Sustainability Report 2024

Jordan Islamic Bank
A member of Al Baraka Group

In the Name of Allah,
the Compassionate, the Merciful

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Companies Law and in accordance with the provisions of Jordan Islamic Bank temporary Law No. 13 of 1978, which was superseded by the Banks Law No. 62 of 1985 that was abolished pursuant to the Banks Law No. 28 of 2000 effective as of 02/08/2000, which included a special chapter on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.

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About this Report

Jordan Islamic Bank, headquartered in Amman, has prepared this report in accordance with the GRI Standards 2021 (Foundation), covering the period from 1 January to 31 December 2024. This annual report outlines the Bank's environmental, social, and governance (ESG) performance for the year 2024, with a particular focus on the material sustainability topics that are most relevant to the Bank and its stakeholders. It covers all sustainability-related activities implemented within the Hashemite Kingdom of Jordan.

Since 2012, the Bank had been issuing Social Responsibility and Sustainability Report, in alignment with its principles and mission, and in implementation of its Articles of Association and bylaws, and in fulfillment of its duty toward society.

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Your feedback on this report and on JIB's performance is highly appreciated through:

www.jordanislamicbank.com

jib@islamicbank.com.jo

The unified phone number for the Head Office, all branches, and offices is +962 6 5670000

Contact Center +962 6 5680001

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Our Vision

The Trusted and Innovative Pioneer in Islamic Banking.

Our Purpose (Our Message)

Deliver Innovative Islamic Financial Solutions that Offer Exceptional Customer Experience Through All Stages of Life, Utilizing the Best Digital Technology, Thereby Enhancing Financial Inclusion and Making a Positive Impact on the Community.

Our Core Values

1. Client-First
2. Change Pioneer
3. Sustainability
4. Integrity and Transparency
5. Agility
6. Realize the Power of our People

Our Slogan

Your Partner Bank

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. Houssem Bin Al-Habib Bin Al-Haj Amor	Vice-Chairman
Representative of Al Baraka Group Company H.E. Mr. Issa Haidar Issa Murad	Member
Representative of Al Baraka Group Company H.E. Mrs. Malak Fawzi Ragheb Ghanem	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. Dr. Khawla Fareez Awad Al Nobani	Member
H.E. Mr. Ghassan Bin Ahmed Bin Mohammad Amodi	Member

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Sharia Supervisory Board

H.E. Dr. Mahmoud Ali Mosleh Al Sartawi	Chairman
H.E. Dr. Abdul Rahman Ibrahim Zaid Al Kelani	Vice-Chairman of the Sharia Supervisory Board
H.E. Dr. "Mohammad Khair" Mohammad Salem Al-Issa	Member
H.E. Mr. Youssef Hassan Youssef Khalawi	Member

The Management of Jordan Islamic Bank

H.E. Dr. Hussein Said Saifan	CEO
H.E. Dr. "Muhammad Fahmy"" Muhammad Khalil" El Jabari (1)	Head of the Support Services Sector
H.E. Dr. Musa Omar Abu Muhaimed	Head of the Corporates Sector
H.E. Mr. Hassan Lotfi Hassan Atout	Head of the Retail Sector
H.E. Mr. Samer Ahmed Shehadeh Odeh (2)	Head of the Support Services Sector
H.E Mr. Yazan Mahmoud Ahmad Samarah (3)	Head of the Investments Sector

(1) Resigned from the Bank as of 16/10/2024 upon reaching retirement age.
(2) Assumed his duties as of 16/10/2024.
(3) Assumed his duties as of 18/03/2024, and resigned from the Bank as of 18/3/2025.

In 2024, at a pivotal moment in its journey marked by continued success, JIB launched its new five-year strategy (2025–2029), titled "Together… Toward New Horizons", reaffirming its renewed drive toward the future with an ambitious vision and promising partnerships.

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

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,

It is my pleasure to begin by extending the sincere greetings of the Board of Directors and to present to you the third Sustainability Report of JIB, which has been prepared in accordance with the Global Reporting Initiative (GRI) Standards. This report highlights the Bank's most significant achievements for the year ended on 31 December 2024. Since 2012, the Bank has been committed to issuing a Corporate Social Responsibility and Sustainability Report, guided by its principles and mission, in execution of its Articles of Association and bylaws, and in fulfillment of its duty toward society.

Since its establishment, the Bank has continued to lead the way guided by the principles and provisions of Islamic Sharia. This leadership rule has been made possible by our strong financial performance and the ongoing reinforcement of our presence in the local market.

The Bank places great importance on the aspirations of its stakeholders by focusing on sustainable growth, meeting the needs of its customers, and delivering strong long-term financial returns to its shareholders. It is also well understood that true success is not measured solely by profits and financial gains, but also by our ability to create a positive and sustainable impact on the economic, social, and environmental spheres around us.

Our commitment to sustainability is a long-term pledge and an integral part of our mission toward achieving inclusive and sustainable development that respects both people and the environment — thereby "**enhancing financial inclusion and creating a positive impact within the community**". Guided

by this firmly held conviction, we are keen to embed sustainability principles at the core of our strategy and operations. This includes continuing to finance environmentally friendly projects that support the transition to a green economy, backing sustainable entrepreneurship that fosters responsible innovation, and promoting financial inclusion to ensure our banking services reach underserved segments. Furthermore, we adopt responsible operational practices that reduce our carbon footprint and help preserve natural resources. All of these efforts contribute actively toward achieving the Sustainable Development Goals, enabling us to play a meaningful role in supporting the shift toward a greener, more resilient, inclusive, and equitable economy.

A New Beginning for JIB… Toward New Horizons

In 2024, the Bank adopted a flexible and sustainable strategy for the next five years (2025–2029), marking a new phase in its institutional journey. This was launched under an ambitious vision centered on creativity and innovation, encapsulated by the motto: "**The Trusted and Innovative Pioneer in Islamic Banking**."

We have also ensured that our strategy and plans align closely with the Kingdom's economic modernization vision, in addition to harmonizing with the national strategies and initiatives launched by the Central Bank of Jordan (CBJ)—particularly in the areas of financial inclusion, green financing, digital payments, and financing and support programs for the small and medium-sized enterprises (SME) sector.

The Bank's strategy is built upon core values and principles, foremost among them being "Customer First." All strategic initiatives planned for the next five years are designed to deliver innovative banking products and services that meet the needs and aspirations of diverse customer segments, enhancing their overall satisfaction. Accordingly, the Bank's mission has been redefined to align with all our strategic directions, now expressed as: "Deliver Innovative Islamic Financial Solutions that Offer Exceptional Customer Experience Through All Stages of Life, Utilizing the Best Digital Technology, Thereby Enhancing Financial Inclusion and Making a Positive Impact on the Community".

It is my pleasure, on behalf of myself and the esteemed members of the Board of Directors, to express our sincere gratitude and appreciation to His Majesty King Abdullah II Ibn Al-Hussein, the King of the Hashemite Kingdom of Jordan, and His Royal Highness Crown Prince Hussein bin Abdullah.

I would also like to take this opportunity to express my heartfelt thanks to our valued shareholders and customers for their trust and continuous support, which will remain a major driving force for us to maintain and uphold this trust.

In conclusion, I would like to express my sincere gratitude to my fellow Board members for their ongoing contributions and support in the growth and development of the Bank's operations. I also extend my thanks to the Executive Management and our dedicated employees, whose efforts continue to drive the Bank's leadership and ongoing success.

Abdullah Bin Ibrahim Al-Howaish

Chairman of the Board of Directors

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Driven by our values, deep conviction, and authentic Islamic banking heritage,

we are charting a path toward sustainable development for the future of generations to come.

Dr. Hussein Said Saifan
CEO

Chief Executive Officer'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,

Sustainability is one of the pillars of our future—no longer just a choice or intellectual luxury, but a strategic necessity imposed by the environmental, economic, and social challenges we all face. Given the escalating nature and increasing visibility of these challenges, including the impacts of climate change, pressure on natural resources is intensifying significantly. Therefore, it is the responsibility of all members of society to proactively address these challenges by taking anticipatory steps to achieve a collective positive impact.

At JIB, we believe our role extends beyond achieving short-term accomplishments to embracing our responsibility toward future generations. Therefore, we diligently work to integrate sustainability principles across all our operations—starting with the efficient use of resources, supporting environmental innovation, fostering a culture of social responsibility, and embedding sustainability values in every aspect of our work. We also strive to enhance the participation of youth and women within our workforce and strengthen the involvement of our local suppliers, fulfilling our social responsibility toward the local community by adopting more sustainable practices.

Our strong commitment to embedding the core values of environmental, social, and corporate governance (ESG) standards for all our stakeholders stems from our deep awareness of the growing risks and challenges associated with the transition toward a sustainable, low-carbon economy. From this foundation arises our strategy for sustainable finance—one that goes beyond the pursuit of financial returns to embed ESG standards at the heart of our financing activities, with the aim of creating a tangible positive impact on both society and the environment. We actively work to reduce

environmental and social risks by directing financing toward companies and projects that meaningfully contribute to the achievement of the Sustainable Development Goals. At the same time, we remain committed to supporting small and medium-sized enterprises and underserved segments of society in accessing financial services, driven by our belief in the importance of financial inclusion. Through these integrated efforts, we contribute to building a green and inclusive economy that aligns with national visions and global directions for sustainable and equitable development.

In terms of green products and services, the Bank continues to demonstrate its strong commitment to environmental sustainability in alignment with its vision and mission, by adopting an intelligent and sustainable operational approach. Many operational processes have been transitioned to automated systems, aiming to reduce paper usage and minimize carbon emissions. This shift is part of a strategic direction to enhance operational efficiency. It also includes the development and full activation of electronic channels to better serve customers, enabling them to carry out their transactions with ease, speed, flexibility, and the highest levels of quality.

In closing, I am pleased to extend my heartfelt thanks and appreciation to everyone who has been part of our journey of success. To our esteemed Board of Directors, whose insightful vision and continuous support have laid a solid foundation for our growth and sustainability; to our shareholders, who have always been our partners in building and achievement; and to our valued customers—your trust is our greatest source of pride and motivation as we strive to deliver the best services and generate sustainable added value. I also extend my sincere gratitude to our dedicated employees—you are the beating heart of our institution. Through your unwavering commitment and tireless efforts, we continue to uphold excellence and reach our goals. Every step we take today helps shape a greener tomorrow and a more prosperous future.

Dr. Hussein Said Saifan

CEO

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Preface

Preface

JIB remains firmly committed to leading the way in delivering the highest standards of Islamic banking products and services, with a steadfast focus on excellence in quality and innovation. At every step, the Bank adheres to the noble principles and rulings of Islamic Sharia. The Bank continues to innovate and develop modern financial solutions that meet customers' aspirations, blending authentic Sharia compliance with contemporary banking practice, ensuring it remains the first choice for those seeking true Islamic banking.

The journey of giving continues—by the grace of God Almighty and through the efforts and initiatives of the Board of Directors and Executive Management. Along this journey, the Bank affirms that its role goes far beyond that of a business entity focused solely on shareholder interests. It is also a joint investment institution that seeks to serve the interests of its investors; a social institution committed to identifying and addressing societal needs wherever possible; and a national banking institution that strives to support both economic and social development in the country. Above all, and at its core, it is a banking institution that operates in accordance with the principles and rulings of Islamic Sharia, aspiring to earn the pleasure of Allah (SWT) by upholding the values and ideals of the Islamic approach in general, and by delivering Sharia-compliant banking and financial services 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 “Your Partner Bank”.

The Bank mobilizes national savings and directs them toward economic and social activities and projects that generate goods and services of real value to people's livelihoods. It also provides services and transactions required by daily life, while refraining from dealing in goods and services that are harmful to individuals or to the national economy.

The adherence to Sharia requires the Bank to fulfill the material 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 of this contributes to improving the distribution of income and wealth among members of society, aiming to achieve a degree of equity among them. 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.

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Social Responsibility and Sustainability Development at the Bank

Social Responsibility and Sustainability Development at the Bank

The Bank's Memorandum and Article of Association

JIB stands as a beacon of leadership in the field of social responsibility and sustainability, harmonizing its humanitarian mission with a forward-looking developmental vision. In parallel, the Bank holds a leading position as the first and most prominent Islamic banking institution in Jordan, serving as a model for integrating Sharia principles with modern banking practices. This reflects its deep commitment to serving society and promoting sustainable development on the foundations of values and excellence. Since its inception, the Bank has remained steadfast in fulfilling both its social and banking responsibilities. In fact, its Memorandum and Articles of Association clearly outline in the section on objectives and operations the following: **"JIB aims to meet economic and social needs in the area of banking services..."**

Commitment to JIB Governance Guide

JIB is committed to providing innovative banking products and services that comply with the principles of Islamic Sharia while aligning with the aspirations of its customers. Recognizing that corporate governance establishes the best frameworks, systems, and procedures to build trust in the Bank and its various activities, the Bank has adopted sound corporate governance practices and approved a Corporate Governance Guide in line with international best practices. This step is based on the Corporate Governance Instructions for Banks issued by the CBJ No. 2/2023 dated 14/02/2023.

It is worth noting that the Bank had first developed its Corporate Governance Guide on 31/12/2007.

The Bank also amended the Corporate Governance Guide on 15/12/2024 in line with the revision of its main organizational structure and published it on the Bank's website (www.jordanislamicbank.com) to ensure compliance with its provisions in terms of the Board of Directors' (formation, appropriateness, tasks and duties, duties of the Board's Secretary, tasks of Chairman and Members, and the Board's committees); Senior Executive Management (CEO'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 Monitoring Department, Sharia Compliance Department), and Shareholders' Relations.

Social Responsibility and Sustainability Committee

As a reaffirmation of JIB's strong commitment to social responsibility and sustainability, a dedicated and independent unit has been established to oversee this area. This step reflects the Bank's strategic focus on systematically and sustainably enhancing its developmental and social role.

JIB's Sustainability Reports

JIB, headquartered in Amman, has prepared this report in accordance with the Global Reporting Initiative (GRI) Standards – Foundation 2021, covering the period from 1 January to 31 December 2024. This annual report captures the Bank's performance in the areas of environmental, social, and governance (ESG) for the year 2024, with a particular focus on the material sustainability issues that matter most to the Bank and its stakeholders. The report encompasses all sustainability activities carried out within the Hashemite Kingdom of Jordan.

Since 2012, the Bank had been issuing a Corporate Social Responsibility and Sustainability Report, in alignment with its principles and mission, and in implementation of its Articles of Association and bylaws, and in fulfillment of its duty toward society.

Certificate of Appreciation (ISO 26000)

JIB was awarded a Certificate of Appreciation (ISO 26000) by the International Organization for Standardization (ISO) in Geneva, in acknowledgment of its participation in applying ISO guidelines for the Social Responsibility Project within the Middle East and North Africa region.

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.

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Social Responsibility and Sustainability Plan for 2025

Social Responsibility and Sustainability Plan for 2025

- Continuing to engage in various social responsibility and sustainability activities, including providing donations to various entities, sponsoring conferences, seminars, and workshops, offering Qard Hasan (benevolent loans), supporting Quranic initiatives, engaging with and supporting civil society, and contributing to community development efforts.
- Encouraging employees to take part in social and voluntary activities.
- Attending the relevant local workshops and conferences on social responsibility and sustainability.
- Financing, investing and giving donations in health, education, energy, and environment sectors.
- Providing new job opportunities through supporting SMEs, micro-projects and startups by providing finance whether through the Bank, the agreements signed with the CBJ, or Jordan Loan Guarantee Corporation (JLGC) in this regard.
- Actively participating 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.
- Implementing renewable energy and water-saving programs.
- Implementing blood donation campaigns in various regions of Jordan in coordination with the Blood Bank.
- Increasing 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.

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Code of Professional and Ethical Conduct

Code of Professional and Ethical Conduct

The Code of Professional Conduct provides a framework for employee ethics at the Bank, rooted primarily in the principles and provisions of Islamic Sharia, and further informed by best practices in professional and ethical conduct, as well as the laws and regulations governing Islamic banking in the Hashemite Kingdom of Jordan, provided they do not conflict with Sharia principles. The Code is built on the foundations of justice and its core values: equal opportunity, transparency, accountability, professional integrity, and impartiality, all in alignment with the Bank's mission.

The Code also aims to prevent ethical, behavioral, and legal violations by encouraging the reporting of concerns through the Bank's Whistleblowing Policy. It covers key areas such as anti-money laundering, combating the financing of terrorism, maintaining confidentiality of information, and avoiding conflicts of interest by refraining from any activity that may lead to an actual, perceived, or potential conflict between personal interests and professional or executive responsibilities.

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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 2024 and the Corporate Governance Guide through the link or the QR code.

Link to the Annual Report

The Annual Report for 2024

Link to the Corporate Governance Guide

Corporate Governance Guide

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Risk Management

Risk Management

Banks are exposed to various risks as a result of executing banking operations for their clients, which may lead to losses and, in extreme cases, bankruptcy. Therefore, the need has arisen for banks to manage these risks effectively and efficiently. JIB manages its diverse banking risks by implementing comprehensive risk management procedures, including appropriate oversight by the Board of Directors and Senior Management to identify, measure, monitor, and control relevant risk categories and report on them. It is essential to maintain adequate capital to mitigate these 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. **The Risk Management Department is functionally related to the Risk Management Committee of the Board, and administratively related to the CEO. The Department's structure is as follows:**

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

- Supervising the Risk Management Process in the Bank.
- Identifying and assessing the risks to which the Bank may be exposed in order to determine material risks, in collaboration with the relevant departments within the Bank.
- Determining the level of risk tolerance (risk appetite) for all material risks to which the Bank may be exposed.
- Conducting stress testing and internal assessment of the capital adequacy (ICAAP), in collaboration with the relevant departments in the Bank.
- 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 to which the Bank may be exposed, 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.
- Analyzing the operations carried out in the Bank and ensuring that the necessary controls are identified in proportion to the acceptable level, type, and amount of risk.
- Employing 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.
- Updating and implementing the Risk and Control Self-Assessment (RCSA) methodology across the Bank's operational centers to identify potential threats and opportunities, ensuring continuous improvement in all aspects of 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, updating, and regularly testing the Business Continuity Plan (BCP) to ensure operational resilience in the event of incidents, natural disasters, or unforeseen events, in alignment with regulatory requirements and global best practices.
- Developing the Information Technology Disaster Recovery (ITDR) Plan in coordination with the IT Department.
- 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.
- Overseeing the internal credit rating system for corporate and individual clients.

C. The risks to which the Bank is exposed are stated in Note No. 62 to the Bank's Financial Statements for 2024.

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Transparency and Confidence

Transparency and Confidence

Based on the principles of noble Islamic Sharia, the Bank seeks to strengthen its relationships with all stakeholders, placing great importance on building mutual trust and loyalty. The Bank is committed to fairness in dealing with everyone, offering its products and services in line with the needs of its diverse customer base. It also ensures the disclosure of material information while maintaining the confidentiality of banking data, in compliance with the CBJ's regulations on fair and transparent customer relations.

Digital Transformation

Digital Transformation

In 2024, the Bank accomplished further developments and updates in the field of banking techniques, most notably of which are:

- The Bank maintained the "ISO 27001" certification for implementing an Information Security Management System. It also successfully upheld the annual "PCI-DSS" accreditation, which ensures the security and protection of card data, preserving the reliability of card transactions. This reflects the Bank's commitment to applying the best standards to safeguard our valued customers' data.
- The Bank launched and implemented several strategic Information Technology and Digital Transformation projects, with the most notable ones being: Islami Aqar App, a platform for displaying the Bank's real estate products and their details on smart devices; new features on Islami Mobile App. This includes the implementation of the Apple Pay digital card project (Card Apple Pay), enhanced services for both individual and corporate users on Islami Internet Click, the start of the E-Wallet project, and the first phase of the Digital Call Center Service Enhancement project.
- Launching the following projects: Automated integration with card service providers to facilitate instant and secure payment processing and transaction verification; enhanced ATM services, this includes enabling withdrawals and deposits for digital wallet users, using either one-time password (OTPs) or QR codes; prepaid plastic cards, by implementing the issuance of prepaid plastic cards for customers at the Bank's branches via an instant issuance system; E-Voucher project, by introducing the electronic purchasing vouchers (E-Voucher); the electronic signature system, by launching the first phase of the digital signature system project (Sig cap).

- Improving ATM services and expanding its coverage across the Kingdom through launching the following projects:

– Cash Deposit Recycling on ATMs (ATM Cash Recycler).

– Providing cash withdrawal and deposit service in US dollars through ATMs.

– Upgrade of the ATM and Card Management System (CMS and ATM Switch Upgrade).

– Launch of the ATM User Interface Enhancement Project.

- Meeting security requirements and supporting infrastructure by replacing traditional exchanges in the Bank's branches and offices with digital exchanges (Digital VoIP) and implementing a unified communication system.
- The Bank continuously updates its pages on various social media platforms and the digital assistant (chatbot).
- The Bank installed 13 ATMs during 2024, bringing the total number of ATMs to 332, which accounts for 15% of the total working ATMs in the Kingdom.

Our Presence

Our Presence

- Providing a comprehensive banking environment requires an effective branch network from which the Bank delivers its diverse services to various segments and sectors of society, including individuals and companies, across multiple economic fields such as industry, agriculture, services, and others. As for JIB, distinguished by its unique operations based on the principles of Islamic Sharia, it has placed great importance on strategic geographical presence, extending its branches to various population centers and economic hubs to be closer to those who believed in its vision, embraced its mission, and supported its journey. With this close and continuous presence, the Bank offers its services with ease and convenience throughout the year, remaining always within reach of those who have chosen Islamic banking as their approach and partner.
- The branching strategy of JIB was carefully planned, prioritizing areas with high population density and active economic activity, while balancing financial viability with social return. The Bank ensured that cost and benefit calculations were not the sole criterion; rather, the impact of expansion extends to supporting community development and enhancing financial inclusion across various regions. Within this strategy, the Bank adopted the office model alongside the branch model starting from 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 2024, JIB had a network of branches that consists of 89 branches and 22 banking offices.
- With the goal of keeping pace with digital services, the Bank offers three self-service digital corners, "Islami Digital," located at Arifa Mall/Amman, Wasfi Al-Tal Street (Gardens)/Amman, and Pavilion Mall/Amman. These corners provide a range of digital banking services using the latest financial technology to meet the self-service needs of customers.

* On 13/2/2025, the digital corner was closed and a new digital corner was opened at the irbid city center branch.

- 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 2024, JIB had 332 ATMs distributed on the branches of the Bank, shopping centers, hospitals, universities, and the Professional Associations Complex, and many external locations.
- 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 for Islamic Financing, Future Applied Computer Technology Co., and Sanabel AlKhair for Financial Investments Co.

Irid Governorate
1 55 16
Ajloun Governorate
10 3
Jerash Governorate
9 2
Mafraq Governorate
18 4
Balqa Governorate
17 7
Zarqa Governorate
31 13
Madaba Governorate
11 3
The capital Governorate
2 130 49
Kark Governorate
18 6
Tafilah Governorate
9 3
Ma'an Governorate
14 3
Aqaba Governorate
10 2
111 Branch/Office
332 ATMs
3 Self-digital services (Islami digital)

Shareholders with significant interests for 2024

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Clients' Experience and Satisfaction

Clients' Experience and Satisfaction

Customer satisfaction is a fundamental pillar among the top priorities of JIB. We are committed to meeting our customers' expectations and needs through a comprehensive range of carefully designed banking products and services. In addition, we provide advanced digital channels that enable them to manage their financial transactions easily, efficiently, and with direct control—anytime and anywhere. We also place great emphasis on responding promptly to customer complaints by continuously improving our engagement methods, including the following:

- The website
- Social media platforms (Facebook, Messenger, Instagram, LinkedIn)
- Contact center and customer service
- The Customer Complaints Division under the Compliance Monitoring Department
- Service delivery centers/branches

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Stakeholders

Stakeholders

The Bank places great importance on its stakeholders, recognizing their pivotal role in its business journey and the mutual influence between them. This is clearly reflected in the Bank's policies and objectives, which focus on meeting their needs and expectations. The Bank is committed to achieving this through effective and direct communication, which enhances transparency and supports the realization of its strategic goals, ultimately leading to the integration of sustainability across all areas of its operations.

- Clients
- Shareholders/Board of Directors
- Employees
- Suppliers
- Society
- Environment
- Regulatory

We prioritize our sustainability efforts through a comprehensive assessment of material issues, both social and environmental. Our focus is placed on the topics that have the greatest impact on the Bank's operating environment. This includes analyzing economic, environmental, social, and governance impacts to ensure alignment with stakeholder expectations and evaluations. Such an approach supports informed decision-making and strengthens transparency and sustainable accountability.

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

Essential issues	Clients	Shareholders/ Board of Directors	Employees	Suppliers	Society	Environment	Regulators
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
Clients	• Branches • E-services • ATM services • Social media platforms • The website • Contact center • Complaints	• Unique and smooth banking experience • Digital transformation of the Bank's services • Information security and privacy	• 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	• Disclosures • Regular reports • General assembly meetings • Annual reports • Social responsibility report • Shareholders' Relations Unit	• Business Continuity • Return on investment • Risk Management	• Detailed annual and quarter reports • Growth of net income • Representatives of shareholders in the Board of Directors
Employees	• Training and education programs • Performance indicators • Code of Professional Ethics • Sustainability culture • Meetings	• Professional development • Non-discrimination • Healthy and safe work environment and remote work • Physical and mental health	• 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
Suppliers	• Procurements • Tenders • Auction system	• The fair selection of suppliers • On-time payments	• Maintenance of fair and competitive selection. • Maintenance of cooperative relations that achieve mutual interests.
Society	• Sustainability culture • Social responsibility report	• Local community development programs • Development of SMEs • Finding job opportunities	• Support of the social needs • Social donations • Al Qard Al Hassan
Environment	• Environment friendly products • Facilities to environment friendly projects • Power plants	• Inclusion of climate change risks • Green financing • Mitigating the environmental print of our operations	• Hybrid and electric cars • "Our Sun" product • The Bank's projects to provide renewable energy
Regulators	• Compliance with laws and regulations • Monitoring authority reports • Regulatory reports • Governance	• Compliance and practice of ethical behaviors • Tax payments	• Reports of Audit Departments and compliance with legal requirements • Periodic reports presented to regulators

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Sustainable Development Goals (SDGs)

The United Nations Sustainable Development Goals (SDGs) constitute the primary global framework for sustainability. The seventeen goals, supported by 169 targets, aim to protect the planet, eradicate poverty, combat inequality, and ensure prosperity in order to build a more just and sustainable future for current and future generations.

Promoting a culture of sustainability and social responsibility among various stakeholders is one of the core strategic objectives of JIB. We strive to achieve this through targeted programs and impactful initiatives in the field of social responsibility and sustainability, while ensuring alignment between our institutional goals and the SDGs. The following are the key SDGs embodied and supported by our efforts.

Essential issues

Essential issues

Economic Performance

At JIB, we recognize that meeting the needs and fulfilling the aspirations of our stakeholders—while creating added value for them—is the cornerstone of our journey toward sustainable success. Our management approach reflects a firm commitment to steadily advancing toward achieving key performance indicators, ensuring stability and balanced growth for the benefit of all stakeholders, and reinforcing our position as a responsible and trustworthy financial institution.

Dividends to Shareholders

Year	Percentage of Capital
2022	25.0%
2023	22.0%
2024	25.0%
Total	72.0%

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

The Bank achieved a growth of 8.7% in total assets in 2024, reaching JD 6,980 million (including off-balance sheet accounts - under management), compared to JD 6,423 million in 2023 (including off-balance sheet accounts - under management). The

total balances of savings schemes amounted to JD 6,285 million in 2024 (including off-balance sheet accounts - under management), reflecting a growth of 9.1% in 2024 compared to JD 5,760 million in 2023. The number of active accounts reached approximately 1,27 mllion account in 2024.

The total balances of financing and investment at the end of 2024 reached approximately JD 5,731 million (including off-balance sheet accounts - under management), distributed over 245.4 thousand transactions (including off-balance sheet accounts - under management), compared to approximately JD 5,336 million at the end of 2023, distributed over 244.1 thousand transactions.

Total balance of saving schemes (JD million)

Total assets income (JD million)

Total finance and investment (JD million)

* Including off-balance sheet accounts - under management.

In 2024, JIB has achieved growth in shareholders' equities of 4% to reach JD 562.1 million, and achieved net profit after tax that amounted to JD 66.1 million at a growth rate of 6.1% compared to 2023.

In 2024, employee expenses amounted to approximately JD 46.7 million, with a total of 2,445 employees at the end of the year. The total expenses reached approximately JD 92.8 million by the end of 2024. Meanwhile, the income tax increased by about 3.4%, reaching approximately JD 33.3 million.

JIB's Market share

Item	By the end of 2024	By the end of 2023
Total assets of JIB/total assets of banks	9.2%	9.0%
JIB's total balance of saving schemes/total deposits at banks	11.0%	10.9%
JIB's total balance of finance and investment/total direct credit facilities at banks	12.4%	12.3%

For more details and information, see JIB's Annual Report for 2024 through the link or the QR code.

Link to the Annual Report
The Annual Report for 2024

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	Thousand Transactions											
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	540.4	248.1	12.9	94.6	62.3	The first half of the year:(5) The second half of the year:(6)		22% cash	111	2437
2024	6980	6285	1269	5731	245.4	200.0	562.1	273.6	-	99.4	66.1	The first half of the year:(7) The second half of the year:(8)		25% cash (9)	111	2445

1. Including off-balance sheet items - under management.
2. Including the balances of trust and unrestricted investment accounts, cash and bank guarantees, and off-balance sheet items - under management.
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 off-balance sheet items - under management.
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. Investment deposit accounts in local currency 4.25 - 7.22%, and in foreign currencies 3.35 - 5.78%, saving accounts subject to notice in local currency 3.21%, and in foreign currencies 2.76%.
8. Investment deposit accounts in local currency 4.15 - 7.22%, and in foreign currencies 3.22 - 5.56%, saving accounts subject to notice in local currency 3.50%, and in foreign currencies 2.54%.
9. Recommended dividends.

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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 particularly through the agreements signed with the CBJ.

In 2013, JIB directed more attention to these projects by increasing the capital of its affiliate Alsamaha for Islamic Financing 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 2024, the entity financed 295 projects totaling JD 6.1 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 4258 students in addition to 750 teachers and employees.

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Sustainable Procurement Practices

We recognize the Earth as a sacred trust, and its preservation as a moral obligation that aligns with both ethical principles and our Islamic values emphasizing balance and stewardship. Guided by this conviction, we are making consistent progress in embedding sustainability across all our operations, institutionalizing our environmental and social commitments as fundamental pillars of our business strategy. This commitment manifests clearly in our procurement practices, where we prioritize local suppliers. In 2024, local suppliers comprised 92.7% of our supplier base and accounted for 87.6% of our total procurements.

JIB's suppliers 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	2024	2023	2022
Total No. of Suppliers	150	126	113
Total No. of local Suppliers	139	113	97
Total procurements (JD million)	15.3	13.9	18.9
Total procurements from local suppliers (JD million)	13.4	12.9	15.1
Percentage of procurement from local Suppliers	87.6%	93.0%	80.0%

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Corruption Combating and Compliance with Legal and Regulatory Requirements

In compliance with the noble provisions of Islamic Sharia that advocate adherence to ethical values, integrity, and honesty in business; in compliance with the laws and regulations governing the banking sector; and in alignment with international principles, standards, and sound banking practices, JIB gives paramount importance to combating all forms of corruption. We recognize that anti-corruption measures constitute a fundamental pillar in supporting the Bank's stability and enhancing its ability to achieve strategic objectives. Accordingly, we have established a comprehensive Anti-Bribery and Corruption Policy that provides a clear framework reflecting our commitment to combating and preventing any unethical practices, while reinforcing our robust governance system.

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 and/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 Board of Directors, 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.

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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 2024 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 favorable terms (repayment periods suitable for everyone, preferential guarantees, and preferential 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 is still a member in the Jordan Environment Society.**

JIB's projects in saving renewable energy:

The Bank places great emphasis on energy projects and environmental initiatives. To date, 77 branches and offices—along with the Head Office building, IT building, Bonded Center, Archives building, and Disaster Recovery Center—are powered by solar energy systems. These facilities are supplied through rooftop solar panel systems (operating under net metering), our three solar power stations located in Amman (Sahab) Dhiban-Madaba, Irbid-Naima (operating under wheeling agreements) as follows:

- Irbid-Naima Station was established to power northern branches and offices, commencing operations in mid-February 2024 with a generation capacity of 990 KWP. The Dhiban/Madaba Station was constructed to enhance power generation capacity for central region branches, becoming operational in March 2021 with 936.0 KWP capacity. The Amman Station, launched at the Bank's Bonded Center in May 2018 with 2.7 MWP capacity, supplies solar electricity to branches in central governorates (Amman, Zarqa, Madaba, and Salt). Notably, the Bank pioneered renewable energy adoption in Jordan's banking sector, first utilizing rooftop solar panels across its branches in July 2013. This initiative reduces electricity costs, lowers peak grid demand, supports Jordan's national economy, and contributes to environmental protection.

Power Consumption	2024	2023	2022
Total consumption of power (million kilowatt/hour)	9.530	8.708	9.812
Total consumption of power (million GJ)	34.30	31.35	35.32
Consumption of non-renewable energy (liter) (diesel and fuel)	62784	42466	51296
Consumption of non-renewable energy (GJ) (diesel and fuel)	2135	1444	1754
Power intensity (GJ/employee)	14.9	13.4	15.1

- JIB has 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. The Bank has continued installing additional units, expanding their presence to 111 branches and offices, in addition to the Head Office buildings. Furthermore, JIB has completed the replacement of all conventional lighting units across all branches and offices with energy-efficient LED units. JIB continuously monitor the latest technological advancements in this field to implement lighting solutions with even higher efficiency on an ongoing basis.

- 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, 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, and 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.

- 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.

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Employment

Our Employees

One of the fundamental pillars of sustainability is investing in our employees and fostering a positive work environment. We firmly believe that enhancing employee well-being, supporting their professional development, and safeguarding their physical and mental health directly contribute to achieving our sustainability goals while strengthening our ability to meet future challenges. JIB provides comprehensive employee benefits and incentives, including (but not limited to), health insurance, paid maternity and paternity leave, sharia-compliant home financing through partnership agreements, other financing benefits. Our compensation policy ensures gender equality, with salaries based on job requirements, position value, employee experience and skills All Bank employees enjoy numerous privileges. This commitment reflects our vision of building a sustainable future for all.

Talent Management

Talent management stands as a core strategic pillar supporting the Bank's pursuit of organizational excellence and long-term sustainability. We firmly believe that our employees—through their expertise, professionalism, and dedication—form the fundamental pillars that enhance customer satisfaction and loyalty, elevate service quality, and strengthen the Bank's ability to keep pace with environmental changes and rapid technological advancements. Through an integrated talent management framework, the Bank is committed to identifying and assessing available competencies within the banking sector, recognizing high-potential talent and attracting top-tier skills and expertise, continuously developing and refining these talents, fostering a work environment that encourages excellence, built on principles of fairness, diversity, and mutual respect. Our advanced HR policies and well-structured institutional practices reinforce this environment, making it a true incubator for innovation and distinction—ensuring the Bank's sustainable performance and long-term competitiveness of its human capital.

Guided by our unwavering belief that human capital is our most valuable investment, we remain committed to fostering an inspiring work environment—one that celebrates creativity, rewards excellence, and empowers employees to become active partners in the Bank's journey toward leadership. Talents are not merely resources; they are the beating heart that drives progress and innovation, creating the decisive difference in realizing our vision and future aspirations.

The following tables shows statistics about the number of employees in the end of 2024:

Total Workforce	2024	2023	2022
Total No. of Employees	2445	2437	2440
No. of Employees According to Employment Contracts			
Permeant contracts	2332	2322	2321
Males	2030	2026	2026
Females	302	296	295
Temporary Contracts	113	115	119
Males	49	47	45
Females	64	68	74
No of Employees According to Employment Type			
Full-time	2445	2437	2440
Males	2079	2073	2071
Females	366	364	369
Part-time	0	0	0
Males	0	0	0
Females	0	0	0

Total Workforce According to Category	2024	2023	2022
Senior Management	**5**	**3**	**5**
Males	5	3	5
Less than 30	0	0	0
30-50	1	0	0
More than 50	4	3	5
Females	0	0	0
Less than 30	0	0	0
30-50	0	0	0
More than 50	0	0	0
Middle Management	157	154	153

Males	155	153	152
Less than 30	0	0	0
30-50	58	61	65
More than 50	97	92	87
Females	2	1	1
Less than 30	0	0	0
30-50	1	1	1
More than 50	1	0	0
Employees, Office-boys, Vocational Workers	**2283**	**2280**	**2282**
Males	**1919**	**1917**	**1914**
Less than 30	379	450	516
30-50	1406	1337	1273
More than 50	134	130	125
Females	364	363	368
Less than 30	74	79	87
30-50	259	255	251
More than 50	31	29	30
Total Workforce according to gender	**2024**	**2023**	**2022**
Males	2079	2073	2071
Females	366	364	369

Females Employment	**2024**	**2023**	**2022**
Total No. of Female Employees	366	364	369
No. of females in senior management	0	0	0
No. of females in middle management	2	1	1
No. of non-administrative female employees	364	363	368
Employees with Disabilities or from Minorities	**2024**	**2023**	**2022**
Employees with disabilities	22	19	24
Employees with disabilities	0.9%	0.8%	1.0%
No. of employees from minorities	0	0	0

According to Nationality	2024	2023	2022
Jordanians	**2445**	**2437**	**2440**
Males	2079	2073	2071
Senior Management	5	3	5
Middle Management	155	153	152
Employees	1919	1917	1914
Females	366	364	369
Senior Management	0	0	0
Middle Management	2	1	1
Female employees	364	363	368
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	**2024**	**2023**	**2022**
Males	83	69	54
Females	16	14	14

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No. of Employees who Deserve a Parental Leave	2024	2023	2022
Males	1683	1657	1628
Females	247	252	205
No of Employees who have Taken a Parental Leave	216	238	215
Males	182	203	178
Females	34	35	37
Total No. of Employees who Returned to Work After the Parental leave	216	238	215
Males	182	203	178
Females	34	35	37
No. of Employees who have Passed 12 months Since their Return and are Still at Work	82	75	215
Males	69	60	178
Females	13	15	37
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

As part of the Bank's commitment to providing a healthy, safe, and productive work environment, an Occupational Safety and Health (OSH) Committee was established in 2013, comprising members from the Bank's departments and branches. The Committee is tasked with developing and implementing systems and plans related to OSH, in accordance with the Labor Law and its amendments No. (8) of 1996. These efforts are carried out through the Bank's OSH Policy, and the Committee closely monitors the Bank's performance on a wide scale based on OSH indicators.

Despite the insignificant number of incidents at JIB, 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 JIB's OSH Committee are as follows:

- Protecting Bank employees in the workplace from injuries resulting from occupational hazards by minimizing their exposure to accidents, injuries, and occupational diseases as much as possible.
- Implementing 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.
- Developing employee skills in implementing preventive measures to mitigate OSH risks in the workplace.
- Promoting a culture of OSH among the Bank's employees.

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 employees for the work locations of the Bank.

- In accordance with the Charter of the OSH Committee, the Committee holds a minimum of six meetings per year to review observations and develop plans to improve the work environment. Its responsibilities include assessing workplace risks based on the likelihood of occurrence and the severity of potential harm, identifying methods to mitigate or reduce these risks, evaluating and monitoring the work environment (e.g., noise, heat, lighting, etc.), preparing OSH programs and the corresponding annual plans, and reviewing employee suggestions related to health and safety measures to incorporate them into internal safety procedures. The Committee also holds

periodic meetings to study the causes of accidents and work-related injuries, and to stay updated on developments in health and safety matters. It contributes to the development of training programs for employees to protect them from risks, accidents, injuries, and occupational diseases, and ensures that general safety requirements are in place for persons with disabilities.

- The Bank engages employees in OSH risk analysis by distributing risk assessment questionnaires for their specific job functions and enabling them to report workplace hazards through the Human Capital Management System, allowing for the implementation of appropriate control measures to mitigate such risks.
- Engaging employees in regular awareness campaigns on OSH, disseminating educational posters through the Human Capital Management System, and implementing the annual OSH competency training plan.

To achieve these objectives, the Bank has implemented several practical measures including equipping all new worksites with properly stocked first aid kits; providing diabetes screening devices across all work centers; and supplying OSH supervisors with environmental monitoring devices (for measuring lighting, temperature, humidity and noise levels) to enable accurate risk assessment and ensure full compliance with OSH standards. Additional measures ensure comprehensive employee protection, as the Bank implements necessary preventive measures against physical and biological hazards, provides personal protective equipment (PPE) for maintenance technicians, and actively involves employees in hazard identification to develop appropriate safety recommendations. These efforts collectively foster a secure work environment free from injury risks. The Bank thoroughly investigates and analyzes all workplace incidents to identify root causes and implement corrective measures that prevent recurrence. This is complemented by regular meetings to review the latest OSH developments and the "Towards a Safe Work Environment" initiative, which promotes OSH awareness by enabling employees to easily and promptly report any hazards or safety-related observations. The OSH Committee conducts regular workplace inspections to assess compliance with safety standards, while dedicated communication channels enable prompt reporting of any OSH concerns. Furthermore, the Bank has enhanced its institutional training framework through the "OSH Competency" initiative, implementing targeted training programs for all employees in key areas including: Workplace safety and occupational hazards, foundational safety practices, first aid training, OSH standards certification, accredited OSH supervision.

To raise awareness and preparedness among Bank employees regarding emergency responses such as fires, earthquakes, and explosions, and to align with external stakeholders' requirements, the OSH Committee, in coordination with relevant authorities, updated the Emergency and Evacuation plan for the Head Office/Shmeisani building. This update included adding the newly constructed floors in the Head Office Building No. (3) to the plan approved by the Civil Defense Directorate.

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

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 hazards, determining the individuals exposed to these hazards, 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 are engaged through meetings and consultations to provide their suggestions and feedback regarding OSH and the risks they face. They can also submit these through the Human Capital Management (HCM) system. Awareness campaigns and initiatives are launched to encourage employees to participate in identifying risks they encounter during their work. Additionally, the Bank facilitates employees' access to medical services and healthcare through the health insurance system and by conducting initial and periodic medical examinations for employees.

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

We do not have any cases of diseases, this is because of the JIB's safe workplaces

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Education and Training

The Bank places paramount importance on human capital as a fundamental pillar of our business success and sustainability. We are committed to empowering our employees through a comprehensive system of tailored training and development programs designed to enhance their competencies, boost productivity, and enable them to deliver exceptional banking services. This reflects our dedication to excellence while creating tangible value for our business and customer relationships. This commitment begins from the very first day of employee onboarding, as we provide continuous training opportunities aligned with their professional aspirations, fostering a sustainable and distinguished career path.

This is done through the following:

In 2024, 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:

- Award for the Top Student at the University of Jordan's Faculty of Islamic Law (Sharia).
- A ceremony organized by Nefertiti Magazine to honor the top high school students.
- Madrasaty Initiative: charitable event organized at Um Quseir Basic Boys' School (an underprivileged school in Al-Jizah District), where a group of Bank employees volunteered to distribute gifts and winter coats to students from grades 1 to 3 to protect them from the cold winter weather. In addition, honorary gifts were presented to the school's teaching and administrative staff, coinciding with the third annual "Baraka Charity Day" organized by the Baraka Group and its subsidiaries across all operating countries. This initiative, held every year on November 11th, involves charitable activities serving local communities. This year's theme focused on the Sustainable Development Goal of "Quality Education."
- INJAZ Company for preparing opportunities for Jordanian youth through participation in activities supporting the National Education Program.
- Ceremony honoring distinguished teachers on World Teachers' Day/Ministry of Education.
- The Bank continued to provide training opportunities and exposure to its operations for new groups of students from educational institutions, with 655 students trained in 2024, compared to 604 students in 2023. In addition, the Bank facilitated university students' research projects.
- 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 2024, 3205 employees participated in courses and seminars organized by the Academy, 693 employees participated in courses and seminars organized by training centers in Joran, 94 employees participated in courses and seminars organized by training centers outside Jordan through digital training. JIB continued its dedication to involving its employees in training programs focused on social responsibility and sustainability in the society. These initiatives encompassed diverse topics, ranging from environmental and social risk management to governance risks inherent in the banking operations. Special attention was given to sustainable power networks, digitization for the future, solutions and products suitable for green financing in the industrial sphere. Furthermore, the training initiatives aimed at fostering economic empowerment among women.

Average Hours of Training	2024	2023	2022
Average hours of training	20	25	23
No. of employees trained during the year	**1940**	**1761**	**1765**
No. of hours (total males+ females)	**38342**	**43953**	**40940**
Males	**32880**	**39462**	**36426**
Senior management	156	33	14
Middle management	1409	1900	2233
Employees	31315	37529	34179
Females	**5462**	**4491**	**4514**
Senior management	0	0	0
Middle management	230	125	67
Employees	5232	4366	4447

3-3 2-24 404-1

Diversity and equal opportunities

In line with our commitment to institutional excellence and sustainability, the Bank places great importance on promoting diversity and equal opportunity principles within the workplace. A diverse workforce enriched with varied experiences serves as a fundamental driver for innovation and inclusive decision-making, while also contributing to building a more inclusive and resilient organizational culture. We are committed to ensuring a fair work environment that respects rights and provides equal opportunities for all, without discrimination based on gender, ethnicity, age, or disability. This commitment is reflected in clear policies and effective practices aimed at attracting talent from diverse backgrounds, supporting their professional development within a culture of respect, fostering a sense of belonging, and empowering everyone to reach their full potential.

3-3 405-1

Non-discrimination

The Bank ensures that its internal policies—crafted to reflect justice and respect—incorporate clear guidelines safeguarding human rights. Foremost among these is the Professional Code of Conduct, which institutionalizes principles of fairness and transparency in dealings with everyone. The Bank categorically rejects discrimination based on race, gender, language, national or social origin, or economic status, while aligning daily operations with international human rights standards. We firmly believe that a fair and inclusive work environment forms the foundation for sustainable growth and effective partnerships.

In 2024, 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 2024, Al Qard Al Hassan loans totaled approximately JD 24.9 million, benefiting 27.5 thousand individuals. This represents an increase from about JD 20.6 million benefiting 23.9 thousand individuals in 2023. The total number of beneficiaries of Al Qard Al Hassan provided by JIB since its establishment till the end of 2024 was about 607 thousand beneficiaries for a total value of JD 468 million. Some of these loans were provided for young people about to get married, in coordination with the Al-Afaf Association for an amount of bout JD 7.8 million, distributed among 12 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 2024, the balance of this account amounted to approximately JD 2.3 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 2024, there were 335 compensated cases, with paid compensations totaling JD 2.2 million. Since the establishment of the Fund until the end of 2024, a total of 4412 compensated cases have been recorded, amounting to JD 24.4 million. As of the end of 2024, the Fund's total balance stood at JD 61.6 million, with 217 thousand subscribers. The total debt balance amounted to about JD 2.4 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 and the customers age must not exceed 60 years. (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 JD 25 thousand or less.

Donations

(Inside the Hashemite Kingdom of Jordan)

The Bank annually dedicated funds to be donated to charity. In 2024, the total amount of donations provided by JIB amounted to JD 283 million; the total donations provided by the Bank since its establishment till the end of 2024 amounted to about JD 18.5 million.

The following table summarizes the donations provided by JIB in the period 2022-2024:

(Thousands JD)

Beneficiary	2023	2022	2021
The Hashemite Charity Organization & the Jordanian Relief Agency	0.0	502.0	2.0
Ministry of Social Development	92.9	0.0	0.0
Al-Aman Fund for the Future of the Orphans	25.00	25.0	42.5
King Hussein Cancer Center	24.4	24.4	27.4
Holy Quran Associations and Competitions	2.0	2.0	2.0
Charitable and medical associations and bodies, and zakat committees	78.5	241.3	77.6
Tkiyet Um Ali	5.0	5.0	5.0
Waqfiat Al Mostafa - Royal Initiative	0.00	710.0	710.0
Ministry of Endowments, Islamic Affairs and Holy Places	20.0	0.00	0.0
Solidarity Fund for Military Retirees and Veterans	25.00	0.00	0.0
Waqf Thareed	0.00	0.0	100
Mosques	0.00	0.0	0.2
Jordan Hashemite Fund for Human Development	10.0	0.0	25.00
Project of Dissemination of Community Financial Culture Project	0.00	0.0	149.1

The Bank also sponsors scientific conferences as well as educational and cultural programs. In 2024, the total sponsorship provided by the Bank amounted to approximately JD 64 thousand, compared to around JD 11 thousand in 2023 and JD 162 thousand in 2022.

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

Description	Years of Donation	Amounts (Thousands JD)
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, 2024	1441
Al-Aman Fund for the Future of the Orphans	2008-2024	614
Ministry of Social Development	2024	92.9
Solidarity Fund for Military Retirees and Veterans	2024	25
The Hashemite Charity Organization & the Jordanian Relief Agency	2002, 2005, 2006, 2008-2015, 2017-2020, 2022, 2023	704.5
King Abdullah II Fund for Development (KAFD)	2007, 2008, 2010, 2015	145
King Hussein Cancer Center	2009, 2011-2016, 2018- 2024	412.6
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, 2024	315
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 Jrdan and abroad, for example, in 2024, the Bank has organized, sponsored, supported/donated to:

- Graduation ceremony of the 19th cohort of Tafila Technical University students.
- Amman Chamber of Industry celebration on the occasion of Industry Day.
- Bronze sponsorship of the Jordan National Programming Contest organized by Takallam for Development and Technical & Vocational Education/Al Hussein Technical University.
- The discussion session organized by the Jordan Strategy Forum with His Excellency Prime Minister Dr. Jaafar Hassan.
- Jordanian Engineers Association.
  - The 7th Jordanian International Architectural Conference titled "Architecture and Artificial Intelligence."
  - The 10th Jordanian International Mechanical Engineering Conference.
  - The 9th Jordanian International Civil Engineering Conference.
- The 2nd National Youth Dialogue Conference as part of the National Youth Dialogue Initiative.
- Amman Chamber of Commerce:
  - As a strategic partner of the "Invest in Digital Economy" Forum titled "Amman, the Capital of Digital Economy," with a contribution of USD 50 thousand.
- The Gulf-Jordan Investment Conference, with a contribution of JD 10 thousand.
- Gold sponsorship of the Green Finance Forum 2024, titled "Green Finance: A Strategic Necessity for the Future of Banks," organized by the Association of Banks in Jordan.
- Regional Network for Social Responsibility/The 8th Conference and Award for Islamic Financial Institutions and Banks for Partnership and Social Responsibility 2024.
- Arab Parliamentary Conference on Technology and Economy, organized by Al-Yasmeen Institution for Training Courses.
- Digital Economy Conference: Reality and Ambition," organized by Ajloun National University.
- Conference on “A Future Vision for Preparing Students of Faculties of Education in Light of Global Changes,” organized by Mutah University.
- Diamond sponsorship of the Second Conference of the Nashama Forum for the Jordanian Expatriate Community Worldwide, held under the theme "Loyalty to the Nation and Allegiance to the Leadership."
- ESG Standards Forum in the Financial Sector, organized by the Union of Arab Banks.
- Conference on “The Role of Scientific Research in Building Knowledge Societies,” organized by Jerash University.

Sponsorship of Matters Related to the Holy Quran

- The Bank places special emphasis on supporting Quran-related initiatives. For example, in 2024, the Bank provided support to the Holy Quran Preservation Society.

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 2024, JIB sponsored, supported, donated, honored, covered, and/or offered prizes in this regard as follows:

- Purposeful programs in some TV and radio stations: Jordan Radio and Television Corporation, JIB donated about JD 30 thousand, and to some Jordanian radio stations (Husna FM, Hayat FM and Aman FM); JIB contributed about JD 63 thousand.
- Esalo Ahl Al Zikr "Ask the People Having the knowledge"; JIB contributed JD 7000, in addition to offering prizes within the program for an amount of about JD 3000.
- A page about Islamic financing and Banking in AL Dostour and Al Ghad Journals; JIB contributed JD 40 thousand.
- Purposeful magazines; JIB contributed JD 13 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.
- The Jordanian Sports and Cultural Association for organizing lectures in universities and schools to promote cultural and sports awareness.
- Gold sponsorship of the 23rd Amman International Book Fair, organized by the Arab Publishers Association.

Health

In 2024, 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, and the Bank employees participated in a blood donation campaign for the Center.
- Ceremony honoring the families of cornea donors, organized by the Friends of the Eye Bank and Prevention of Blindness Society and the Jordan Eye Bank, with a contribution of JD 5,000, in addition to another JD 5,000 for the Society's activities.
- Conference on "Jordan's Medical Leadership in Peace and War."
- The Bank signed a Memorandum of Understanding with the King Hussein Cancer Foundation to launch the "King Hussein Cancer Foundation Endowment." Under this agreement, the Bank manages the cash sukuk transactions of the endowment, which enables individuals wishing to support the Foundation to make financial endowments that are invested in income-generating projects. These projects contribute to the Foundation's humanitarian mission in the fight against cancer, in accordance with the principles and provisions of Islamic Sharia.

People with Special Needs, Underprivileged Communities and the Poor

In 2024, 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 2024. Since the establishment of the Fund in 2008 until the end of 2024, JIB's total donations amounted to approximately JD 614 thousand.
- The annual Iftar for orphan children, organized by Petra Sands Company for Training and Development.
- Tkiyet Um Ali.
- Jordanian Society for Autism.
- A ceremony honoring blind students graduating from the second year of secondary school at the Academy for the Blind.
- "Warm Winter" initiative for the poor and orphans – organized by Labbayk Ya Watan Charity Association.
- The Bank's participated with the Higher Council for the Rights of Persons with Disabilities in a campaign to raise awareness on the rights of persons with disabilities, through broadcasting messages on ATM screens and branch display screens.

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 2024 JIB has sponsored, supported, or donated to:

- Jordan Hashemite Fund for Human Development; JIB donated JD 10 thousand. Since 1981 till the end of 2024, the total donations of JIB to the Fund amounted to about JD 1.440 million (including the Piety and Giving Campaign, the Queen Alia Competition, and the Queen Alia Center for Social Development).
- The Ministry of Social Development, with a contribution of approximately JD 92,900.
- The Ministry of Awqaf, Islamic Affairs and Holy Places, JIB contributed approximately JD 20 thousand.
- The Jordan Economic Forum – Discussion session as part of the Economic Salon Program titled "Monetary Policy as a Tool for Economic Stability."
- Jordanian Businessmen Association.
- The Bank participated with the CBJ in implementing financial awareness and education programs targeting specific groups (children, youth, women, and persons with disabilities) on the occasions of World Savings Day, World Children's Day, and the International Day of Persons with Disabilities. This included visits to universities and associations, as well as the distribution of e-savings account prizes and in-kind gifts.
- The Bank's participated in the Arab Financial Inclusion Day, in cooperation with the CBJ, including the distribution of savings account prizes and in-kind gifts to university students.
- Participation in the financial awareness campaign organized by the Association of Banks in Jordan, in cooperation with UN Women and the EU "Madad" Trust Fund, and with the participation of the CBJ and the Social Security Corporation, under the theme "Your Financial Health for a Better Future," aimed at enhancing financial and banking literacy among women entrepreneurs and business owners.
- My Governorate Volunteer Foundation – "Herfeti" Project, supporting local women from low-income families and empowering their handmade craft products.

- Printing costs of the agenda and calendar of the Traffic Department for the years 2024 and 2025.
- The Agricultural Credit Corporation, with a contribution of JD 10 thousand, as well as sponsorship of the Small Enterprise Pioneers Honoring Ceremony organized by the Corporation in cooperation with the Zaha Cultural Center, with a contribution of JD 3,000.
- The General Command of the Jordanian Armed Forces – support of the Social Solidarity Fund with a contribution of JD 10,000, and support of the Fund for the Families of Martyrs of the Jordanian Armed Forces with a contribution of JD 15 thousand.
- Royal Jordanian Air Force Ladies Club.
- University of Jordan Alumni Club.
- Career Day at Yarmouk University.
- The Bank participated with the Jordan Environment Society in celebrating Global Recycling Day by honoring the winning schools in the recycling competition and the national institutions recognized as the best sector in applying solid waste segregation at source.
- Donations of about JD 78.500 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 the company's capital that amounts to JD 16.500 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 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 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 982 million.
  - JIB provided funding for some national, public and private electricity companies over several years, the total amount provided exceeded JD 4.178 billion.
  - 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.

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- In 2024, JIB extended financial support to numerous beneficiaries, contributing to the elimination of unemployment and the preservation of existing job opportunities, as well as creating 821 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."
- As part of its continued support for military retirees and its commitment to meeting their financial needs in line with their aspirations—and reaffirming the Bank's role in fulfilling its social responsibility toward local communities and the national economy—the Bank and the Military Credit Fund renewed their support for the "Comrades in Arms" program for the third consecutive year. Through this program, the Bank provides a range of Sharia-compliant financing products and services under facilitated terms, preferential profit rates, and flexible repayment periods.
- 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 Sites 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.
- In an effort to ease the burden on citizens, reduce costs, and simplify the execution procedures of court rulings, the Bank signed a Memorandum of Understanding with the Office of the Chief Islamic Justice. Under this agreement, the Bank issues the "Family Card," a card designated for beneficiaries in enforcement cases executed by Sharia enforcement courts. The card enables holders to access the allocated funds through ATMs or point-of-sale (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 2024, JIB financed 5.6 thousand citizens with an amount of JD 16.4 million to purchase furniture, and financed 10.6 thousand citizens with an amount of JD 187.5 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 partnership 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 2024, it has provided approximately JD 92 million in financing, benefiting about 2,500 employees. In 2024 alone, JD 6.5 million was provided, benefiting 129 employees.
- JIB offers necessary financing to citizens for purchasing housing, land, or construction materials to build houses. In 2024, JIB provided Murabaha financing totaling approximately JD 227 million, benefiting around 15 thousand citizens. Additionally, it offered Ijara financing ending in ownership of about JD 255 million, benefiting around 2,9 thousand citizens. Since its establishment until the end of 2024, JIB has provided approximately JD 3.9 billion in Murabaha sales financing to about 410 thousand citizens, along with JD 3 billion in Ijara Ending in Ownership financing to approximately 40 thousand citizens.

3-3 | 201-1 | 203-1 | 413-1

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 privacy within economic institutions.

The Bank has implemented all provisions of the Governance and Management of Information and Related Technology instructions No. (65/2016), issued by the CBJ, based on relevant specialized audit reports:

- Level (3) has been achieved according to the maturity scale outlined in the COBIT 2019 framework by implementing (31) core processes required for compliance with the standard. This aligns with the CBJ's instructions to reach at least maturity level (3).
- JIB has voluntarily implemented five additional processes, bringing the total to (36) core processes. By doing so, and with God's grace, it has achieved maturity level (4) for (30) out of the (36) required core processes for framework implementation.

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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 2024, as well as data from two previous years, 2022 and 2023. Comparisons are made between these years, with a particular focus on the data from 2023.
Completeness	The Bank has made every effort to complete this report to the fullest extent possible. The report covers the Bank's main departments and includes activities carried out exclusively at its branches located within the Hashemite Kingdom of Jordan.
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 2024 to 31 December 2024. 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: • 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	N/A
	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 2024
	2-10 Nomination and election of the highest management body	28 The Annual Report for 2024 Corporate Governance Guide
	2-11 Head of the highest management body	28 The Annual Report for 2024 Corporate Governance Guide
	2-12 The role of the highest management body in the supervising the impacts	16 22 28 46
	2-13 Delegation of the responsibility of impacts management	16 22 28
Standard 2: General Disclosures 2021	2-14 The role of the highest management body controlling the preparation of the sustainability reports.	6 7 28 The Annual Report for 2024
	2-15 Conflict of interests	26 28 The Annual Report for 2024
	2-16 Communication about critical concerns	30 The Annual Report for 2024
	2-17 The collective knowledge of the highest management body	28 The Annual Report for 2024 Corporate Governance Guide
	2-18 Evaluation of the highest management body	28
	2-19 Wages policies	28 The Annual Report for 2024
	2-20 Wages determination process	The Annual Report for 2024
	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 2024
	2-26: Mechanisms for advising and reporting concerns	26 30
	2-27: Compliance with laws and regulations	In 2024, 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 - Amman Stock Exchange - Securities Depository Center - Union of Arab Banks - Islamic International Rating Agency - International Islamic Centre for Reconciliation and Arbitration - World Union of Arab Bankers - 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 - American Chamber of Commerce - Fitch Ratings - CT Corporation
	2-29: Approach of stakeholders' inclusion	44 46
	2-30: Collective bargaining agreements	No similar incidents in JIB

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 JIB 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	70
	403-4: Involving, consulting, and communicating with employees	70
	403-5: Training of employees on OSH	70
	403-6: Enhancement of employees' health	70
	403-7: Preventing and mitigating OSH impacts directly related to labor relations	70
	403-8: Employees covered by the OSH system	70
	403-10: Work-related diseases	70

GRI Standard	Disclosure	Page No, Direct answers, and/or link
Training and education		
Standard 3: Essential issues 2021	3-3: Management of essential issues	73
Standard 404: Training and education 2016	404-1: Average Hours of Training per employee	73
Diversity and equal opportunities		
Standard 3: Essential issues 2021	3-3: Management of essential issues	75
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	75
Standard 406: Non-discrimination 2016	406-1: Discrimination incidents and the remedial actions taken	75 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	76
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	88
Standard 418: Client's confidentiality	418-1: The documented complaints about violating the confidentiality of clients and loss of data	88 No documented complaints related to violating the confidentiality of clients or loss of their data were reported.