

Sustainability Report

2023



بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِیْمِ

In the Name of Allah, the Compassionate, the Merciful

Jordan Islamic Bank

A member of Al Baraka Group

Public Shareholding Limited Liability Company

Established in Amman - the Hashemite Kingdom of Jordan and registered as a public shareholding limited liability company in the Companies Registry on 28/11/1978 under reference No. 124 pursuant to the requirements of the by-then effective Companies Law and in accordance with the provisions of Jordan Islamic Bank temporary Law No. 13 of 1978, which was superseded by the Banks Law No. 62 of 1985 that was abolished pursuant to the Banks Law No. 28 of 2000 effective as of 02/08/2000, which included a special chapter on Islamic Banks and as amended in 01/05/2019.

About this Report

JIB, headquartered in Amman, presents this sustainability report, prepared in accordance with the GRI standards (Core Option 2021). Covering the period of 1 January 2023, to 31 December 2023, this annual report highlights JIB's environmental, social, and governance (ESG) performance with a focus on key sustainability issues relevant to the Bank and stakeholders.

Since 2012 and on, our Bank had been issuing Social Responsibility and Sustainability Reports according to its principles and mission to implement its Memorandum and Articles of association, and in fulfillment of its duty towards.

Your feedback on this report and on our performance at the JIB is highly appreciated through:



 www.jordanislamicbank.com

 jib@islamicbank.com.jo

 Contact Center +962 6 5680001

Our Mission

- ➔ Commitment to consolidate the values of the Islamic Sharia by dealing with all people according to the teachings and principles of the Islamic Law (Sharia) to serve the public interest of the society.
- ➔ Commitment to equally serve the interests of all stakeholders including shareholders, investors, borrowers and employees.
- ➔ Commitment to attain the latest innovative products in the banking industry and technology, as well as looking forward to gaining the trust of all people in our distinguished services that are in line with recent developments and changes within the framework of compliance with our Islamic Sharia.

Board Members *

Representative of Al Baraka Group Company

H.E. Mr. Abdullah Bin Ibrahim Bin Suleiman Al-Howaish Chairman of the Board of Directors

Representative of Al Baraka Group Company

H.E. Mr. Housseem Bin Al-Habib Bin Al-Haj Amor Vice-Chairman

Representative of Al Baraka Group Company

H.E. Mrs. Malak Fawzi Ragheb Ghanem Member

Representative of Al Baraka Group Company

H.E. Mr. Issa Haidar Issa Murad Member

Representative of Al Baraka Group Company

H.E. Mr. Daham Mashhour Daham Al-Fayez Member

Representative of the Social Security Corporation

H.E. Mr. Farouk Abdelhaleem Taher Al-Hadidi Member

H.E. Mr. Jamal Ahmed Mufleh Al-Sarayrah Member

H.E. Dr. Tayseer Radwan Saleem Al-Samadi Member

H.E. Eng. Abed AL Rahim Fathi Salim Al-Boucai Member

H.E. Mr. Ghassan Bin Ahmed Bin Mohammad Amodi Member

H.E. Dr. Khawla Fareez Awad Al Nobani Member

* The Board Members have been elected as of 27/4/2023.

Board Members *

H.E. Mr. Musa Abdulaziz Mohammad Shihadeh	Chairman of the Board of Directors
Representative of Al Baraka Group Company	
H.E. Mr. Hamad Abdulla Ali Al-Oqab	Vice-Chairman
Representative of Al Baraka Group Company	
H.E. Mr. Housseem Bin Al-Habib Bin Al-Haj Amor	Member
Representative of Al Baraka Group Company	
H.E. Dr. Jihad Abd El-Hamid El-Nakla	Member
Representative of Al Baraka Group Company	
H.E. Dr. Nour "Mohammad Shafer" "Mohammad Lutfi" Mahayni	Member
H.E. Mr. Salem Ahmad Jamil Al Khaza'aleh	Member
H.E. Mr. Issa Haidar Issa Murad	Member
H.E. Mrs. Malak Fawzi Ragheb Ghanem	Member
H.E. Dr. Nabih Ahmad Salameh Alzenat	Member
H.E. Mr. Ayman Abdel Karim Basheer Hatahet	Member
H.E. Dr. Hatem Hafez Al-Halawani Al -Tamimi	Member

* The Previous Board's Members till 27/4/2023

The Management of Jordan Islamic Bank

H.E. Dr. Hussein Said Saifan	CEO/ General Manager
H.E. Dr. "Muhammad Fahmy" Muhammad Khalil" El Jabari	Assistant General Manager
H.E. Dr. Abdul Hamid Abdulla Abu Saqri ⁽¹⁾	Assistant General Manager
H.E. Dr. Musa Omar Abu Muhaimed	Assistant General Manager
H.E. Mr. "Muhammad Fawaz" Sudqi Imam ⁽²⁾	Assistant General Manager

(1) Resigned from the Bank as of 6/10/2023 morning.

(2) Till the evening of 14/12/2023, and was appointed as an executive consultant of the CEO/General Manager as of 15/12/2023.

Chairman's Message

In the Name of Allah

All Praise be to Allah, Lord of the Worlds, and Prayers and Peace be upon His Prophet Mohammed, His Servant and Messenger, his Kinsfolk, and all his Companions.

Distinguished Ladies and Gentlemen,

Peace be Upon You, so as Allah's Mercy and Blessings,

On behalf of the Board Members, I am glad to present the sustainability report of 2023. This is the second report issued according to the standards of the Global Reporting Initiative (GRI), as our Bank had been issuing a social responsibility and sustainability report since 2012 based on the Bank's principles and mission in implementation of its memorandum and articles of association, and in fulfillment of its duty towards community.

Environmental and social factors, along with corporate governance remain our top priorities despite the global uncertainty and challenges. In 2023, we made significant strides in our journey by investing in new technologies and innovations, particularly in digital banking services. Our digital transformation efforts have enhanced our operational effectiveness and reduced our environmental footprint. Additionally, these efforts have played a crucial role in driving growth in our banking service assets and significantly improving our clients' experience. These sustainable practices, which align with our core Islamic values, enhance operational effectiveness and risk management. They also bolster stakeholder confidence, financial stability, and growth.

JIB's sustainability strategy is built on the foundation of responsible, long-term practices. We believe in creating a positive impact for both the economy and society. This commitment translates into prioritizing social equity, ensuring we serve the best interests of all stakeholders, including clients, shareholders, employees, and the wider community.

We recognize that robust governance serves as the cornerstone of our culture and the principles we seek to uphold. This unwavering commitment to good governance practices underpins our journey to empower both the economy and society, while simultaneously safeguarding the environment. Our dedication to governance fuels our ongoing efforts to deliver exceptional service to our clients. We prioritize data privacy as a paramount concern, particularly in the ever-evolving realm of digital service innovation.

Finally, I'd like to thank our dear shareholders, on behalf of the Board Members, for their confidence in our Bank. We pray to Allah Almighty to guide us to making the imprint we have already made in serving society and reinforcing the social responsibility of the Bank.

Abdullah Bin Ibrahim Al-Howaish

Chairman of the Board of Directors

CEO / General Manager's Message

In the Name of Allah

All Praise be to Allah, Lord of the Worlds, and Prayers and Peace be upon His Prophet Mohammed, His Servant and Messenger, his Kinsfolk, and all his Companions.

Peace be Upon You, so as Allah's Mercy and Blessings,

This report is dedicated to establishing genuine long-term value for our stakeholders, including investors. We achieve this by providing comprehensive information that empowers them to make informed assessments of the Bank's current and future prospects. We leverage a comprehensive thinking approach to ensure a thorough understanding of all factors influencing our ability to generate sustainable value for stakeholders. We actively monitor emerging trends and developments, allowing us to adjust our strategies and offerings to remain relevant and competitive in the ever-changing environment.

The growing urgency of climate change and pollution has elevated sustainability to a global priority. Recognizing the profound negative impacts on both the environment and society, JIB has made this area a key focus. JIB is committed to collaborating with national and international organizations in mitigating the detrimental effects of neglecting this critical issue

JIB aims to enhance employee performance, provide new technological solutions, and adopt international risk management practices through the implementation of core values. Our goal is to deliver the best innovative solutions. We prioritize engaging our employees to achieve excellence in serving our clients and community. Furthermore, we take a responsible approach to facing challenges, consistently striving to offer an excellent banking experience by streamlining procedures and transactions and providing solutions that are easy, effective, and transparent for a wide base of clients.

JIB prioritizes long-term stakeholder value by continuously developing its IT infrastructure. This translates to supporting innovation through cutting-edge technologies in financial technology, enhancing the e-payments infrastructure for a superior client experience with faster transactions, and streamlining internal workflows to boost operational capabilities. JIB's commitment to modernizing IT infrastructure fosters a culture of innovation, optimizes processes, and elevates the client experience, ultimately contributing to sustainable value creation for all stakeholders.

Finally, I'd like to thank our shareholders and clients for their ongoing support, and the Board Members for their support and empowerment of the Executive Management.

H.E. Dr. Hussein Said Saifan

CEO/ General Manager





Preface

Preface

With the help of Allah Almighty, JIB's journey goes on through the efforts and initiatives adopted by the Board of Directors and the Executive Management. Through this journey, JIB affirms that it is not only an entity that seeks to meet the shareholder's best interests, but also a joint investment seeking to fulfill the investors' interests. JIB is also a social institution that seeks to detect and meet social needs as much as possible, and it is a national banking institution that is keen on providing services to support the national, economic, and social development. JIB is an Islamic banking institution seeking to gain Allah Almighty blessings through establishing the high values and ideals of the Islamic approach in general and in the field of financial and banking transactions in particular. This requires taking all these dimensions into account and achieving balance under the available legislative environment and the accompanying circumstances that may often be unfavorable.

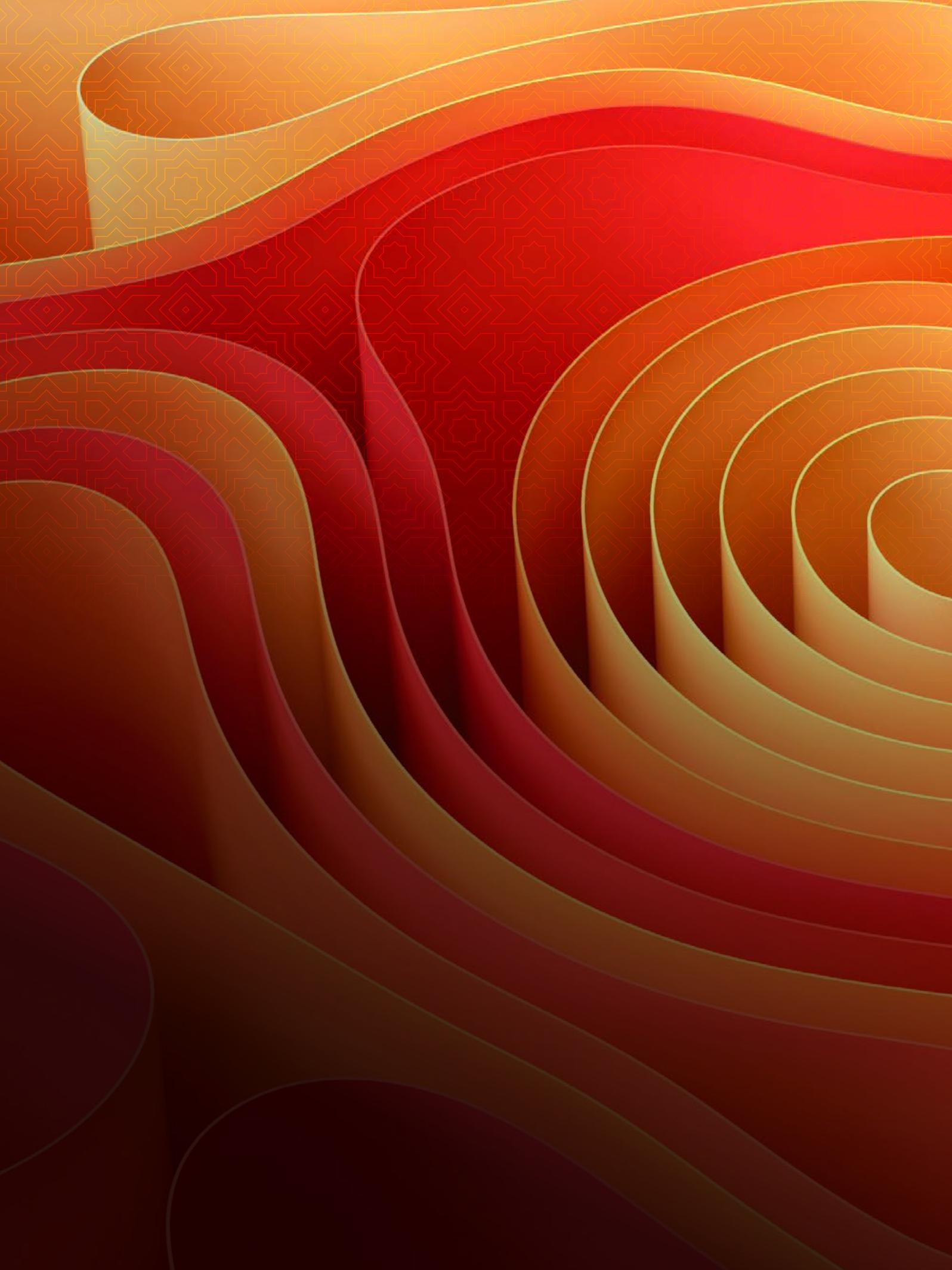
JIB's practice of its businesses is based on a system of values and rules that govern such practices, define their features, and fine-tune their applications to achieve the Bank's goals. This system is mainly composed of a range of legal, legislative, and applied controls. In addition, JIB keeps pace with the most recent advances in the business environment to deliver distinguished services to its clients in various areas to achieve its objectives and aspirations under the slogan "partners in achievement".

JIB mobilizes national savings and directs them to the economic and social activities and projects that have the potential of producing goods and services of real benefit to people's lives. JIB also offers the services and transactions that cover the daily needs of people while avoiding those that harm people or the national economy

The adherence to Sharia requires the Bank to fulfill the physical needs while maintaining the Islamic values in real-time to achieve the overall interest of society. The balance between the interests

of all stakeholders, such as shareholders, employees, investors, and those who benefit from financing, investments, and services is how JIB works for the interest of the public and the national economy.

All those objectives contribute to enhancing the distribution of income and wealth in the society to achieve justice. On the economic level, this achieves the optimum exploitation of economic resources and higher productivity of the available national capital, which contributes to increasing the national production, exports, new sources of foreign currencies, new job opportunities, and the achievement of the economic and social development goals.





**Development
of Social
Responsibility and
Sustainability at
our Bank**

Development of Social Responsibility and Sustainability at our Bank

The Bank's Memorandum and Article of Association

JIB, as a leading Islamic bank in Jordan, is one of the pioneers in the area of social responsibility and sustainability. Since its establishment, JIB has been keen to maintain its social responsibilities along with its banking activities. Accordingly, JIB's Articles of Association and Memorandum of Association provided, under the purposes and works item, that: "JIB aims to meet economic and social needs in the area of banking services..."

Commitment to JIB Governance Guide

JIB is dedicated to delivering exceptional banking services and products, consistently striving to innovate and develop new Sharia-compliant offerings. Since corporate governance offers the best rules, systems, and procedures that enhance confidence in the Bank and its activities, JIB has decided to adopt the sound practices of corporate governance and prepare a Corporate Governance Manual according to the best related international practices, consistent with the CBJ amended instructions No 2/2023 dated 14/2/2023. It is worth noting that JIB has prepared the Corporate Governance Manual for the first time on 31/12/2007.

The Bank has developed, updated, and posted the Corporate Governance Guide on its website (www.jordanislamicbank.com) to comply with the principles therein in terms of the **Board of Directors** (formation, appropriateness, tasks and duties of the

Board, duties of the Board’s Secretary, tasks of Chairperson and Members, and the Board’s committees); **Senior Executive Management** (CEO/GM’s role, duties, appropriateness); **Shariah Supervisory Board** (appointment of the members, appropriateness, meetings, duties and responsibilities, and organization of the Board’s works); **internal control and sharia control environment** (Internal Audit Department, Internal Sharia Audit Department, External Audit, Compliance Department, Sharia Compliance), and **Shareholders’ Relations**.

Studies, Planning, and Sustainability Department

To demonstrate the importance of social responsibility and sustainability, JIB has introduced a Social Responsibility and Sustainability Department as part of the Studies, Planning, and Sustainability Department.

JIB’s Sustainability Reports

JIB, headquartered in Amman, presents this 2023 sustainability report, prepared in accordance with the GRI standards (Core Option 2021). Covering the period of 1 January 2023, to 31 December 2023, this annual report highlights JIB's environmental, social, and governance (ESG) performance within the Hashemite Kingdom of Jordan. The report focuses on key sustainability issues relevant to stakeholders and encompasses all sustainability initiatives implemented in the kingdom throughout the year.

Since 2012 and on, our Bank had been issuing Social Responsibility and Sustainability Reports according to its principles and mission to implement its Memorandum and Articles of association, and in fulfillment of its duty towards society.

Certificate of Appreciation (ISO 26000)

In 2015, JIB has received a certificate of appreciation (ISO 26000), form iso/Geneva for its application of the ISO guidance of social responsibility project in the Middle East and North Africa.

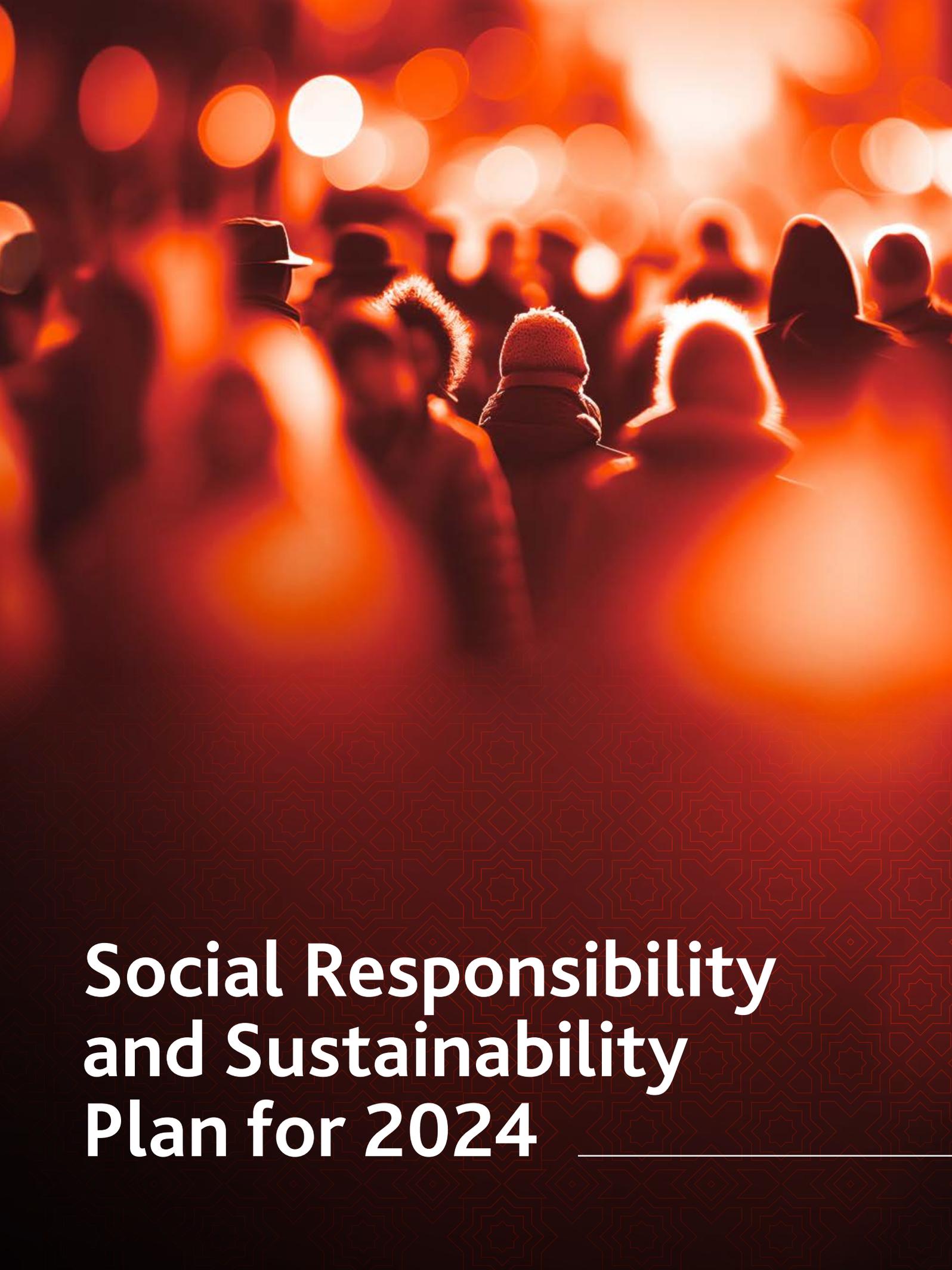




Strategic Objectives of Social Responsibility and Sustainability

Strategic Objectives of Social Responsibility and Sustainability

-  Depending on renewable energy.
-  Protecting the environment and mitigating the negative impact on it.
-  Motivating the SMEs seeking to find job opportunities.
-  Contributing to the development of the society and national economy and participating in the relative initiatives.
-  Professional development and training of the employees.
-  Delivering finance products to support health and education.
-  Adoption of a governance framework that ensures full adherence to effective risk management.



Social Responsibility and Sustainability Plan for 2024

Social Responsibility and Sustainability Plan for 2024

- To continue holding activities on social responsibility and sustainability concerning providing donations to various beneficiaries, sponsoring conferences, seminars, and workshops, offering Al Qard Al Hasan, providing care for the affairs related to the Holy Quran, and development and interaction with the civil society...etc.
- To attend the relevant local workshops and conferences on social responsibility and sustainability.
- To continue financing, investing and giving donations in health, education, energy, and environment sectors.
- To provide new job opportunities through supporting SMEs, micro-projects and startups by providing finance whether through the Bank, the agreements signed with the CBJ, or the Jordan Loan Guarantee Corporation (JLGC) in this regard.
- To actively participate in creating a green and pollution-free environment by financing hybrid and electric cars, as well as renewable energy projects at easy and preferential rates.
- To continue in implementing renewable energy and environment as well as water and electricity saving programs.
- To continue sending SMS to clients to encourage them to rationalize energy and water consumption.
- To increase training hours allocated for JIB's employees.
- To encourage employees to take part in social and voluntary activities.

- To implement blood donation campaigns in various regions of Jordan in coordination with the Blood Bank.
- To increase the coverage of financial inclusion by expanding the umbrella of beneficiaries of high-quality financial services to further contribute to sustainable development and financial and social stability, increase the workforce, reduce poverty rates, and empower women.





Code of Professional Conduct

Code of Professional Conduct

The Code of Professional Ethics provides a framework for the ethical standards that should be adopted at the Bank in accordance with Sharia provisions and principles, best practices in professional ethics, and the applicable laws and regulations in the Hashemite Kingdom of Jordan regarding Islamic banking ensuring there is no contradiction with Sharia. The code addresses principles such as justice (equal opportunities, transparency, accountability, professional integrity, and impartiality) and emphasizes the Bank's commitment to delivering its mission.

The code of ethics also aims at avoiding ethical, behavioral, and legal violations by reporting any concerns through the adoption of a whistle-blowing policy. The code addresses corruption combating, confidentiality of information, and avoidance of conflict of interests by prohibiting any activity that may lead to actual or suspected conflict between personal interests and professional duties and tasks.

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Board of Directors

Board of Directors

The Board of Directors consists of 11 members, including 2 ladies, elected by the General Assembly; 6 of them are non-independent members (5 of them represent Al Baraka Group); and 5 independent members. All the Board members are non-executives. The Board Members are elected in the Ordinary Assembly meeting for 4 years. The members are elected based on their skills, capabilities, and expertise. The Board of Directors has formed 7 committees (the Corporate Governance Committee, the Risk Management Committee, the Nomination and Remuneration Committee, the Audit Committee, the Credit Facilities Committee, the IT governance Committee, and the Compliance Committee). The Board is governed by a charter that regulates its tasks and duties.

For more details and information about the Board's Members, Committees and their members, see JIB's annual report for 2023 and the Corporate Governance Guide through the link or the QR code.

The Annual Report

➔ The Annual Report for 2023



The Corporate Governance Guide

➔ Corporate Governance Guide

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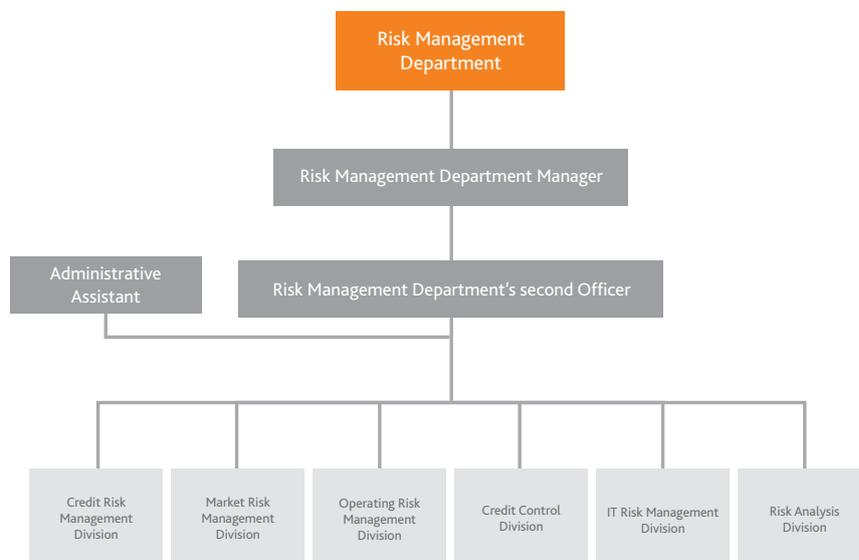
Risk Management

Risk Management

Banks are exposed to many risks because of the financial services they provide to clients. This may cause losses that eventually lead to bankruptcy. JIB implements comprehensive procedures to manage risks. These procedures include the needed supervision of the Board and the Senior Executive Management to determine, measure, follow-up, monitor, and report the relevant risk categories. This helps in allocating sufficient resources to address such risks. These procedures and measures are aligned to Sharia principles.

The main Risk Management goal is to provide a safe business environment that helps JIB in achieving its strategic objectives.

- A. a. **The Risk Management Department reports to the Risk Management Committee of the Board. The organizational structure of the Department is as follows:**



B. The Risk Management Department performs many tasks, the most important of which are:

- Supervising the Risk Management Process in the Bank.
- Identifying and assessing the risks to which the Bank may be exposed to determine the material risks.
- Determining the acceptable level of risk (Risk Appetite) for all material risks to which the Bank may be exposed.
- Conducting stress testing and internal assessment of the capital adequacy (ICAAP).
- Preparing, updating, and maintaining a recovery plan.
- Developing early warning indicators regarding the risks to which the bank may be exposed, and monitoring such signals regularly.
- Calculating the provisions needed to address the expected credit losses according to the CBJ instructions.
- Continuous monitoring of all risks that the Bank may be exposed to and preparing the risk profile according to the type of risk and its criticality.
- Adopting the Enterprise Risk Management Solutions (ERM), to assist in the risk management process.
- Monitoring the compliance of the parties involved in risk management with their designated responsibilities as outlined in the Risk Governance Manual, which is an integral part of the Bank's risk management policies of approved significance.
- Analyzing the operations carried out in the Bank and ensuring that the necessary controls are identified in proportion to the acceptable level of risk, type of risk, and amount of risk.
- Implementing and enhancing high-quality measurement methodologies for all significant risks, while allocating adequate resources to effectively address them.
- Establishing a comprehensive database containing records of errors, losses, and operational incidents within the Bank to facilitate evaluation, analysis, and identification of weaknesses. This will enable the implementation of more effective controls to prevent their recurrence in the future.
- Implementing the risk and control self-assessment (RCSA) methodology across the Bank's work centers to systematically identify challenges, potential opportunities, and areas for continuous improvement in all banking operations.

- Developing and monitoring the main Key Risk Indicators (KRIs) relevant to crucial operations of the Bank, while conducting thorough analysis of changes in values and trends. This reinforces the Bank's ability to address risks effectively and enhances its flexibility in adapting to evolving challenges in the banking environment.
 - Developing and maintaining a comprehensive business continuity plan (BCP) and disaster recovery plan, updating them regularly, and conducting ongoing assessments to ensure business continuity in the event of natural disasters or unexpected events. These plans adhere to control requirements and best international practices.
 - Cooperating with the Risk Management Department in preparing the strategic plan for the Bank by determining the acceptable level of risk;
 - Promoting the risk management culture among all managerial levels at the Bank.
 - Assessing and quantifying the risks associated with extending credit, while ensuring the robustness of procedures and controls governing the credit granting process.
 - Monitoring the internal credit rating system.
- C. The risks to which the Bank is exposed are stated in Note No. 63 to the Bank's Financial Statements for 2023.**



Transparency and Confidence

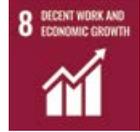
Transparency and Confidence

Based on the principles of Islamic Sharia, JIB is keen to reinforce its relationship with its stakeholders because it believes in the importance of obtaining their confidence and loyalty. As JIB treats everyone fairly, its products and services are designed to fit the various segments of beneficiaries. JIB discloses the essential information while maintaining the banking confidentiality according to the CBJ's instructions of dealing with customers in a transparent and fair manner.



Digital Transformation

Digital Transformation



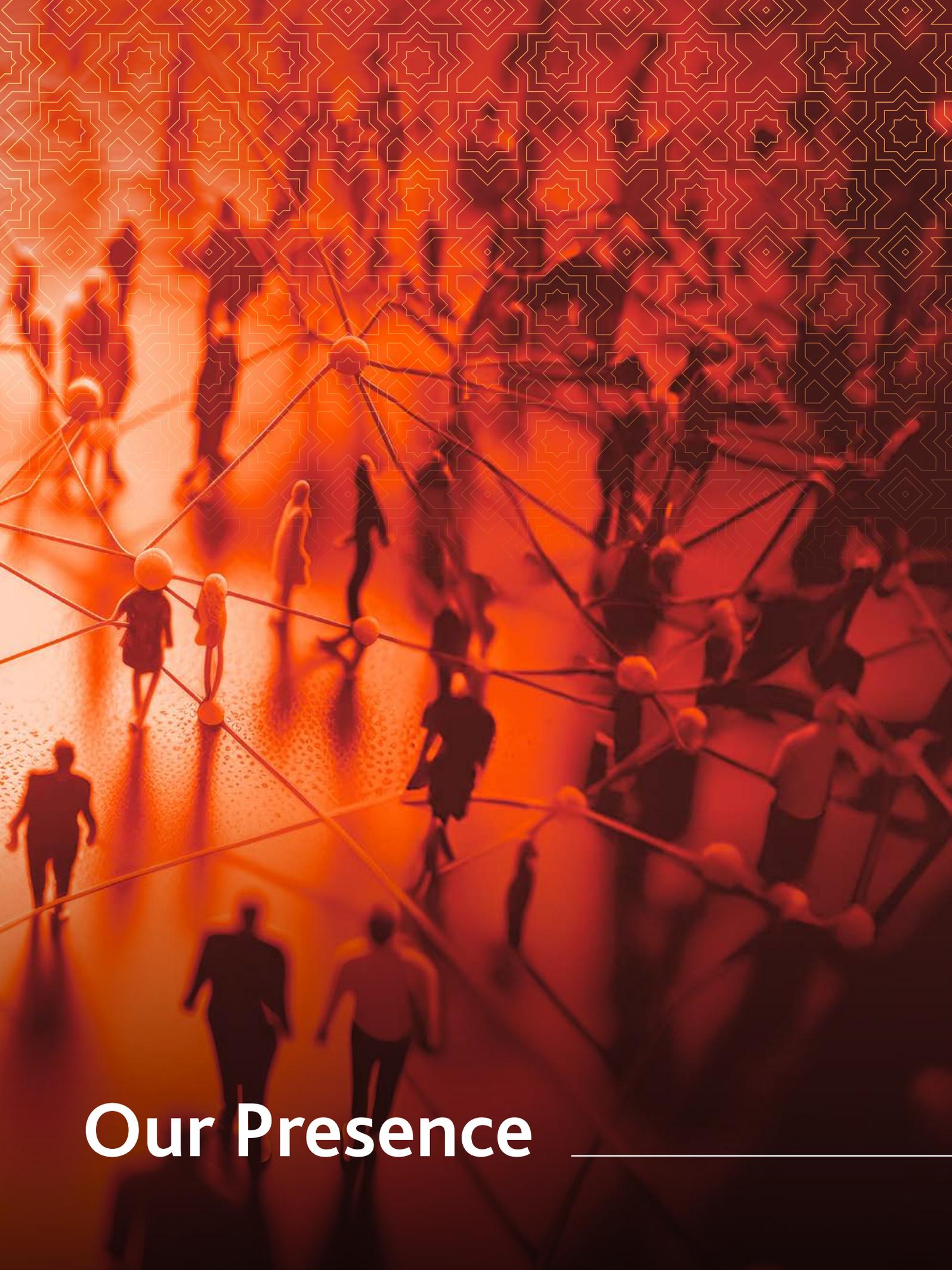
In 2023, the Bank accomplished further developments and updates in the field of banking techniques, most notably of which are:

- Launching of the third corner of self-service (Islami Digital) at Arifa Mall in Amman. This corner offers a variety of digital banking services utilizing the latest advancements in financial technology to cater to the needs of self-service clients. With this addition, we now have three digital corners, with the first located on Wasfi Al Tal Street in Amman Gardens, and the second at Pavilion Mall in Amman.
- Launching several new services accessible through Mobile Banking and/or I-Banking platforms. These offerings include innovative features such as cheque authentication using QR codes, the convenience of CARD ON APP functionality for direct debit cards (VISA), and the flexibility to adjust no-touch card limits without the need for a password. Additionally, clients can now open additional accounts seamlessly online and manage their online purchase preferences with ease. Other new services introduced include Carseer service, Sanad Application activation, card Tokenization, and Islami Mobile services, providing customers with enhanced convenience and accessibility. Furthermore, the Bank offers document verification through QR technology and CliQ services tailored for both individuals and companies, demonstrating its commitment to delivering cutting-edge solutions to meet evolving customer needs.
- Introducing new electronic services in the Bank's branches and offices, such as electronic vouchers (Finger Vein Digital Voucher).
- Launching a prepaid plastic card for University of Islamic Sciences students, electronic accounts for expatriates, and cash withdrawal through points of sale.

- The ongoing update of JIB's accounts on social media platforms such as LinkedIn, Instagram, YouTube, Facebook, and the online assistant Islami-Messenger.

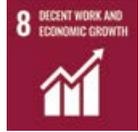
In 2023, JIB modernized and deployed new ATMs while also introducing additional services, including the implementation of the ATM QR project. JIB currently operates 319 ATMs, accounting for approximately 15% of all ATMs in the Kingdom. All of these ATMs are linked to clients' accounts, as well as to JONET networks, through it with international Visa Network outside Jordan.





Our Presence

Our Presence



- JIB recognizes the importance of a readily accessible banking environment. Traditionally, this has meant a network of branches serving a diverse clientele across economic, industrial, agricultural, and other sectors, catering to both individuals and companies. However, JIB also acknowledges the unique needs of its clients and the specific services it offers. Therefore, JIB has expanded its presence beyond traditional branches, operating within various residential and economic compounds. This strategic approach ensures convenient access for existing and potential clients seeking JIB's high-quality services 24/7.
- The priorities of the Bank's branching process are based on the population and the volume of economic activities, as well as the social benefit along with the considerations of profit and loss; In this policy, JIB has implemented the office model beside the branches since 1991.
- The first branch, the Amman branch, was launched on 22/9/1979 followed by many others at a quite fast pace. By the end of 2023, JIB had a network of branches that consists of 89 branches and 22 banking offices.
- Services are provided during official holidays, the evening period, and/or on Fridays and/or Saturdays in some branches and offices of the Bank.
- In 1995, JIB launched the ATM services by installing 3 ATMs, then many others followed. By the end of 2023, JIB had 320 ATMs distributed on the branches of the Bank, shopping centers, hospitals, universities, and the Professional Associations Complex.
- Some of JIB's branches/offices are equipped to accommodate people with disabilities to facilitate their movement and to deliver some products and services to them.

It is worth noting that JIB includes the following subsidiaries: Al Omariah Schools, Al Samaha Financing and Investment Company, Future Applied Computer Technology Co., and Sanabel AlKhair for Financial Investments Co.

Irid Governorate

53  16 

Ajloun Governorate

10  3 

Jerash Governorate

9  2 

Mafrqa Governorate

17  4 

Balqa Governorate

17  7 

Zarqa Governorate

30  13 

Madaba Governorate

10  3 

The capital Governorate

3  128  49 

Karak Governorate

16  6 

Tafilah Governorate

9  3 

Ma'an Governorate

11  3 

Aqaba Governorate

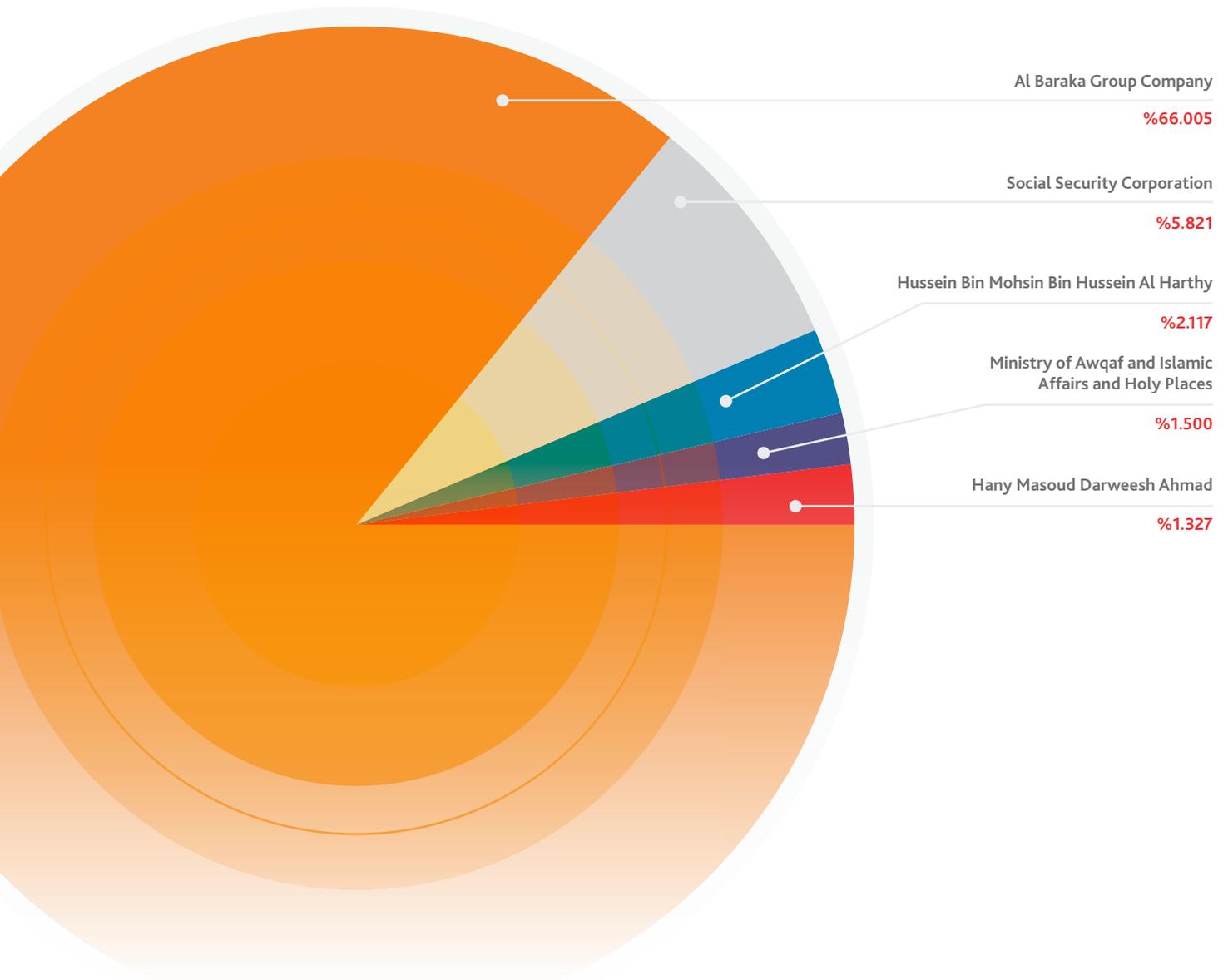
10  2 

111 Branch/Office 

320 ATMs 

3 Self-digital services (Islami digital) 

Shareholders with significant interests for 2023





Clients' Experience and Satisfaction

Clients' Experience and Satisfaction

The satisfaction of our clients is our main priority, we strive to fulfill their needs and aspirations through a comprehensive set of products and services, in addition to digital channels that contribute to enhancing the client's ability to directly control their financial transactions. JIB is also keen to promptly respond to the client's complaints through the ongoing improvement of the interaction methods, for example:



The website



Social media platforms



Contact center and customer service



Clients' Complaints Department in the Compliance Control Department



Service delivery centers/branches



Secret shopper



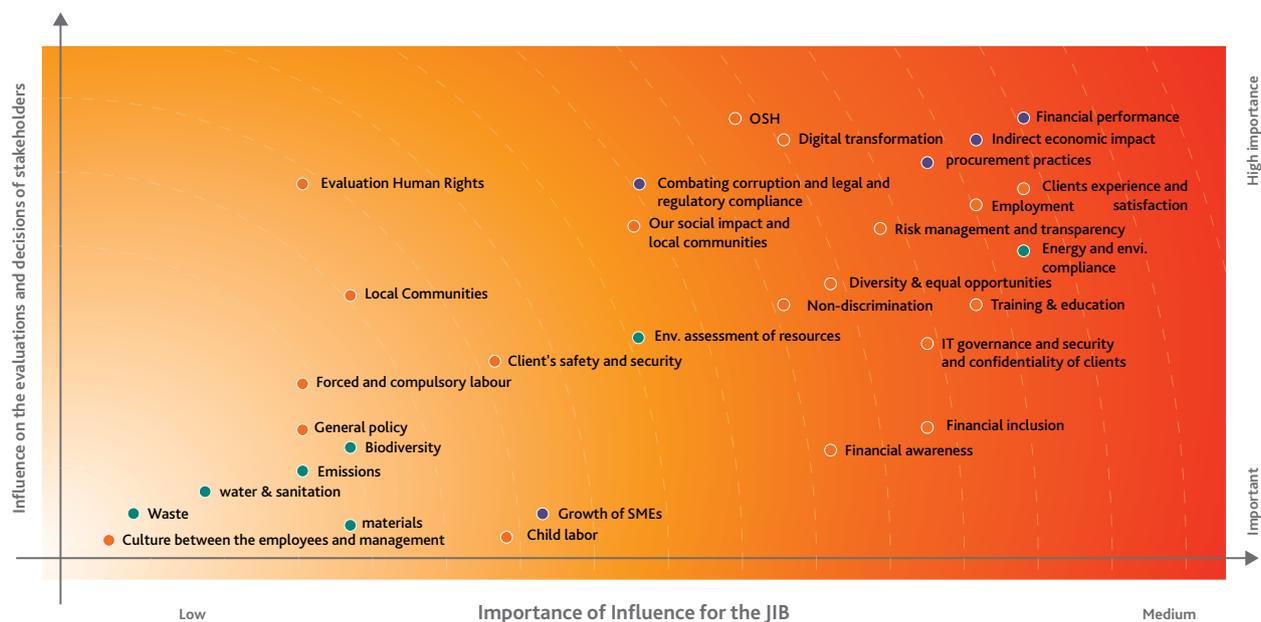
Stakeholders

Stakeholders

JIB pays special attention to stakeholders that affect and are influenced by its business. This is demonstrated through the Bank's policies and objectives that aim at defining and fulfilling the needs of the stakeholders through effective interaction with them to achieve the strategic objectives of the Bank and eventually to achieve its sustainability approach.

	Employees
	Clients
	Shareholders / Board of Directors
	Society
	Regulators
	Suppliers
	Environment

JIB's sustainability priorities are determined by evaluating the essential relevant social and environmental issues. A comprehensive assessment of the important issues that reflect the economic, social, and governance consequences and affect the decisions of the stakeholders is conducted.



The following table shows the essential issues and their significance to stakeholders:

Essential issues	Employees	Clients	Shareholders	Regulators	Suppliers	Environment
Financial performance	●	●	●	●	●	
Indirect economic impact		●	●			
Procurement practices and assessment of suppliers	●	●	●		●	●
Corruption combating and compliance with legal and regulatory requirements	●	●	●	●	●	●
Energy and environmental compliance	●	●	●			●
Employment	●	●	●		●	●
Occupational safety and Health	●			●		
Training and education	●	●				
Diversity and equal opportunities	●	●	●	●	●	
Non-discrimination	●	●	●	●	●	
Social impact and local communities	●	●	●			
IT governance, security, and client's confidentiality		●		●		
Digital Transformation	●	●	●	●		
Risk Management and Transparency	●	●	●	●		
Clients' Experience and Satisfaction		●	●			

The following table summarizes the issues that concern stakeholders and the JIB's response in this regard:

Stakeholders	How to involve them	Important issues	The JIB's response
Employees	<ul style="list-style-type: none"> • Training and education programs • Performance indicators • Code of Professional Ethics • Sustainability culture • Meetings 	<ul style="list-style-type: none"> • Professional development • Non-discrimination • Healthy and safe work environment and remote work • Physical and mental health 	<ul style="list-style-type: none"> • Individuals development programs. • Professional promotions and options • Awareness sessions and the JIB's procedures • Health campaigns because we care for our employees and encourage them to adopt a healthy lifestyle inside and outside the Bank. • Employee Replacement Plans
Clients	<ul style="list-style-type: none"> • Branches • E-services • ATM services • Social media platforms • The website • Contact center • Complaints 	<ul style="list-style-type: none"> • Unique and smooth banking experience • Digital transformation of the Bank's services • Information security and privacy 	<ul style="list-style-type: none"> • Direct contact with the clients in one-to-one meetings at the branches or through social medial platforms and other digital contact points such as Facebook and Twitter. • Instant card printers in main branches.
Shareholders	<ul style="list-style-type: none"> • Disclosures • Regular reports • General assembly meetings • Annual reports • Sustainability report • Shareholders' Relations Unit 	<ul style="list-style-type: none"> • Business Continuity • Return on investment • Risk Management 	<ul style="list-style-type: none"> • Detailed annual and quarter reports • Growth of net income • Representatives of shareholders in the Board of Directors
Society	<ul style="list-style-type: none"> • Sustainability culture • Sustainability report 	<ul style="list-style-type: none"> • Local community development programs • Development of SMEs • Finding job opportunities 	<ul style="list-style-type: none"> • Support of the social needs • Social donations • Al Qard Al Hassan
Regulators	<ul style="list-style-type: none"> • Compliance with laws and regulations • Competent Authority reports • Regulatory reports • Governance 	<ul style="list-style-type: none"> • Compliance and practice of ethical behaviors • Tax payments 	<ul style="list-style-type: none"> • Reports of Audit Departments and compliance with legal requirements • Periodic reports presented to regulators
Suppliers	<ul style="list-style-type: none"> • Procurements • Tenders • Auction system 	<ul style="list-style-type: none"> • The fair selection of suppliers • On-time payments 	<ul style="list-style-type: none"> • Maintenance of fair and competitive selection. • Maintenance of cooperative relations that achieve mutual interests.
Environment	<ul style="list-style-type: none"> • Environment friendly products • Facilities to environment friendly projects • Power plants 	<ul style="list-style-type: none"> • Inclusion of climate change risks • Green financing • Mitigating the environmental print of our operations 	<ul style="list-style-type: none"> • Hybrid and electric cars • "Our Sun" product • The Bank's projects to provide renewable energy

Sustainable Development Goals (SDGs)

The UN's plan for sustainable development for 2030 has defined 17 goals and 169 objectives in areas of importance to humans and the environment. The SDGs represent an international invitation to actual work by which all countries and institutions commit.



One of JIB's strategic goals is to promote sustainability and social responsibility culture among stakeholders. This goal is achieved through sustainability and social responsibility programs. JIB aligns its objectives to the SDGs. The following are the SDGs that support our effort.





63.772

26.417

44.870

69.928

31.0

3



Essential issues

Essential issues



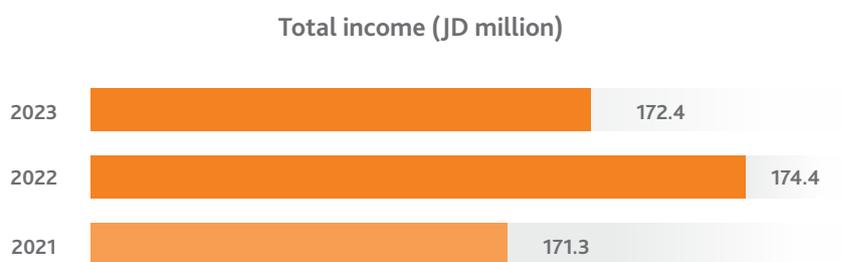
Economic Performance

We acknowledge that the fulfillment of the stakeholders' needs and the creation of value is the pillar of our sustainable success, as the approach of our Bank is to steadily walk on the path of success. Our Bank is mainly concerned with the main indicators to achieve stability and growth for stakeholders.

Dividends to Shareholders

Year	Percentage of Capital
2021	25.0%
2022	25.0%
2023	22.0%
Total	72.0%

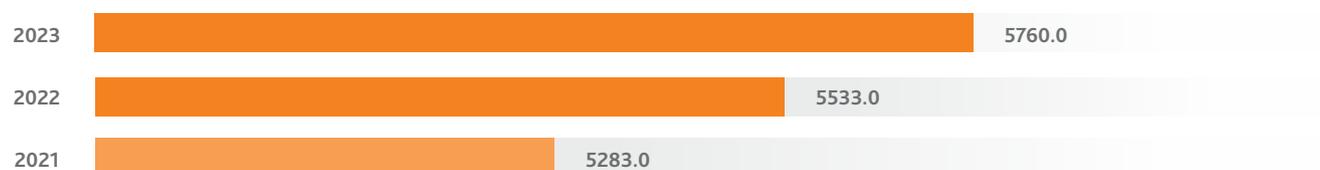
The total income that JIB achieved for the previous three years was as follows:



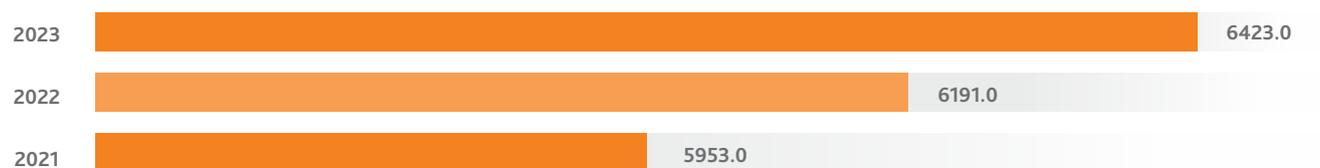
In 2023, JIB achieved 3.7% growth in total assets to reach JD 6423 million (including off-balance-sheet items) compared to JD 6191 million (including off-balance-sheet items) in 2022. The total balance of saving schemes amounted to JD 5760 million (including off-balance-sheet items) achieving growth of 4.1% in 2023 compared to JD 5533 million in 2022. The number of active accounts reached about 1187 thousand accounts in 2023.

By the end of 2023, the total balance of finance and investment amounted to about JD 5336 million (including off-balance-sheet items) allocated to 244.1 transactions, compared to about JD 5198 million (including off-balance-sheet items) by the end of 2022 allocated to 239.3 thousand transactions.

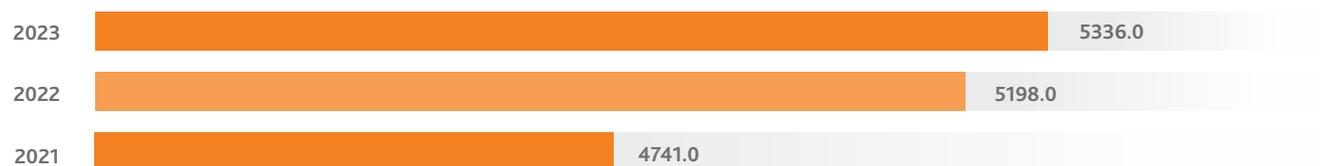
Total balance of saving schemes (JD million)



Total assets (JD million)



Total finance and investment (JD million)



In 2023, JIB achieved growth in shareholders' equities of 2.5% to reach JD 533.8 million and achieved net profit after tax that amounted to JD 62.3 million at a growth rate of 2.0% compared to 2022.

Shareholders' equities (million JD)



Profits after tax (JD million)



The expenses of employees in 2023 amounted to JD 45.7 million. In the end of 2023, the number of employees was 2437 and the operating costs were about JD 78.3 million, while the income tax declined by about 6.4% to amount to JD 32.2 million.

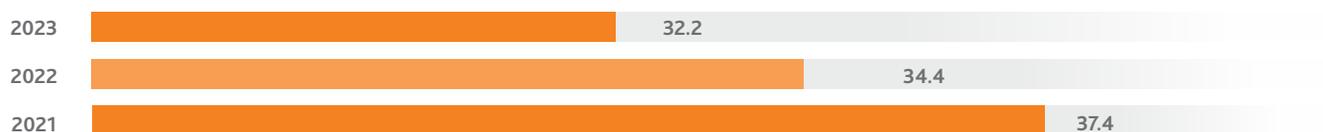
Employees' expenses (million JD)



Operational costs (JD million)



Income tax (JD million)



JIB's Market share

Item	By the end of 2023	By the end of 2022
JIB's total assets/ total assets of banks	9.5%	9.5%
JIB's total balance of saving schemes/ total deposits at banks	12.7%	12.8%
JIB's total balance of finance and investment/ total direct credit facilities at banks	15.5%	15.5%

For more details and information, see JIB's annual report for 2023 through the link or the QR code.

➔ The Annual Report

The Annual Report for 2023



Development of JIB's Operations in the Past Three Years

Amounts are approximated to million JD

Financial Year	Total Assets (1)	Saving schemes (2)		Finance and investment (3)		Paid Capital	Shareholders Equities	Revenue of Mutual Investment	Mutual Investment Risk Fund (4)	Profits Before Tax	Profits After Tax	The General Percentage of Dividends for the Local Currency Accounts	The General Percentage of Dividends for the Foreign Currency Accounts	Dividends to Shareholders	No. of Branches and Offices	No. of Employees
		Total Balances	No. of Active Accounts (thousands)	Total Balances	Thousands Transactions											
2021	5953	5283	1146.0	4741	234.1	200.0	509.6	214.4	25.0	96.5	59.1	2.92-5.0%	1.29%	25% cash	109	2439
2022	6191	5533	1152.1	5198	239.3	200.0	520.6	224.1	15.2	95.5	61.1	3.34 - 5.55%	2 - 3.33%	25% cash	111	2440
2023	6423	5760	1186.9	5336	244.1	200.0	533.8	248.1	12.9	94.6	62.3			22% cash (7)	111	2437

The first half of the year:(5)

The second half of the year:(6)

1. Including the total budget and the balances of accounts managed in favor of third parties that are presented as off-balance-sheet items "Restricted Investments, Investment Wakala accounts (Investment Portfolios) and Investment Wakala accounts"
2. Including the balances of trust and unrestricted investment accounts, cash and bank guarantees, restricted investments, Investment Wakala accounts (Investment Portfolios), and Investment Wakala accounts.
3. Including balances of self-financing and investment, receivables and mutual investment, investment deposits with Islamic banks, and the invested portion of the balances of accounts managed in favor of third parties "restricted investments, Investment Wakala accounts (Investment Portfolios) and Investment Wakala accounts."
4. Deduction from the Investment Risk Fund has been canceled as of 1/5/2019 in response to the amended Banking Law. The fund's remaining balance is kept under the new title of "Provision for Facing Future Risks".
5. Interest rates for investment deposit accounts in local currency range from 4.00% to 5.90%, while for foreign currencies, they range from 3.33% to 4.17%. Savings accounts subject to notice offer a rate of 2.80% for local currency and 2.10% for foreign currencies.
6. Investment deposit accounts in local currency 4.22 - 6.11%, and in foreign currencies 3.34 - 5.00%, savings accounts subject to notice in local currency 2.86%, and in foreign currencies 2.41%.
7. Recommended dividends.



Indirect Economic Impacts

Since its inception, JIB has prioritized meeting the needs of professional and artisanal projects through Murabaha financing. In 1994, the Bank launched a dedicated program to finance projects in this sector, utilizing the "Diminishing Musharaka Ending in Ownership" structure, where financing is repaid using the revenues generated by the funded project. JIB also finances SMEs whether through the joint investment funds, investment by Wakala (investment portfolios), or the agreements signed with the CBJ.

In 2013, JIB directed more attention to these projects by increasing the capital of its affiliate Alsamaha for Banking & Investment to JD 8 million and amended its Articles of Association to include financing the SMEs and the crafts, then in 2016, JIB increased the capital to JD 12 million. The facilities provided by the mentioned entity to SMEs, companies, craftsmen, professionals, and women's projects contribute to reducing unemployment, maintaining existing job opportunities, and creating new ones. In 2023, the entity financed 306 projects totaling JD 6.3 million.

In 1986, as part of its mission to spread the Islamic applications in the business area, JIB has established Al Omariya School Company in which JIB contributes 99.8% of its capital that amounts to JD 16 million. The number of students in these schools is 5274 students in addition to 793 teachers and employees.



Sustainable Procurement Practices

We exert the utmost effort to preserve the environment. Based on the Islamic principles that encourage us to adhere to ethical and environmental behaviors, we seek to consider sustainability in our procurements, as JIB supports the local environmentally and socially responsible suppliers.

Our Bank supports the economic growth in Jordan through investments with local suppliers. This is demonstrated in the procurement policy that prioritizes local suppliers. The local suppliers represented 89.7% of the total suppliers in 2023, with a procurement percentage of 93% of total procurements.

The types of suppliers for our Bank vary based on their nature and purpose. Some are specialized in technological services, including sales, supplies, installation, development, maintenance, and technical support of systems. Others work in areas such as shipping and clearance, printing, sales and maintenance of tools and equipment, contracting, stationery, office furniture, consulting, renewable energy, communications, HR services (security, safety, cleaning), auditing, and manufacturing. Moreover, the nature of the relationship with suppliers varies, with some being long-term contractual relationships and others being short-term engagements.

Local Procurements

Item	2023	2022	2021
Total No. of Suppliers	126	113	122
Total No. of local Suppliers	113	97	111
Total procurements in JD	13909590	18992245	12544568
Total procurements from local suppliers in JD	12934750	15091938	11078824
Percentage of procurement from local Suppliers	92.99%	79.46%	88.31%

Corruption Combating and Compliance with Legal and Regulatory Requirements

In adherence to Islamic Sharia, which emphasizes ethical values, integrity, and professional honesty, and in compliance with the laws, regulations, and principles governing the banking industry, JIB is committed to combating all forms of corruption. We recognize the impact of corruption on our Bank's ability to achieve its objectives. In alignment with international principles, standards, initiatives, and sound banking practices, JIB has developed a comprehensive policy to combat bribery and corruption. This policy outlines our commitment to preventing fraud and corruption, providing a clear framework for our efforts in this area.

In addition, we strive to provide all necessary information and data to help employees perform their work accurately and efficiently, with the required transparency. To this end, employees are informed of relevant policies and procedures in writing or through electronic channels. Some policies and procedures require frequent acknowledgments from employees to confirm that they have read and are adhering to them.

To enhance the effectiveness of preventive and regulatory measures, JIB introduced an independent role dedicated to monitoring the Bank's and its internal policies compliance with laws, regulations, and professional code of ethics. Reports on any detected breaches or deficiencies in compliance are submitted to a specialized committee of the Board for review and action.

Everyone at the Bank is responsible for applying these policies approved by the Bank's management, without any exceptions, regardless of their unit or work center. This ensures the promotion and encouragement of the values of honesty and integrity within our Bank.



Energy and environmental compliance

JIB recognizes the threats that climate change poses to economic and social stability. Consequently, we believe in the importance of mitigating the negative impacts of using non-renewable energy sources and greenhouse gas emissions by incorporating green financing into our portfolio wherever possible.

The most prominent activities of JIB in 2023 in this context are as follows:

Hybrid and electric cars:

The car market is experiencing a surge in demand for hybrid and electric vehicles due to their affordability, fuel efficiency, and environmentally friendly nature. In response, car dealers are increasingly focusing on these vehicles as they offer greater profitability.

As JIB is keen to keep pace with the most recent advances in all fields, it is offering a finance program for hybrid and electric cars with preferential conditions (repayment periods suitable for everyone, preferential guarantees, and competitive profit ratios). A technical investigation of cars is conducted before granting the finance.

"Our Sun" product

The energy sector faces many challenges, especially the electric power sector which witness a high surge in costs, accordingly, entities, individuals, and industries are striving to find alternative solutions. JIB is offering this product to help new projects in obtaining the needed finance and to help them in marketing and spreading. This product is suitable for individuals and corporates with preferential conditions (payment terms suitable for everyone, financing percentage up to 100%, and competitive profit ratios). Our client should submit the specifications of the renewable energy system along with a feasibility study and a study that explains the extent of compatibility with the unit (residential/commercial/ etc.) where the client wishes to install the renewable energy system in cooperation with the entity that sells such systems.

JIB has concluded an agreement with the Renewable Energy and Energy Efficiency Fund (JREEEF)/ Ministry of Energy and Mineral Resources (MEMR). The agreement aims at encouraging citizens, from different segments, to use renewable energy by facilitating the finance procedures, and to use the cash subsidy provided by the Fund.

JIB participated in a ceremony organized by the Jordan Environment Society in commemoration of International Tree Day.

JIB is still a member in the Jordan Environment Society.

JIB's projects in saving renewable energy:

Our Bank places significant emphasis on energy projects and environmental concerns, with 59 branches and offices benefiting from solar energy. Additionally, JIB's head office buildings, the Information Technology building, Bonded Center are all powered by solar panels installed on their roofs, through Amman region plant, and/or Theban plant, as follows:

- A. Theban/Madaba station was established in 3/2021 to bolster the generation capacity of electrical energy. Operating at 936.0 KWP, it was built at a cost of JD 807 thousand. In May 2018, the Amman area station was established and became operational at the bonded center, an affiliate of the Bank. This station harnesses solar energy to generate electricity, covering a portion of the power consumption in the Bank's branches and offices in the central governorates (Amman, Zarqa, Madaba, and Salt), with a generating capacity of 2.7 MWP, it was constructed at a cost of approximately JD 1.5 million. In July 2013, JIB embarked on a groundbreaking initiative to deploy renewable energy systems, employing solar panels to generate power across the rooftops of its branches. As the first Jordanian bank to integrate renewable energy into its operations, this pioneering effort serves multiple purposes. Not only does it conserve energy and lower electricity expenses, but it also helps alleviate the strain on power consumption in the Kingdom. Moreover, by supporting the adoption of renewable energy, JIB contributes to bolstering the national economy while simultaneously safeguarding the environment.

Power Consumption	2023	2022	2021
Total consumption of electrical power (million kilowatt/hour)	8708	9812	10144
Total consumption of electrical power (million GJ)	31347	35323	36518
Consumption of non-renewable energy (liter) (diesel and fuel)	42466	51296	36844
Consumption of non-renewable energy (GJ) (diesel and fuel)	1060	1754	1260
Power intensity (GJ/employee)	71.842	73.348	72.261

B. JIB replaced traditional lighting units with power-Saving LED Units

Compared to other traditional lighting units, LED units have longer useful lives, which ultimately leads to reduced maintenance costs. Additionally, LED units provide better lighting, emit less heat, and almost no UV emissions. This has a positive impact on lighting exposure and can save up to 35% of the annual power used for lighting. JIB continued to install more LED units; 106 branches and offices are now using these units in addition to the Head Office. Work is in progress to replace the traditional units in other branches and offices with LED units.

C. JIB uses central AC with the Variable Refrigerant Flow “VRF” system

The VRF system is the most advanced AC system, it is easy to install and saves power up to 25% compared to other AC systems. In addition to the ability to control the air-conditioning units centrally, where the temperature can be set, turned on and off automatically by a computer, thus obtaining the optimal operation of the system and more savings in electricity consumption and reducing maintenance costs. JIB continued to install more ACs with VRF systems; 56 branches and offices are now using this system in addition to the Head Office and an affiliate. Work is in progress to replace the traditional systems in other branches and offices with this system.

D. Rationalization of water consumption:

In 2015, JIB installed water-saving tools upon conducting the necessary tests to identify places of panels installation. Those tools are installed in all JIB’s branches and offices as well as the Head Office buildings, one of the affiliated companies and three investment complexes.



Employment

At JIB, employees enjoy a range of benefits and incentives, including health insurance, parental leave, and housing financing options through Musharaka and other means. The Bank is committed to fair pay practices, ensuring that wages and salaries are determined based on job requirements, job value, and the employee's experience and skills, without any gender-based discrimination. All employees, regardless of their classification, are entitled to these benefits.

The following tables shows statistics about the number of employees in the end of 2023.

Total Workforce	2023	2022	2021
Total No. of Employees	2437	2440	2439
No. of Employees According to Employment Contracts			
Permeant contracts	2322	2321	2313
Males	2026	2026	2019
Females	296	295	294
Temporary Contracts	115	119	126
Males	47	45	49
Females	68	74	77
No of Employees According to Employment Type			
Full-time	2437	2440	2439
Males	2073	2071	2068
Females	364	369	371
Part-time	0	0	0
Males	0	0	0
Females	0	0	0

Total Workforce According to Category	2023	2022	2021
Senior Management	3	5	6
Males	3	5	6
Less than 30	0	0	0
30-50	0	0	0
More than 50	3	5	6
Females	0	0	0
Less than 30	0	0	0
30-50	0	0	0
More than 50	0	0	0
Middle Management	154	153	153
Males	153	152	152
Less than 30	0	0	0
30-50	61	65	65
More than 50	92	87	87
Females	1	1	1
Less than 30	0	0	0
30-50	1	1	1
More than 50	0	0	0
Employees, Office-boys, Vocational Workers	2280	2282	2280
Males	1917	1914	1910
Less than 30	450	516	597
30-50	1337	1273	1197
More than 50	130	125	116
Females	363	368	370
Less than 30	79	87	91
30-50	255	251	251
More than 50	29	30	28
Total Workforce according to gender	2023	2022	2021
Males	2073	2071	2068
Females	364	369	371

Females Employment	2023	2022	2021
Total No. of Female Employees	364	369	371
No. of females in senior management	0	0	0
No. of females in middle management	1	1	1
No. of non-administrative female employees	363	368	370
Employees with Disabilities or from Minorities	2023	2022	2021
Employees with disabilities	19	24	15
Employees with disabilities	0.8%	1.0%	0.6%
No. of employees from minorities	0	0	0
According to Nationality	2023	2022	2021
Jordanians	2437	2440	2439
Males	2073	2071	2068
Senior Management	3	5	6
Middle Management	153	152	152
Employees	1917	1914	1910
Females	364	369	371
Senior Management	0	0	0
Middle Management	1	1	1
Female employees	363	368	370
Non-Jordanians	0	0	0
Males	0	0	0
Senior Management	0	0	0
Middle Management	0	0	0
Employees	0	0	0
Females	0	0	0
Senior Management	0	0	0
Middle Management	0	0	0
Female employees	0	0	0
No. of Work force from non-employees	2023	2022	2021
Males	69	54	73
Females	14	14	17

No. of Employees who Deserve a Parental Leave	2023	2022	2021
Males	1657	1628	1598
Females	252	205	198
No of Employees who have Taken a Parental Leave	238	215	240
Males	203	178	200
Females	35	37	40
Total No. of Employees who Returned to Work After the Parental leave	238	215	240
Males	203	178	200
Females	35	37	40
No. of Employees who have Passed 12 months Since their Return and are Still at Work	75	215	240
Males	60	178	200
Females	15	37	40
Rates of Return to Work	100%	100%	100%
Males	100%	100%	100%
Females	100%	100%	100%
Rates of Staying at work	100%	100%	100%
Males	100%	100%	100%
Females	100%	100%	100%



Occupational Safety and Health

JIB is committed to provide a healthy, safe, and productive workplace, that's why in 2013 an Occupational Safety and Health Committee (OSH) was formed from the Bank's departments and branches to undertake the mission of improving the systems, plans, occupational safety and health according to the Labor Law and the amendments No (8) for 1996. The OSH Committee is responsible for implementing the occupational safety and health policy and shall monitor our Bank's performance on a wide scale benchmarked to the occupational safety and health indicators.

Despite the insignificant number of incidents at our Bank, the OSH Committee emphasizes its commitment to taking all the needed measures to reduce the possibility of injuries and/or occupational diseases in all current or future work locations.

The general objectives of the JIB's OSH Committee are as follows:

- Protection of the employees in work locations from injuries resulting from unsafe workplaces, and to prevent employees from being exposed to accidents, injuries, and occupational diseases as much as possible.
- Implementation of all the OSH requirements that guarantee the existence of a safe workplace to prevent any damage to humans or assets.
- Taking all the needed measures to preserve the environment and properties.

In order to satisfy the OSH requirements, a range of preventive measures were taken to protect humans and/or assets, the most important of which are as follows:

- Ensuring the quality of operations related to the OSH by using a checklist to be filled by the concerned employee, the civil visits of the OSH supervisor, and the investigation visits of the Internal Audit Department's employees for the workplaces of the Bank.
- The OSH Committee charter requires at least six meetings to be held annually to review notes and develop plans for enhancing workplaces. The responsibility of the Occupational Safety and Health (OSH) team is to assess workplace risks by evaluating their tolerance, likelihood, and potential harm. This includes identifying risk mitigation strategies, assessing the work environment (e.g., noise, temperature, lighting), and preparing an annual plan for necessary occupational safety and health programs. The responsibilities of the OSH also include reviewing employee suggestions related to occupational safety to improve internal instructions in this area. Additionally, the OSH team holds periodic meetings to analyze the causes of incidents and injuries, and to address any new issues that arise. Furthermore, the Committee is responsible for preparing training programs for employees to prevent dangers, injuries, accidents, and occupational diseases, and to ensure the availability of safety measures for people with disabilities.

To achieve these objectives, for example, the new workplaces were equipped with first-aid boxes, the OSH supervisor uses workplace measurement devices (measurement of: lighting, temperature, humidity, and noise). Additionally, personal protective equipment was provided to the Bank's maintenance technicians. The Committee also studies and analyzes work injuries that occur within the Bank to identify the causes and establish controls and measures to prevent future incidents. In order to stay up-to-date, the OSH Committee conducts frequent meetings and visits workplaces to assess their safety. The Committee also offers communication channels to receive feedback from workplaces regarding any notes about the occupational safety. The Committee also designs training programs tailored to the needs of our employees in the following fields: office safety and occupational hazards, work injuries, first aid, behavioral safety, and safety in warehouses.

To train and qualify employees to handle emergencies such as natural disasters and fires, the OSH Committee, in cooperation with the relevant departments, conducted an evacuation drill simulating a fire in Head Office Building No. 3. The evacuation was successfully completed in 1 minute and 58 seconds, earning an excellent overall rating. In 2023, 11 training programs were conducted, involving 270 trainees.

To promote the OSH culture, the OSH Committee prepared a set of manuals, including guides on occupational safety and health, office safety, fire extinguishing, first aid, proper behavior in case of elevator breakdown, and proper storage practices.

The risks at JIB's workplaces are classified into several categories: mechanical, fire, ergonomic, storage, physical, biological, and electrical risks. The OSH supervisor identifies these risks during field visits and provides the necessary recommendations for the concerned departments to take the required remedial actions. At JIB, workplace risks are assessed through a comprehensive process that includes monitoring the sources of risk, identifying the level of dangers, determining the individuals exposed to these dangers, analyzing professional hazards, and setting controls to mitigate the sources of risk. This process also involves regular revision and updates to ensure continued effectiveness.

Employees at JIB are actively involved and consulted in occupational safety and health (OSH) matters. The OSH committee includes two representatives from JIB's workplaces. This Committee regularly meets with employees, providing them the opportunity to share their suggestions and notes. These inputs are then raised through the Human Capital Management (HCM) system. JIB ensures that employees have access to medical services through a comprehensive health insurance system. Additionally, first and periodic medical examinations are conducted to monitor and maintain employees' health.

Our Bank organizes various campaigns to encourage employees to volunteer for blood donation, participate in breast cancer awareness workshops, and understand the significance of early detection. Additionally, we strictly prohibit smoking in the workplace.

We do not have any cases of diseases, because of the JIB's nature of work

3-3	1-403	2-403	3-403	4-403	5-403	6-403	7-403	8-403	10-403	1-413
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Education and Training

At JIB, we care for our staff by providing comprehensive training and development activities aimed at improving their productivity and enhancing their ability to deliver high-quality services to our clients. This commitment to staff development not only creates added value for our clients but also positively impacts our revenues and overall business performance. Once they are onboard, we are committed to provide our employees with various training and development programs to enhance their skills and capabilities.

This is done through the following:

In 2023, JIB interacted with numerous educational, academic, and qualifying entities in Jordan, including universities, colleges, schools, and students. Specific examples of our sponsorships, support, donations, honors, or training programs include:

- A prize of JD 500 for the student who ranked first at faculty of Sharia/ Jordan University.
- A ceremony to honor the tutors/Ministry of Education. JIB allocated JD 2500 to be distributed to 25 tutors at the ceremony.
- A ceremony organized by Nefertiti Magazine to honor the top high school students; JIB contributed a sum of JD 1000.
- JIB hosted an informative lecture on Islamic banking, showcasing its range of products and services, at Al Naser Modern Schools. The lecture was tailored to complement the financial literacy curriculum for eighth-grade students, focusing on the topic of banks and applications.
- JIB offers training opportunities to students from diverse educational backgrounds, enabling them to gain valuable insights into its business operations. In 2023, 604 students participated in these programs, a notable increase from 513 students in 2022. Furthermore, the bank supports academic research initiatives for university students.
- In order to boost employee skills and productivity, JIB offers opportunities for participation in conferences, seminars, and training courses. These engagements can be conducted face-to-face, remotely, digitally through e-training licenses, or via GAMIFICATION applications. Organized by the Training and HR Development Academy at the Bank, these programs may also involve collaboration with training centers and specialized institutions both within and outside Jordan. In 2023, 4782 employees participated in courses and seminars organized by the Academy, 670 employees participated in courses and seminars organized by training centers in Jordan, and 64

employees participated in courses and seminars organized by training centers outside Jordan 5228 employees through digital training. JIB continued its dedication to involving its employees in training programs focused on social responsibility and sustainability. These initiatives encompassed diverse topics, ranging from environmental and social risk management to governance risks inherent in the banking and finance sectors. Special attention was given to sustainable cooling gases and products suitable for green financing in the industrial sphere. Furthermore, the training initiatives aimed at fostering economic empowerment among women. The role of Islamic financial institutions in bridging the current gaps was also addressed.

Average Hours of Training	2023	2022	2021
Average hours of training	25	23.20	15.49
No. of employees trained during the year	1761	1765	2017
No. of hours (total males+ females)	43953	40940	31235
Males	39462	36426	26678
Senior management	33	14	20
Middle management	1900	2233	2593
Employees	37529	34179	24065
Females	4491	4514	4557
Senior management	0	0	0
Middle management	125	67	13
Employees	4366	4447	4544



Diversity and equal opportunities

We recognize the significance of human resources and the imperative of fostering a work environment grounded in equality and fairness. Such an environment is essential for cultivating a sustainable institution capable of navigating change, improving operational efficacy, fostering innovation, and attracting top talent. Every qualified applicant is treated equally regardless of race, age, gender, or disabilities to create a balanced work environment to create and add value to all stakeholders.

1-405

3-3



Non-discrimination

Our concern for our employees and partners, including stakeholders, stems from the principles of our religion, which rejects all forms of discrimination. Therefore, JIB was keen to develop internal policies that provide clear guidelines regarding respect for human rights, on top of which is the Code of Professional Conduct. JIB adopts a policy of dealing with equity and transparency with clients as JIB does not tolerate any form of discrimination based on race, gender, language, national or social origin or economic status. Our daily operations are performed according to the international standards of human rights.

In 2023, JIB received no complaints regarding discrimination or human rights violations, demonstrating adherence to the Bank's policies in this regard

23-2

1-406

3-3

Social Impact and Local Communities

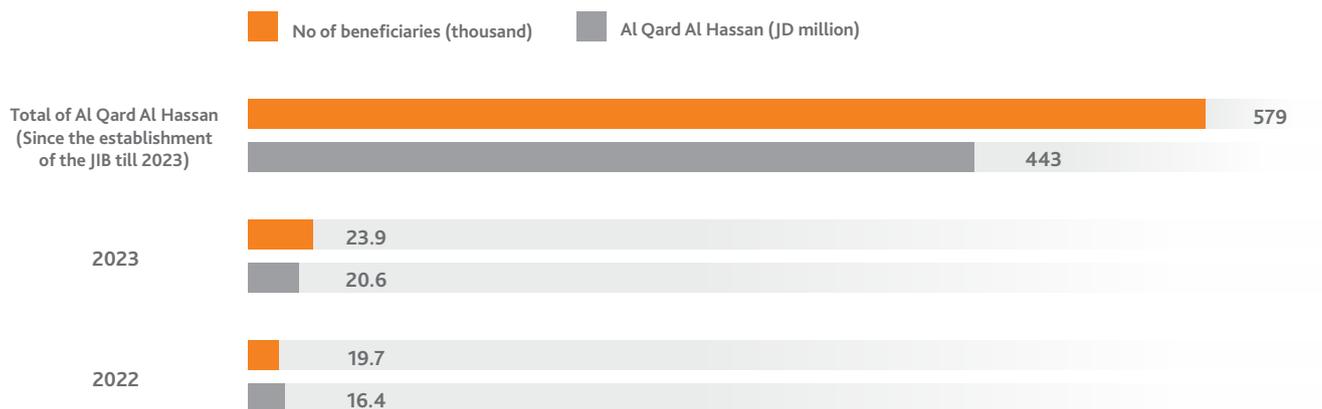
For JIB, serving society and providing Halal banking alternatives in Jordan goes beyond the optimization of revenues. JIB also seeks to promote Islamic values that encourage social unity. It demonstrates this commitment through various activities, but the following ones are particularly significant:



Al Qard Al Hassan

Since its establishment, JIB had been providing Al Qard Al Hassan to help the beneficiaries in overcoming some social hurdles such as medical treatment, education, marriage and other immediate expenses. In 2023, Al Qard Al Hassan loans totaled approximately JD 20.6 million, benefiting 23.9 thousand individuals. This represents an increase from about JD 16.4 million benefiting 19.7 thousand individuals in 2022. The total number of beneficiaries of Al Qard Al Hassan provided by JIB since its establishment till 2023 was about 579 thousand beneficiaries for a total value of JD 443 million. Some of these loans were provided for young people about to get married, in coordination with Al-Afaf Association for an amount of about JD 7.6 million, distributed among 11.8 thousand beneficiaries.

The Bank receives deposits in the “Al Qard Al Hassan Account” from individuals who wish to provide such loans through the Bank. By the end of 2023, the balance of this account amounted to approximately JD 2.4 million.



Mutual Insurance Fund

In 1994, the Mutual Insurance Fund started its activities. The subscribers in the Fund, **from the Bank's debtors, repay the debt to the Bank in case of death, permanent disability, or persistent default of one of the subscribers.** Since 2014, the Fund is considered as a risk mitigator after obtaining the approval of the CBJ in this regard. In 2023, there were 254 compensated cases, with paid compensations totaling JD 1.8 million. Since the establishment of the Fund until the end of 2023, a total of 4077 compensated cases have been recorded, amounting to JD 22.2 million. As of the end of 2023, the Fund's total balance stood at JD 61.2 million, with 199.7 thousand subscribers. The total debt balance amounted to about JD 2.1 billion.

It is worth noting that JIB has expanded the umbrella of the insured to include everyone whose debt obligation reached JD 200 thousand or less as the previous ceiling was JD 150 thousand or less. (Starting from 2013, the insurance coverage included the beneficiaries of the Ejar ending in Ownership and Murabaha). The Bank had expanded the coverage of the insured several times, at the begging of the activities, the ceiling was 25 thousand or less.



Donations

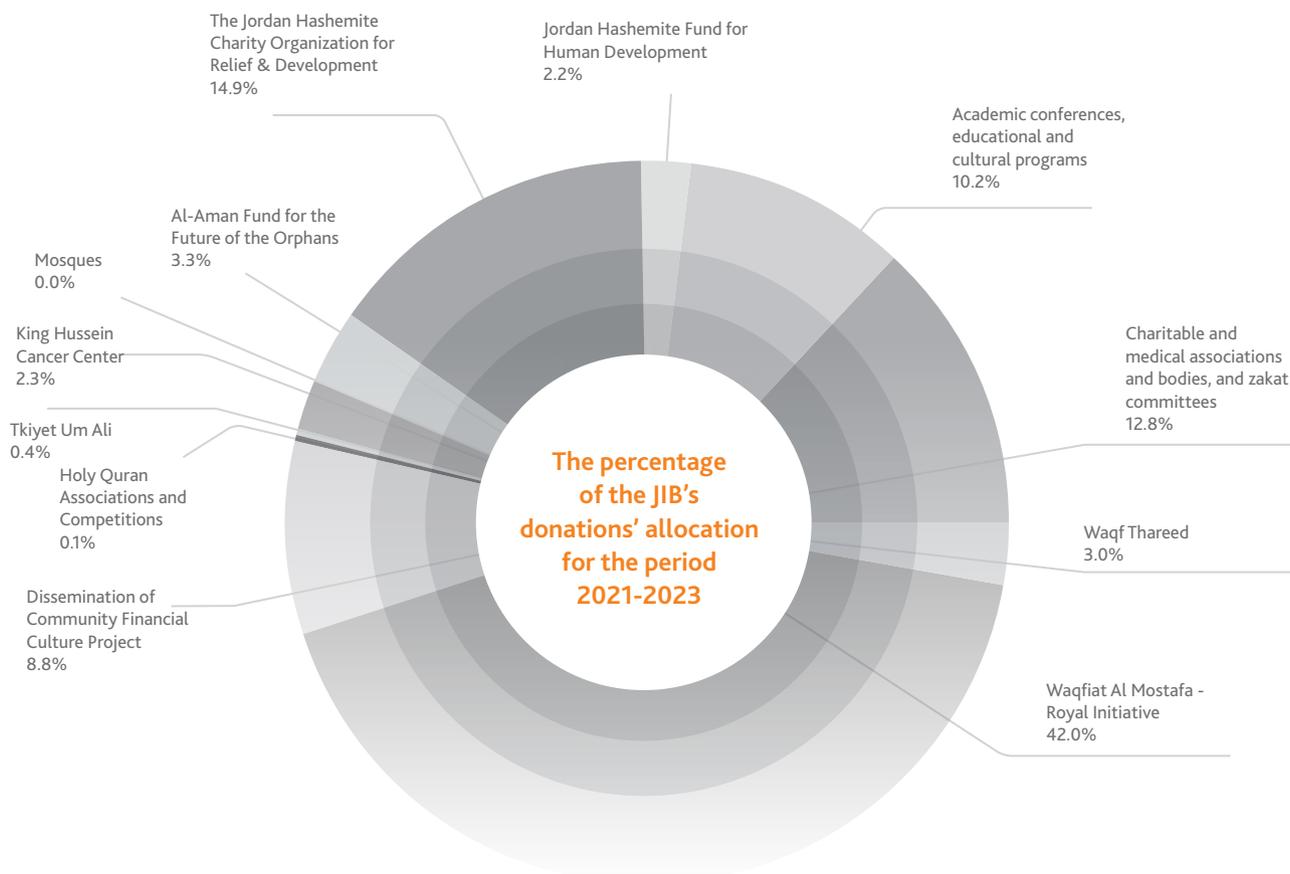
(Inside the Hashemite Kingdom of Jordan)

The Bank annually dedicated funds to be donated to charity. In 2023, the total amount of donations provided by JIB amounted to JD 1.5 million; the total donations provided by the Bank since its establishment till the end of 2023 amounted to about JD 18.2 million.

The following table summarizes the donations provided by JIB in the period 2021-2023:

(Sums listed in thousands of JDs)

Beneficiary	2023	2022	2021
The Jordan Hashemite Charity Organization for Relief & Development	502.0	2.0	0.0
Al-Aman Fund for the Future of the Orphans	25.0	42.5	42.5
King Hussein Cancer Center	24.4	27.4	25.0
Holy Quran Associations and Competitions	2.0	2.0	0.0
Charitable and medical associations and bodies, and zakat committees	241.3	77.6	114.4
Academic conferences, educational and cultural programs	10.6	161.5	174.2
Tkiyet Um Ali	5.0	5.0	5.0
Waqfiat Al Mostafa - Royal Initiative	710.0	710.0	0.0
Waqf Thareed	0.0	100	0.0
Mosques	0.0	0.2	0.0
Jordan Hashemite Fund for Human Development	0.0	25.0	50.0
Dissemination of Community Financial Culture Project	0.0	149.1	149.1



The most significant entities that received donations from the JIB are as follows:

Description	Years of Donation	Amounts (Sums listed in thousands of Dinars)
International Hashemite Competition for the Memorization and Recital of the Holy Quran – Ministry of Awqaf and Islamic Affairs and Holy Places	1993-2019	574
Jordan Hashemite Fund for Human Development (Goodwill Campaign, Queen Alia Competition, Queen Alia Center for Human Development)	1981-2022	1431
Al-Aman Fund for the Future of the Orphans	2008-2023	589
The Jordan Hashemite Charity Organization for Relief & Development	2002, 2005, 2006, 2008-2015, 2017-2020, 2022, 2023	704.5
King Abdullah II Fund for Development (KAFFD)	2007, 2008, 2010, 2015	145
King Hussein Cancer Center	2009, 2011-2016, 2018- 2023	388.2
Princess Alia Foundation	2014, 2017-2020	63.2
Martyr Fund (Moath Al Kassassbeh)	2015	14
Project of Dissemination of Community Financial Culture Project	2015-2022	803
Himmat Watan Fund	2020	2000
Crown Prince Foundation	2020	50
Ministry of Health	2020	100
General Command of the Armed Forces of Jordan Border Guards	2015	100
Families of Martyrs of the Armed Forces and Security Services Support Fund	2017, 2018, 2020	300
Educational Endowment and Community Partnerships Initiative	2018	100
Waqfiat Al Mostafa - Royal Initiative	2022, 2023	1420
Waqf Thareed	2022	100



Sponsorship of Conferences and Seminars

Cooperation with Islamic Financial Institutions

The Bank often participates in conferences and seminars inside Jordan and abroad, for example, in 2023, the Bank has organized, sponsored, supported/donated to:

- The 21st annual conference for sharia boards organized by the Accounting and Auditing Organization for Islamic Financial Institutions (AAOIFI); JIB contributed USD 5000.
- The annual Islamic Banking and Finance Conference organized by the Accounting and Auditing Organization for Islamic Financial Institutions (AAOIFI); JIB contributed USD 5000.
- The 20th Conference of Arab Businessmen and Investors, organized by the Chamber of Commerce, Jordan; JIB contributed JD 25 thousand.
- JIB contributed JD 3000 to the Investment Conference as part of the economic modernization vision. Additionally, JIB contributed JD 1000 to the Investment Reality in the National Economy Conference, both organized by the Al Jasmine Institution for Training and Development.
- A conference on the role of artificial intelligence technologies in cybersecurity, organized by Jordan Today Centre for Development (JTCD); JIB contributed JD 1000.
- First Conference of Jordanian Expatriate Youth organized by the Al-Nashami Forum for the Jordanian community around the world; JIB contributed JD 3000.
- Governance, Risks, and Compliance Forum organized by the Union of Arab Banks; JIB contributed JD 2000.
- The Jordan Economic Forum (JEF); JIB sponsored the dialogue session within the Economic Salon Program, and contributed JD 2000.
- Jordanian Engineers Association: The Aqaba International Engineering Conference, under the slogan "Environment, Energy, Safety, and Sustainability"; JIB contributed JD 3000, and the Third Jordanian International Conference on Electrical Engineering and Information Technology; JIB contributed JD 3000.
- The First International Conference for Scientific Research, organized by Jerash University; JIB contributed JD 2000.
- The scientific day entitled "Cyberspace between the system of values and reality" organized by the University of Jordan/College of Sharia; JIB contributed JD 4000.



Sponsorship of Matters Related to the Holy Quran

JIB pays particular attention to the sponsorship of the Holy Quran affairs. For example, in 2023, JIB sponsored, supported, donated, honored, covered, and or offered prizes in this regard:

- Waqfiat Al Mostafa for Quran recital at AL-Aqsa Mosque - Royal initiative; JIB contributed JD 710 thousand.
- Holy Quran Preservation Society; JIB contributed JD 2000.



Culture, Arts, Literature and Heritage

JIB supports many organizations of a cultural, artistic, literary and heritage nature, which are in line with the Bank's general directions. For example, in 2023, JIB sponsored, supported, donated, honored, covered, and/or offered prizes in this regard.

- Purposeful programs in some TV and radio stations: Jordan Radio and Television Corporation, JIB donated about JD 41 thousand, and to some Jordanian radio stations (Husna FM, Hayat FM and Amen FM); JIB contributed about JD 63 thousand.
- The Makan wa Resala (Place and a Message) program; JIB donated JD 5800, and Esalo Ahl Al Zikr "Ask the People Having the knowledge"; JIB contributed JD 5400, in addition to offering prizes within the program for an amount of about JD 3200.
- A page about Islamic financing and Banking in AL Dostour and Al Ghad Journals; JIB contributed JD 33 thousand.
- Purposeful magazines; JIB contributed JD 14 thousand: The Journal of the Union of Arab Banks, the Journal of Banks in Jordan, and the Al-Furqan Magazine issued by the Association for the Preservation of the Holy Qur'an.



Health

In 2023, JIB has supported, sponsored, or donated to many health organizations in Jordan, such as the following:

- King Hussain Cancer Center; JIB donated JD 24,400.
- The second camp for children with diabetes, entitled "Together we defeat diabetes," organized by the Nurses and Midwives Syndicate; JIB donated JD 10,000.



People with Special Needs, Underprivileged Communities and the Poor

In 2023, JIB has supported, sponsored, or donated to many entities that care for people with special needs, underprivileged communities, and orphans, such as the following:

- Al-Aman Fund for the Future of the Orphans: JIB donated JD 25,000 in 2023. Since the establishment of the Fund in 2008 until the end of 2023, JIB's total donations amounted to JD 589 thousand.
- The seventh annual Iftar for orphan children, organized by Petra Sands Company for Training and Development; JIB donated JD 500.
- Tkiyet Um Ali; JIB donated JD 5000.
- The Jordan Awareness and Rehabilitation Project (Autism); JIB donated JD 1000.
- A ceremony honoring blind students graduating from the second year of secondary school at the Academy for the Blind; JIB donated JD 1550.
- Wedding presents granted for the newlyweds participating in the 33rd and 34th mass wedding ceremonies organized by Al-Afaf Charitable Association; JIB donated JD 3400.



Interaction with and Development of Local Community

JIB prioritizes the activities that influence, serve, and enhance the lives of people in the society as a whole, for example, in 2023 JIB has sponsored, supported, or donated to:

- Jordan Hashemite Fund for Human Development; JIB donated JD 25 thousand. Since 1981 till the end of 2022, the total donations of JIB to the Fund amounted to about JD 1.430 million (including the Piety and Giving Campaign, the Queen Alia Competition, and the Queen Alia Center for Social Development).
- The activities of the Jordan Hashemite Charity Organization; JIB donated JD 2500.
- JIB supported an online training project for those about to get married, organized by the Chief Justice Department, with a contribution of approximately JD 4800.
- Printing costs of the agenda and calendar of the Traffic Department; JIB paid JD 1000.
- The Agricultural Credit Corporation; JIB contributed JD 10 thousand.
- Jordanian Industry Day, organized by the Amman Chamber of Industry; JIB donated JD 5000.
- Donations of about JD 241 thousand to many charitable and medical associations and zakat committees in Jordan.
- In the field of Islamic Takaful, JIB established the Islamic Insurance Company in 1996 where JIB contributes 41.7% of its capital that amounts to JD 15 million.
- Moreover, JIB provides finance to the facilities that serve and develop the society such as the following:
 - JIB provided funding to the Ministries of Finance and Supply in the USD over several years to purchase rice, wheat, corn, sugar, oil, barley and other food supplies. The total funding amounted to about JD 254 million.
 - JIB provided funds in the JD and the USD over several years to buy crude oil for the benefit of the Jordan Petroleum Refinery Company. The total financing provided by JIB amounted to about JD 797 million.
 - JIB provided funding for some national, public and private electricity companies over several years, the total amount provided exceeded JD 3.5 billion, including JD 6 million to finance rural electricity projects.
 - JIB provided funding to the Water Authority of about JD 13 million over several years to purchase water equipment to transfer, pump and distribute water.

- In 2023, JIB extended financial support to numerous beneficiaries, contributing to the elimination of unemployment and the preservation of existing job opportunities, as well as creating 708 new jobs. In line with the Royal vision of combating unemployment and empowering young people to establish development projects that provide them with job opportunities, JIB granted funds to young individuals who hold a certificate from the national self-employment program "Inhad."
- To emphasize JIB's pioneering role in supporting the national economy and maintaining communications with local societal institutions in a manner that serves joint and public interests, JIB offers Islamic finance and banking services to all members of the Ministry of Education. JIB provides financing for this category to enable them to own houses, buy cars or furniture, or fulfill other purposes with preferential prices and conditions according to Sharia principles.
- As part of its social responsibility and commitment to sustainability for shareholders and clients, JIB calculates the Zakat amount to facilitate this process for clients according to Sharia principles. This information is included in the Bank's annual report.
- JIB places great importance on its employees, both current and retired. To show appreciation, JIB holds yearly ceremonies to honor those who have dedicated 10 years to their jobs, as well as retired employees.
- In realization of the noble goals and notable purposes of Haj and as part of JIB's belief in the honor of serving the local society, it concluded a joint cooperation agreement with the Haj Fund/Ministry of Awqaf and Islamic Affairs and Holy Places under which JIB accepts deposits of citizens who desire to contribute to the Haj Fund through JIB as a saving and investment scheme. JIB facilitates processes that allow the citizens to save their money in this fund.
- To reduce costs for citizens and simplify the implementation of judicial rulings, JIB signed a memorandum of understanding with the Department of the Chief Justice. According to this MoU, JIB issues the "family card" dedicated to the beneficiaries of judgments in executive cases handled by the Sharia Execution Courts. This card allows holders to access the cash specified in the card's balance through ATMs or POS terminals.
- In line with JIB's commitment to serving clients with disabilities and adhering to the specific instructions of the CBJ, JIB ensures that banking services are provided to this group on an equal basis with other clients and strives to facilitate these services as much as possible.
- JIB pays special attention to the essential needs of citizens in finance processes, as it provides the needed finance directly, with suitable conditions. Home furniture is essential for citizens, as in 2023, JIB financed 5.5 thousand citizens with an amount of JD 16.5 million to purchase furniture, and financed 12 thousand citizens with an amount of JD 178 million to buy transportation vehicles.



Provision of Housing

JIB always seeks to meet the basic needs of citizens, including the provision of housing. In that respect, JIB presents the necessary financing for the purchase of fully equipped domiciles or the purchase of materials and equipment required for the construction of domiciles. For example:

- JIB is keen on providing housing for its employees, offering financing in the form of Diminishing Musharaka Ending in Ownership at reduced interest rates and over relatively long periods. This initiative aims to enable employees to own homes. Since the Bank's establishment until the end of 2023, it has provided approximately JD 85 million in financing, benefiting about 2,400 employees. In 2023 alone, JD 6 million was provided, benefiting 129 employees.
- JIB offers necessary financing to citizens for purchasing housing, land, or construction materials to build houses. In 2023, JIB provided Murabaha financing totaling approximately JD 212 million, benefiting around 14,000 citizens. Additionally, it offered (Ijarah Muntahia Bittamleek) of about JD 203 million, benefiting around 2,300 citizens. Since its establishment until the end of 2023, JIB has provided approximately JD 3.7 billion in Murabaha sales financing to about 395,000 citizens, along with JD 2.7 billion in (Ijarah Muntahia Bittamleek) financing to approximately 37,000 citizens.

IT governance, Security, and Client's Confidentiality

The importance of IT Governance extends to various sectors, including government, legislative bodies, regulatory agencies, and businesses. Research underscores the positive impacts of sound IT governance principles on both macroeconomic dynamics and individual economic entities. Additionally, efforts to strengthen corporate governance highlight the pivotal role of IT governance. Proper adherence to IT governance principles, regulations, and methodologies serves as a safeguard for information security and confidentiality within economic institutions.

Since the beginning of 2021, JIB applied all the items of the Information and the Associated Technology Governance and Management framework No (65/2016) issued by the CBJ based on the relevant audit reports:

- Level 3 on the COBIT2019 maturity model was achieved by the application of 31 basic processes of the standard in line with the requirements of the CBJ instructions to attain level 3 of capability at minimum.
- JIB has voluntarily incorporated an additional five processes, expanding the total adopted processes by the Bank to 36. Notably, certain processes have achieved a capability level of 4 within this framework.



Annexes

Annexes

Annex 1

Content and Scope of the Report	
Accuracy	All the information included in this report is accurate and represent the best data available for the Bank and its stakeholders.
Balance	The report shows the performance transparency in the economic, social, and environmental issues in a balanced manner.
Clarity	This report is prepared in a manner that allows the presentation of the information easily to be readable for all users.
Comparability	This report presents the data for 2023, as well as data from previous years, specifically 2021 and 2022. Comparisons are made between these years, with a particular focus on the data from 2022.
Completeness	JIB exerted the needed effort to complete this report. This report covers the main departments of the Bank, and includes the activities of the branches in the Hashemite Kingdom of Jordan only.
Sustainability Context	JIB, upholds the principle of sustainability by grounding its values and principles in Sharia principles to serve and meet the needs of stakeholders.
Timeliness	This report was timely prepared to help stakeholders in decision making.
Realizability	The report provides comprehensive information on the Bank's performance regarding sustainability.

Annex 2

Index of the Global Reporting Initiative (GRI)

This report was prepared according to the GRI standards, for the period 1 January 2023 to 31 December 2023. The following table presents a reference of the GRI contents, and clarifies the disclosures included in the report and the locations of information.

The adopted GRI 1: Core options of 2021

GRI Standard	Disclosure	Page No, Direct answers, and/or link
General Disclosures		
Standard 2: General Disclosures 2021	2-1: Organizational details	Jordan Islamic Bank (JIB) 3 4
	2-2: Entities included in the sustainability report	The financial statements include: The activities of JIB and its affiliates: <ul style="list-style-type: none"> • Omareyah Schools • Al Samaha Financing and Investment Company • Future Applied Computer Technology Co. • Sanabel ALKhair for Financial Investments Co There are no entities not covered by the report 40
	2-3 The period, frequency and the communication unit covered by the report	4
	2-4 Restatement of information	All information included in the report remains unchanged.
	2-5: External investigations	This report was not investigated externally
	2-6: Activities, value chain, and other business relations	12 36 40 58
	2-7 Employees	63
	2-7 Work force from non-employees	63

GRI Standard	Disclosure	Page No, Direct answers, and/or link
Standard 2: General Disclosures 2021	2-9 Governance structure	28
		46 The Annual Report for 2023
	2-10 Nomination and election of the highest management body	28 The Annual Report for 2023 Corporate Governance Guide
	2-11 Head of the highest management body	28 The Annual Report for 2023 Corporate Governance Guide
	2-12 The role of the highest management body in the supervising the impacts	16 22 28 46
Standard 2: General Disclosures 2021	2-13 Delegation of the responsibility of impacts management	16 22 28
	2-14 The role of the highest management body controlling the preparation of the sustainability reports.	6 7 28 The Annual Report for 2023
		2-15 Conflict of interests
	2-16 Communication about critical concerns	30 The Annual Report for 2023
	2-17 The collective knowledge of the highest management body	28 The Annual Report for 2023 Corporate Governance Guide
	2-18 Evaluation of the highest management body	28
	2-19 Wages policies	28 The Annual Report for 2023
	2-20 Wages determination process	The Annual Report for 2023
2-21 Percentage of total annual wages	The total annual compensation for the individual receiving the highest compensation at the bank may not be disclosed in comparison to the total average annual compensation of all employees due to confidentiality reasons. JIB does not disclose the total average compensation of employees.	

GRI Standard	Disclosure	Page No, Direct answers, and/or link
Standard 2: General Disclosures 2021	2-22: Statement of the Sustainable Development Strategy	8 9
	2-23: Obligations relevant to the policy	26 46 59 71 Corporate Governance Guide
	2-24: Including the obligations of responsible business practices	28 30 58 69
	2-25: Treatment processes of the negative impacts	30 44 46 The Annual Report for 2023
	2-26: Mechanisms for advising and reporting concerns	26 30
	2-27: Compliance with laws and regulations	In 2023, the Bank did not face any legal proceedings or financial penalties resulting from noncompliance with laws and regulations.
	2-28: Memberships	- Amman Chamber of Commerce - Securities Depository Center - Union of Arab Banks - International Islamic Financial Market - International Islamic Centre for Reconciliation and Arbitration - Jordan Exporters Association - Islamic Financial Services Board - Arab Thought Forum - International Chamber of Commerce - Association of Banks in Jordan - Jordan Environment Society - Institute of Banking Studies - Accounting and Auditing Organization for Islamic Financial Institutions (AAOIFI). - Jordan Strategy Forum. - The General Council for Islamic Banks and Financial Institutions - Financial Markets Traders Association
	2-29: Approach of stakeholders' inclusion	44 46
	2-30: Collective bargaining agreements	No similar incidents in our Bank

GRI Standard	Disclosure	Page No, Direct answers, and/or link
Standard 3: Essential issues 2021	3-1: Process of determining the essential issues	46
	3-2: List of essential issues	46
Essential issues		
Economic Standards Series 200		
Economic Performance		
Standard 3: Essential issues 2021	3-3: Management of essential issues	52
Standard 201: Economic Performance 2016	201-1: Distribution of direct productive economic value	52 72
	201-4: Government financial aid	JIB does not receive any government financial aid
Indirect Economic Impact		
Standard 3: Essential issues 2021	3-3: Management of essential issues	57
Standard 203: Indirect Economic Impact 2016	203-1: Infrastructure investments and subsidized services	72
	203-2: Indirect significant economic impacts	57
Procurement Practices		
Standard 3: Essential issues 2021	3-3: Management of essential issues	58
Standard 204: Procurement Practices 2016	204-1: Percentage of expenses on local suppliers	58
Combating of Corruption		
Standard 3: Essential issues 2021	3-3: Management of essential issues	59
Standard 205: Combating of Corruption	205-3: Confirmed corruption incidents and the implemented actions	59 We addressed the rules and guides of combating corruption in the anti-corruption and bribery policy. Our Bank did not have any incidents of corruption

GRI Standard	Disclosure	Page No, Direct answers, and/or link
Environmental Standards Series 300		
Energy		
Standard 3: Essential issues 2021	3-3: Management of essential issues	60
Standard 302: Energy 2016	302-3: Energy density	60
Water and effluents		
Standard 3: Essential issues 2021	3-3: Management of essential issues	60
Standard 303: Water and effluents 2018	303-5: Water Consumption	60
Social Standards Series 400		
Employment		
Standard 3: Essential issues 2021	3-3: Management of essential issues	63
Standard 401: Employment 2016	401-2: Incentives to full-time employees not offered to temporary or part -time employees	63
	401-3: Parental leave	63
Occupational Health and Safety		
Standard 3: Essential issues 2021	3-3: Management of essential issues	67
Standard 403: Occupational Safety and Health (OSH) 2018	403-1: OSH system	67
	403-2: Identification and evaluation of risks	67
	403-3: Occupational health services	67
	403-4: Involving, consulting, and communicating with employees	67
	403-5: Training of employees on OSH	67
	403-6: Enhancement of employees' health	67
	403-7: Preventing and mitigating OSH impacts directly related to labor relations	67
	403-8: Employees covered by the OSH system	67
	403-10: Work-related diseases	67

GRI Standard	Disclosure	Page No, Direct answers, and/or link
Training and education		
Standard 3: Essential issues 2021	3-3: Management of essential issues	69
Standard 404: Training and education 2016	404-1: Average Hours of Training per employee	69
Diversity and equal opportunities		
Standard 3: Essential issues 2021	3-3: Management of essential issues	71
Standard 405: Diversity and equal opportunities 2016	405-1: Diversity of the Board members and employees	63 71
Non-discrimination		
Standard 3: Essential issues 2021	3-3: Management of essential issues	71
Standard 406: Non-discrimination 2016	406-1: Discrimination incidents and the remedial actions taken	71 No incidents of discrimination were reported in the period covered by the report
local communities		
Standard 3: Essential issues 2021	3-3: Management of essential issues	72
Standard 413: local communities 2016	413-1: Processes that involve the local community, and the evaluation of impacts and development programs	59 60 72
Client's Privacy		
Standard 3: Essential issues 2021	3-3: Management of essential issues	84
Standard 418: Client's confidentiality	418-1: The documented complaints about violating the confidentiality of clients and loss of data	84 No documented complaints related to violating the confidentiality of clients or loss of their data were reported.