

Date: 03 September 2025

التاريخ: 03 سبتمبر 2025

To : Boursa Kuwait Company

السادة/شركة بورصة الكويت المحترمين

Dear Sir,

تحية طيبة وبعد ،،

**Subject: Sustainability Report**

**الموضوع / تقرير الاستدامة**

Reference to the regulations of Chapter (1) of Module (12) of the Executive Bylaws of Capital Markets Authority's Law concerning the regulatory rules pertinent to the Sustainability Report of the Listed Companies.

بالإشارة إلى تعليمات الفصل الأول من الكتاب الثاني عشر للائحة التنفيذية لقانون هيئة أسواق المال بشأن القواعد التنظيمية الخاصة بتقرير الاستدامة للشركات المدرجة.

We would like to advise that KIB has issued its annual report on Sustainability, which demonstrates the impact of the bank's activities and governance practices on environment, society and economy, as well as the risks associated therewith.

نود الإفادة ان مصرفنا قد أصدر تقريره السنوي حول الاستدامة، الذي يوضح تأثير أنشطة البنك وممارسات الحوكمة الخاصة به على البيئة والمجتمع والاقتصاد والمخاطر المتعلقة بهذه الأنشطة.

Please find attached the Sustainability Report for the year 2024.

مرفق لكم طيه تقرير الاستدامة عن عام 2024.

Best regards,

وتفضلوا بقبول فائق الاحترام والتقدير،،



جاسم العبد الهادي

Jassem Abdullhadi

نائب الرئيس التنفيذي بالانابة

Acting Deputy Chief Executive Officer

- Copy To CMA

- نسخة لهيئة أسواق المال



Kuwait International Bank (KIB)  
Environmental, Social, and Governance  
**(ESG) Report 2024**

The background of the report cover is a photograph of a modern glass skyscraper. The building's facade is composed of large glass panels that reflect the sky and surrounding environment. In the foreground, there are lush green trees with dense foliage, partially obscuring the lower part of the building. The image is framed by white curved lines that sweep across the page, adding a dynamic and modern feel. The overall color palette is dominated by the blues of the sky and building, and the greens of the trees.

**Sustainable Bank  
For Life**

# Sustainable Bank For Life



His Highness Sheikh  
**Mishal Al-Ahmad Al-Jaber Al-Sabah**  
Amir of the State of Kuwait  
May Allah Grant Him Protection



His Highness Sheikh  
**Sabah Al-Khaled Al-Hamad Al-Sabah**  
Crown Prince of the State of Kuwait  
May Allah Grant Him Protection



Selected Awards and Recognitions



“Most Innovative Digital Banking Transformation 2024” by “World Finance”



“Excellence in FinTech Innovation & Digital Leadership in Kuwait for the Year 2024” by “World Union of Arab Bankers (WUAB)”



“Best Retail Banking Product 2024” by “World Finance”



“Best Bank in Financial Literacy Program – MENA 2024” by “Capital Finance International”



Best Sharia-Compliant Bank – MENA 2024” by “Capital Finance International”



“Best Real Estate Solutions Provider MENA 2024” by “Capital Finance International”

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# Report Overview

We are pleased to share Kuwait International Bank's (KIB) fourth annual Sustainability Report, which covers the calendar year 2024 (January 1, 2024 to December 31, 2024).

Prepared in accordance with the Global Reporting Initiative (GRI) Sustainability Reporting Standards 2021, the report outlines our sustainability performance and strategic ESG priorities. We continue to follow GRI's core reporting principles, ensuring our disclosures are accurate, balanced, clear, comparable, complete, timely, and verifiable.

As part of our broader commitment to global sustainability efforts, we have mapped our initiatives to the United Nations Sustainable Development Goals (SDGs) and aligned with Bursa Kuwait ESG Reporting Guide, demonstrating our dedication to internationally recognized standards contributing to positive global change, and aligning with national directions and guidelines of Kuwait's National Vision.

## Reporting Boundary

The report has been prepared for the banking services of KIB (referred to as "KIB" or "the Bank" throughout this report). The report covers our operating facilities, branches, and offices across Kuwait. The sustainability performance disclosed throughout the report refers to KIB, unless otherwise mentioned.

## Contact Information

Please contact us via email for any queries related to the content of this report or about KIB's sustainability performance and/or practices: [ESG@kib.com.kw](mailto:ESG@kib.com.kw)

# Message from the Chairman



**Dear Valued Stakeholders,**  
Peace, mercy, and blessings of Allah be upon you,

On behalf of myself, the members of the Board of Directors, and the Executive Management of KIB, I am pleased to present to you our fourth Sustainability Report, reflecting the Bank's ESG performance for the reporting year ended December 31, 2024. This report is an expression of our continued commitment to supporting the New Kuwait Vision, promoting ethical and responsible banking, and driving long-term sustainable growth.

With Allah's grace and your ongoing trust, KIB has continued to make tangible progress in embedding ESG practices across the organization. We have enhanced our internal capabilities, embraced innovation across our operations, and reinforced our dedication to transparency, community development, and responsible governance. These efforts have allowed us to deliver measurable outcomes in areas such as data protection, financial inclusion, employee engagement, and operational sustainability — all of which contribute to the Bank's broader vision for responsible growth.

In an increasingly complex and fast-evolving landscape, marked by global economic fluctuations, technological advancements, and rising societal expectations, it has become essential to strengthen the foundations that will shape our future. At KIB, we remain guided by our values as a Sharia-compliant financial institution, working to exceed customer expectations while upholding the highest standards of integrity, security, and accountability.

To ensure that ESG remains central to our mission, KIB has initiated the development of a dedicated five-year ESG strategy, which will serve as a guiding framework for our future ambitions. This strategy will reflect international best practices while aligning with national priorities and stakeholder expectations, reinforcing our role as a trusted banking partner committed to sustainable finance and inclusive development.

We thank you for your continued trust and support, and we look forward to achieving greater milestones together — driven by purpose, strengthened by our people, and grounded in our responsibility to the communities we serve.

May Allah grant us continued success.

**Sheikh Mohammed Jarrah Al-Sabah**  
Chairman of the Board of Directors

# Message from the VC & CEO



**Dear Valued Stakeholders,**  
Peace, mercy, and blessings of Allah be upon you.

KIB continues its commitment to providing advanced, accessible, and Sharia-compliant financial services tailored to meet the evolving needs of our diverse customer base. In alignment with our long-term vision, we have strengthened our efforts to position sustainability as a strategic enabler of innovation, inclusion, and responsible growth.

Throughout 2024, our Bank made notable progress across a wide spectrum of ESG initiatives. From accelerating our climate-related risk readiness and investing in digital branchless channels, to implementing proactive waste management measures, our operations are increasingly aligned with both global ESG trends and local community needs.

Our approach to sustainability is driven by transparency and accountability. This year, we completed a thorough materiality assessment to help us better understand the priorities of our stakeholders and their expectations for KIB. The results are shaping the way we allocate resources and defining impact. Simultaneously, we are in the advanced stages of developing a structured, data-driven ESG roadmap, which will guide our performance tracking and decision-making across the coming years, ensuring our ESG vision translates into measurable outcomes. We are also actively advancing our ESG efforts through employee awareness programs, energy efficiency initiatives, recycling and paper-reduction efforts, and entrepreneurship partnerships.

At the heart of our achievements remains our strong belief in people. We have deepened our focus on employee-led community initiatives, enhanced ESG awareness through internal engagement programs, and continued to cultivate a work environment built on purpose and collaboration.

Looking forward, we remain committed to building a future-ready Bank — one that not only meets the needs of today but leads in shaping a more inclusive, transparent, and resilient financial ecosystem for tomorrow.

Yours sincerely,

**Raed Jawad Bukhamseen**  
Vice Chairman & Chief Executive Officer



# Introduction



## KIB Overview and Strategic Direction



## Mission

To enhance performance in core banking activities and explore new growth opportunities, positioning KIB as a unique and valuable profitability leader in the market.



## Vision

To become the Islamic Bank of Choice in Kuwait.



## Values

Teamwork, Efficiency and Customer Centricity.



# Strategic Direction for Sustainable Growth 2024–2028

KIB’s strategic direction in the new corporate strategy for the 2024–2028 period reflects a clear ambition to strengthen its leadership in Islamic banking while delivering long-term, sustainable value through innovation, efficiency, and customer focus. In recent years, the Bank has invested significantly in enhancing its digital capabilities and technological infrastructure, which has laid a strong foundation for future growth.

At the heart of the Bank’s new five-year plan is a renewed mission to revitalize core banking activities, enhance operational performance, and capture new growth opportunities across the value chain. KIB’s strategic objectives are structured around a phased plan that targets ambitious outcomes, including doubling assets, tripling deposits, and quadrupling profits by 2028, supported by a commitment to teamwork, efficiency, and customer centricity.

To realize this vision, the Bank is focusing on several key areas. These include expanding core business activities through new and optimized product offerings, deepening customer engagement through digital-first solutions, and facilitating wider access to various financial services via platforms like “Aqari” and Pay Tally. KIB is also prioritizing growth in real estate-linked services and exploring new avenues for unconventional revenue streams.

Customer experience remains central to KIB’s strategic vision. The Bank is applying data intelligence to refine its customer segmentation and develop tailored value propositions, especially for high-net-worth segments. Enhancements to digital platforms aim to foster stronger customer relationships and increase interaction across the digital ecosystem.

KIB has reaffirmed its dedication to Environmental, Social, and Governance (ESG) integration, embedding ESG principles into its broader strategic initiatives. Work is already underway to define KIB’s long-term ESG strategy to ensure full alignment with both regulatory requirements and international sustainability expectations. In addition, the corporate strategy and its strategic pillars were foundational for developing this ESG Strategy.



# Financial Performance

KIB’s financial performance reflects the Bank’s ongoing commitment to sustainable economic growth, profitability, and value creation for its stakeholders. The Bank’s revenue distribution from sensitive-data-involved segments is led by Commercial and International Banking (77%), followed by Retail Banking (14%), Treasury and Investment Banking (7%), and Others (2%). Additionally, macroeconomic impacts such as profit rate changes are influenced by the CBK benchmark rate.

## Selected Financial Performance

  
**Total revenue**  
**KD 208,854**

**KD ‘000’s**



**Profit from Operations**  
**KD 38,674**



**Total expense**  
**KD 170,180**



**Total audit fees**  
**KD 258**



**Net profit**  
**KD 23,340**



**Zakat**  
**KD 246**



**Non-audit fees paid to audit companies**  
**KD 20**



**% growth in KIB’s financing portfolio**  
**14%**



**National Labor Support Tax (NLST)**  
**KD 627**



**% growth in KIB’s depositors accounts**  
**30.00%**



**Kuwait Foundation for the Advancement of Sciences (KFAS)**  
**KD 256**



**Total spent on employee events, activities, and engagement**  
**KD 71**



**Total spent on employee training and e-learning**  
**KD 213**

KIB's Physical and Digital Service Presence



KIB Branches, ATMs, ITMs, and CDMs Overview

18 Number of operating branches

7 Number of available Interactive Teller Machines at KIB

130 Number of ATMs





30 Number of Corporate and Retail Cash Deposit Machines

Major Investors and Shareholders

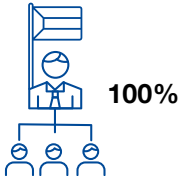
KIB has controlling shareholders with significant influence as indicated by ownership details disclosed on the Boursa Kuwait website.

 BUKHAMSEEN HOLDING Disclosure type: <b>Indirect</b> Percentage %: <b>37.17%</b>	 المؤسسة العامة للتأمينات الاجتماعية The Public Institution For Social Security Disclosure type: <b>Indirect</b> Percentage %: <b>6.51%</b>	 الهيئة العامة للاستثمار Kuwait Investment Authority Disclosure type: <b>Indirect</b> Percentage %: <b>5.46%</b>
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Overview of KIB's Shareholder Equity, Dividends, and Board Compensation (in KD '000s)

 Shareholders' equity KD 347,928	 Shareholder dividends KD 7,887	 Total remuneration of the Board members KD 331	 Total remuneration of Shari'a Board members KD 23
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Percentage of KIB Invest's Local ownership



# KIB's ESG Journey

## Overview of the ESG Roadmap

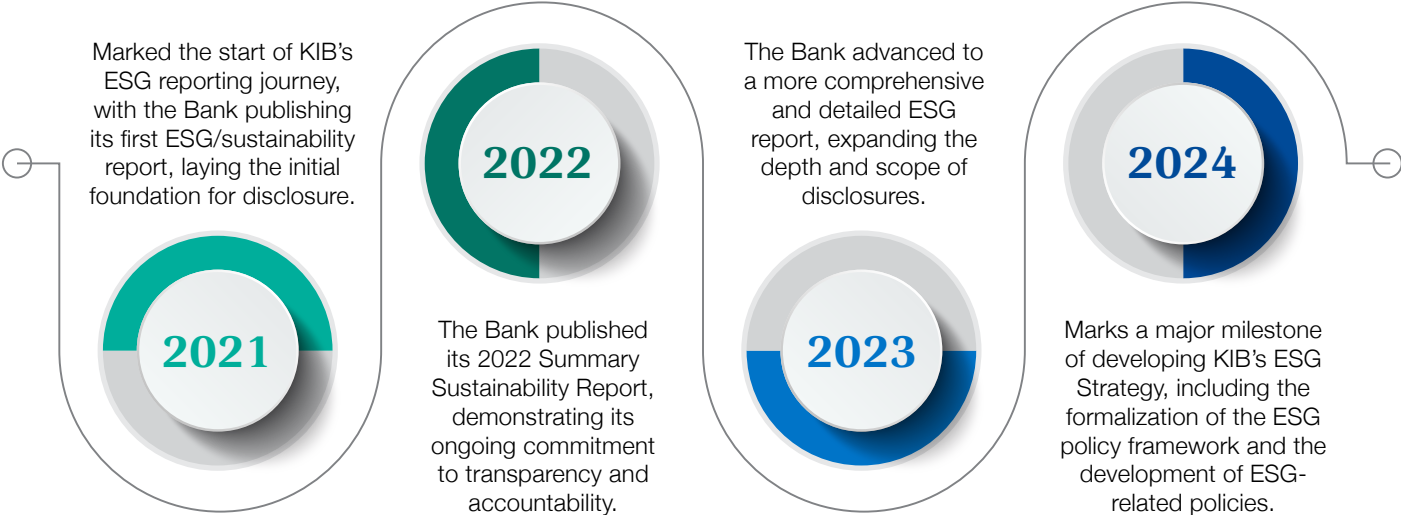
KIB's ESG journey reflects the Bank's ongoing commitment to embedding sustainability into every aspect of its operations, in alignment with its values as a Sharia-compliant institution and its 2024–2028 Corporate Strategy. As global priorities evolve, KIB recognizes that a systemic approach to ESG is critical for mitigating risks and unlocking new opportunities that deliver long-term value for stakeholders and the wider community.

As part of its ESG journey, KIB's Strategic Planning Department led a transformation initiative with over 80 profitability-focused projects, integrating environmental actions like GHG and utility tracking, and advancing social responsibility through alignment with the SDGs. Governance was strengthened by activating committees and policies that ensured compliance and ethical decision-making. This initiative aimed to position KIB among Kuwait's most profitable banks, delivering improvements in return on equity, total assets, and net income.

As part of this commitment, KIB is currently in the process of developing a comprehensive ESG Strategy that aligns with the Bank's Corporate Strategy to revitalize core operations and pursue new growth opportunities. This emerging ESG Strategy is guided by four key pillars focused on economic advancement, strong governance, inclusive social impact, and environmental stewardship. These pillars mirror the core strategic themes of KIB's corporate roadmap and will help shape the Bank's transformation in line with evolving market expectations, regulatory developments, and stakeholder expectations.



KIB ESG Journey Roadmap



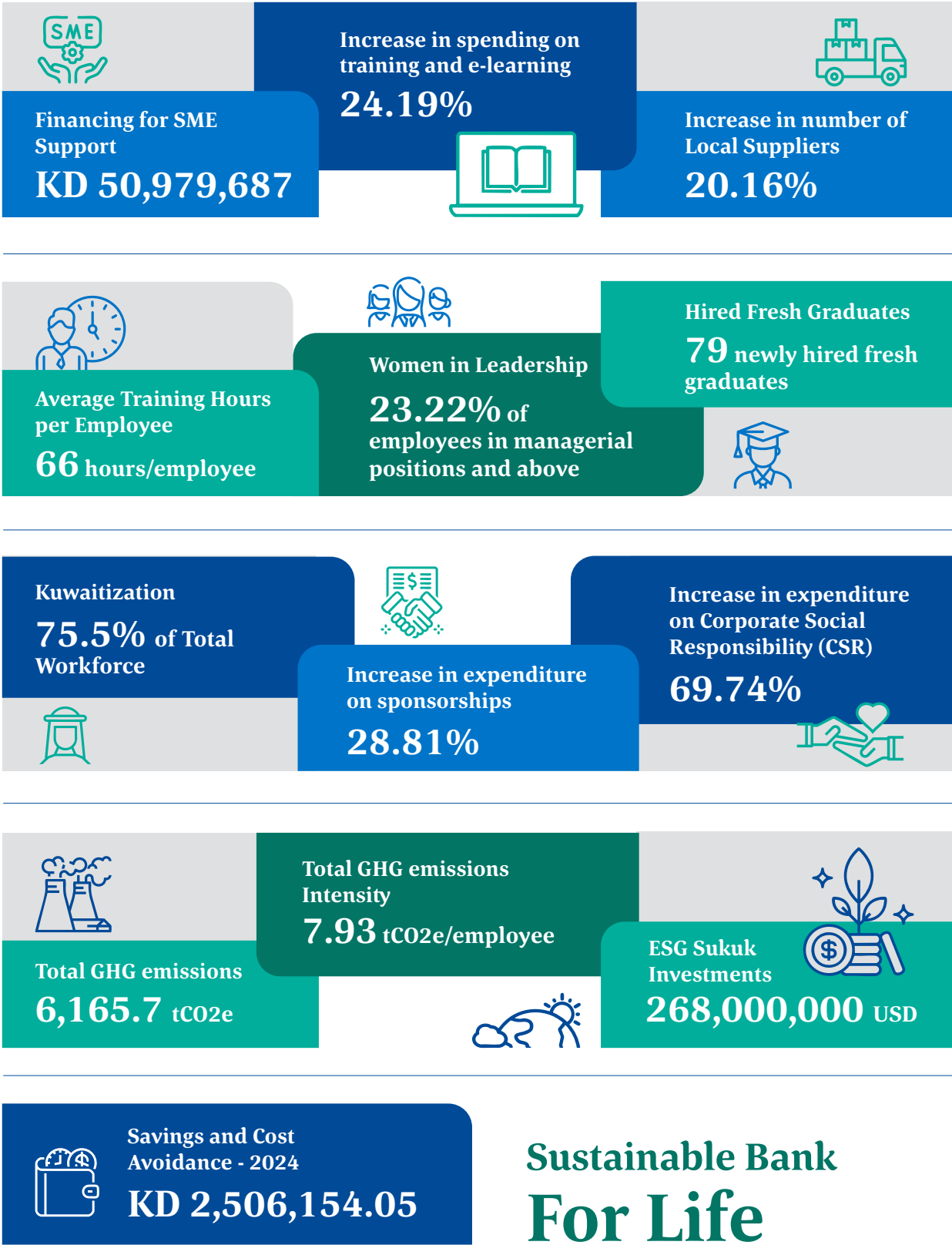
As the ESG Strategy continues to take shape, KIB remains focused on operationalizing ESG through transparent governance structures, measurable performance indicators, and a culture of continuous improvement that ensures sustainability is not a parallel track, but an integral part of the Bank's identity.

In 2024, KIB continued to make significant progress in integrating ESG practices across its operations. A wide range of internal initiatives were implemented to embed ESG principles within the Bank's systems and processes. These included optimization of key workflows such as Murabaha payment procedures, card issuance, and digital enhancements to the "Aqari" application.

New service rollouts were supported by proactive planning to streamline documentation, clarify responsibilities, and ensure ESG alignment from the outset. Cross-functional collaboration also led to improved handling of complex complaints, focusing on root cause analysis and corrective actions. ESG-focused awareness and engagement efforts were introduced under the ADKAR framework to support internal alignment with strategic sustainability goals.

To strengthen governance and operational transparency, bank-wide processes were mapped to identify areas for waste reduction and updated Service Level Agreements (SLAs). Digital task management tools were used to enhance accountability and track implementation progress. Professional development efforts were also expanded, with employees completing globally recognized certifications and participating in high-profile ESG and leadership programs.

ESG Highlights



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Double Materiality Assessment

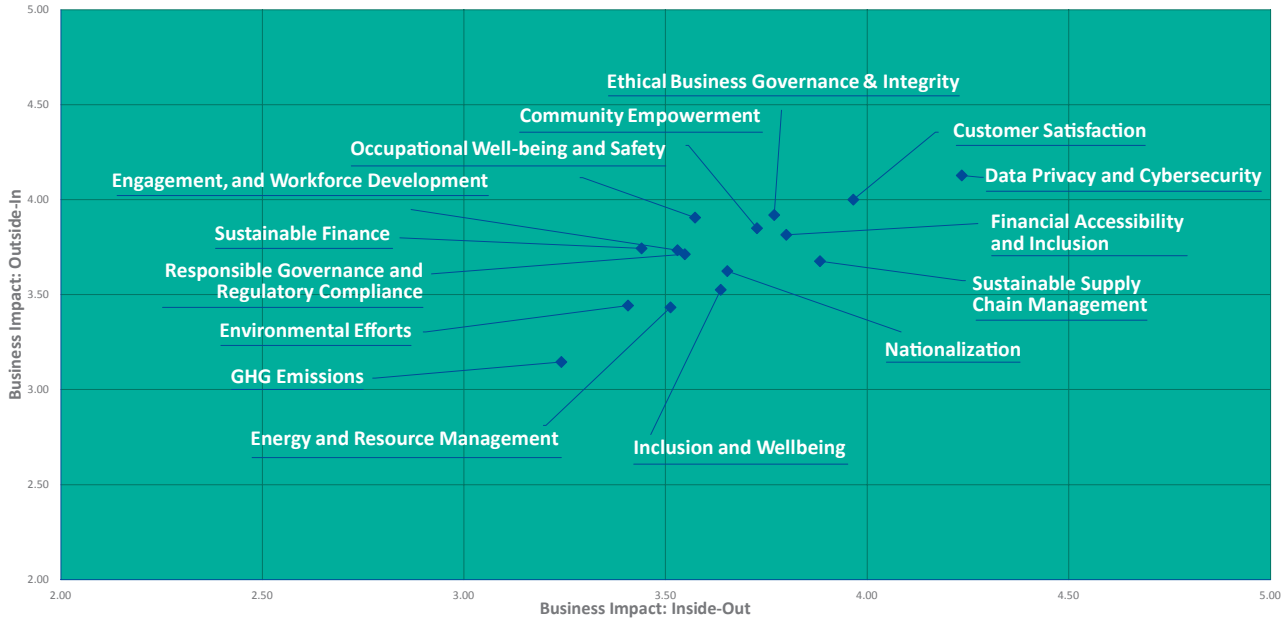
To ensure that KIB's sustainability strategy aligns with stakeholder expectations and business priorities, a comprehensive double-materiality assessment was conducted in 2024. This assessment identified and prioritized sustainability topics based on sector relevance and stakeholder perception of their impact. The process evaluated each topic's impact from two perspectives: Inside-Out (impact of the Bank's operations on the economy, society, and environment) and Outside-In (impact of ESG-related issues on KIB's business and performance).

As shown in the following matrix, topics such as Data Privacy and Cybersecurity, Customer Satisfaction, Ethical Governance, and Financial Inclusion emerged as highly material to KIB's operations and stakeholders. These were rated high on both Inside-Out and Outside-In impact.



#	Materiality Topics	Inside-Out Impact	Outside-In Impact
1	Ethical Business Governance & Integrity	High	High
2	Responsible Governance and Regulatory Compliance	High	High
3	Sustainable Supply Chain Management	High	High
4	Sustainable Finance	Moderate	High
5	Financial Accessibility and Inclusion	High	High
6	Data Privacy and Cybersecurity	High	High
7	Customer Satisfaction	High	High
8	Community Empowerment	High	High
9	Inclusion and Well-being	High	High
10	Engagement and Workforce Development	High	High
11	Nationalization	High	High
12	Occupational Well-being and Safety	High	High
13	GHG Emissions	Moderate	Moderate
14	Environmental Efforts	Moderate	Moderate
15	Energy and Resource Management	High	Moderate

KIB 2024 Materiality Matrix



## Effective and Compliant Governance

### Effective and Compliant Governance

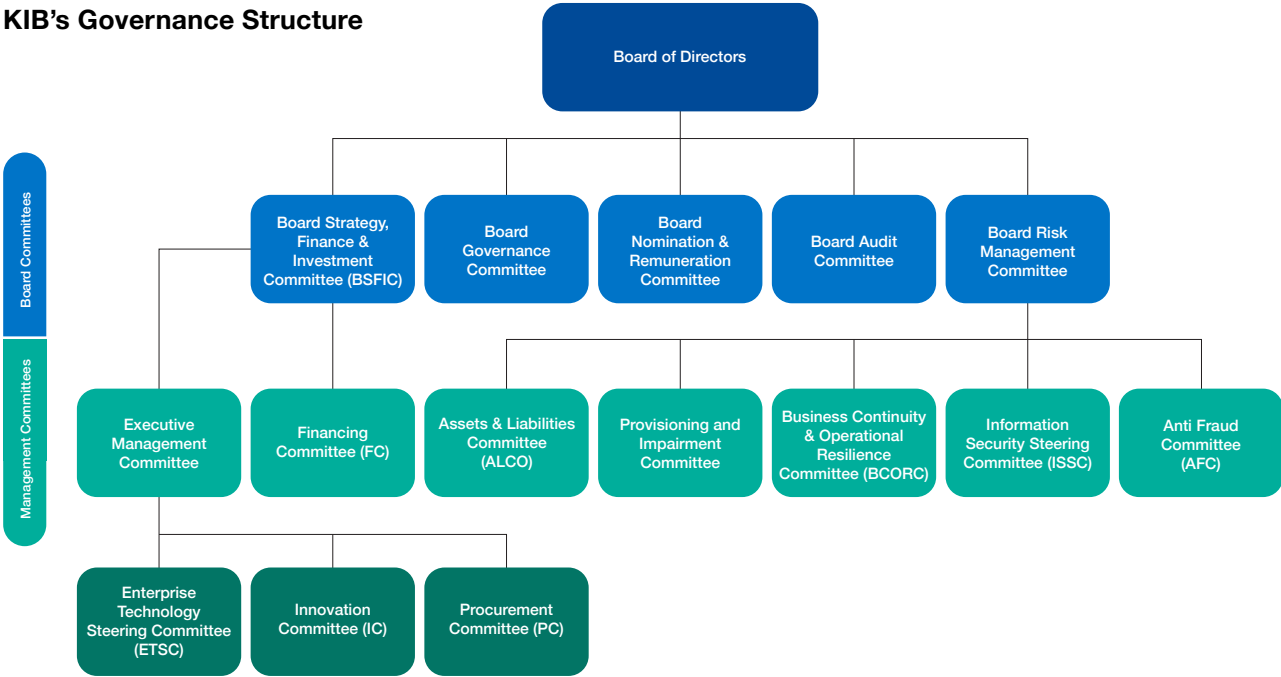
KIB upholds a strong governance framework aligned with regulatory, ethical, and Shari'a standards to ensure accountability, transparency, and alignment with its strategic goals. The Board of Directors oversees risk management, internal controls, and ethical conduct to strengthen trust and operational integrity. Through its governance manual, structured operations, and adherence to local and Shari'a regulations, KIB safeguards shareholder and stakeholder rights while ensuring compliance and sustainable growth.



# Ethical Governance and Leadership

The Board of Directors at KIB holds the ultimate responsibility for overseeing the governance and ethical leadership practices across the organization.

## KIB's Governance Structure



## Board of Directors

The Board of Directors (BOD) at KIB is composed of 11 members and is chaired by Sheikh Mohammed Jarrah Al-Sabah. The BOD is responsible for overseeing the Bank's strategic direction in line with required laws and regulations and by virtue of CBK and other regulatory authorities.

The Board's effectiveness in governance, and oversight responsibilities, is reflected through a quarterly evaluation cycle, resulting in actionable improvements aligned with best governance practices under the supervision of the Board of Directors.

In 2024, the Board held 10 meetings and issued 139 decisions, in addition to 12 by circulation. Board members bring diverse expertise and are subject to annual performance evaluations, with ongoing development encouraged through specialized training and participation in Islamic banking forums.



**Sheikh Mohammed Jarrah Al-Sabah**  
Independence Status: **Chairman**  
**Non-Executive Member**  
Tenure: **April 2010**  
Attendance Rate: **100%**



**Mr. Raed Jawad Bukhamseen**  
Independence Status: **Vice Chairman and Chief Executive Officer**  
**Executive Member**  
Tenure: **October 2018**  
Attendance Rate: **90%**



**Mr. Anwar Jawad Bukhamseen**  
Independence Status: **Non-executive Member**  
Tenure: **April 2015**  
Attendance Rate: **100%**



**Mr. Jassem Hassan Zainal**  
Independence Status: **Non-executive Member**  
Tenure: **June 2006**  
Attendance Rate: **100%**



**Dr. Abdullah Abdul Samad Marafi**  
Independence Status: **Non-executive Member**  
Tenure: **May 2021**  
Attendance Rate: **97%**



**Mr. Saleh Sulaiman Al Trad**  
Independence Status: **Non-executive Member**  
Tenure: **March 2016**  
Attendance Rate: **100%**



**Mr. Marzook Khaled Yousef Al Marzook**  
Independence Status: **Non-executive Member**  
Tenure: **March 2019**  
Attendance Rate: **94%**



**Mr. Ahmed Abdulmohsen Al Melaifi**  
Independence Status: **Independent Board member**  
Tenure: **May 2021**  
Attendance Rate: **100%**



**Dr. Reyadh Yousef Faras**  
Independence Status: **Independent Board member**  
Tenure: **May 2021**  
Attendance Rate: **92%**



**Mr. Jassem Mohammed Al Wazan**  
Independence Status: **Independent Board member**  
Tenure: **April 2022**  
Attendance Rate: **100%**



**Mr. Abdulrazzaq Salah Al Mutawa**  
Independence Status: **Independent Board member**  
Tenure: **April 2022**  
Attendance Rate: **100%**

## Board Oversight and Strategic Supervision

In fulfilling its oversight role, the Board of Directors at KIB is responsible for managing and supervising the Bank’s business in line with the Company’s Law and the Articles of Association. The Board ensures that an appropriate governance framework is in place to guide the Bank’s purpose, strategies, policies, and goals, balancing profitability with the societal role of the Bank. It also oversees the Bank’s due diligence processes, monitors the impact of risks on depositors and financial stability, and engages with stakeholders to evaluate strategies, policies, and performance, ensuring that outcomes align with the Bank’s commitments to sustainable development.

Strategic objectives, annual budgets, business plans, significant corporate initiatives, and risk strategies are regularly reviewed and approved by the Board as part of its ongoing responsibility in ensuring alignment with the Bank’s strategy. Responsibility for managing economic, environmental, and social impacts is delegated to senior executives and other employees who provide periodic reports to the Board to facilitate continuous oversight and informed governance.

The Board exercises its oversight over this process through regular Board-level reviews, and it’s sub-committees, Moreover, critical concerns are communicated to the Board through established whistleblowing mechanisms, ensuring transparency and proactive governance. This instills a culture of accountability and communication across the organization.

Board decisions on bylaw amendments are subject to shareholder approval and must be made during the Ordinary and Extraordinary General Assembly (AGM & EGM), ensuring transparency and participation in governance matters. Director elections are conducted under the oversight of regulatory authorities, who supervise the nomination process and elections during the General Assembly.

## Board Independence and Nomination Process

The nomination and selection process for the Board involves multiple steps, including initial recommendations from the BNRC, approval by the BOD, public announcement, collection of applications, and final approval from the BOD before submission to the Central Bank of Kuwait (CBK).

In line with regulatory and governance requirements, shareholder-elected Board members serve for three-year terms and may be re-elected, with a cap on independent members limited to two terms as per CBK Governance Regulations.

To strengthen the principles of independence and integrity, it is essential to ensure a clear separation between supervisory roles and responsibilities. Candidates for Board membership must meet criteria that focus on independence, integrity, competence, financial soundness, and conflict of interest. All members bear full responsibilities in this regard.

## Board Committees

In addition, KIB maintains several Board-level committees, which are responsible for direct oversight on the Bank’s overall operations and practices. Among them is oversight of current and new product/service reviews, ensuring firm governance and risk management at all operational levels.



### Board Governance Committee

Description of committee main responsibilities	The Committee consists of four members, including two non-executive members and two independent members, headed by the Chairman of the Board of Directors. The Committee assists the Board of Directors to assume its oversight responsibilities vested in the Board concerning sound application and activation of good governance and sustainability (ESG), including setting up the Bank and its subsidiaries’ corporate governance standards. The Committee also works on introducing and updating the Governance Manual for approval by the Board and then uploading it onto the Bank’s website, with close supervision of the concerned parties compliance with the Manual and reporting the same to the Board. In addition, the Board Governance Committee is assigned to focus on protecting the interests of investment account holders and coordinating with the Shari’a Supervisory Board and Board Internal Audit Committee to ensure compliance with the Sharia Audit manual and Sharia Principles.
Members of the Committee	Sheikh Mohammed Jarrah Al-Sabah (Chairman), Mr. Anwar Jawad Bukhamseen (Vice Chairman), Mr. Ahmed Abdulmohsen Al Melaifi (Independent Member), Mr. Abdulrazzaq Salah Al Mutawa (Independent Member)



### Board Risk Management Committee

Description of committee main responsibilities	The Committee consists of four members, including two non-executive members and two independent board members. One of the two independent members is the Chairman of the Committee. The Committee helps the board to fulfill its responsibilities by overseeing the tasks of the Risk Management Department in the Bank and ensuring that the Bank’s policies embody sound risk management practices and implementation thereof. The Committee also monitors the Risk Management Department’s compliance with the standards set by the Central Bank of Kuwait (CBK) and the Islamic Financial Services Board (IFSB), provided, however, that they should not conflict with the provisions and principles of Islamic Sharia and with the regulations issued by the CBK to this effect. In addition, the Committee conducts revision and assessment of the Bank’s capital adequacy and its distribution and the soundness and adequacy of the Risk Management Department function. It also ensures that senior management is aware of and continually oversees the risks encountered by the Bank, such as credit, financing and real estate risks including the pertinent policies and procedures. The Committee also warrants the safety of the Bank from cybersecurity risks and compliance governance applications in accordance with CBK instructions. The Committee supports the Board Remuneration and Nomination Committee to evaluate the incentives proposed under the Remuneration Program. The Provisions and Impairments Committee, the Asset and Liabilities Committee, the Business Continuity & Operational Resiliency Committee, the Information Security Steering Committee, the Anti-Money Laundering Department, and Regulatory Compliance Department report to this Committee.
Members of the Committee	Dr. Reyadh Yousef Faras (Chairman-Independent), Mr. Jassem Hassan Zainal (Vice Chairman), Dr. Abdullah Abdul Samad Marafi (Member), Mr. Jassim Mohammad Al Wazzan (Independent Member)



### Board Audit Committee

Description of committee main responsibilities	The Committee consists of four members, including two non-executive members and two independent members. The Committee is chaired by an independent member in accordance with Governance instructions. The duties of the Board Audit Committee consist of enhancing the quality of the financial reports and reviewing them on behalf of the Board of Directors, and validating the financial reports’ credibility and subjectivity by setting the appropriate standards to enhance the working mechanism of internal audit to help the Board to fulfill its supervisory responsibilities over internal controls according to statutory and regulatory requirements. The Board, in return, provides the needful support to the Committee to secure complete independence of the Internal Audit Department from the Senior Executive Management and by ensuring the external audit functions are performed in line with the approach that realizes the dual audit principle. On the other hand, the Committee also ensures compliance with the Bank’s internal policies and procedures and other respective laws, regulations, and instruction issued by the government authorities and regulatory bodies. Furthermore, a report is presented to the Committee that is related to the level of compliance with the Islamic Sharia laws and principles and the funds for listed investment accounts. It ensures that expenses and profits are distributed according to the Islamic Sharia provisions and system approved by Sharia Supervisory Board. The Committee also evaluates the effectiveness and efficiency of the internal Sharia audit and its contribution to securing compliance with the Islamic Sharia provisions and principles and executing all the audit tasks that are related to cybersecurity by an independent third-party approved and authenticated by CBK. The Committee also ensures that the internal control systems related to financial and management issues are characterized by financial comprehensiveness and are controlled and audited in due course. The Committee shall also ensure the adequacy of qualifications and expertise of the external auditors and their independence and shall secure an environment of comprehensive checks and internal controls within the Bank.
Members of the Committee	Mr. Ahmed Abdulmohsen Al Melaifi (Chairman-Independent), Mr. Saleh Sulaiman Al Trad (Vice Chairman), Mr. Marzook Khaled Yousef Al Marzook (Member), Mr. Jassim Mohamed Al Wazzan (Independent Member)



### Board Strategy, Finance and Investment Committee

Description of committee main responsibilities	The Committee consists of four members headed by the Chairman of the Board of Directors of KIB. One of the tasks assigned to the Committee is to ensure that the Bank is constantly compliant with CBK instructions and regulations as well as with the Bank's policies and procedures to protect the Bank's assets portfolio and ensure their quality and make sure that the financing and investment exposures limits are in full conformity with the rules and regulations issued by the CBK and the Bank's applicable policies and to ensure the highest returns while securing the financial stability of the Bank. The Committee shall regularly monitor the performance of the financing and investment portfolios and shall follow up on the role and achievements of the Executive Management's Financing Committee and Assets and Liability Committee, securing the highest returns, without negative impact on the Bank's financial stability. The Committee shall ensure that the Executive Management is fully aware of the exposures to finance and investment risks in the Bank, continuously monitors such exposures and the non-performing finance and investment transactions and takes all remedial actions necessary to maintain the Bank's interests and the quality of its assets. In addition, the Committee reviews and evaluates the strategic plan to develop the Bank's strategy in the long run according to CBK instructions. Furthermore, it mandates corrective actions concerning pending issues that are under the Committee's purview. The Committee shall also sort out any non-performing financing/investments referred by the Board of Directors. The Committee shall make decisions within the authority delegated to it by the Board and refer issues beyond its authority to the Board of Directors
Members of the Committee	Sheikh Mohammed Jarrah Al-Sabah, (Chairman), Mr. Anwar Jawad Bukhamseen (Vice Chairman), Dr. Abdullah Abdul Samad Marafi (Member), Mr. Jassem Hassan Zainal (Member)



### Board Nomination and Remuneration Committee

Description of committee main responsibilities	The Committee consists of four members, including three non-executive members and an independent member who shall act as the Chairman of the Committee. The role of this Committee is to submit the recommendations to the Board of Directors concerning the candidates to the Board in accordance with the approved policies, standards, and instructions issued by the CBK with 79 in regard to controls of nomination to the membership of the Board. The Committee also monitors and ensures transparency in appointing the members of the Sharia Supervisory Board members and estimates its effectiveness as a whole and the effectiveness of each member of it. The Committee also warrants the placement of transparent policies, rewards, and compensations for the Sharia Supervisory Board in line with their duties and responsibilities. The Committee also carries out periodic reviews of the requirements of the appropriate skills for the membership of the Board and determine the qualifications and efficiencies required for the Board membership in accordance with CBK instructions in this regard. The Committee also conducts an annual assessment of the performance of the Board as a whole and the performance of each member independently, as well as checking and endorsing the standards of selection and measures for appointment of the Chief Executive Officer (CEO) and the Deputy Chief Executive Officer (DCEO) and Executive Managers. This Committee also determines the framework of remunerations that are granted to CEO and DCEO and Executive positions. The Committee also reviews and submits recommendations concerning matters relevant to the changes in the pay, promotions, and remuneration policy, including the end-of-service policies. The Committee also reviews and verifies the annual increments of the staff within budget limits approved by the Board. Furthermore, the Committee supervises the appointment and evaluation of the performance of the Boards of the Bank's subsidiaries.
Members of the Committee	Dr. Reyadh Yousef Faras (Chairman - Independent), Mr. Anwar Jawad Bukhamseen (Vice Chairman), Mr. Saleh Sulaiman Al Trad (Member), Dr. Abdullah Abdul Samad Marafi (Member)

## Executive Management

The Executive Management (EM) at KIB plays a vital role in driving the Bank's strategic direction, overseeing day-to-day operations, and ensuring the effective implementation of Board-approved policies and objectives. Comprising experienced leaders from diverse departments, the team is responsible for guiding the Bank's financial, operational, technological, and governance functions, ensuring alignment with the Bank's mission, values, and commitment to sustainable growth.



**Mr. Raed Jawad Bukhamseen**  
Position:  
**Vice Chairman & Chief Executive Officer**  
Date of Joining:  
**2018**



**Mr. Mohammad Said El Saka**  
Position:  
**Deputy Chief Executive Officer**  
Date of Joining:  
**2014**



**Mr. Hesham Al Mubarak**  
Position:  
**General Manager**  
Department:  
**Wholesale Banking Department**  
Date of Joining:  
**2019**



**Mr. Mohammad Al Duwailah**  
Position:  
**General Manager**  
Department:  
**Treasury Department**  
Date of Joining:  
**2023**



**Mr. Othman Tawfeq**  
Position:  
**General Manager**  
Department:  
**Retail Banking Department**  
Date of Joining:  
**2018**



**Mr. Jasem Al-Abdulhadi**  
Position:  
**General Manager**  
Department:  
**Real Estate Department**  
Date of Joining:  
**1997**



**Ms. Ma'ab Mohammed AlQasem**  
Position:  
**General Manager**  
Department:  
**International Banking & Financial Institutions Department**  
Date of Joining:  
**2023**



**Mr. Ajai Thomas**  
Position:  
**General Manager**  
Department:  
**Financial Control & Planning Department**  
Date of Joining:  
**2014**



**Mr. Feras Al-Darmi**  
Position:  
**General Manager**  
Department:  
**Human Resources Department**  
Date of Joining:  
**2018**





**Mr. Feroz Noorani**  
Position:  
**General Manager**  
Department:  
**Risk Management**  
Date of Joining:  
**2017**



**Ms. Khlood Alsalem**  
Position:  
**Head - Legal Affairs**  
Department:  
**Legal Affairs Department**  
Date of Joining:  
**2012**



**Ms. Manal Al Rubaian**  
Position:  
**General Internal Auditor**  
Department:  
**Internal Audit**  
Date of Joining:  
**2020**



**Mr. Basil A. Al-Suwaidan**  
Position:  
**General Manager**  
Department:  
**Information Security, Privacy & Anti-Fraud Department (ISPAD)**  
Date of Joining:  
**2007**



**Mr. Fahad Othman Al-Bader**  
Position:  
**General Manager**  
Department:  
**Operations Department**  
Date of Joining:  
**2019**



**Mr. Mohamed Atef El-Shareef**  
Position:  
**General Manager**  
Department:  
**Digital Transformation & Innovation Department**  
Date of Joining:  
**2022**



**Mr. Abdullah Al-Awadi**  
Position:  
**General Manager**  
Department:  
**Strategy Department**  
Date of Joining:  
**2020**



**Mr. Mohamed Abdel Meneam**  
Position:  
**Deputy General Manager**  
Department:  
**Information Technology**  
Date of Joining:  
**2023**



**Mr. Nasser Al-Qenai**  
Position:  
**Deputy General Manager**  
Department:  
**Facilities Administration Department**  
Date of Joining:  
**2017**

## Management Committees

The Bank's governance framework is supported by a series of dedicated management committees, each tasked with overseeing key operational, financial, risk, and strategic areas. These committees play a central role in ensuring effective decision-making, compliance with regulatory standards, and alignment with the Bank's long-term vision and strategy.

Executive Management Committee (EMC)	
Description and responsibilities	The Committee is responsible for implementing the Bank's vision and strategy in all matters which require consensus from the Senior Executive Management team for tasks related to the Bank's strategy approved by the Board of Directors and all the matters related to managing the Bank's operations, information technology, human resources and administrative affairs. The Committee has off-shoot committees including the Innovation Committee, the Enterprise Technology Steering Committee, and the Procurement Committee.
Owner	Strategy Department
Number of members	18 members
Attendance rate	93.50%
Required number of meetings	Once every month
Actual number of meetings held	12

Financing Committee (FC)	
Description and responsibilities	The Committee reviews and approves credit and financing proposals in line with the approved policies and procedures, and raises recommendations for issues beyond the limits of its authority to the Board Strategy, Finance and Investment Committee (BSFIC). The Committee monitors retail financing and takes the necessary measures based on the reports submitted by the Retail Banking Department and Risk Management Department with respect to the financing summary, the quality of financing and the profitability of products. The Committee also follows up on financing contracts, forms and documents approved by the Sharia Supervisory Board in coordination with the Legal Department. It submits its reports to the Board Strategy, Finance and Investment Committee (BSFIC) on a regular basis. The Committee usually meets on a weekly basis.
Owner	Risk Governance Unit
Number of members	7 members
Attendance rate	99%
Required number of meetings	Once every week
Actual number of meetings held	65

## Provisions & Impairments Committee (PIC)

<b>Description and responsibilities</b>	The Provisions & Impairment Committee reviews and evaluates the existing investments and financing transactions for each customer to identify any issues or difficulties affecting the customer's financial position, any matters that would require classifying these investments or financing transactions as irregular. The Committee is also responsible for analyzing and evaluating exposures to the approved credit and investment risks for the purpose of making provisions, in accordance with the requirements of the CBK and the international financial reporting standards (IFRS). The Committee also files reports to the Board of Directors and its sub-committees to take the appropriate decision. The Committee meets at least once every quarter.
<b>Owner</b>	Risk Management Department
<b>Number of members</b>	9 members
<b>Attendance rate</b>	98%
<b>Required number of meetings</b>	At least once every quarter
<b>Actual number of meetings held</b>	28

## Assets and Liabilities Committee (ALCO)

<b>Description and responsibilities</b>	The Committee reviews the assets and liabilities elements and the market risk and makes decisions on all matters, in the short, medium, and long term, and their impact on the financial position of the Bank, to ensure profitability increases while complying with regulatory bodies' requirements. The Committee submits its reports to the Board of Risk Management Committee (BRMC) for required recommendations. The Committee holds meetings at least once a month.
<b>Owner</b>	Risk Governance Unit
<b>Number of members</b>	9 members
<b>Attendance rate</b>	95%
<b>Required number of meetings</b>	Minimum once every month
<b>Actual number of meetings held</b>	31

## Business Continuity & Operational Resiliency Committee (BCORC)

<b>Description and responsibilities</b>	The Committee shall monitor and maintain the Bank's compliance with the operational risk management and business continuity policy and shall also ensure that the policy includes sound practices which must be implemented effectively within the Bank. The Committee submits its reports and recommendations to the Board Risk Management Committee (BRMC). The Committee meets at least three times a year.
<b>Owner</b>	Risk Management Department
<b>Number of members</b>	12 members
<b>Attendance rate</b>	98%
<b>Required number of meetings</b>	At least three times a year
<b>Actual number of meetings held</b>	4

## Information Security Steering Committee

<b>Description and responsibilities</b>	The Committee's role is to review the information security management system and ensure its continuing suitability, adequacy, and effectiveness. The Committee also attends to information about security matters and concerns that may potentially impact the business operation or adversely jeopardize the Bank's image and reputation. The Committee raises recommendations to the Board of Directors, through the Board Risk Management Committee, on substantial incidents and events of a critical and immediate threat to the Bank's information security that may require the Board's immediate intervention. The Committee holds meetings at least once a quarter, and whenever deemed necessary by the Chairman of the Committee.
<b>Owner</b>	Information Security, Privacy & Anti-Fraud Department (ISPAD)
<b>Number of members</b>	6 members
<b>Attendance rate</b>	100%
<b>Required number of meetings</b>	Minimum scheduled once on a quarterly basis
<b>Actual number of meetings held</b>	4

## Anti - Fraud Committee (AFC)

<b>Description and responsibilities</b>	The Committee submits its reports to the Board Risk Management Committee regarding confirmed fraud operations/activities, within the framework of combating fraud, approved by the Board of Directors, as per the instructions of the CBK and the respective regulatory authorities. The Committee meets at least semi-annually or upon the request of the Chairman of the Committee.
<b>Owner</b>	Information Security, Privacy& Anti-Fraud Department (ISPAD)
<b>Number of members</b>	6 members
<b>Attendance rate</b>	100%
<b>Required number of meetings</b>	Shall hold at least one meeting semi-annually
<b>Actual number of meetings held</b>	2



Conflict of Interest

The Board actively mitigates conflicts of interest through mandatory disclosures by members regarding potential conflicts involving related parties, cross-board memberships, shareholding arrangements, and controlling shareholder relationships.

The Bank also has clear formal, written, comprehensive conflict of interest policies related to the matters and responsibilities applicable to the Board, executive managements, the Bank’s staff, and all others stakeholders with the Bank.

Policy Commitments

Policy commitments are approved at the highest governance level—Board and its Sub-Committees—and communicated effectively via internal communication platforms such as Tawasul (KIB’s Intranet) and shared folders.

Implementation of these responsible business practices involves comprehensive reporting, monitoring, auditing, and standard operating procedures, with regular reviews to ensure adherence and effective embedding throughout KIB’s operations.

Regulatory Compliance

As an integral part of the Bank’s identity, Sharia values are integral to compliance practices and procedures at the Bank, through strict adherence to regulations and by upholding corporate Islamic values. Our compliance practices manifest on multiple fronts, through a comprehensive anti-money laundering (AML) infrastructure, and commitment to strong customer protection standards in line with regulatory requirements applicable to the Bank.

The Bank complies with regulatory standards protecting shareholder interests, including minority shareholders, ensuring transparency and participation in General Assembly Meetings and Extraordinary General Assembly Meetings.



“0” Incidents of non-compliance

KIB reported no incidents of non-compliance in 2024, demonstrating sustained regulatory adherence.

Non-Compliance with laws and regulations

“0”

- Total number of significant instances of non-compliance with laws and regulations
- Number of instances for which fines were incurred
- The instances for which non-monetary sanctions were incurred



Product and Service Information and Labeling

KIB safeguards transparency and fairness across the Bank, most notably in offered products and services to customers. This is reflected in our strict adherence to regulatory standards, particularly concerning product and service information and labeling. KIB requires clear, accurate, and transparent disclosures of product features, terms, conditions, fees, and charges, ensuring compliance with the CBK Customer Protection Guidelines. All marketing materials, brochures, and labels undergo mandatory review and approval by the Compliance and Legal Departments, with bilingual communication (Arabic and English) provided across all customer channels, including branches, online platforms, and mobile applications. Staff members are regularly trained to uphold high communication standards.

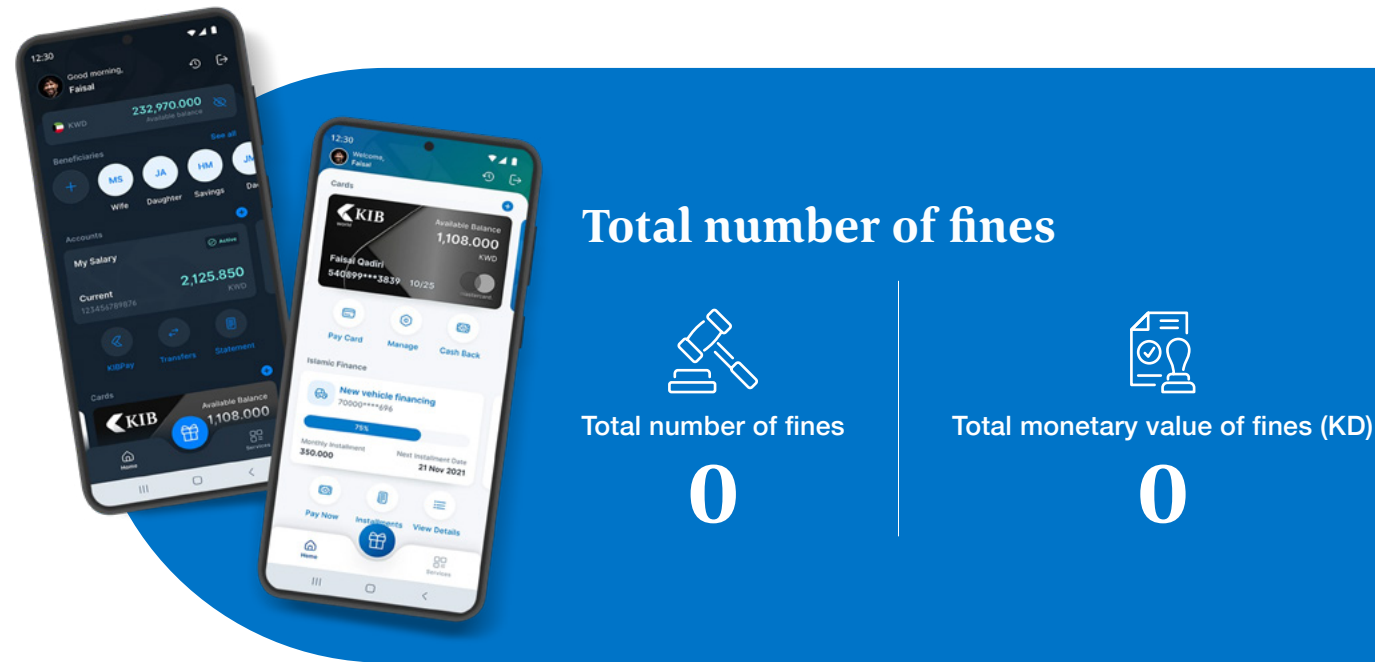
Fair Advertising and Consumer Protection

The Bank also has stringent fair advertising policies ensuring compliance with applicable laws, including CBK regulations. These policies emphasize accuracy, truthfulness, clear communication, avoidance of unfair practices, and involve comprehensive internal review processes conducted by compliance, legal, and Internal Sharia Audit departments. Regular employee training supports adherence to these standards, while a dedicated service quality department effectively manages consumer complaints including Sharia-related complaints. The Bank also integrates Sharia-compliant principles into its product development and labeling process, ensuring that services adhere to ethical and Sharia compliant guidelines.

Compliance Fines and Settlements

The Regulatory Compliance Department has continued to fulfill its role in ensuring that the Bank’s internal controls and policies are fully aligned with the requirements of regulatory bodies, with particular emphasis on compliance with CBK directives.

KIB recorded zero incidents of non-compliance with regulations or voluntary codes related to its marketing communications. This includes advertising, promotions, and sponsorships. No fines, penalties, or warnings were issued, and there were no breaches of voluntary codes.



Anti-Money Laundering

KIB maintains full compliance with regulatory requirements related to anti-money laundering, countering the financing of terrorism, and tax compliance including the Foreign Account Tax Compliance Act (FATCA – CRS), as set by the Financial Action Task Force (FATF), the CBK, and other relevant authorities. The AML Department has continued to enhance its systems, policies, and procedures to uphold this compliance across all areas. For more information on KIB’s AML policies and procedures, please visit our KIB Anti-Money Laundering page at [kib.com.kw](http://kib.com.kw)



The AML Department has remained committed to implementing the regulations under FATCA, with a strong focus on ensuring the timely submission of required reports. Additionally, the department has been working to align its activities with the Bank’s strategic plan, ensuring that all strategic initiatives comply with relevant regulatory and supervisory requirements.



Risk Management and Due Diligence

From a risk management perspective, KIB evaluates all operational and financing activities through approved policies and annual Risk and Control Self-Assessment (RCSA) exercises, including corruption risk assessments. A Sustainable Finance Framework is already in place and the ESG unit is working toward formalizing a broader ESG policy covering financing activities, due diligence, and risk oversight. Group credit risk is involved in the ESG risk review process, and escalation triggers are in development.

KIB avoids transactions with high-risk jurisdictions or customers and employs thorough due diligence, including Know Your Customer (KYC) procedures to keep track of risk exposures and ensure effective risk management practices . Hazard identification and incident investigations are handled through a proactive risk approach involving incident reporting, cause analysis, and preventive actions.

The Bank continues to adopt proactive approaches to climate-related risks. The Bank maintains a fully equipped Disaster Recovery (DR) site as part of its Business Continuity Management (BCM) framework. The DR site includes dedicated workstations, a separate dealing room for Treasury, and meeting facilities. It is regularly tested and maintained to ensure seamless operations during climate-related or other disruptions.

Furthermore, KIB incorporates climate risk as part of its Internal Capital Adequacy Assessment Process (ICAAP) and Stress Testing (ST), with capital allocation under Pillar 2 requirements reflecting its recognition of climate risk as an emerging material issue.

Privacy and Digital Security

As the rapid digital transformation reshapes the banking landscape, it brings new challenges in monitoring and preventing financial crimes and fraud risks. In response, the Bank continually advances its systems, strengthens preventive measures, and maintains robust fraud-monitoring capabilities to ensure continuous oversight of financial activities. Through ongoing updates to anti-fraud controls, policies, and procedures, the Bank remains well-prepared to address emerging risks and uphold the security and integrity of its operations.

Data Privacy, Protection, and Information Security Governance

KIB derives revenue primarily from segments requiring sensitive personal data handling. These operations adhere to stringent data privacy and security protocols, reflecting KIB’s commitment to responsible financial practices.

KIB prioritizes the protection of customer and sensitive data by implementing strict access controls based on the principle of least privilege and segregation of duties, guided by defined policies and procedures. Data collection is minimized, and retention follows regulatory requirements set by authorities like CBK. The Bank’s data protection, information security and privacy policies cover all data collected, stored, and processed across its operations, encompassing the Bank’s infrastructure, in addition to safeguarding customer confidentiality.

Also, the executive body holds ultimate responsibility and authority over all matters related to information security and privacy, ensuring strategic oversight and accountability.

Privacy-Enhancing Initiatives

The Bank has implemented a range of privacy-enhancing initiatives, including considering and embedding privacy elements and considerations throughout the process of developing digital platforms, updates to privacy notices, staff awareness programs, and revisions to data collection forms, all aimed at strengthening the overall privacy and security framework. The Bank has established relevant policies for suppliers and business partners, setting mandatory requirements such as confidentiality, privacy, and breach notifications, all formalized within contractual agreements.

Information Security and Operational Resilience

KIB’s information security and data protection framework is aligned with globally recognized standards, including ISO27001:2022, PCI DSS, SWIFT CSP, and CBK’s Cybersecurity Framework (CSF), ensuring a secure and resilient operational environment.

Customer Data Rights and Consent

Individuals are granted the right to request access to their personal data, rectify any inaccuracies, and exercise their right to data erasure, ensuring they have control over their own information. In addition to that, the Bank does not transfer personal data to third parties without consent, ensuring that customers acknowledge and agree to the privacy notice before any data-sharing activities.

Incident Response and Breach Management

KIB has established a detailed incident management framework that includes defined policies, procedures, and a formal incident management plan to effectively address data breaches and security incidents. Also, the Bank regularly conducts security audits of its information security policies and systems, utilizing both internal and external auditors to ensure robust oversight and continuous improvement.

Frequent awareness campaigns were conducted to address emerging risks:



KIB launched regular information security awareness campaigns targeting employees.



Ad-hoc materials were developed and shared as needed to address emerging risks.



Customer-focused campaigns were also conducted to promote safer digital banking and raise cybersecurity awareness among the public.

Overview of  
Data Breaches and  
Privacy Complaints





Case Study

Strengthening Information Security:  
KIB's Compliance Milestones

The Bank successfully completed the surveillance audit for ISO 27001:2022, reaffirming its compliance with international standards for information security management. In addition to ISO 27001, the Bank also met the requirements of other critical security frameworks, including PCI DSS, SWIFT CSP, and CBK CSF.



**The goal:**  
Enhance the maturity  
of KIB's security  
infrastructure



**Through ongoing:**  
1. Improvement of customer  
protection and data privacy  
2. Compliance with globally  
recognized standards





## Sustainable Value Chain



KIB has strengthened its ESG footprint by actively participating in green and sustainable Sukuk markets. As of the reporting period, the Bank holds USD 50 million in green Sukuk and USD 218 million in sustainable Sukuk investments.

Here, KIB presents its holistic approach to embedding sustainability across its value chain. It highlights the Bank's efforts in promoting inclusive finance to empower communities, advancing ethical and ESG-integrated financing solutions, strengthening responsible procurement practices, and supporting local development. Through strategic financing, digital innovation, and ethical sourcing, KIB ensures its operations contribute to long-term social, environmental, and economic value creation for its stakeholders and society at large.

KIB embeds sustainability into its product development by promoting financial literacy, youth empowerment, and digital banking tools designed for inclusive access and education.

Building on this commitment, sustainable financing is a key area where KIB continues to excel, actively integrating environmental, social, and sustainability-linked principles across its financing portfolio. The Bank's growing sustainable financing figures, reflect its dedication to supporting responsible financing and having a positive impact through both wholesale and international banking activities.

In addition, the sustainable financing portfolios of the Retail and Real Estate departments are being consolidated. KIB is committed to including these figures in its 2025 Sustainability Report, hence, reporting on its full list of sustainable financing assets by next reporting period.



Selected Financing Portfolio

	% +/-	2024	Percentage of sustainable financing from total financing portfolio	2023	Percentage of sustainable financing from total financing portfolio
Total financing portfolio (KD)	14.46%	2,845,749,945		2,485,699,896	
Total sustainable financing portfolio from the Wholesale Banking Department* (KD)	27.27%	51,484,593	1.81%	40,449,323	1.62%
Total sustainable financing portfolio from the International Banking Department* (KD)	22.5%	62,463,136	2.19%	50,961,702	2.05%

Disclaimer: Includes green, social, and sustainability-linked transactions

KIB’s total financing portfolio grew by 14.46%, from KD 2.49bn in 2023 to KD 2.85bn in 2024. Within sustainable financing, the Wholesale Banking Department rose 27.27% to KD 51.48m, with its share of the total portfolio increasing from 1.62% to 1.81%. The International Banking Department increased 22.5% to KD 62.46m, with its share rising from 2.05% to 2.19%. Combined, the two departments’ share of the total financing portfolio increased from 3.67% in 2023 to 4.00% in 2024.

ESG Integration in Corporate Financing

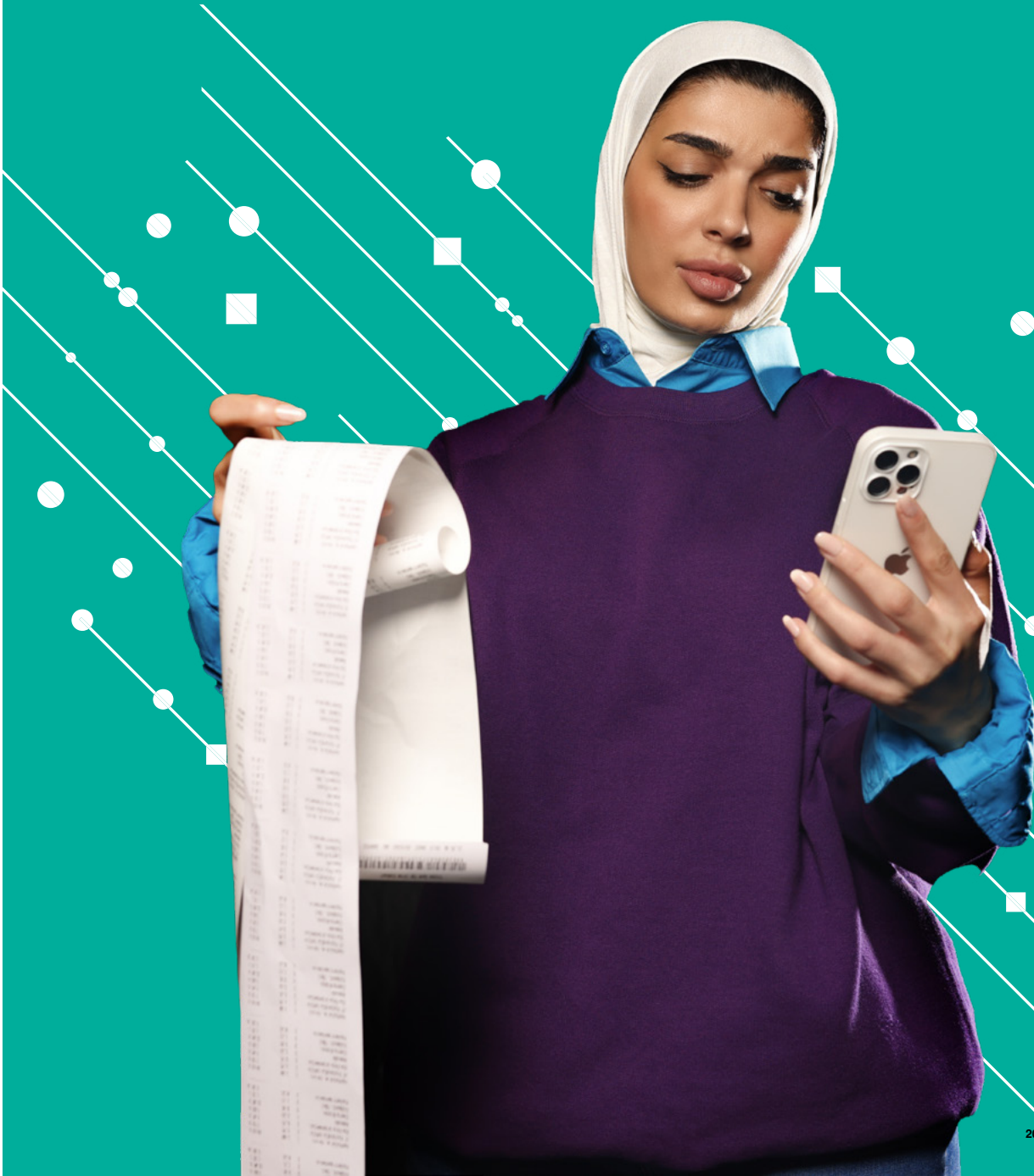
KIB maintains a proactive approach to managing its exposure—both funded and unfunded—across domestic and international markets. International exposures are governed by limits approved by the Board Risk Management Committee (BRMC), in alignment with the bank’s established risk appetite. This framework underscores KIB’s commitment to responsible and effective risk management practices.

The Risk Management Department has outlined its intention to integrate ESG risk considerations into the Bank’s credit activities. This initiative will be activated concurrently with the ongoing enhancement of the existing bank-wide ESG framework, incorporating the evolving global and regional standards and best practices. Once the ESG framework and the updated Sustainability Financing Framework are in place, the initiative is expected to lead to an expanded integration of ESG risk across financing and investment activities, embedding sustainability into the core of the Bank’s credit decision-making processes. Specific milestones and implementation timelines are tied to the broader framework rollout.

Case Study

Managing Liquidity, Market, Profit Rate, and Regulatory Risks in Treasury

The Treasury Department assesses a comprehensive set of risks to ensure the soundness and stability of its operations. These include liquidity risk, which pertains to the Bank’s ability to meet bank wide liquidity requirements; market risk, related to fluctuations in profit rates, exchange rates, and other market variables; credit risk, concerning counterparties’ ability to meet financial obligations; operational risk, which involves potential losses from internal processes or systems; and regulatory risk, ensuring compliance with financial regulations and standards.





The Wholesale Banking Department (WBD) incorporates financing and rigorous underwriting risk-management practices, evaluating creditworthiness, collateral, and compliance with KIB's internal policies and Sharia principles. This includes participation in complex financing and syndication arrangements. All financing is conducted in accordance with Board-approved credit policies, and all products and services are governed by Sharia compliance principles.

Oversight of product reviews is conducted under KIB's governance process and internal matrix.



## Case Study

### Sustainability-Linked Financing: KIB's Regional Impact and Partnership

KIB advanced its commitment to sustainable finance through active participation in two major ESG-related transactions. Through strategic deals, the Bank enhanced its visibility in the ESG financing space, and strengthened its partnerships with prominent financial institutions and corporations in the region:

#### BAPCO Transaction

KIB purchased USD 50 million in favor of BAPCO Energies BSC as part of a USD 2.2 billion Islamic Sustainability-Linked Term Facility. This transaction supported the refinancing of an existing Murabaha facility and the general corporate financing needs of BAPCO — a government-owned company and major economic contributor in Bahrain. The facility aligned with Islamic finance principles while reinforcing KIB's role in sustainability-linked investments.

#### Al Rajhi Banking & Investment Corporation Syndication

KIB acted as Mandated Lead Arranger in a USD 150 million ESG-linked syndicated Murabaha financing in 2024. The total transaction value was USD 1.5 billion, with maturity expected in August 2027. The syndication was classified as an Eligible Sustainability Project, supporting green and social assets in line with the Sustainable Finance Framework and Sharia compliance. HSBC Saudi Arabia served as Investment and Global Agent.

بابكو  
Bapco

مصرف الراجحي  
alrajhi bank





# Retail Banking

Within its retail segment, KIB supports sustainable development through clean energy and green finance products in partnership with vendors focused on sustainability-oriented sectors such as farming tools and renewable energy. Retail underwriting adheres strictly to defined credit policy parameters, with necessary controls for high-risk exposures and exceptions requiring higher-level approval.

Additionally, building on last year's progress, the Retail Banking Department has maintained its strategic partnerships in sustainable finance through the Musawama financing program which includes financing educational activities, school tuition fees, and medical Musawama, in agreement with Life Energy and Green Energy companies to promote the adoption of solar energy systems. These partnerships are designed to offer customers flexible financing options, thereby encouraging individuals and businesses to transition toward sustainable energy solutions.

By supporting access to clean energy technologies, this initiative demonstrates KIB's commitment to environmental responsibility and the expansion of green finance solutions within its product portfolio.

Similarly, product innovation continues to be a central pillar of KIB's household banking strategy. The Bank has advanced digital solutions such as instant eligibility checks, automated credit approvals, and improved access via mobile banking. Strategic collaborations have led to customized, compliant, Sharia-compliant financing solutions, enhancements to reward programs, and broader access to financial services. Initiatives also include advisory support and financial literacy efforts targeting household segments.



# Case Study

## Enhancing Financial Literacy

KIB adopts a strategic and collaborative approach to enhancing financial literacy and promoting responsible banking behavior through social media and digital outreach. As an active participant in the national Diraya Campaign, led by the Central Bank of Kuwait and the Kuwait Banking Association (KBA), KIB uses its platforms to educate the public on topics such as core banking principles, fraud prevention, digital banking safety, and financial planning.

To maximize reach and effectiveness, KIB leverages a variety of communication channels, including social media platforms, in-branch digital screens, webinars, and community events. These efforts are tailored to resonate with different customer segments and ensure accessibility, relevance, and engagement.

KIB follows a data-driven evaluation process, producing ROI reports after each major campaign. These reports include performance indicators such as:

- Engagement metrics (likes, shares, comments, views)
- Reach and impressions across platforms
- Workshop and webinar participation rates
- Customer satisfaction scores and feedback
- Behavioral impact metrics (e.g., increased use of fraud reporting tools or digital services)

As a result of these focused efforts, KIB has consistently ranked first among participating banks in the Diraya Campaign for three consecutive quarters, as evaluated by the KBA.

# Case Study

## Lean Enterprise Program and Centralization of Branch Operation Officer (OPE)

The Change Management Department at KIB expanded the Lean Enterprise Program, complemented by the Centralization of Branch Operation Officer (OPE) project. This centralization initiative, executed collaboratively by the Strategy, Operations, and Retail Departments, targeted improving operational efficiency, maintaining high standards, and accelerating transaction processing across branches.



The project involved practical job-shadowing activities across six branches: Headquarters (HQ), Hawalli E-Mall, Farwaniya, Daiya, Zahra, and Jahra. This thorough evaluation resulted in identifying 82 specific improvement areas, each accompanied by a clearly defined action plan pending implementation.



## Sustainable Procurement

KIB's procurement practices reflect a strong commitment to ethical, legal, and socially responsible standards. The Bank maintains a 100% rate of supplier acknowledgment and coverage under its Code of Conduct, with every contractor, supplier, and service provider required to accept these principles either through written or digital means. The Bank ensures fair competition through a mandatory bid requirement as part of its fair pricing provisions, safeguarding procurement integrity and compliance with applicable laws.

## Improving Procurement Efficiency

KIB's Operations Department achieved several key milestones aimed at improving procurement efficiency and strengthening supplier engagement. The department hosted a successful Procurement Committee and Supplier event, reinforcing its commitment to transparent and collaborative supplier relationships.

Operationally, six internal processes were digitized through Tawasul and automation tools, resulting in greater efficiency. Additionally, Internal Control Unit (ICU) alerts for Direct Sales Teams (DST) were reduced by 59% compared to the first quarter of the year, indicating improved process control and oversight. Notably, these efforts led to a cost saving of KD 2,506,154.05 throughout the reporting year.

The initiative's objectives included enhancing supplier relationships, saving time and effort, improving quality, and achieving cost efficiency. The outcomes were clearly reflected in stronger supplier loyalty, better pricing opportunities, and improved delivery speed and service quality for end-users.

An initiative led by the procurement Unit was initiating a transition from physical insurance cards to a fully digital system by adopting the Insurance App. This move was part of a broader effort to support environmental sustainability and improve administrative efficiency. The objective of this initiative was to eliminate plastic card printing, reducing material waste and supporting eco-friendly practices.

In addition to that, the Procurement Unit has introduced another initiative to measure suppliers ESG compliance through a survey which covers a few pillars for each component of ESG.



## Case Study

### Target Operating Model

The Operations Department has adopted a new Target Operating Model (TaMM).

TaMM functions as a self-reinforcing mechanism to ensure continuous improvement within Operations. Since the past 2+ years, TaMM has transformed the day-to-day business and activities of all Operations units.

The key initiatives include but are not limited to:

- Established a monthly reward and recognition program for staff to instill healthy competition
- Established a quarterly Objective Key Result (OKR) program to drive smaller initiatives throughout the quarter (automating processes, reduction in paper, process efficiency, reducing time and effort on employees, knowledge sharing programs etc...)
- Initiated daily huddles in each department to discuss achievements and plan for the day.
- Various cost saving initiatives (reduction in destroyed plastic cards, improve cost of award printing, eliminating card carrier reprinting)
- Running quarterly and annual satisfaction surveys to capture the voice of internal and external customers
- Introduced and implemented cross-skills matrix in each unit to encourage cross-skilling amongst roles

Labor Practices and Environmental Considerations





Although the Bank has yet to initiate assessments on suppliers’ environmental impacts, there have been no identified significant impacts reported in the supply chain. No cases were identified in relation to suppliers or operations violating rights such as collective bargaining or posing risks of child or forced labor.

Local vs Foreign Suppliers

Our supply chain continuity strategy remains cognizant of supply chain-related risks that could have operational and financial implications for our business. Considering geographical hazards, there have been no significant structural or geographic changes to the Bank’s supply chain during the reporting period, and the supplier engagement and evaluation criteria have remained unchanged maintaining strong effective supply chain management practices.

Although the Bank has identified potential risks in its supply chain such as lack of diversity, there were no reported supplier terminations or improvement agreements made because of these assessments, and the percentage of affected suppliers stands at zero.

Local and Foreign Supplier Distribution

			
Number of local suppliers	Number of foreign suppliers	Total expenditure towards local suppliers (KD)	Total expenditure towards foreign suppliers (KD)
2024: 453	2024: 140	2024: 11,609,566	2024: 4,263,720
2023: 377	2023: 103	2023: 15,928,939	2023: 2,911,395
%: 20.16%	%: 35.92%	%: -27.12%	%: 46.45%

“0”

Number of suppliers assessed for social impacts

Number of suppliers identified with significant actual and potential negative social impacts

Percentage of suppliers identified with significant actual and potential negative social impacts where relationships were terminated because of assessment

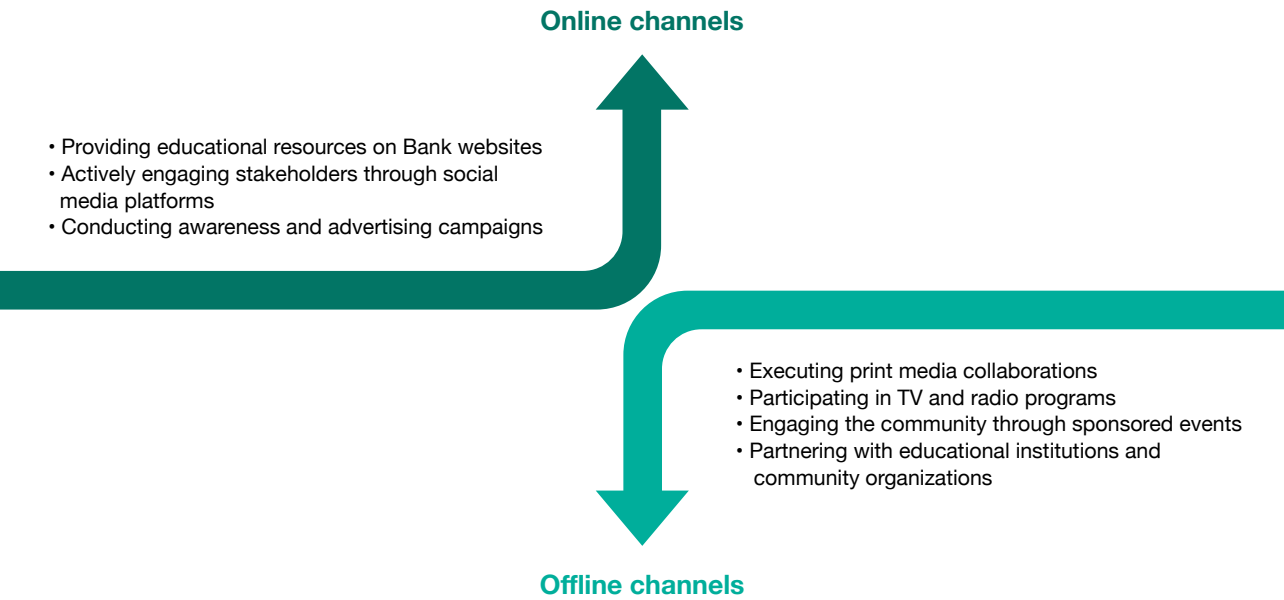
Financial Inclusion

As part of ongoing efforts towards inclusive financing activities in Kuwait, the Bank has an established Sustainable Financing Framework in place, which it is aiming to update in line with recent best practices in the country and the broader region. Additionally, the ESG unit is in the process of enhancing a comprehensive bank-wide ESG Framework, which will encompass the Sustainable Finance Policy, which will further define roles and responsibilities, and workstreams across departments regarding sustainable financing practices.

Financial Education and Stakeholder Outreach

KIB proactively promotes financial education through extensive stakeholder outreach utilizing online and offline media channels. To enhance financial literacy and promote responsible financial behaviors, the Bank implements a broad range of stakeholder outreach initiatives. These efforts leverage both online and offline channels to effectively engage diverse audiences, raise awareness, and deliver educational content.

Financial Education through Stakeholder Outreach






Supporting Small and Medium Enterprises (SMEs)

KIB’s SME financing includes working capital financing, asset and equipment financing, project financing, and CBK-supported initiatives. All financing is subject to rigorous risk assessments and aligned with national development objectives. Accordingly, all SME financing is assessed based on the Bank’s risk appetite framework, creditworthiness of the applicant, and business viability, with an emphasis on transparency, financial inclusion, and alignment with national economic development goals.

KIB’s product innovations targeting SMEs include tailored services such as KIB Mubader, the Aqari app, and an upgraded corporate banking platform to improve accessibility and business services.

Financing Portfolio

		
Total financing portfolio	Total financing to SMEs (KD)	Total financing to SMEs as a percentage of total financing portfolio
2024: KD 2,845,749,945	2024: 50,979,687	2024: 1.79%
2023: KD 2,485,699,896	2023: 51,834,016	2023: 2.08%
% Change: 14.46%	% Change: -1.65%	



# KIB MUBADER CENTER

## KIB Mubader

KIB's Mubader Center aims to help turn innovative ideas into profitable ventures using accessible online tools and guidance. For instance, a motivated Kuwaiti youth group in the pre-launch stage, seeking training, mentorship, and business setup support and facing challenges like limited capital, lack of clarity, and no market experience, are provided with an opportunity to engage with KIB's Mubader Center through Ignite workshops, consultations, and social media platforms. This platform provides young talent with necessary resources to fulfill and realize their ideas.

As Mubader Center continues to grow, it continues to establish more accessible services and resources through the Center's offices, the Mubader Center App, and the KIB Mubader Center website. The Center enhanced the offerings of its digital platform, the Mubader App. The app now features educational content delivered through three structured bundles, designed to equip users with practical business knowledge.

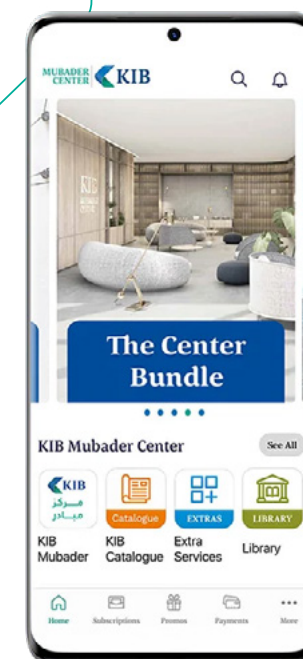
Moreover, the Center's successful growth is reflected in two major milestones this year. First, it sponsored the Startup Expo, which is the largest B2B trade show and networking event in Kuwait dedicated to startups and small businesses enabling them to connect with service providers and experts, and second, it successfully launched the Ignite Training Program. Both these milestones reinforced the Center's role and the Bank's support in boosting Kuwait's entrepreneurial ecosystem.

Furthermore, KIB Mubader has conducted two cycles of its Ignite Program since its launching—a dynamic training and development initiative designed to empower aspiring business owners in Kuwait. Each cycle spanned five days, with four hours of training per day, totaling 40 training hours per program. Across both programs, a total of 160 participants attended.

The Ignite Program delivers practical workshops, expert mentorship, and hands-on business guidance, helping participants shape their ideas, develop business models, and prepare for market entry. By fostering innovation and entrepreneurial skills, the program equips youth with the tools and confidence needed to pursue successful business ownership.

In addition, weekly workshops were offered throughout the year, held once a week for two hours per session, with attendance ranging between 3 to 10 participants. These sessions provided continuous learning and networking opportunities for SMEs and entrepreneurs.

### Utilization of Mubader App



Accounts that utilize the Mubader App

2024: **880**



Percentage of subscribers from the total App users

2024: **212**

2023: **141**

% +/-: **50.35%**



## Community Growth and Workforce Empowerment



At the core of KIB sustainability commitment is the belief that empowered people, and inclusive communities drive long-term success. In this chapter, KIB highlights the Bank's efforts to enhance customer experience, foster diversity and equal opportunity, promote employee development, and uphold the highest standards of health, safety, and well-being. Through customer-centric service, inclusive workforce practices, and strategic investment in talent and community engagement, KIB continues to create a supportive environment that benefits both employees and the wider society.

Advancing Communities

KIB continues to advance local communities by actively supporting infrastructure and services that promote long-term value.

The Bank also maintains partnerships and memberships with a wide network of local and international organizations, including the World Union of Arab Bankers, Union of Arab Banks, and Kuwait Heart Foundation, as well as numerous media, marketing, real estate, and event management firms. These collaborations enhance the Bank’s community reach and stakeholder engagement.

In addition to that, KIB has in place the H.I Innovation program which is a unique six-week initiative designed to bridge the gap between academia and the business world where teams from the five participating universities would get to solve real-world challenges. This program aims to empower university students by giving them the opportunity to tackle real-life problems faced by the banking sector today, providing a unique prospect to develop practical skills and gain valuable industry experiences.

Highlighting 2024 Sponsorship

KIB supported a total of 19 sponsorships spanning a variety of sectors, including sports, education, environmental initiatives, and local business development.

As part of its commitment to social responsibility and community engagement, KIB established an internal volunteer team known as “KIB Volunteers.” Members of this group are carefully selected and actively involved in supporting the Bank’s various humanitarian and outreach initiatives.

As of 2024, the team includes 32 employees, with a target to grow the group to at least 40 volunteers by the end of the year. This initiative reflects KIB’s proactive approach to encouraging employee-led volunteering, fostering a culture of giving back and embedding social impact into the workplace.



Total number of employee volunteers within the year

16+



Total number of employee volunteering hours

6-8 hours per day



KD ‘000’s

Total expenditure on sponsorships

2024: **KD 76**  
2023: **KD 59**  
%+/-: **28.81%**



KD ‘000’s

Total expenditure on CSR

2024: **KD 202**  
2023: **KD 119**  
%+/-: **69.74%**

Customer-Centric Service Excellence

In support of clients facing financial constraints, KIB offers a range of financing modification options, including installment rescheduling, grace periods, refinancing, and settlement or early repayment gift. These are assessed on a case-by-case basis and subject to internal approval to ensure compliance with Islamic banking principles.

In October 2024, KIB Invest, in collaboration with KIB’s Retail Department, conducted a comprehensive client survey aimed at gathering insights on investment goals, preferred strategies, and risk appetite. The purpose of this initiative was to better understand client preferences to tailor KIB Invest’s products and services more effectively. Conducted across a large and diverse client base, the survey yielded valuable findings, including:



Deeper insight into clients’ financial objectives, investment strategies, and tolerance for risk.



An improved understanding of market expectations to refine investment offerings.



Better alignment of KIB Invest’s solutions with actual client needs, supporting more personalized and client-centric services.

Customer Satisfaction

In 2024, KIB continued to prioritize customer satisfaction and implement measures to protect customer privacy and ensure data security. To ensure the Bank can monitor and improve its customer satisfaction practices, KIB has reactive and proactive response mechanisms in place to address customer needs in real-time. Our data on customer satisfaction this year proves our successful approach towards prioritizing customer experience.



substantiated complaints related to breaches of customer privacy or loss of customer data

A total of 83 customer complaints were received through various channels, including calls, social media platforms, and the website. These were managed in line with KIB’s customer care protocols to ensure a timely and effective resolution.

Additionally, while no formal complaints were substantiated, the Bank identified 10 incidents involving potential data risks such as leaks, thefts, or breaches. These were addressed through appropriate internal procedures, underscoring KIB’s ongoing commitment to secure customer information and mitigating operational risks.

KIB has established a robust complaint management process to enhance customer satisfaction and trust. Complaints are received via multiple channels including branches, mobile applications, and email. Each complaint is uploaded to the CBK system, reviewed and analyzed internally, then shared with the relevant department for feedback. Following resolution, a response is issued to the customer through their preferred communication method and uploaded to the CBK system



employee-related complaints received



Case Study

Measuring and Advancing Satisfaction Across Internal Stakeholders

KIB's Operations Department conducted two targeted surveys to assess the satisfaction levels of employees

- 1. The internal customer satisfaction survey evaluated factors such as response time, support quality, staff knowledge and friendliness, and communication effectiveness. This survey is conducted annually to continuously improve interdepartmental service delivery.



- 2. The employee satisfaction survey measured individual satisfaction within the department, covering key areas including work environment, career development, management, and organizational culture. These results reflect positive internal dynamics and a commitment to cultivating a supportive and engaging workplace.



Customer & Employee Grievance Handling and Responsible Recovery Practices

Robust grievance mechanisms are in place for each type of stakeholder. In the process of ensuring effective remediation processes for stakeholders, these mechanisms are monitored internally. The following demonstrates an overview of the current grievance mechanisms for selected stakeholders.



1. Customer Complaints

- a. The service quality team collects unofficial complaints through the call center.
- b. The identified complaint is resolved with the relevant department in a timely manner to ensure the customers are satisfied

Ensures the Customer is satisfied



2. Employee Complaints

- a. The complaint is processed to the direct manager
- b. The identified complaint is resolved in a timely manner
- c. If the identified complaint is not resolved, it is then escalated or otherwise sent to the HR Department
- d. The identified department resolves the escalated complaint accordingly

Ensures the Employee is satisfied



3. Partner Complaints

- a. Any issue that is not addressed in the terms of the contract is flagged internally
- b. The identified issue is resolved in a timely manner
- c. If the identified issue is not resolved, it is deferred to the Legal Department
- d. The Legal Department addresses the resolution process of the issue with the partners

Ensures the Partner is satisfied

More specifically, the Bank's formal grievance mechanisms remain in place for employees. Grievances must be submitted in writing to the working group's secretary and are logged in the group's records. The case is reviewed within two weeks of receipt, and the decision is communicated to the employee within one month. The CEO/DCEO instructs the implementation of the group's decision by the relevant departments.

KIB's Whistleblowing Policy continues to ensure the protection of impacted stakeholders, and full compliance with the laws and regulations of CBK and the Capital Markets Authority (CMA). This policy, outlined in the KIB Code of Conduct, provides employees with a confidential mechanism to report suspected violations of policies, ethical breaches, or legal issues. Any concerns raised are promptly communicated to the Chairman, diligently monitored, and handled swiftly. Importantly, the policy safeguards employees from retaliation when raising concerns in good faith. While the Board oversees the overall process, the Human Resources Department ensures that all employees are fully informed about the Whistleblowing Policy and its procedures.

Digital Access and Innovation

Active online retail banking users 2024



Total active online banking users  
**40,000**



Percentage of active online banking users out of total customer base  
**~75%**

KIB continues to enhance its digital ecosystem by providing customers with innovative mobile, online, and alternative branchless services. Notable developments in 2024 include:

Digital Wakala deposit opening

Personal Finance Management (PFM) tools

Streamlined digital onboarding

Mobile app-based user registration

Instant Know Your Customer (KYC) verification

Standing order setup and automation

Introduction of WAMD and Visa Direct for faster transfers

Additionally, by the end of October 2024, the Bank successfully achieved 100% digital appraisal for customers on the online Aqari Platform, marking a significant milestone in its digital transformation efforts.



Case Study

Digital Innovation in Claims Processing

The Retail Banking Department's Collection Team implemented an initiative to digitally streamline the initiation process for deceased customers' insurance claims, resulting in significant improvements in operational efficiency and paper reduction. Previously, the manual process required downloading, printing, and scanning multiple documents, including financial statements and internal memos. This not only consumed time but also led to excessive paper usage, averaging 33 pages per case.

The team transitioned to a fully digital workflow via the Tawasul system, eliminating the need for physical documentation. This shift allowed customer data to be downloaded and attached directly within the system, cutting the process down to just 8 pages per case, a reduction of 25 pages—resulting in substantial paper and resource savings.

The objectives of this initiative were to:



**Enhance operational efficiency** by removing redundant steps and digitizing processes.



**Reduce paper consumption and minimize** the environmental impact.



**Improve accuracy and compliance** by reducing manual handling and processing errors.



**Optimize resource utilization** and free up team capacity.



**Align with KIB's sustainability goals** through reduced paper usage.

Key outcomes included:



**Improved efficiency** in processing insurance claims.



**A dramatic reduction in paper use** from 33 to 8 pages per case.



**Enhanced accuracy and compliance** through digitized documentation.



**Faster document retrieval and lower risk of misplacement.**



Stronger alignment with **KIB's sustainability goals** by promoting digital-first solutions.

Additional benefits included minimal training requirements due to the system's intuitive design and faster claim resolution, contributing to overall service improvement. This initiative underscores KIB's commitment to digital transformation and its broader ESG objectives.

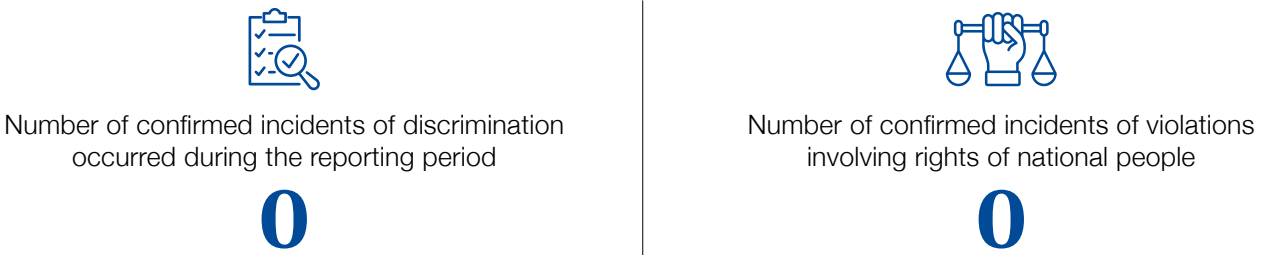
# Diversity, Inclusion, and Equal Opportunity

KIB is committed to fostering a diverse, inclusive, and equitable workplace where all employees are valued, respected, and provided with equal opportunities for growth and development. This section highlights the Bank’s ongoing efforts, initiatives, and progress in promoting diversity, empowering its workforce, and ensuring fair and inclusive employment practices.

## Inclusion and Fair Workplace Practices

In 2024, KIB reported no confirmed incidents of discrimination, no violations involving the rights of national individuals, no Incidents reviewed by the organization, no remediation plans being implemented for confirmed incidents of discrimination, no remediation plans that have been fully implemented for confirmed incidents of discrimination, with results reviewed through routine internal management review processes, and no incidents that were no longer subject to action. Additionally, the Bank had no employees with special needs on record during the reporting year.

## Incidents of Discrimination



## Workforce Demographics

In 2024, KIB reported a total of 757 individuals, comprising 732 full-time employees and 25 interns. This marks a 3.1% increase from the previous reporting year, a 0.19% decrease in males and an increase of 11.8% in females.

### Employee Overview

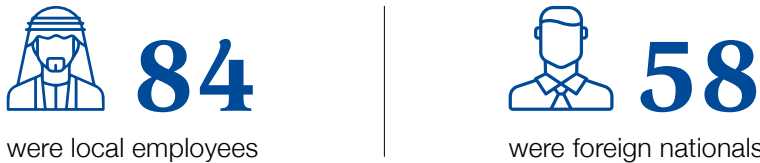
Employee Overview	2024		2023	
	Male	Female	Male	Female
Number of Employees Per Gender	514	218	515	195
Percentage	70.22%	29.78%	72.54%	27.46%
Total	732		710	
Percentage Change	3.1%			

### Nationality Breakdown

	2024			2023		
	Local	Foreign	Total	Local	Foreign	Total
Number of Employees per Nationality	553	179	732	519	191	710
Percentage	75.5%	24.5%	100.00%	73.1%	26.9%	100.00%

In terms of the gender breakdown within management, the Bank reported a total of 323 employees in managerial positions and above, representing 44% of the total workforce. Of these, 76.78% were male, representing 34% out of the total workforce. On the other hand, females represented 23.22% of managers, representing 10% of the total workforce. This distribution reflects KIB’s ongoing efforts to build a strong leadership base while highlighting areas of opportunity for increasing female representation in senior roles.

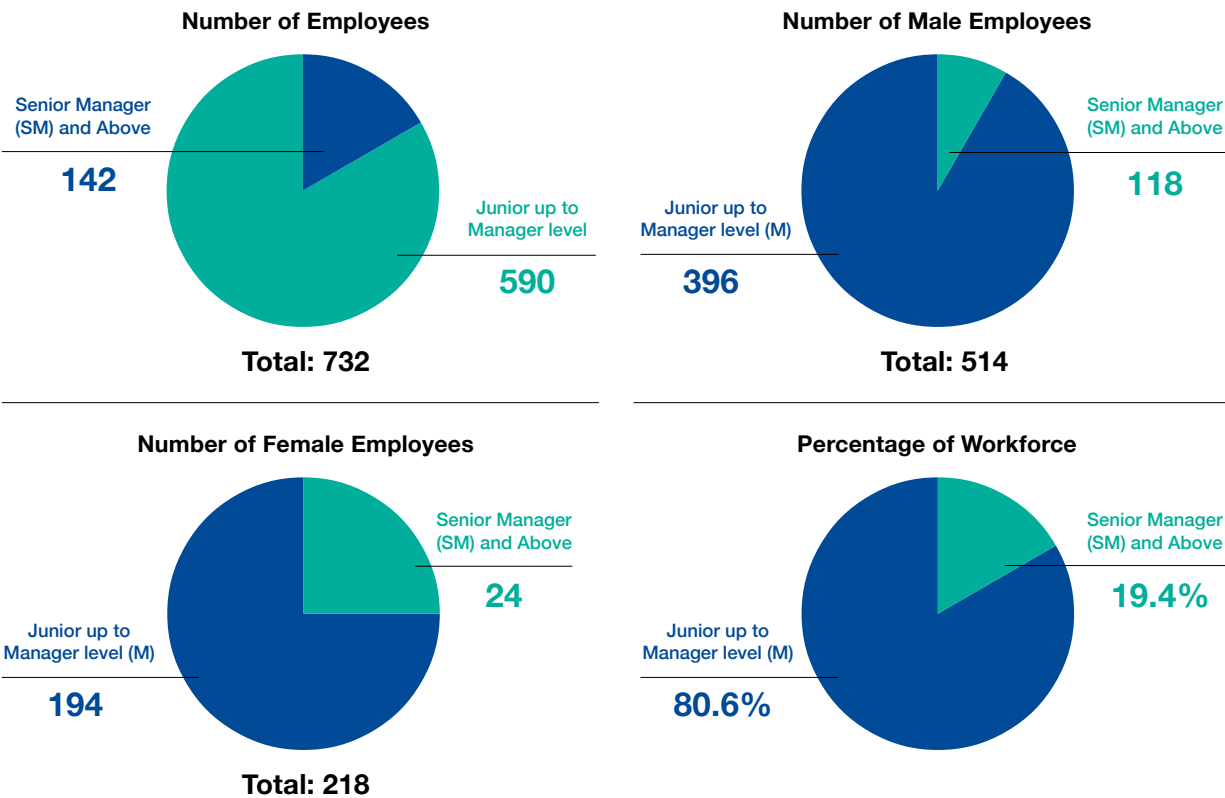
The Bank also reported that out of a total of 142 individuals in senior management positions and above



This reflects the Bank’s diverse leadership structure while also committing to the nationalization commitments of the country.

### Nationality Breakdown in Management

	2024		2023	
	Local	Foreign	Local	Foreign
Number of Managers per Nationality out of Total Workforce	239	84	229	91
Percentage out of total managers	73.99%	26.01%	71.56%	28.44%
Total	323		320	



The grade-level breakdown at the Bank remains steady year-on-year. In 2024, the Bank remains consistent in most held positions ranging from junior level up to manager level. While the minority, representing just under 20% of employees, occupied senior manager positions and above.



Employee Grade Level Breakdown

2024			2023	
	Junior up to Manager (M) Level	Senior Manager (SM) and Above	Junior up to Manager (M) Level	Senior Manager (SM) and Above
Number of Employees	590	142	580	130
Percentage of Workforce	80.60%	19.40%	81.69%	18.31%

Furthermore, the Bank also continues to offer opportunities for youth employment. This year, 79 employees represented fresh graduates in the workforce.

Breakdown of fresh graduates

2024				2023	
	Male	Female	Male	Female	
Number of employees that represent fresh graduates	40	39	41	30	
Total	79		71		

The age group breakdown at the Bank is largely focused in the 30-50 age group, which represents 64% of total employees — including 345 males and 122 females. Employees under the age of 30 account for 29.23% of the workforce, reflecting the Bank’s ongoing investment in younger talent.

Age Group Breakdown

2024						2023		
	Under 30	30 - 50	Over 50	Under 30	30 - 50	Over 50		
Number of Employees per Age Group	214	467	51	208	460	42		
Number of Female Employees per Age Group	85	122	11	-	-	-		
Number of Male Employees per Age Group	129	345	40	-	-	-		
Percentage of All Employees per Age Group	29.23%	63.80%	6.97%	29.30%	65.00%	6.00%		

Turnover

This year, KIB recorded a total of 135 new hires, of which 127 were Kuwaiti nationals and 8 were foreign employees, highlighting the Bank’s strong focus on local talent acquisition. During the same period, the Bank experienced 114 employee exits, comprising 93 Kuwaiti and 21 foreign employees.

The employee retention rate was calculated to be 84.2%, while the turnover rate for this year was found to be 15.8%.

Turnover and Retention

2024				2023		
	Newly Hired Employees	Turnover of Employees	Net Change	Newly Hired Employees	Turnover of Employees	Net Change
	135	114	21	149	145	4

Breakdown of Annual Employee Headcount

2024				2023		
	Female	Male	Total	Female	Male	Total
Number of employees at 1 January 2024	195	515	710	195	511	706
Number of employees at 31 December 2024	218	514	732	195	515	710

Entry Level Wage and Equal Pay Practices

The Bank has maintained equal compensation practices at the entry level and higher. Both male and female employees receive an average starting salary of KD 650. Basic salary and remuneration are also equal, resulting in a consistent wage ratio of 1.00 for both genders.

In addition to that, a long-term plan to incorporate sustainability performance into executive pay is currently under review by the relevant committee.

Workforce Growth and Professional Development

Continuous learning and employee development are supported across all levels. Job-specific training programs are provided based on individual roles and departmental needs to ensure employees are equipped with the tailored skills required for their specific responsibilities.

Employee Training

	2024
Total Employees Receiving Training	703
Total Training Hours	46,695
Average Training Hours per Employee	66
Average Training Days per Employee	8.30
Percentage of Employees Receiving Training out of Total Employees	96%
Courses Offered to Employees	150+ Training Courses
Total Amount Invested in Providing Training to Employees (KD)	213,585 KD

Employee Advances Data

	2024
Number of staff receiving education assistance	93
Number of staff receiving salary advances	53
Number of staff receiving personal advances	0
Total	146





## Training and Ethical Conduct

All KIB employees sign a Code of Conduct upon joining and undergo annual mandatory training that includes key aspects of anti-corruption, information security, and anti-money laundering, reinforcing the Bank's ethical standards. In addition, the Bank also maintains an Anti-Corruption Policy aligned with regulatory requirements.

## Employee Development and Career Growth

In 2024, KIB reaffirmed its commitment to continuous employee growth, development, and feedback, with 94% of employees receiving regular performance and career development reviews. Performance appraisals, conducted annually, covered 686 employees, including 40 executives and 646 non-executives. Continuous skill-building is also encouraged among Board members through specialized training, conferences, and forums, particularly focused on Islamic banking and sustainable development.

To support this commitment, the Bank provides employee awareness and training through various channels, including an online awareness portal, induction sessions, and interactive content to strengthen knowledge on data security and privacy. Mandatory training programs are also held for relevant employees to promote consumer financial protection awareness. Additionally, the Bank launched the Waed Talent Program in 2024, targeting fresh management trainees, with plans to expand it to senior management in 2025.

## Case Study

### Continuous Investment in KIB's Leadership

#### 1. Waed Talent Management Program

KIB continues to carry-out the Waed Talent Management Program, designed to support the professional growth of 40 high-potential employees across the organization.

The objective of the program was to develop and implement individualized development plans that would prepare these employees for future leadership roles. Through targeted training and structured support, participants were placed on a fast-track pathway to enhance their readiness for managerial and leadership positions.

#### 2. KIB Invest Tailored Training Sessions

On October 10, 2024, KIB Invest organized a dedicated training session for its female staff titled "The Basics of Investing & Insights on Female Participation in Investing." The initiative aimed to empower female employees with fundamental investment knowledge and equip them with tools to make informed financial decisions that could positively influence their future.

The training was well received, with post-session survey results indicating high levels of satisfaction and engagement. Participants expressed enthusiasm, citing newfound insights and increased motivation to pursue investment opportunities.

The program achieved an **88%** effectiveness rating





Compensation, Incentives, and Workforce Adjustments

The Bank maintains variable pay components such as incentive and annual bonus schemes to drive performance and reward contributions. Remuneration policies for senior executives and Board members, consider indicators related to people development and engagement.

Annual compensation structures are benchmarked and developed based on detailed external consultancy studies, ensuring fairness, market alignment, and strategic value delivery.

Health, Safety, and Employee Well-being

Although the Bank does not yet have a formal Occupational Health and Safety (OHS) management system in place, it is actively working on developing one. Nevertheless, the Bank remains committed to prioritizing the health, safety, and well-being of its employees by implementing a range of health and safety initiatives. Employee engagement and satisfaction are monitored through annual engagement surveys and regular pulse checks, providing leadership with valuable insights to address employee concerns and enhance workplace morale.

Employee Well-being & Health and Safety

Employee health is promoted through internal communication initiatives aimed at encouraging well-being and healthy practices. Health and safety assessments are embedded in procurement decisions, especially for IT and facilities management services.

Incidents related to occupational Health and Safety

	2024
Percentage of workers covered by an occupational health and safety management system	0%
Number of incidents with respect to injuries that occurred in the workplace	0
Number of incidents and information with respect to ill-health that occurred in the workplace	0

Building on its commitment to employee well-being, KIB also places strong emphasis on promoting diversity, inclusion, and equal opportunity across the workplace. During 2024, nine employees at KIB took parental leave. Of these, seven employees returned to work during the reporting period, while two were still due to return. Importantly, all nine employees were retained for 12 months following their parental leave, resulting in a 100% return-to-work rate and a 100% retention rate.

Parental Leave

	2024			2023
	Male	Female	Total	
Number of employees who took parental leave	0	9	9	6
Number of employees who returned after their parental leave	0	7	7	6
Number of employees retained after 12 months following their parental leave	0	9	9	1
Retention to work rate	0	100%	100%	100%

Case Study

Organizational Health Index (OHI) Survey

KIB’s OHI survey continues to be utilized to further strengthen employee engagement. The various digital communication platforms, including Instagram, Tawasul, and internal screen savers, remain instrumental in maintaining continuous communication and fostering a more connected workplace culture.

This year, the OHI survey results reflected a notable improvement in its engagement score—from 56% to 67%—alongside a higher rate of employee participation.

The final OHI result for the year grew

From 56% → To 67%



Employee and Community-related Events

As part of its employee engagement and wellness efforts, KIB organized a range of initiatives including cultural celebrations, health campaigns, sports activities, and team engagement events. These initiatives aimed to promote employee well-being, collaboration, and a positive workplace environment. The total investment across all events amounted to KD 22,700.

Selected Employee Well-being Events

Title	Description	Duration	Number of Employees Attending the Event	Investment Made (KD)	Category
Kuwait National Day "80"s"	To celebrate Kuwait's National and Liberation Days, KIB organized a themed event titled "Kuwait in the 80s." The celebration recreated the nostalgic atmosphere of the 1980s through traditional decorations, vintage fashion, and local cuisine. Employees participated enthusiastically, enjoying entertainment segments and interactive competitions that revived the spirit of Kuwait's golden era.	1 Day	400	KD 3,000	Entertainment
Blood Donation Your donation saves a life	This was a campaign in cooperation with Kuwait Central Blood Bank	1 Day	55	KD 500	Health
KIB Staff Walkathon	KIB hosted a staff walkathon as part of its employee wellness initiatives. The event encouraged a healthy lifestyle by bringing employees together for a fun and energetic group walk. Participants received medals, certificates, and symbolic prizes, promoting physical well-being and strengthening teamwork across departments.	1 Day	200	KD 1,000	Health, Sport
KIB Olympics 2024	The KIB Olympics competition was an enjoyable day filled with enjoyment and surprises. In addition, several team development and engagement activities took place.	1 Day	250	KD 18,200	Entertainment

During the month of Ramadan, KIB implemented a series of community-oriented initiatives focused on donation, sponsorship, and employee engagement. These included the distribution of Iftar meals, participation in the Zajel Expo charity exhibition, and organizing an annual Iftar for security staff. The total cost of these initiatives amounted to KD 5,350.

Community Initiatives

Name of initiative	Brief description of initiative	Third-party partners or NGO	Cost (KD)	Employees that participated as volunteers	Number of community attendees or beneficiaries	Duration	Type of initiative
Distribution of Iftar meals	Distribution of Iftar meals during the holy month of Ramadan.	Zajel	KD 1,000	20	1,000	Two times in Ramadan	Donation, Sponsorship, employee
Zajel Expo	Zajel Expo is a charity exhibition for families in need in Kuwait, in which Eid clothing was offered to many families in need. KIB presented a KIB Nigsa to them in addition to fun activities for the children.	Zajel	KD 3,350	8	200	1 time in Ramadan	Donation, Sponsorship, Employee
Annual Iftar for the security staff	As part of the Ramadan initiatives, we held an annual iftar for the Bank Complex security staff members	-	KD 1,000	60	60	1 time in Ramadan	Donation, Employee

Case Study

Iftar Saem Initiative

During the holy month of Ramadan in 2024, KIB launched the "Iftar Saem" initiative, where employees and volunteers distributed iftar meals to individuals in need across various locations. The initiative aimed to foster community engagement and extend support to underprivileged groups, while encouraging employee participation in humanitarian efforts.

The primary objective was to promote social responsibility and community support, positioning the Bank as an active participant in charitable causes. In doing so, it also strengthened employee involvement in volunteering activities.

The initiative was well received by the community and successfully raised awareness of KIB's CSR efforts, while deepening partnerships with local charities and volunteer organizations. It also garnered positive media coverage, and the Bank now plans to expand the initiative by involving more volunteers and reaching additional locations in future editions.



Ramadan Kareem



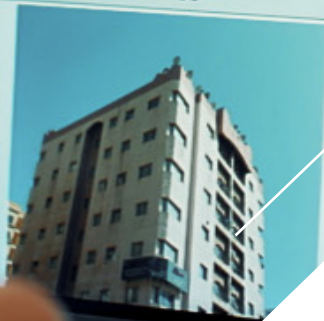
## Sustainable Operations

KIB تقييم عقاري

تفاصيل طلب التقييم		
مقدم الطلب		
الغرض من التقييم	التمويل و الرهن العقاري	

موقع العقار					
المخطط	الراي التنظيمي	نسبة البناء	الرقم الاتي	نوع الوثيقة	رقم الوثيقة
24089	استثماري	250%	99999999	وثيقة حرة	5924

صورة العقار



**UN HABITAT**  
FOR A BETTER URBAN FUTURE

KIB demonstrates its environmental and social commitment through partnerships, such as its agreement with UN-Habitat to support green initiatives and promote a greener Kuwait. In addition to tracking its greenhouse gas (GHG) emissions and other environment-related metrics year-over-year, KIB is keen on enhancing its internal practices considering environmental impacts, showcasing its responsibility towards contributing to preserving Kuwait's environment and mitigating climate change.

## Carbon Footprint Reduction

Since its inaugural Sustainability Report, KIB has been estimating, monitoring, and managing our GHG emissions year-over-year to track performance in reducing GHG emissions across operations as well as the Bank’s value chain, where possible and feasible. KIB’s annual GHG emissions reporting helps establish a solid baseline that shapes its GHG emissions management approach in terms of the reduction initiatives and requirements.

For increased accuracy and alignment with GHG accounting global best practices, KIB referred to the GHG Protocol Corporate Standard to report on their Scope 1 emissions, which are emissions generated directly from the consumption of fuel and energy throughout KIB’s operations, and Scope 2 emissions, which are emissions associated with the consumption of purchased electricity or any other purchased type of energy. The Bank also referred to the GHG Protocol Corporate Value Chain Standard to estimate Scope 3 emissions, which are emissions indirectly generated across the Bank’s upstream and downstream activities.

As a result, KIB was able to bolster its GHG accounting methodology and arrive at more reliable results by considering additional inputs and applying highly credible emission conversion factors provided by the GHG Protocol and other global benchmarks where applicable.

Below are the total GHG emissions and head-count intensities estimated by KIB during the reporting year 2024, broken down into scopes and activities.

### Total GHG Emissions and Emissions Intensity

Total GHG Emissions			
	2024	2023	% +/-
Unit	tCO2e	tCO2e	
Scope 1	324.07	57.66	462%
Scope 2	5,083.63	3,841.22	32.33%
Scope 3	757.98	107.36*	606%
Total	6,165.7	4,006.24	54%

\*The 2023 GHG Scope 3 emissions do not include employee commute emissions.

Total GHG Emissions Intensity			
	2024	2023	% +/-
Unit	tCO2e/employee	tCO2e/employee	
Scope 1	0.44	0.08	450%
Scope 2	6.94	5.41	28.3%
Scope 3	0.54	0.15	260%
Total	7.93	5.64	4.47%

### Scope1

Below are the Scope 1 GHG emissions generated during the reporting year 2024 attributed to KIB’s operations. Scope 1 emissions are direct GHG emissions from stationary and/or mobile sources owned or controlled by KIB. This includes emissions from fuel combustion in vehicles and generators, and fugitive emissions from leaks or venting from HVAC systems operated by the Bank. Scope 1 captures the emissions that directly result from KIB’s daily activities at its own facilities or assets.

The most material categories of Scope 1 emissions sources associated with KIB’s operations were directly operated diesel generators at the Head Office location(s) and at various branches across Kuwait, as well as owned or leased gasoline passenger vehicles controlled and operated by KIB. The table shows that KIB’s generator GHG emissions decreased significantly. This decline is primarily due to the decrease in diesel consumption over the same period, which is due to the decrease in the number of generators used, which resulted in lower emissions generated by the Bank’s operations.

In addition to that, the significant increase in GHG emissions from company-owned cars in 2024 is primarily due to the substantial expansion of the Bank’s vehicle fleet, resulting in higher fuel consumption and, consequently, elevated emissions. Also, last year’s emissions for both cars and generators have been recalculated based on this years methodology to appropriately compare between the 2 year’s emissions.

Generators Emissions			
	2024	2023	% +/-
	tCO2e	tCO2e	
	7.20	9.15	-21.31%

Generator Consumption			
	2024	2023	% +/-
	Liters	Liters	
	2,461.88	3,126.33	-21.25%

Company Owned Cars Emissions			
	2024	2023	% +/-
	tCO2e	tCO2e	
	316.86	7.11	-*

Company Owned Cars Consumption			
	2024	2023	% +/-
	Liters	Liters	
	135,754.19	3,044.37	-*

\*Irrelevant due to the drastic increase in fuel consumption

### Scope 2

Below are the Scope 2 GHG emissions resulting from consumption of purchased energy during the year 2024. This has mainly been in the form of electricity supplied by the Ministry of Electricity and Water, and Renewable Energy in Kuwait through local power grid. The amount of electricity consumed this year was mostly distributed to operate the Bank’s branches and headquarters, ensuring seamless activities and transactions. As we always seek to ensure accuracy and annual improvements in our methodologies, KIB has updated its location-based emissions factor for Kuwait’s power.

This is also attributed to the percentage increase in comparison to last year’s emissions. The change in the emission factor used triggered a need for a restatement of last year’s emissions. Therefore, the 2023 Scope 2 emissions were recalculated to ensure consistency in comparison. The data below presents total Scope 2 GHG emissions, and the underlying amount of electricity consumed for this year.



Electricity Emissions

	2024	2023	% +/-
	tCO2e	tCO2e	
	5,083.63	3,121.20	32.34%

Electricity Consumption

	2024	2023	% +/-
	KWh	KWh	
	8,147,360.00	6,156,198.20	32.34%

This substantial rise in electricity consumption is primarily attributed to the expansion in the Bank’s operational footprint, specifically the increase in the number of branches during this period. The three added branches naturally led to higher energy demand, driving up overall electricity consumption, which in turn drove up emissions compared to the previous year. Nonetheless, like last year, energy-efficient features, such as full LED lighting and sensor-based faucets in restrooms, were implemented across all new facilities.

\*The above calculations include 2 corporate branches

Scope 3

The Scope 3 emissions encompass the Bank’s upstream and downstream activities but are not directly linked to our operations. According to the GHG Protocol Corporate Value Chain standard, Scope 3 emission can constitute 15 different categories relating to various sources and activities across the Bank’s value chain. While Scope 3 emissions remain a challenge for a lot of organizations due to data limitations and unreliable estimation methodologies, KIB remains keen on including applicable and material Scope 3 activities in our annual Sustainability Reports and continuously aims to enhance and refine our data and estimations.

This year, KIB addressed the following activities and estimated their associated emissions below. Scope 3 categories for 2024 only constituted of water consumption, employee commutes, waste and business travel. The Bank also seeks to include additional categories in future years to expand its GHG inventory and ensure it captures a more holistic picture of its emissions.

Scope 3 GHG Emissions

	2024	2023	% +/-
Unit	tCO2e	tCO2e	
Water Consumption	0.06	1.17	-94.85%
Employee Commute	636.69	-	-
Plastic Waste	0.20	0.00	-
Paper Waste	4.69	17.46	-73.14%
E–Waste	0.01	-	-
Business Travel	116.32	88.73	31%

The employee commute data for 2024 is not directly comparable to the 2023 data, as last year’s figures were overestimated. This year, the data was collected through a survey completed by a representative sample of 90 employees, and the results were then extrapolated to reflect the full employee base of 732, providing a more accurate and reliable estimate.

The significant decrease in water consumption from 2023 to 2024 is due to more accurate measurement and tracking implemented this year, ensuring precise reporting. In addition to that, the emissions for last year have been recalculated to better accommodate our new methodology so that the emissions are more comparable. Moreover, the application of a different emission factor compared to the previous year has further influenced and reduced the reported emissions associated with water consumption.

Water Consumption

	2024	2023	% +/-
	m3	m3	
	341.60	6,627	-94.85%

Resource Efficiency and Waste Management

To support waste reduction and promote circular practices, KIB initiated a tender in 2024 for recycling services across its Head Office and branches. A service provider was selected and a service level agreement finalized, with the contract currently in the signing phase. Additionally, a shredding room was established in the Head Office as a first step towards structured paper recycling.

The significant reduction in paper consumption from 15 tons in 2023 to 4.02 tons in 2024 highlights the effectiveness of KIB’s targeted paper-reduction initiatives. This notable decline, amounting to an approximate 73% decrease, demonstrates the success of the Bank’s ongoing commitment to digital transformation, sustainable operations, and minimizing environmental impact.

Paper Consumption

	2024	2023	% +/-
	tons	tons	
	4.02	15	-73.14%

The sharp increase in plastic consumption from 0.10 tons in 2023 to 22.86 tons in 2024 reflects a significant change in tracking and reporting practices. This surge is mainly due to the Bank’s improved measurement and monitoring systems, ensuring more accurate and comprehensive reporting of plastic usage across its operations.

Plastic Consumption

	2024	2023	% +/-
	tons	tons	
	22.86	0.10	-

Additionally, within Kuwait, KIB has modernized its Bank branches to incorporate eco-friendly and technologically advanced designs that lower the environmental footprint.

Sustainable Practices

As part of its growing commitment to sustainability, KIB continues to focus on forward-looking initiatives that integrate environmental responsibility, energy efficiency, and social empowerment into its operations. Through diverse projects such as the installation of solar insulation films to improve energy conservation, the promotion of green mobility and clean energy solutions in partnership with industry leaders, and the establishment of an internal ESG unit to embed sustainability principles across the organization, KIB is steadily advancing its sustainability agenda.

Case Study

Sustainable Innovation in Real Estate: KIB's Fully Digital Appraisal System

KIB's Real Estate Department launched a fully digital real estate appraisal application, resulting in measurable ESG benefits. This transformation has modernized the appraisal process and aligned departmental operations with KIB's broader corporate sustainability objectives.

Enhanced Service Accessibility and Efficiency

The application has significantly improved client accessibility and streamlined service delivery. In 2024, the department recorded a 30% increase in total appraisal requests, generating 21,000 digital appraisal reports, up from 16,000 in 2023.

Reduction in Physical Footfall and Carbon Emissions

The shift to digital services resulted in a 90% reduction in walk-in clients for appraisal requests and a 99% reduction in office visits for report collection.

Environmental Impact – Paper and Ink Conservation

By eliminating printed reports and hardcopy submissions, the department has achieved a substantial reduction in paper and ink usage, directly contributing to lower waste generation and advancing KIB's environmental stewardship efforts.

Paperless Transactions and Operational Sustainability

All documentation is now handled digitally through the app, eliminating hardcopy submissions and enabling streamlined digital workflows. This has reduced administrative overhead, minimized inefficiencies, and optimized resource use across the department.

Long-Term Environmental and Strategic Value

The initiative supports ongoing carbon reduction, sustainable resource management, and stronger client engagement. It also reinforces KIB's ESG commitments and positions the Bank as a responsible leader in digital real estate practices. Looking ahead, KIB aims to continue evolving its digital solutions to further scale its sustainability impact.

KIB Aqari

Reducing Paper Consumption

The Bank reported paper usage in January 2024 totaling approximately:

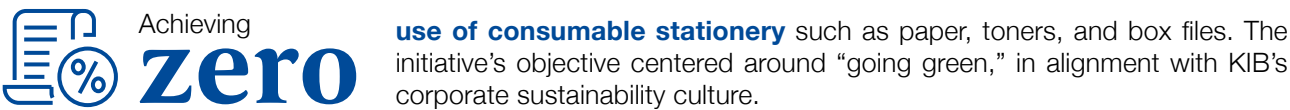


This provides baseline data to estimate annual consumption trends and guide reduction strategies.

The Financial Control Department also implemented a major digital transformation by replacing its previous reconciliation tool with a modern, state-of-the-art system, significantly increasing automation.



The Financial Control Department:





## Case Study

### Enhancing Energy Efficiency and Sustainable Facility Management at KIB

As part of its ongoing efforts to enhance the sustainability and durability of its infrastructure, KIB implemented a project to install Clear Shield protective coating on glass, aluminum panels, and curtain walls at its new branch. The initiative was undertaken to safeguard the building's exterior from harsh environmental elements such as rain, dust, and wind — thereby preserving its structural integrity and extending the lifespan of the façade.

In addition to protecting the building, the application of Clear Shield significantly reduced the need for intensive cleaning processes. By eliminating the use of harsh cleaning chemicals and allowing maintenance with simple water spraying, the Bank not only improved operational efficiency but also promoted environmentally responsible facility management practices.

# Clear Shield

The Bank also undertook the replacement of traditional electrical meters with digital meters across its branches. The primary objective was to enable real-time monitoring of power consumption, allowing for quicker responses to abnormal energy use and fostering a culture of energy awareness.

By providing live data updates, the initiative allowed teams to take early action to reduce power consumption and created a competitive environment between branches to promote energy-saving behavior. The outcome included improved energy tracking, reduced electricity usage, and lower service and maintenance demands.

7

## Appendix



GRI content index

Statement of use	Kuwait International Bank (KIB) has reported in accordance with the GRI Standards or the period January 1, 2024, to December 31, 2024.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	Not applicable

GRI STANDARD OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
General disclosures						
GRI 2: General Disclosures 2021	2-1 Organizational details	a. Legal name: Kuwait International Bank (K.S.C.) b. KIB's nature of ownership and legal form is in Sub - Section 3 – 'Overview and Strategic Directions' ____ c. KIB is headquartered in Kuwait d. Kuwait is the sole country for KIB operations				
	2-2 Entities included in the organization's sustainability reporting	a. The entities included in sustainability reporting consists of KIB's own operations in Kuwait, as well as its branches. b. There are no differences between the list of entities included in its financial reporting and the list included in its sustainability reporting c. The sole entity considered for the purpose of sustainability reporting is Kuwait International Bank.				
	2-3 Reporting period, frequency and contact point	a. Reporting period is located in Section 'Report Introduction' b. The reporting period for financial reporting is similar to sustainability reporting c. Report publication is listed on the website d. contact points are listed in Section 'Report Overview'				
	2-4 Restatements of information	a.i. Located in Sub-Section 'Carbon Footprint Reduction' ii. Located in Sub-Section, 'Carbon Footprint Reduction'.				
	2-5 External assurance	No External Assurance was done on the report				
	2-6 Activities, value chain and other business relationships	a. KIB's sector of activity is disclosed on KIB's website <a href="#">KIB Online Banking   Kuwait International Bank</a> b.i. KIB's activities, products, services and markets served are covered in Section 'Community Growth and Workforce Empowerment', subsection 'Customer-Centric Service Excellence'. more information is on KIB's website <a href="#">KIB Online Banking   Kuwait International Bank</a> ii. KIB's supply-chain description is provided in Section 'Sustainable Value Chain', subsection 'Sustainable Procurement' iii. Entities downstream from KIB and their activities are discussed in Section 'Sustainable Value Chain', and Section 'Community Growth and Workforce Empowerment', Sub-Section 'Advancing Local Communities' c. Other relevant business relationships are presented in Sections 'Sustainable Value Chain', Sub-Sections 'Sustainable Procurement' and Section 'Effective and Compliant Governance', Sub-Section 'Ethical Governance and Leadership', 'Regulatory Compliance' d. No significant changes compared with the previous reporting period are noted in Section 'Sustainable Value Chain', subsection 'Sustainable Procurement'				
	2-7 Employees	a.,c.,d. A total breakdown of employee profile is in Section 'Community Growth and Workforce Empowerment', Sub-Section 'Diversity, Inclusion and Equal Opportunity' b. The total number of i. permanent employees is 0 ii. temporary employees are 0 iii. non-guaranteed hours employees are 0 iv. full-time employees are 710 v. part-time employees is 0 e. No significant fluctuations occurred in the reporting year				
	2-8 Workers who are not employees		a. Report the total number of workers who are not employees and whose work is controlled by the organization and Describe: i. the most common types of workers and their contractual relationship with the organization; ii. the type of work they perform; b. Describe the methodologies and assumptions used to compile the data, including whether the number of workers who are not employees is reported: i. in head count, full-time equivalent (FTE), or using another methodology; ii. at the end of the reporting period, as an average across the reporting period, or using another methodology; c. Describe significant fluctuations in the number of workers who are not employees during the reporting period and between reporting periods	Information unavailable / incomplete	Information on total number of workers who are not full-time employees is currently unavailable for the reporting period.	
	2-9 Governance structure and composition	a. Section 'Effective and Compliant Governance', Sub-Section 'Ethical Governance and Leadership' b. Section 'Effective and Compliant Governance', Sub-Section 'Ethical Governance and Leadership' c.i,ii,iii,iv,v Section 'Effective and Compliant Governance', Sub-Section 'Ethical Governance and Leadership'	c. vi. under-represented social groups. vii. competencies relevant to the impacts of the organization. viii. stakeholder representation.	Information unavailable / incomplete	Data was not available for this reporting year. However, as the Bank matures in its reporting practices moving forward, this data will be reported on	
	2-10 Nomination and selection of the highest governance body	a.,b. Section 'Effective and Compliant Governance', subsection 'Ethical Governance and Leadership'				
	2-11 Chair of the highest governance body	a. Section 'Effective and Compliant Governance', subsection 'Ethical Governance and Leadership' – paragraph on Chair independence	b. If the chair is also a senior executive, explain function, reasons, and conflict-mitigation	Not applicable	Chair holds no executive position	

GRI 2: General Disclosures 2021	2-12 Role of the highest governance body in overseeing the management of impacts	a.b.c., Section 'Effective and Compliant Governance', subsection 'Ethical Governance and Leadership'				
	2-13 Delegation of responsibility for managing impacts	a.,b. Section 'Effective and Compliant Governance', subsection 'Ethical Governance and Leadership'				
	2-14 Role of the highest governance body in sustainability reporting	Section 'Effective and Compliant Governance', subsection 'Ethical Governance and Leadership'	b. if the highest governance body is not responsible for reviewing and approving the reported information, including the organization's material topics, explain the reason for this	Not applicable	Board reviews and approves all reported information	
	2-15 Conflicts of interest	a.,b. Section 'Effective and Compliant Governance', subsection 'Ethical Governance and Leadership'				
	2-16 Communication of critical concerns	a.,b. Section 'Effective and Compliant Governance', subsection 'Ethical Governance and Leadership' – paragraph on whistle-blowing and critical-concern escalation				
	2-17 Collective knowledge of the highest governance body	a. Section 'Effective and Compliant Governance', 'Sub-Section 'Ethical Governance and Leadership' paragraph on specialized Board training, conferences and sustainable-development knowledge				
	2-18 Evaluation of the performance of the highest governance body	a.,b.,c. Section 'Effective and Compliant Governance', subsection 'Ethical Governance and Leadership'				
	2-19 Remuneration policies	a. Describe the remuneration policies for members of the highest governance body and senior executives, including: i. fixed pay and variable pay; ii. sign-on bonuses or recruitment incentive payments; iii. termination payments; iv. claw backs; v. retirement benefits; b. Describe how the remuneration policies for members of the highest governance body and senior executives relate to their objectives and performance in relation to the management of the organization's impacts on the economy, environment, and people'	Confidentiality constraints	Remuneration policies of board and governance members are deemed confidential.		
	2-20 Process to determine remuneration	a. Describe the process for designing its remuneration policies and for determining remuneration, including: i. whether independent highest governance body members or an independent remuneration committee oversees the process for determining remuneration. ii. how the views of stakeholders (including shareholders) regarding remuneration are sought and taken into consideration. iii. whether remuneration consultants are involved in determining remuneration and, if so, whether they are independent of the organization, its highest governance body and senior executives; b. Report the results of votes of stakeholders (including shareholders) on remuneration policies and proposals, if applicable	Confidentiality constraints	Remuneration policies of board and governance members are deemed confidential. Therefore, details of the process are also confidential.		
	2-21 Annual total compensation ratio	a. Report the ratio of the annual total compensation for the organization's highest-paid individual to the median annual total compensation for all employees (excluding the highest paid individual). b. Report the ratio of the percentage increase in annual total compensation for the organization's highest-paid individual to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual). c. Report contextual information necessary to understand the data and how the data has been compiled.	Confidentiality constraints	The total compensation ratio for the Bank is deemed confidential		
	2-22 Statement on sustainable development strategy	Section 'Report Introduction', subsection 'Message from the Chairman'				
	2-23 Policy commitments	a.i. Section 'Report Overview' a. ii, iii, iv. Due diligence requirements are embedded throughout all policies. d. Section 'Effective and Compliant Governance', subsection 'Ethical Governance and Leadership' e. Section 'Sustainable Value Chain', subsection 'Sustainable Procurement' f. Section 'Effective and Compliant Governance', subsection 'Ethical Governance and Leadership'	b. Describe its specific policy commitment to respect human rights, including i. the internationally recognized human rights that the commitment covers; ii. the categories of stakeholders, including at-risk or vulnerable groups, that the organization gives particular attention to in the commitment; c. provide links to the policy commitments if publicly available, or, if the policy commitments are not publicly available, explain the reason for this;	Information unavailable	The Bank does not yet have a stand-alone, publicly available Human Rights Policy. Relevant commitments are currently embedded in internal codes of conduct	
	2-24 Embedding policy commitments	a. i,ii. Section 'Effective and Compliant Governance', subsection 'Ethical Governance and Leadership' a. iii. Section 'Sustainable Value Chain', subsection 'Sustainable Procurement' a. iv. Section 'Community Growth and Workforce Empowerment', subsection 'Workforce Growth and Professional Development'				



GRI 2: General Disclosures 2021	2-25 Processes to remediate negative impacts	a,b.,e. Section 'Community Growth and Workforce Empowerment', subsection 'Employee Engagement and Grievance Handling' c. Sub-Section 'Customer-Centric Service Excellence'	d. Describe how the stakeholders who are the intended users of the grievance mechanisms are involved in the design, review, operation, and improvement of these mechanisms;	Information unavailable/incomplete	Information on the details of the process in which stakeholders are involved was not available	
	2-26 Mechanisms for seeking advice and raising concerns	a.i. Section 'Effective and Compliant Governance', subsection 'Ethical Governance and Leadership', in the 'Policy Commitments' Sub-Sub-Section  a(ii). Section 'Community Growth and Workforce Empowerment', subsection 'Employee Engagement and Grievance Handling'				
	2-27 Compliance with laws and regulations	a.,b. Section ' Effective and Compliant Governance' subsection 'Regulatory Compliance '  Describe the significant instances of non-compliance;	d. Describe how it has determined significant instances of non-compliance	Not Applicable	There were no significant instances to describe	
	2-28 Membership as- sociations	Section 'Advancing Communities' – paragraph on partnerships and memberships				
	2-29 Approach to stakeholder engagement	Section 'Report Introduction', subsection 'Standards and Frameworks'				
	2-30 Collective bargaining agreements		a. Report the percentage of total employees covered by collective bargaining agreements.  b. For employees not covered by collective bargaining agreements, report whether the organization determines their working conditions and terms of employment based on collective bargaining agreements that cover its other employees or based on collective bargaining agreements from other organizations	Not Applicable	Collective bargaining agreements are not relevant under Kuwait's current labor framework	
Material topics						
GRI 3: Material Topics 2021	3-1 Process to determine material topics	a., b. Section 'KIB's ESG Journey', sub-section 'ESG Performance Update'	A gray cell indicates that reasons for omission are not permitted for the disclosure or that a GRI Sector Standard reference number is not available.			
	3-2 List of material topics	Section 'KIB's ESG Journey', sub-section 'ESG Performance Update'				
Economic performance						
GRI 3: Material Topics 2021	3-3 Management of material topics	Section 'Appendix', subsection 'GRI 3-3', Material topic : Sustainable Finance				
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Section 'Sustainable value chain', a. In 2024, KIB reported its direct economic value generated (revenues) as KD 91,371,000. The economic value distributed included: - Operating costs: KD 52,697,000 - Employee wages and benefits: KD 26,556,000 - Payments to providers of capital: Cash dividends of 5 files per share amounting to KD 7,658 thousand to the eligible shareholders as detailed in the schedule approved by Annual General Assembly, after excluding treasury shares; and Bonus shares of 3% to the eligible shareholders as detailed in the schedule approved by Annual General Assembly. - Payments to government: KD 1,129,000 (comprising Zakat, NLST, and KFAS contributions) - Community investments: KD 202,944 The economic value retained is calculated as the difference between generated and distributed value, which is detailed in the financial disclosures and will be provided in KIB's 2024 financial statements. More information can be found in Sub-Section 'KIB Overview and Strategic Direction' on Financial Disclosures. b. Since KIB Bank's operations are fully based in Kuwait, the entire EV&GD is reported at the national level. No disaggregation by other countries or markets are applicable.				
	201-2 Financial implications and other risks and opportunities due to climate change	implications and other risks and opportunities due to climate have only recently been passed by the highest governance body. An existing policy covers this topic, but it has not yet been implemented for this reporting year	opportunity			
	201-3 Defined benefit plan obligations and other retirement plans		a. If the plan's liabilities are met by the organization's general resources, the estimated value of those liabilities. b. If a separate fund exists to pay the plan's pension liabilities: i. the extent to which the scheme's liabilities are estimated to be covered by the assets that have been set aside to meet them; ii. the basis on which that estimate has been arrived at; iii. when that estimate was made. c. If a fund set up to pay the plan's pension liabilities is not fully covered, explain the strategy, if any, adopted by the employer to work towards full coverage, and the timescale, if any, by which the employer hopes to achieve full coverage. d. Percentage of salary contributed by employee or employer. e. Level of participation in retirement plans, such as participation in mandatory or voluntary schemes, regional, or country-based schemes, or those with financial impact	Not applicable	This data is not identified or defined by the Bank.	
	201-4 Financial assistance received from government	a. No financial assistance identified as provided from government	b. The information in 201-4-a by country. c. Whether, and the extent to which any government is present in the shareholding structure.	Not applicable	No financial assistance identified as provided from government	

Procurement practices						
GRI 3: Material Topics 2021	3-3 Management of material topics	Section 'Appendix', subsection 'GRI 3-3', Material topic: Sustainable Supply Chain Management				
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	a, c. Located in Section 'Community Growth and Workforce Empowerment', Sub-Section 'Diversity, Inclusion, and Equal Opportunity' d. Significant location of operations refers to all KIB operational areas.	b. When a significant proportion of other workers (excluding employees) perform the organization's activities are compensated based on wages subject to minimum wage rules, describe the actions taken to determine whether these workers are paid above the minimum wage.	Information unavailable / incomplete		
	202-2 Proportion of senior management hired from the local community	a. Located in Sub-Section 'Diversity, Inclusion, and Equal Opportunity' c. Kuwaiti Nationals d. Within Kuwait	b. The definition used for 'Senior Management'			
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	a. Section 'Sustainable Value Chain', sub-section 'Sustainable Procurement' b. KIB defines local suppliers as vendors legally operating in Kuwait c. All procurement is centralized in Kuwait; hence the Bank's only significant location of operation for purchasing purposes is the State of Kuwait				
Indirect economic impacts						
GRI 3: Material Topics 2021	3-3 Management of material topics	Not Applicable				
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	a. Located in Sub-Section 'Resource Efficiency and Waste Management'	b. Current or expected impacts on communities and local economies, including positive and negative impacts where relevant.  c. Whether these investments and services are commercial, in-kind, or pro bono engagements.	Information not available		
	203-2 Significant indirect economic impacts	a. located in Section 'Introduction', Sub-Section 'KIB Overview and Strategic Direction'  b. For risk related aspects, RMD performs ad hoc analysis based on the requirements.				
Anti-corruption						
GRI 3: Material Topics 2021	3-3 Management of material topics	Section 'Appendix', subsection 'GRI 3-3', Material topic: Ethical Business Governance and Integrity				
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Section 'Effective and Compliant Governance', sub-section 'Regulatory Compliance'	a. Total number and percentage of operations assessed for risks related to corruption.  b. Significant risks related to corruption are identified through risk assessment.	Information not complete	a, b. Bank has approved policies and procedures in respect of each activities/ process in the bank. Annual RCSA are conducted to evaluate the control deficiencies and any residual risk. This includes assessment of any potential and gaps in the process which may lead to any financial/non-financial impacts. Also, approved Employee code of conduct is in place. This ensures comprehensive assessment of risk including risk related to corruptions.	
	205-2 Communication and training about anti-corruption policies and procedures	a. Section 'Effective and Compliant Governance', subsection 'Regulatory Compliance' b. Section 'Workforce Growth and Professional Development', subsection 'Employee Training' c. Section 'Sustainable Value Chain', subsection 'Sustainable Procurement'	c. Total number and percentage of business partners that the organization's anti-corruption policies and procedures have been communicated to, broken down by type of business partner and region. Describe if the organization's anti-corruption policies and procedures have been communicated to any other persons or organizations. d. Governance-body members who have received training on anti-corruption – total number and % (by region) e. Total number and percentage of employees that have received training on anti-corruption, broken down by employee category and region. .	Information unavailable / incomplete	Board training data on anti-corruption is not available. e. All KIB employees went through training	
	205-3 Confirmed incidents of corruption and actions taken	a, b, d. Section 'Ethical Governance and Leadership; subsection 'Regulatory Compliance'	c. Total number of contracts with business partners terminated or not renewed due to corruption	Information unavailable		
Anti-competitive behavior						
GRI 3: Material Topics 2021	3-3 Management of material topics	Section 'Appendix', subsection 'GRI 3-3', Material topic : Ethical Business Governance and Integrity				
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	a. KIB has not been recorded as participating in any anti-competitive behavior by authorities.	b. Main outcomes of completed legal actions, including any decisions or judgements	Not Applicable	Because no legal action occurred, there are no outcomes or judgements to report.	

Materials						
GRI 3: Material Topics 2021	3-3 Management of material topics	Section 'Appendix', subsection 'GRI 3-3', Material topic : Sustainable Supply Chain Management				
GRI 301: Materials 2016	301-1 Materials used by weight or volume		a. Total weight or volume of materials that are used to produce and package the organization's primary products and services during the reporting period, by:  i. non-renewable materials used. ii. renewable materials used.	Information unavailable / incomplete	As a Bank, products are not manufactured, products and materials are limited to internal use. No existing is in place to consolidate weights or volumes of materials used.	
	301-2 Recycled input materials used		a. Percentage of recycled input materials used to manufacture the organization's primary products and services.	Not applicable	As a Bank, operations do not require manufacturing. Therefore, no materials are used to manufacture the organization's	
	301-3 Reclaimed products and their packaging materials		a. Percentage of reclaimed products and their packaging materials for each product category. b. How the data for this disclosure has been collected.	Not applicable	The Bank is not involved in packaging products that are subject to reclamation. Therefore, this data is unavailable.	
Energy						
GRI 3: Material Topics 2021	3-3 Management of material topics	Section 'Appendix', subsection 'GRI 3-3', Material topic : Energy and Resource Management				
GRI 302: Energy 2016	302-1 Energy consumption within the organization	a., c., e. Section 'Sustainable Operations', Subsection 'Total GHG Emissions and Emissions Intensity'	b. Total fuel consumption within the organization from renewable sources, in joules or multiples, and including fuel types used.  d. In joules, watt-hours or multiples, the total: i. electricity sold ii. heating sold iii. cooling sold iv. steam sold  g. Source of the conversion factors used	Information unavailable	b. Total amount of renewable energy consumption has not been tracked by KIB in the reporting year  d., g. KIB kept track of the amount of fuel consumed; however, we did not calculate the energy consumed. Hence no emission factors were utilized in this aspect	
	302-2 Energy consumption outside of the organization		a. Energy consumption outside of the organization, in joules or multiples. b. Standards, methodologies, assumptions, and/or calculation tools used. c. Source of the conversion factors used	Not Applicable	b., c. KIB kept track of the amount of fuel consumed; however, we did not calculate the energy consumed. Hence no emission factors were utilized in this	
	302-3 Energy intensity		a. Energy intensity ratio for the organization. b. Organization-specific metric (the denominator) chosen to calculate the ratio. c. Types of energy included in the intensity ratio, whether fuel, electricity, heating, cooling, steam, or all. d. Whether the ratio uses energy consumption within the organization, outside of it, or both.	Information unavailable	KIB hasn't disclosed Energy Intensity for this year	
	302-4 Reduction of energy consumption	a. b. c. d. Section 'Sustainable Operations', Subsection 'Carbon footprint reductions'				
	302-5 Reductions in energy requirements of products and services		a. Reductions in energy requirements of products sold and services achieved during the reporting period, in joules or multiples. b. Basis for calculating reductions in energy consumption, such as base year or baseline, including the rationale for choosing it. c. Standards, methodologies, assumptions, and/or calculation tools used.	Not applicable	Due to the nature of the organization, the Bank does not deem energy use of Products and Services as material to KIB	
Water and effluents						
GRI 3: Material Topics 2021	3-3 Management of material topics	Section 'Appendix', subsection 'GRI 3-3', Material topic : Energy and Resource Management				
GRI 303: Water and Effluents 2016	303-1 Interactions with water as a shared resource	a. Section 'Sustainable Operations', sub-section 'Resource Efficiency and Waste Minimization'	b. Approach used to identify water-related impacts (scope, timeframe, tools / methodologies) c. A description of how water-related impacts are addressed, including how the organization works with stakeholders to steward water as a shared resource, and how it engages with suppliers or customers with significant water-related impacts d. Process for setting any water-related goals and targets, and how they align with local context or public policy	Information unavailable / incomplete	The Bank does not have a formal methodology identified for an approach used to identify water-related impacts, and how they are addressed	

GRI 303: Water and Effluents 2016	303-2 Management of water discharge-related impacts		a. A description of any minimum standards set for the quality of effluent discharge, and how these minimum standards were determined, including: i. how standards for facilities operating in locations with no local discharge requirements were determined; ii. any internally developed water quality standards or guidelines; iii. any sector-specific standards considered; iv. whether the profile of the receiving waterbody was considered	Information Unavailable	The organization has not yet collected or formalized data on minimum effluent-discharge quality standards (including approaches for facilities lacking local regulation, any internal benchmarks or sector-specific guidelines, and whether receiving-waterbody profiles were considered), so no verified information can be reported at this time.	
	303-3 Water withdrawal		a. Total water withdrawal from all areas in megaliters, and a breakdown of this total by the following sources, if applicable: i. Surface water; ii. Groundwater; iii. Seawater; iv. Produced water; v. Third-party water.  b. Total water withdrawal from all areas with water stress in megaliters, and a breakdown of this total by the following sources, if applicable: i. Surface water; ii. Groundwater; iii. Seawater; iv. Produced water; v. Third-party water, and a breakdown of this total by the withdrawal sources listed in i-iv.  c. A breakdown of total water withdrawal from each of the sources listed in Disclosures 303-3-a and 303-3-b in megaliters by the following categories: i. Freshwater (≤1,000 mg/L Total Dissolved Solids); ii. Other water (>1,000 mg/L Total Dissolved Solids).  d. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and	Not applicable	The Bank does not have data on the total water withdrawal based on the breakdown of the type of water	
	303-4 Water discharge		a. Total water discharge to all areas in megaliters, and a breakdown of this total by the following types of destination, if applicable: i. Surface water; ii. Groundwater; iii. Seawater; iv. Third-party water, and the volume of this total sent for use to other organizations, if applicable. b. A breakdown of total water discharge to all areas in megaliters by the following categories: i. Freshwater (≤1,000 mg/L Total Dissolved Solids); ii. Other water (>1,000 mg/L Total Dissolved Solids). c. Total water discharge to all areas with water stress in megaliters, and a breakdown of this total by the following categories: i. Freshwater (≤1,000 mg/L Total Dissolved Solids); ii. Other water (>1,000 mg/L Total Dissolved Solids). d. Priority substances of concern for which discharges are treated, including i. how priority substances of concern were defined, and any international standard, authoritative list, or criteria used; ii. the approach for setting discharge limits for priority substances of concern; iii. number of incidents of non-compliance with discharge limits. e. Any contextual information necessary to understand how the data has been compiled, such as any standards, methodologies, and assumptions used.	Information unavailable/incomplete	The Bank does not have data on the total water discharged based on the breakdown of the type of water	
	303-5 Water consumption	a. Section 'Sustainable Operations', sub-section 'Carbon Footprint reduction'  d. Water-use data are sourced from digital utility bills (Ministry of Electricity and Water), meter-read to the nearest liter.	b. Total water consumption from all areas with water stress in megaliters. c. Change in water storage in megaliters, if water storage has been identified as having a significant water related impact	Not applicable	Details on water consumption from areas in water stress are not applicable for the Bank's areas of operations. KIB neither extracts nor stores water on-site (all supplies and discharges via municipal network); no change in storage is reported	
Emissions						
GRI 3: Material Topics 2021	3-3 Management of material topics	Section 'Appendix', subsection 'GRI 3-3', Material topic : GHG Emissions				
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	a. Section 'Sustainable operations' subsection 'Carbon Footprint Reduction' b. Section 'Sustainable operations' subsection 'Carbon Footprint Reduction' c. No Base year set e., f., g., Section 'Sustainable operations' subsection 'Carbon Footprint Reduction'	c. Biogenic CO2 emissions in metric tons of CO2 equivalent	Not Applicable	KIB does not use Biofuels  d. KIB uses a rolling base year which basically means that the base year is the year preceding the reporting period for every reporting period	
	305-2 Energy indirect (Scope 2) GHG emissions	a., c. Section 'Sustainable operations' subsection 'Carbon Footprint Reduction' e., f., g., Section 'Sustainable operations' subsection 'Carbon Footprint Reduction'	b. If applicable, gross market-based energy indirect (Scope 2) GHG emissions in metric tons of CO2 equivalent. d. Base year or baseline, including the rationale for choosing it.	Not Applicable	The MEW is the sole supplier of power and therefore all main power supply contracts are through them. Hence market-based emissions are not applicable The organization is yet to establish a base year.	
	305-3 Other indirect (Scope 3) GHG emissions	a., b., d. Section 'Sustainable operations' subsection 'Carbon Footprint Reduction' e., Section 'Sustainable operations' subsection 'Carbon Footprint Reduction'	c. Biogenic CO2 emissions in metric tons of CO2 equivalent. e. Base year or baseline, including the rationale for choosing it. f. Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source.	Not Applicable	KIB does not use biofuels.  The organization is yet to establish a base year.	



GRI 305: Emissions 2016	305-4 GHG emissions intensity	a., b., c., d Section 'Sustainable operations' subsection 'Carbon Footprint Reduction'				
	305-5 Reduction of GHG emissions	a. GHG emissions reduced as a direct result of reduction initiatives, in metric tons of CO equivalent. b. Gases included in the calculation; whether CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , or all c. Base year or baseline, including the rationale for choosing it. d. scopes in which reductions took place; whether direct (Scope 1), energy indirect (Scope 2), and/or other indirect (Scope 3). e. Standards, methodologies, assumptions, and/or calculation tools used.	Information unavailable / incomplete	KIB did not quantify emission reduction occurring due to specific initiatives in the reporting year.		
	305-6 Emissions of ozone-depleting substances (ODS)	a. Production, imports, and exports of ODS in metric tons of CFC-11 (trichlorofluoromethane) equivalent. b. Substances included in the calculation. c. Source of the emission factors used. d. Standards, methodologies, assumptions, and/or calculation tools used.	Information unavailable/ incomplete	The Bank does not have information available on emissions of ozone-depleting substances (ODS) as a result of operations		
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	a. Significant air emissions, in kilograms or multiples, for each of the following: i. NOx ii. SOx iii. Persistent organic pollutants (POP) iv. Volatile organic compounds (VOC) v. Hazardous air pollutants (HAP) vi. Particulate matter (PM) vii. Other standard categories of air emissions identified in relevant regulations b. Source of the emission factors used. c. Standards, methodologies, assumptions, and/or calculation tools used	Information unavailable/ incomplete	The Bank does not have information available on NOx, SO <sub>2</sub> , and other significant air emissions as a result of operations		
Waste						
GRI 3: Material Topics 2021	3-3 Management of material topics	Section 'Appendix', subsection 'GRI 3-3', Material topic :Environmental Efforts				
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Section 'Sustainable Operations', sub-section 'Resource Efficiency and Waste Minimization'				
	306-2 Management of significant waste-related impacts	a., b., c. Section 'Sustainable Operations', sub-section 'Resource Efficiency and Waste Minimization'				
	306-3 Waste generated	Section 'Sustainable Operations', sub-section 'Resource Efficiency and Waste Minimization'				
	306-4 Waste diverted from disposal	a. Total weight of waste diverted from disposal in metric tons, and a breakdown of this total by composition of the waste. b. Total weight of hazardous waste diverted from disposal in metric tons, and a breakdown of this total by the following recovery operations: i. Preparation for reuse; ii. Recycling; iii. Other recovery operations. c. Total weight of non-hazardous waste diverted from disposal in metric tons, and a breakdown of this total by the following recovery operations: i. Preparation for reuse; ii. Recycling; iii. Other recovery operations. d. For each recovery operation listed in Disclosures 306- 4-b and 306-4-c, a breakdown of the total weight in metric tons of hazardous waste and of non-hazardous waste diverted from disposal: i. onsite; ii. offsite. e. Contextual information necessary to understand the data and how the data has been compiled.	Information unavailable/ incomplete	No data is available for tracking and quantifying for this reporting year. However, All printing is currently done through a code considering a limit for paper count on a monthly basis. Additionally, all approvals and processes are done online.		
	306-5 Waste directed to disposal	a.Total weight of waste directed to disposal in metric tons, and a breakdown of this total by composition of the waste. b. Total weight of hazardous waste directed to disposal in metric tons, and a breakdown of this total by the following disposal operations: i. Incineration (with energy recovery); ii. Incineration (without energy recovery); iii. Landfilling; iv. Other disposal operations. c. Total weight of non-hazardous waste directed to disposal in metric tons, and a breakdown of this total by the following disposal operations: i. Incineration (with energy recovery); ii. Incineration (without energy recovery); iii. Landfilling; iv. Other disposal operations. d. For each disposal operation listed in Disclosures 306- 5-b and 306-5-c, a breakdown of the total weight in metric tons of hazardous waste and of non-hazardous waste directed to disposal: i. onsite; ii. offsite. e. Contextual information necessary to understand the data and how the data has been compiled	Information unavailable/ incomplete	Information on waste directed to disposal at Bank is not currently available		

Supplier environmental assessment						
GRI 3: Material Topics 2021	3-3 Management of material topics	Section 'Appendix', subsection 'GRI 3-3', Material topic : Sustainable Supply Chain Management				
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria		a. The reporting organization shall report how it manages supplier environmental assessment using Disclosure 3-3 in GRI 3: Material Topics 2021.	Not Applicable	KIB does not screen suppliers using environmental criteria	
	308-2 Negative environmental impacts in the supply chain and actions taken		a. Number of suppliers assessed for environmental impacts. b. Number of suppliers identified as having significant actual and potential negative environmental impacts. c. Significant actual and potential negative environmental impacts identified in the supply chain. d. Percentage of suppliers identified as having significant actual and potential negative environmental impacts with which improvements were agreed upon as a result of assessment e. Percentage of suppliers identified as having significant actual and potential negative environmental impacts with which relationships were terminated as a result of assessment, and why.	Not Applicable	No suppliers identified with significant impacts	
Employment						
GRI 3: Material Topics 2021	3-3 Management of material topics	Section 'Appendix', subsection 'GRI 3-3', Material topic : Engagement and Workforce Development				
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	a., b. Section 'Community Growth and Workforce Empowerment', sub-section 'Diversity, Inclusion and Equal Opportunity'				
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees		a. Benefits which are standard for full-time employees of the organization but are not provided to temporary or part-time employees, by significant locations of operation. These include, as a minimum: i. life insurance. ii. health care. iii. disability and invalidity coverage. iv. parental leave. v. retirement provision. vi. stock ownership. vii. others. b. The definition used for 'significant locations of operation'	Information not available/ incomplete	The Bank has benefits for full-time employees, however this information was not reported on for this reporting year.	
	401-3 Parental leave	a., b., c., d., e Section 'Community Growth and Workforce Empowerment, sub-section 'Health, Safety, and Employee Well-being'				
Labor/management relations						
GRI 3: Material Topics 2021	3-3 Management of material topics	Section 'Appendix', subsection 'GRI 3-3', Material topic :Engagement and Workforce Development				
GRI 402: Labor/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	a. None	b. For organizations with collective bargaining agreements, report whether the notice period and provisions for consultation and negotiation are specified in collective agreements.	Not Applicable	Collective bargaining agreements are irrelevant in KIBs operating context.	
Occupational health and safety						
GRI 3: Material Topics 2021	3-3 Management of material topics	Section 'Appendix', subsection 'GRI 3-3', Material topic : Occupational Well-being and Safety				
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system		a. A statement of whether an occupational health and safety management system has been implemented, including whether: the system has been implemented because of legal requirements and, if so, a list of the requirements. i. the system has been implemented based on recognized risk management and/or management system standards/ guidelines and, if so, a list of the standards/guidelines. b. Description of the scope of workers, activities, and workplaces covered, and explanation of any exclusions	Information unavailable / incomplete	The bank does not have an occupational health and safety system in place. The bank does not have information on the scope of coverage.	
	403-2 Hazard identification, risk assessment, and incident investigation	a. Sub-Section 'Regulatory Compliance' b. Section 'Health, Safety and Employee Well-being'	c. A description of the policies and processes for workers to remove themselves from work situations that they believe could cause injury or ill health, and an explanation of how workers are protected against reprisals. d. A description of the processes used to investigate work-related incidents, including the processes to identify hazards and assess risks relating to the incidents, to determine corrective actions using the hierarchy of controls, and determining improvements needed in the occupational health and safety management system.	Information unavailable/ incomplete	No "stop-work authority" or similar right-to-refuse-unsafe-work policy is unavailable at this point.	

GRI 403: Occupational Health and Safety 2018	403-3 Occupational health services		a. A description of the occupational health services' functions that contribute to the identification and elimination of hazards and minimization of risks, and an explanation of how the organization ensures the quality of these services and facilitates workers' access to them	Not applicable	Information Occupational-health services that help identify and eliminate hazards / minimize risks, and how their quality and worker access are ensured is unavailable.	
	403-4 Worker participation, consultation, and communication on occupational health and safety		a. A description of the processes for worker participation and consultation in the development, implementation, and evaluation of the occupational health and safety management system, and for providing access to and communicating relevant information on occupational health and safety to workers. b. Where formal joint management-worker health and safety committees exist, a description of their responsibilities, meeting frequency, decision-making authority, and whether and, if so, why any workers are not represented by these committees.	Not applicable	The organization has not yet documented or formalized the mechanisms that would allow it to report on the disclosure requirements	
	403-5 Worker training on occupational health and safety		a. A description of any occupational health and safety training provided to workers, including generic training as well as training on specific work-related hazards, hazardous activities, or hazardous situations.	Information Unavailable	KIB has not yet consolidated or verified data on the occupational-health-and-safety training it provides (covering both generic safety instruction and hazard-specific programs). As a result, no reportable information is presently available for this disclosure.	
	403-6 Promotion of worker health	a. Section 'Health, Safety, and Employee Well-being', Sub section 'Employee well-being and health and safety'	b. A description of any voluntary health promotion services and programs offered to workers to address major non-work-related health risks, including the specific health risks addressed, and how the organization facilitates workers' access to these services and programs.	Information unavailable	KIB has not yet compiled or validated data on employee well-being programs that target non-work-related health risks	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		a. A description of the organization's approach to preventing or mitigating significant negative occupational health and safety impacts that are directly linked to its operations, products, or services by its business relationships, and the related hazards and risks.	Not applicable	KIB has not yet completed a systematic assessment of occupational-health-and-safety hazards and risks that arise through its value-chain relationships, nor has it formalized the policies, controls, and monitoring processes required to describe how significant OHS impacts linked to suppliers, contractors, or other business partners are prevented or mitigated	
	403-8 Workers covered by an occupational health and safety management system		a. If the organization has implemented an occupational health and safety management system based on legal requirements and/or recognized standards/guidelines: i. the number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system. ii. the number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system that has been internally audited. iii. the number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system that has been audited or certified by an external party. b. Whether and, if so, why have any workers been excluded from this disclosure, including the types of workers excluded. c. Any contextual information necessary to understand how the data has been compiled, such as any standards, methodologies, and assumptions used.	Not applicable	The organization has not yet gathered or validated the data required to disclose on this requirement.	

GRI 403: Occupational Health and Safety 2018	403-9 Work-related injuries	a. None	b. For all workers who are not employees but whose work and/or workplace is controlled by the organization: i. the number and rate of fatalities as a result of work-related injury. ii. the number and rate of high-consequence work-related injuries (excluding fatalities). iii. the number and rate of recordable work-related injuries. iv. the main types of work-related injury. v. the number of hours worked. c. The work-related hazards that pose a risk of high-consequence injury, including: i. how these hazards have been determined. ii. which of these hazards have caused or contributed to high-consequent injuries during the reporting period. iii. actions taken or underway to eliminate these hazards and minimize risks using the hierarchy of controls. d. Any actions taken or underway to eliminate other work-related hazards and minimize risks using the hierarchy of controls. e. Whether the rates have been calculated based on 200,000 or 1,000,000 hours worked. f. Whether and, if so, why any workers have been excluded from this disclosure, including the types of workers excluded. g. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.	Not Applicable	At present there is no consolidated record that captures, for either employees or non-employee workers under organizational control, the numbers and rates of fatalities, high-consequence injuries, other recordable injuries, associated work hours, or the predominant injury types. Likewise, a systematic mapping of high-consequence hazards, the methods used to identify them, the incidents they have caused or contributed to in the reporting period	
	403-10 Work-related ill health	a. i,ii. Section 'Health, Safety, and Employee Well-being '	403-10 a.iii. the main types of work-related ill health.  b. For all workers who are not employees but whose work and/or workplace is controlled by the organization: i. the number of fatalities as a result of work-related ill health. ii. the number of cases of recordable work-related ill health. iii. the main types of work-related ill health.  c. The work-related hazards that pose a risk of ill health, including: i. how these hazards have been determined. ii. which of these hazards have caused or contributed to cases of ill health during the reporting period. iii. actions taken or underway to eliminate these hazards and minimize risks using the hierarchy of controls.  d. Whether and, if so, why have any workers been excluded from this disclosure, including the types of workers excluded. e. Any contextual information necessary to understand how the data has been compiled, such as any standards, methodologies, and assumptions used.	Information unavailable / incomplete	At present there is no consolidated system that tracks, for either employees or non-employee workers under organizational control, the number of fatalities or recordable cases of work-related ill health, the predominant illness types, or the total work hours required to calculate incidence rates. Similarly, a systematic assessment of health-related hazards, the methods used to identify them, the illnesses they have caused or contributed to during the reporting period	
Training and education						
GRI 3: Material Topics 2021	3-3 Management of material topics	Section 'Appendix', subsection 'GRI 3-3', Material topic: Engagement and Workforce Development				
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Sub-Section 'Workforce Growth and Professional Development '. However, further details on gender and employee categories were not recorded				
	404-2 Programs for upgrading employee skills and transition assistance programs	a., b. Section 'Community Growth and Workforce Empowerment', Sub-Section 'Workforce Growth and Professional Development' .				
	404-3 Percentage of employees receiving regular performance and career development reviews	Section 'Community Growth and Workforce Empowerment', sub-section 'Workforce Growth and Professional Development'				
Diversity and equal opportunity						
GRI 3: Material Topics 2021	3-3 Management of material topics	Section 'Appendix', subsection 'GRI 3-3', Material topic : Inclusion and Wellbeing				
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	a., b. Sub-Section 'Diversity, Inclusion, and Equal Opportunity'				
GRI 405: Diversity and Equal Opportunity 2016	405-2 Ratio of basic salary and remuneration of women to men	a. Ratio for average standard salary for entry level wage is 1:1.  b. All the Bank's operations are within the State of Kuwait, therefore significant locations of operations are within this jurisdiction.				



Non-discrimination						
GRI 3: Material Topics 2021	3-3 Management of material topics	Section 'Appendix', subsection 'GRI 3-3', Material topic: Inclusion and Wellbeing				
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	a. Section 'Diversity, Inclusion, and Equal Opportunity', sub section' Inclusion and Fair Workplace Practices	b. Status of the incidents and actions taken with reference to the following: i. Incident reviewed by the organization. ii. Remediation plans being implemented. iii. Remediation plans that have been implemented, with results reviewed through routine internal management review processes. iv. Incident no longer subject to action.	Not Applicable	No incidents of discrimination during the reporting period.	
Child labor						
GRI 3: Material Topics 2021	3-3 Management of material topics	Section 'Appendix', subsection 'GRI 3-3', Material topic : Ethical Business Governance and Integrity				
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	a. Section 'Sustainable Value Chain', subsection 'Sustainable Procurement'  c. Measures taken by the Bank to contribute to the abolition of child labor includes the incorporation of this ESG disclosure into the Bank's ESG Policy	b. Operations and suppliers considered to have significant risk for incidents of child labor either in terms of:  i. type of operation (such as manufacturing plant) and supplier. ii. countries or geographic areas with operations and suppliers considered at risk	Information unavailable	All suppliers that KIB work with in Kuwait are subject to the Kuwaiti Labor Law which forbids child labor	
Forced or compulsory labor						
GRI 3: Material Topics 2021	3-3 Management of material topics	Section 'Appendix', subsection 'GRI 3-3', Material topic : Ethical Business Governance and Integrity				
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	a. Section 'Sustainable Value Chain', subsection 'Sustainable Procurement' b. Measures taken by the Bank to contribute to the elimination of all forms of forced or compulsory labor include the incorporation of this ESG disclosure into the Bank's ESG Policy.				
Rights of indigenous peoples						
GRI 3: Material Topics 2021	3-3 Management of material topics	Section 'Appendix', subsection 'GRI 3-3, Material topic : Nationalization				
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples	a. The Bank did not record any incidents or violations against indigenous peoples for this year.	b. Status of the incidents and actions taken with reference to the following: i. incident reviewed by the organization. ii. remediation plans being implemented. iii. remediation plans that have been implemented, with results reviewed through routine internal management review processes. iv. Incident no longer subject to action.	Not Applicable	No incidents of violations were identified or recorded at the Bank.	
Local communities						
GRI 3: Material Topics 2021	3-3 Management of material topics	Section 'Appendix', subsection 'GRI 3-3', Material topic : Community Empowerment				
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs		413-1 Operations with local community engagement, impact assessments, and development programs  a. Percentage of operations with implemented local community engagement, impact assessments, and/or development programs, including the use of: i. social impact assessments, including gender impact assessments, based on participatory processes. ii. environmental impact assessments and ongoing monitoring. iii. public disclosure of results of environmental and social impact assessments. iv. local community development programs based on local communities' needs. v. stakeholder engagement plans based on stakeholder mapping. vi. broad-based local community consultation committees and processes that include vulnerable groups. vii. works councils, occupational health and safety committees and other worker representation bodies to deal with impacts. viii. formal local community grievance processes.	Information Unavailable	KIB has not yet compiled or verified the data needed to disclose what proportion of its operations (if any) have formal local-community engagement, impact-assessment, or development programs in place. Specifically, it has not conducted a systematic inventory to determine whether, and to what extent, individual sites have implemented	
	413-2 Operations with significant actual and potential negative impacts on local communities		413-2 Operations with significant actual and potential negative impacts on local communities a. Operations with significant actual and potential negative impacts on local communities, including: i. the location of the operations. ii. the significant actual and potential negative impacts of operations.	Information unavailable/incomplete	KIB has not yet completed a systematic assessment to identify which of its operations, if any, impose significant actual or potential negative impacts on local communities.	

Supplier social assessment						
GRI 3: Material Topics 2021	3-3 Management of material topics	Section 'Appendix', subsection 'GRI 3-3', Material topic : Sustainable Supply Chain Management				
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria		a. Percentage of new suppliers that were screened using social criteria.	Information unavailable	KIB has not yet established a centralized process (or record-keeping system) that tracks whether newly onboarded suppliers undergo screening against defined social-responsibility criteria.	
	414-2 Negative social impacts in the supply chain and actions taken		a. Number of suppliers assessed for social impacts.  b. Number of suppliers identified as having significant actual and potential negative social impacts.  c. Significant actual and potential negative social impacts identified in the supply chain. d. Percentage of suppliers identified as having significant actual and potential negative social impacts with which improvements were agreed upon as a result of assessment.  e. Percentage of suppliers identified as having significant actual and potential negative social impacts with which relationships were terminated as a result of assessment, and why.	Not applicable	KIB has not yet established a centralized process (or record-keeping system) that tracks whether newly onboarded suppliers undergo screening against defined social-responsibility criteria.	
GRI 415: Public Policy 2016	415-1 Political contributions	a., b. zero				
Customer health and safety						
GRI 3: Material Topics 2021	3-3 Management of material topics	Section 'Appendix', subsection 'GRI 3-3', Material topic : Customer Satisfaction				
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories		a. Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Information unavailable	KIB has not yet completed a comprehensive mapping of its product and service portfolio against a formal health-and-safety assessment framework.	
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services		a. Total number of incidents of non-compliance with regulations and/or voluntary codes concerning the health and safety impacts of products and services within the report period, by: i. incidents of non-compliance with regulations resulting in a fine or penalty. ii. incidents of non-compliance with regulations resulting in a warning. iii. incidents of non-compliance with voluntary codes. b. If the organization has not identified any non-compliance with regulations and/or voluntary codes, a brief statement of this fact is sufficient.	Information unavailable	KIB has not yet established a centralized process to track and verify incidents of non-compliance with regulations or voluntary codes related to the health-and-safety impacts of its products and services.	
Marketing and labeling						
GRI 3: Material Topics 2021	3-3 Management of material topics		3-3 Management of material topics	Not applicable	Marketing and labeling are not recognized as a material topic for KIB	
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	a., b. Sub-Section 'Regulatory Compliance'				
	417-2 Incidents of non-compliance concerning product and service information and labeling	a., b. Section 'Regulatory Compliance'				
	417-3 Incidents of non-compliance concerning marketing communications	a., b. Section 'Regulatory Compliance'				
Customer privacy						
GRI 3: Material Topics 2021	3-3 Management of material topics	Section 'Appendix', subsection 'GRI 3-3', Material topic : Data Privacy and Cybersecurity				
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	a.b. Located in Section 'Effective and Compliant Governance', Sub-Section 'Privacy and Digital Security'				

Material Topics	Actual and potential, negative and positive impacts on the economy, environment, and people	Involvement with negative impacts through activities or as a result of its business relationships)	Policies or commitments regarding the material topic	Actions taken to prevent or mitigate potential negative impacts	Actions taken to address actual negative impacts, including actions to provide for or cooperate in their remediation	Actions taken to manage actual and potential positive impacts	Processes used to track the effectiveness of the actions	Goals, targets, and indicators used to evaluate progress of the actions	Actions' effectiveness	Lessons learned
Community Empowerment	Fosters entrepreneurship culture and enhances social equity through education, SME support, and financial-literacy initiatives.	Spurs collaboration, innovation, and community outreach via partnerships with NGOs and other stakeholders.	Entrepreneurship Development Program; CSR Policy; Draya Campaign Framework.	Apply strict partner screening, vetting processes, and governance standards to mitigate collaboration risks.	Conducts awareness campaigns and employment-focused sessions to address identified gaps.	Hosts training and networking events, internship programs, youth workshops, and financial-inclusion sessions.	Community feedback shows high visibility and impact; startup engagement has risen substantially.	30% growth in community-driven startup initiatives at Mubader Center; engage 1,000+ individuals in empowerment activities annually.	Yes, 2024 outreach goals were exceeded; plans for community programs to be expanded .	Build a digital entrepreneur community and launch an on-demand financial-literacy hub to broaden reach.
Customer Satisfaction	Drives client retention and deal volumes within IBD ; boosts employee satisfaction via streamlined processes ; strengthens trust and loyalty at every touchpoint.	Fast approvals and competitive pricing support clients ; optimized processes cut turnaround times ; fosters repeat business and cross-selling.	; Change Management Policy ; Customer Service Framework ; Experience Policy and SLAs.	Proactive high-touch support ; stringent partner screening and governance checks.	Post-implementation reviews to resolve issues ; survey-driven process improvements.	Training sessions, digital feedback tools, loyalty programs and monthly reviews.	Retention and transaction volumes rose significantly; NPS >70 and 92% satisfaction achieved; NPS +12% YoY and 20% faster resolution; quarterly satisfaction gains.	≥90% satisfaction target; NPS >70 and 20% faster resolution; +5% YoY and 20% faster resolution; growing serviced base.	Fully met; partially met.	Expand AI-driven support and chatbots; weekly customer check-ins; proactive error-prevention audits ; optimize impediments log; increase retention and deals in 2025.
Data Privacy and Cybersecurity	Secures business data and reduces fraud, builds client and regulator trust, and incurs computing-power GHG impacts.	Strengthens user and regulator confidence and mitigates third-party cybersecurity risks.	Governed by Cybersecurity Policy, Data Privacy Policy with ISO/IEC 27001 framework, and KIB data-security regulations.	Shifting workloads to the cloud, conducts regular system audits and security checks, performs penetration testing and enforces encryption standards, and follows ISPAD guidelines.	Implements enhanced cybersecurity infrastructure and awareness training, run customer-focused digital security campaigns, and apply ISPAD remediation protocols.	Uses power-efficient cloud assets, delivers comprehensive cybersecurity training, and conducts periodic follow-up and improvements per ISPAD standards.	Yields long-term stability with zero external incidents and demonstrably reduced data-breach rates.	Aims for full compliance—including zero breaches, annual external audits, and 100 % staff training—plus periodic refresher training and ongoing environmental monitoring.	Fully met cybersecurity standards and training targets; environmental real-time AI threat monitoring, and sustain continuous follow-up improvements.	Expand shared deployments across the digital space to lower carbon footprint, bolster infrastructure resilience, implement real-time AI threat monitoring, and sustain continuous follow-up improvements.
Energy and Resource Management	Reports energy consumption across operations.	High energy use across activities.	Energy Management Policy.	Continuous monitoring and reduction of use.	Promoting energy-efficient practices among startups.	Implementation of energy-efficient technologies.	Achieved lower operational energy use.	Improve energy efficiency by 15%.	On track.	Increase overall efficiency and adopt more green technologies.
Engagement and Workforce Development	Enhances employees' skills and capabilities; deepens client-facing expertise through targeted awareness sessions.	Boosts employability via structured programs; improves client interactions by upskilling staff.	Training and Development Policy HRD coordination.	Provides structured skill-development initiatives; equips staff through role-specific training.	Launches an entrepreneur training incubator; delivers continuous development to address efficiency gaps.	Operates incubator training programs; focuses on learning critical areas identified in needs assessments.	Raises overall workforce readiness; drives process improvements and new service offerings.	Train 1,000+ entrepreneurs annually; maintain continual skills enhancement aligned with market shifts.	On track – 800 trained so far; fully met development goals.	Develop AI-driven learning modules; sustain ongoing engagement and tailored development pathways.
Environmental Efforts	Promotes sustainability.	Reduces environmental impact.	Sustainability Policy.	Implementing waste reduction measures.	Expanding sustainable business initiatives.	Green business solutions.	Improved sustainability.	Increase eco-friendly startups by 25%.	Partially met—expansion ongoing.	Launch sustainability-focused startup accelerator.
Financial Accessibility and Inclusion	Expands financial inclusion.	Encourages financial access for SMEs.	Inclusive Finance Policy.	Providing special financing options for SMEs.	Providing easier access to financing for underrepresented entrepreneurs.	Startup funding support.	Greater financial inclusion.	Reach 500+ startups through financial training.	On track, 400+ startups reached so far.	Introducing AI-powered financial advisory tools.
Ethical Business Governance and Integrity.	Reinforces ethical practices, governance and integrity, ensuring credibility, transparency, compliance and robust risk management across all operations.	Embeds ethical standards in client transactions, builds stakeholder trust and underpins long-term business relationships.	Governance and Compliance Policy; Governance Framework; Code of Ethics; Anti-Bribery and AML/CTF Policies; Internal Policies and Procedures.	Continual adherence to ethical standards; regular internal audits and ethical training; strict audit reviews with disciplinary protocols; maker-checker controls.	Referral to governance procedures; deployment of ethical policy training; annual ethics workshops, stakeholder engagement and transparency reporting; incident reporting and follow-up.	Corporate integrity workshops; zero-violation record upheld through transparency measures; continuous improvement follow-ups.	No incidents reported; stronger governance culture; 100% employee ethics training completion; zero-tolerance violation record; full compliance achieved.	100% adherence to ethical governance principles; zero violations; 100% staff training; ongoing compliance monitoring; no incidents.	Yes – full compliance and standards upheld across all areas.	Continue to uphold and enhance compliance training; expand ethics scope to vendors and third-party providers; strengthen controls and transparency.
GHG Emissions	Emissions from operations.	High supplier emissions.	Environmental Policy.	Screening vendors based on emissions.	Encouraging suppliers to adopt lower emissions practices.	Low-carbon business practices.	Reduced carbon footprint.	Reduce supplier emissions by 5% by 2025.	Yes, exceeded (10% reduction).	Set 15% reduction goal by 2030.
Inclusion and Wellbeing	Promotes workplace diversity while enhancing employee engagement, retention and overall wellness.	Encourages diverse participation and provides inclusive facilities, strengthening stakeholder relationships .	Governed by the Inclusion Policy and Employee Wellness Program under the broader Diversity and Inclusion framework.	Creates an inclusive workspace through equitable entrepreneurial resources, mental-health support, flexible benefits and supportive practices, mitigating exclusion risks.	Ensure equal access to entrepreneurial resources and implement inclusive practices, workspaces and wellness support to address gaps.	Delivers diversity-focused workshops, women's leadership mentorship and targeted health-and-wellbeing campaigns.	Achieved greater startup inclusivity and recorded a 10% rise in employee satisfaction scores.	Increase diversity and inclusion programs, raise female leadership by 15% and sustain a 90% wellness program reach.	Partially met—targets ongoing; female leadership and wellness outreach are progressing.	Expand outreach to underrepresented entrepreneurs, enhance parental-leave policies and establish an inclusion council.
Nationalization	Supports Kuwaiti entrepreneurs through focused initiatives; maximizes Kuwaiti staff participation and empowers local citizens to enhance client service and meet regulatory directives.	Strengthens the local workforce pipeline; drives client satisfaction and compliance by employing and prioritizing Kuwaiti talent.	National Employment Policy ; HRD coordination framework.	Prioritize hiring local talent via targeted recruitment ; employ Kuwaitis and limit non-Kuwaiti hires to meet directive.	Create incentives for Kuwaiti businesses to expand opportunities; recruit exceptional local talent hires to meet directive.	Run Kuwaiti entrepreneur bootcamps to build skills; showcase success stories of hired Kuwaitis to reinforce program impact .	On track – Kuwaiti-led startups have increased significantly, and the program "serves the purpose" of regulatory and client goals.	Support 50+ Kuwaiti businesses annually; achieve full Kuwaitization across roles.	On track, majority of Kuwaitization targets met.	Strengthen business-support programs for local entrepreneurs; expand training initiatives and develop local hiring.
Occupational Well-being and Safety	Ensures a safe workspace and strong team relationships through regular team building, health insurance, ample leave, and performance rewards.	Enhances productivity by maintaining employee well-being and prevents negative impacts on output when staff needs aren't met.	Workplace Safety Polic.	Regular health and safety training and motivational recognition to keep employees engaged and secure.	Development of formal safety protocols and ongoing performance appraisals focused on well-being.	Workplace safety campaigns, high-morale initiatives, and rewards that reinforce safe, motivated performance.	Lowered incident rates and very effective morale improvements, as shown in safety metrics and employee feedback.	100% adherence to safety measures; safety performance integrated into appraisals.	Yes – fully met.	Enhance real-time safety monitoring and sustain ongoing engagement and development programs.

Responsible Governance and Regulatory Compliance	Reinforces ethical business conduct and legal compliance across all operations.	Embeds governance practices in client transactions, strengthens regulatory relationships, and ensures alignment with central bank directives.	Governance and Compliance Policy; Compliance Policies; Internal PandP and CBK directives.	Ongoing adherence to governance standards; strict compliance monitoring and regulatory updates; maker-checker controls.	Reference to governance procedures and compliance protocols; legal-compliance workshops and risk assessments; incident reporting and follow-up.	Regulatory compliance training and workshops; continuous procedural follow-up and improvements.	No incidents reported; improved risk management through workshops and updates.	Maintain full compliance and uphold governance standards; achieve 100% regulatory adherence.	Yes – all compliance measures successfully met; zero incidents.	Continue to uphold and enhance governance standards; introduce AI-driven compliance tracking; update directives and adopt best practices.
Sustainable Finance	Enables ESG-linked project financing and client support; encourages responsible investment; highlights risk from non-ESG-compliant funding activities.	Provides clients with ESG-aligned financing options and drives development of more environmentally friendly financing practices.	Financial Support Program; Bank Financing Policy and emerging Sustainable Finance Framework.	Ensures startups have access to responsible financing; embeds ESG criteria into new financing policies to mitigate non-compliant funding.	Information unavailable.	Delivers financial literacy and education programs to promote responsible financing; introduces ESG-compliant financing products and incentives.	Ongoing project progress with enhanced financial accessibility ; RMG initiatives in development.	Tracked as part of total financing portfolio; target to expand ESG-linked support by 30 %.	Yes, Partially – expansion in progress.	Continue seeking new ESG-linked financing opportunities; expand fintech-driven financial inclusion; finalize Sustainable Finance Framework.
Sustainable Supply Chain Management	Encourages responsible sourcing practices; but suffers from limited visibility into supplier sustainability performance.	Supports sustainable vendors through targeted partnerships while facing risks from suppliers not aligning with sustainability standards.	Governed by the Procurement Policy with a sustainable-procurement framework pending finalization.	Encourages long-term collaborations with ESG-compliant suppliers and screens vendors according to emerging sustainability-procurement criteria.	Trains purchasing staff to enforce ESG requirements and address non-compliant suppliers through follow-up audits.	Strengthened supplier relationships via sustainable sourcing initiatives and onboarded new responsible suppliers in tenders.	Supplier partnerships have deepened, and sustainable procurement metrics have improved, though full visibility remains a work in progress.	Increase the share of sustainable sourcing by 20% over three years and include sustainability requirements in all tenders.	Partially met – new responsible suppliers added, but broader visibility and overall sourcing targets remain under development.	Extend ESG requirements to all suppliers, finalize sustainable-procurement guidelines, and develop stricter vetting protocols.

## Other ESG related data

## MSCI Appendix

#	Question	2024
1	The company is currently in breach of its continuing obligations that apply to the listing of its securities, which may threaten the continued listing or trading of those securities.	No
2	The company has formal management systems in place to assess ESG risks in financing activities.	4. Sustainable Value Chain
3	The company's management system assesses ESG risks in financing activities.	3.2 Regulatory Compliance
4	The company's environmental credit policy spans four sectors and one theme: Agriculture, Power utilities, Mining, Oil and gas, and Biodiversity (theme).	This is included in the Financing and Credit Policy of KIB
5	Group credit risk is involved in ESG due diligence processes.	4.2 Financial Inclusion
6	The company has clearly defined ESG due diligence triggers and a risk-escalation process.	4.2 Financial Inclusion
7	The company oversees ESG risk management in its financing activities.	4.2 Financial Inclusion
8	The company's board engages in climate-related risk management.	The Bank has a well-equipped DR site as a part of BCM process that covers management of all disruptions including the climate related risks.
9	The company conducts climate-related risk analysis.	3.2 Regulatory Compliance
10	The company is involved in green sukuk.	4. Sustainable value chain
11	The company is developing sustainability-related financial products.	4. Sustainable value chain
12	The company has been involved in controversial investment controversies, if any.	No
13	The company is involved in financing or underwriting activities.	4. Sustainable value chain
14	The company calculates the environmental intensity of its financing portfolio based on the weighted average of environmental risks associated with the industry exposures.	Confidential
15	The company has a debt collection policy.	The Bank maintains a dedicated Debt Collection Policy for corporate remedial accounts, outlining procedures and risk management measures for handling clients facing financial difficulties. This policy ensures responsible recovery practices in alignment with the bank's credit remedial framework
16	The company provides employee training on consumer financial protection.	5.3 Workforce Growth and Professional Development
17	The company has fair advertising policies and procedures for financial products.	3.2 Regulatory Compliance
18	The company has financial education initiatives and stakeholder outreach programs.	4.2 Financial Inclusion
19	The company offers financing modification options.	The company does not offer financing modifications after disbursement.  Located in 5.1 Customer - Centric Service Excellence
20	The company oversees the complaint resolution process.	5.1 Customer - Centric Service Excellence
21	The company handles financial product complaints according to a set process.	5.1 Customer - Centric Service Excellence
22	The company oversees financial product or service reviews.	4. Sustainable Value Chain
23	The company is involved in high-risk financing, insurance, or investment products.	Information unavailable
24	The company monitors complaint growth.	Yes, through year-on-year counting of complaints. Located in 3.3 Privacy and Digital Security
25	The company has product safety controversies, if any.	KIB policies and procedures are followed in order to ensure the safety of products and services, and to ensure no controversies arise.
26	The company has a talent pipeline development strategy.	Information is unavailable
27	The company has formal grievance reporting or escalation procedures.	5.1 Customer - Centric Service Excellence
28	The company monitors employee satisfaction regularly.	5.4 Health, Safety, and Employee Well-being
29	The company has an Employee Stock Ownership Plan (ESOP) or Employee Stock Purchase Plan (ESPP), if any.	Information is unavailable
30	The company has a variable component to pay.	5.3 Workforce Growth and Professional Development
31	The company offers non-compensation benefits and work/life balance initiatives.	Information is unavailable



32	The company conducts regular performance appraisals and feedback processes.	5.3 Workforce Growth and Professional Development
33	The company provides job-specific development training programs.	5.3 Workforce Growth and Professional Development
34	The company has leadership training and talent management programs.	5.3 Workforce Growth and Professional Development
35	The company reports on its annual employee turnover percentage.	Yes5.2 Diversity, Inclusion, and Equal Opportunity
36	The company has received external recognition as an employer of choice over the last three years, if applicable.	No
37	The company has labor management controversies, if any.	No
38	The company has collective bargaining controversies, if any.	No
39	The company has discrimination and workforce diversity controversies, if any.	No
40	A percentage of the company's operations are in business segments with high/moderate/low levels of employee specialization, education, and qualification needs.	Not applicable
41	A percentage of the company's operations are in business segments with high/moderate/low levels of compensation per employee.	Not applicable
42	The company has had layoffs affecting more than 10% of the workforce or more than 1,000 employees in the last three years, if any.	During Covid, approximately 15% of the employees were laid off in line with recommendations by external consultants.
43	The company has had major merger and acquisition (MandA) activity affecting more than 10% of the work-force or more than 1,000 employees in the last three years, if any.	No
44	The company is involved in microfinance or microinsurance, if any.	Yes, through the Credit Policy which includes small tickets starting from 300 KD and 20 KD instalments, starting at 3 months tenor to fulfil customer need.
45	The company has product innovations for small and medium-sized businesses.	All products available to SMEs including KIB Mubader (please refer to KIB website), KIB Aqari app, updated online corporate banking.
46	The company has product innovations for retail and households.	4. Sustainable Value Chain
47	The company has innovations in mobile or online distribution channels.	4.3 Advancing Communities
48	The company's points of service include branches, ATMs, and self-service options.	1.1 KIB Overview and Strategic Direction
49	The company has innovations in alternative branchless distribution channels.	5.1 Customer Centric Service Excellence
50	The company is involved in outreach programs and initiatives, such as financial literacy or public-private partnerships.	5.4 Employee and Community-related Events
51	Financing to small and medium-sized enterprises (SMEs) account for a percentage of total financing.	4.3 Advancing Communities
52	Financing to small and medium-sized enterprises (SMEs) have a year-on-year growth rate.	Yes, located in 4.3 Advancing Communities
53	The company is engaged in business with underserved communities, including rural development.	The bank has partnered with local organizations to provide financial literacy programs, aiming to empower individuals with the knowledge needed for financial independence. Additionally, KIB offers products like Takaful, an Islamic insurance product designed to promote social and economic solidarity, providing financial protection to individuals and underserved businesses within the community.
54	The company ensures no restricted or discriminatory access to products and services.	4. Sustainable Value Chain
55	The company's business or assets mix include property and casualty insurance, life and health insurance, reinsurance, asset management, and other services.	The Bank is engaged principally in providing Islamic banking services, the purchase and sale of properties, leasing and other trading activities. Trading activities are conducted on the basis of purchasing various commodities and selling them on Murabaha at agreed profit margin which can be settled in cash or installment credit basis. Subsidiaries include KIB Takaful and KIB Invest.
56	A percentage of the company's operations are in countries with high/moderate/low levels of opportunity to provide increased financial access.	N/A
57	The company has a publicly available data protection policy.	3.3 Privacy and Digital Security
58	The company provides rights to individuals regarding control of their data.	3.3 Privacy and Digital Security
59	The company has a data breach/incident response plan.	3.3 Privacy and Digital Security
60	The company conducts regular audits of information security policies and systems.	The Bank conducts regular security audits using both internal and external auditors.
61	The company has access control and protection for personal/sensitive data.	3.3 Privacy and Digital Security
62	The company manages the transfer of personal data to third parties and requires consent.	3.3 Privacy and Digital Security
63	The company works to minimize data collection and retention with respect to data and IT.	3.3 Privacy and Digital Security
64	The company's data protection and/or privacy programs cover suppliers and business partners.	3.3 Privacy and Digital Security
65	The company has an executive body responsible for privacy and data security.	3.3 Privacy and Digital Security
66	The company offers training to employees on data security and privacy-related risks and procedures.	Yes, located in 3.3 Privacy and Digital Security
67	The company is certified to widely recognized standards such as ISO 27001, TRUSTe, Privacy Mark, SSAE16 soc2 standards.	3.3 Privacy and Digital Security
68	The company has privacy-enhancing technologies and initiatives.	3.3 Privacy and Digital Security
69	The company has privacy and data security controversies, if any.	No
70	A percentage of the company's revenue derives from business segments that require collection and handling of sensitive personal data and have witnessed high cost and frequency of data breaches.	1.1 KIB Overview and Strategic Direction
71	A percentage of the company's operations are in countries with strengthening or evolving data and privacy regulations and have high cost and frequency of data breaches.	Not applicable
72	The company's non-executive chair is classified as not independent of management or other interests.	No
73	The company has a combined CEO/chair.	No
74	There are concerns regarding excessive influence of the CEO or executive chair.	Information unavailable
75	If the chair is non-independent, the company has failed to designate a non-executive lead director or independent deputy chairman.	No
76	Less than a majority of directors are independent of other interests.	Yes
77	Thirty percent or more of the board of directors comprises executive directors.	No
78	The management board includes eight or more executive directors.	Yes
79	The board is composed entirely of directors who do not meet the criteria for independence from management.	Information unavailable
80	There have been disclosed related-party transactions (RPTs) in the last two financial years.	Information unavailable
81	Any of the board members are flagged for concerns such as conflicts of interest or related-party transactions.	No
82	Non-executive board members serve on the boards of three or more additional issues.	No

83	Executive board members serve on the boards of two or more additional issues.	No
84	A board member received a negative or withheld shareholder vote in excess of 10% in the most recently reported election.	No
85	The board of directors or supervisory board includes a high number of directors, suggesting obstacles to effective oversight and decision-making.	Yes
86	Members of the board failed to attend at least 75% of all board and committee meetings.	No
87	The board includes a high number of long-tenured, aging directors, suggesting a problem with board entrenchment.	No
88	More than 30% of the board is composed of currently active corporate CEOs from other companies.	Information unavailable
89	The board fails to include any female directors.	Yes
90	The board fails to include at least 30% female directors.	Yes
91	The board lacks at least one non-executive member with general expertise in risk management.	No
92	The company has failed to establish an audit committee comprising only directors who are independent of management.	No
93	Company executives serve on the audit committee or audit board.	No
94	The audit committee lacks at least one non-executive member with general expertise in accounting or financial management.	No
95	The audit committee lacks at least one non-executive member with substantial industry knowledge.	No
96	Independent members of the audit committee serve on the boards of three or more additional companies.	No
97	Non-independent members of the audit committee serve on the boards of two or more additional companies.	No
98	The company lacks a standing nomination committee.	No
99	The nomination committee chair is not independent of management or other interests.	Information unavailable
100	Less than a majority of the nomination committee members are independent of management and other interests.	Yes
101	The company or material subsidiary is currently in receivership, under bankruptcy protection, or facing liquidation.	No
102	The company or material subsidiary has recently breached the terms of its debt covenants or had a test of its debt covenant terms deferred or waived.	No
103	Concerns have been raised about the going-concern assumption, or the company may be facing financing difficulties.	No
104	Concerns have been raised about the treatment of security holders in relation to raising and/or returning capital.	No
105	Investors have not been given access to certain basic facts about the company or have raised substantive allegations of breaches of investor protection requirements.	Information unavailable
106	A current or recent member of the board or senior executive allegedly failed to act with honesty and integrity or engaged in actions contrary to the company's interests.	No
107	Situations have arisen that may distract the board from focusing on business operations and strategic matters.	No
108	Major questions have been raised about the quality of past board decisions.	No
109	There is evidence of governance failures at the company.	No
110	The company has announced an internal investigation into its accounting and has come under investigation by a regulatory body.	Information unavailable
111	The company's auditor has come under investigation for issues related to its work on the audit.	No
112	The governance body responsible for overseeing business ethics and corruption issues is identified.	Code of Conduct and ethics policy has been reviewed by the BRMC.
113	The company has a policy on bribery and anti-corruption in place.	N/A
114	The scope of the bribery and anti-corruption policy in place for suppliers is provided.	N/A
115	The company has disclosed a whistleblower policy that protects whistleblowers from retaliation.	Yes, located in 3.2 Ethical Governance and Leadership
116	The company provides employee training on anti-corruption and business ethics standards.	5.3 Workforce Growth and Professional Development
117	The company conducts audits related to anti-corruption and business ethics.	Information unavailable
118	The company has a policy on anti-money laundering and knows your customer.	Yes
119	The company has exposure to business activities or geographies facing a higher incidence of corruption.	No
120	The company is involved in anticompetitive and business ethics controversies.	Cooperation to amended and reviewed policies related to the Governance regulations (ex: Code of conduct & Ethics, Whistleblower policy, etc.).
121	A shareholder or shareholder block controls more than 30% of the voting shares or can elect more than 50% of the company's board.	Yes, located in 1.1 KIB Overview and Strategic Direction
122	The company's ownership structure or governance arrangements suggest special concerns for minority public shareholders.	3.2 Regulatory Compliance
123	The company is widely held, with no principal shareholders or large blocks of shares.	No
124	The company is involved in cross-shareholdings with other companies.	No
125	The company is traded as a tracking stock or a similar trading-based entity.	Cooperation to amended and reviewed policies related to the Governance regulations (ex: Code of conduct & Ethics, Whistleblower policy, etc.).
126	At least 5% of the group's revenue comes from Variable Interest Entities (VIEs) where the company has no or minimal voting stake.	Information unavailable
127	The company has issued more than one class of equity shares, and these classes carry unequal voting rights.	No
128	The company's capital structure includes a single share class where voting rights vary based on the duration of ownership or extra voting rights are granted via "loyalty shares."	No
129	The company's voting rights are capped at a certain percentage, no matter how many shares the investor owns.	No
130	The company's voting rights are different for foreign or non-resident shareholders.	No
131	The company's capital and ownership structures include a "golden share" provision, or equivalent provision in national or state laws, or the government has the right to nominate government representatives to the board.	No
132	The company has adopted a takeover defense such as a poison pill, shareholder rights plan, or equivalent provision.	No
133	The board has the unilateral right to amend the company's bylaws or Articles of Association without shareholder approval.	No, any decisions that could result in such changes shall be taken in the EGA.

134	Shareholders lack the right to requisition an extraordinary general meeting (EGM), or the threshold required to request an EGM exceeds 10% of the voting rights.	No
135	Shareholders are limited in their ability to make changes at the company due to provisions in the governing documents.	No
136	The company has failed to implement regular say-on-pay votes.	No
137	The company has failed to implement confidential voting, barring reasonable exceptions.	No
138	The company does not allow qualified shareholders to nominate directors for election at the annual general meeting, and such nominees are not included in the meeting agenda circulated to shareholders.	No
139	Shareholder-elected directors do not stand for re-election at intervals of one year or less.	3.1 Ethical Governance and Leadership
140	The company has a classified or staggered board in combination with other limitations on shareholder rights, which further limit shareholders' ability to affect the makeup of the board.	No
141	The company has failed to use or adopt binding majority voting in the election of directors, with immediate resignation required if a director does not receive a majority of the votes cast.	No
142	The company, with a controlling shareholder, uses a plurality vote standard for director elections but does not allow cumulative voting (whether as the default election standard or at the request of shareholders).	3.1 Ethical Governance and Leadership
143	Shareholders lack the right to remove individual directors without cause.	No
144	The company has a constituency provision, or it is subject to constituency protection under applicable law.	No
145	The company has a business combination provision in place or is subject to business combination protection under applicable law.	Information unavailable
146	The company has a fair price provision (with a mandatory bid requirement which does not exceed 33.3%) in place and is subject to fair price protection under applicable law.	A mandatory bid requirement is in place at the Bank.
147	The CEO holds shares with a value below 5x their salary.	Information unavailable
148	The company has failed to adopt effective stock ownership guidelines or an equity retention policy for the CEO.	Information unavailable
149	The number of shares held by the CEO has decreased year over year by 10% or more (after adjustments for any corporate actions).	Information unavailable
150	The CEO's equity pay does not reflect the company's total shareholder return (TSR) performance over the last three and five years.	Information unavailable
151	The CEO's equity pay does not reflect the company's total shareholder return (TSR) performance over the last three and five years relative to the company's pay peer group.	Information unavailable
152	The CEO's annual incentives did not rise or fall in line with annual performance for the last reported period.	Information unavailable
153	The company has incorporated links to sustainability performance in its current executive pay policies.	Long term plan under review by committee
154	Where the company offers variable or incentive pay, it has adopted a claw back policy applicable to both the annual and long-term incentives, which would recoup incentive pay based on accounts that were restated at a later date.	Information unavailable
155	There has been public criticism from stakeholders of golden hellos provided by the company to its CEO or other senior executives. (Note: Golden Hellos are defined as substantial payments made by an employer to a sought-after recruit.)	No
156	The company's pay policies or practices have attracted adverse public comment from stakeholders (including shareholders, government, regulators, etc.).	Information unavailable
157	For the most recently reported period, the company received a negative vote in excess of 10% on its pay policies and practices.	Information unavailable
158	The company discloses specific pay totals for its top executives, including the CEO.	No
159	The most recently reported total realized CEO pay figure falls into an extreme range relative to the company's pay peer group.	Information unavailable
160	The most recently reported total awarded CEO pay figure falls into an extreme range relative to the company's pay peer group.	Information unavailable
161	The most recently reported total fixed CEO pay figure falls into an extreme range relative to the company's pay peer group.	Information unavailable
162	The most recently reported CEO perks and other pay figures exceed common thresholds.	Information unavailable
163	The pension contribution rate made by the company on behalf of the CEO is excessive relative to the company's pay peer group. (Note: The pension contribution rate is defined as the defined contribution amount (CEO non-qualified deferral compensation (NQDC)) divided by salary.)	Information unavailable
164	The most recently reported CEO accumulated pension figure (divided by the number of years of pensionable service) is excessive relative to the company's pay peer group.	Information unavailable
165	The CEO's total awarded pay for the last reported period exceeds the median pay for the other named executive officers by more than 3x.	Information unavailable
166	The CEO's potential cash severance pay exceeds five times their annual pay.	Information unavailable
167	Unvested equity awards are still eligible for vesting when the CEO's employment is terminated.	Information unavailable
168	The potential dilution in your traded shares is 10% or greater.	No
169	The company's current running rate is 2% or more. (Note: Run rate is defined as the percentage of company shares actually granted as incentive awards during the most recently reported period. The 2% run rate threshold is used regardless of company size.)	No
170	The company has adopted specific stock ownership guidelines for non-executive directors.	No
171	The company is involved in ongoing tax-related controversies, if any.	No

## Boursa ESG Disclosures

Metric	Calculation	Disclosure / Page Number
Environmental		
GHG Emissions	E1.1) Total amount, in CO2 equivalents, for Scope 1 (if applicable)	6.1 Carbon Footprint Reductions
	E1.2) Total amount, in CO2 equivalents, for Scope 2 (if applicable)	6.1 Carbon Footprint Reductions
	E1.3) Total amount, in CO2 equivalents, for Scope 3 (if applicable)	6.1 Carbon Footprint Reductions
Emissions Intensity	E2.1) Total GHG emissions per output scaling factor	6.1 Carbon Footprint Reductions
	E2.2) Total non-GHG emissions per output scaling factor	N/A
Energy Usage	E3.1) Total amount of energy directly consumed	6.1 Carbon Footprint Reductions
	E3.2) Total amount of energy indirectly consumed	6.1 Carbon Footprint Reductions
Energy Intensity	Total direct energy usage per output scaling factor	6.1 Carbon Footprint Reductions
Energy Mix	Percentage: Energy usage by generation type	6.1 Carbon Footprint Reductions
Water Usage	E6.1) Total amount of water consumed	6.1 Carbon Footprint Reductions
	E6.2) Total amount of water reclaimed	6.1 Carbon Footprint Reductions
Environmental Operations	E7.1) Does your company follow a formal Environmental Policy? Yes/ No	No
	E7.2) Does your company follow specific waste, water, energy, and/or recycling policies? Yes/No	No
	E7.3) Does your company use a recognized energy management system? Yes/No	No
Environmental Oversight	Does your Board/Management Team oversee and/or manage climate-related risks? Yes/No	Yes, for ICAAP
Environmental Oversight	Does your Board/Management Team oversee and/or manage other sustainability issues? Yes/No	Yes
Climate Risk Mitigation	Total amount invested, annually, in climate-related infrastructure, resilience, and product development	Information unavailable
Social		
Gender Pay Ratio	Ratio: Median male compensation to median female compensation	Confidential
Employee Turnover	S3.1) Percentage: Year-over-year change for full-time employees	16.23%
	S3.2) Percentage: Year-over-year change for part-time employees	Information is unavailable
	S3.3) Percentage: Year-over-year change for contractors and/or consultants	Information is unavailable
Gender Diversity	S4.1) Percentage: Total enterprise headcount held by men and women	5.3 Diversity, Inclusion and Equal Opportunity
	S4.2) Percentage: Entry- and mid-level positions held by men and women	5.3 Diversity, Inclusion and Equal Opportunity
	S4.3) Percentage: Senior- and executive-level positions held by men and women	5.3 Diversity, Inclusion and Equal Opportunity
Temporary Worker Ratio	S5.1) Percentage: Total enterprise headcount held by part-time employees	Information is unavailable
	S5.2) Percentage: Total enterprise headcount held by contractors and/or consultants	Information unavailable
Non-Discrimination	Does your company follow a sexual harassment and/or non-discrimination policy? Yes/No	Yes
Injury Rate	Percentage: Frequency of injury events relative to total workforce time	N/A
Global Health and Safety	Does your company follow an occupational health and/ or global health and safety policy? Yes/No	No
Child and Forced Labor	S9.1) Does your company follow a child and/or forced labor policy? Yes/No	No
	S9.2) If yes, does your child and/or forced labor policy also cover suppliers and vendors? Yes/No	Information unavailable
Human Rights	S10.1) Does your company follow human rights policy? Yes/No	No
	S10.2) If yes, does your human rights policy also cover suppliers and vendors? Yes/No	Information unavailable
Nationalization	S11.1) Percentage of national employees	5.3 Diversity, Inclusion and Equal Opportunity
	S11.2) Direct and indirect local job creation	Information unavailable
Governance		
Board Diversity	G1.1) Percentage: Total board seats occupied by men and women	The Board is 100% occupied by men
	G1.2) Percentage: Committee chairs occupied by men and women	Information unavailable
Board Independence	G2.1) Does your company prohibit its CEO from serving as board chair? Yes/No	Yes
	G2.2) Percentage: Total Board seats occupied by independents	3.1 Ethical Governance and Leadership
Incentivized Pay	Are executives formally incentivized to perform on sustainability? Yes/No	No
Collective Bargaining	Percentage: Total enterprise headcount covered by collective bargaining agreement(s)	Information unavailable
Supplier code of conduct	G5.1) Are your vendors or suppliers required to follow a code of conduct? Yes/ No	No
	G5.2) If yes, what percentage of your suppliers have formally certified their compliance with the code?	Information unavailable
Ethics and Anti-Corruption	G6.1) Does your company follow an Ethics and/or Anti-Corruption policy? Yes/No	Yes
	G6.2) If yes, what percentage of your workforce has formally certified its compliance with the policy?	100%
Data Privacy	G7.1) Does your company follow a Data Privacy policy? Yes/No	Yes
	G7.2) Has your company taken steps to comply with GDPR rules? Yes/No	Not applicable
Sustainability Reporting	G8.1) Does your company publish a sustainability report? Yes/No	Yes
	G8.2) Is sustainability data included in your regulatory filings? Yes/No	Yes
Disclosure Practices	G9.1) Does your company provide sustainability data to sustainability reporting frameworks? Yes/No	Information unavailable
	G9.2) Does your company focus on specific UN Sustainable Development Goals (SDGs)? Yes/No	Yes
	G9.3) Does your company set targets and report progress on the UN SDGs? Yes/No	No
External Assurance (Recommended)	Are your sustainability disclosures assured or validated by a third party? Yes/No	No



