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السادة / شركة بورصة الكويت المحترمين

دولة الكويت

تحية طيبة وبعد ،،،

الموضوع: تقرير الاستدامة للعام 2025

بالإشارة إلى الموضوع أعلاه وعملا بأحكام الفصل الأول مادة (1-17) من كتاب "قواعد الإدراج" بشأن القواعد التنظيمية الخاصة بتقرير الاستدامة للشركات المدرجة وفقا للائحة التنفيذية للقانون رقم (7) لسنة 2010 بشأن إنشاء هيئة أسواق المال وتنظيم نشاط الأوراق المالية وتعديلاته.

نود الإفادة بأن البنك الأهلي الكويتي قد أصدر تقرير الاستدامة السنوي والذي يوضح تأثير أنشطة البنك على البيئة والمجتمع والاقتصاد إلى جانب الفرص والمخاطر المرتبطة بهذه المجالات وكيفية إدارة البنك لهذه الفرص والمخاطر.

مرفق لكم طيه تقرير الاستدامة للعام 2025.

مع أطيب التحيات ،،،



فوزي ثنيان علي الثنيان

مدير عام شئون مجلس الإدارة



صورة للسادة/ هيئة أسواق المال



Advancing
Sustainable Impact

Sustainability
Report 2025



His Highness Sheikh
**Sabah Al-Khaled Al-Hamad
Al-Mubarak Al-Sabah**
Crown Prince of the State of Kuwait



His Highness Sheikh
Mishal Al-Ahmad Al-Jaber Al-Sabah
Amir of the State of Kuwait





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We are delighted to share our Sustainability Report for 2025, marking our sixth year of Environmental, Social and Governance (ESG) reporting. Prepared in accordance with the Global Reporting Initiative (GRI) Standards, this report covers the period from 1 January 2025 to 31 December 2025. It provides a detailed overview of the Group’s sustainability directions, performance, practices and key developments across ESG areas during the year; please refer to Appendix 7.1 for the GRI Index.

Reporting Boundaries

The scope of this report includes the sustainability matters of the following entities. Unless specified otherwise, references to “ABK”, “ABK Group”, “the Bank”, “the organisation”, “we”, “our” or “the Group” throughout this report collectively refers to these entities.
















| Legal Name | Report Reference | Location | Type |
|-----------------------------------------------|-----------------------|-----------------------|----------------|
| Al Ahli Bank of Kuwait K.S.C.P. | ABK Kuwait | Kuwait (Headquarters) | Parent Company |
| Al Ahli Bank of Kuwait - United Arab Emirates | ABK UAE ABK DIFC | UAE | Branches |
| Ahli Capital Investment Company K.S.C.C. | ABK Wealth Management | Kuwait | Subsidiary |
| Al Ahli Bank of Kuwait - Egypt S.A.E. | ABK Egypt | Egypt | Subsidiary |

References to ABK Egypt within this report are limited and included selectively to provide additional context where relevant. All quantitative and qualitative data relating to ABK Egypt can be found directly in ABK Egypt’s Annual Sustainability Report, which can be accessed [here](#).

Contact Us

We welcome your feedback and are available to address any inquiries related to this report. Please feel free to contact us via: Sustainability@abkuwait.com

Report Highlights

| ESG Topic | Category | Metric | Value |
|------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
|  Governance |  Data Protection | Total number of incidents related to data loss, leaks, and breaches | 0 |
|  Social, Governance |  Customer Trust and Satisfaction | Customer Satisfaction Index (CSI) | 94% |
| | | Net Promoter Score (NPS) | 68% |
|  Environmental, Governance |  Sustainable Finance | Green bonds (in USD) | 104.39 million |
|  Social |  Employee Well-being and Development | Average performance evaluation score | 98% |
| |  Committed to Gender Diversity | % of female employees | 38% |
| |  Community Engagement and Impact | % of local suppliers | |
| | | % of procurement expenditure directed to local suppliers | 80.6% |
| |  Community Dedication | Total community contribution (in KWD) | 200,900.00 |
|  Empowering SMEs | SMEs lending growth rate (% YOY) | 10.32% | |
|  Environmental |  Electricity Consumption | Electricity consumption (%YOY) (in kWh) | 16,955,453.22 |
| |  GHG Emissions Intensity | Scope 1 emissions (tCO2e/employee) Covering: • Fugitive emissions (ducted rooftop chillers) • Mobile combustion (average car) | 0.09 |
| Scope 2 emissions (tCO2e/employee) Covering: • Purchased Electricity | | 8.60 | |

Chairman's Message

“ Sustainability is no longer a parallel agenda; it is fundamental to how we build, serve, and grow. ”



Dear Valued Stakeholders,

In 2025, ABK continued to advance its sustainability journey with clarity, discipline, and purpose. This year represented an important phase of reflection and strategic alignment, as we assessed our ESG progress and further refined our priorities for the years ahead.

During the year, we undertook a comprehensive review of our environmental, social, and governance initiatives across the Group. This enabled us to move beyond standalone efforts and embed sustainability more deeply within our governance structures, decision-making frameworks, and long-term strategy. In doing so, we have strengthened oversight and accountability while ensuring ESG considerations continue to shape how we operate, manage risk, and pursue growth.

Environmental stewardship remained a key priority. We further enhanced our approach to managing our environmental footprint, refining how we measure and disclose greenhouse gas emissions in line with evolving global standards. At the same time, we began laying the foundations for more sustainable infrastructure across our network.

A notable example is the development of the new Burj Al Ahli tower, which we are positioning as our first ESG-aligned flagship premises. From the earliest design stages, we have pursued internationally recognised green building certifications, including Leadership in Energy and Environmental Design (LEED) and WELL Building Standard (WELL), reflecting our commitment to environmentally responsible and people-centric workplaces. Even during the initial demolition phase, responsible waste management practices were implemented, including construction waste recycling, setting an important precedent for future developments.

Alongside these initiatives, we continued to integrate sustainability into our day-to-day operations. During the year, we accelerated the transition from traditional printed marketing materials to digital alternatives. Beyond operational efficiencies, this shift reflects our broader commitment to responsible resource use and the adoption of digital innovation to enhance accessibility and customer experience.

On the social front, we continued to strengthen our commitment to inclusive and responsible banking. We expanded access to tailored financial solutions through initiatives such as labour accounts that support financial inclusion, as well as children's accounts designed to promote early financial literacy and responsible financial habits. These efforts reflect our belief that broader access to finance plays a vital role in enabling more inclusive economic participation.

Internally, we maintain a strong focus on employee wellbeing, recognising that sustainable performance is ultimately driven by engaged and supported people. At the same time, we continued to support community initiatives focused on health, education, and financial literacy, areas where we believe we can create meaningful and lasting impact.

We also progressed our approach to sustainable finance by further integrating ESG considerations into our lending activities and strengthening how we track and report sustainable financing across the Group. These efforts are helping us build a stronger platform for transparency, responsible growth, and long-term value creation.

Taken together, these developments reflect our continued evolution from building foundations to enabling measurable and lasting impact. By strengthening our internal capabilities and sharpening our strategic focus, we are well positioned to accelerate progress and deliver sustainable value across the markets we serve.

As we look ahead, our ambition remains clear: to advance sustainable impact while creating enduring value for our stakeholders and contributing meaningfully to the communities in which we operate.

Sustainability is no longer a parallel agenda; it is fundamental to how we build, serve, and grow. We remain committed to turning ambition into measurable progress and advancing responsibly towards a more resilient and inclusive future.

Talal Mohammed Reza Behbehani
Chairman

Group CEO's Message

“ Looking ahead, our focus is clear: to further embed sustainability into the way ABK grows, manages risk, serves clients and builds institutional resilience. ”



Dear Valued Stakeholders,

At Al Ahli Bank of Kuwait Group, we view sustainability not as a standalone agenda, but as an integral part of how we lead, grow and create long term value. In a rapidly evolving operating environment, the ability to combine prudent governance, financial resilience, responsible growth and positive societal impact is increasingly central to the strength and relevance of any banking institution. For ABK, sustainability is therefore a business discipline -- embedded in decision making, risk oversight, operational performance and the way we support our customers, employees and communities.

During 2025, we continued to strengthen the foundations of our sustainability journey across the Group. We advanced our governance structures, deepened the integration of ESG considerations into key parts of the business, enhanced our disclosures in line with evolving regulatory and reporting expectations and expanded important initiatives across sustainable finance, customer impact, people development and operational resilience. This progress reflects a deliberate and measured approach: one that is aligned with our institutional values, responsive to stakeholder expectations and grounded in long term financial discipline.

As a regional banking group, we operate in markets that are experiencing significant economic, technological and regulatory transformation. These shifts create both responsibility and opportunity. They require banks to be more forward looking in how they manage risk, allocate capital, serve customers and prepare for the future. We believe ABK is well positioned to respond to this environment by continuing to build a franchise that is resilient, trusted and purposefully aligned with the changing needs of our markets.

Our sustainability priorities are closely linked to the long-term performance of the Group. Strong governance supports confidence and accountability. Sound risk management protects resilience. Investment in our people and digital capabilities strengthens execution. Sustainable finance opens new avenues for growth while helping clients navigate their own transitions. Effective stewardship of resources and data strengthens operational discipline and institutional trust. Together, these are not peripheral matters; they are increasingly important drivers of competitiveness, reputation and enduring value creation.

A key area of progress has been the continued development of our sustainable finance agenda, where we see meaningful opportunity to support national and regional priorities while expanding the impact of our core banking activities. We also continued to invest in our people, culture and operating capabilities, recognising that the long-term quality of our franchise depends on leadership depth, talent development, innovation and the ability to adapt with agility and responsibility. Across the Group, we remain focused on translating sustainability from principle into practical execution.

At the same time, we recognise that sustainability is a journey of continuous improvement. Expectations are rising across the areas of climate risk, disclosure, assurance, governance and stakeholder transparency. We welcome this evolution. Our objective is to continue strengthening our systems, capabilities and disclosures in a disciplined way that reflects both the maturity of our business and the realities of our operating environment. We believe consistency, credibility and clarity matter more than ambition alone.

Looking ahead, our focus is clear: to further embed sustainability into the way ABK grows, manages risk, serves clients and builds institutional resilience. Over the coming years, we intend to deepen the integration of ESG across the Group, continue enhancing the quality of our reporting and underlying data and pursue opportunities that align responsible banking with sustainable growth. Our ambition is not simply to meet expectations, but to build an institution that remains relevant, respected and resilient over the long term.

I would like to thank our Board of Directors for their guidance, our employees across the Group for their commitment and our customers, shareholders and partners for the trust they place in ABK. Their support reinforces our confidence in the path ahead. We remain committed to building on our progress and to ensuring that sustainability continues to strengthen both our business and the positive role we play in the communities and markets we serve.

Giel-Jan M. Van Der Tol

Group Chief Executive Officer



01

About ABK



1.1. Overview



1.2. Our ESG Advancements



1.3. Stakeholder Engagement and Materiality



1. About ABK

1.1 Overview

Since its establishment in 1967, Al Ahli Bank of Kuwait (ABK) has progressed to become one of the leading Kuwaiti banks in the region that is today known for offering ‘Simpler Banking’ Solutions. The Bank offers personal and corporate banking, of which include a wide array of products and services.

ABK also provides a broad range of local, regional, and global wealth and investment solutions and services through ABK Wealth Management, a leading regional investment firm that provides asset management solutions as well as investment advisory services.

ABK’s strong management coupled with its focused strategy has contributed to its stability and continued expansion and growth across the region to serve other markets in Egypt and the UAE.

ABK currently has 28 branches located in Kuwait and 46 in Egypt. In the UAE, it has two full-service branches located in Abu Dhabi and Dubai, as well as one wholesale banking branch in Dubai International Financial Centre (DIFC).

The Bank’s long-term regional aspirations have developed into strategic alliances with world-class partners. Among these is ABK’s relationship with Emirates Skywards, with whom the Bank has established the country’s first co-branded credit card partnership in 2002, which offers cardholders the opportunity to earn and redeem Skywards Miles.

Furthermore, ABK has received numerous awards from reputable institutions throughout the years, attesting to its organisational strength. The Bank also continues to enjoy strong credit ratings of:



“ Launch of ABK Wealth Management

A key milestone during the year was the establishment of **ABK Wealth Management**, bringing together the capabilities of Private Banking and ABK Capital. This marked a strategic step in strengthening our offering. ABK Wealth Management serves as a dedicated platform designed to deliver holistic, client-centric investment advisory services and tailored wealth solutions. Through close collaboration, we endeavour to enhance access to:

- Specialised investment advisory services
- A broader range of asset classes and structured solutions
- Diversified local and regional investment opportunities

This integrated approach ensures that clients benefit from best-in-class expertise, deeper market insights, and a wider range of products aligned with their risk profiles and long-term objectives.

Following its establishment, ABK Wealth Management progressed across key areas of its platform and offering, as outlined below:

Expanding Capabilities and Offerings

Since its launch, ABK Wealth Management has strengthened its offering across investment advisory, asset classes, and access to regional and international opportunities, enabling a broader and more diversified client proposition.

Strengthening Client Engagement

Efforts during the year focused on deepening client relationships and enhancing engagement, particularly among high-net-worth and ultra-high-net-worth segments, through targeted initiatives and tailored experiences.

Advancing the Product Platform

The platform continued to evolve through the introduction of new investment solutions and capabilities, supporting a wider range of client needs and reinforcing its position as a multi-asset offering.

Enhancing Digital and Operational Capabilities

Digital enhancements and operational improvements were introduced to streamline processes, strengthen service delivery, and support a more seamless client experience.

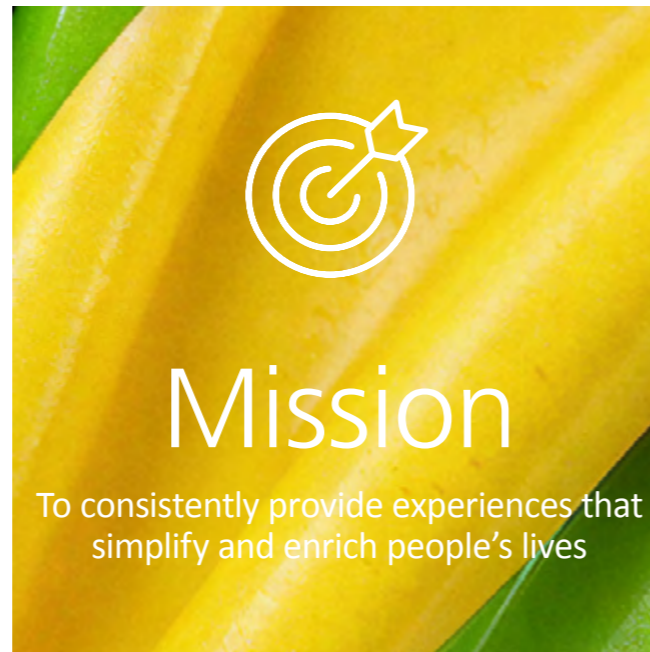
Broadening Market Reach

ABK Wealth Management expanded its geographic presence and partnerships, enhancing access to international markets and reinforcing its position as a regional wealth platform.



Guiding Principles – Our Corporate Strategy

A clear sense of direction and purpose guides how the Group operates and evolves over time. These principles shape decision-making, define priorities, and influence how services are delivered across the Group.



Core Values

Simplicity 

Ensure business activities and tasks are executed in an efficient and effective manner.

Integrity 

Being honest and showing a consistent and uncompromising adherence to ethical values.

Transparency 

Being open, straightforward, and unbiased in all our dealings.

Excellence 

Always strive to exceed our customers' and colleagues' expectations.

1.2 Our ESG Advancements

During the reporting year, ABK advanced its ESG agenda through a more structured and forward-looking approach. With its ESG Strategy in place, the Group is establishing a strong foundation to support its effective implementation and integration across the organisation, including the strengthening of governance, processes and data readiness.



In addition, ABK adopted a proactive approach by undertaking an IFRS S1 and S2 readiness assessment, focused on the four pillars of Governance, Strategy, Risk Management, and Metrics and Targets. This has strengthened the Bank's ability to align with evolving regulatory and reporting expectations. These efforts have provided greater visibility over current practices, identified areas requiring enhancement, and supported the Bank in preparing more advanced ESG-related disclosures in line with leading practices.

In parallel, the Bank conducted maturity assessments across several ESG standards to further enhance transparency and strengthen its overall ESG positioning. This enabled a clearer evaluation of existing capabilities, supporting improved internal alignment across functions, consistent data capture, and enhanced reliability of disclosures. These assessments also contributed to identifying opportunities to refine governance structures and reporting processes, reinforcing a coordinated and structured approach to ESG management.

Collectively, these initiatives extend beyond the development of the ESG Strategy, reflecting a broader effort to strengthen ESG foundations and implementation mechanisms across multiple areas. With a focus on readiness, maturity and transparency, the Bank continues to position itself to respond effectively to evolving stakeholder expectations, while supporting the long-term integration of ESG across its operations. The Group remains committed to maintaining a transparent and consistent approach to communicating its ESG activities and progress.

Furthermore, the ESG Strategy continues to serve as the central reference point for the Group's direction, structuring its vision, priorities and areas of focus into a clear and cohesive framework. It defines how ESG performance and practices will be advanced through a set of aligned components, including the Strategy's overarching vision, guiding pillars and defined priorities, which collectively support implementation and provide a consistent basis for tracking progress across the Group. The key components of the ESG Strategy are outlined as follows.



ABK'S ESG Strategy Components

Vision



Defined as our overarching view of where we aim to be in the future in relation to our ESG performance.

Mission



Defined as our high-level roadmap outlining what we aim to achieve, as a current mandate, in order to realise our ESG vision.

Pillars



Six pillars, climate resilience, responsible banking, community investment, robust governance, empowering our people, and financial inclusion—represent the core ESG areas of focus that guide our strategic direction, stemming from our ESG Vision and Mission.

Priorities



Defined as specific focus areas within each pillar, these represent ABK's identified material ESG issues that are relevant to its operations and operating context.

These are translated into a set of defined objectives within the ESG Strategy breakdown, with specific goals assigned to each priority. This provides clarity on what ABK needs to achieve in order to meet its priorities and, by extension, deliver the intended outcomes. The components of ABK's ESG Strategy are derived from, and reflect alignment with, the following standards, frameworks and guidelines:

- Global Reporting Initiative (GRI)
- United Nations Sustainable Development Goals (UN SDGs)
- Central Bank of Kuwait (CBK)
- Science Based Targets Initiative (SBTi)
- Central Bank of Egypt (CBE)
- Capital Markets Authority (CMA)
- International Sustainability Standards Board (ISSB) -International Financial Reporting Standards (IFRS) S1 & S2
- United Nations Environment Programme Finance Initiative (UNEP FI) Principles for Responsible Banking (PRB)
- Central Bank of the United Arab Emirates (CBUAE)



Transforming Burj Al Ahli into ABK's Flagship Workplace

Burj Al Ahli has been repositioned as ABK's dedicated staff headquarters, reflecting a deliberate shift toward embedding sustainability and employee wellbeing into day-to-day operations. Rather than functioning as a conventional office space, the tower has been developed as a flagship ESG-aligned workplace, integrating environmental performance, innovation, and employee-focused design within a single asset.

Design and Approach

The transformation reflects ABK's objective to integrate ESG principles into its operations, supporting the reduction of environmental impact and enhancing employee wellbeing, while aligning with global standards such as GRI and IFRS S1 and S2. Guided by internationally recognized frameworks, the building is pursuing both LEED and WELL certifications, reflecting a balanced approach that considers both resource efficiency and occupant wellbeing. A comprehensive retrofitting process was undertaken, incorporating smart building systems, flexible workspaces, and dedicated innovation and media facilities to support evolving operational needs.

This transformation is characterized by a combination of targeted design interventions, operational enhancements, and measurable performance outcomes, as reflected in the key facts outlined in the following:

Key Facts

| | |
|--------------------------------|-----------------------------------------------------------------------|
| Building Purpose | Workforce Hub |
| Certifications | LEED & first institution in Kuwait to pursue WELL registration |
| Waste Diversion | ~36,160 kg recycled (100% of key materials) |
| Energy Reduction (Expected) | 20–30% |
| Emissions Reduction (Expected) | 20–25% (Scope 1 & 2 intensity) |
| Water Reduction (Expected) | 25–35% |
| Key Features | Smart systems, innovation labs, media studios, and flexible workspace |

Impact

Burj Al Ahli demonstrates how existing assets can be transformed into ESG enablers, supporting operational efficiency, enhancing employee productivity, and reinforcing ABK's leadership in sustainable infrastructure.

1.3 Stakeholder Engagement and Materiality

Recognising that effective communication is essential to building strong and lasting relationships, the Group adopts a structured approach to stakeholder engagement. Different stakeholder groups have varying expectations, priorities and levels of interaction, and the Group’s engagement practices are designed to accommodate and address these differences.

Stakeholder engagement is treated as an ongoing and structured process, supporting the Group’s ability to remain aligned with stakeholder expectations and responsive to an evolving operating environment. The purpose of engagement extends beyond communication, serving as a means to gather insights, understand priorities, and inform how the Group manages its activities, disclosures and broader strategic direction.

Stakeholders are identified and classified based on their relationship to the Group, their level of influence, and the extent to which they are impacted by its operations. This enables a more targeted approach to engagement, ensuring that interactions are tailored to each stakeholder group while maintaining consistency in how feedback is captured and assessed.

Through these engagements, the Group gathers a range of inputs, including stakeholder expectations, concerns and areas of interest. These inputs are reviewed and consolidated to identify recurring themes, contributing not only to the identification and refinement of material topics, but also to the enhancement of practices, disclosures and overall stakeholder responsiveness. This approach ensures that the Group’s priorities continue to reflect areas of relevance to its operations and broader context.

Insights derived from stakeholder engagement are considered in shaping the Bank’s direction, supporting enhancements to practices, strengthening disclosures, and improving overall responsiveness. This approach enables the Group to maintain relevance, remain aligned with stakeholder expectations, and support informed decision-making across its operations.

ABK Group’s Stakeholder Engagement Mechanisms

| Stakeholder Group | Selected Engagement Approach and Value Delivery | Estimated Frequency of Engagement |
|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
|  Shareholders | <ul style="list-style-type: none"> Annual General Meetings (AGMs) Analyst calls and investor briefings Periodic financial disclosures and reports Delivering long-term value through sustained performance and innovation | Daily to annually |
|  Customers | <ul style="list-style-type: none"> Branch interactions, call centres, and digital platforms Customer feedback channels, surveys, and complaint-handling mechanisms Tailored products and services aligned with customer needs Continuous service quality enhancement | Daily to annually |
|  Employees | <ul style="list-style-type: none"> Internal communication platforms Training programmes and performance reviews Employee engagement surveys and feedback channels Career development and leadership programmes | Daily |
|  Suppliers | <ul style="list-style-type: none"> Procurement processes and tendering platforms Ongoing supplier communication and performance reviews Contractual agreements and compliance requirements Building relationships based on trust and accountability | Daily or as required |
|  Government and Regulators | <ul style="list-style-type: none"> Regulatory filings and formal reporting Supervisory meetings and ongoing correspondence Compliance with applicable laws and regulatory frameworks Participation in industry discussions and initiatives | As required |
|  Community | <ul style="list-style-type: none"> Community programmes, partnerships, and sponsorships Educational initiatives and outreach activities Volunteerism and awareness campaigns Supporting social and economic development efforts | As required |
|  Investors and Analysts | <ul style="list-style-type: none"> Investor presentations and earnings calls One-to-one meetings and briefings Public disclosures and market communications Transparent sharing of financial and strategic updates | Daily to annually |
|  Industry Bodies and Associations | <ul style="list-style-type: none"> Participation in industry forums and working groups Collaboration on sector initiatives Knowledge sharing and best practice exchange Contribution to industry development discussions | Periodic |
|  Strategic Partnerships | <ul style="list-style-type: none"> Ongoing coordination and joint initiatives Strategic meetings and performance reviews Co-developed products and services Long-term partnership engagement | Ongoing |

Materiality

Anchored by its stakeholder engagement practices, ABK conducted a refreshed materiality assessment during the reporting period to identify and prioritise the topics that reflect its most significant impacts. This update represents a key step in aligning the Bank’s sustainability direction with evolving expectations and future priorities.

The assessment was carried out in accordance with the GRI framework, applying an impact materiality approach. The process followed a structured sequence, beginning with the identification of a comprehensive list of relevant ESG topics, aligned from the outset with the Group’s strategic pillars. These topics were then mapped against the Group’s activities and value chain, and assessed based on their associated economic, environmental and social impacts.

Each topic was evaluated based on the severity and likelihood of its impacts, both positive and negative, taking into account factors such as scale, scope, and the extent to which negative impacts can be mitigated or remedied. This approach aimed to prioritise areas where the Group has the most meaningful influence, either directly through its operations or indirectly through its relationships and activities.

Stakeholder input formed a central component of the assessment. Responses were collected from internal stakeholders, complemented by input from external stakeholders, including investors, customers and community partners. This enabled the Bank to capture a broad range of perspectives, ensuring that the prioritisation of topics reflects both internal insights and external expectations.

The outcome of this process represents a refreshed view of the Group’s material topics, providing a more structured and forward-looking foundation for its sustainability efforts.

List of Material Topics

| ESG Classification | Material Topic | ABK ESG Strategy Pillar Alignment |
|--------------------|----------------------------------------|-----------------------------------|
| E | Climate Change and Climate Risks | Climate Resilience |
| E | Greenhouse Gas (GHG) Emissions | Climate Resilience |
| S | Community Investment and Engagement | Community Investment |
| S | Workforce Development and Well-being | Empowering Our People |
| S | Diversity, Equity, and Inclusion (DEI) | Empowering Our People |
| S | Customer Protection and Satisfaction | Responsible Banking |
| S | Financial Literacy and Inclusion | Financial Inclusion |
| SG | Data Privacy and Cybersecurity | Responsible Banking |
| SG | Digitalisation and Innovation | Responsible Banking |
| G | Corporate Governance | Robust Governance |
| G | Risk Management | Robust Governance |
| G | Ethics and Compliance | Robust Governance |
| ESG | ESG Integration | Responsible Banking |
| ESG | Sustainable Finance | Financial Inclusion |

Materiality Outcomes

The materiality assessment presents a distributed landscape of impacts, where topics are positioned along a gradient of impact severity and likelihood of occurrence, rather than being grouped into fixed priority quadrants. This enables a more nuanced interpretation of how sustainability topics interact with the Bank’s operating environment.

There is a clear concentration of topics towards the higher end of likelihood, particularly across governance, digital, and customer-related themes. Data Privacy and Cybersecurity emerges as the most prominent topic, with both high likelihood and elevated impact severity. This positioning indicates that data-related risks are persistent and carry significant operational and reputational consequences, making them a key area of focus.

Closely aligned with this, Corporate Governance, Digitalisation and Innovation, Customer Protection and Satisfaction, and Sustainable Finance demonstrate similarly high likelihood of occurrence, with varying degrees of impact severity. The clustering of these topics suggests a strong interconnection between governance structures, digital transformation, and client-facing activities, underscoring the importance of maintaining trust, ensuring compliance, and delivering seamless services.

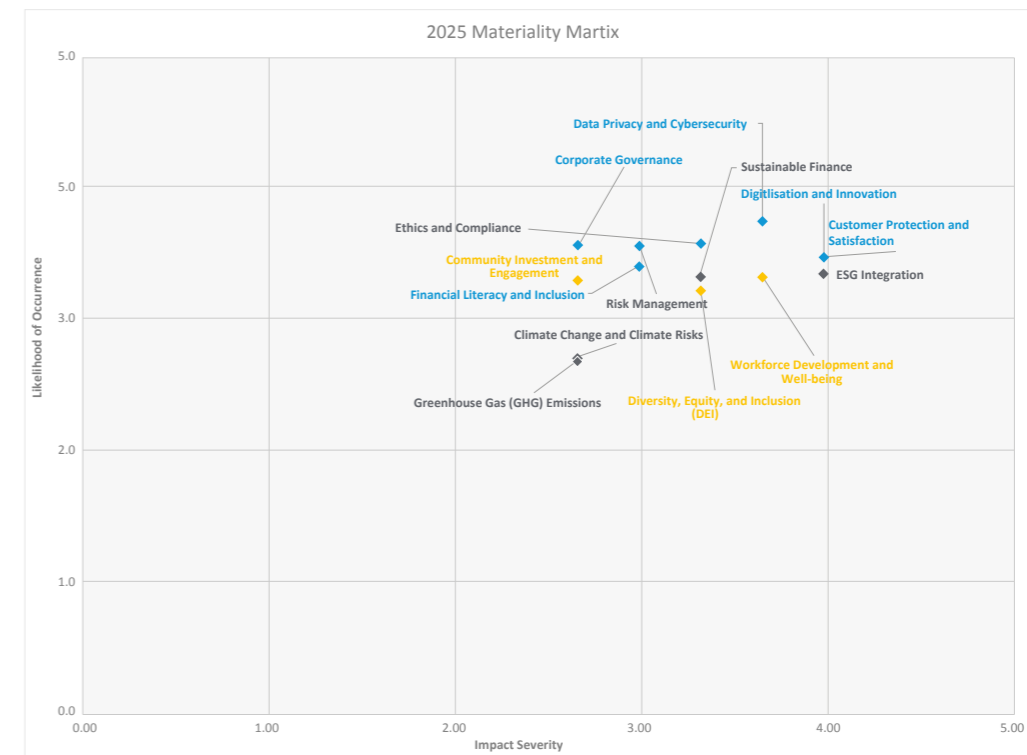
Moving towards moderate impact levels, ESG Integration, Risk Management, and Ethics and Compliance are centrally positioned within the matrix. This indicates that these themes are embedded within ongoing operations, contributing to stability and oversight rather than representing isolated or emerging risks. Their placement reflects established practices that continue to support the Bank’s overall resilience.

Social-focused topics, including Workforce Development and Well-being and Diversity, Equity and Inclusion, show moderate likelihood but comparatively lower impact severity. This distribution suggests that while these areas are consistently present within internal operations, their impacts are more contained. Their proximity to higher-priority topics highlights their role in supporting organisational effectiveness and long-term sustainability.

A similar pattern is observed for Community Investment and Engagement and Financial Literacy and Inclusion, which sit within the mid-range of both axes. Their placement indicates ongoing engagement with external stakeholders, with impacts that are meaningful but less immediate in terms of operational risk.

Environmental topics, namely Climate Change and Climate Risks and Greenhouse Gas (GHG) Emissions, are positioned towards the lower end of both severity and likelihood. This aligns with the Bank’s limited direct environmental footprint, where exposure to environmental impacts is less immediate compared to other sectors. However, their inclusion within the matrix reflects an awareness of growing expectations, particularly as climate-related considerations increasingly influence financial systems and stakeholder priorities.

Materiality Matrix



Legend: | Blue- Governance | Yellow- Social | Grey- Environment



02

Governance and Resilience

-  | 2.1 Group's Governance
-  | 2.2 Business Ethics and Compliance
-  | 2.3 Risk Management
-  | 2.4 Financial Resilience
-  | 2.5 Data Privacy and Security

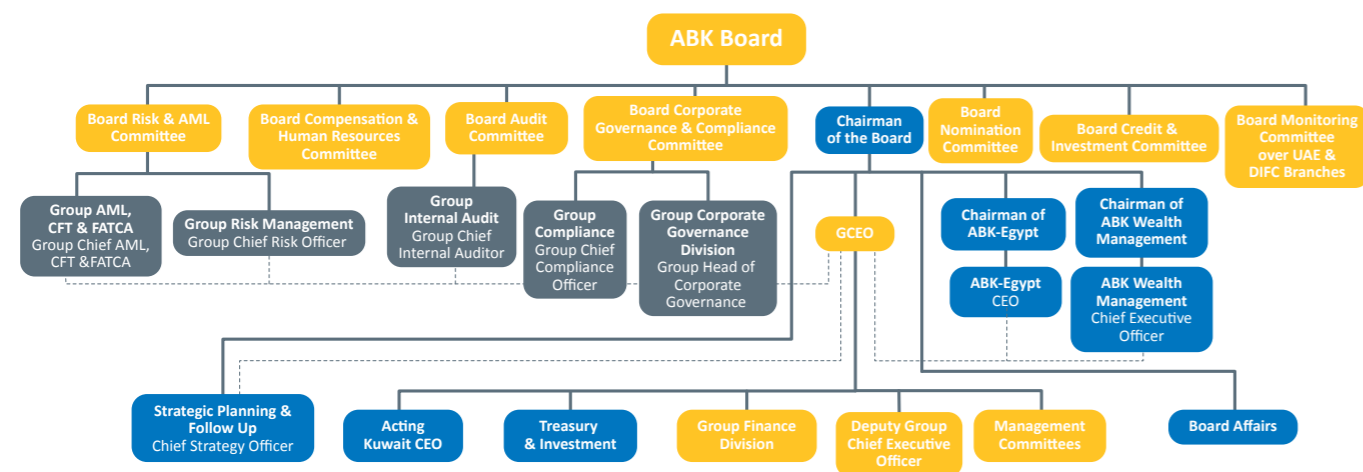
2. Governance and Resilience

2.1 Group's Governance

At ABK, governance structures guide how performance is overseen, risks are managed, and accountability is maintained across the Group. This approach is reinforced through a governance framework designed to support effective oversight and accountability across the organisation. It is underpinned by a clearly defined organisational structure, with established reporting lines and responsibilities across the Board of Directors, Executive Management, and relevant committees, enabling effective coordination and the consistent application of governance processes.

The Board of Directors (BoD), as the highest governing body, is responsible for approving policies, setting the strategic direction, and ensuring alignment with regulatory requirements and stakeholder expectations.

ABK Group Organisational Structure



Board Structure and Composition

The Board of Directors (BoD) is elected by the General Assembly, representing shareholders, through a structured electoral process conducted every three years by secret ballot. This process supports transparency while ensuring appropriate shareholder representation in governance decisions.

Board composition is governed by regulatory requirements set out in the Central Bank of Kuwait (CBK) 2019 Governance Regulations (Chapter 3, Pillar 1, Section 3 – Formulation of the BoD). The BoD comprises a minimum of 11 elected members, including no fewer than four independent directors, with independent members not exceeding half of the total number of elected Board members.

Independence from management and other interests is maintained across the Board, with limits in place to prevent excessive external board memberships among non-executive directors.

A clear separation of responsibilities is also maintained, with the Chair not holding an executive position, thereby strengthening objectivity in governance and oversight.

Furthermore, governance-related information for ABK Egypt, including its Board structures, is presented separately in its standalone Sustainability Report 2025.

Board Committees

A structured committee framework supports the Board of Directors (BoD) in discharging its responsibilities across governance, risk, financial oversight and strategic decision-making. These committees operate under clearly defined mandates, enabling focused review while maintaining accountability at the BoD level.

Committee responsibilities span key governance areas, including audit and internal controls, corporate governance and compliance, remuneration and human capital matters, risk management, credit and investment decisions, and nomination processes. This structure ensures a clear allocation of responsibilities across both economic and governance-related areas within the Bank.

Leadership across committees is assigned to designated Chairs who guide discussions and decision-making within their respective mandates. Committee oversight extends across both Group-level activities and specific operational jurisdictions.

At the entity level, ABK Wealth Management maintains its own committee structure aligned with its operational scope, covering audit, risk and compliance, as well as nomination and remuneration matters. This supports governance oversight tailored to entity-specific requirements, while remaining aligned with broader Group practices.

Furthermore, governance-related information for ABK Egypt, including Board committees, is presented separately in its standalone Sustainability Report 2025.

ABK Kuwait Board Committees

| Committee | Main Responsibility | Chair | Topics |
|-------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|------------------------------------------------------------------------------|
| Board Audit Committee (BAC) | Enhancing the effectiveness of the BoD's oversight of the adequacy and effectiveness of internal and external audit functions, financial statements, and internal control systems within the ABK Group, including controls related to financial and operational activities, compliance with laws, regulatory instructions, and approved policies | Dr. Mahdy Ismail Aljazzaf (Independent) | Governance |
| Board Corporate Governance and Compliance Committee (BCGCC) | Enhancing the effectiveness of the BoD's oversight of the Group's corporate governance framework and matters related to regulatory compliance | Mr. Talal Mohammed Reza Behbehani | Governance |
| Board Compensation and Human Resources Committee (BCHRC) | Enhancing the effectiveness of the BoD's oversight of Executive Management appointments, promotions, and remuneration matters, as well as the governance of human resources within ABK | Mr. Ali Ebrahim Hejji Hussain Marafi | <ul style="list-style-type: none"> Governance Social |
| Board Nomination Committee (BNC) | Enhancing the effectiveness of the BoD's oversight of matters related to the nomination of BoD members and other key roles | Mr. Tarek Fareed Abdulrahman Al Othman (Independent) | Governance |
| Board Risk and AML & CFT Committee (BRAC) | Enhancing the effectiveness of the BoD's oversight of risk management and AML & CFT-related matters within the ABK Group | Mr. Ahmad Abdullah Mohammed Al-Baghli (Independent) | Governance |
| Group Board Credit & Investment Committee (BCIC) | Reviewing credit and investment decisions and supporting strategic decision-making | Mr. Talal Mohammed Reza Behbehani | Economic |
| Board Monitoring Committee (BMC) | Enhancing the effectiveness of the BoD's oversight of all matters related to ABK branches in the UAE and DIFC | Mr. Ali Ebrahim Hejji Hussain Marafi | Economic |

ABK Wealth Management Committees

| Committee | Main Responsibility | Chair | Topics |
|----------------------------------------------------|-----------------------------|----------------------|------------|
| Board Risk and Compliance Committee (BRCC) | Risk and Compliance | Ms. Ebtisam AlMousa | Governance |
| Board Nomination and Remuneration Committee (BNRC) | Nomination and Remuneration | Dr. Abdulaziz Jawad | Governance |
| Board Audit Committee (BAC) | Audit | Mr. Khaled Al Shatti | Governance |

Shareholder Rights and Governance Integrity

The Bank maintains a single class of shares with equal voting rights, with no preferential voting structures, ownership ceilings, or special provisions such as loyalty shares or golden shares.

Shareholders retain the ability to nominate and remove Board members, and to participate in governance decisions through structured mechanisms, including Annual General Meetings (AGMs). Board members are subject to re-election at defined intervals, ensuring continued accountability.

Confidential voting practices are implemented, and no structural constraints limit shareholder influence over governance decisions.

Board Effectiveness and Evaluation

Ongoing evaluation of Board performance supports continuous improvement in governance practices. The Board Nomination Committee (BNC) conducts annual assessments covering Board structure, succession planning, required competencies, and the performance of individual Board members. Responsibility for overseeing Board composition and succession planning is embedded within the Committee's mandate, with its Chair being independent of management and the Board.

These assessments are complemented by periodic independent external evaluations, with certain entities, such as ABK Wealth Management, undergoing annual external review cycles. The outcomes have contributed to enhancements in Board composition and committee structures.

Remuneration and Accountability

Oversight of remuneration is carried out through a structured, committee-led approach, with responsibility assigned to the Board Compensation and Human Resources Committee (BCHRC). Independent external consultants support this process by providing benchmarking insights, while final decisions remain within the Bank's governance structure.

Financial oversight, including matters relevant to performance-linked remuneration, is supported by the Bank's independent Board Audit Committee (BAC).

Compensation for senior executives comprises both fixed and variable components, aligned with performance objectives across financial and non-financial areas. Sustainability-related considerations are embedded within this structure through the inclusion of Organisational Health Index (OHI) metrics, which assess areas such as employee engagement, leadership effectiveness, workplace culture, and governance practices. These elements form part of the overall performance evaluation and directly influence remuneration outcomes.

Long-term incentives are structured to promote sustained performance. Under the Long-Term Incentive (LTI) Programme, 70% of the award is paid in cash, while the remaining 30% is converted into phantom shares and deferred. These shares vest after a three-year cliff vesting period and are settled in cash at the end of the period, thereby linking compensation to longer-term outcomes and ensuring performance continuity.

Accountability mechanisms are embedded within remuneration practices. Clawback provisions apply to variable compensation in cases of misconduct, non-compliance, material error, or financial restatements. Senior executives are eligible for retirement benefits in line with internal programmes, while Board members are not entitled to such benefits. Termination payments for executives are governed strictly by internal policies and applicable regulations, with no discretionary arrangements beyond contractual and legal obligations.

In certain cases, sign-on bonuses may be granted to senior executives depending on role requirements and experience.

Oversight of any recruitment-related payments for Board members falls under the responsibility of the relevant Board committees, ensuring appropriate governance at Board level.

Additional oversight is provided through committees such as the Product and Pricing Committee, which conducts periodic reviews of financial products and services.

Formal channels, such as Annual General Meetings (AGMs), provide a mechanism for shareholder engagement; however, remuneration decisions for executives are ultimately determined internally through established governance bodies, in line with regulatory requirements and internal control processes.

Conflict of Interest and Ethical Safeguards

A formal Conflict of Interest Policy, supported by regular declarations, ensures that potential conflicts are identified and managed appropriately. The Policy is reviewed every three years, or earlier in response to regulatory or organisational changes, and is supported by the Code of Conduct.

Transparency is maintained through disclosures of cross-board memberships, related party transactions, shared ownership structures, and any conflicts involving controlling shareholders. In addition, the Policy covers personal, financial and commercial conflicts of interest, including personal benefits and external duties. Dedicated policies are in place for Board-level conflicts of interest, vendor relationships and stakeholder interactions, reflecting a structured governance approach. Matters relating to personal relationships that may influence recruitment or promotion decisions are addressed through the Recruitment Policy and Code of Conduct, rather than within the Conflict of Interest Policy itself.

No instances of misconduct or breaches of integrity were recorded at Board or executive level during the reporting period.

ESG Governance and Oversight

Responsibility for sustainability directions rests with the Board of Directors (BoD), which provides strategic oversight and formally approves the Bank's mission, overall strategy and sustainability priorities. The integration of ESG considerations into long-term planning and risk management is guided through this role, ensuring that decision-making remains aligned with stakeholder expectations and regulatory requirements.

Board-level accountability for ESG performance is assigned to the Board Corporate Governance and Compliance Committee (BCGCC), which is responsible for monitoring ESG-related matters and ensuring alignment with strategic priorities and regulatory requirements. This structure embeds ESG within established governance channels, linking sustainability oversight directly to broader governance and compliance functions.

Execution of ESG priorities is led by senior executives, including designated ESG leadership roles, with responsibilities distributed across the Bank to support effective implementation. Dedicated individuals are also responsible for ESG analysis and training, strengthening internal capability and awareness across functions.

Ongoing efforts focus on strengthening governance integration, including embedding ESG oversight within relevant governance charters and progressing the development of a Group-wide ESG policy. These developments reflect the continued alignment of governance structures with evolving ESG expectations and internal priorities.

Reference to international standards and frameworks forms a central component of the Bank's ESG approach, supporting consistency with global practices and regulatory guidance. The Bank aligns with a broad set of frameworks, including:

- Global Reporting Initiative (GRI)
- United Nations Sustainable Development Goals (SDGs)
- International Sustainability Standards Board (ISSB) – IFRS S1 and S2
- United Nations Global Compact (UNGC)
- United Nations Principles for Responsible Banking (UNPRB)
- United Nations Principles for Responsible Investment (PRI)
- GHG Protocol
- Science Based Targets initiative (SBTi)
- Bursa Kuwait ESG Reporting Guide
- Loan Syndications and Trading Association (LSTA) frameworks
- International Capital Market Association (ICMA) frameworks

These references guide the development of policies, governance processes and reporting practices, supporting alignment with international benchmarks while maintaining consistency with local regulatory requirements.

Defined roles across the Board, Executive Management and operational functions, supported by these frameworks, position ESG as an integrated component of governance and ongoing development.

Impact Management

Environmental, social and economic impacts are overseen within governance processes, with the Board of Directors (BoD) maintaining visibility over how these impacts are identified, assessed and managed. Engagement with stakeholders is carried out through structured mechanisms, including management reporting and regulatory interactions, which inform due diligence processes.

Insights derived from due diligence are used to guide strategic direction, policy approvals and risk management practices. The evaluation of effectiveness is supported through internal controls, audit findings, stakeholder feedback and progress against defined ESG key performance indicators.

Responsibility for managing impacts is assigned to senior executives across their respective areas, with further delegation across the organisation through designated roles, responsible departments and ESG champions. This structure supports the integration of impact management into operational activities across the Bank.

Reporting to the BoD is conducted through regular management reports, committee updates and annual ESG report submissions, providing visibility over performance and developments. Periodic updates and formal disclosures enable the BoD to review the effectiveness of impact management processes and maintain appropriate oversight.

Ongoing training initiatives are delivered to enhance the Board’s understanding of sustainability and climate-related topics, supporting informed oversight and strengthening governance capabilities in this area.

Policy Commitments and Implementation

Authority for approving policies rests with the Board, reflecting governance oversight at the highest level of the Bank. The application of these policies spans internal operations and their applicability extends to all employees, and third-party relationships, including suppliers and service providers, where relevant.

Execution of policy commitments is carried out by the relevant divisions, with control functions maintaining oversight across the Bank. Integration into day-to-day operations is achieved by embedding policy requirements within divisional procedures, supported by structured training programmes and awareness initiatives.

Communication extends beyond employees to suppliers and service providers through the use of signed declarations confirming adherence to applicable policies. Control functions monitor these processes, supported by established communication channels such as internal systems, onboarding processes, formal documentation, and centralised platforms, including policy management systems, shared drives, and intranet tools, ensuring accessibility and consistency across the Bank.

Clarity in policy commitments and application is further supported by designated divisions responsible for interpreting each policy area, providing guidance across functions, and ensuring consistent implementation.

“ GIEOM Policy and Procedure System

The management of policies and procedures across the Bank has been strengthened through the implementation of the GIEOM Policy and Procedure system. Introduced at Group level, this initiative reflects an effort to streamline governance processes and improve consistency in how policies are developed, approved and maintained.

The transition from manual processes to an automated solution has reshaped the way policy-related workflows are managed. The system supports centralised management of policies and procedures, enabling more structured review and approval cycles while reducing reliance on manual handling.

Improvements resulting from this implementation include enhanced governance practices, more efficient workflow management, and greater clarity in approval processes. These outcomes contribute to a stronger control over the policy’s lifecycle and support consistency across departments.

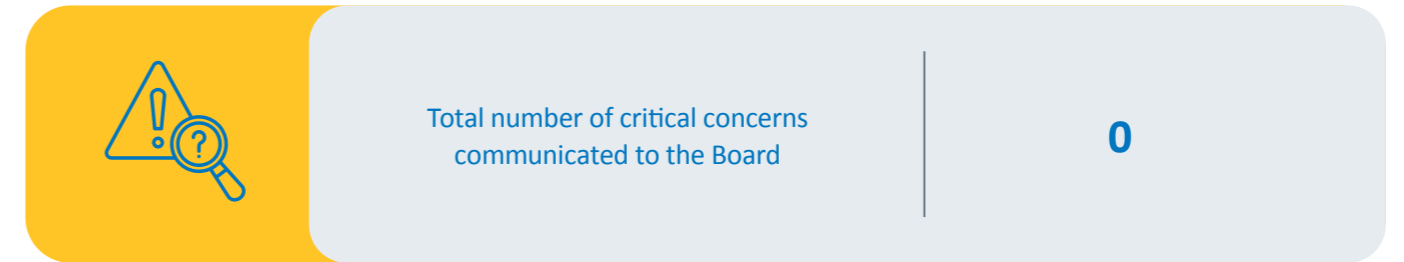
Positioning this system within the Bank’s governance framework reflects ongoing efforts to align internal processes with structured and efficient operational models, supporting the broader objective of maintaining effective governance across the Group.



Critical Concerns

Visibility over critical concerns forms part of the governance reporting processes, whereby matters are escalated to the highest governance body when required, supporting transparency and effective oversight at Board level.

Critical Concerns at ABK Group



2.2 Business Ethics and Compliance

Ethical Governance

Responsibility for business ethics and corruption-related matters rests at the Board level, reflecting oversight of ethical conduct across the Group. Expectations are defined through internal policies, including the Code of Conduct, which addresses employee behaviour, anti-bribery practices, and broader ethical standards applicable across operations.

Formal anti-bribery and corruption controls are embedded within this framework. Implementation is led by the Human Resources department, with suspicious activities escalated to the Anti-Money Laundering and Countering the Financing of Terrorism (AML & CFT) division for further corrective actions.

“ ABK Kuwait – Centralised Compliance System Establishment

Digitalisation of compliance processes was advanced through the rollout of a centralised online compliance system in Kuwait during the reporting year. The system consolidates key compliance activities and records within a unified platform, enabling greater consistency in process execution and record management.

Implementation has improved operational efficiency, strengthened transparency across compliance functions, and enhanced oversight through more structured access to information and reporting. These improvements contribute to more consistent monitoring of compliance activities across the Bank.

Following the rollout in Kuwait, plans are in place to extend the system to the Bank’s UAE and DIFC branches through a phased implementation approach. This expansion is intended to align compliance practices across jurisdictions and integrate processes at Group level.

The initiative aligns with the Bank’s digital transformation strategy, with a focus on the automation and integration of compliance processes across its operations.



Training and Awareness

The application of ethical standards is reinforced through structured training programmes delivered across the Group. Anti-corruption and business ethics training is provided to all employees under the Code of Conduct, delivered through e-learning programmes and awareness initiatives.

Training is delivered through coordinated efforts between the Learning and Development (L&D) function and the Anti-Money Laundering (AML) team for specific training courses related to AML. Bank-wide e-learning programmes are assigned to all employees, with completion and successful assessment required. In parallel, employees receive awareness materials and targeted training sessions on the Code of Conduct, covering employee behaviour, anti-bribery, and related expectations.

Coverage extends to all employees within the Bank's contractual scope, strengthening understanding of ethical obligations and expected standards of conduct.

To further reinforce these practices, targeted anti-corruption training is delivered across various levels of the Bank to strengthen awareness and practical application. This includes participation from members of the governance body, as well as employees across entry, middle and senior management levels, reflecting a broad coverage of anti-corruption principles throughout the Group. The inclusion of both local and foreign employees supports a consistent understanding of expected conduct across the workforce, contributing to the overall effectiveness of anti-corruption measures in practice.

Training on Anti-corruption

| Metric | ABK Group |
|-------------------------------------------------------------------------|-----------|
| Total governance body members that received training on anti-corruption | 14 |

| Metric | ABK Group | |
|----------------------------------------------------------------|-----------------------------|-----|
| Total employees that have received training on anti-corruption | Local | 763 |
| | Foreign | 331 |
| | Entry and junior level | 609 |
| | Middle management level | 426 |
| | Senior management and above | 59 |

Note: Total trained employees exceeds year-end headcount as training includes employees who departed during the reporting period.

AML and Regulatory Compliance

The Anti-Money Laundering and Countering the Financing of Terrorism (AML & CFT) framework is implemented across the Group through a dedicated and independent division reporting to the Board Risk and AML & CFT Committee (BRAC).

Periodic reporting on AML & CFT activities is submitted to the Board and its committees, while suspicious financial activities are reported to the Kuwait Financial Intelligence Unit (KWFIU) and relevant regulatory authorities across jurisdictions. Internal Audit, Risk Management, and external auditors conduct regular assessments of the programme, contributing to the ongoing review of its adequacy and effectiveness.

Furthermore, the monitoring of compliance performance is embedded within internal control functions and governance reporting mechanisms, providing clear visibility over adherence to applicable laws and regulations across the Group. Compliance with regulatory requirements is also supported through specialised operational functions, including a dedicated Collections Unit that manages overdue and unpaid asset-backed products in line with internal policies and Consumer Protection Standards. Relevant staff receive associated training. The absence of recorded non-compliance incidents during the reporting period reflects the consistent application of these controls and disciplined adherence to regulatory requirements.

The classification of "significant" instances of non-compliance is based on regulatory requirements that mandate immediate public disclosure, taking into account the severity of the incident, its impact, and associated regulatory implications.

No instances of non-compliance, fines, or sanctions were recorded during the reporting period, reflecting a strong compliance track record across the Group.

Total Number of Significant Instances of Non-compliance and Fines in Relation to Laws and Regulations

| Metrics | ABK Group |
|-------------------------------------------------------------------------------------------|-----------|
| Number of significant instances of non-compliance with laws and regulations | 0 |
| Non-compliance instances resulting in fines | 0 |
| Non-compliance instances resulting in non-monetary sanctions | 0 |
| Total number of fines paid for non-compliance | 0 |
| Number of fines paid in 2025 that relate to non-compliance that occurred in the same year | 0 |
| Number of fines paid in 2025 that relate to non-compliance that occurred in 2024 | 0 |

Corruption Risk Assessment and Exposure

The assessment of exposure to corruption-related risks is embedded within the Bank's sanctions and AML & CFT procedures, drawing on multiple external data sources and regulatory indicators. Country risk evaluations incorporate official sources, including the Corruption Perceptions Index (CPI), the Financial Action Task Force (FATF) Jurisdictions Under Increased Monitoring list, FATF High-Risk Jurisdictions subject to a call for action, United Nations (UN) lists, and the Office of Foreign Assets Control (OFAC) sanctions programmes and country information lists.

Additional indicators issued by the Kuwait Financial Intelligence Unit (KWFIU) are incorporated into these procedures, providing further guidance in identifying corruption-related risks and strengthening compliance practices. These inputs are reflected within the Bank's Customer Risk Assessment Methodology, where country risk considerations form part of a broader risk evaluation processes.

A structured Country Risk Matrix is applied to consolidate multiple risk parameters derived from regulatory guidance, the Bank's risk appetite, and prevailing industry practices. This matrix incorporates key data sources, including FATF assessments, the Basel AML Index, the Financial Secrecy Index, sanctions exposure indicators (OFAC and UN), indicators related to terrorist safe havens, jurisdictions associated with organised crime or illicit activities, and the Corruption Perceptions Index.

Jurisdictions identified as higher risk are subject to restrictions on dealings and enhanced monitoring within AML processes. These controls are applied through sanctions procedures and ongoing monitoring activities, forming part of the Bank's approach to managing exposure to corruption-related risks.

The development of a dedicated bribery and corruption policy is currently in progress as part of broader governance and risk initiatives. In the interim, existing compliance frameworks and internal control mechanisms continue to address corruption-related risks within the Bank's operations, most notably through the Code of Conduct and other established governance measures.

Whistleblowing Policy

As part of our commitment to maintaining high ethical standards and transparency, a Whistleblowing Policy has been implemented within the Corporate Governance Manual. The policy establishes clear channels through which employees and stakeholders can raise concerns relating to regulatory breaches, misconduct or unethical practices.

It also enables direct communication with the Chairman of the Board of Directors (BoD), while ensuring that all reports are handled confidentially and that individuals are protected from any form of retaliation.

Business Integrity and Corruption Controls

Monitoring of corruption-related incidents is carried out through established compliance and control mechanisms, whereby potential cases are identified, assessed and reported through defined governance channels.

The following results provide a clear view of integrity performance across the Group and highlight the strength of its risk management and control practices.

Incidents of Corruption

| Metrics | ABK Group |
|---------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| Number of confirmed incidents | 0 |
| Nature of confirmed incidents | 0 |
| Number of confirmed incidents in which employees were dismissed or disciplined for corruption | 0 |
| Number of confirmed incidents in which contracts with business partners were terminated or not renewed due to corruption-related violations | 0 |
| Public legal cases regarding corruption brought against the organisation or its employees, and the outcomes of such cases | 0 |

Legal Matters

Legal processes continue to be aligned with regulatory obligations, with a particular focus on accuracy and timeliness in the execution of externally mandated actions. This is supported by a strong commitment to ethics, integrity, and compliance with applicable laws and regulatory requirements.

During the reporting year, enhancements were introduced to strengthen execution efficiency and reduce operational risk within legal procedures.

Notably, no public legal cases involving corruption were recorded during the reporting period, reflecting adherence to applicable legal and regulatory requirements across the Bank's operations.

Transparency and Disclosure Practices

Disclosure practices provide visibility over potential conflicts of interest and related party relationships. Information on shared ownership structures, controlling shareholders, and related party transactions is included in the Annual Report, covering the nature of relationships, transactions, and outstanding balances.

ABK Kuwait - Automation of Legal Execution Processes

In 2025, automation was introduced for the execution of Ministry of Justice (MoJ) requests relating to the attachment of customer accounts. The process enables the automatic transfer of attached funds directly to the Ministry of Justice, without manual intervention.

This development reduces the likelihood of processing errors and improves the timeliness of compliance with MoJ instructions, thereby strengthening the reliability and consistency of legal execution procedures.



2.3 Risk Management

Risk Governance and Oversight

Responsibility for risk oversight is embedded within Board-level governance structures, with at least one non-executive Board member possessing expertise in risk management in line with defined criteria and benchmarks. Risk-related matters are reviewed through the relevant committees, with oversight extending across financial, credit and compliance-related exposures.

Risk governance is operationalised through internal policies and regulatory alignment, including adherence to Central Bank of Kuwait (CBK) requirements and internal lending criteria, which guide exposure to higher-risk lending, insurance and investment activities.

These governance structures are complemented by targeted initiatives that enhance the identification, monitoring and management of risks across the Group. Practical implementations across risk management and operational resilience demonstrate how governance is translated into day-to-day processes, strengthening risk visibility and continuity across key functions.

ABK Kuwait - Customer 360 Early Warning System

To strengthen the identification and response to emerging risks, an automated Customer 360 Early Warning System was implemented in Kuwait during the reporting year. The initiative integrates customer-level data into a consolidated view, enabling earlier identification of potential risk indicators across portfolios.

To embed the system within operations, targeted training was delivered to Corporate and Risk Management teams, supporting consistent application within credit assessment and monitoring processes. This has enhanced the interpretation and response to risk signals, contributing to more timely and informed decision-making across relevant functions.



ABK Kuwait - ISO 22301 Certification for Business Continuity Management

Our approach to operational resilience progressed further with the completion of ISO 22301:2019 certification for Business Continuity Management Systems (BCMS), establishing a structured and internationally recognised framework for managing disruptions.

The certification formalises how critical operations are maintained during unforeseen events, aligning with regulatory expectations and global best practice. It also strengthens the Bank's ability to sustain essential services, including ATMs, online banking and payroll processing, during periods of disruption.

Improvements in recovery procedures have reduced potential downtime across key business functions, contributing to operational stability and reinforcing confidence among customers and stakeholders.



Credit Risk and ESG Integration

The assessment of credit risk is conducted through structured processes led by the Credit Risk department, with all corporate lending proposals subject to detailed review prior to approval by the relevant committees. ESG considerations have been incorporated into corporate lending policies, with environmental and social factors reviewed as part of credit evaluations, where applicable.

Responsibility for integrating ESG elements into financing activities is shared across functions. The Sustainability team defines the overall direction for ESG integration, while the Risk function supports implementation within financing and investment activities. ESG-related factors are also considered during credit assessments and portfolio monitoring processes.

Formal escalation processes and thresholds for ESG-related credit risk triggers have not yet been defined, reflecting the current regulatory landscape in which such requirements have not yet been mandated.

Climate Risk Considerations

Exposure to climate-related risks is currently assessed within existing risk management frameworks, including enterprise risk management processes, the Internal Capital Adequacy Assessment Process (ICAAP), and stress testing frameworks.

At present, climate change has not been formally recognised by the Group as having a direct or material impact on its costs, income, or operations. However, potential impacts may be more formally identified and recorded over the medium to long term through regulatory developments, physical risks, and transition risk-related factors.

Identified risks include evolving supervisory expectations that may increase compliance and governance requirements, as well as indirect impacts on customer segments and collateral values arising from physical climate events. Climate-related factors are monitored qualitatively within credit assessment and portfolio monitoring processes, in line with the Central Bank of Kuwait's (CBK) principles-based supervisory approach. Key actions include:

- Monitoring regulatory and supervisory developments related to climate and ESG risks
- Considering environmental factors, where relevant, within credit assessment and portfolio monitoring processes
- Enhancing internal awareness and governance without establishing standalone climate risk frameworks at this stage

Potential financial implications have not been separately quantified, although climate-related risks are incorporated within existing stress testing processes. Opportunities may arise from increased demand for sustainable financing and environmentally aligned activities.

No standalone costs related to climate risk management have been identified yet, as these activities are embedded within existing risk management processes.

“ ABK Egypt - Environmental and Social Risk Management (ESRM) ”

In line with its commitment to responsible banking and sustainable finance, ABK Egypt established a dedicated Environmental and Social Risk Management (ESRM) division in 2023, reporting directly to the Chief Risk Officer (CRO). This reflects the Bank's growing focus on integrating environmental and social considerations into its core risk management processes.

ABK Egypt applies an Environmental and Social Management System (ESMS) that is fully integrated into the credit risk assessment process. This system ensures that environmental and social risks are systematically identified, assessed, mitigated and monitored throughout the lifecycle of financing activities. Risk categorisation is conducted based on industry, geographic exposure, and the potential impact of projects, in alignment with international frameworks such as the IFC Performance Standards and Central Bank of Egypt (CBE) guidelines.

ABK Egypt also incorporates climate-related risk considerations into its broader risk management framework, including credit, market and liquidity risk assessments. These considerations are addressed through structured processes encompassing risk identification, due diligence, mitigation planning, stress testing and continuous monitoring.

The ESRM process will be further enhanced through the activation of a diagnostic automated tool, supporting more efficient and data-driven risk assessments.



2.4 Financial Resilience

Treasury and Investment Activities

Conducted across Kuwait, the UAE and Egypt, these activities support the Bank's funding, investment and liquidity management functions across its operating markets. During the reporting period, foreign exchange activity reached KWD 1.679 billion, reflecting active participation in currency markets and client-driven transactions. Alongside this, the fixed income portfolio stood at USD 3.39 billion, contributing to income generation and portfolio diversification, while the Group's balance sheet reached approximately KWD 6.93 billion.

Efforts to strengthen capital and funding structures were advanced through targeted initiatives during the year. This included the successful issuance of Tier 2 (T2) and Additional Tier 1 (AT1) bonds amounting to KWD 30 million, supporting capital adequacy and enabling the Bank to meet evolving business requirements. In parallel, treasury activities contributed to expanding access to international funding markets through the issuance of certificates of deposit totaling USD 500 million, enhancing capital inflows and increasing market visibility for Kuwaiti credit.

These actions form part of a broader funding approach aimed at strengthening the balance sheet while supporting improvements in net interest income and net interest margins, contributing to overall financial stability and performance.

Corporate Lending and Sustainable Financing

Exposure to environmentally aligned assets is reflected within the Bank's investment portfolio through allocations to green securities across both corporate and sovereign instruments. During the reporting period, total investments in green bonds reached USD 104.39 million, comprising USD 94.39 million in corporate green bonds and USD 10 million in sovereign green bonds.

These allocations signal a growing integration of environmental considerations within treasury and investment activities, whereby capital is directed towards instruments that support environmentally focused projects and initiatives. By participating in the green bond market, the Bank contributes to the broader financing of activities such as renewable energy, resource efficiency and sustainable infrastructure, while also diversifying its investment portfolio.

Corporate lending continues to represent a significant portion of overall financing activities, with exposure to large corporates forming a distinct share of the portfolio and demonstrating notable year-on-year growth. This reflects sustained financing demand within this segment and the Group's continued engagement across key industries.

The composition of the corporate client base remains balanced, with large corporates accounting for a smaller share of total clients while representing a more concentrated portion of lending exposure. This aligns with the nature of financing requirements, whereby larger facilities are typically extended to a limited number of clients.

In parallel, sustainable financing is becoming increasingly prominent within the corporate portfolio, with allocations towards green, social and sustainability-linked transactions forming a growing component of total lending. This progression reflects a shift in capital deployment, whereby ESG-aligned financing is increasingly integrated alongside traditional lending activities.

The following figure presents key indicators across corporate lending and sustainable financing, providing a consolidated view of portfolio composition, growth dynamics, and the increasing allocation towards ESG-aligned lending within the Bank's overall financing activities.

Corporate Lending Profile

| Metrics | Value(s) |
|----------------------------------------------------------------------|----------|
| Loans to large corporations (as a % of total lending) | 22.44% |
| Loans to large corporations (% YoY lending growth rate) | 18.87% |
| Percentage of large Corporate clients out of total corporate clients | 8.41% |

ESG Allocation

| Metrics | Value(s) |
|------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| Total sustainable lending portfolio (green, social and sustainability-linked transactions) and total lending for the ESG portfolio (KWD) | 155,984,020 |
| Percentage of the ESG portfolio as a proportion of the total lending portfolio | 7.36% |

ABK Egypt – Advancing Environmental and Social Lending

ABK Egypt continues to strengthen its approach to sustainable finance by integrating environmental and social considerations into its lending activities. This approach supports responsible growth while addressing key environmental challenges and social development needs across the markets it serves.

Environmental lending is directed towards sectors that promote resource efficiency and environmental resilience, including water management, sustainable agriculture and renewable energy. ABK Egypt continues to develop its environmental portfolio in line with emerging opportunities, supporting projects that contribute to long-term sustainability outcomes.

In parallel, social lending represents the larger component of ABK Egypt’s financing activities, with a focus on sectors that enhance quality of life and expand access to essential services. This includes financing in areas such as healthcare and infrastructure, supporting community development and broader economic inclusion.

Collectively, these efforts reflect a structured approach to sustainable finance, whereby environmental and social lending practices are embedded within financing activities to support sustainable development and long-term value creation.

Additional details on environmental and social lending activities can be found in the ABK Egypt Sustainability Report 2025.

ABK Egypt – Sustainable Finance Strategy

Aligned with Egypt Vision 2030, the United Nations Sustainable Development Goals (SDGs), and the Central Bank of Egypt’s Sustainable Finance Framework, ABK Egypt has established an integrated Sustainability and Sustainable Finance Strategy that embeds ESG principles across its operations, financing activities and decision-making processes. The strategy supports national development priorities while promoting responsible growth and long-term value creation.

It is anchored in four thematic areas:

-  Economic resilience
-  Green and inclusive communities
-  Governance
-  People and human capital

Direct Economic Value Generated and Distributed (EVG&D)

Value generated and distributed across the Group’s operations reflects its role within the broader economic landscape, extending beyond financial performance to the way resources are circulated among stakeholders. Through multiple channels, ABK Group continues to direct value into the markets in which it operates.

This distribution supports economic activity across its operating geographies, contributing to job creation, business continuity and public sector funding, while also enabling direct investment in community-focused initiatives. Collectively, these flows demonstrate how the Group’s financial activities contribute to the stability and development of the communities it serves, while reinforcing its role in supporting more sustainable and inclusive economic growth.

Economic Value Generated and Distributed (EVG&D)

| | | ABK Kuwait | ABK UAE | ABK DIFC | ABK Wealth Management | ABK Egypt |
|-------------------------------------------|----------------------------------|----------------|---------------|---------------|-----------------------|----------------|
| Economic Value Generated (EVG) (in KWD) | Revenues | 221,469,000.00 | 13,695,105.00 | 20,227,865.55 | 5,370,681.00 | 62,923.52 |
| | Operating cost | 96,939,000.00 | 1,422,730.00 | 606,930.59 | 772,210.00 | 15,617.94 |
| Economic Value Distributed (EVD) (in KWD) | Employee wages and benefits | 54,936,000.00 | 4,767,802.00 | 2,049,471.74 | 1,787,565.00 | 8,067.12 |
| | Payments to providers of capital | - | 873,342.00 | 2,425,962.64 | - | 1,723.14 |
| | Payment to government by country | - | 788,972.00 | 1,271,751.28 | 107,651.00 | 1,532,752.50 |
| | Community investments | 208,878.86 | - | - | 2,500.00 | 58.08 |
| Economic Value Added (in KWD) | Difference (EVG - EVD) | 69,385,121.14 | 5,842,258.92 | 13,873,749.28 | 913,190.27 | - 1,495,295.26 |

Disclaimer: Currency exchange rate used is as of 31 December 2025, based on an exchange rate of 1 KWD = 154.95 EGP.

Project Financing

Financing activities are positioned to support stability through exposure to essential sectors and long-term assets, shaping a portfolio that balances resilience with relevance. A diversified project financing portfolio contributes to sustained performance across varying economic conditions, anchored in assets with enduring demand profiles and consistent utilisation.

Many of these engagements are concentrated in infrastructure and environmental sectors, where projects contribute to the preservation of surrounding environments while supporting essential services, linking financial resilience with broader sustainability considerations. This positioning is intended to promote revenue visibility and supports a balanced distribution of risk across the portfolio.

The following case studies illustrate how this approach is applied in practice.

List of Infrastructure and National Development Projects

| Project Category | ABK's Role | Sector | Project Description and Key Outcomes |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Soil Remediation | Loan of USD 50 million and USD 31 million in non-cash facilities Letters of Guarantee (LGs) | Environmental Services | Part of the Kuwait Environmental Remediation Program (KERP), addressing oil-contaminated soil and sludge in the Greater Burgan oilfield. Developed under the United Nations Compensation Commission (UNCC), the project focuses on restoring contaminated land while minimizing landfill use through bioremediation and treatment technologies. |
| Sewage Treatment Plant | External Borrowing Limit (EBL) facility of USD 59 million | Wastewater Treatment | Wastewater infrastructure project with treatment capacity up to 600,000 m ³ /day. Includes treatment facilities of 150,000 m ³ /day, shared infrastructure such as screen and pump shafts, TSE pump station, and Kahramaa facilities including an electrical substation. |
| Wastewater Treatment Plant | Syndicated term loan of USD 110.412 million | Wastewater Treatment | Construction and commissioning of a wastewater treatment plant with an initial capacity of 500,000 m ³ /day, expandable to 700,000 m ³ /day. Designed to accommodate future demand through scalable infrastructure. |
| Urban Development | Co-Underwriter, Co-Bookrunner, Co-Initial Mandated Lead Arranger, Commercial Facility Agent, and Co-Security Agent; 50% share of KD 100,200,000 debt package (KD 50,100,000) | Real Estate | Development aligned with IFC Performance Standards and World Bank EHS Guidelines. Part of PAHW's master plan, including residential towers, townhouses, a park, and a retail mall with commercial and entertainment facilities. |
| Logistics Development | Performance bond of KD 10.5 million and issuance of Letters of Credit (LCs) for working capital | Logistics | Part of a broader Public Authority for Housing Welfare (PAHW) development, including industrial, storage, commercial, and residential components. Features facilities for light and medium industries, workshops, retail units, and long-term development and operation structure. |
| Strategic Water Storage | EBL facility of USD 20,964,000 | Water Utilities | Development of a 2,000,000 m ³ water reservoir with additional 500,000 m ³ operational tanks. Includes inlet and outlet facilities connected to pipeline networks, enabling standard and emergency operational modes. |
| Sustainable Agriculture | LGs totaling KD 5.25 million for contracts worth KD 16.7 million; total facilities of KD 8.25 million | Agriculture | Landscaping and irrigation works in residential areas, including planting vegetation and installing irrigation systems in arid environments, in collaboration with the Public Authority of Agricultural Affairs and Fish Resources (PAAF). |

Financial Performance

Detailed financial information, including audited results, performance breakdowns, and disclosures across the Group's operations, is presented in the ABK Group's **Annual Report** and **Consolidated Financial Statements**.

These publications provide a comprehensive overview of the Bank's financial position, results of operations, and governance-related disclosures, prepared in accordance with applicable reporting standards. They also include detailed notes and supporting information that provide further clarity on key financial items and underlying assumptions.

Stakeholders are encouraged to refer to these documents for a complete understanding of the Group's financial performance and reporting practices.

2.5 Data Privacy and Security

Information Security Framework and Certifications

Information security practices are aligned with recognised standards through certifications including ISO 27001, PCI DSS, and the SWIFT Customer Security Programme (CSP), providing a structured approach to managing data security risks across operations.

Periodic reviews of information security policies and systems are conducted on an annual basis, enabling the evaluation of controls and alignment with evolving requirements.

Data Privacy Principles and Customer Rights

Collection and use of personal data are governed by defined privacy principles set out in the Group's Data Privacy Policy. These include a commitment to minimising the data collected from customers and third parties, unless required by law.

Personal data is not rented, sold or shared with third parties, except where engagement with trusted third-party providers is required to deliver services to customers. The purpose of data collection, categories of data collected, and conditions for third-party access are defined within the Data Privacy Policy and related procedures, including cross-border data transfer requirements.

Individuals are provided with defined rights over their personal data, including access, rectification and deletion, as outlined in the Group's privacy notice. These rights are operationalised through an internal Data Subject Rights (DSR) management procedure.

Data protection requirements are applied consistently across operations through the Data Privacy and Data Leakage Prevention Policy, which is applicable to all business lines of the Bank. This is complemented by controls covering third parties through the Third-Party Risk Management (TPRM) framework.

Incident Response and Breach Management

An investigation is conducted to assess the nature of the incident and determine its severity, followed by actions to contain the breach once confirmed. A formal risk assessment is then undertaken to evaluate the potential impact arising from the breach, including its implications for affected data and systems.

The outcomes of the assessment inform whether notification is required internally or externally. Where a breach is considered material, including cases involving loss, destruction or alteration of data, notifications are issued to regulatory authorities in line with prescribed requirements. Internal communication is also undertaken where relevant to manage the incident effectively.

Following resolution, the incident is reviewed by the Data Protection Officer (DPO) in consultation with the incident response teams. This review assesses the handling of the breach and identifies any actions required to strengthen response processes and address root causes.

Data Protection Performance

The measures and mechanisms outlined above culminate in the following outcomes across customer privacy and data security, capturing complaints, breaches, and any identified data loss events at the Group level. These outcomes bring together the effect of governance, policy application, and control processes, presenting a clear view of data protection performance across the Bank.

Data Protection

| Metric | ABK Group |
|--------------------------------------------------------------------------------------------------------|-----------|
| Total substantiated complaints on breaches of customer privacy from external parties | 1 |
| Total substantiated complaints on breaches of customer privacy from regulatory authorities | 0 |
| Total number of identified leaks, thefts, or losses of customer data | 0 |
| Privacy & Data Security | |
| Proportion of ABK's owned operations certified to recognised information security standards | 25% |
| Percentage of employees receiving training on privacy, data security, and related risks and procedures | 100% |



03

Responsible Banking



3.1 Customer Experience and Satisfaction



3.2 Customer Trust



3.3 Simpler Banking: Digital Transformation



3.4 Financial Inclusion

3. Responsible Banking

3.1 Customer Experience and Satisfaction

Diverse Banking Services

Responding to a broad and evolving customer base requires a service model that remains adaptable and well integrated across the Group. The Bank's approach continues to focus on providing a comprehensive banking experience that accommodates different customer segments, preferences and geographic touchpoints.

This is underpinned by an operating model that connects various service channels and functions, enabling customers to engage with the Bank through multiple points of interaction while maintaining consistency in experience. The ability to extend services across entities further contributes to a more unified and accessible banking environment.

As customer expectations continue to evolve, this diversified approach allows the Bank to maintain flexibility in how services are delivered, while aligning with its objective of making banking simpler and more intuitive. Further details on the Bank's retail service offerings are provided in the Appendices.

Corporate banking activities also build on this diversified service model, addressing the more complex financial requirements of corporate, commercial and SME clients across sectors. These capabilities are delivered within Kuwait and across selected international markets, enabling the Bank to support both domestic operations and cross-border activities in a structured and consistent manner.

Our core corporate banking activities include:



1. Direct fund-based financing facilities, such as overdrafts, revolving loans, term loans, demand loans, money market lines, bill discounting, loans against contracts, and short-term revolving facilities.
2. Indirect non-fund-based facilities, including letters of credit and letters of guarantee.
3. Treasury and risk management solutions, including foreign exchange limits, derivatives, and interest rate hedging products.
4. Structured and syndicated financing, including club deals and risk participation.

These services are provided to corporate, commercial and SME clients across a wide range of industries and business activities. Operations are primarily based in the State of Kuwait, while ABK UAE offers fully fledged banking services to clients across the UAE, Bahrain, Oman, Singapore and Kuwait, with selective engagement beyond these markets focused on large corporates, government-related entities (GREs) and sovereign clients.

In addition, ABK Egypt supports a growing client base within its domestic market, contributing to the Group's broader regional presence.



Digital Island and Alternative Distribution Channels

Customer engagement continues to extend beyond traditional branch formats through the introduction of the Digital Island, a first-of-its-kind concept designed to bring banking services closer to customers across a range of locations.

Operating as a mobile banking presence, the Digital Island relocates periodically throughout the year, enabling the Bank to engage with customers in more relevant and accessible environments, including participation across various institutions and locations such as government entities and commercial partners.


This approach broadens access to banking services while introducing greater flexibility in how customers interact with the Bank, creating additional touchpoints that complement existing branch and digital channels.



Loan Modification Options

Recognising that customers' financial circumstances may change over time, we provide a range of modification options to support repayment flexibility and continuity.

Available options include:



1. Rearrange loan agreement
2. Partial payment
3. Change of billing date
4. Change of billing account
5. Tenor revision
6. Rate reduction
7. Instalment deferral

Enhancing Your Experience

Delivering a seamless and accessible banking experience remains a continuous focus, shaped by evolving customer expectations and day-to-day interactions across our channels. We continue to identify practical ways to simplify processes, improve accessibility, and refine how our products and services are delivered.

This approach is reflected in how customer journeys are designed, applications are streamlined, and product features are expanded to better align with customer needs. It also extends to customer engagement beyond traditional channels, creating more direct and relevant touchpoints.

The following initiatives demonstrate how these efforts are translated into tangible improvements across operations, highlighting the Bank's commitment to making banking simpler and more intuitive for its customers.

“ Customer Experience (CX) Banking Programme

Improving the way customers access and use our ATM network formed part of our ongoing efforts to simplify everyday banking interactions during the reporting year, leading to the implementation of the CX Banking programme. The initiative was designed to enhance the customer experience across ABK’s ATM infrastructure, aligning with our broader objective of simplifying banking services.

Execution followed a phased approach, enabling enhancements to be introduced progressively while delivering value at each stage of the rollout. As part of this programme, customers can now perform both local and international fund transfers directly through any ABK ATM, expanding the functionality of self-service channels.

Additional features were introduced to further improve accessibility and convenience. Near Field Communication (NFC)-enabled capabilities allow for secure, cardless transactions, while cheque processing functionality has been integrated within the ATM network, broadening the range of services available through these channels.



“ Enhancing Customer Access and Experience

Improving accessibility and the in-branch experience remained a priority during the reporting year, with upgrades introduced across customer touchpoints. ATM lobby areas and drive-through facilities were refurbished to enhance usability and customer interaction, alongside the installation of solar-powered ATM road signs, integrating operational improvements with sustainability considerations.

These enhancements contributed to a more consistent and accessible customer journey across physical channels, while supporting the Bank’s presence across key service locations.

Additionally, efforts to streamline customer interactions extended to product documentation and application processes. Loan booklets and credit card application forms were redesigned to reduce paper usage and minimise the number of required signatures, simplifying the onboarding process for customers.

This approach reduced administrative complexity and improved processing efficiency, aligning product delivery with customer expectations for more straightforward and accessible services.



“ Expanding Customer Product Offering – Launch of ABK 123 Card

Product development continued to focus on offering differentiated solutions aligned with customer needs. The launch of the ABK 123 Card introduced a multi-reward structure, providing customers with flexible benefits within a single product.

In parallel, enhancements to the Freedom Card included the addition of the Indian Rupee, expanding the multi-currency offering to a total of 13 currencies. This supports customers with diverse financial needs, particularly those engaged in cross-border transactions.



“ Customer Engagement and Market Presence

Customer engagement initiatives extended beyond traditional service channels. The Bank conducted targeted events, including female-focused engagements in collaboration with established brands, providing tailored experiences for specific customer segments.

Participation in exhibitions, including the Auto Car Show and the Baiti Exhibition, enabled direct interaction with customers, presenting financial solutions related to auto and housing loans. These engagements created opportunities to connect with customers in relevant market settings while promoting product offerings.

In parallel, the Bank strengthened its presence across key universities to engage with younger customer segments and introduce banking services aligned with their evolving needs.



Customer Feedback, Complaints, and Remediation

Customer feedback is captured through a range of channels, including branches, email, mobile applications, contact centres, and formal dispute mechanisms. Complaints and grievances are managed by the Customer Protection and Complaint Unit (CPCU), with defined response timelines of 15 working days for customer complaints and three working days for grievances received through the Central Bank of Kuwait.

Each case is reviewed in coordination with the relevant department, with findings used to determine appropriate responses and corrective actions. Where required, remediation measures may include fee waivers, refunds, or service adjustments. In cases where internal errors are identified, formal incident reports are raised to address root causes and prevent recurrence.

Customer input is incorporated into ongoing improvements. Feedback collected through complaint handling, surveys, and engagement channels is used to refine processes, enhance products, and improve the overall customer experience. Monitoring mechanisms are in place, including monthly reporting to Executive Management, tracking complaint volumes, comparing performance over time, and measuring customer satisfaction through survey results.

Engagement extends beyond issue resolution, with interaction taking place through branches, call centres, digital platforms, and structured surveys conducted with external expertise to capture unbiased customer feedback and strengthen service delivery.

To complement these channels, automated systems are in place to capture customer sentiment across social media platforms, generating alerts for negative feedback and enabling timely response or escalation through formal complaint management processes. Insights from these interactions are incorporated into periodic reporting, including monthly reputation risk reporting.

During the reporting year, ABK Kuwait recorded 433 customer complaints, while ABK Egypt recorded 664 valid customer complaints, all of which ABK has handled and closed.

“ Digital Queuing Ticket System

Efforts to enhance the in-branch experience and operational flow led to the development of a fully digital queuing system, replacing traditional paper-based tickets with SMS-based notifications. This initiative enables customers to receive their queue number directly on their mobile device, removing the need to manage physical tickets.

Once a ticket is issued, customers receive automated SMS notifications, including follow-up alerts as their turn approaches. Messages also provide details such as the assigned counter or office and the name of the serving staff member, creating a more structured and personalised service experience.

The system is integrated with the existing queue management platform and is expected to go live in the second quarter of 2026. In addition to improving the waiting experience, the transition reduces paper usage across branches, aligning operational improvements with sustainability considerations.



Customer Satisfaction Performance

Tracking customer perception remains an important aspect of assessing the effectiveness of service delivery and the overall customer experience. Measures such as the Customer Satisfaction Index (CSI) and Net Promoter Score (NPS) provide a consistent view of how customers engage with the Bank over time.

Results for the reporting period show a clear and sustained improvement across both indicators. Over the three-year period, CSI increased from 88% in 2023 to 94% in 2025, while NPS rose from 51% to 68% over the same timeframe, reflecting stronger customer advocacy and satisfaction levels.

This upward trend highlights the progress made in enhancing customer experience, with improvements observed consistently across consecutive reporting periods.

Customer Satisfaction Performance

| Metric | 2023 | 2024 | 2025 |
|-----------------------------------|------|------|------|
| Customer Satisfaction Index (CSI) | 88% | 90% | 94% |
| Net Promoter Score (NPS) | 51% | 65% | 68% |

3.2 Customer Trust

Customer Protection and Product Transparency

Clarity in product design and communication forms a key part of how the Bank engages with its customers. In line with Central Bank of Kuwait (CBK) requirements, all products and services are accompanied by clearly defined terms, conditions and essential information, enabling customers to understand product features and associated obligations prior to use.

A structured review process is applied across all offerings, whereby products undergo assessment in accordance with internal policies and approval mechanisms, including Product Pricing Committee clearance. These reviews incorporate compliance requirements and customer protection considerations prior to launch. As a result, all product and service categories are covered and assessed against defined procedures.

Dedicated functions, including the Service Quality department and call centre, are in place to oversee adherence to customer protection requirements and respond to customer needs across service channels.

Consideration of customer well-being extends to the assessment of potential health and safety impacts associated with products and services. During the reporting year, a safety survey was conducted across branches and facilities to evaluate these aspects, aligning product offerings with regulatory expectations and customer protection requirements.

No instances of non-compliance with product or service health and safety regulations or voluntary standards were identified during the reporting period.

Fraud Protection

Protection against fraudulent activity is embedded within transaction monitoring processes, whereby customer transactions are assessed in real time to detect suspicious or unusual behaviour. This enables the early identification of potential fraud cases and limits exposure to financial risk.

Monitoring is conducted through a combination of external and internal systems, providing continuous oversight across card transactions and payment activity. These include:

- **Visa Risk Manager** – Visa International’s real-time monitoring solution
- **Expert Monitoring System** – Mastercard’s real-time monitoring solution
- **PowerCard** – the Bank’s in-house card management and real-time monitoring system

Oversight is maintained by the PSD Unit, which operates on a 24/7 basis, including weekends and public holidays, ensuring continuous monitoring and prompt response to potential fraud cases.

This continuous monitoring approach demonstrates close oversight of customer activity across all channels, maintaining vigilance over transaction behaviour and responding promptly to potential risks as they arise.

Responsible Marketing and Customer Communication

Marketing practices are guided by Central Bank of Kuwait (CBK) customer protection principles, with a focus on accurate communication and the responsible promotion of products and services. This approach aligns marketing activities with regulatory expectations and customer protection requirements.

The outcomes presented in the following demonstrate compliance across product information, labelling, and marketing communications, covering both regulatory requirements and voluntary codes at Group level.

Incidents of Non-compliance

| Product and Service Information and Labeling | ABK Group |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| Number of incidents of non-compliance with regulations concerning product/service information and labeling resulting in a fine or penalty | 0 |
| Number of incidents of non-compliance with regulations concerning product/service information and labeling resulting in a warning | 0 |
| Number of incidents of non-compliance with voluntary codes concerning product/service information and labeling | 0 |
| Marketing Communications | ABK Group |
| Number of incidents of non-compliance with regulations related to marketing communications (including advertising, promotion, sponsorship) that resulted in a fine or penalty | 0 |
| Number of incidents of non-compliance with regulations related to marketing communications (including advertising, promotion, sponsorship) that resulted in a warning | 0 |
| Number of incidents of non-compliance with voluntary codes concerning marketing communications (including advertising, promotion, sponsorship) | 0 |

3.3 Simpler Banking: Digital Transformation

Advancing digital capabilities continues to shape how we deliver banking services, with a focus on making interactions more accessible, efficient, and aligned with evolving customer expectations. Our approach centres on integrating practical innovations into day-to-day operations, enabling services to be delivered with greater ease across both physical and digital channels.

This direction is evident in how processes are redesigned, systems are enhanced, and platforms are modernised across the Bank. These developments are embedded within existing operations, strengthening connectivity across services and creating a more seamless and intuitive experience for customers.

The initiatives outlined in the following demonstrate how these efforts are applied in practice, highlighting ongoing progress in simplifying customer access to and engagement with our services.

Customer-Facing Digital Channels

“ Mobile Banking Revamp and Segmented Experience

Our mobile banking platform was fully redesigned and relaunched in 2025 following extensive development, introducing a revamped application tailored to different customer segments. Each segment is presented with a distinct interface and service configuration, enabling a more personalised banking experience through the application.

The redesign focused on improving accessibility through a simplified user interface and enhanced navigation, making it easier for customers to access services and key banking information. Premium segment customers are provided with direct access to their relationship manager through the application, alongside contact details and targeted campaigns specific to their segment.

Security and control features were also expanded, with limits applied to transactions based on approved schemes, and card management tools enabling customers to control spending limits across withdrawals, point-of-sale, and e-commerce transactions, including differentiation between local and international usage.

Digital onboarding functionality allows new customers to open accounts directly through the application, extending access to banking services without requiring branch visits.



“ UAE Mobile Banking Enhancement

A modernised, scalable mobile platform architecture has been designed to meet CBUAE mandates, ensuring flexibility for future regulatory requirements. The new application is faster and more user-friendly, built on updated technologies. The platform enhances communication and engagement with customers while contributing to operational efficiency, and incorporates strengthened authentication processes for onboarding, as well as enhanced transaction security features such as facial biometrics, self-service fraud reporting, transaction blocking, and account management.

The initiative involved more than 10 employees in its development and implementation, with a focus on improving customer experience and strengthening trust through digital channels.



“ Digital Channels Revamp

Our digital channels underwent a comprehensive transformation through the Channels Revamp programme, replacing both mobile and internet banking platforms with updated technologies designed to enhance how customers access and navigate services.

The programme builds on progress achieved in 2024 and culminated in the launch of the new mobile banking application at the beginning of 2025. The release introduced a complete redesign of the platform, incorporating a modern interface, simplified navigation, and expanded functionality aligned with current market expectations.

Enhancements focused on improving usability and accessibility across the platform, alongside the introduction of more personalised and innovative services. These changes have reshaped how customers interact with digital channels, providing a more streamlined and intuitive experience across everyday banking activities.



Payments and Transaction Experience

“ QR-Based Payment Solutions and Processing Efficiency

QR-based fund transfer solutions have been implemented to streamline transaction processing, including payments related to Ministry of Justice (MOJ) requirements. This has improved processing efficiency, accuracy, and consistency across branches, particularly in handling structured payment flows.



“ Payments Transformation and Processing Enhancements

Payment infrastructure has been upgraded through migration from SWIFT MT to MX messaging standards, aligning with global requirements, and enhancing the quality and structure of payment data exchanged across systems.

Further improvements include the extension of local KWD payment cut-off times in line with Central Bank of Kuwait directives, allowing greater flexibility for customers in initiating transactions. In parallel, cheque clearing submission and processing hours have been extended, including availability over weekends, improving accessibility and processing timelines.

Performance in payment processing continues to be recognised externally, with the Bank achieving a 98.78% MT103 STP rate for USD payments for the third consecutive year, positioning it among leading institutions in the region and signaling a remarkable achievement for the Group.



Core Systems, Infrastructure Modernization, and Automation

Enhancements focused on core systems, infrastructure modernization, and automation initiatives have been progressed in an integrated manner, strengthening the Bank's operational backbone while enabling more efficient and responsive service delivery. This is reflected across several key developments, including:

“ Data Integrity and System Alignment ”

Data management practices were enhanced through the completion of major Ci-Net data clean-up initiatives, aligning records with core banking systems and improving consistency across data sources

“ Core Banking and Infrastructure Modernisation ”

The Finacle Core Banking upgrade programme was launched across Kuwait and the UAE, covering core banking systems, payments infrastructure and the Retail Loan Origination System (RLOS). The programme addresses infrastructure modernisation, regulatory compliance requirements and functional enhancements across systems. These upgrades are intended to enable improved automation, strengthen compliance capabilities, and enhance the ability of business teams to respond to regulatory and market developments.

“ Robotic Process Automation (RPA) Implementation ”

A new Robotic Process Automation (RPA) platform was implemented to replace the existing solution, enabling the automation of key processes across the Bank. Several major processes have already been automated, with additional processes currently under development. This transition enables faster service delivery and reduces manual intervention across operational workflows.

“ ABK Egypt – Digitalisation Efforts ”

During the reporting period, ABK Egypt continued to advance its digital capabilities through:

- Expansion of internet and mobile banking services for both retail and corporate customers, improving accessibility and customer convenience
- Introduction of Case Management and a 360-degree Customer View, forming a core component of the Customer Relationship Management (CRM) solution
- Launch of CorPay for corporate customers, enabling them to perform Automated Clearing House (ACH) transfers remotely
- Automation of selected processes, including digital customer onboarding (where permissible under regulatory requirements), account opening, and the issuance of term deposits and certificates of deposit
- Digitisation of customer communication processes, contributing to faster and more reliable service delivery

3.4 Financial Inclusion

Banking for All

Expanding access to financial services is approached through a combination of targeted outreach, tailored products, and internal capability building, allowing engagement with different segments of society in a more inclusive and structured manner.

Financial literacy initiatives are delivered through both focused engagements and broader awareness programmes. Consumer Banking organises targeted events for specific segments, including female-focused sessions such as the Gold Workshop and Breast Cancer Awareness session, addressing financial awareness alongside personal well-being. In parallel, the Complaint Unit implements an annual awareness plan delivered through digital channels, social media, and direct communication, covering key financial topics and reaching priority groups identified by CBK, including labour workers, minors, youth, and customers with special needs.

Access to financial services is further extended through products designed for different income levels. AIAmel accounts are available for customers earning less than KWD 300 within the private sector. Credit card offerings have also been expanded to include customers with salaries starting from KWD 200, alongside prepaid card solutions available to all customers, providing broader access to banking services.

Internal training programmes reinforce how these services are delivered. Customer protection and ethical selling practices are embedded through training conducted for employees engaged in direct sales and branch operations, delivered through dedicated academies to strengthen consistency in customer interactions.

No complaints or controversies relating to restricted or discriminatory access to financial services were recorded during the reporting period.

These efforts are further reinforced through structured national initiatives that extend financial awareness beyond individual programmes and product access. In this context, ABK proudly presents its contribution to the Diraya financial literacy platform, bringing together outreach, targeted engagement and inclusive service delivery within a broader ecosystem. Further details on this initiative are provided as follows.

“ Diraya Financial Literacy

Under its Diraya financial literacy platform, ABK plays an active role in advancing financial awareness and inclusion across society. Diraya forms part of Kuwait’s broader national financial awareness ecosystem, delivered in collaboration with the Central Bank of Kuwait (CBK) and the Kuwait Banking Association (KBA). Through this platform, ABK contributes to equipping individuals with the knowledge required to make informed financial decisions and to engage confidently with the banking system.

The initiative targets diverse segments of society and addresses a wide range of topics, including banking fundamentals, digital financial services, responsible saving practices, fraud prevention, and prudent financial behaviour. Through its participation in Diraya, ABK reinforces its commitment to strengthening financial inclusion and fostering trust in the banking sector.

ABK’s Multi-Channel Contribution to Diraya

As an active contributor to Diraya, ABK adopts a multi-channel engagement approach designed to maximise reach and accessibility across different demographics. During 2025, the Bank delivered financial awareness initiatives through a combination of:

- Community and school-based educational programmes
- Educational cinema placements and public awareness screenings
- ATM and branch awareness messaging
- Internal awareness campaigns for employees
- Social media competitions and digital educational content
- Community events and awareness booths
- Radio features and press coverage
- Monthly push notifications and SMS awareness messages

This integrated approach ensures that financial literacy messages are delivered through engaging and accessible formats, aligned with evolving communication trends and audience preferences.

Youth Financial Literacy: ABK School Outreach

As part of its youth-focused contribution to Diraya, ABK delivered structured financial literacy programmes across eight schools in Kuwait during the reporting period.

These workshops introduced students to essential financial concepts through interactive and age-appropriate learning formats. Key topics included understanding the value of money, developing saving habits, managing personal spending, safe banking practices, fraud awareness, and gamified learning activities.

Strengthening Financial Inclusion and Trust

Diraya reflects ABK’s broader commitment to building a financially aware and resilient society. By combining structured education with accessible communication channels, the Bank helps bridge financial knowledge gaps while reinforcing confidence in financial institutions.

ESG and Sustainable Development Alignment

ABK’s contribution to Diraya aligns closely with its ESG strategy and supports multiple global sustainability frameworks. Through this initiative, the Bank contributes to advancing the United Nations Sustainable Development Goals, particularly:



Financial literacy remains a strategic pillar of ABK’s sustainability strategy and direction. Through its active contribution to Diraya, the Bank continues to strengthen its role in advancing financial inclusion, empowering communities, and supporting Kuwait’s long-term socio-economic development.



“ ABK Egypt – Financial Inclusion Practices

ABK Egypt advances financial inclusion through a structured approach that combines targeted outreach, accessible products and ongoing awareness initiatives. This approach is guided by a defined framework that supports broader access to financial services and encourages meaningful participation across underserved segments.

ABK Egypt’s financial inclusion framework is structured around four complementary dimensions:

- ABK Egypt identifies underserved target segments, including youth, women, farmers, persons with disabilities, informal workers and microenterprises.
- It provides fit-for-purpose products with simplified eligibility requirements and lower entry barriers.
- It supports customer onboarding and usage through digital banking, mobile wallet services and fee waivers.
- It invests in financial literacy and awareness to encourage informed usage, saving behaviour, and confidence in the banking system.

ABK Egypt’s financial inclusion efforts included:

- **Women’s Empowerment:**
Reached 965 participants through targeted awareness campaigns conducted as part of International Women’s Day, aimed at enhancing financial knowledge and inclusion.
- **Youth Engagement:**
Reached 282 participants through International Youth Day campaigns, combining awareness, product promotion and account application opportunities, with outreach conducted across universities and youth-focused platforms.
- **Savings Promotion:**
Reached 4,988 participants during International Saving Day, representing the largest share of total beneficiaries.
- **Rural and Agricultural Outreach:**
Engaged 1,023 participants through International Farmers’ Day initiatives, supporting outreach to agricultural communities and promoting access to financial services in rural areas.
- **Community and Regional Engagement:**
Reached 977 participants through International Arab Day campaigns, contributing to broader community outreach and inclusion efforts.
- **People with Disabilities (PwDs):**
Conducted targeted outreach as part of the International Day of Persons with Disabilities and strengthened accessibility through 13 accessible ATMs and 10 fully equipped accessible branches.

ABK Egypt reached a total of 8,235 beneficiaries across financial inclusion campaigns in 2025, reflecting diversified engagement across gender, age groups and regions.





04

Empowering Our Workforce



4.1 Inclusive Workforce



4.2 Workforce Care and Experience

4. Empowering Our Workforce

4.1 Inclusive Workforce

Workforce Composition

A well-established employee base is maintained across ABK Group, with headcount largely concentrated within ABK Kuwait and ABK Wealth Management, while international entities operate with more streamlined teams. Reported figures are based on a Full-Time Equivalent (FTE) headcount methodology and reflect the position at the end of the reporting period, providing a consistent view of workforce composition across entities.

Gender distribution remains relatively balanced, with female employees representing a notable share of the workforce and an overall representation across the Group of 38%.

Regional composition reflects a strong local presence, particularly within core operations, supported by international employees across overseas locations, enabling continuity and coverage across markets. This balance supports operational needs while aligning with the Group’s geographic footprint.

All employees are engaged on a full-time basis, with no reliance on part-time or non-guaranteed hours arrangements, reinforcing a consistent and stable employment structure.

A slight increase in total headcount compared with the previous year indicates a measured adjustment in workforce size, while overall composition and diversity levels remain broadly unchanged.

Workforce Composition

| | ABK Group | ABK Kuwait and ABK Wealth Management | ABK UAE | ABK DIFC | ABK Egypt |
|----------------------------------|-----------|--------------------------------------|---------|----------|-----------|
| Total number of employees | 3,080 | 1,039 | 94 | 58 | 1,889 |
| Employees by Gender | | | | | |
| Male | 1,919 | 623 | 48 | 41 | 1,207 |
| Female | 1,161 | 416 | 46 | 17 | 682 |
| Employees by Region | | | | | |
| Local | 2,725 | 808 | 30 | - | 1,887 |
| Foreign | 355 | 231 | 64 | 58 | 2 |

Note: Local for Kuwait refers to Kuwaiti Nationals and Local for UAE refers to Emirati employees (UAE citizens), and Local for Egypt refers to Egyptian nationals

ABK Group YOY Employees Number

| ABK Group | 2024 | 2025 | % Change |
|---------------------------|-------|-------|----------|
| Total Number of Employees | 2,950 | 3,080 | 4.41% |

Proportion of Female Employees

| | |
|-----------------------------|-----|
| ABK Group Female Employment | 38% |
|-----------------------------|-----|

A predominantly mid-career workforce characterises ABK Kuwait, ABK Wealth Management and ABK Egypt, with the largest concentration falling within the 30 to 50-year age group, while younger employees form a strong pipeline supporting early-career roles. Representation within more advanced age groups is present but comparatively limited.

Gender distribution across levels highlights a stronger female presence within entry and junior roles, alongside meaningful representation at middle management level. Male representation is more concentrated within entry roles, with a comparatively lower presence at higher levels, while senior management participation across both genders remains more limited and selectively distributed.

Alignment between age and level further reinforces this structure, with entry and junior roles primarily occupied by employees within the early to mid-career range, while middle management is largely driven by individuals within the central age group. Senior roles are more selectively distributed, with representation concentrated among more experienced age brackets.

Overall, this composition reflects a workforce supported by a strong mid-career core, complemented by an emerging talent base across entities, while progression into senior roles remains more concentrated and gradual.

Workforce Distribution per Age, Gender, and Level

| Category | ABK Kuwait and Wealth Management | ABK UAE | ABK DIFC | ABK Egypt |
|--------------------------------------------------|----------------------------------|---------|----------|-----------|
| By Age Group | | | | |
| Under 30 years old | 250 | 8 | 3 | 642 |
| 30-50 years old | 679 | 68 | 52 | 1,115 |
| Over 50 years old | 109 | 18 | 3 | 132 |
| By Gender and Level | | | | |
| Entry and junior level – Female | 29% | 12% | 38% | 28% |
| Entry and junior level – Male | 33% | 45% | 22% | 43% |
| Middle management – Female | 10% | 17% | 11% | 7% |
| Middle management – Male | 25% | 24% | 27% | 19% |
| Senior management and above – Female | 1% | 0% | 0% | 2% |
| Senior management and above – Male | 2% | 2% | 2% | 1% |
| Employees By Age Group and Level | | | | |
| Entry and junior level - Under 30 years old | 24% | 8.51% | 3.45% | - |
| Entry and junior level - 30-50 years old | 35% | 45.74% | 51.72% | - |
| Entry and junior level - Over 50 years old | 4% | 6.38% | 1.72% | - |
| Middle management - Under 30 years old | 0.1% | 0% | 1.72% | - |
| Middle management - 30-50 years old | 29% | 25.53% | 37.93% | - |
| Middle management - Over 50 years old | 6% | 11.70% | 1.72% | - |
| Senior management and above - Under 30 years old | 0% | 0% | 0% | - |
| Senior management and above - 30-50 years old | 1% | 1.06% | 0% | - |
| Senior management and above - Over 50 years old | 1% | 1.06% | 1.72% | - |

Hiring and Turnover

Employee movement is primarily concentrated within the younger workforce, particularly among employees under 30 years of age, with additional activity observed within the 30 to 50 age group, while changes within more senior age brackets are comparatively limited. Recruitment is largely sourced from local talent within ABK Kuwait and ABK Wealth Management, with international recruitment more evident across overseas entities.

Across gender, both hiring and turnover are more pronounced among male employees, while female representation remains consistent across both inflows and outflows. Turnover rates vary slightly across entities, reflecting differences in workforce composition and operational context, with overall patterns indicating a steady level of employee movement.

New Hires per Age, Gender, and Region

| | ABK Group | ABK Kuwait and ABK Wealth Management | ABK UAE | ABK DIFC | ABK Egypt |
|-----------------------------------|-----------|--------------------------------------|---------|----------|-----------|
| Employee hires - By age | | | | | |
| Under 30 years old | 327 | 64 | 3 | 2 | 258 |
| 30-50 years old | 260 | 68 | 9 | 11 | 172 |
| Over 50 years old | 3 | 2 | 0 | 0 | 1 |
| Employee hires - By gender | | | | | |
| Male | 375 | 91 | 6 | 11 | 267 |
| Female | 215 | 43 | 6 | 2 | 164 |
| Employee hires - By region | | | | | |
| Local | - | 103 | 7 | 0 | - |
| Foreign | - | 31 | 5 | 13 | - |

Figure: Turnover per Age, Gender, and Region

| Metric | ABK Group | ABK Kuwait and Wealth Management | ABK UAE | ABK DIFC | ABK Egypt |
|--------------------------------------|-----------|----------------------------------|---------|----------|-----------|
| Employee Turnover - By age | | | | | |
| Under 30 years old | 41 | 39 | 2 | 0 | - |
| 30-50 years old | 100 | 82 | 9 | 9 | - |
| Over 50 years old | 20 | 17 | 2 | 1 | - |
| Employee Turnover - By gender | | | | | |
| Male | 94 | 83 | 5 | 6 | - |
| Female | 67 | 55 | 8 | 4 | - |
| Employee Turnover - By region | | | | | |
| Local | 120 | 116 | 4 | 0 | - |
| Foreign | 41 | 22 | 9 | 10 | - |

Turnover Rates

| | ABK Kuwait and ABK Wealth Management | ABK UAE | ABK DIFC | ABK Egypt |
|---------------|--------------------------------------|---------|----------|-----------|
| Turnover rate | 13% | 10% | 23% | 13.6%* |

*Note: Voluntary turnover

4.2 Workforce Care and Experience

Learning, Development, and Employee Experience

Expanding the knowledge, expertise and development of employees is addressed through a mix of technical and behavioural training programmes, delivered in partnership with local universities and international bodies. These include:



Leadership development is further supported through structured programmes and regional partnerships. In Kuwait, these include collaborations with the Kuwait Foundation for the Advancement of Sciences (KFAS) and the Institute of Banking Studies, alongside two dedicated leadership talent initiatives. Similarly, in the UAE, all banks are required to partner with the Emirates Institute of Finance (EIF). The EIF provides essential training across banking, technical and soft skills, while offering specialised certificate programmes in high-impact areas such as AI, risk management, AML and HR.

Employee experience is monitored through annual satisfaction surveys, including those conducted with third-party providers, allowing feedback to be incorporated into ongoing improvements.

Building on these development initiatives, the continuation of employee learning is reflected in training participation across the workforce. Training hours provide a clear view of how knowledge is sustained across different employee categories, while also highlighting engagement across roles and seniority levels across the Group, as well as structured programmes such as the graduate training programme within ABK UAE.

ESG Awareness and Capacity Building Across ABK

As part of ABK commitment to strengthening ESG integration across its operations and fostering a culture of sustainability, the Bank has implemented a unified annual ESG training programme mandatory for all employees across the Group. The initiative reflects ABK’s ongoing efforts to enhance internal ESG awareness, build institutional capabilities, and support the effective integration of sustainability considerations into business activities, operational practices, governance processes and decision-making frameworks.

The mandatory annual training programme is completed by employees across ABK Kuwait, ABK UAE/ DIFC and ABK Wealth Management, ensuring a consistent and organisation-wide understanding of ESG principles and sustainability-related matters across the Group. The programme is designed to provide employees with a comprehensive overview of ESG principles and sustainable finance concepts, while establishing a common baseline understanding across all functions and levels of the organisation.

The programme covers a range of topics, including ESG fundamentals, sustainable finance and responsible banking, climate-related risks and opportunities, governance and ethical business conduct, stakeholder expectations, regulatory developments, and the Bank’s ESG strategy and commitments. In addition, the programme introduces employees to the growing importance of climate-related financial risks and sustainability-related considerations within the banking sector, including the evolving expectations of regulators, investors, customers and other stakeholders.

Through these sessions, employees gain a broader understanding of how ESG factors may influence risk management, operational resilience, business continuity, reputation and long-term value creation. The initiative forms part of ABK’s broader ESG governance and capacity-building efforts aimed at embedding ESG principles across the organisation and strengthening the Bank’s sustainability culture.

By ensuring mandatory annual participation across the Group, ABK seeks to promote organisation-wide accountability, enhance employee awareness and encourage the incorporation of ESG considerations into day-to-day activities and business practices. The programme is periodically reviewed and updated to reflect evolving market practices, regulatory expectations, climate-related developments and the Bank’s strategic ESG priorities.

Through this approach, ABK continues to invest in developing internal knowledge and capabilities to support its long-term sustainability ambitions and reinforce its commitment to responsible and sustainable banking practices across the Group.



Training Hours

| Category | ABK Kuwait and ABK Wealth Management | ABK UAE | ABK DIFC | ABK Egypt |
|--------------------------------------------------------------|--------------------------------------|---------|----------|-----------|
| Average Employee Training Hours by Employee Category | | | | |
| Entry and junior level | 2 | 10.3 | 2 | 641.2 |
| Middle management | 2 | 8.3 | 2 | 26.4 |
| Senior management and above | 2 | 16 | 10 | 12.2 |
| Average number of training hours undertaken by ABK employees | 2 | 9.5 | 2.3 | 36.6 |

ABK UAE Youth Support



ABK UAE Graduate Trainees

188

ABK Egypt Training Hours



ABK Egypt Total Training Hours

68,977

ABK Egypt – Sustainability Training

As part of its commitment to strengthening internal capabilities and integrating sustainability across its operations, ABK Egypt implemented a comprehensive suite of training programmes focused on sustainable finance and ESG principles. These programmes were designed to reach employees across all organisational levels, fostering a unified understanding of sustainability.

Training initiatives covered new hires through induction programmes (250–300 participants), as well as junior (20 employees), senior (25 employees), and supervisory levels (25 employees). In addition, targeted sessions were delivered to middle management (20 employees) and top management (10 employees), ensuring strong leadership alignment with ABK Egypt’s sustainability agenda.

To further embed ESG principles across its operations, the Bank extended these initiatives across a wide range of departments, reaching 350–400 employees. These efforts covered departments including Corporate Finance, SME Finance, Risk Management, Financial Institutions, and Retail Banking, alongside key enabling functions such as Administrative Functions, Strategy, Operations and Human Resources, as well as targeted engagement with the Sustainability and Financial Inclusion Units.

Training programmes were designed to address a wide spectrum of sustainability-related topics. These included foundational areas such as sustainable finance, climate risk management, and environmental and social risk management, alongside more specialised areas such as sustainability strategy development, environmental and social assessment of financed projects, green finance, and sustainability reporting and disclosure. Additional topics focused on sustainable banking products and services, financing of Micro, Small and Medium Enterprises (MSMEs), and measuring the Bank’s internal carbon footprint, reflecting a balanced approach across the strategic, risk and operational dimensions of sustainability.



Performance Review and Career Progression

Performance and career development discussions form an integral part of how progression is guided across the Group. Regular review cycles provide a structured opportunity to assess individual performance, align on development priorities, and support career advancement across different roles and levels.

Participation in these reviews spans the workforce, covering colleagues across entry, middle and senior management levels, as well as both male and female employees. This broad coverage reflects a consistent approach adopted across the Group, ensuring that colleagues are engaged in formal feedback and progression processes throughout their careers.

The distribution across employee categories highlights how these discussions are embedded at multiple levels, supporting both early-career development and leadership progression.

Performance and Career Development

| | ABK Kuwait and ABK Wealth Management | ABK UAE | ABK DIFC | ABK Egypt |
|-------------------------------------------------------------------------------------------------------|--------------------------------------|---------|----------|-----------|
| Percentage of total employees who received a regular performance and career development review | 96% | 95% | 100% | 100% |
| By Gender | | | | |
| Male | 60% | 51% | 71% | 64% |
| Female | 40% | 49% | 29% | 36% |
| Employee Category | | | | |
| Entry and junior level | 67% | 64% | 24% | - |
| Middle management | 36% | 34% | 74% | - |
| Senior management and above | 2% | 2% | 2% | - |

Compensation and Employment Conditions

Aligned with applicable labour laws across operating jurisdictions, retirement obligations are managed in line with Kuwait Labour Law, UAE Labour Law and DIFC Employment Law for GCC citizens, with contribution rates set at 10.5% for local employees and 11.5% for Kuwaiti employers. Entry-level wages exceed legal minimum benchmarks across roles, demonstrating ABK's commitment to providing an exceptional remuneration package to its employees, found in the following breakdown:



In ABK UAE, entry-level wages are approximately twice the minimum wage. Notice periods for major operational changes follow regulatory requirements, with a standard three-month period in Kuwait and variable arrangements in the UAE depending on the situation.

These practices contribute to fair and competitive employment conditions across the workforce.

ABK UAE Ratio of the Annual Total Compensation

| Metric | ABK UAE | ABK DIFC |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|----------|
| Ratio of the annual total compensation of the organisation's highest-paid individual to the median annual total compensation of all employees (excluding the highest-paid individual) | 7:1 | 5:1 |
| Percentage increase in the median annual total compensation of all employees (excluding the highest-paid individual) | 5% | 5% |

Note: This is conducted based on the percentage of the previous year's salary.

Parental Leave

Participation in parental leave programmes is observed across entities, with engagement recorded among both male and female employees, although uptake is more prominent among male employees in certain locations. Return-to-work patterns vary across entities, with full alignment between leave uptake and return observed within ABK Kuwait, ABK UAE and ABK DIFC, while partial return is reflected in ABK Egypt during the reporting period.

Retention following return from leave is evident within ABK Kuwait, ABK Wealth Management, and ABK UAE/DIFC, with a majority of employees continuing their employment beyond 12 months. Comparable retention data is not recorded across other entities. Overall, the figures indicate consistent return-to-work trends across most entities, with variations reflecting differences in workforce dynamics.

Parental Leave and Retention

| Type | ABK Kuwait and Wealth Management | ABK UAE | ABK DIFC | ABK Egypt |
|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------|---------|----------|-----------|
| Employees who took parental leave | 45 | 4 | 3 | 69 |
| Male | 27 | 2 | 3 | 41 |
| Female | 18 | 2 | 0 | 28 |
| Employees who returned to work after parental leave | | | | |
| Male | 27 | 2 | 3 | - |
| Female | 18 | 2 | 0 | 15 |
| Employees who returned to work after parental leave ended who were still employed 12 months after their return to work | | | | |
| Total employees | 40 | - | - | 1 |
| Male | 24 | - | - | 1 |
| Female | 16 | - | - | - |
| Return to work rate | | | | |
| Male | 100% | 100% | 100% | - |
| Female | 100% | 100% | 100% | 54% |
| Retention rate | | | | |
| Male | 100% | 100% | 100% | 5% |
| Female | 100% | 100% | 100% | - |

Health and Well-being Support

Employees are provided with access to private healthcare services, including health insurance coverage for:

- General medical care**
- Dental and optical services**
- Maternity care**
- Lifestyle-related illnesses**
- Major illnesses**

These services are available to all employees, providing access to a broad range of healthcare support. Employee health information is managed confidentially, with communication taking place directly between employees and medical service providers, restricting access to authorised parties only.

Grievance Mechanisms and Non-Discrimination

Formal mechanisms are in place to enable employees to raise concerns and report grievances. These include:

- An established Grievance Policy
- An Employee Relations unit
- Human Resources Business Partners (HRBPs)
- Employee surveys
- A Whistleblowing Policy for reporting serious concerns

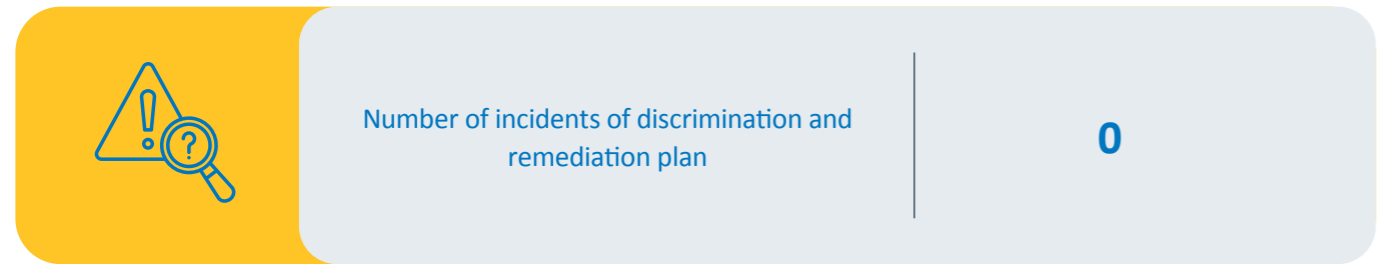
Employees are encouraged to raise concerns at any time, with whistleblowing channels enabling escalation to senior management where required.

Grievance mechanisms are reviewed and improved based on feedback collected through surveys and direct communication with employees involved in the process.

Internal reporting and escalation procedures are well established, allowing employees to raise concerns through defined channels.

The effectiveness of grievance and reporting channels is reflected in the outcomes observed across the Group's operations. The absence of recorded incidents of discrimination, alongside no requirement for remediation plans, indicates that concerns related to workplace conduct are addressed proactively, with established mechanisms contributing to a respectful and well-managed working environment across entities.

Inclusive Workplace



Worker Rights, Reporting, and Engagement

Employees are provided with clear channels to report hazards or unsafe conditions through supervisors and approved reporting mechanisms. A non-retaliation policy is applied to protect individuals who raise safety concerns.

Workers are also granted the right to stop work and remove themselves from situations they believe pose a safety risk until the issue is resolved. This right is reinforced through safety communications and awareness initiatives, with protections in place to prevent retaliation.

Engagement on safety matters is facilitated through internal communication channels and feedback mechanisms, including:



Safety topics are addressed through periodic coordination between management and staff at branch level. While no formal Occupational Health and Safety (OHS) committees are in place yet, worker feedback is incorporated through established administrative processes.

Additionally, human rights considerations are also reflected in the training of security personnel, with coverage recorded within ABK UAE, indicating the integration of relevant policies and procedures into security operations.

Occupational Health and Safety Management

Health and safety practices are implemented through a Safety Management System (SMS) that forms part of the Bank's operational risk and compliance framework. This includes multiple aspects such as:

- Safety procedures embedded in building operations and contractor management
- Enforcement of safety requirements during construction, maintenance and fit-out activities
- Implementation of emergency preparedness measures, including fire safety systems, drills and evacuation procedures

These practices are aligned with:

- Applicable national labour and workplace safety regulations in each operating jurisdiction
- Civil defence and fire safety requirements
- Local occupational safety laws and building codes

The SMS has been implemented in line with national occupational health and safety requirements and internal risk management policies and procedures. It covers hazard identification, risk assessment, implementation of control measures, awareness and training programmes, and periodic reviews to drive continuous improvement across branch locations

The scope of the system applies to employees working within branch locations, with safety measures also extended to customers and visitors on the premises in line with applicable regulations and instructions.

From an awareness perspective, health and safety awareness is reinforced through structured training and communication initiatives. ABK Group provides:

- General safety guidance and preventive measures within branches
- Regular awareness seminars and workshops
- Updated safety materials based on emerging risks

In addition, in-person awareness sessions are delivered in collaboration between the Learning & Development team and Facilities Management, covering:

- Principles of safety
- First aid
- Emergency evacuation procedures
- Armed robbery awareness for branch staff

Complementing these practices, work-related hazards and risk assessments are conducted by the Operational Risk team, covering both routine and non-routine activities.

Risk assessment findings are used to:



Outcomes are used to update safe working procedures and enhance the overall safety management system, reinforcing continuous improvement practices.

Work-related incidents are investigated in line with approved procedures, with root causes analysed and corrective and preventive actions defined. Lessons learned are incorporated into safety practices to improve system effectiveness over time.

The application of these health and safety practices across branch operations is reflected in the outcomes observed during the reporting period. Monitoring of work-related incidents, hazards and health indicators provides a clear view of how safety measures are functioning in practice, with results indicating a stable and well-managed working environment across operating entities.

“ Fire Safety and Emergency Preparedness at ABK

As part of ABK commitment to maintaining a safe, secure and resilient working environment, the Bank continues to strengthen its health, safety and emergency preparedness practices across its operations. In line with this commitment, ABK conducted a fire safety and emergency evacuation drill at its Headquarters in Kuwait during 2025 in coordination with the relevant authorities.

The exercise aimed to assess the effectiveness of the Bank’s emergency response procedures, evacuation protocols and internal coordination mechanisms, while enhancing employee awareness and preparedness in responding to emergency situations. The drill also supported the evaluation of response times, communication channels and safety systems to help ensure operational readiness and business continuity.

The initiative forms part of ABK’s broader efforts to promote a culture of health and safety across the Group and reinforce employee wellbeing and workplace resilience. Through periodic awareness initiatives and emergency preparedness exercises, ABK seeks to strengthen staff readiness, improve safety awareness and support compliance with applicable health, safety and security standards across its operations.



Workplace Safety Performance and Outcomes

| Type | ABK Kuwait and ABK Wealth Management | ABK UAE | ABK DIFC |
|-----------------------------------------------------------------------------------------|--------------------------------------|---------|----------|
| Work-related injuries for all employees (all types) | 0 | 0 | 0 |
| Work-related injuries for all workers who are not employees (all types) | 0 | 0 | 0 |
| Work-related hazards (all types) | - | 0 | 0 |
| Work-related ill and health incidents for all employees (all types) | 0 | 0 | 0 |
| Work-related ill and health incidents for all workers who are not employees (all types) | 0 | 0 | 0 |
| Lost Time Injury Frequency Rate (LTIFR) | 0 | 0 | 0 |



Strengthening Branch Safety Culture and Operational Awareness

Efforts to strengthen safety across branches were advanced through a combination of awareness, reporting, and physical environment enhancements, contributing to a more consistent and proactive safety culture. Safety awareness across branches was reinforced through a series of internal initiatives focused on building a more consistent understanding of day-to-day risks. These efforts were implemented through awareness campaigns, workshops and periodic inspections conducted within branch environments, aiming to strengthen the overall safety culture and raise risk awareness among employees, leading to improved compliance with established safety procedures and a reduction in observed safety issues. The combination of communication, training and on-site oversight contributed to the more consistent application of safety practices across branches.

Complementing these efforts, internal channels were introduced to facilitate the reporting and tracking of safety observations within branches, encouraging employees to actively participate in identifying potential risks. This approach led to an increase in reported observations, improved response times, and more timely resolution of identified issues, with accessible reporting mechanisms supporting more proactive engagement in maintaining safe working conditions.

In parallel, improvements to the physical working environment were introduced through updates to branch layouts and the installation of enhanced safety signage. These changes were designed to provide clearer guidance within branch spaces and to reinforce safe behaviours during daily operations. Updated signage and awareness materials were distributed across branches, contributing to a reduction in unsafe behaviours and improved adherence to safety requirements, further supporting a structured and clearly communicated safety environment within operational spaces.



Building Day-to-Day Risk Awareness

Short, targeted awareness sessions were introduced during working hours to strengthen staff readiness in managing routine risks within branches. These sessions focused on reinforcing practical safety measures and increasing familiarity with day-to-day risk scenarios.

The initiative contributed to improved adherence to preventive measures and stronger field observation indicators, supporting more consistent risk awareness across branch teams.







Employee Engagement

Creating a positive and engaging workplace extends beyond formal policies and programmes, with a focus on encouraging moments of connection, recognition and shared experience across the Bank. A range of initiatives is implemented throughout the year to encourage interaction among colleagues and support a more inclusive and enjoyable working environment.

These activities include social and family-oriented events such as the Ramadan Ghabga, which brings colleagues together in a shared cultural setting, as well as initiatives such as “ABK Juniors – Bring Your Children to Work”, enabling employees to engage their families in the workplace and strengthen a sense of belonging. Recreational activities, including staff football tournaments, further contribute to team cohesion and interaction across departments.

Collectively, these initiatives create opportunities for colleagues to connect beyond day-to-day responsibilities, contributing to a more balanced and engaging workplace experience.

Selected Employee Engagement Initiatives

| Engagement Category | Description | Duration | Total Attendees | Total Investment (KWD) |
|-----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------------|------------------------|
|  Cultural and Seasonal Events | Includes Ramadan Ghabga, Diwali, UAE National Day, UAE Flag Day, UAE Women’s Day, Christmas (Secret Santa), and other national and cultural celebrations, featuring gatherings, meals, decorations and employee engagement activities. | 1–4 hours | ~1,141 | 34,773 |
|  Family and Social Initiatives | Includes “ABK Juniors – Bring Your Children to Work” and Mother’s Day and Father’s Day celebrations, aimed at strengthening family engagement and workplace belonging. | 2–4 hours | ~368 | 4,423 |
|  Employee Recognition and Well-being Campaigns | Includes International Women’s Day, Happiness Day, Ramadan giveaways, and similar initiatives focused on recognition, morale, and employee well-being through gifts and engagement activities. | N/A | ~600+ | 1,529 |
|  Sports and Recreational Activities | Includes ABK Football Tournament and similar activities promoting teamwork, health and interdepartmental engagement. | ~3 hours | 120 | 1,000 |
|  Annual Events and Celebrations | Includes the ABK Year-End ceremony, recognising employee contributions through awards, social gatherings and formal celebrations. | ~4 hours | 90 | 4,193 |
|  Total Expenditure (KWD) | | | 45,918 | |



05

Creating Shared Value



5.1 Community Impact



5.2 Empowering SMEs



5.3 Sustainable Procurement

5. Creating Shared Value

5.1 Community Impact

Engagement with the wider community remains an ongoing priority, with efforts extending across charitable, educational, cultural and social initiatives throughout the year. Through a range of partnerships and sponsorships, ABK continues to contribute to initiatives that address community needs, promote awareness and support societal development across Kuwait.

These initiatives are carried out in collaboration with local organisations, institutions and community groups, enabling outreach to different segments of society, including youth, families and vulnerable communities. The following table presents an overview of key initiatives undertaken during the reporting period.

In addition, initiatives span key focus areas, including charitable support, financial literacy, healthcare, environmental awareness and youth engagement, reflecting a balanced approach to community investment.

Selected Community Initiatives

| Engagement | Activities | Reach (Beneficiaries) | Type of Support | Investment (KWD) |
|-------------------------------------------------|-------------------------------------------------------------------------------------------------------|-----------------------|-----------------------|------------------|
| Charitable & Humanitarian Support | Ramadan iftar distributions, support to charitable organisations, and aid for vulnerable communities | 5,000+ | Charity / Sponsorship | 14,400 |
| Inclusion & Social Awareness | Support for people with disabilities, child protection initiatives, and anti-drug awareness campaigns | 1,000+ | Sponsorship | 7,500 |
| Healthcare & Well-being | Public health awareness campaigns, hospital support, and community healthcare initiatives | 8,000+ | Sponsorship | 21,000 |
| Financial Literacy & Education | School programmes, youth engagement initiatives, and academic support activities | 600+ | Sponsorship | 10,000 |
| Youth & Sports Development | Sponsorship of sports clubs, tournaments, and youth development programmes | 40,000+ | Sponsorship | 145,000 |
| Environmental & Cultural Initiatives | Beach clean-ups and support for cultural and creative programmes | 150+ | Sponsorship | 3,000 |
| Total Investment (KWD) | | | | 45,918 |

Contribution to the community remains a consistent part of how ABK engages with society, with expenditure directed towards a wide range of programmes and partnerships throughout the year. While the overall level of spending reflects a shift compared with the previous period, the focus continues to centre on delivering meaningful and targeted impact across key areas of engagement. This approach highlights a more focused allocation of resources, enabling initiatives to reach intended beneficiaries effectively while maintaining continuity in community support.

Community Contribution

| | 2024 | 2025 |
|------------------------------------------|-------------------|-------------------|
| Donations | 152,895.00 | 14,400.00 |
| Sponsorships | 75,730.00 | 186,500.00 |
| Total | 248,008.00 | 200,900.00 |
| Total Community Contribution (KD) | 248,008.00 | 200,900.00 |

Our engagement with the wider community extends through ABK Egypt’s operations, with initiatives focused on supporting social development and expanding access across key segments. Through partnerships with local organisations and institutions, these efforts address community needs, promote awareness and support underserved groups. The following table presents an overview of key initiatives undertaken during the reporting period.

ABK Egypt – Selected Community Initiatives

| Engagement | Activities | Reach (Beneficiaries) | Type of Support |
|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-----------------------|
| Healthcare & Well-being | Funding of cardiac surgeries, medical convoys, cancer treatments, physiotherapy sessions, provision of medical equipment, and support for patients with disabilities | 400,000+ annually | Donations |
| Education & Capacity Building | Sponsorship of classrooms, educational materials, and university scholarships in science and engineering fields | 60+ | Donations |
| Social Support & Inclusion | Ramadan food distribution campaigns supporting underprivileged families | 2,600+ families | Donations |
| Economic Empowerment | Support for agricultural and poultry projects promoting financial independence and livelihoods | 50+ | Donations |
| Financial Literacy & Awareness | Awareness campaigns conducted under national and international events (Women’s Day, Youth Day, Saving Day, Farmer Day, Arab Day) | 8,000+ | Awareness Initiatives |

ABK Egypt – Community Contribution



5.2 Empowering SMEs

Access to Finance

Access to finance for Small and Medium-sized Enterprises (SMEs) is addressed through both retail and corporate banking activities, enabling engagement with different segments of the SME market across the lending portfolio.

Within Retail Banking, SME-related exposure is primarily linked to lending against collateral for institutions, with portfolio levels remaining relatively stable over the reporting period. While year-on-year growth has not shown significant variation, the SME loan portfolio has remained consistent year on year, with no material change in growth rates, remaining within a narrow range annually. This consistency reflects a steady approach to SME-related lending within this segment.

ABK Group Total Loan Portfolio Towards SMEs – Retail Bankin

% of Total Portfolio

0.14%

Corporate SME Financing

Corporate banking activities complement this through direct SME financing, where lending is extended as part of broader financing solutions offered to business clients. This segment demonstrates a more active growth trajectory, supported by financing structures that cater to business expansion and operational requirements.

ABK Group Lending Indicators and Portion towards SMEs – Corporate Banking

| Metric | ABK Group |
|-------------------------------------------------------------------------------------------------------------------------|---------------|
| Total Lending Portfolio (in KWD) | 2,119,593,662 |
| Total loans to small and medium-size enterprises (SMEs) as a percentage of total lending | 1.30% |
| Total loans to small and medium-size enterprises (SMEs) – In terms of SME lending growth rate (percentage year-on-year) | 10.32% |

Additionally, ABK Egypt continues to support the growth of its SME portfolio through a structured approach that balances portfolio development, client coverage and sector diversification. Its SME activities reflect a focus on maintaining a well-distributed portfolio across key sectors, while managing exposure levels and client engagement in line with market dynamics. The following data provides an overview of portfolio performance and sector composition, highlighting ABK Egypt’s approach to supporting SMEs across different industries.

ABK Egypt - SME Portfolio Performance

| Metric | 2025 |
|--------------------------------------|--------|
| SME portfolio (EGP bn) | 4.23 |
| Number of SME clients | 270 |
| Average exposure per client (EGP mn) | 15.67 |
| Portfolio YoY growth | +12.2% |

ABK Egypt SME Portfolio - Sector Distribution

| Sector share of clients | 2025 |
|-------------------------|-------|
| Industry | 37.4% |
| Services | 33.7% |
| Trade | 27% |
| Agriculture | 1.9% |



ABK Egypt – Sustainability and SME Support

ABK Egypt offers advisory support to help SMEs develop and implement green projects. In 2025, this support included introductory sessions and lectures delivered through executive education institutions, alongside practical tools and examples designed to support ESG-related growth. The scope of support also includes project feasibility guidance, business planning assistance, and coordination across departments to promote sustainable products.



5.3 Sustainable Procurement

Procurement and Supply Chain Activities

Procurement activities encompass a range of upstream services and partnerships that contribute to the Group’s operational delivery and infrastructure. These include, among others:

- IT systems and core banking software providers
- Cybersecurity and data analytics service providers
- Facilities management, maintenance and engineering contractors
- Professional consultants (engineering, design, sustainability, risk and audit)
- Outsourced support services such as:
 - o Security
 - o Cleaning
 - o Logistics

These services support operational continuity, infrastructure reliability and service delivery across the Bank.



Strategic Digital Transformation (ERP Procure-to-Pay)

Procurement processes are undergoing transformation through the implementation of a comprehensive ERP Procure-to-Pay (P2P) system. The initiative is currently in the development and integration phase, with full deployment scheduled for 2026. The system is designed to digitise the entire procurement lifecycle, from requisitioning and sourcing through to payment and project close-out.

The objective is to establish full digital transparency and financial integration across procurement activities, reducing reliance on manual processes and improving visibility over budgets and transactions.

Once implemented, the system is expected to strengthen governance and compliance through a complete audit trail of transactions, reduce administrative effort through automation, and improve supplier relationships through more consistent and timely payment processes.



“ Sustainable Sourcing Through Digital Procurement

Procurement practices have evolved through the transition to fully electronic proposal submissions, following an update to the Procurement Policy. Suppliers are no longer required to submit physical bid documents, with all technical and financial proposals submitted through a secure digital platform.

This shift removes the logistical burden associated with printing and physical delivery, while improving accessibility for suppliers who may face cost or geographic barriers in participating in tenders.

The transition contributes to a reduction in paper consumption and associated resource use, while also strengthening data security and transparency through digital submission processes.



Local Procurement and Supplier Engagement

A significant portion of procurement expenditure is directed towards locally based suppliers, reflecting a strong presence within the domestic supplier market. Local suppliers are defined as entities that are legally registered, licensed and operational within the same country where procurement activities take place, with an active business presence in that market.

Significant locations of operation are identified based on their contribution to operational activity, procurement spend and their role in delivering core services. This enables procurement practices to remain aligned with business priorities while maintaining engagement with local supplier networks.

In addition, the composition of the supplier base provides further insight into how procurement activities are distributed across local and international markets. The continued presence of a predominantly local supplier network highlights sustained engagement with domestic providers, while the inclusion of international suppliers reflects the need to source specialised goods and services where required. Changes observed across reporting periods indicate ongoing adjustments in supplier engagement, aligned with operational requirements and procurement priorities. Detailed breakdowns are presented as follows.

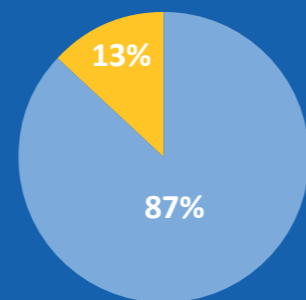
Local and Procurement Proportions

| Type of Supplier | 2024 | 2025 |
|------------------|------|------|
| Local | 468 | 449 |
| Foreign | 83 | 67 |

Allocation of Local vs Foreign Suppliers

Percentage of Local Suppliers

Percentage of Foreign Suppliers



Local Suppliers Expenditure

% of procurement spent directed to local suppliers

80.6%

“ ABK Egypt – Supporting the Local Economy

In 2025, ABK Egypt allocated 100% of its procurement expenditure (KWD 145,337, equivalent to USD 1.09 million) to local suppliers, reflecting a continued commitment to supporting Egypt’s domestic market and strengthening national supply chains.



Ethical Practices

Supplier relationships are governed through defined ethical and compliance requirements. All suppliers are expected to adhere to anti-corruption policies and standards of ethical conduct, with compliance embedded through contractual clauses, supplier declarations and review processes, where applicable. These measures reinforce accountability and consistency across procurement activities.



06

Environmental Stewardship



6.1 Resource Management



6.2 GHG Emissions


6. Environmental Stewardship

6.1 Resource Management

Operational Waste Profile and Impact Management


Waste generation across the Bank is primarily operational in nature, arising from day-to-day activities within offices, branches and headquarters, as well as from renovation and fit-out projects managed by ABK's Facilities Management

Major waste streams include:




- Office waste (paper, packaging, and food waste)
- E-waste from IT equipment and electronics lifecycle replacements
- Construction and demolition waste from branch upgrades and major projects
- Marketing materials and consumables

Potential impacts associated with these waste streams include:




- Landfill contributions from mixed office waste
- Environmental risks linked to improper disposal of electronic equipment
- Waste generated during refurbishment or large-scale projects

While waste impacts arise primarily from the Bank's own operations, additional considerations extend across the value chain, including:




- Upstream waste generated by suppliers (e.g., packaging and office supplies)
- Downstream disposal of marketing materials and equipment

Efforts to manage these impacts are led by Facilities Management through improved waste handling practices and recycling initiatives where feasible, alongside a gradual expansion in visibility over value-chain waste as part of broader environmental integration efforts.



ABK UAE Recycling Efforts

Within ABK UAE, 1.190 tonnes of paper waste were recycled during the reporting period, reflecting ongoing efforts to manage office waste more efficiently and promote responsible material use.



“ Digital Marketing Transformation – E-Brochures

As part of ongoing efforts to transition from physical to digital communication channels, a centralised e-brochure system was introduced to manage and present all products, services and campaigns through an interactive digital platform. This initiative replaces traditional printed brochures with digital alternatives accessible through QR codes and direct sharing channels.

Customers can access product information instantly by scanning QR codes available within branches, while staff can share tailored content through WhatsApp, SMS or email based on customer preferences. The system allows for real-time updates, ensuring customers receive the most current information available.

Physical brochures have been fully eliminated across ABK Kuwait branches, and this change is being extended to ABK UAE operations. This shift reduces printing and logistics costs while eliminating paper usage from marketing materials, contributing to environmental objectives and streamlining customer interaction with product offerings.



Electricity Consumption

A notable reduction in overall energy use was observed during the reporting period, indicating improved efficiency across operations despite ongoing activity levels. This decrease reflects the impact of operational controls and efficiency measures implemented across facilities, contributing to more optimised energy use across the Group.

| Activity | 2024 | 2025 |
|--------------------------------------------|---------------|---------------|
| Electricity consumption (KWD) - ABK Group* | 18,583,312.00 | 16,955,453.22 |

*Note: This excludes ABK Egypt.

“ Solar Energy Integration Across Branches

As part of the transition towards more sustainable operations, the Bank initiated the installation of solar energy systems across selected branches, beginning with Al Shaab. This initiative focuses on integrating renewable energy solutions into branch infrastructure, reducing reliance on conventional electricity sources and aligning with the Bank's broader ESG direction.

Implementation is being carried out in coordination with internal stakeholders, including Facilities Management, Procurement and ESG teams. Site assessments are underway to evaluate rooftop capacity, energy generation potential and overall installation feasibility.

The initiative is expected to contribute to a reduction in electricity consumption and operating costs across branches, while also lowering carbon emissions. It further strengthens the Bank's positioning as an environmentally responsible institution, with tangible steps towards reducing its environmental footprint.



Water Consumption

Water use across the Bank remains primarily operational, sourced from municipal supplies and utilised within office environments for sanitary use, cooling systems, cleaning and limited landscaping. Given the nature of operations, water-related impacts remain low, with wastewater discharged through municipal systems.

Year on year, water consumption shows an increase, reflecting changes in operational requirements and facility usage during the reporting period. This variation is consistent with shifts in occupancy, expansion of operational space, or increased activity within branches, rather than a change in the nature of operations.

Management of water use continues to be addressed through facility-level controls, including efficient fixtures, preventive maintenance and the integration of water considerations into building design and refurbishment projects. These measures are complemented by awareness initiatives and collaboration with landlords and contractors to support efficiency across facilities.

Greater emphasis is placed on integrating water efficiency within building design and infrastructure development. Sustainable building initiatives, including projects aligned with recognised standards such as LEED and WELL, incorporate water optimisation measures as part of broader resource management considerations. Developments such as Burj Al Ahli reflect this approach, where design specifications include low-flow fixtures, leak detection systems and efficiency standards embedded from the outset.

Water efficiency remains embedded within broader environmental practices rather than as standalone targets, with improvements linked to sustainable building initiatives and operational upgrades. Overall, consumption patterns continue to reflect the service-based nature of operations, with no material water-related controversies reported. Notably, efficiency gains have been observed in newer facilities incorporating modern fixtures and sustainable design principles. As the Bank expands its green infrastructure, further improvements are expected.

| Activity | 2024 | 2025 |
|-----------------------------------------|--------------|---------------|
| Water Consumption (liters) - ABK Group* | 3,476,114.00 | 89,541,652.25 |

Note: The significant fluctuation in the water consumption figure is attributed to the newly expanded coverage which accounted for several additional branches varying in size.

6.2 GHG Emissions

Boundaries

Greenhouse gas (GHG) emissions reported in this section relate to ABK Group's operational activities across the entities included within the reporting boundary for the year. This covers emissions associated with the Group's workplace and branch-based operations, including energy use and other relevant sources linked to day-to-day business activities.

The boundary applied herein encompasses the scope of data currently available across the Group's reporting entities and operational footprint. Where exclusions, limitations or entity-specific considerations apply, these are stated alongside the relevant disclosures to provide clarity on coverage and comparability. As data availability and internal reporting practices continue to develop, there may be opportunities to strengthen consistency and broaden emissions coverage over time.

Approach

ABK Group quantifies and reports its greenhouse gas emissions in accordance with the Greenhouse Gas Protocol, applying its principles to assess emissions across relevant operational sources. This provides a recognised basis for measuring and disclosing emissions in a manner that is structured, transparent and comparable over time.

Applying this approach enables the Group to capture emissions across the relevant scopes included within the reporting boundary, while also improving visibility over key sources of emissions within its operations. It further provides a foundation for tracking changes in performance, strengthening internal environmental data practices and enhancing transparency around the Group's operational footprint.

Scope 1 Emissions

Emissions captured under this scope relate to direct sources identified within ABK UAE, primarily linked to fugitive emissions from ducted rooftop chillers and mobile combustion from commuting via an average car. As the underlying sources differ year on year, direct comparison is not applicable, with current disclosures providing a more representative view of these emissions within operational boundaries.

Scope 1 Emissions

| 2025 Entities Scope | Total GHG (tCO2e) 2025* | Source of Emissions for 2025 |
|---------------------|-------------------------|---------------------------------------------------------------------------------|
| ABK UAE | 8.34 | Fugitive emissions (ducted rooftop chillers) Mobile combustion (average car) |

Note: Data incomparable with previous year due to different entities and sources of emissions accounted for.

Scope 2 Emissions

Energy-related emissions remain the most prominent contributor within the Bank's operational footprint, driven by electricity consumption across facilities. The decrease observed during the reporting period reflects changes in operational activity and facility usage, despite an increase in the number of branches covered, while continuing to represent the energy profile of office-based operations across the Group.

| 2025 Entities Scope | Total GHG (tCO2e) 2024 | Total GHG (tCO2e) 2025 | Source of Emissions |
|---------------------|------------------------|------------------------|-----------------------|
| ABK Group* | 11,318.79 | 10,255.47 | Purchased electricity |

Note: This excludes ABK Egypt.

Scope 3 Emissions

Energy-related emissions remain the most prominent contributor within the Bank's operational footprint, driven by electricity consumption across facilities. The decrease observed during the reporting period reflects changes in operational activity and facility usage, despite an increase in the number of branches covered, while continuing to represent the energy profile of office-based operations across the Group.

| Activity* | 2025 Entities Scope | Total GHG (tCO2e) 2025 |
|--------------------------------------------|---------------------|------------------------|
| Category 1 – Purchased Goods and Services | ABK Group | 17.13 |
| Category 5 - Waste Generated in Operations | ABK UAE | 0.01 |
| Total | Varying entities | 17.14 |

Note: Data incomparable with previous year due to different entities and sources of emissions accounted for.

Total GHG Emissions

At an overall level, emissions across scopes reflect the current stage of data coverage and boundary definition. Variations between reporting periods are influenced by changes in sources and entities accounted for, rather than shifts in operational performance. Within this context, energy-related emissions continue to represent the primary contributor to total emissions.

Overall Emissions per Scope

| Activity* | 2025 Entities Scope | 2025 | 2025 Source of Emissions |
|---------------------------|---------------------|-----------|---------------------------------------------------|
| Scope 1 Emissions (tCO2e) | ABK UAE | 8.34 | Fugitive emissions Mobile combustion emissions |
| Scope 2 Emissions (tCO2e) | ABK Group* | 10,255.47 | Purchased electricity |
| Scope 3 Emissions (tCO2e) | Varying entities | 17.14 | Water, Paper recycling |

Notes:

- Data incomparable with previous year due to different entities and sources of emissions accounted for.
- Does not include ABK Egypt

Emissions Intensity

Emissions intensity indicators provide an initial view of emissions relative to workforce size, with values reflecting the current scope of reporting across entities and emission sources. As data coverage continues to expand, these indicators are expected to support more consistent tracking of emissions performance over time.

Emissions Intensity per Employee

| GHG Emissions Intensity (tCO2e/employee) | 2025 Entities Scope | 2025 | 2025 Source of Emissions |
|------------------------------------------|---------------------|------|---------------------------------------------------|
| Scope 1 | ABK UAE | 0.09 | Fugitive emissions Mobile combustion emissions |
| Scope 2 | ABK Group | 8.6 | Purchased electricity |






Note: Data incomparable with previous year due to different entities and sources of emissions accounted for.





07

Appendices

-  | 7.1 GRI Index
-  | 7.2 Other ESG Disclosures
-  | 7.3 Bursa Kuwait and GCC Stock Exchange Indices
-  | 7.4 List of Branches
-  | 7.5 Selected List of Retail Services

7. Appendices

7.1 GRI Content Index

| | |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| Statement of use | ABK has reported in accordance with the GRI Standards for the period starting from January 1st, 2025 to December 31st, 2025 |
| GRI 1 used | GRI 1: Foundation 2021 |
| Applicable GRI Sector Standard(s) | Not applicable |

| GRI STANDARD/ OTHER SOURCE | DISCLOSURE | LOCATION | OMISSION | | |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------|-------------|
| | | | Requirement(s) omitted | Reason | Explanation |
| GRI 2: General Disclosures 2021 | 2-1 Organizational details a. report its legal name; b. report its nature of ownership and legal form; c. report the location of its headquarters; d. report its countries of operation. | a. About the Report b. About the Report c. About the Report d. About the Report | | | |
| | 2-2 Entities included in the organization's sustainability reporting: a. list all its entities included in its sustainability reporting; b. if the organization has audited consolidated financial statements or financial information filed on public record, specify the differences between the list of entities included in its financial reporting and the list included in its sustainability reporting; c. if the organization consists of multiple entities, explain the approach used for consolidating the information, including: i. whether the approach involves adjustments to information for minority interests; ii. how the approach takes into account mergers, acquisitions, and disposal of entities or parts of entities; iii. whether and how the approach differs across the disclosures in this Standard and across material topics. | a. About the Report b. Entities included in ABK's public financial statements, but are not included in this sustainability report: ABK Cayman Island Limited, Al Ahli Bank of Kuwait Egypt Investment Co., Al Ahli Bank of Kuwait-Egypt Leasing Co c. The approach used for consolidating information does not involve adjustments to information for minority interests. ii. Taking into account mergers, acquisitions, and disposal of entities or parts of entities is not relevant to the information consolidation approach. Furthermore, the data consolidation approach does not differ across the disclosures in this standard and across material topics as it is a Group consolidation. | | | |

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| | 2-3 Reporting period, frequency and contact point a. specify the reporting period for, and the frequency of, its sustainability reporting; b. specify the reporting period for its financial reporting and, if it does not align with the period for its sustainability reporting, explain the reason for this; c. report the publication date of the report or reported information; d. specify the contact point for questions about the report or reported information. | a. About the Report b. Annual Reports and Sustainability Reports are published annually, the reporting year refers to January 1, 2025 to December 31, 2025. c. The Report's publication date is in Q2 2026. d. About the Report | | | |
| | 2-4 Restatements of information a. report restatements of information made from previous reporting periods and explain: i. the reasons for the restatements; ii. the effect of the restatements | a. None | | | |
| | 2-5 External assurance a. Describe its policy and practice for seeking external assurance, including whether and how the highest governance body and senior executives are involved; b. if the organization's sustainability reporting has been externally assured: i. provide a link or reference to the external assurance report(s) or assurance statement(s); ii. Describe what has been assured and on what basis, including the assurance standards used, the level of assurance obtained, and any limitations of the assurance process; iii. Describe the relationship between the organization and the assurance provider | a. We have not yet conducted any external assurance or independent reviews. b. ABK's sustainability reporting has not been externally assured; therefore, there is no external assurance statement or report to reference, no description of assured content/standards/level/limitations to disclose, and no assurance provider relationship to report. | | | |

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| <p>2-6 Activities, value chain and other business relationships</p> <p>a. Report the sector(s) in which it is active;</p> <p>b. Describe its value chain, including:</p> <ul style="list-style-type: none"> i. the organization’s activities, products, services, and markets served; ii. the organization’s supply chain; iii. the entities downstream from the organization and their activities; <p>c. report other relevant business relationships;</p> <p>d. Describe significant changes in 2-6-a, 2-6-b, and 2-6-c compared to the previous reporting period</p> | <p>a. Section 1.1</p> <p>b. Section 1.1, 3.1, and 5.3</p> <p>d. None</p> | c | Information unavailable/incomplete | Information on “other relevant business relationships” beyond those already described related to activities, value chain, and supply chain is unavailable |
| <p>2-7 Employees</p> <p>a. report the total number of employees, and a breakdown of this total by gender and by region;</p> <p>b. report the total number of:</p> <ul style="list-style-type: none"> i. permanent employees, and a breakdown by gender and by region; ii. temporary employees, and a breakdown by gender and by region; iii. non-guaranteed hours employees, and a breakdown by gender and by region; iv. full-time employees, and a breakdown by gender and by region; v. part-time employees, and a breakdown by gender and by region; <p>c. describe the methodologies and assumptions used to compile the data, including whether the numbers are reported:</p> <ul style="list-style-type: none"> i. in head count, full-time equivalent (FTE), or using another methodology; ii. at the end of the reporting period, as an average across the reporting period, or using another methodology; <p>d. report contextual information necessary to understand the data reported under 2-7-a and 2-7-b;</p> <p>e. describe significant fluctuations in the number of employees during the reporting period and between reporting periods.</p> | <p>a. Section 4.1</p> <p>b. Section 4.1</p> <p>c. Section 4.1</p> <p>d. Section 4.1</p> <p>e. No significant fluctuations occurred during the reporting year.</p> | | | |

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| <p>2-8 Workers who are not employees</p> <p>a. report the total number of workers who are not employees and whose work is controlled by the organization and describe:</p> <ul style="list-style-type: none"> i. the most common types of workers and their contractual relationship with the organization; ii. the type of work they perform; <p>b. describe the methodologies and assumptions used to compile the data, including whether the number of workers who are not employees is reported:</p> <ul style="list-style-type: none"> i. in head count, full-time equivalent (FTE), or using another methodology; ii. at the end of the reporting period, as an average across the reporting period, or using another methodology; <p>c. describe significant fluctuations in the number of workers who are not employees during the reporting period and between reporting periods</p> | <p>a. Mostly direct; further details can be found under Section 4.1</p> <p>b. Section 4.1</p> <p>c. None</p> | | | |
| <p>2-9 Governance structure and composition</p> <p>a. describe its governance structure, including committees of the highest governance body;</p> <p>b. list the committees of the highest governance body that are responsible for decision making on and overseeing the management of the organization’s impacts on the economy, environment, and people;</p> <p>c. describe the composition of the highest governance body and its committees by:</p> <ul style="list-style-type: none"> i. executive and non-executive members; ii. independence; iii. tenure of members on the governance body; iv. number of other significant positions and commitments held by each member, and the nature of the commitments; v. gender; vi. under-represented social groups; vii. competencies relevant to the impacts of the organization; viii. stakeholder representation | <p>a. Section 2.1</p> <p>b. Section 2.1</p> <p>c. Section 2.1</p> <p>For further details, visit our website for our Annual Report</p> | | | |

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| <p>2-10 Nomination and selection of the highest governance body</p> <p>a. describe the nomination and selection processes for the highest governance body and its committees;</p> <p>b. describe the criteria used for nominating and selecting highest governance body members, including whether and how the following are taken into consideration:</p> <p>i. views of stakeholders (including shareholders);</p> <p>ii. diversity;</p> <p>iii. independence;</p> <p>iv. competencies relevant to the impacts of the organization</p> | <p>a. Section 2.1</p> <p>b. Section 2.1</p> | | | | |
| <p>2-11 Chair of the highest governance body</p> <p>a. report whether the chair of the highest governance body is also senior executive in the organization;</p> <p>b. if the chair is also a senior executive, explain their function within the organization's management, the reasons for this arrangement, and how conflicts of interest are prevented and mitigated</p> | <p>a. The Chairman does not have an executive role</p> | <p>b</p> | <p>Not applicable</p> | <p>Does not apply to ABK, as the Chair of the highest governance body is not also a senior executive.</p> | |
| <p>2-12 Role of the highest governance body in overseeing the management of impacts</p> <p>a. describe the role of the highest governance body and of senior executives in developing, approving, and updating the organization's purpose, value or mission statements, strategies, policies, and goals related to sustainable development;</p> <p>b. describe the role of the highest governance body in overseeing the organization's due diligence and other processes to identify and manage the organization's impacts on the economy, environment, and people, including:</p> <p>i. whether and how the highest governance body engages with stakeholders to support these processes;</p> <p>ii. how the highest governance body considers the outcomes of these processes;</p> | <p>a. Section 2.1</p> <p>b. Section 2.1</p> <p>c. Section 2.1</p> | | | | |

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| <p>c. Describe the role of the highest governance body in reviewing the effectiveness of the organization's processes as described in 2-12-b and report the frequency of this review.</p> | | | | | |
| <p>2-13 Delegation of responsibility for managing impacts.</p> <p>a. describe how the highest governance body delegates responsibility for managing the organization's impacts on the economy, environment, and people, including:</p> <p>i. whether it has appointed any senior executives with responsibility for the management of impacts;</p> <p>ii. whether it has delegated responsibility for the management of impacts to other employees;</p> <p>b. describe the process and frequency for senior executives or other employees to report back to the highest governance body on the management of the organization's impacts on the economy, environment, and people.</p> | <p>a. Section 2.1</p> <p>b. Section 2.1</p> | | | | |
| <p>2-14 Role of the highest governance body in sustainability reporting</p> <p>a. report whether the highest governance body is responsible for reviewing and approving the reported information, including the organization's material topics, and if so, describe the process for reviewing and approving the information;</p> <p>b. if the highest governance body is not responsible for reviewing and approving the reported information, including the organization's material topics, explain the reason for this.</p> | <p>a. Section 2.1</p> <p>b. Section 2.1</p> | | | | |
| <p>2-15 Conflicts of interest</p> <p>a. describe the processes for the highest governance body to ensure that conflicts of interest are prevented and mitigated;</p> <p>b. report whether conflicts of interest are disclosed to stakeholders, including, at a minimum, conflicts of interest relating to:</p> <p>i. cross-board membership;</p> <p>ii. cross-shareholding with suppliers and other stakeholders;</p> <p>iii. existence of controlling shareholders;</p> <p>iv. related parties, their relationships, transactions, and outstanding balances</p> | <p>a. Section 2.1</p> <p>b. Section 2.1</p> | | | | |

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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|--|--|--|--|
| 2-16 Communication of critical concerns a. describe whether and how critical concerns are communicated to the highest governance body; b. report the total number and the nature of critical concerns that were communicated to the highest governance body during the reporting period | a. Section 2.1 b. Section 2.1 | | | | |
| 2-17 Collective knowledge of the highest governance body a. report measures taken to advance the collective knowledge, skills, and experience of the highest governance body on sustainable development. | Section 2.1 | | | | |
| 2-18 Evaluation of the performance of the highest governance body a. describe the processes for evaluating the performance of the highest governance body in overseeing the management of the organization's impacts on the economy, environment, and people; b. report whether the evaluations are independent or not, and the frequency of the evaluations; c. describe actions taken in response to the evaluations, including changes to the composition of the highest governance body and organizational practices. | a. Section 2.1 b. Section 2.1 c. Section 2.1 | | | | |
| 2-19 Remuneration policies a. describe the remuneration policies for members of the highest governance body and senior executives, including: i. fixed pay and variable pay; ii. sign-on bonuses or recruitment incentive payments; iii. termination payments; iv. claw backs; v. retirement benefits; b. describe how the remuneration policies for members of the highest governance body and senior executives relate to their objectives and performance in relation to the management of the organization's impacts on the economy, environment, and people. | a. Section 2.1 b. Section 2.1 | | | | |

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| 2-20 Process to determine remuneration a. describe the process for designing its remuneration policies and for determining remuneration, including: i. whether independent highest governance body members or an independent remuneration committee oversees the process for determining remuneration; ii. how the views of stakeholders (including shareholders) regarding remuneration are sought and taken into consideration; iii. whether remuneration consultants are involved in determining remuneration and, if so, whether they are independent of the organization, its highest governance body and senior executives; b. report the results of votes of stakeholders (including shareholders) on remuneration policies and proposals, if applicable | a. Section 2.1 b. Section 2.1 | | | | |
| 2-21 Annual total compensation ratio a. report the ratio of the annual total compensation for the organization's highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual); b. report the ratio of the percentage increase in annual total compensation for the organization's highest-paid individual to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual); c. report contextual information necessary to understand the data and how the data has been compiled. | | a b c | Confidentiality constraints | Information regarding the annual total compensation ratio is confidential | |
| 2-22 Statement on sustainable development strategy: a. report a statement from the highest governance body or most senior executive of the organization about the relevance of sustainable development to the organization and its strategy for contributing to sustainable development. | a. The Bank follows an ESG Strategy, as well as Group-level policies, internal controls, and regulatory guidance to address this area. Processes are implemented through relevant business and support functions and are subject to ongoing review and enhancement. | | | | |

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| <p>2-23 Policy commitments</p> <p>a. describe its policy commitments for responsible business conduct, including:</p> <ul style="list-style-type: none"> i. the authoritative intergovernmental instruments that the commitments reference; ii. whether the commitments stipulate conducting due diligence; iii. whether the commitments stipulate applying the precautionary principle; iv. whether the commitments stipulate respecting human rights; <p>b. describe its specific policy commitment to respect human rights, including:</p> <ul style="list-style-type: none"> i. the internationally recognized human rights that the commitment covers; ii. the categories of stakeholders, including at-risk or vulnerable groups, that the organization gives particular attention to in the commitment; c. provide links to the policy commitments if publicly available, or, if the policy commitments are not publicly available, explain the reason for this; d. report the level at which each of the policy commitments was approved within the organization, including whether this is the most senior level; e. report the extent to which the policy commitments apply to the organization's activities and to its business relationships; f. describe how the policy commitments are communicated to workers, business partners, and other relevant parties. | <p>a. Section 2.1</p> <p>b. Section 2.1</p> <p>c. ABK publicly discloses certain policy commitments through its website, while others remain internal and are not publicly disclosed due to confidentiality considerations</p> <p>d. Section 2.1</p> <p>e. Section 2.1</p> <p>f. Section 2.1</p> | | | |
| <p>2-24 Embedding policy commitments</p> <p>a. describe how it embeds each of its policy commitments for responsible business conduct throughout its activities and business relationships, including:</p> <ul style="list-style-type: none"> i. how it allocates responsibility to implement the commitments across different levels within the organization; ii. how it integrates the commitments into organizational strategies, operational policies, and operational procedures; iii. how it implements its commitments with and through its business relationships; iv. training that the organization provides on implementing the commitments. | <p>a. Section 2.1</p> | | | |

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| <p>2-25 Processes to remediate negative impacts</p> <p>a. describe its commitments to provide for or cooperate in the remediation of negative impacts that the organization identifies it has caused or contributed to;</p> <p>b. describe its approach to identify and address grievances, including the grievance mechanisms that the organization has established or participates in;</p> <p>c. describe other processes by which the organization provides for or cooperates in the remediation of negative impacts that it identifies it has caused or contributed to;</p> <p>d. describe how the stakeholders who are the intended users of the grievance mechanisms are involved in the design, review, operation, and improvement of these mechanisms;</p> <p>e. describe how the organization tracks the effectiveness of the grievance mechanisms and other remediation processes, and report examples of their effectiveness, including stakeholder feedback</p> | <p>a. Section 3.1 and 5.1</p> <p>b. Section 3.1 and 5.1</p> <p>c. Section 3.1 and 5.1</p> <p>d. Section 3.1 and 5.1</p> <p>e. Section 3.1 and 5.1</p> | | | |
| <p>2-26 Mechanisms for seeking advice and raising concerns</p> <p>a. describe the mechanisms for individuals to:</p> <ul style="list-style-type: none"> i. seek advice on implementing the organization's policies and practices for responsible business conduct; ii. raise concerns about the organization's business conduct. | <p>a. Section 4.2</p> | | | |
| <p>2-27 Compliance with laws and regulations</p> <p>a. report the total number of significant instances of non-compliance with laws and regulations during the reporting period, and a breakdown of this total by:</p> <ul style="list-style-type: none"> i. instances for which fines were incurred; ii. instances for which non-monetary sanctions were incurred; <p>b. report the total number and the monetary value of fines for instances of non-compliance with laws and regulations that were paid during the reporting period, and a breakdown of this total by:</p> <ul style="list-style-type: none"> i. fines for instances of non-compliance with laws and regulations that occurred in the current reporting period; ii. fines for instances of non-compliance with laws and regulations that occurred in previous reporting periods; <p>c. describe the significant instances of non-compliance;</p> <p>d. describe how it has determined significant instances of non-compliance</p> | <p>a. Section 2.2</p> | | | |

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| | 2-28 Membership associations a. report industry associations, other membership associations, and national or international advocacy organizations in which it participates in a significant role | a. American business council | | | |
| | 2-29 Approach to stakeholder engagement a. describe its approach to engaging with stakeholders, including: i. the categories of stakeholders it engages with, and how they are identified; ii. the purpose of the stakeholder engagement; iii. how the organization seeks to ensure meaningful engagement with stakeholders | a. Section 1.3 | | | |
| | 2-30 Collective bargaining agreements a. report the percentage of total employees covered by collective bargaining agreements; b. for employees not covered by collective bargaining agreements, report whether the organization determines their working conditions and terms of employment based on collective bargaining agreements that cover its other employees or based on collective bargaining agreements from other organizations. | | a, b | Not applicable | Reporting the percentage of total employees covered by collective bargaining agreements, and whether working conditions and terms of employment for employees not covered are determined based on collective bargaining agreements, does not apply to ABK. |
| Material topics | | | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics a. describe the process it has followed to determine its material topics, including: i. how it has identified actual and potential, negative and positive impacts on the economy, environment, and people, including impacts on their human rights, across its activities and business relationships; ii. how it has prioritized the impacts for reporting based on their significance; b. specify the stakeholders and experts whose views have informed the process of determining its material topics | Section 1.3 | | | |

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| | 3-2 List of material topics a. list its material topics; b. report changes to the list of material topics compared to the previous reporting period. | Section 1.3 | | | |
| | 3-3 Management of material topics | 1. Climate Change and Climate Risks - Section 2.3 and 6.2 2. Greenhouse Gas (GHG) Emissions - Section 6.2 3. Community Investment and Engagement - Section 5.1 and 5.2 4. Workforce Development and Well-being - Section 4.2 5. Diversity, Equity, and Inclusion (DEI) - Section 4.1 6. Customer Protection and Satisfaction - Section 3.1 7. Financial Literacy and Inclusion - Section 3.4 8. Data Privacy and Cybersecurity - Section 2.5 9. Digitalization and Innovation - Section 3.3 10. Corporate Governance - Section 2.1 11. Risk Management - Section 2.3 12. Ethics and Compliance - Section 2.2 13. ESG Integration - Chapter 2, 3, 4, 5, and 6 14. Sustainable Finance - Section 2.4 | | | |

Economic performance

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| GRI 201: Economic Performance 2016 | 201-1 Direct economic value generated and distributed a. direct economic value generated and distributed (EVG&D) on an accruals basis, including the basic components for the organization's global operations as listed below. If data are presented on a cash basis, report the justification for this decision in addition to reporting the following basic components: i. direct economic value generated: revenues; ii. economic value distributed: operating costs, employee wages and benefits, payments to providers of capital, payments to government by country, and community investments; iii. economic value retained: 'direct economic value generated' less 'economic value distributed'. b. where significant, report EVG&D separately at country, regional, or market levels, and the criteria used for defining significance. | a. Section 2.4 b. Section 2.4 | | | |
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| <p>201-2 Financial implications and other risks and opportunities due to climate change</p> <p>a. risks and opportunities posed by climate change that have the potential to generate substantive changes in operations, revenue, or expenditure, including:</p> <p>i. a description of the risk or opportunity and its classification as either physical, regulatory, or other;</p> <p>ii. a description of the impact associated with the risk or opportunity;</p> <p>iii. the financial implications of the risk or opportunity before action is taken;</p> <p>iv. the methods used to manage the risk or opportunity;</p> <p>v. the costs of actions taken to manage the risk or opportunity.</p> | <p>Section 2.3</p> | | | | |
| <p>201-3 Defined benefit plan obligations and other retirement plans</p> <p>a. if the plan's liabilities are met by the organization's general resources, the estimated value of those liabilities.</p> <p>b. if a separate fund exists to pay the plan's pension liabilities:</p> <p>i. the extent to which the scheme's liabilities are estimated to be covered by the assets that have been set aside to meet them;</p> <p>ii. the basis on which that estimate has been arrived at;</p> <p>iii. when that estimate was made.</p> <p>c. if a fund set up to pay the plan's pension liabilities is not fully covered, explain the strategy, if any, adopted by the employer to work towards full coverage, and the timescale, if any, by which the employer hopes to achieve full coverage.</p> <p>d. percentage of salary contributed by employee or employer.</p> <p>e. level of participation in retirement plans, such as participation in mandatory or voluntary schemes, regional, or country-based schemes, or those with financial impact</p> | <p>a. Section 4.2</p> <p>b. Section 4.2</p> <p>c. Section 4.2</p> <p>d. Section 4.2</p> <p>e. Section 4.2</p> | | | | |

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| | <p>201-4 Financial assistance received from government</p> <p>a. total monetary value of financial assistance received by the organization from any government during the reporting period, including:</p> <p>i. tax relief and tax credits;</p> <p>ii. subsidies;</p> <p>iii. investment grants, research and development grants, and other relevant types of grant;</p> <p>iv. awards;</p> <p>v. royalty holidays;</p> <p>vi. financial assistance from Export Credit Agencies (ECAs);</p> <p>vii. financial incentives;</p> <p>viii. other financial benefits received or receivable from any government for any operation.</p> <p>b. The information in 201-4-a by country.</p> <p>c. Whether, and the extent to which, any government is present in the shareholding structure.</p> | | <p>a, b, c</p> | <p>Not applicable</p> | <p>Financial assistance from the government is not applicable to ABK</p> |
| Market presence | | | | | |
| <p>GRI 202: Market Presence 2016</p> | <p>202-1 Ratios of standard entry level wage by gender compared to local minimum wage</p> <p>a. when a significant proportion of employees are compensated based on wages subject to minimum wage rules, report the relevant ratio of the entry level wage by gender at significant locations of operation to the minimum wage.</p> <p>b. when a significant proportion of other workers (excluding employees) performing the organization's activities are compensated based on wages subject to minimum wage rules, describe the actions taken to determine whether these workers are paid above the minimum wage.</p> <p>c. whether a local minimum wage is absent or variable at significant locations of operation, by gender. In circumstances in which different minimums can be used as a reference, report which minimum wage is being used.</p> <p>d. The definition used for 'significant locations of operation'.</p> | <p>a. Section 4.2</p> <p>b. Salary Scale above the minimum wage as well as audits, also, contract workers salaries are reviewed and additional allowances paid whenever applicable</p> <p>c. Section 4.2</p> <p>d. Section 4.2</p> | | | |

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| | 202-2 Proportion of senior management hired from the local community a. percentage of senior management at significant locations of operation that are hired from the local community. b. the definition used for 'senior management'. c. the organization's geographical definition of 'local'. d. the definition used for 'significant locations of operation'. | a. Section 4.1 b. Section 4.1 c. Section 4.1 d. Section 4.1 | | | |
| Indirect economic impacts | | | | | |
| GRI 203: Indirect Economic Impacts 2016 | 203-1 Infrastructure investments and services supported a. extent of development of significant infrastructure investments and services supported. b. current or expected impacts on communities and local economies, including positive and negative impacts where relevant. c. whether these investments and services are commercial, in-kind, or pro bono engagements. | a. Section 2.4 and 5.1 b. Section 5.1 c. Section 5.1 | | | |
| | 203-2 Significant indirect economic impacts; a. examples of significant identified indirect economic impacts of the organization, including positive and negative impacts. b. significance of the indirect economic impacts in the context of external benchmarks and stakeholder priorities, such as national and international standards, protocols, and policy agendas. | | a, b | Not applicable | Examples of significant identified indirect economic impacts of the organization, including positive and negative as well as the significance of identified indirect economic impacts in the context of external benchmarks and stakeholder priorities (such as national and international standards, protocols, and policy agendas) is not applicable to ABK. |

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| Procurement practices | | | | | |
| GRI 204: Procurement Practices 2016 | 204-1 Proportion of spending on local suppliers a. percentage of the procurement budget used for significant locations of operation that is spent on suppliers local to that operation (such as percentage of products and services purchased locally). b. the organization's geographical definition of 'local'. c. the definition used for 'significant locations of operation'. | a. Section 5.3 b. Section 5.3 c. Section 5.3 | | | |
| Anti-corruption | | | | | |
| GRI 205: Anti-corruption 2016 | 205-1 Operations assessed for risks related to corruption a. total number and percentage of operations assessed for risks related to corruption. b. significant risks related to corruption identified through the risk assessment. | a. Section 2.2 b. Section 2.3 | | | |
| | 205-2 Communication and training about anti-corruption policies and procedures a. total number and percentage of governance body members that the organization's anti-corruption policies and procedures have been communicated to, broken down by region. b. total number and percentage of employees that the organization's anti-corruption policies and procedures have been communicated to, broken down by employee category and region. c. total number and percentage of business partners that the organization's anti-corruption policies and procedures have been communicated to, broken down by type of business partner and region. Describe if the organization's anti-corruption policies and procedures have been communicated to any other persons or organizations. d. total number and percentage of governance body members that have received training on anti-corruption, broken down by region. e. total number and percentage of employees that have received training on anti-corruption, broken down by employee category and region. | a. Section 2.2 b. Section 2.2 c. Section 2.2 d. Section 2.2 e. Section 2.2 | | | |

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| | 205-3 Confirmed incidents of corruption and actions taken a. total number and nature of confirmed incidents of corruption. b. total number of confirmed incidents in which employees were dismissed or disciplined for corruption. c. total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption. d. public legal cases regarding corruption brought against the organization or its employees during the reporting period and the outcomes of such cases. | a. Section 2.2 b. Section 2.2 c. Section 2.2 d. Section 2.2 | | | |
| Anti-competitive behaviour | | | | | |
| GRI 206: Anti-competitive Behaviour 2016 | 206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices a. number of legal actions pending or completed during the reporting period regarding anti-competitive behaviour and violations of anti-trust and monopoly legislation in which the organization has been identified as a participant b. main outcomes of completed legal actions, including any decisions or judgements | | a, b | Confidentiality constraints | Information regarding legal actions for anti-competitive behavior, anti-trust, monopoly practices, and main outcomes are confidential |
| Materials | | | | | |
| GRI 301: Materials 2016 | 301-1 Materials used by weight or volume a. total weight or volume of materials that are used to produce and package the organization's primary products and services during the reporting period, by: i. non-renewable materials used; ii. renewable materials used. | | a | Not applicable | Not applicable to the Bank's business operations and nature of activities. |
| | 301-2 Recycled input materials used a. percentage of recycled input materials used to manufacture the organization's primary products and services. | | a | Information unavailable/incomplete | Information unavailable due to the nature of the Bank's business operations and nature of activities. |
| | 301-3 Reclaimed products and their packaging materials a. percentage of reclaimed products and their packaging materials for each product category. b. How the data for this disclosure have been collected. | | a | Not applicable | Not applicable to the Bank's business operations and nature of activities. |

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| Energy | | | | | |
| GRI 302: Energy 2016 | 302-1 Energy consumption within the organization a. total fuel consumption within the organization from non-renewable sources, in joules or multiples, and including fuel types used. b. total fuel consumption within the organization from renewable sources, in joules or multiples, and including fuel types used. c. in joules, watt-hours or multiples, the total: i. electricity consumption ii. heating consumption iii. cooling consumption iv. steam consumption d. in joules, watt-hours or multiples, the total: i. electricity sold ii. heating sold iii. cooling sold iv. steam sold e. total energy consumption within the organization, in joules or multiples. f. standards, methodologies, assumptions, and/or calculation tools used. g. source of the conversion factors used. | a-g. Section 6.2 | | | |
| | 302-2 Energy consumption outside of the organization a. energy consumption outside of the organization, in joules or multiples. b. standards, methodologies, assumptions, and/or calculation tools used. c. source of the conversion factors used | a-c. Section 6.1 | | | |
| | 302-3 Energy intensity a. energy intensity ratio for the organization. b. organization-specific metric (the denominator) chosen to calculate the ratio. c. types of energy included in the intensity ratio; whether fuel, electricity, heating, cooling, steam, or all. d. whether the ratio uses energy consumption within the organization, outside of it, or both. | | a-d | Information unavailable/incomplete | information on energy intensity is unavailable |

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| | <p>302-4 Reduction of energy consumption</p> <p>a. amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives, in joules or multiples.</p> <p>b. types of energy included in the reductions; whether fuel, electricity, heating, cooling, steam, or all.</p> <p>c. basis for calculating reductions in energy consumption, such as base year or baseline, including the rationale for choosing it.</p> <p>d. standards, methodologies, assumptions, and/or calculation tools used.</p> | a-d. Section 6.1 | | | |
| | <p>302-5 Reductions in energy requirements of products and services</p> <p>a. reductions in energy requirements of sold products and services achieved during the reporting period, in joules or multiples.</p> <p>b. basis for calculating reductions in energy consumption, such as base year or baseline, including the rationale for choosing it.</p> <p>c. standards, methodologies, assumptions, and/or calculation tools used.</p> | | a-c | Not applicable | Information on energy requirements of sold products and services is not applicable to ABK |

Water and effluents

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| GRI 303: Water and Effluents 2018 | <p>303-1 Interactions with water as a shared resource</p> <p>a. a description of how the organization interacts with water, including how and where water is withdrawn, consumed, and discharged, and the water-related impacts the organization has caused or contributed to, or that are directly linked to its operations, products, or services by its business relationships (e.g., impacts caused by runoff).</p> <p>b. a description of the approach used to identify water-related impacts, including the scope of assessments, their timeframe, and any tools or methodologies used.</p> <p>c. a description of how water-related impacts are addressed, including how the organization works with stakeholders to steward water as a shared resource, and how it engages with suppliers or customers with significant water-related impacts.</p> <p>d. an explanation of the process for setting any water-related goals and targets that are part of the organization's approach to managing water and effluents, and how they relate to public policy and the local context of each area with water stress.</p> | a. Section 6.5 | b-d | Information unavailable/incomplete | The Bank does not have a formal methodology identified for an approach used to identify water-related impacts, and how they are addressed. Additionally, no targets have been set for water-related goals for the Bank. |
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| | <p>303-2 Management of water discharge-related impacts</p> <p>a. a description of any minimum standards set for the quality of effluent discharge, and how these minimum standards were determined, including:</p> <p>i. how standards for facilities operating in locations with no local discharge requirements were determined;</p> <p>ii. any internally developed water quality standards or guidelines;</p> <p>iii. any sector-specific standards considered;</p> <p>iv. whether the profile of the receiving waterbody was considered.</p> | | a i-iv | Information unavailable/incomplete | Reporting on the management of water discharge-related impacts is not available |
| | <p>303-3 Water withdrawal</p> <p>a. total water withdrawal from all areas in megalitres, and a breakdown of this total by the following sources, if applicable:</p> <p>i. Surface water;</p> <p>ii. Groundwater;</p> <p>iii. Seawater;</p> <p>iv. Produced water;</p> <p>v. Third-party water.</p> <p>b. total water withdrawal from all areas with water stress in megalitres, and a breakdown of this total by the following sources, if applicable:</p> <p>i. Surface water;</p> <p>ii. Groundwater;</p> <p>iii. Seawater;</p> <p>iv. Produced water;</p> <p>v. Third-party water, and a breakdown of this total by the withdrawal sources listed in i-iv.</p> <p>c.a breakdown of total water withdrawal from each of the sources listed in Disclosures 303-3-a and 303-3-b in megalitres by the following categories:</p> <p>i. Freshwater ($\leq 1,000$ mg/L Total Dissolved Solids);</p> <p>ii. Other water ($> 1,000$ mg/L Total Dissolved Solids).</p> <p>d. any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.</p> | | a-d | Not applicable | Water source is from utility provider, therefore water withdrawal is not applicable for ABK |

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| <p>303-4 Water discharge</p> <p>a. total water discharge to all areas in megalitres, and a breakdown of this total by the following types of destination, if applicable:</p> <ul style="list-style-type: none"> i. Surface water; ii. Groundwater; iii. Seawater; iv. Third-party water, and the volume of this total sent for use to other organizations, if applicable. <p>b. a breakdown of total water discharge to all areas in megalitres by the following categories:</p> <ul style="list-style-type: none"> i. Freshwater ($\leq 1,000$ mg/L Total Dissolved Solids); ii. Other water ($> 1,000$ mg/L Total Dissolved Solids). <p>c. total water discharge to all areas with water stress in megalitres, and a breakdown of this total by the following categories:</p> <ul style="list-style-type: none"> i. Freshwater ($\leq 1,000$ mg/L Total Dissolved Solids); ii. Other water ($> 1,000$ mg/L Total Dissolved Solids). <p>d. priority substances of concern for which discharges are treated, including:</p> <ul style="list-style-type: none"> i. how priority substances of concern were defined, and any international standard, authoritative list, or criteria used; ii. the approach for setting discharge limits for priority substances of concern; iii. number of incidents of non-compliance with discharge limits. <p>e. any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.</p> | | a-e | Not applicable | Details on water discharge to all areas is not applicable to the Bank's operations and its water usage practices. |
| <p>303-5 Water consumption</p> <p>a. total water consumption from all areas in megalitres.</p> <p>b. total water consumption from all areas with water stress in megalitres.</p> <p>c. change in water storage in megalitres, if water storage has been identified as having a significant water-related impact.</p> <p>d. any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used, including whether the information is calculated, estimated, modelled, or sourced from direct measurements, and the approach taken for this, such as the use of any sector-specific factors.</p> | a. Section 6.1 | b-d | Information unavailable/incomplete | Details on water consumption from areas in water stress is not available for the Bank's areas of operations as well as change in water storage identification. |

| Emissions | | | | | |
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| <p>GRI 305: Emissions 2016</p> | <p>305-1 Direct (Scope 1) GHG emissions</p> <ul style="list-style-type: none"> a. Gross direct (Scope 1) GHG emissions in metric tons of CO₂ equivalent. b. Gases included in the calculation; whether CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, or all. c. Biogenic CO₂ emissions in metric tons of CO₂ equivalent. d. Base year for the calculation, if applicable, including: <ul style="list-style-type: none"> i. the rationale for choosing it; ii. emissions in the base year; iii. the context for any significant changes in emissions that triggered recalculations of base year emissions. e. Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source. f. Consolidation approach for emissions; whether equity share, financial control, or operational control. g. Standards, methodologies, assumptions, and/or calculation tools used. | <ul style="list-style-type: none"> a. Section 6.2 b. Section 6.2 c. Section 6.2 e. Section 6.2 f. Section 6.2 g. Section 6.2 | d | Information unavailable/incomplete | Information regarding Scope 1 base year for the reporting period is not available. |
| | <p>305-2 Energy indirect (Scope 2) GHG emissions</p> <ul style="list-style-type: none"> a. Gross location-based energy indirect (Scope 2) GHG emissions in metric tons of CO₂ equivalent. b. If applicable, gross market-based energy indirect (Scope 2) GHG emissions in metric tons of CO₂ equivalent. c. If available, the gases included in the calculation; whether CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, or all. d. Base year for the calculation, if applicable, including: <ul style="list-style-type: none"> i. the rationale for choosing it; ii. emissions in the base year; iii. the context for any significant changes in emissions that triggered recalculations of base year emissions. e. Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source. f. Consolidation approach for emissions; whether equity share, financial control, or operational control. g. Standards, methodologies, assumptions, and/or calculation tools used. | a-g. Section 6.2 | | | |

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| <p>305-3 Other indirect (Scope 3) GHG emissions</p> <p>a. Gross other indirect (Scope 3) GHG emissions in metric tons of CO2 equivalent.</p> <p>b. If available, the gases included in the calculation; whether CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, or all.</p> <p>c. Biogenic CO2 emissions in metric tons of CO2 equivalent.</p> <p>d. Other indirect (Scope 3) GHG emissions categories and activities included in the calculation.</p> <p>e. Base year for the calculation, if applicable, including:</p> <p>i. the rationale for choosing it;</p> <p>ii. emissions in the base year;</p> <p>iii. the context for any significant changes in emissions that triggered recalculations of base year emissions.</p> <p>f. Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source.</p> <p>g. Standards, methodologies, assumptions, and/or calculation tools used.</p> | <p>a-g. Section 6.2</p> | | | |
| <p>305-4 GHG emissions intensity</p> <p>a. GHG emissions intensity ratio for the organization.</p> <p>b. Organization-specific metric (the denominator) chosen to calculate the ratio.</p> <p>c. Types of GHG emissions included in the intensity ratio; whether direct (Scope 1), energy indirect (Scope 2), and/or other indirect (Scope 3).</p> <p>d. Gases included in the calculation; whether CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, or all.</p> | <p>a-d. Section 6.2</p> | | | |
| <p>305-5 Reduction of GHG emissions</p> <p>a. GHG emissions reduced as a direct result of reduction initiatives, in metric tons of CO2 equivalent.</p> <p>b. Gases included in the calculation; whether CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, or all.</p> <p>c. Base year or baseline, including the rationale for choosing it.</p> <p>d. Scopes in which reductions took place; whether direct (Scope 1), energy indirect (Scope 2), and/or other indirect (Scope 3).</p> <p>e. Standards, methodologies, assumptions, and/or calculation tools used.</p> | <p>a-e. Section 6.2</p> | | | |

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| <p>305-6 Emissions of ozone-depleting substances (ODS)</p> <p>a. Production, imports, and exports of ODS in metric tons of CFC-11 (trichlorofluoromethane) equivalent.</p> <p>b. Substances included in the calculation.</p> <p>c. Source of the emission factors used.</p> <p>d. Standards, methodologies, assumptions, and/or calculation tools used.</p> | | <p>a-d</p> | <p>Information unavailable/incomplete</p> | <p>The Bank does not have information available on emissions of ozone-depleting substances (ODS) as a result of operations.</p> |
| <p>305-7 Nitrogen oxides (NOx), Sulphur oxides (SOx), and other significant air emissions</p> <p>a. Significant air emissions, in kilograms or multiples, for each of the following:</p> <p>i. NOx</p> <p>ii. SOx</p> <p>iii. Persistent organic pollutants (POP)</p> <p>iv. Volatile organic compounds (VOC)</p> <p>v. Hazardous air pollutants (HAP)</p> <p>vi. Particulate matter (PM)</p> <p>vii. Other standard categories of air emissions identified in relevant regulations</p> <p>b. Source of the emission factors used.</p> <p>c. Standards, methodologies, assumptions, and/or calculation tools used</p> | <p>a.i. Refer to Section 6.2 for emissions that include N2O as part of tCO2e emissions</p> <p>b. As provided by GHG Protocol or internationally recognized databases</p> | <p>aii-vii,c</p> | <p>Information unavailable/incomplete</p> | <p>The Bank does not have information available on other NOx, SOx, and other significant air emissions as a result of operations.</p> |
| Waste | | | | |
| <p>306-1 Waste generation and significant waste-related impacts</p> <p>a. For the organization's significant actual and potential waste-related impacts, a description of:</p> <p>i. the inputs, activities, and outputs that lead or could lead to these impacts;</p> <p>ii. whether these impacts relate to waste generated in the organization's own activities or to waste generated upstream or downstream in its value chain.</p> | <p>a. Section 6.1</p> | | | |

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| <p>306-2 Management of significant waste-related impacts</p> <p>a. actions, including circularity measures, taken to prevent waste generation in the organization's own activities and upstream and downstream in its value chain, and to manage significant impacts from waste generated.</p> <p>b. if the waste generated by the organization in its own activities is managed by a third party, a description of the processes used to determine whether the third party manages the waste in line with contractual or legislative obligations.</p> <p>c. The processes used to collect and monitor waste-related data.</p> | <p>a. Section 6.1</p> | | | | |
| <p>306-3 Waste generated</p> <p>a. total weight of waste generated in metric tons, and a breakdown of this total by composition of the waste.</p> <p>b. contextual information necessary to understand the data and how the data has been compiled.</p> | | <p>a, b</p> | <p>Information unavailable/incomplete</p> | <p>The total weight of waste generated (in metric tons), including a breakdown by waste composition, and the contextual information explaining how the data was compiled are not available for the reporting period</p> | |

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| <p>306-4 Waste diverted from disposal</p> <p>a. total weight of waste diverted from disposal in metric tons, and a breakdown of this total by composition of the waste.</p> <p>b. total weight of hazardous waste diverted from disposal in metric tons, and a breakdown of this total by the following recovery operations:</p> <p>i. Preparation for reuse;</p> <p>ii. Recycling;</p> <p>iii. Other recovery operations.</p> <p>c. total weight of non-hazardous waste diverted from disposal in metric tons, and a breakdown of this total by the following recovery operations:</p> <p>i. Preparation for reuse;</p> <p>ii. Recycling;</p> <p>iii. Other recovery operations.</p> <p>d. for each recovery operation listed in Disclosures 306-4-b and 306-4-c, a breakdown of the total weight in metric tons of hazardous waste and of non-hazardous waste diverted from disposal:</p> <p>i. onsite;</p> <p>ii. offsite.</p> <p>e. contextual information necessary to understand the data and how the data has been compiled.</p> | | <p>a-e</p> | <p>Information unavailable/incomplete</p> | <p>Data on waste diverted from disposal is not available at the Bank</p> |
| <p>306-5 Waste directed to disposal</p> <p>a. total weight of waste directed to disposal in metric tons, and a breakdown of this total by composition of the waste.</p> <p>b. total weight of hazardous waste directed to disposal in metric tons, and a breakdown of this total by the following disposal operations:</p> <p>i. Incineration (with energy recovery);</p> <p>ii. Incineration (without energy recovery);</p> <p>iii. Landfilling;</p> <p>iv. Other disposal operations.</p> <p>c. total weight of non-hazardous waste directed to disposal in metric tons, and a breakdown of this total by the following disposal operations:</p> <p>i. Incineration (with energy recovery);</p> <p>ii. Incineration (without energy recovery);</p> <p>iii. Landfilling;</p> <p>iv. Other disposal operations.</p> <p>d. for each disposal operation listed in Disclosures 306-5-b and 306-5-c, a breakdown of the total weight in metric tons of hazardous waste and of non-hazardous waste directed to disposal:</p> <p>i. onsite;</p> <p>ii. offsite.</p> <p>e. contextual information necessary to understand the data and how the data has been compiled.</p> | | <p>a-e</p> | <p>Information unavailable/incomplete</p> | <p>Data on waste directed to disposal is not measured by the Bank</p> |

| Supplier environmental assessment | | | | | |
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| GRI 308: Supplier Environmental Assessment 2016 | 308-1 New suppliers that were screened using environmental criteria a. Percentage of new suppliers that were screened using environmental criteria. | | a | Information unavailable/incomplete | Data is not available |
| | 308-2 Negative environmental impacts in the supply chain and actions taken a. Number of suppliers assessed for environmental impacts. b. Number of suppliers identified as having significant actual and potential negative environmental impacts. c. Significant actual and potential negative environmental impacts identified in the supply chain. d. Percentage of suppliers identified as having significant actual and potential negative environmental impacts with which improvements were agreed upon as a result of assessment. e. Percentage of suppliers identified as having significant actual and potential negative environmental impacts with which relationships were terminated as a result of assessment, and why. | | a-e | Information unavailable/incomplete | Data is not available |
| Employment | | | | | |
| GRI 401: Employment 2016 | 401-1 New employee hires and employee turnover a. Total number and rate of new employee hires during the reporting period, by age group, gender and region. b. Total number and rate of employee turnover during the reporting period, by age group, gender and region. | a. Section 4.1 b. Section 4.1 | | | |
| | 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees a. Benefits which are standard for full-time employees of the organization but are not provided to temporary or part-time employees, by significant locations of operation. These include, as a minimum: i. life insurance; ii. health care; iii. disability and invalidity coverage; iv. parental leave; v. retirement provision; vi. stock ownership; vii. others. b. The definition used for 'significant locations of operation'. | a. Section 4.2 b. Section 4.2 | | | |

| | 401-3 Parental leave a. Total number of employees that were entitled to parental leave, by gender. b. Total number of employees that took parental leave, by gender. c. Total number of employees that returned to work in the reporting period after parental leave ended, by gender. d. Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work, by gender. e. Return to work and retention rates of employees that took parental leave, by gender. | a. Section 4.2 b. Section 4.2 | | | |
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| Labour/management relations | | | | | |
| GRI 402: Labour/Management Relations 2016 | 402-1 Minimum notice periods regarding operational changes a. Minimum number of weeks' notice typically provided to employees and their representatives prior to the implementation of significant operational changes that could substantially affect them. b. For organizations with collective bargaining agreements, report whether the notice period and provisions for consultation and negotiation are specified in collective agreements. | a. Section 4.2 | b | Not applicable | Not applicable to ABK as employees are not covered by collective bargaining agreements |
| Occupational health and safety | | | | | |
| GRI 403: Occupational Health and Safety 2018 | 403-1 Occupational health and safety management system a. Please report whether an occupational health and safety management system has been implemented. If applicable, specify: i. Whether the system was implemented due to legal requirements, including a list of those requirements. ii. Whether the system was implemented based on recognized risk management and/or management system standards or guidelines, including a list of those standards/guidelines. b. A description of the scope of workers, activities, and workplaces covered by the occupational health and safety management system, and an explanation of whether and, if so, why any workers, activities, or workplaces are not covered. | a. Section 4.2 b. Section 4.2 | | | |

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| <p>403-2 Hazard identification, risk assessment, and incident investigation</p> <p>a. A description of the processes used to identify work-related hazards and assess risks on a routine and non-routine basis, and to apply the hierarchy of controls in order to eliminate hazards and minimize risks, including:</p> <p>i. how the organization ensures the quality of these processes, including the competency of persons who carry them out;</p> <p>ii. how the results of these processes are used to evaluate and continually improve the occupational health and safety management system.</p> <p>b. A description of the processes for workers to report work-related hazards and hazardous situations, and an explanation of how workers are protected against reprisals.</p> <p>c. A description of the policies and processes for workers to remove themselves from work situations that they believe could cause injury or ill health, and an explanation of how workers are protected against reprisals.</p> <p>d. A description of the processes used to investigate work-related incidents, including the processes to identify hazards and assess risks relating to the incidents, to determine corrective actions using the hierarchy of controls, and to determine improvements needed in the occupational health and safety management system.</p> | <p>a-d. Section 4.2</p> | | | |
| <p>403-3 Occupational health services</p> <p>a. A description of the occupational health services' functions that contribute to the identification and elimination of hazards and minimization of risks, and an explanation of how the organization ensures the quality of these services and facilitates workers' access to them.</p> | <p>a. Section 4.2</p> | | | |

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| <p>403-4 Worker participation, consultation, and communication on occupational health and safety</p> <p>a. A description of the processes for worker participation and consultation in the development, implementation, and evaluation of the occupational health and safety management system, and for providing access to and communicating relevant information on occupational health and safety to workers.</p> <p>b. Where formal joint management-worker health and safety committees exist, a description of their responsibilities, meeting frequency, decision-making authority, and whether and, if so, why any workers are not represented by these committees.</p> | <p>a. Section 4.2 b. Section 4.2</p> | | | |
| <p>403-5 Worker training on occupational health and safety</p> <p>a. A description of any occupational health and safety training provided to workers, including generic training as well as training on specific work-related hazards, hazardous activities, or hazardous situations</p> | <p>a. Section 4.2</p> | | | |
| <p>403-6 Promotion of worker health</p> <p>a. An explanation of how the organization facilitates workers' access to non-occupational medical and healthcare services, and the scope of access provided.</p> <p>b. A description of any voluntary health promotion services and programs offered to workers to address major non-work-related health risks, including the specific health risks addressed, and how the organization facilitates workers' access to these services and programs.</p> | <p>a. Section 4.2 b. Section 4.2</p> | | | |
| <p>403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships</p> <p>a. A description of the organization's approach to preventing or mitigating significant negative occupational health and safety impacts that are directly linked to its operations, products, or services by its business relationships, and the related hazards and risks.</p> | <p>a. Section 3.1 and 4.2</p> | | | |

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| <p>403-8 Workers covered by an occupational health and safety management system</p> <p>a. If the organization has implemented an occupational health and safety management system based on legal requirements and/or recognized standards/guidelines:</p> <p>i. the number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system;</p> <p>ii. the number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system that has been internally audited;</p> <p>iii. the number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system that has been audited or certified by an external party.</p> <p>b. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded.</p> <p>c. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.</p> | <p>a-c. Section 4.2</p> | | | |
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| <p>403-9 Work-related injuries</p> <p>a. For all employees:</p> <p>i. The number and rate of fatalities as a result of work-related injury;</p> <p>ii. The number and rate of high-consequence work-related injuries (excluding fatalities);</p> <p>iii. The number and rate of recordable work-related injuries;</p> <p>iv. The main types of work-related injury;</p> <p>v. The number of hours worked.</p> <p>b. For all workers who are not employees but whose work and/or workplace is controlled by the organization:</p> <p>i. The number and rate of fatalities as a result of work-related injury;</p> <p>ii. The number and rate of high-consequence work-related injuries (excluding fatalities);</p> <p>iii. The number and rate of recordable work-related injuries;</p> <p>iv. The main types of work-related injury;</p> <p>v. The number of hours worked.</p> <p>c. The work-related hazards that pose a risk of high-consequence injury, including:</p> <p>i. how these hazards have been determined;</p> <p>ii. which of these hazards have caused or contributed to high-consequence injuries during the reporting period;</p> <p>iii. actions taken or underway to eliminate these hazards and minimize risks using the hierarchy of controls.</p> <p>d. Any actions taken or underway to eliminate other work-related hazards and minimize risks using the hierarchy of controls.</p> <p>e. Whether the rates have been calculated based on 200,000 or 1,000,000 hours worked.</p> <p>f. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded.</p> <p>g. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.</p> | <p>a-e. Section 4.2</p> | | | |
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| | <p>403-10 Work-related ill health</p> <p>a. For all employees:</p> <p>i. The number of fatalities as a result of work-related ill health;</p> <p>ii. The number of cases of recordable work-related ill health;</p> <p>iii. The main types of work-related ill health.</p> <p>b. For all workers who are not employees but whose work and/or workplace is controlled by the organization:</p> <p>i. The number of fatalities as a result of work-related ill health;</p> <p>ii. The number of cases of recordable work-related ill health;</p> <p>iii. The main types of work-related ill health.</p> <p>c. The work-related hazards that pose a risk of ill health, including:</p> <p>i. how these hazards have been determined;</p> <p>ii. which of these hazards have caused or contributed to cases of ill health during the reporting period.</p> <p>iii. actions taken or underway to eliminate these hazards and minimize risks using the hierarchy of controls.</p> <p>iv. whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded.</p> <p>d. any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.</p> | a-d. Section 4.2 | | | |
| Training and education | | | | | |
| GRI 404: Training and Education 2016 | <p>404-1 Average hours of training per year per employee</p> <p>a. Average hours of training that the organization's employees have undertaken during the reporting period, by:</p> <p>i. gender;</p> <p>ii. employee category.</p> | a. Section 4.2 | | | |
| | <p>404-2 Programs for upgrading employee skills and transition assistance programs</p> <p>a. Type and scope of programs implemented and assistance provided to upgrade employee skills.</p> <p>b. Transition assistance programs provided to facilitate continued employability and the management of career endings resulting from retirement or termination of employment.</p> | a. Section 3.1 and 4.2 b. Section 4.2 | | | |

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| | <p>404-3 Percentage of employees receiving regular performance and career development reviews</p> <p>a. Percentage of total employees by gender and by employee category who received a regular performance and career development review during the reporting period.</p> | a. Section 4.2 | | | |
| Diversity and equal opportunity | | | | | |
| GRI 405: Diversity and Equal Opportunity 2016 | <p>405-1 Diversity of governance bodies and employees</p> <p>a. Percentage of individuals within the organization's governance bodies in each of the following diversity categories:</p> <p>i. Gender;</p> <p>ii. Age group: under 30 years old, 30-50 years old, over 50 years old;</p> <p>iii. Other indicators of diversity where relevant (such as minority or vulnerable groups).</p> <p>b. Percentage of employees per employee category in each of the following diversity categories:</p> <p>i. Gender;</p> <p>ii. Age group: under 30 years old, 30-50 years old, over 50 years old;</p> <p>iii. Other indicators of diversity where relevant (such as minority or vulnerable groups).</p> | a. Section 2.1, additional info can be found via our Annual Report in the following link: https://abk.eahli.com/media/files/10508_-_ABK_Corporate_-_Annual_Report_2026_Digital_En_-_2603_31.pdf b. Section 4.1 | | | |
| | <p>405-2 Ratio of basic salary and remuneration of women to men</p> <p>a. Ratio of the basic salary and remuneration of women to men for each employee category, by significant locations of operation.</p> <p>b. The definition used for 'significant locations of operation'.</p> | Section 4.2 | | | |
| Non-discrimination | | | | | |
| GRI 406: Non-discrimination 2016 | <p>406-1 Incidents of discrimination and corrective actions taken</p> <p>a. Total number of incidents of discrimination during the reporting period.</p> <p>b. Status of the incidents and actions taken with reference to the following:</p> <p>i. Incident reviewed by the organization;</p> <p>ii. Remediation plans being implemented;</p> <p>iii. Remediation plans that have been implemented, with results reviewed through routine internal management review processes;</p> <p>iv. Incident no longer subject to action.</p> | a. Section 4.2 b. Section 4.2 | | | |

| Freedom of association and collective bargaining | | | | | |
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| GRI 407: Freedom of Association and Collective Bargaining 2016 | 407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk a. Operations and suppliers in which workers' rights to exercise freedom of association or collective bargaining may be violated or at significant risk either in terms of: i. type of operation (such as manufacturing plant) and supplier; ii. countries or geographic areas with operations and suppliers considered at risk. b. measures taken by the organization in the reporting period intended to support rights to exercise freedom of association and collective bargaining. | | a, b | Not applicable | Information on ABK's suppliers and their operations in relation to the right to exercise freedom of association and collective bargaining is not applicable to the Bank. |
| Child labour | | | | | |
| GRI 408: Child Labour 2016 | 408-1 Operations and suppliers at significant risk for incidents of child labour a. Operations and suppliers considered to have significant risk for incidents of: i. child labour; ii. young workers exposed to hazardous work. b. Operations and suppliers considered to have significant risk for incidents of child labour either in terms of: i. type of operation (such as manufacturing plant) and supplier; ii. countries or geographic areas with operations and suppliers considered at risk. c. Measures taken by the organization in the reporting period intended to contribute to the effective abolition of child labour. | | a, b, c | Not applicable | Information on ABK's operations and suppliers at risk for incidents of child labour is not applicable to the Bank. |
| Forced or compulsory labour | | | | | |
| GRI 409: Forced or Compulsory Labour 2016 | 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour. a. Operations and suppliers considered to have significant risk for incidents of forced or compulsory labour either in terms of: i. type of operation (such as manufacturing plant) and supplier; ii. countries or geographic areas with operations and suppliers considered at risk. b. Measures taken by the organization in the reporting period intended to contribute to the elimination of all forms of forced or compulsory labour. | | a, b | Not applicable | Information on ABK's operations and suppliers at risk for incidents of forced or compulsory labour is not applicable to the Bank. |

| Security practices | | | | | |
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| GRI 410: Security Practices 2016 | 410-1 Security personnel trained in human rights policies or procedures a. Percentage of security personnel who have received formal training in the organization's human rights policies or specific procedures and their application to security. b. Whether training requirements also apply to third-party organizations providing security personnel. | | a. Section 4.2 b. Section 4.2 | | |
| Rights of indigenous peoples | | | | | |
| GRI 411: Rights of Indigenous Peoples 2016 | 411-1 Incidents of violations involving rights of indigenous peoples a. Total number of identified incidents of violations involving the rights of indigenous peoples during the reporting period. b. Status of the incidents and actions taken with reference to the following: i. Incident reviewed by the organization; ii. Remediation plans being implemented; iii. Remediation plans that have been implemented, with results reviewed through routine internal management review processes; iv. Incident no longer subject to action. | | a, b | Not applicable | Information on incidents of violations involving rights of indigenous peoples is not applicable to the Bank. |
| Local communities | | | | | |
| GRI 413: Local Communities 2016 | 413-1 Operations with local community engagement, impact assessments, and development programs a. Percentage of operations with implemented local community engagement, impact assessments, and/or development programs, including the use of: i. social impact assessments, including gender impact assessments, based on participatory processes; ii. environmental impact assessments and ongoing monitoring; iii. public disclosure of results of environmental and social impact assessments; iv. local community development programs based on local communities' needs; v. stakeholder engagement plans based on stakeholder mapping; | | a. Section 5.1 | | |

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| GRI 413: Local Communities 2016 | vi. broad based local community consultation committees and processes that include vulnerable groups; vii. works councils, occupational health and safety committees and other worker representation bodies to deal with impacts; viii. formal local community grievance processes. | | | | |
| | 413-2 Operations with significant actual and potential negative impacts on local communities a. Operations with significant actual and potential negative impacts on local communities, including: i. the location of the operations; ii. the significant actual and potential negative impacts of operations. | | a | Not applicable | Information on the significant actual and potential negative impacts on local communities is not applicable to the Bank. |
| Supplier social assessment | | | | | |
| GRI 414: Supplier Social Assessment 2016 | 414-1 New suppliers that were screened using social criteria a. Percentage of new suppliers that were screened using social criteria. | | a | Information unavailable/incomplete | Information on the new suppliers that were screened using social criteria is not available |
| | 414-2 Negative social impacts in the supply chain and actions taken a. Number of suppliers assessed for social impacts. b. Number of suppliers identified as having significant actual and potential negative social impacts. c. Significant actual and potential negative social impacts identified in the supply chain. d. Percentage of suppliers identified as having significant actual and potential negative social impacts with which improvements were agreed upon as a result of assessment. e. Percentage of suppliers identified as having significant actual and potential negative social impacts with which relationships were terminated as a result of assessment, and why. | | a-e | Information unavailable/incomplete | Information on the negative social impacts in the supply chain is not available at ABK |

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| Public policy | | | | | |
| GRI 415: Public Policy 2016 | 415-1 Political contributions a. Total monetary value of financial and in-kind political contributions made directly and indirectly by the organization by country and recipient/beneficiary. b. If applicable, how the monetary value of in-kind contributions was estimated. | | a, b | Not applicable | Information on political contributions is not applicable to ABK |
| Customer health and safety | | | | | |
| GRI 416: Customer Health and Safety 2016 | 416-1 Assessment of the health and safety impacts of product and service categories a. Percentage of significant product and service categories for which health and safety impacts are assessed for improvement. | | a. Section 3.1 | | |
| | 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services a. Total number of incidents of non-compliance with regulations and/or voluntary codes concerning the health and safety impacts of products and services within the reporting period, by: i. incidents of non-compliance with regulations resulting in a fine or penalty; ii. incidents of non-compliance with regulations resulting in a warning; iii. incidents of non-compliance with voluntary codes. b. If the organization has not identified any non-compliance with regulations and/or voluntary codes, a brief statement of this fact is sufficient. | | a. Section 3.1 b. Section 3.1 | | |
| Marketing and labelling | | | | | |
| GRI 417: Marketing and Labelling 2016 | 417-1 Requirements for product and service information and labelling a. Whether each of the following types of information is required by the organization's procedures for product and service information and labelling: i. The sourcing of components of the product or service; ii. Content, particularly with regard to substances that might produce an environmental or social impact; iii. Safe use of the product or service; iv. Disposal of the product and environmental or social impacts; v. Other (explain). b. Percentage of significant product or service categories covered by and assessed for compliance with such procedures. | | a. Section 3.1 b. Section 3.1 | | |

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| | 417-2 Incidents of non-compliance concerning product and service information and labelling a. Total number of incidents of non-compliance with regulations and/or voluntary codes concerning product and service information and labelling, by: i. incidents of non-compliance with regulations resulting in a fine or penalty; ii. incidents of non-compliance with regulations resulting in a warning; iii. incidents of non-compliance with voluntary codes. b. If the organization has not identified any non-compliance with regulations and/or voluntary codes, a brief statement of this fact is sufficient. | a. Section 3.1 b. Section 3.1 | | | |
| | 417-3 Incidents of non-compliance concerning marketing communications a. Total number of incidents of non-compliance with regulations and/or voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by: i. incidents of non-compliance with regulations resulting in a fine or penalty; ii. incidents of non-compliance with regulations resulting in a warning; iii. incidents of non-compliance with voluntary codes. b. If the organization has not identified any non-compliance with regulations and/or voluntary codes, a brief statement of this fact is sufficient. | a. Section 3.1 b. Section 3.1 | | | |
| Customer privacy | | | | | |
| GRI 418: Customer Privacy 2016 | 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data a. Total number of substantiated complaints received concerning breaches of customer privacy, categorized by: i. complaints received from outside parties and substantiated by the organization; ii. complaints from regulatory bodies. b. Total number of identified leaks, thefts, or losses of customer data. c. If the organization has not identified any substantiated complaints, a brief statement of this fact is sufficient. | a-c. Section 2.5 | | | |

7.2 Other ESG Disclosures

| Metric | Answer |
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| Independence of the chair of the board from management or other interests | Yes, the chair of the board is independent of management or other interests. |
| Presence of a combined CEO/chair role | No |
| Board composition with %30 or more executive directors or management board including eight or more executive directors | No |
| Disclosure of related-party transactions (RPTs) in the two most recently reported financial years | Yes |
| Non-executive board members serving on four or more total boards | No |
| Executive board members serving on three or more total boards | We do not have executive board members |
| Directors receiving negative or withheld shareholder votes exceeding %10 | No |
| Board members failing to attend at least %75 of meetings | No |
| Board composition indicating potential entrenchment due to tenure or age | No |
| Board members with tenure of 15 years or greater exceeding %35 | Yes (3 out of 11) |
| Board composition with tenure of 15 years or greater and more than %15 of the directors are aged 70 or over | Yes |
| More than four directors with tenure of 15 years or greater | No |
| More than four directors aged 70 or over | No |
| Board composed of more than %30 active corporate CEOs from other companies | No |
| Presence of female directors on the board | No |
| Pay committee composition raising concerns regarding active CEOs or chair track record | No |
| Independence of nomination committee members from management and other interests | No executives/management personnel serve on the Board Nomination Committee (BNC) |
| Incidents involving board members or senior executives related to integrity, misconduct, or reputational damage | No. Based on our records and available information, no current or recent board members or senior executives have been involved in incidents related to integrity, misconduct, or reputational damage while serving in the Bank. |
| Adoption of stock ownership guidelines or equity retention policy for the CEO when shareholding is below threshold | No. The CEO does not hold a significant number of shares as defined by the criteria, and the organization has not adopted stock ownership guidelines or an equity retention policy for the CEO. Compensation and performance management for the CEO are instead governed through internal remuneration frameworks and oversight by the appropriate governance bodies. |
| Reduction in CEO shareholding by %10 or more year-over-year | No. The CEO does not hold a material number of shares |
| Alignment of CEO equity pay with total shareholder return over three and five years | No. The CEO does not hold a material number of shares |
| Alignment of CEO equity pay with total shareholder return relative to peer group | No. The CEO does not hold a material number of shares |
| Alignment of CEO annual incentives with annual performance | No. The CEO's annual incentives are aligned with the organization's performance. The short-term incentive outcomes reflect the company's financial and operational results, and therefore none of the misalignment conditions apply. |
| Adverse public comments from stakeholders (including shareholders, government, regulators, etc.) on pay policies or practices | No, the organization's pay policies and practices have not attracted any adverse public comment from stakeholders, including shareholders, government bodies, regulators, or other external parties. |
| Negative vote exceeding %10 on pay policies and practices | No, for the most recently reported period, the organization did not receive a negative vote |

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| Disclosure of specific pay totals for top executives including the CEO | Yes, specific pay totals for our top executives, including the CEO, are disclosed through the Bank's Annual Report. |
| CEO realized pay falling into an extreme range relative to peer group | No, the most recently reported total realized CEO pay does not fall into an extreme range relative to the organization's pay peer group. |
| CEO awarded pay falling into an extreme range relative to peer group | No, the most recently reported total CEO pay does not fall into an extreme range relative to the organization's pay peer group. |
| CEO fixed pay falling into an extreme range relative to peer group | No, the most recently reported total CEO pay does not fall into an extreme range relative to the organization's pay peer group. |
| CEO total awarded pay exceeding three times the median of other executives | No, the CEO's total awarded pay for the last reported period does not exceed three times the median pay of the other named executive officers |
| CEO potential cash severance exceeding five times annual pay | No, the CEO's potential cash severance pay will not exceed five times their annual salary. |
| Eligibility of unvested equity awards for vesting upon CEO termination | Yes, unvested equity awards may still be eligible for vesting, but it depends on the type of termination or resignation. |
| Potential dilution in traded shares exceeding %10 | No |
| Organization run rate of %2 or more for incentive share awards | For the 2026 Long-Term Incentive (LTI), we will not be granting actual shares; we will only calculate and reference the notional value or number of shares. |
| Adoption of stock ownership guidelines for non-executive directors | No, the organization has not adopted specific stock ownership guidelines for non-executive directors |
| Organization being widely held with no principal shareholders or large-bloc holders | No |
| Involvement in cross-shareholdings with other companies | Yes |
| Organization being traded as a tracking stock or similar trading-based entity | No |
| Adoption of takeover defence mechanisms such as poison pill or shareholder rights plan | No |
| Board authority to amend bylaws or Articles of Association without shareholder approval | No |
| Shareholder ability to requisition an extraordinary general meeting (EGM) within a %10 voting rights threshold | Yes |
| Implementation of regular say-on-pay votes | No |
| Presence of a classified or staggered board combined with limitations on shareholder rights | No |
| Adoption of binding majority voting in the election of directors | Yes |
| Use of plurality voting for director elections without allowing cumulative voting | No |
| Presence of a constituency provision or protection under applicable law | Yes |
| Evidence of material weakness in internal control systems | No |
| Delays in financial or regulatory reporting submissions | No |
| Eligibility of non-officer, non-sales staff for performance-based pay such as bonuses | Yes |
| Provision of client services through non-branch channels such as agents, retail locations, or alternative access points | Yes. The Bank serves customers through digital channels such as Online and Mobile Banking, ATM, and Contact Centers, supporting customer access to banking services beyond traditional branches. In addition, The Bank serves customers through non-branch channels primarily for marketing and product showcasing purposes. This includes booths located in shopping malls, events, car agencies, and government entities (e.g. GMC). |
| Development of environmental credit policies or adoption of standards related to agriculture sector financing | The Group has not adopted standalone binding or non-binding environmental credit policies specific to the agriculture sector. Environmental considerations, where relevant, are assessed within the existing credit risk and governance framework. |

7.3 Boursa Kuwait and GCC Stock Exchange Indices

| Boursa Kuwait Metrics | Description | GCC Stock Exchange Index Mapping | Description | Disclosure / Section Number |
|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Environmental | | | | |
| Greenhouse Gas (GHG) Emissions (Scope 1 & 2) | Total direct (Scope 1) and energy indirect (Scope 2) GHG emissions, in tonnes of CO ₂ equivalent. A core climate metric indicating the company's carbon footprint. | E1. GHG Emissions | E1.1) Total amount in CO ₂ equivalents, for Scope 1 E1.2) Total amount, in CO ₂ equivalents, for Scope 2 (if applicable) | Section 6.2 Section 6.2 |
| GHG Emissions – Scope 3 | Total indirect GHG emissions from the value chain (Scope 3), if significant (e.g., supply chain, product use). Indicates broader climate impact beyond operations. | E1. GHG Emissions | E1.3) Total amount, in CO ₂ equivalents, for Scope 3 (if applicable) | Section 6.2 |
| Emissions Intensity | GHG emissions intensity, e.g., tonnes CO ₂ per output unit (product, revenue, or BOE for oil/gas). Normalizes emissions relative to business size or activity. | E2. Emissions Intensity | E2.1) Total GHG emissions per output scaling factor E2.2) Total non-GHG emissions per output scaling factor | Section 6.2 |
| Energy Consumption | Total energy used: direct energy (fuels) and indirect energy (electricity/steam) consumed (in MWh or GJ). Indicates the company's overall energy footprint. | E3. Energy Usage | E3.1) Total amount of energy directly consumed E3.2) Total amount of energy indirectly consumed | Section 6.2 Not available |
| Energy Intensity | Energy intensity, e.g., energy consumed per unit output or revenue. Measures energy efficiency of operations. | E4. Energy Intensity | Total direct energy usage per output scaling factor | Not available |
| Energy Mix (Renewables %) | The breakdown of energy sources used (e.g., % from renewable sources vs. fossil fuels). Shows transition to cleaner energy. | E5. Energy Mix | Percentage: Energy usage by generation type | Section 6.1 |
| Water Usage | Total water withdrawn/consumed and water recycled or reclaimed (in cubic meters). Reflects the company's water footprint and conservation efforts. | E6. Water Usage | E6.1) Total amount of water consumed E6.2) Total amount of water reclaimed | Section 6.1 Not applicable |
| Environmental Policy & Management | Existence of formal environmental management policies and systems. For example: Does the company have an environmental policy? Are there specific policies on waste, water, energy, recycling? Is an energy management system (e.g., ISO 50001) in place? (Yes/No for each). | E7. Environmental Operations | E7.1) Does your company follow a formal environmental policy? Yes/No | Environmental topics and management of environmental practices within the bank are addressed in the Banks ESG Policy. There are no specific policies on waste, water, energy and recycling. No energy management system is available |
| - | - | E8. Environmental Oversight | Does your Management Team oversee and/or manage sustainability issues? Yes/No | Yes |
| - | - | E9. Environmental Oversight | Does your Board oversee and/or manage sustainability issues? Yes/No | Yes, Section 2.1 |

| | | | | |
|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| Climate Governance and Risk Mitigation | Whether the Board or executive management explicitly oversees climate-related risks and opportunities (Yes/No). Indicates if climate change is integrated into governance structures. | - | - | No, Section 2.2 |
| Climate Risk Mitigation Investments | Climate Risk Mitigation Investments Annual investment (CAPEX or R&D spend) in climate change mitigation or adaptation projects – e.g. renewable energy, energy efficiency, climate-resilient infrastructure, low-carbon product development (in KD). | E10. Climate Risk Mitigation | Total amount invested, annually, in climate-related infrastructure, resilience, and product development | Section 2.4 |
| Social | | | | |
| - | - | S1. CEO Pay Ratio | S1.1) Ratio: CEO total compensation to median Full Time Equivalent (FTE) total compensation S1.2) Does your company report this metric in regulatory filings? Yes/No | Confidential Yes |
| - | - | S2. Gender Pay Ratio | Ratio: Median male compensation to median female compensation | - |
| Employee Turnover | Annual employee turnover rate – e.g., percentage of workforce leaving the company over the year, typically broken out by employee type: S2.1 Full-time, S2.2 Part-time, S2.3 Contractors. Indicates retention and stability of the workforce. | S3. Employee Turnover | S3.1) Percentage: Year-over-year change for full-time employees | Section 4.1 |
| - | - | - | S3.2) Percentage: Year-over-year change for part-time employees | Section 4.1 |
| - | - | - | S3.3) Percentage: Year-over-year change for contractors/consultants | Not available |
| Gender Diversity (Workforce Composition) | Gender breakdown of employees at different levels – e.g., S3.1 % of total workforce that is female vs male; S3.2 % of entry/mid-level positions held by women; S3.3 % of senior/executive positions held by women. Shows representation of women across the organization. | S4. Gender Diversity | S4.1) Percentage: Total enterprise headcount held by men and women | Section 4.1 Section 4.1 |
| - | - | - | S4.2) Percentage: Entry- and mid-level positions held by men and women | - |
| - | - | - | S4.3) Percentage: Senior- and executive-level positions held by men and women | Section 4.1 |
| Training and Learning | Average training hours per employee (by gender and employee category). Total investment in training and development. Percentage of employees receiving regular performance and career development reviews. Qualitative summary of key programs. | - | - | Section 4.2 |

| | | | | |
|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
| Temporary & Contract Workers | Proportion of workforce on non-permanent contracts – e.g., % of total employees who are part-time; % who are contractors/seasonal. Indicates reliance on contingent labour. | S5. Temporary Worker Ratio | S5.1) Percentage: Total enterprise headcount held by part-time employees S5.2) Percentage: Total enterprise headcount held by contractors and/or consultants | Section 4.2 Not available |
| Non-Discrimination Policy | Whether the company has a formal policy against discrimination and sexual harassment (Yes/No). Reflects commitment to equal opportunity and a safe workplace. | S6. Non-Discrimination | Does your company follow a non-discrimination policy? Yes/No | Yes, as part of the code of conduct |
| Injury Rate (Health & Safety) | Work-related injury rate, e.g., Lost Time Injury Frequency Rate (LTIFR) – number of injuries per million hours worked (or similar). Indicates workforce health and safety performance. | S7. Injury Rate | Percentage: Frequency of injury events relative to total workforce time | Section 4.2 |
| Occupational Health & Safety Policy | Whether the company has a formal occupational health and/or global safety policy in place (Yes/No). Shows if the company systematically manages employee health and safety. | S8. Global Health & Safety | Does your company follow an occupational health and/or global health & safety policy? Yes/No | No |
| - | - | S9. Child & Forced Labour | S9.1) Does your company follow a child and/or forced labour policy? Yes/No S9.2) If yes, does your child and/or forced labour policy also cover suppliers and vendors? Yes/No | Not applicable Not applicable |
| Human Rights Policy | Whether the company has a formal human rights policy (Yes/No) and if it extends to suppliers/vendors (Yes/No). Broadly covers commitments to respect human rights (fair labour practices, community impact, etc.). | S10. Human Rights | S10.1) Does your company follow a human rights policy? Yes/No S10.2) If yes, does your human rights policy also cover suppliers and vendors? Yes/No | Yes, part of our code of conduct Yes |
| Nationalization (Kuwaitization) | Percentage of the company's workforce that are Kuwaiti nationals, and qualitative information on local hiring initiatives. E.g., S10.1 % of total employees who are Kuwaiti; S10.2 contribution to direct and indirect local job creation (e.g., via training, outsourcing to local firms). | - | - | Section 4.1 and 4.2 |
| Community Investment | Total investment in community programs and initiatives that contribute to social, environmental, or economic development, expressed as a percentage of company revenues. | - | - | Section 5.1 |
| Governance | | | | |
| Board Diversity | Gender composition of the Board of Directors – e.g., % of board seats occupied by women vs men; % of board committee chairs held by women vs men. Indicates gender diversity at the highest governance level. | G1. Board Diversity | G1.1) Percentage: Total Board seats occupied by men and women G1.2) Percentage: Committee chairs occupied by men and women | Refer to Annual Report Refer to Annual Report |

| | | | | |
|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
| Board Independence & CEO/Chair Separation | Independence of the Board: Does the company prohibit the CEO from also being Board Chair? (Yes/No). Percentage of board seats that are independent (per CMA definition). Reflects checks and balances in governance. | G2. Board Independence | G2.1) Does your company prohibit CEO from serving as Board chair? Yes/No G2.2) Percentage: Total Board seats occupied by independent Board members | Yes Refer to Annual Report |
| - | - | G3. Incentivized Pay | G3.1) Are executives formally incentivized to perform on sustainability? | Not available |
| Supplier Code of Conduct | Whether the company requires its suppliers/vendors to adhere to a Code of Conduct (covering ethics, labour, environmental standards) (Yes/No), and if yes, what percentage of key suppliers have formally certified compliance. Shows how the company manages ESG risks in its supply chain. | G4. Supplier code of conduct | G4.1) Are your vendors or suppliers required to follow a code of conduct? Yes/ No G4.2) If yes, what percentage of your suppliers have formally certified their compliance with the code? | Yes, Section 5.3 Section 5.3 |
| Ethics & Anti-Corruption | Whether the company has a formal Ethics and/or Anti-Corruption policy (Yes/No), and if yes, what percentage of employees have formally certified compliance with it (e.g., via training or annual sign-off). | G5. Ethics & Prevention of Corruption | G5.1) Does your company follow an Ethics and/or Prevention of Corruption policy? Yes/No G5.2) If yes, what percentage of your workforce has formally certified its compliance with the policy? | No, Section 2.2 |
| Data Privacy | Policies and procedures in place to comply with GDPR or similar global data protection and information security awareness standards (e.g., data security, user consent mechanisms, breach response plans). | G6. Data Privacy | G6.1) Does your company follow a Data Privacy policy? Yes/No G6.2) Has your company taken steps to comply with GDPR rules? Yes/No | Yes, Section 2.5 |
| - | - | G7. Sustainability Reporting | G7.1) Does your company publish a sustainability report? Yes/No | Yes |
| - | - | G8. Disclosure Practices | G8.1) Does your company provide sustainability data to sustainability reporting frameworks? Yes/No G8.2) Does your company focus on specific UN Sustainable Development Goals (SDGs)? Yes/No G8.3) Does your company set targets and report progress on the UN SDGs? Yes/No | Yes Yes Yes |
| External Assurance of ESG Data | Whether the company's sustainability disclosures are assured or verified by an independent third party (Yes/No). Assurance can apply to certain metrics (e.g., GHG emissions) or the whole report. (This is a recommended best practice.) | G9. External Assurance | G9.1) Are your sustainability disclosures assured or verified by a third-party audit firm? Yes/No | No |

7.4 List of Branches

Branches and Locations

| ABK Kuwait | |
|--------------------|---------------------------------------------------------------------|
| Branch | Address |
| Head Office | Ahmad Al Jaber Street, Safat Square |
| Liberation Tower | Liberation Tower, Safat |
| Ministries Complex | Ministries Complex, Block 17 |
| Sharq | Sharq, Behbehani Complex |
| Mansouriya | Block 2, Al-Arabi Street |
| Al Shaab | Block 7, Abdullah Mishari Al Roudan Street |
| Al Ferdous | Block 7, Al Ferdous Street |
| Sabah Hospital | Near Sabah Hospital |
| Zahra | Al Zahraa Area, Block 4, Association of Cooperative Zahra |
| Farwaniya | Habib Munawer Street, Al Etihad Complex |
| Jeleb Al Shyoukh | Block 7, Street 1, Building A34 Ground Floor |
| Sabhan | Sabhan Industrial Area, Block 7, Building 3 |
| Al-Adan | Al-Adan, Block 7, Street 106 |
| Ahmadi | East Ahmedi, Mustafa Karam Company, Building 15, Ground Floor No. 1 |
| South Sabaniya | Block 1 Hamad Al-Zowayr Street |
| Al Khiran Mall | Mall, 278 Road Sabah Al Ahmad Sea City Block A3, Al Khiran 66300 |
| Al-Amel | Sabhan Industrial Area, Block 7, Building 3 |
| Faheheel | Al Manshar Complex, near Al Kout Mall |
| Kaifan | Block 5, Alexandria St., Kuwait City |
| Hawally | Tunis Street |
| University | Kuwait University, Khaldiya |
| Jabriya | Block 7, Street 102, near Police Station |
| Salmiya | Salmiya, Salem Al Mubarak Street, Salem Al Mubarak |
| Al-Amel Salmiya | Salmiya, Salem Al Mubarak Street, Salem Al Mubarak |
| Shuwaikh | Banks Street, Shuwaikh |
| Khaitan | Abraq Khaitan, Block 7, Rana Complex |
| Andalus | Andalus, Block 14, Street 602, near Co-Op |
| Saad Abdullah | Block 10, Street 25 |
| Jahra 2 | Block 4, Al Maarey Street, Mobarak Mall |
| Jahra 1 | Block 3, Al Waha Area, Near Al Waha Polyclinic |

| ABK Egypt | |
|-----------------|-----------------------------------------------------------------------------------------------------|
| Branch | Address |
| Assiut | Cross thawra & Salah Salem St., Assiut |
| Sohag | Intersection of no. 15 street with El-Gomhoria street - El-Hag Ahmed Deif Allah towers - Sohag |
| Menia | 191 Cornish El Nile - Menia |
| Bani Suef | Grand Nile Tower, Corniche St., Bani Suef, Egypt |
| Hurghada | El Hadaba El Shamalia - in front of El Tabia hotel - Hurghada - Red Sea |
| Palm Hills | Mall Hill Town - 6th October, Giza |
| 6th of October | Block 6/A, Al Madina Center Tower, Beside El Hossary Mosque, Central road, 1/18th Of October, Egypt |
| Maadi | 4/1 Laselki St., Maadi, Cairo, Egypt |
| El Sheikh Zayed | 32 & 29, 30 Arkan Plaza, Sheikh Zayed City 2 – Giza – Egypt |

| | |
|-------------------------------|--------------------------------------------------------------------------------------------------------|
| Faisal | 6, 7 El Mansoureyia Housing, End of Faisal St., Giza, Egypt |
| Giza | 32B, Mourad St., Giza |
| Dokki | Pyramisa Hotel, El Dokki, Giza, Egypt |
| Manial | 3 Mathaf El Manial - Manial |
| Nasr City | 13 Abou Dawood El-Zahery St., Nasr City |
| Shooting Club | 36 Shooting Club street, Mohandessen |
| Talaat Harb | 10 Talaat Harb St., Downtown, Cairo, Egypt |
| Mohandessin | 4 Syria St., Mohandessin |
| New Cairo | 340 El Teseen El Genobi – in front of Concord Plaza |
| Zamalek | Building 104 - 26 July Street - El Zamalek - Cairo |
| Smart Village | Cairo - Alex Desert Road, km 28, Smart Village, Building 227 B |
| Abbas El Akad | Intersection Abbas El Akad Street and Moustafa El Nahas |
| Al Masa | Al Masa New Capital Hotel, New Administrative Capital, New Cairo City |
| Shobra | 49 A Shobra St., Shobra, Cairo, Egypt |
| Sharm El Sheikh - Hadaba | Shores Amphorus Hotel, Hadabet Om El Seed, Sharm El Sheikh |
| El Hegaz | 229 El Hegaz St., Nozha, Cairo, Egypt |
| El Merghany | Shop 2 Plot No. 16 El Merghany Street, Ard El Golf next to El Kersh Cars Exhibition, Heliopolis, Cairo |
| Heliopolis | 52, Nazeeh Khalifa St., Heliopolis |
| Kobry El Koba | 12 Saraya El-Koba Sq., in front of Tahra Palace |
| Aswan | 82 Abtaal El Tahreer, Bandar Aswan, Aswan |
| Obour | Golf City Mall, El Obour City, Cairo |
| Suez | 1 El Borg Road, Intersection 23rd of July, Suez |
| 10th of Ramadan | Trade Center, Entrance 1, 10th of Ramadan City |
| Zagazig | 25 Talaat Harb Street, Shalik Building, Zagazig, Sharkia |
| Tanta | 48, El Gueish St., Tanta |
| Ismailiya | El Gawhara Tower, Shebin El Koum St., Ismailiya |
| Damanhour | Cross Omar Ibn El Khattab St. & Abd El Salam El Shazly St., Building #2, Damanhour |
| Mansoura | 38 Ali Mobarak St., from Saad Zaghoul St., Toreel, Mansoura |
| Alexandria - Patrice Le Momba | 2, Patrice Le Momba St., Bab Sharq, Egypt |
| Nadi Danial | 15, Mahmoud Azmy St., Attarein |
| Smouha | 56 Fawzi Moaz St., Semouha Heights Building, Smouha, Alexandria |
| Loran | 477 El Gueish Road, Cornish, Loran |
| Montazah | 746 El Geish Street, Mandara, Alexandria |
| Port Said | 18 Gomhoreya St., intersection with Damietta St. & Hafez Ibrahim St., Sharq Section, Port Said |
| Damietta | Zaher District, Cornish El Nile, Damietta Ras El Bar Road, Damietta |
| Agora Mall | Block 11 East Lotus, Al Tajomoa, Al Khames |
| Saraia Al Maadi | Street No. 9, Maadi |

| ABK Wealth Management | |
|-----------------------|---------------------------------------------------------------------|
| Branch | Address |
| Kuwait | Al Ahli Bank of Kuwait - Head Office, Ahmed Al-Jaber Street, Kuwait |

| ABK UAE and DIFC | |
|------------------|---------------------------------|
| Branch | Address |
| Abu Dhabi | EIBFS Building, Muroor Street |
| Dubai | Abu Baker Al Siddique St, Deira |

7.5 Selected List of Retail Services

Selected List of Retail Services

| Account & Customer Services | Transactions & Processing | Cards & Loans | Other Services & Operations |
|---------------------------------------------------------|-----------------------------------------------------------------|-----------------------------------------------------|---------------------------------------------------------------|
| Open accounts (all kind of accounts) Quick & Normal | Processing Foreign Currency Cheques drawn on local banks | Replacement of Damaged Credit Card | Release Cheque Stop Payment |
| Amend Customer Record (Quick & Normal) | Issuance of Cashier Orders | Increase / Decrease Credit Card limit | Cheque Stop Payment |
| Close account | Lost/Stolen/Destroyed Cashier Order | Undelivered Credit Cards / Shred-ding PIN | Request all kind of Certifi-cates (EDMS) |
| Deceased Customer | Transfer between ABK Accounts | Credit Card Bill Payment – over the counter | Safe Deposit Lockers – Rent / Visit Monitoring /Cancel/ Renew |
| Accept-Cancel power of attorney | Process Salary Payment | Remove Credit Card from Stop List | SMS Subscriptions |
| Salary Acquisition | Process Utility Payments | ABK Prepaid Card | Fax/Email Instructions |
| Special Needs and Mental Incapacity | Issue Statements | Process ATM card Request | Freeze and Unfreeze Customer Accounts (EDMS) |
| Customer's indemnity & telephone/fax/email instructions | Microfilm Request | Instant issuance – ATM card Request (some branches) | Release hold |
| Elite Relationship Manager Instructions | Dishonoured Cheque | Delivery of ATM and Credit Cards | Activation of dormant account |
| Call Center | Temporary Overdrawing customer Accounts | Receive PIN for ATM and credit cards | Daily Open and Closing Branch |
| Open Fixed deposit | Send / Receive Cash – from/to Branch & Vault | Delivery of PIN for ATM and Credit card | Incoming and Outgoing Mail |
| Break Fixed deposit | Numbered Security Stationery | Cancel ATM card | Undelivered Customer Account Statements |
| Close account | Excess KD / Foreign Currency Cash Limit | Undelivered ATM Card / Shredding PIN | Request FD / Foreign Currency Special Rate Approvals |
| Renew Fixed deposit | Overnight – Branch Vault | Replacement of Damaged/Lost/Stolen ATM card | Clear transactions reflected to AML (Oracle) |
| Cash Deposit | Banknotes: Send / receive cash (KWD) from/to CBK | Replacement of ATM card through instant issuance | Corporate Internet Banking – Retail |
| ABK Cheque Deposit (onus) | CBK; Bank Wide Vault – Out-sourced Company | Captured Cards (ABK) | Change Scheme Type |
| ACCS Clearing Cheque | Banknotes: Send / Receive Cash (KWD) from/to Outsourced Company | Increase ATM Card Limit | Empowerment ABK Staff / waive commissions |
| Cheque Deposit through ATM | Branch Balancing – End of Day | Reset/Activate Blocked ATM/Credit Card | ABK Fund – Fund Subscriptions |
| Cheque Withdrawals – ABK (onus) | Process – Cash Excess/Shortage | Prepaid/PIN in Branches | ABK Fund – Distribution of Units Certificates |
| Cash Advance – Credit Cards | Standing Order (add/amend/cancel) (EDMS) | Process Loan Application (“RLOS” system) | ABK Fund – Redemption of Units by Clients |
| En-cashing Cashier Order | Set up/Amend/Cancel Balance Order (EDMS) | Manual submission – Branch/RLU | |

| | | | |
|-------------------------------------------------|-------------------------------------------|--------------------------------------------------------------------------|--|
| Cash Withdrawals (against voucher/slip) | Process & Approve Credit Card Application | Process Loan Application related to salary offer | |
| Refer to Drawer Cheque/ Re-present | Receive ATM and Credit Cards | Early/partial Settlement of Loans | |
| Issue Demand Draft | Cancel Credit Card – Customer Request | Retail Loan Buy-Out | |
| Cancel Demand Draft | Lost/Stolen Credit Cards | Change of Billing Date/Billing Account | |
| Stop Demand Draft | | Issue / Delivery Undelivered Cheque Book & Add Cheque Book Serial Number | |
| Swift Transfer (EDMS) | | | |
| Cancel Swift Transfer (EDMS) | | | |
| Sale / purchase of Foreign Currency | | | |
| Foreign Currency Cheques for Outward Collection | | | |

List of Retail Services (Contd.)

| Egypt Services via Kuwait Branch | UAE Services via Kuwait Branch |
|-----------------------------------------------------------------------------------------------|--------------------------------------------------------|
| Issuance/Delivery/Lost/Stop Cheque Book with ABK – Egypt | Renewal / Break of FD |
| Delivery & activation process regarding ABK Egypt Debit Card & PIN | Account Statement Request with ABK UAE |
| Renew Certificate of Fixed Deposit and Time deposit with ABK Egypt | Telex Transfer and Cheque Deposit Process with ABK UAE |
| Replacement of Damaged/Fraud/Lost/Stolen ABK Egypt Debit Card & PIN | Re-activation of Dormant ABK UAE account |
| Request for Liability, balance Certificates & Statement with ABK Egypt | |
| Telex & Transfer process with ABK Egypt | |
| Uncollected ABK Egypt Debit Card & PIN | |
| Activate ABK Egypt Online Banking | |
| Add/Amend/Cancel Standing Order with ABK Egypt | |
| Add/Cancel B.P.O.A with ABK Egypt | |
| Amend Customer (individuals) Record on Customer and/or Account Level Procedure with ABK Egypt | |
| Apply for Certificate of Fixed Deposit and Time deposit with ABK Egypt | |
| Cancel Certificate of Fixed Deposit and Time deposit with ABK Egypt | |
| Claim Complaint process with ABK Egypt | |



We are determined to be present throughout many locations to best serve our stakeholders by the extensive distribution of branches across multiple cities. As customer satisfaction holds a high priority for the Group.

