progressing in the workplace.” The bank will continue to work on developing these initiatives and create a diverse, stimulating, and inclusive work environment in which employees can demonstrate their professional abilities and potential.

		Unit	2022	2023
GRI 401-3 Parental Leave	Identify the total number of employees that were entitled to parental leave, by gender		44	33
	Female	Number	22	21
	Male	Number	22	12
	Return to work rate of employees that took parental leave, by gender			
	Female	%	100%	100%
	Male	%	100%	100%
	Retention rate of employees that took parental leave, by gender			
	Female	%	100%	100%
	Male	%	95%	100%

6.2 Building Human Capital and Enhancing Employee Development and Growth

Enhancing Human Resource Development

To achieve its mission and vision, the bank prioritizes human capital as one of its key resources. The bank enhances and develops human resources through continuous investment in human capital that aligns with management strategies and objectives. These efforts include responding to changes in the business environment, establishing a pleasant work environment for employees, and ensuring that adequate resources are available to allow employees to do their jobs and add value to their work.

To promote professional development, progress, and innovation, the bank assigns the right employee to the right position based on competency and ability to support the work environment. It offers appropriate support and training. Moreover, the bank strengthens its workforce by recruiting experienced and competent professionals from the banking sector. During recruitment and appointment, the bank ensures that no discrimination or bias occurs on any basis.

Securing Highly Efficient Human Resources

To ensure company growth and sustainability, the commercial bank develops professional human resources capable of outstanding performance in the banking industry.

Additionally, the bank promotes diversity and an institutional culture in the workplace, allowing various human resources to realize their full potential. The bank tries to improve employee engagement and innovation capabilities.

Sustainability Topics	Activities
Improving Diversity and Equal Opportunities	Creating an inclusive and diverse work environment that includes women and individuals with disabilities. Attracting and hiring employees with distinguished banking experience. Hiring new graduates and carefully training them in job performance.
Enhancing Human Resource Fvelopment	Working on human resource development to showcase its strengths and capability to face changes.

- Core activities:**
- Creating a diverse work environment that ensures the participation of women.
 - Making efforts to enhance employees’ sense of sustainability.

New Employees

The bank is constantly hiring employees, with a particular emphasis on both male and female graduates. Upon hiring, the bank conducts training courses for new employees that span several weeks. These courses familiarize participants with the bank’s departments, operations, and activities, which are led by a professional bank staff and are overseen by the Training Center within the HR Department. In addition, new employees receive practical training in several divisions before taking on their assigned roles.

The purpose of this process is to adapt new employees to the workplace, develop their communication skills, provide practical training in job performance following theoretical training, and address any weaknesses they may have by guiding them appropriately.

	Unit	2022	2023
Recruitment	Number	86	141
Male	Number	58	89
Female	Number	28	52
Including Recent Graduates	Number	38	52

Career Development Support System

To assist employees taking on new managerial roles or being promoted to higher managerial positions, the bank has adopted a Career Development Support System and the “Talent & Succession Planning for Executive Management” program. These initiatives prepare employees to assume managerial and supervisory roles effectively. The goal is not only to enhance business development but also to provide internal employees with opportunities for growth and advancement based on principles of competency, excellence, and equal opportunity in selection.

In 2023, 47 Employees Were Promoted to Higher Job Positions.

Human Resources Training

The bank places a high value on employee training and development, allowing them to perform their jobs efficiently and comfortably in an environment that promotes healthy working conditions and solid banking practices.

The bank offers a variety of training programs for all staff members during different stages of their careers. This includes supporting professional and academic certification programs and courses, as well as offering scholarships to a few of employees. The bank also modifies the methods it uses to provide training courses and engage participants. Training is accessible in person through the bank’s internal training institute, as well as external training institutes and specialized entities. Additionally, electronic training is available through the bank’s training platform “Salalem” or through other training institutes and specialized entities.

Training courses, specialized programs, and professional certifications are offered at various levels and for different purposes:

In-Person Training Courses:

- Specialized job training: Enhances job awareness and increases employee capabilities.
- Administrative and behavioral training: Acquiring and improving business knowledge and abilities required for management and leadership.

Online Courses:

- Online training content.
- Courses through the bank’s electronic platform “Salalem”.

Academic and Professional Certifications:

- Academic certificates in finance and banking from accredited institutes and universities.
- Prestigious professional certifications with a global reputation.

New Employee Training:

- Specialized training courses on bank operations tailored for new employees.
- Specialized and behavioral courses.

Summary of training opportunities for participants in training courses, including the number of courses and a breakdown by the entity conducting the training, for the years 2022 and 2023:

	2022	2023
Total Training Hours Provided	16,129	18,652
Total Number of Training Opportunities Provided	5,438	10,132
Total Number of Training Courses	288	310

Training hours divided by gender:

Males		Females	
2022	2023	2022	2023
9,623	11,252	6,505	7,400

The bank continued to implement its comprehensive program for new employees, completing the program for 133 employees during the year. It also implemented career development programs for employees assigned to higher positions in the general administration and branches, which included specific courses to enhance their skills and knowledge.

6.3 Social Impact

Enriching Life Beyond Banking Services

Building on our deep roots in local communities across the Kingdom, the Commercial Bank aspires to serve the community in an effective and purposeful manner. This includes offering support, sponsorship, and involvement in a variety of activities and events that benefit all members of society.

Our corporate social responsibility activities reflect our dedication to making meaningful contributions that benefit the communities we serve. This is consistent with sustainable development ideals and community empowerment. As we create our financial legacy in the banking sector, we work hard to have a lasting social impact.

In this regard, we articulate our role within the context of corporate social responsibility, emphasizing our successful partnerships, relationships, and strategic efforts in areas include education, the environment, and community development. We also highlighted case studies that provide real evidence of our efforts and their positive outcomes. In addition to highlighting completed social responsibility projects, we outline our future commitments and reiterate our intention to continue contributing and improving our role as a socially responsible company. We recognize that our bank’s success is closely linked to the prosperity of the communities we serve, and our social responsibility activities reflect this insight. Furthermore, the bank regularly participates in programs that demonstrate our commitment to constructive social change and sustainable development.

Framework of Corporate Social Responsibility

Our bank’s approach towards corporate social responsibility is based on a fundamental philosophy that seeks to foster initiatives that benefit social and environmental development. Simultaneously, we recognize that these initiatives can have a substantial impact on our reputation and strengthen our relationship with the public, both directly and indirectly. By adopting this philosophy, we are committed to making lasting and long-term changes in the communities we serve.

The objective of this framework is as follows:

1. Achieving sustainable development and supporting local communities and the national economy.
2. Strengthening partnerships with local authorities through assuming social responsibilities and participating in national initiatives.
3. Enhancing a sense of belonging and responsibility towards the community.
4. Increasing stakeholders’ awareness of corporate social responsibility initiatives.

Corporate social responsibility enhances the bank’s social impact and makes it more publicly acknowledged. These responsibilities can be classified into two categories:

- The first category includes projects that benefit the local community and enhance the national economy.
- The second category focuses on aiding marginalized community groups with monetary and non-monetary contributions, demonstrating the bank’s commitment to society.

As a result, there is a need to develop a guide that incorporates guiding principles expressing the bank’s vision for these operations and effectively managing them in accordance with the bank’s strategy and objectives. All bank employees and stakeholders engaging in these community initiatives have committed to following this guide.

Donations and Contributions

At Jordan Commercial Bank, corporate social responsibility is a top priority. We have made significant contributions to various initiatives, including ongoing campaigns to deliver Ramadan charity boxes to the most underprivileged and impoverished areas, particularly those far from urban centers. We ensure that this assistance is provided with the utmost respect for human dignity. Our goal with this continuous support is to emphasize the importance of sustainable aid and encourage businesses to support such communities.

We have also taken significant steps to establish and restore schools in remote locations, aiming to provide students with a safe and healthy environment conducive to learning. These efforts include rehabilitating facilities and classrooms. Additionally, we have created opportunities for students to participate and learn, fostering an educated and empathetic generation and building a knowledge-rich community.

Healthcare is another area where we have demonstrated our commitment to corporate social responsibility. During the COVID-19 crisis, the bank expanded its support for healthcare efforts, which began before the pandemic and continued afterward. We assisted government healthcare sectors by providing medical equipment and financial support. Furthermore, the bank has continued to support several affiliated organizations, including the Jordanian Association for Medical Relief to Palestinians, which contributes to the treatment of Palestinian children. We also support local healthcare clinics, ensuring community support throughout the Kingdom.

The bank responsibly supports charitable organizations as part of our community responsibility, aiming to assist those in the greatest need. These organizations are transformed into productive hubs rather than mere fundraising entities. For instance, we support dairy associations in provinces such as Jerash and Al-Karak, which have helped create employment opportunities and promote self-reliance among local communities.

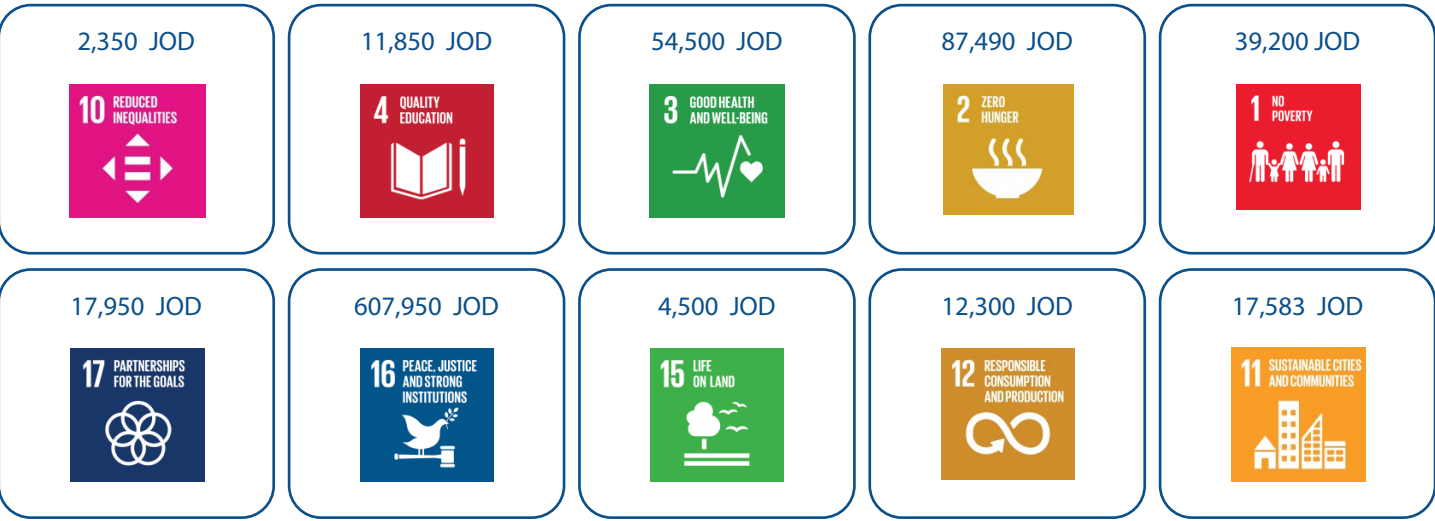
In addition to our environmental activities, we recognize the value of sports clubs for personal development and community engagement. We take pride in funding activities that enhance individual abilities within these groups and supporting their programs that create opportunities for skill development while fostering a sense of active community involvement. We believe that by empowering individuals socially through sports, we contribute to collective efforts and constructive thinking within the community.

Our commitment to corporate social responsibility also extends to caring for and supporting individuals with disabilities and orphans through training, rehabilitation, and education. Our aim is to integrate them into society, enhance their capabilities, and ensure ongoing monitoring of orphaned children in dedicated centers, along with providing financial allowances. Additionally, we strive to improve their quality of life and help them become active members of society by offering the necessary support and training in age-appropriate skills.

The Bank’s Donations in Various Fields Amounted to More Than 856,000 Jordanian Dinars in 2023.

Distribution of the Bank’s Donations According to the Sustainable Development Goals (SDGs)

In its ongoing attempts to enhance its approach to connecting with and supporting the local community through collaboration and



partnership with various organizations, the bank has participated in a variety of initiatives, events, and responsible practices across various fields. These activities extend beyond direct support and sponsorship to various parts of society and include cultural, health, educational, environmental, and other areas that contribute to community development, prosperity, and advancement. The bank’s aim is to sustain resources for the present and future, benefiting all community members, with an emphasis on areas most relevant to sustainability challenges and priority groups such as children, the elderly, and people with special needs. Additionally, the bank supports initiatives and activities that encourage women’s engagement and empowerment.

Among The Most Notable of These Initiatives, Events, and Activities Are:

Health Sector:

- Participation in the “THIS OCTOBER GIVE HOPE” campaign in collaboration with the “Dukkan Al-Khair” initiative.
- The bank launched its blood donation campaign titled: “In Every Drop of Blood, There is Life”.



Individuals with Special Needs:

- Sponsoring the charity Iftar event organized by the American Community School (ACS) in Amman, to support underprivileged students and students with special needs, as well as to support student sustainability projects.



Education Sector:

- “Job Day” event in collaboration with INJAZ.
- The bank's sponsorship of Financial Inclusion Day at Jadara University/Irbid.



The Environment and Conservation of Resources:

- The bank supports the Green Caravan program and contributes to tree planting.



Empowering Women:

- The bank's commemorative celebration on International Women's Day



The Community Service Sector:

- The bank's participation in the campaign 'For You, Gaza,' to donate to the injured in the Gaza Strip organized by the Jordan Hashemite Charity Organization.



Procurement Practices

As part of the bank's efforts to improve its interactions with various segments of the local community and participate more actively in its many operations, including economic activities, we see a focus on interacting with local suppliers as service and product providers. This approach is reflected in the numerical indicators highlighted below:

- An increase in dealings with local suppliers from 85% in 2022 to 94% in 2023.
- A 24% increase in the number of new suppliers in 2023 compared to 2022, with 91% of them being local suppliers.

The bank's dealings with service and product providers:

	Unit	2022	2023
Expenditure on Purchases From Local Suppliers	Thousand JOD	5,160	6,343
Expenditure on Purchases From External Suppliers	Thousand JOD	913	390
New Suppliers:	Number	120	149
Local	Number	110	135
External	Number	10	14

6.4 Financial Accessibility

Our Comprehensive Product Portfolio

The bank is committed to establishing financial inclusion as a primary priority. This commitment is evident in the bank's comprehensive range of services and products, which are carefully tailored to satisfy the different needs of both individuals and businesses, ensuring that everyone may benefit from its financial services.

The diversity and inclusivity of banking solutions and financial services, along with the variety of channels through which they are delivered, contribute to bridging the gap and enabling individuals to fully participate in the economy and access financial services. As part of the bank's efforts to enhance financial inclusion for members of the community and empower customers to access financial services across various regions of the Kingdom:

- Focus on digital technologies and services: This broadens access to our financial services for individuals and customers, particularly with the widespread use of smartphones and the ease of conducting financial transactions through electronic applications such as "Tejari Mobile" and "Tejari Pay."
- Express branches: These branches cater particularly to retail consumers, providing services outside conventional business hours for the majority of customers. These branches are easy to establish, have smaller sizes, and have lower establishment and running costs than regular branches. This enables the bank to develop and reach specific locations more readily and quickly than traditional branches, especially where complete branches are unnecessary.
- Significant expansion of the ATM network: This expansion encompasses a wide range of areas and includes a large number of ATMs that handle the majority of customers' financial transactions. The goal is to give our customers and customers of other banks access to the financial services they require.

Our Tailored Solutions to Meet Diverse Needs

We provide financial solutions and funding programs tailored to our customers' needs, ensuring they have the financial resources they require to fulfill their financial objectives.

By delivering these services and programs, the bank aims to contribute to the following sustainable development goals:

- 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 from a more manageable repayment process during their early growth stages.
- Fueling the 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.
- 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.
- 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.
- 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.

Our Financial Products and Programs:

Product Name	Product Description	Target Audience
Product for Small and Emerging Businesses	A reducing loan for newly registered projects under 3 years old.	Industrial and non-traditional agricultural projects, handicrafts, projects that benefit local industry, information technology projects, tourism, and education sectors.
Programs for Financing Small and Medium-sized Projects	Financial programs for specific economic sectors.	Projects include information technology, architectural engineering, industrial, education, tourism, and renewable energy.
Commercial Product “Tejari Business”	A reducing loan designed to enhance liquidity for doctors in their practice. Reducing loans for small businesses with (1-100) employees and sales/ assets under 3 million dinars	Industrial, commercial, tourism, health, educational, and agricultural services.
Product for Financing Customer Withdrawals on MEPS POS Devices	A revolving loan to finance inventories depending on electronic sales volume, providing liquidity for commercial activities	All sectors using MEPS electronic payment devices, with the exception of those deemed ineligible by the compliance department.

Strategic Partnerships to Enhance Opportunities for Delivering Financial Services

In our efforts to improve financial inclusion, we have formed strategic alliances with several government agencies and funding institutions for a variety of financing programs, both locally and internationally renowned. Our collaborations and partnerships are critical to our aim of broadening the reach of our financial solutions and raising capital for entities seeking funding, particularly in underprivileged or financially excluded sectors.

Through these partnerships, the bank has been able to provide new financial options such as loans, facilities, and other forms of funds. These collaborations not only diversify the scope of our product offerings, but also allow us to reach and support a larger portion of the community. This reinforces our responsibility to increase financial inclusion, achieve financial stability, and promote economic growth at the societal level.

Some of the prominent companies and collaborations between the bank and funded programs and institutions include:

1. The Central Bank’s Program to Finance and Support Economic Sectors.
2. Arab Fund for Economic and Social Development.
3. International Bank for Reconstruction and Development.
4. International Fund for Agricultural Development.
5. The National Self-Employment Program.

Each of these programs enhances our ability to empower our clients with the financial tools they need for success, embodying our commitment to enhancing financial inclusion.

The Financing Programs Enabled Through our Partnerships:

Product Name	Cooperation	Target Audience / Lending Rate
The Central Bank’s Program to Finance and 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 the commercial sector:<ul style="list-style-type: none">– Lending rate for banks: 1% within Amman, 0.5% outside Amman.– Fixed lending rate for customers: 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:<ul style="list-style-type: none">– Lending rate for banks: 2.5%– Lending rate for 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:<ul style="list-style-type: none">– Lending rate for banks: Variable quarterly, with an average rate of 5.38%– Lending rate for customers: 8%
International Fund for Agricultural Development “IFAD”	JOD 750,000 Loan.	<ul style="list-style-type: none">● individuals, farmers, rural omen within the target areas of MSMEs<ul style="list-style-type: none">– Lending rate for banks: 6 months + variable margin (based on Interbank Offered Rate – London/LIBOR)– Lending rate for customers: 8% - 8.5%
	JOD 620,000 Loan.	<ul style="list-style-type: none">● Individuals, farmers, and 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)<ul style="list-style-type: none">– Lending rate Euro power: 6 months + fixed margin 1.25% + 0.2% fixed installment– Lending rate for customers: 8%
The National Self-Employment Program “Inhad”	JOD 100 million ceiling for banks to address the problem of unemployment	<ul style="list-style-type: none">● Sectors that generate income and contribute to job creation<ul style="list-style-type: none">– Bank lending rate 1%– Customer lending rate 4%

7. Sustainable Governance

7.1 Corporate Governance Framework:

The commercial bank adheres to institutional governance standards, which require the bank to be managed systematically and compliant with laws and regulations issued by regulatory authorities. It also involves implementing policies and directives issued by the Board of Directors and executive management. The commercial bank affirms its commitment to corporate governance standards by maintaining its distinct identity, ensuring the independence of board members, avoiding conflicts of interest, and empowering the Board of Directors to select capable executive management to oversee the bank's affairs in accordance with the best corporate governance standards and practices.

Governance works to arrange the relationships between the bank's stakeholders: shareholders, the board of directors, and executive management, ensuring that responsibilities and rights are clearly defined. It aims to uphold the values of transparency, accountability, responsibility, fairness, and the rule of law at all levels.

Sustainable governance becomes relevant as the bank implements sustainable development policies and practices throughout its operations in order to attain sustainable development principles. This means that decisions and activities must be consistent with the ideas and aims of sustainable development.

Sustainable governance is a complete and integrated system for leading, managing, and overseeing the institution while respecting the environment, serving the public interest, adding value to the bank, and ensuring its long-term sustainability. Senior management must provide clear leadership and supervision, as well as commitment from everyone involved.

Collaboration with stakeholders such as investors and shareholders is required to achieve sustainable governance, which combines social, environmental, and economic concerns with the ethics, decisions, policies, and procedures that govern corporate operations, resulting in improved business practices.

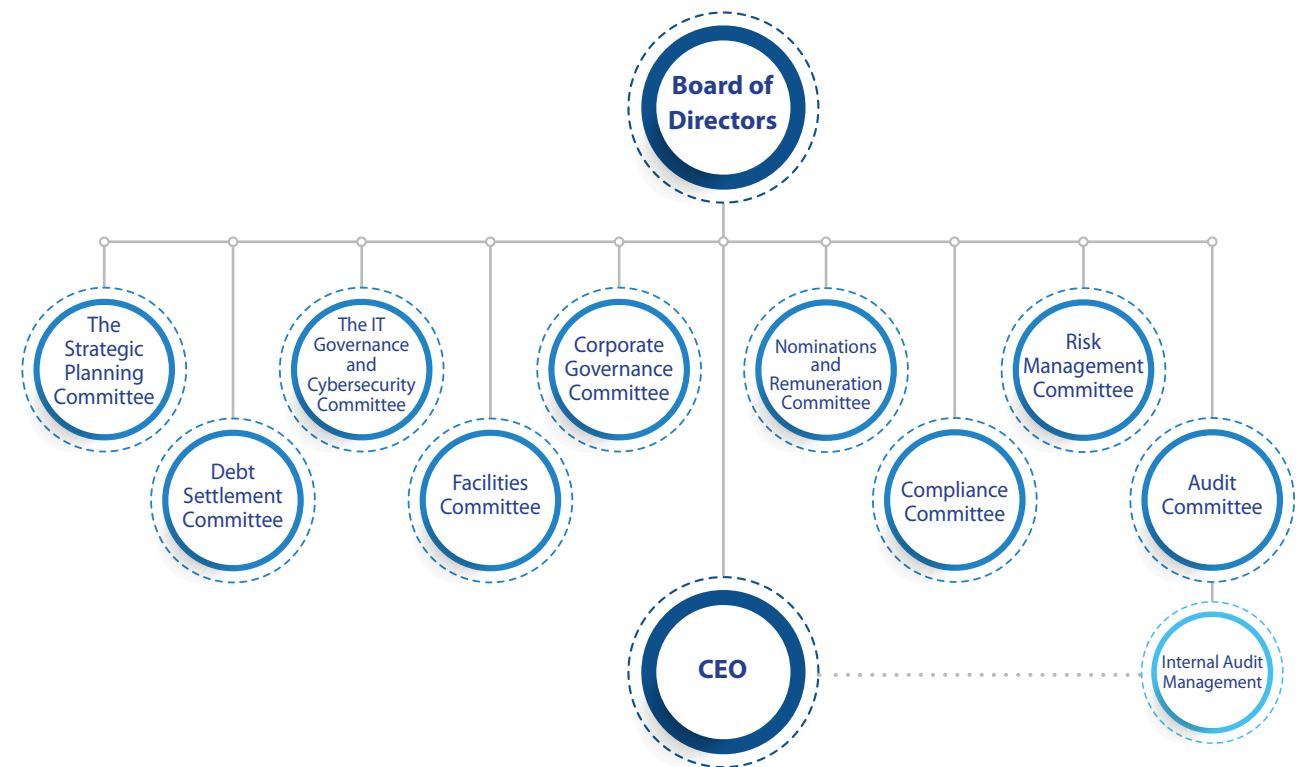
The Commercial Bank's Corporate Governance Manual serves as a reference framework for implementing corporate governance within the bank and determining the scope of its oversight. This manual applies to all of the bank's branches and departments in Jordan.

Sustainable Governance Approach

Implementing governance entails effective and transparent management that safeguards shareholders' and investors' interests. In its activities, the bank follows the following principles to promote sustainable governance:

- Enhancing principles of transparency, accountability, responsibility, and fairness in the bank's dealings with all stakeholders.
- Committing to transparent and clear disclosure of financial and operational information to enable stakeholders to assess the bank's status and performance.
- Establish organizational structures where responsibilities and authorities are clearly distributed, with effective frameworks for oversight.
- Selecting the board of directors, with a clear separation of responsibilities between the board and the CEO, where the Chairman of the Board is a non-executive member.
- Regulating and controlling financial activities and risk management to ensure the bank's sustainability.
- Adhering to applicable laws, regulations, and financial instructions, and implementing standards of professional and ethical conduct.

The organizational structure of the bank's board of directors and its associated committees.



Committees Emerging from the Board of Directors and their Responsibilities

The Board of Directors establishes several specialized committees with various powers and tasks to assist both the board and executive management in carrying out their duties in accordance with the values of transparency, independence, and efficiency.

Among the Most Significant Committees Emerging From the Board of Directors:

Corporate Governance Committee: One of its primary responsibilities is to assess the corporate governance framework, ensure compliance with its provisions, create the corporate governance report, and track the Securities Commission's feedback on the bank's adherence to governance standards.

Audit Committee: One of its main tasks is to recommend the appointment or termination of auditors, assess the suitability criteria for auditors, review their fees and determine their fairness, recommend the appointment or termination of senior audit management personnel, review the scope and results of significant accounting issues affecting the bank, provide opinions on these matters or any issues presented by the Board of Directors, approve the audit plan, and respond to any comments or amendments regarding it or the audit process from relevant entities.

Nominations and Remuneration Committee: One of its primary responsibilities is to identify qualified candidates for membership on the Board of Directors, evaluate their performance, determine the qualifications and skills required for board membership, ensure their independence and lack of conflicts of interest, and establish clear policies for board and senior executive compensation, including the structure and possibility of deferring payments. It also establishes performance evaluation criteria for employees, creates a clear policy for awarding bonuses and benefits, determines the bank's needs for functional abilities, and develops career development plans while retaining existing competencies.

Risk Committee: One of its main responsibilities is to approve the organizational risk management structure, approve policies and procedures that govern the department's operations, identify and assess key risks to the bank, determine the level of acceptable risks, evaluate the effectiveness of internal control and audit systems, review all risk committee reports, and take appropriate action based on them.

Compliance Committee: Its primary tasks include recommending compliance policies to the board, reviewing observations in reports from the compliance department, central bank, and external auditor, monitoring responses, reviewing and approving the annual compliance department plan, and presenting reports, recommendations, and findings to the Board of Directors.

Strategic Planning Committee: One of its main tasks is to identify strategic proposals and directions, make recommendations to the board regarding them, inform the CEO of strategic directions, plans, and decisions for implementation, review CEO proposals regarding strategies and make recommendations on them, discuss and approve provisional budgets and present them to the board, recommend their adoption, review annual business plans, compare achievements with objectives for operational plans and provisional budgets.

“For more information on corporate governance, please refer to the Corporate Governance Manual in the 2023 Annual Report”

Code of Professional Conduct and Ethics

The “Code of Professional Conduct and Ethics”governs the methods and conduct of workers at all administrative levels inside the commercial bank, as well as suppliers within its scope.

The code strives to develop ethical standards, fundamental principles of professional conduct, and a strong professional culture and values among Jordan Commercial Bank employees. It aims to improve adherence to these standards, regulations, and values, while emphasizing the fundamentals of good practice and effective governance. This is accomplished by raising employee knowledge and providing guidance on correct ethical behavior, as well as self-regulation frameworks that control institutional activities in accordance with internal and external laws and regulations.

Additionally, the code defines the roles and job responsibilities of employees, highlighting their involvement in enhancing services. It aims to improve the Jordan Commercial Bank’s reputation in its dealings with clients and all stakeholders, creating faith in its ability to provide the best banking services available. The code also strives to prevent conflicts of interest for either employees or the bank, ensuring that all bank employees are treated fairly.

7.2 Compliance

Frameworks for Enhancing Compliance:

As a bank, we rely mostly on our customers. Our bank emphasizes offering financial and banking services to our customers in a way that is tailored to their specific needs and preferences. In light of the increased emphasis on sustainable development, we strive to guarantee that everyone in our organization works with a sense of community duty and in accordance with applicable laws and regulations.

Anti-Money Laundering and Counter-Terrorist Financing:

The bank takes several measures to combat money laundering and terrorism funding, considering these as serious management concerns that must be adhered to. Efforts are continuously ongoing to establish risk management and compliance mechanisms to address these issues, with the aim of maintaining and developing a sound financial system. Appropriate measures are also taken to prevent the transfer of funds or the provision of financial services to suspicious entities or institutions that aid in the commission of financial crimes or engaging in illegal financial practices. This includes using bank accounts to receive funds generated from fraud or other crimes that jeopardize the safety, financial system, and economic stability of society.

Conflict of Interest

In the event of a conflict of interest or potential conflict of interest at the bank, it must be disclosed to the direct supervisor so that appropriate action can be taken (resolving or managing the conflict). A conflict of interest occurs when an employee has a connection or acquaintance with the client or someone dealing with the bank, or when the activity the employee will engage in directly or indirectly benefits them or a family member, or if the work conflicts with regulations and laws, or any activity that the employee feels impedes acting with integrity and objectivity. The task will be rejected unless the conflict is resolved or controlled.

The applicable regulations provide that an employee must not accept any job after leaving the bank that requires them to provide advice or consultations to clients based on work-related information obtained during their employment. Employees who intend on leaving the bank are notified of their obligations under these regulations.

Reporting Violations

The bank has a communication line where employees can report any violations by phone, standard mail, email, or any other manner. When an employee reports a violation through the proper reporting channels or to their immediate supervisor, the bank maintains close contact with the informant. If the complaint is judged to be baseless, appropriate actions and corrective measures are taken, or no action is taken at all.

The bank’s reporting process prioritizes “protecting informants and providing them with protection,”which includes banning unfavorable treatment towards them, shielding the subject of the reported complaint, and ensuring confidentiality about the informant’s identity. This method tries to increase employees’ faith in the bank, provide a sense of security, and enforce proper practices within the work environment.

In 2023, There Were No Reports of Workplace Violations.

Compliance Courses

The bank provides periodic awareness bulletins and compliance training courses to all employees to raise awareness about compliance and promote proper practices in business activities.

In 2023, 19 compliance courses were held, with the participation of 605 employees.

Customer Satisfaction

Customers should have smooth and easy access to financial services, according to the Commercial Bank. To meet customer needs through targeted services, we are constantly working to improve and develop our activities and services, paying close attention to consumer requests and serving them with integrity. We work to earn their trust while adhering to applicable laws, regulations, and directives. The bank also emphasizes to its employees the significance of not causing harm to customers or undermining their trust in the bank.

The bank emphasizes the importance of respecting customers and protecting their rights and interests without discrimination based on race, faith, social class, economic condition, age, or any other factor. Discriminatory remarks and behaviors directed at any customer are not tolerated at the bank, and all employees are banned from engaging in or indicating discriminatory behavior under any circumstances.

As a provider of financial products and services, the bank believes it is critical to consider the customer’s protection from their perspective and to provide information that assists them in making appropriate decisions, particularly when the customer is conducting transactions for financial products that require specialized knowledge and relies on this information. Contracts must be thoroughly explained to customers in straightforward language. Additionally, all measures must be taken to ensure the security and confidentiality of any customer information, whether financial or personal, in accordance with applicable laws.

Examples of our commitment to providing exceptional customer service and enhancing their satisfaction include:

1. Increasing customer response time by sending scheduled SMS messages to measure their satisfaction with the services provided, making it easier for customers to assess the service level. This feedback allows the bank to consider customer comments and enhance service performance.
2. Providing toll-free contact numbers for customers to submit feedback, suggestions, complaints, or inquiries. The team committed to this service is always ready to offer assistance, provide relevant solutions, answer these concerns, and make required adjustments.
3. Recognizing the value of customer feedback and communication, the bank actively seeks out and responds to customer complaints. The bank may take immediate action and deliver effective answers to customers via the “Tejari Direct Call” service, which is available 24 hours a day, seven days a week.
4. The bank has a customer complaint management system in place to address any service-related difficulties or malfunctions. Reports are filed to the Compliance and Anti-Money Laundering Department, which investigates, analyses, and verifies the causes of the complaints in order to address and resolve them, thereby preventing recurrence. This method contributes to increased customer trust and satisfaction, with periodic reports presented to the Board of Directors and the Central Bank of Jordan.

The table below, which acts as an updated tracking tool for client inquiries and complaints, contains important statistics about customer complaints.

	Unit	2021	2022	2023
Customer Complaints	Number	229	328	349
Complaints from the Central Bank	Number	13	27	14
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	212
Number of violations reported by regulatory authorities that have been addressed	Number	1	10	1

7.3 Risk Management

Risks are an essential part of banking operations, and exposure to one or more types of risks is unavoidable. The bank's goal is to achieve the appropriate balance between its risk exposure and the desired return, while also minimizing the potential negative impacts of these risks on financial performance when they occur. This requires effective risk management, which involves analyzing, evaluating, and determining the acceptable level of these risks. Risk management can be applied to a specific type of risk or a group of risks. The risks the bank faces can be classified into financial and non-financial risks.

The main types of financial risks include credit risk, market risk, operational risk, information security risk, and liquidity risk. Market risk includes exchange rate risk, interest rate risk, and other price risks.

The Key Non-Financial Risks Include strategic risk, reputational risk, compliance risk, security risk, behavioral risk, and others. The bank's Risk Management Department proactively anticipates potential unfavorable events and develops effective responses to these risks. These efforts contribute to reducing costs and minimizing losses caused by unanticipated company disruptions. Additionally, the Risk Management Department is responsible for identifying, measuring, monitoring, controlling, and reporting risk exposures, as well as defining risk limits and tolerance levels, and reporting to senior management and the Board of Directors.

As a result, developing a strong and disciplined risk framework is essential, particularly in times of global and regional instability, and their potential impacts on the local economic situation, which can result in various risks. This framework enables the bank to generate strong outcomes, provide suitable customer services, and retain its reputation and market position.

Risk Management Framework

The risk management framework covers the overall work environment (including governance and strategies) at all levels, as follows:



Risk Management Strategy

The risk management strategy aligns with the overall bank strategy, aiming to identify, assess, and manage all forms of risks, continuously monitoring their levels through institutional risk management. The risk management strategy includes the following strategies:

- Credit Risk Strategy**
This strategy identifies all credit risks in the bank's credit portfolio, allowing it to properly monitor and control them. It develops an internal control strategy to mitigate these risks and assures adherence to regulatory mandates and the Basel Committee recommendation. It also intends to raise employee awareness and foster a culture of credit risk management.
- Market Risk Strategy**
This strategy aims to identify, measure, and monitor market risks, assuring continual surveillance and issuing relevant reports to manage these risks in line with established policies. It also aims to ensure the bank meets minimum liquidity thresholds and has the capability to provide liquidity in emergency conditions.
- Operational Risk Strategy**
This strategy aims to establish a general framework for identifying, assessing, and controlling operational risks within the bank. It ensures that procedures achieve their intended objectives, and that operational risk management adheres to management-defined criteria.
- Information Security Risk Strategy**
This strategy aims to ensure the implementation of a strong security strategy within the bank and to continuously improve it in order to provide integrated and advanced solutions for protecting information technology systems, applications, and networks at dependable levels and in accordance with information security principles. The strategy also aims to protect the confidentiality, integrity, and availability of information.

Information Security

The Commercial Bank is aware of the potential threats and challenges to information security and privacy that come with the introduction of new technologies related to digital transformation. The bank implements several measures to protect its customers' personal and financial information.

Throughout 2023, the bank reported no instances of data breaches or losses. The bank utilizes information security risk assessments to ensure the continuous monitoring, identification, and resolution of significant security issues. Additionally, the bank's Information Security Center regularly sends awareness messages to our employees regarding information security.

In its commitment to implementing best practices and international standards for information security and enhancing cybersecurity, the bank has adopted encryption protocols for its banking systems while ensuring adherence to COBIT standards. To further increase information security, the bank signed a cybersecurity agreement with Scan Wave. Additionally, the bank received the PCI-DSS compliance certificate and the Swift CSP customer security program certification, both issued by Scan Wave and audited by an external entity.

Disclosures Related to Business Ethics and Data Security:

			Unit	2021	2022	2023
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	0
SASB - Data Security	FN-CB-230a.1	Number of data breaches	Number	0	0	0
		Percentage involving personally identifiable information (PII)	Percentage	0	0	0

8. Information Technology Governance, Innovation, and Digital Transformation

8.1 Information Technology Governance

Based on the bank's commitment to conducting its operations according to best banking practices, achieving its strategic goals, delivering high-quality products, creating added value for the bank, and maintaining a competitive position in the banking sector.

In its commitment to effectively manage operations according to best banking practices, achieve strategic objectives, deliver high-quality products, create added value, and maintain a competitive position in the banking sector, the bank recognized the necessity of adopting information technology. This included implementing accompanying business procedures, which required establishing an institutional framework and standards for IT to govern and regulate these activities. Consequently, the bank adopted "IT governance standards" across its operations and activities. The bank has made significant advancements in IT governance through the use of various technologies and systems, notably the COBIT framework. This comprehensive framework has facilitated the achievement of IT governance and management objectives, enabling holistic IT management across the entire organization. It has also helped bridge gaps and mitigate risks between information systems and the bank's core business and technical needs.

Among the committees formed by the Board of Directors related to information technology is the "IT Governance and Cybersecurity Committee." Its main mission is to ensure the strategic alignment of information technology to achieve the bank's strategic objectives sustainably.

For More Information, Please Refer to The IT Governance Guide/Annual Report 2023.

8.2 Digital Transformation

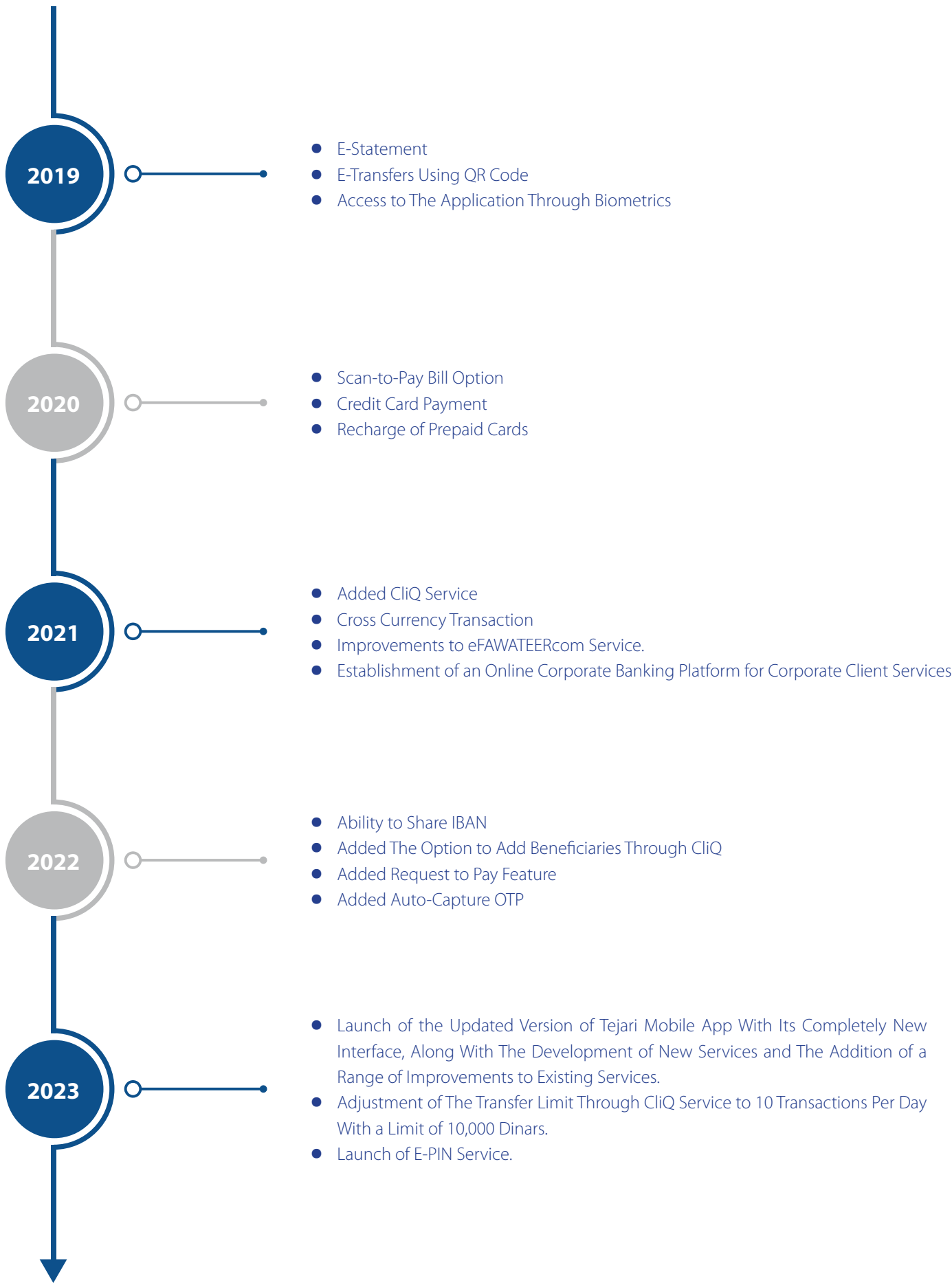
Our digital solutions enable customers to easily manage their finances, including online corporate banking, mobile banking for individuals, and digital payment options, providing convenience and efficiency in their financial transactions. Among the digital financial services offered by the bank are:

- **Tejari Mobile:** Fast and secure mobile payments.
- **CliQ Service:** Money transfers between banks.
- **Tejari Pay:** "Click to Pay" feature using mobile phones.
- **Fast Cash:** Transfer credit card balance to a current account with no fees.

In 2023, the total transactions on the Tejari Mobile app increased by 220% compared to 2022. The bank also updated the app, adding around 10 new features to enhance the user experience.

Tejari Express Branches	Contactless & "Touch Screen + Drive Through" ATMs	SMS & E-Mail Notifications	Customer Feedback Channels
<ul style="list-style-type: none">– 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 them into the machines– drive-through ATMs: transactions without leaving the 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

Historical Evolution of Electronic Services at the Bank



9. Appendix

Statement of Use	Jordan Commercial Bank Has Reported The Information Cited in This GRI Content Index for The Period 1 January 2022 to 31 December 2023 With Reference to The GRI Standards
GRI 1 Used	GRI 1: Foundation 2021

GRI Standard	Disclosures	Location or Comments
General Disclosures		
GRI 2: General Disclosures 2021	2-1 Organizational Details	Page 8
	2-2 Entities Included in the Organization's Sustainability Reports	Page 13
	2-3 Reporting Period, Frequency, and Contact Point	Page 4
	2-4 Restatements of Information	There have been no changes to the report.
	2-5 External Assurance	The report has not been externally assured.
	2-6 Activities, Value Chain, and Other Business Relationships	Page 8 , 13
	2-7 Employees	Page 13 , 27
	2-8 Workers Who Are Not Employees	We have 118 employees available.
	2-9 Governance Structure and Composition	Page 42
	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, non-executive member
	2-12 Role of The Highest Governance Body in Overseeing The Management of Impacts	Annual Report 2023 / Governance Guide
	2-13 Delegation of Responsibility for Managing Impact	Page 42
	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.

GRI Standard	Disclosures	Location or Comments
General Disclosures		
GRI 2: General Disclosures 2021	2-15 Conflict of Interest	Page 44 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	Page 28, 44, 45
	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 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	Page 27, 43
	2-20 0 Process to Determine Remuneration	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. Senior executives receive fixed wages equivalent to 16 salaries, along with variable wages (bonuses) approved by the Board and based on annual performance evaluations. 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. Senior executives also receive retirement benefits according to the policies approved by the bank. Board members receive no remuneration other than the annual fixed amount
	2-21 Total Annual Compensation Ration	Currently not available
	2-22 Statement on Sustainable Development Strategy	Currently not available

GRI Standard	Disclosures	Location or Comments
General Disclosures		
GRI 2: General	2-23 Policy Commitments	Annual Report 2023/ Governance Manual
	Disclosures 2021	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 Impact	There is an approved mechanism for grievance against any administrative decision
	2-26 Mechanisms for Seeking Advice and Raising Concerns	Page 19
	2-27 Compliance With Laws and Regulations	Page 44
	2-28 Membership Associations	Page 9
	2-29 Approach to Stakeholder Engagement	Page 19
	2-30 Collective Bargaining Agreements	JCB complies with laws and regulations with regard to CBA
GRI Standard	Disclosures	Location or Comments
Economic Performance		
GRI 201: Economic Performance 2016	201 – 1 Direct Economic Value Generated and Distributed	Page 15, 16, 17
GRI Standard	Disclosures	Location or Comments
Material Topics		
3 – 1 Process to Determine Material Topics	3 – 1 Process to Determine Material Topics	Page 20
	3 – 2 List of Material Topics	Page 20
GRI STANDARD	Disclosures	Location or Comments
Climate Risks and Decarbonization		
GRI 3: Material Topics 2021	3-3 Management of Material Topics	Page 24, 25
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG Emissions	Page 24
	305-2 Energy Indirect (Scope 2) GHG Emissions	Page 24
	305-4 GHG Emissions Intensity	Page 24

GRI Standard	Disclosures	Location or Comments
Resource and Environmental Management		
GRI 3: Material Topics 2021	3-3 Management of Material Topics	Page 26
GRI 303: Water Effluents 2018	303-3 Total Water Withdrawn	Page 26
GRI 306: Waste 2020	306-4 Waste Diverted From Disposal	Page 26
GRI Standard	Disclosures	Location or Comments
Diversity and Equal Opportunities		
GRI 3: Material Topics 2021	3-3 Management of Material Topics	Page 27
GRI 401: Employment 2016	401-2 Benefits Provided to Full-Time Employees That are Not Provided to Temporary or Part-Time Employees	Page 28
	401-3 Parental Leave	Page 31
GRI 405: Diversity and Equal Opportunities 2016	405-1 Diversity of Governance Bodies and Employees	Page 27
	405-2 Ratio of Basic Salary and Remuneration of Women to Men	Page 27
GRI 406: Non-Discrimination 2016	406-1 Incidents of Discrimination and Corrective Actions Taken	(No incidents of discrimination)
GRI Standard	Disclosures	Location or Comments
Training, Education, and Employee Retention		
GRI 3: Material Topics 2021	3-3 Management of Material Topics	Page 33
GRI 404: Training and Education 2016	404-1 Average Hours of Training Per Year Per Employee	Page 33
GRI Standard	Disclosures	Location or Comments
Access to Finance		
GRI 3: Material Topics 2021	3-3 Management of Material Topics	Page 22, 23, 39, 40
SASB Financial Inclusion and Capacity Building (FN-CB-240a.1)	The Number of Outstanding Loans Granted to Programs Aimed at Boosting Small Businesses and Community Development	Page 23
	The Amount of Outstanding Loans Granted to Programs Aimed at Boosting Small Businesses and Community Development	Page 23

GRI Standard	Disclosures	Location or Comments
Risk Management and Data Security		
GRI 3: Material Topics 2021	3-3 Management of Material Topics	Page 46,47
SASB Data Security (FN-CB-230a.1)	Number of Data Breaches	Page 47
	Percentage Involving Personally Identifiable Information (PII)	Page 47
	Number of Affected Account Holders	Page 47
GRI Standard	Disclosures	Location or Comments
Business Ethics		
GRI 3: Material Topics 2021	3-3 Management of Material Topics	Page 44
SASB Business Ethics (FN-CB-510a.1)	Total Amount of Monetary Losses Because of Legal Proceedings Associated With Fraud, Insider Trading, Anti-Trust, Anti-Competitive Behavior, Market Manipulation, Malpractice, or Other Related Financial Industry Laws or Regulations	Page 47
GRI Standard	Disclosures	Location or Comments
Customer Experience and Satisfaction		
GRI 3: Material Topics 2021	3-3 Management of Material Topics	Page 45
GRI Standard	Disclosures	Location or Comments
Innovation and Digitalization		
GRI3: Material Topics 2021	3-3 Management of Material Topics	Page 48

البنك التجاري الأردني
Jordan Commercial Bank

