Enablers to success

A Sustainable business practice

We are committed to sustainable progress in line with Bahrain's vision 2030. Through innovation and social responsibility, we empower communities, creating a positive impact on society and the environment. By collaboration, integrity, and customer focus, we advance towards a sustainable future.

Enforcing responsible lending and borrowing

We are committed to enforcing responsible lending and borrowing practices by prioritizing transparency and informed decision-making for our customers. We provide comprehensive financial education and tailored solutions to ensure that clients fully understand their options and can manage their obligations effectively.

Driving conventional, and SME finance

We are actively driving conventional and SME finance by offering tailored financial solutions that meet the diverse needs of businesses. Our dedicated support for small and medium enterprises ensures they have access to the resources necessary for growth and sustainability in a competitive market.

Serving all members of our community

We are dedicated to serving all members of our community by providing inclusive financial solutions that cater to diverse needs. Our commitment to accessibility ensures that individuals and businesses alike can benefit from our services, fostering economic growth and empowerment for everyone.

SUSTAINABILITY REPORT

“A Legacy of Responsibility, A Future of Sustainability”

Our Sustainability Strategy Statement is centered on innovation, social responsibility, and ethical conduct, making a positive impact on society and the environment.



For decades, Bahrain Commercial Facilities Company (BCFC) has been committed to sustainability, evolving from a financial institution into a driver of positive environmental, social, and governance impact. We have shaped a legacy built on trust, responsibility, and contribution to Bahrain’s economic and social development. “From the earliest days of our operations, our impact has extended beyond financial services, reaching the heart of the communities we serve. “

What began as a commitment to empowering individuals and businesses has naturally evolved into a broader responsibility—one that acknowledges the interconnection between financial success, social well-being, and environmental sustainability. Even before formally integrating ESG into our business strategy, our core values have always emphasized integrity, responsible growth, and creating a positive impact.

As the global and regional financial landscapes evolve, so do the expectations placed on businesses. Sustainability is no longer a choice—it is a necessity. With increasing emphasis on Environmental, Social, and Governance (ESG) standards, organizations must go beyond financial performance to demonstrate their contributions to a more sustainable future. For BCFC, this shift is not just about compliance—it is about leading by example.

Our enhanced focus on sustainability aligns with the Kingdom of Bahrain’s Vision 2030, the 2035 national emissions targets, and the Net-Zero 2060 Strategy, as well as the introduction of the ESG Module by the Central Bank of Bahrain (CBB). These initiatives mark a defining moment for sustainability within the financial sector, and BCFC is committed to integrating ESG principles into our governance, operations, and corporate culture.

This report serves as a testament to our ESG journey, capturing the progress made in 2024, the challenges we are addressing, and the ambitions we are setting for the future. As you navigate through the sections ahead, you will discover how BCFC is embedding ESG into its governance framework, strategic objectives, and operational initiatives—ensuring a more responsible, resilient, and sustainable future for all.

> *“With a firm commitment to sustainability guiding our way, we now turn to the foundation of our ESG journey—governance. A strong governance framework ensures that sustainability is embedded in our decision-making, strategy, and corporate culture.”*

Sustainability Governance

At BCFC, strong governance is the foundation of our sustainability journey, ensuring accountability, transparency, and long-term value creation. Our governance structure is designed to integrate Environmental, Social, and Governance (ESG) considerations and Corporate Social Responsibility (CSR) commitments into corporate decision-making, aligning with regulatory requirements, industry best practices, and BCFC’s strategic vision.

Our Sustainability Strategy provides a structured roadmap that ensures ESG principles and CSR initiatives are embedded across our operations. It establishes a governance framework that drives compliance, accountability, and strategic ESG decision-making at all levels, reinforcing BCFC’s commitment to ethical business practices and positive societal impact.

Our approach to governance:

- Align with the Kingdom of Bahrain’s Vision 2030 and international sustainability frameworks.
- Ensure compliance with the Central Bank of Bahrain (CBB) ESG regulations.
- Drive impactful ESG decision-making through structured committees and clear oversight.

Through a comprehensive governance structure, dedicated committees, and clear accountability mechanisms, BCFC ensures sustainability is not just an aspiration but a core pillar of our business model.

Our Vision, Mission, Value

At BCFC, our Vision, Mission, and Values serve as the guiding principles that shape our business strategy and sustainability journey. They define our commitment to ethical business practices, responsible financial services, and long-term value creation for all stakeholders.

Vision

Our aim is to be a leading national organization that drive positive change, empower communities, and creates a sustainable future, leveraging Bahrain economic vision 2030.



Mission

Our mission is to provide innovative solutions and exceptional services to our customers while prioritizing sustainability, social responsibility, and ethical business practices. Through collaboration, integrity, and continuous improvement, we aim to make a positive impact on society and contribute to the well-being of our employees, customers, and communities.



Value

We are committed to sustainable progress in line with Bahrain’s vision 2030. Through innovation and social responsibility, we empower communities, creating a positive impact on society and the environment. Collaboration, integrity, and customer focus drive our journey towards a sustainable future.

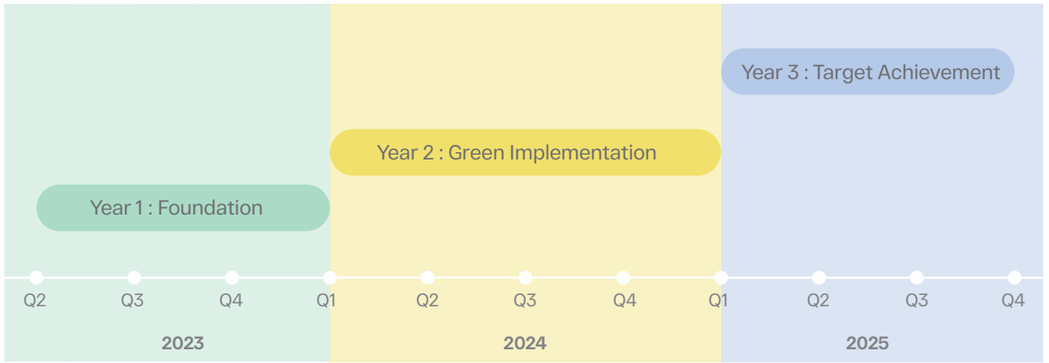
Sustainability Strategy

BCFC's sustainability strategy is designed to embed ESG principles into every aspect of our operations, aligning with both local and global sustainability frameworks. Our approach ensures that sustainability is not just a goal, but a fundamental pillar of our business growth and risk management.

BCFC's Strategy Statement:

BCFC is deeply committed to sustainability in its business practices, aligning with Bahrain's vision 2030, government action plans, and the United Nations' Sustainable Development Goals. Our strategy is centered on innovation, social responsibility, and ethical conduct, making a positive impact on society and the environment. This commitment underscores our core values of collaboration, integrity, and customer focus, driving our journey toward a sustainable future across diverse sectors within the Group's portfolio.

BCFC's Strategic 3-Year Sustainability Roadmap



At BCFC, our three-year sustainability strategy reflects our commitment to integrating ESG principles into our operations. This roadmap is designed to transition from foundation-building to full-scale implementation and continuous enhancement.

BCFC's sustainability roadmap is designed to transform commitment into action by progressing through distinct phases:

1. **Year 1: Foundation (2023)** Establishing governance, policies, and compliance frameworks.
2. **Year 2: Green Implementation (2024)** - Embedding ESG initiatives into operations, governance, and digital transformation.
3. **Year 3: Target Achievement (2025)** - Measuring and enhancing ESG outcomes, compliance, and long-term sustainability performance.

This structured approach ensures a clear and measurable progression towards full ESG integration, reinforcing BCFC's commitment to responsible and sustainable business practices.

BCFC's sustainability journey has been marked by strategic milestones, transitioning from foundational governance to full-scale ESG integration. Our structured approach ensures measurable progress, reinforcing our commitment to a responsible and sustainable future.

Year 1: Foundation - 2023

BCFC laid the groundwork for ESG integration in 2023, establishing a structured sustainability governance framework and aligning its strategic direction with Bahrain Vision 2030 and international best practices. This foundational year focused on policy development, governance structuring, and ensuring compliance readiness.

Key Achievements:

- Approval and adoption of the Group ESG Policy.
- Creation of BCFC's Sustainability Strategy and 3-Year Roadmap.
- Establishment of dedicated Sustainability and ESG-related Committees.
- Development of a comprehensive Sustainability Governance Structure.
- Execution of BCFC's first Materiality Assessment.
- Development of a bespoke Sustainability Framework.

Year 2: Green Implementation – 2024

With a strong foundation in place, 2024 focused on execution and integration, driving measurable ESG progress. BCFC fully operationalized sustainability governance, advanced digital transformation, and strengthened ESG performance tracking—all executed internally, reinforcing BCFC's commitment to self-sufficiency and resourcefulness.

Key Achievements:

Governance & ESG Integration	Digitalization & Sustainable Innovation	Performance & Compliance
• Fully operationalized the Sustainability function. • Launched the Sustainability Champions Program. • Implemented a structured ESG initiatives system. • Defined BCFC's 2024 Material Topics.	• Advanced digital transformation. • Enhanced paperless operations. • Strengthened cybersecurity and data privacy measures.	• Embedded ESG performance measurement across departments. • Conducted awareness campaigns on sustainability. • Completed a gap analysis for CBB-mandated ESG KPIs, ensuring compliance readiness • Empowered internal expertise by executing ESG governance and compliance initiatives in-house.

Year 3: Target Achievement – 2025

Having established governance structures and executed key ESG initiatives, we are now entering the final phase of its 3-year sustainability roadmap: Target Achievement (2025). This stage is focused on delivering measurable ESG outcomes, enhancing ESG data collection, and ensuring long-term sustainability performance.

Future Focus Areas:

- Enhancing ESG data collection & reporting, strengthening compliance and transparency
- Expanding climate risk assessments, ensuring resilience in a changing regulatory landscape
- Continuing digital transformation, fostering innovation and efficiency
- Strengthening employee engagement in sustainability, fostering a culture of responsibility

BCFC remains committed to achieving its sustainability targets, ensuring that our ESG strategy delivers a measurable and long-lasting impact.

Sustainability Goals

At Bahrain Commercial Financial Company (BCFC), our focus on Environmental, Social, and Governance (ESG) principles shapes our sustainability goals. These goals reflect our commitment to integrating ESG into the heart of our operations, driving positive change and fostering a sustainable future.



United Nation Sustainability Development Goals (UN SDGs) Integration

At BCFC, sustainability is not just a concept—it is embedded within our operations, decision-making, and strategic direction. Recognizing the global significance of the United Nations Sustainable Development Goals (UN SDGs), BCFC actively integrates these goals into its ESG initiatives, reporting frameworks, and financial operations, ensuring alignment with global sustainability priorities.

Our approach ensures that all sustainability initiatives are mapped to relevant SDGs, reinforcing a structured and impactful contribution to sustainable development. This mapping is facilitated through BCFC's initiative tracking system, ensuring that all ESG efforts are aligned with international sustainability standards.

Additionally, BCFC has embedded UN SDG alignment into its lending processes, allowing all loan purposes to be linked with their respective SDGs. This integration serves to:

- Strengthen responsible financing practices.
- Enhance transparency in sustainable lending.
- Promote SDG-aligned financial solutions for long-term impact.

2024 Focused SDGs

While BCFC contributes to multiple SDGs through its operations, a strategic emphasis is placed on the following three goals, as they closely align with the company's business model, sustainability objectives, and economic impact:

SDG 8: Decent Work & Economic Growth

BCFC fosters financial inclusion by supporting Individuals, Commercials, and SMEs, driving economic growth, and enhancing job creation through responsible financial products and services.

SDG 9: Industry, Innovation & Infrastructure

By investing in digital transformation and innovative financial solutions, BCFC strengthens operational efficiency and enhances customer experience through technological advancements.

SDG 12: Responsible Consumption & Production

BCFC is committed to resource efficiency, minimizing waste, and promoting paperless operations, aligning with responsible business practices that reduce environmental impact.

While these SDGs are core to BCFC's sustainability mission, the company's commitment extends beyond them, ensuring a broader contribution across multiple SDGs. Later sections of this report will highlight the specific SDGs impacted by each material topic, reinforcing BCFC's holistic ESG approach.



Group ESG Policy

At BCFC, our commitment to sustainability and responsible governance is embedded within our Group ESG Policy, which serves as the foundation for integrating Environmental, Social, and Governance (ESG) principles into our business practices. This policy ensures that BCFC operates in a transparent, ethical, and responsible manner, aligning with global best practices, regulatory requirements, and stakeholder expectations.

The Group ESG Policy is structured to:

- Establish a clear governance framework for sustainability.
- Align ESG commitments with corporate strategy, risk management, and regulatory mandates.
- Strengthen stakeholder trust by reinforcing ethical business conduct and responsible operations.

Since its adoption in 2023, the ESG policy has been operationalized, guiding BCFC's governance structure and ensuring sustainability considerations are embedded across the company's decision-making processes.

BCFC's Sustainability Core Objectives

BCFC's ESG policy is built on five core sustainability objectives, which guide all ESG-related initiatives and governance practices:



Strategic Integration of Sustainability within Risk Management

In 2023, BCFC embedded sustainability into its Risk Management Department, ensuring that ESG considerations are aligned with the company's broader risk strategy. The Sustainability function, operating under the Head of Risk Management, plays a pivotal role in:

I. Enhancing compliance with CBB ESG regulations, global frameworks (GRI, UN SDGs), and internal ESG policies.

II. Facilitating ESG reporting by aligning data collection and disclosures with international best practices.

III. Supporting regulatory audits & disclosures, ensuring BCFC's ESG compliance remains transparent and accountable.

IV. Laying the groundwork for ESG risk assessment, with plans to formally integrate ESG risk management into BCFC's risk framework in 2025.

Our approach ensures sustainability is systematically incorporated into business continuity, regulatory adherence, and decision-making.

Sustainability Framework

At BCFC, sustainability is not just commitment, it is a structured approach embedded into our governance and operational model. Our Sustainability Framework provides a clear pathway to integrate Environmental, Social, and Governance (ESG) principles into our business strategy. Designed to align with global sustainability standards, regulatory requirements, and Bahrain's Vision 2030, the framework ensures that BCFC's ESG efforts are systematic, measurable, and impactful.

A key driver of our framework's success is BCFC's investment in ESG expertise, demonstrated through sponsorship of professional ESG certifications and knowledge-building programs for employees. This proactive approach empowers our workforce, equipping them with the necessary skills and knowledge to integrate ESG principles into their daily responsibilities. By fostering a culture of ownership and accountability, BCFC ensures that ESG considerations go beyond compliance requirements, becoming a core aspect of decision-making across all levels of the organization, driving long-term impact and sustainable business growth.

To ensure continuous progress, our framework follows a structured cycle based on the Plan-Do-Check-Act (PDCA) model, where ESG goals are planned, executed, monitored, and refined in a continuous improvement loop. This model allows us to remain agile and responsive to evolving sustainability.

Our Sustainability Pillars

Our sustainability approach is structured around eight core pillars that guide BCFC's ESG efforts and align with our business strategy:



Responsible Services

Committed to ethical business practices that prioritize the well-being and satisfaction of our customers.



Customer Centricity

Placing customer needs and ESG considerations at the heart of our product and service offerings.



Workforce Well-being and Development

Ensuring a supportive and inclusive work environment that fosters employee growth.



Positive Social Impact

Engaging in community initiatives that create lasting value and social impact.



Technology and Innovation

Leveraging technology to enhance sustainability performance and deliver innovative solutions.



Corporate Governance

Upholding strong governance practices that ensure transparency, accountability, and ethical behavior.



Stakeholder Engagement

Connecting with stakeholders and actively incorporating their feedback into our sustainability efforts.



Environmental Responsibility

Implementing initiatives aimed at reducing environmental impact and promoting sustainability.

Our ESG Execution Model

BCFC's sustainability execution follows a structured framework, ensuring a systematic approach to ESG integration. Our model is designed to facilitate clear implementation, governance, risk management, stakeholder engagement, and continuous improvement, allowing for long-term ESG impact.

Our framework operates through distinct stages:

Initiation & Planning	Defining sustainability objectives, setting ESG targets, and aligning with regulatory requirements.
Implementation & Governance	Executing sustainability initiatives and embedding ESG considerations across business functions.
Risk Management & Compliance	Ensuring sustainability risks are identified, assessed, and managed within BCFC's risk framework.
Stakeholder Engagement & Reporting	Engaging stakeholders, gathering insights, and maintaining transparent ESG disclosures.
Monitoring & Continuous Improvement	Evaluating ESG performance, refining strategies, and driving enhancements year over year.

This structured model enables us to integrate ESG principles seamlessly into business operations while maintaining governance and compliance with local regulations and international standards.

ESG Initiatives Process

We understand the importance of having a structured process for reporting ESG initiatives, ensuring data collection standardization, accuracy, and alignment with sustainability goals. Therefore, BCFC has implemented a systematic initiative process that enhances governance, compliance, and transparency, allowing us to effectively track progress and measure impact. Each initiative follows a defined workflow from identification to validation and impact assessment, ensuring alignment with global ESG frameworks and CBB regulatory requirements. Furthermore, initiatives are mapped to relevant GRI Standards, BCFC Material Topics, Sustainability Objectives, and UN SDGs, reinforcing a data-driven and strategic approach to sustainability.



Sustainability Reporting – a Commitment to Transparency & Accountability

At BCFC, we are committed to transparent and accountable sustainability reporting, ensuring our disclosures reflect both regulatory requirements and global best practices. Our approach integrates a variety of internationally recognized ESG frameworks, ensuring a comprehensive and dynamic sustainability reporting structure.

BCFC's sustainability disclosures are aligned with the Central Bank of Bahrain (CBB) Rulebook (Common Volume - ESG Requirements Module), ensuring compliance with the Kingdom's evolving ESG regulatory landscape. Additionally, our reporting is in reference to the Global Reporting Initiative (GRI) Standards, supporting consistency, comparability, and stakeholder relevance.

Beyond these core frameworks, BCFC also integrates elements of other globally recognized standards, such as the Task Force on Climate-related Financial Disclosures (TCFD) and the Climate Disclosure Standards Board (CDSB), where relevant, to enhance climate-related disclosures and risk management reporting. This multi-framework approach ensures that our reporting remains adaptable and aligned with evolving sustainability expectations at both the regional and international levels.

Sustainability Roles & Responsibilities – A Unified Approach

Board of Directors:

The Board of Directors sets the strategic direction for sustainability, integrating ESG principles into governance and oversight.

Head of Risk Management:

Leading the development and oversight of the ESG strategy, the Head of Risk Management ensures compliance, accurate ESG reporting, and stakeholder engagement.

Senior Management:

Senior Management translates the Board's ESG strategic vision into operational reality, embedding sustainability into daily operations and decision-making.

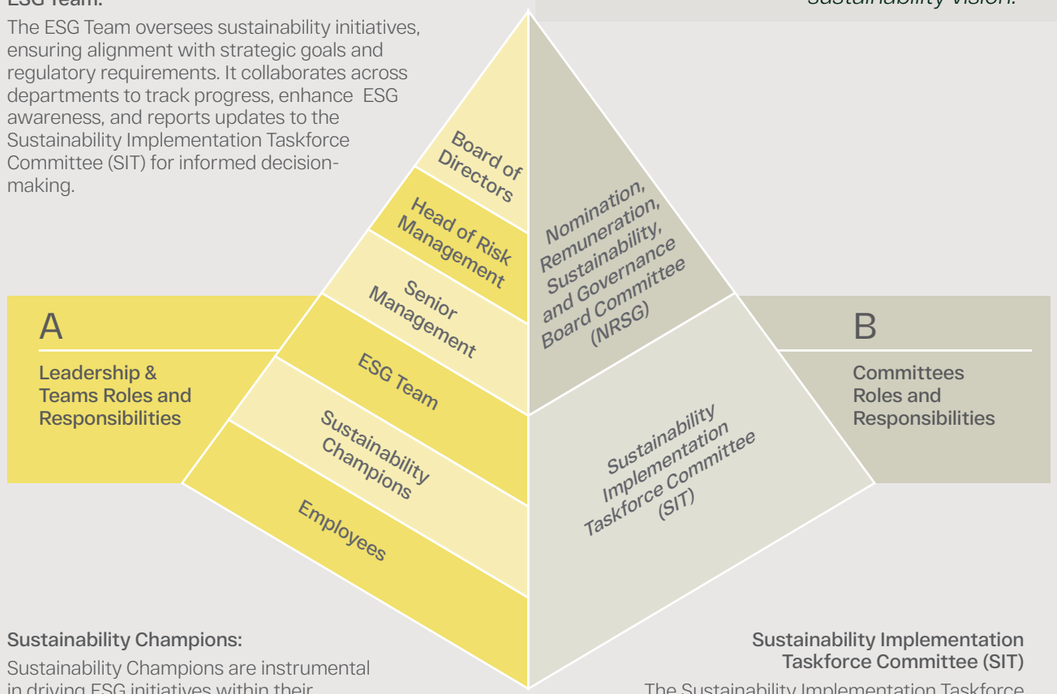
ESG Team:

The ESG Team oversees sustainability initiatives, ensuring alignment with strategic goals and regulatory requirements. It collaborates across departments to track progress, enhance ESG awareness, and reports updates to the Sustainability Implementation Taskforce Committee (SIT) for informed decision-making.

Nomination, Remuneration, Sustainability, and Governance Board Committee (NRSG)

The Nomination, Remuneration, Sustainability, and Governance Committee (NRSG) plays a crucial role at BCFC, shaping our sustainability efforts at the board level. This committee ensures robust, transparent governance and ESG integration, driving BCFC to meet high ESG standards and share sustainability achievements with stakeholders, highlighting our dedication to operational and regulatory excellence in sustainability.

"In 2024, the NRSG Committee met twice to provide strategic oversight on ESG matters, including ensuring alignment with regulatory requirements and BCFC's long-term sustainability vision."



Sustainability Champions:

Sustainability Champions are instrumental in driving ESG initiatives within their departments. They manage data collection for reporting, identify and mitigate ESG risks, and monitor sustainability performance, fostering a culture of responsibility and collaboration across the organization.

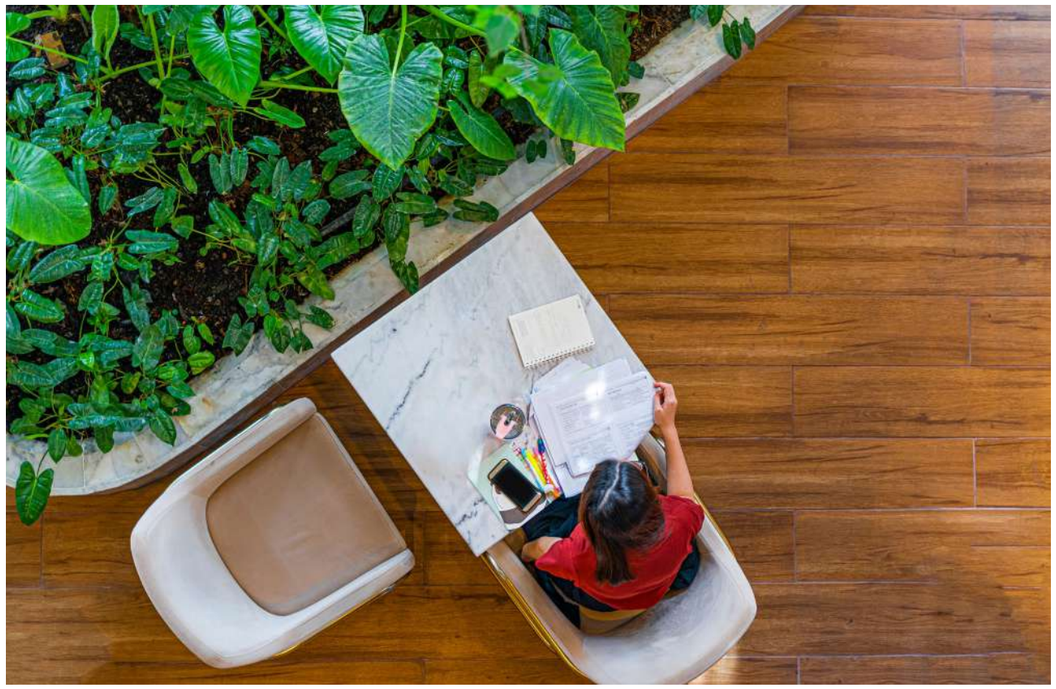
Employees:

encouraged to integrate sustainability into their work practices, comply with organizational policies, and conserve resources.

Sustainability Implementation Taskforce Committee (SIT)

The Sustainability Implementation Taskforce Committee (SIT) brings BCFC's sustainability vision to life, embedding ESG principles deeply within our operations. It ensures sustainability becomes a practical aspect of our organizational culture

"In 2024, the SIT Committee also convened twice to oversee the implementation of ESG initiatives, monitor progress, and ensure BCFC's readiness in meeting CBB's ESG requirements."



Sustainability Integration in Corporate Governance

At BCFC, sustainability is deeply embedded within our corporate governance framework, ensuring that ESG considerations are integrated into decision-making at all levels. Our governance structure aligns with international best practices and regulatory expectations, reinforcing accountability, transparency, and ethical business conduct.

To strengthen ESG integration within corporate governance, BCFC has established structured oversight mechanisms, including:

- **Board-Level Governance:** The NRSG Committee provides strategic ESG direction, ensuring sustainability remains a core component of BCFC's long-term vision.
- **Management Oversight:** The SIT Committee actively monitors the execution of ESG initiatives, driving alignment with corporate objectives and regulatory requirements.
- **Cross-Functional Collaboration:** The ESG Team works closely with all departments through the sustainability champions, facilitating the implementation of ESG initiatives and ensuring compliance with sustainability frameworks.
- **Regulatory Compliance:** ESG requirements set forth by the CBB, including mandated disclosures and governance expectations, are systematically embedded into BCFC's operational and reporting structures.

> *"With a solid governance framework guiding our sustainability efforts, identifying the most material ESG issues is essential to ensuring our strategy aligns with stakeholder expectations. The next section explores BCFC's materiality assessment process, stakeholder engagement approach, and the key sustainability topics shaping our ESG agenda for long-term impact."*

Materiality Assessment

At BCFC, identifying and prioritizing key ESG topics is essential to ensuring that our sustainability strategy aligns with business objectives, stakeholder expectations, and regulatory requirements. Our materiality assessment is a structured process that determines the most significant environmental, social, and governance (ESG) factors affecting BCFC's operations, long-term value creation, and stakeholder interests.

The materiality assessment is conducted every three years to ensure continued relevance and alignment with BCFC's strategic direction, regulatory obligations, and global sustainability standards. However, an annual review is performed to assess the need for updates based on evolving stakeholder expectations, regulatory developments, emerging risks, market trends, and BCFC's own sustainability progress. This ensures that material topics continue to reflect both external sustainability shifts and BCFC's internal advancements in ESG practices.

Our approach to materiality is designed to:

- Align with the Central Bank of Bahrain (CBB) ESG Module and international best practices (GRI, ISSB, and TCFD).
- Driving ESG strategy and decision-making, ensuring sustainability is embedded into BCFC's governance and operations.
- Ensure a stakeholder-driven approach, where material topics reflect the concerns and priorities of BCFC's key stakeholder groups.
- Prioritize ESG issues based on their significance to BCFC's operations and impact on stakeholders.

Materiality Assessment Process

At BCFC, we follow a structured and data-driven approach to materiality assessment, ensuring that our ESG priorities reflect the most significant impacts on our business, stakeholders, and the broader sustainability landscape. Our process have been designed to be aligned with the CBB ESG requirements and the GRI 3: Material Topics 2021 Standard, ensuring regulatory compliance and adherence to global best practices.

To determine the ESG material topics, BCFC conducts a systematic nine-step assessment, integrating stakeholder insights, regulatory expectations, risk analysis, and sustainability trends into the decision-making process. The steps are outlined below:

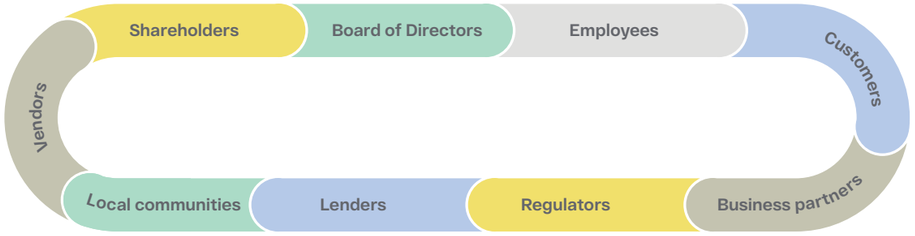
BCFC's 9-Step Materiality Assessment Process

1	Understanding the Context	Defining the scope, including BCFC's activities, business relationships, and sustainability context.
2	Impacts Identification	Identifying initial actual and potential ESG impacts through a thorough process of peer benchmarking, market research, risk analysis, internal interviews, regulatory analysis, and best practice considerations.
3	Stakeholder Engagement	Engaging stakeholders via surveys and interviews to capture diverse perspectives on ESG priorities.
4	Survey Results	Reviewing and analyzing stakeholder input to ensure a comprehensive understanding of key ESG concerns.
5	Assessing Significance of Impacts	Evaluating the positive and negative effects of identified ESG impacts based on business and stakeholder relevance.
6	Prioritizing Impacts	Ranking ESG impacts by significance, ensuring that the most critical topics receive focused attention.
7	Material Topics Definition	Setting the materiality threshold to determine which ESG topics qualify as material for BCFC.
8	Final Approval	Seeking formal approval from the Board of Directors (BOD) on the finalized material ESG topics.
9	Reporting & Disclosures	Integrating material topics into sustainability reporting, ensuring transparency and alignment with regulatory frameworks.

Materiality Assessment (continued)

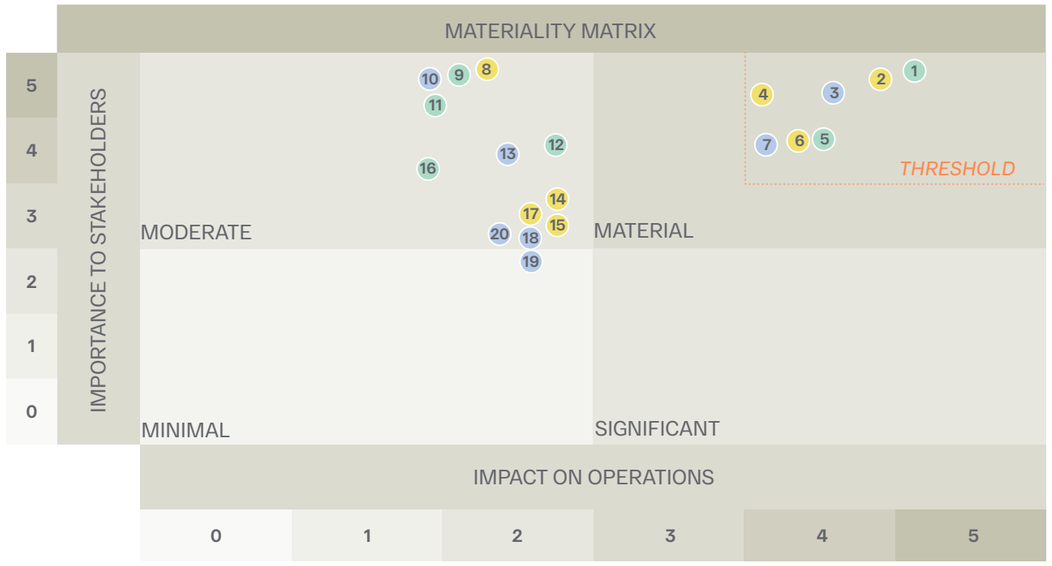
Stakeholder Engagement:

BCFC engaged a diverse range of **15 stakeholder categories**, ensuring a holistic representation of perspectives from internal and external stakeholders, including:



Through structured surveys and direct engagements, BCFC gathered **75 comprehensive responses**, providing valuable insights into the ESG topics most relevant to our stakeholders. This engagement serves as a critical input in prioritizing ESG issues within our materiality matrix.

Materiality Matrix:



Sr	Topics
1	Product and Service Innovation
5	Climate Change and Environmental Impact
9	Water usage, discharge/pollution
11	Energy Management
12	GHG (Greenhouse gases) emissions
16	Biodiversity and habitat

Sr	Topics
2	Customer Relations and Satisfaction
4	Employee Well-being and Development
6	Community Engagement and Philan-thropy
8	Labor standards & working conditions
14	Diversity, Equity, and Inclusion
15	Responsible Investment and Lending
17	Social enterprise partnering

Sr	Topics
3	Data protection & privacy
7	Financial Performance
10	Governance and Ethics
13	Corporate Transparency and Account-ability
18	Board composition
19	Supplier and Vendor Relations
20	Work diversity

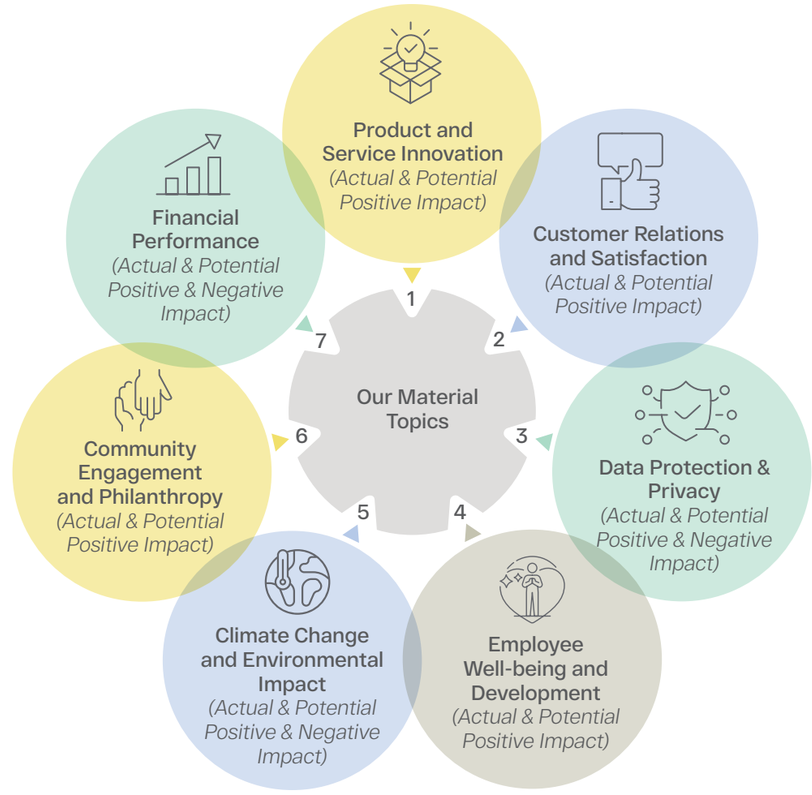
Our materiality Matrix visually represents how ESG topics are evaluated based on:

- **Importance to Stakeholders** – The level of concern and expectation from stakeholders regarding the topic.
- **Impact on Operations**– The level of influence the topic has on our operations, governance, and long-term strategy.

" Topics within the designated threshold area in the materiality matrix represent BCFC's material topics, all of which have met or exceeded the defined threshold score of 4, forming the foundation of our ESG strategy and disclosures."

Our Material Topics

BCFC's material topics represent the most significant Environmental, Social, and Governance (ESG) factors influencing our business and stakeholders. These topics shape our strategic priorities and sustainability initiatives, ensuring that BCFC drives meaningful impact while aligning with regulatory and global best practices.



" Defining our material topics provides a strategic foundation for BCFC's sustainability journey, ensuring that our ESG efforts are targeted, impactful, and aligned with long-term commitments. In the next section, we translate these priorities into concrete sustainability objectives and measurable initiatives, demonstrating how BCFC is actively driving ESG progress across its operations.

Our ESG Journey: From Strategy to Impact

Following the identification of BCFC's 2024 Material Topics, sustainability objectives were developed to enhance practices, address stakeholder priorities, and ensure regulatory alignment. Each objective is tied to specific key performance indicators, ensuring measurable progress while embedding ESG considerations into operational decision-making.

BCFC's approach follows the GRI 3-3 Management of Material Topics principle, ensuring that material topics are systematically addressed through:

- Defined sustainability objectives that directly address key ESG priorities.
- SMART key performance indicators (KPIs) assigned to relevant departments to ensure accountability.
- Regular monitoring & progress reviews to track performance against ESG commitments.

We aim to drive tangible ESG progress while ensuring long-term business resilience by aligning our objectives with BCFC's sustainability vision and regulatory expectations.

2024 Sustainability Objectives & Performance Outcomes

SR	Material Topic	Objective	Results
1	Product & Service Innovation	Enhance service efficiency and accessibility through digital innovation	- Achieving 39,520 customers registered in Sahel App, progressing toward the 50,000 target. - Achieved 4.65/5 average app rating, exceeding the 4/5 target.
2	Customer Relations & Satisfaction	Enhance customer experience, feedback, and resolution	- 8 initiatives implemented across digitalization, customer service enhancements, feedback collection, and survey-driven improvements, strengthening the overall customer experience. - Achieved 2.08-day complaint resolution time, surpassing the 5-day target
3	Data Protection & Privacy	Enhance BCFC's data protection framework	- Successful implementation of the Data Privacy & Protection Program, improving BCFC's alignment with Bahrain's PDPL requirements. - 239 total training hours provided on data protection and privacy, exceeding the 200-hour target.
4	Employee Well-being & Development	Strengthen employee development and workplace engagement	- Achieved an average of 15 training courses per employee, surpassing the 6-course target. - Employee engagement survey participation reached 89%, exceeding the 70% target.
5	Climate Change and Environmental Impact	Reduce emissions and enhance resource efficiency	- BCFC's total GHG emissions increased by 1.43% in 2024 compared to the previous year. - BCFC's total water usage increased by 19.00% in 2024 compared to 2023. Note: The increase in emissions and water consumption was primarily due to major Building Renovation, and Water Leakages
6	Community Engagement & Philanthropy	Enhance community engagement and philanthropic impact	- 96% adherence to the Annual Donation Plan.
7	Financial Performance	Strengthen BCFC's financial resilience and stability	- BCFC strengthened its financial performance in 2024, achieving profitability and reinforcing business stability.

Our Progress Across Key ESG Areas

In 2024, BCFC advanced its ESG journey through digital transformation, stakeholder engagement, and structured sustainability execution. A key milestone was the enhancement of the Sahel application, streamlining services, improving accessibility, and reducing environmental impact through digitalization. This transformation enhanced customer experience while simultaneously advancing our broader sustainability objectives, driving efficiency, inclusivity, and responsible resource consumption.

Our sustainability approach in 2024 was strategically focused on enhancing our broader sustainability practices, particularly those related to our material topics, ensuring that every initiative contributed to strengthening ESG performance and addressing stakeholder expectations and priorities.

BCFC's ESG initiatives have been strategically aligned with our material topics, ensuring that each action contributes to our broader sustainability commitments. These initiatives are mapped to our sustainability pillars, UN SDGs, and GRI Standards, providing a structured and transparent approach to measuring impact. The following section presents our progress, demonstrating how each material topic is addressed through targeted initiatives that drive meaningful and measurable ESG advancements.

Material Topic

1. Product & Service Innovation

Objective

Enhance service efficiency and accessibility through digital innovation

Number of Initiatives

19

BCFC Pillars

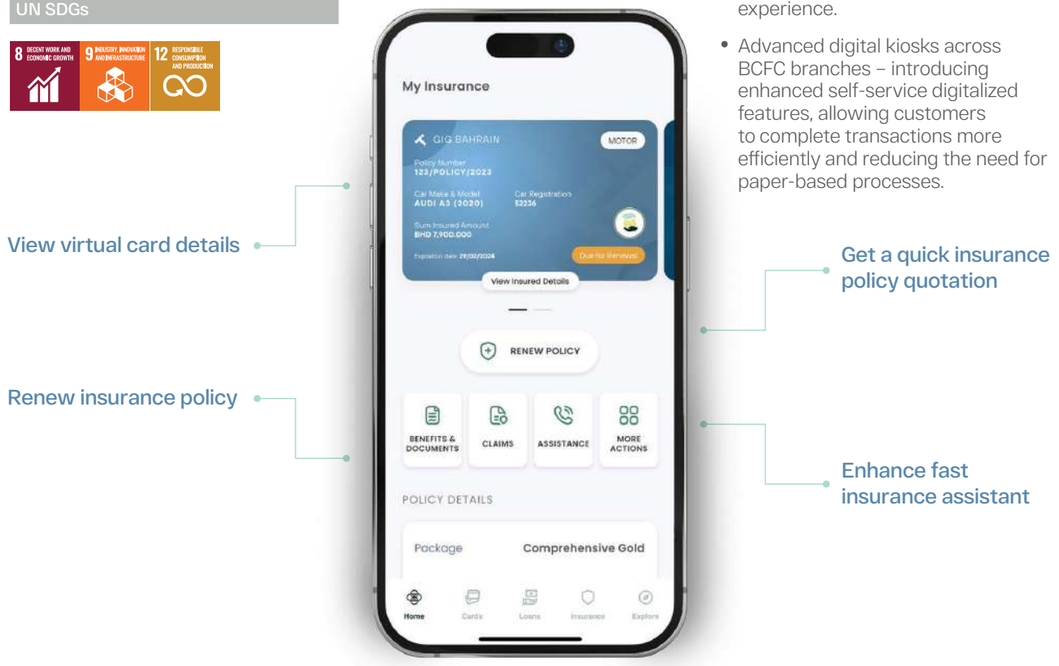
UN SDGs

In 2024, BCFC advanced its digital transformation, enhancing accessibility, efficiency, and responsible financial solutions. By integrating innovation into our business model, we streamline processes, improve customer experience, and embed sustainability in financial services—ensuring a more accessible, efficient, and environmentally responsible future.

Key Progress & Impact:

Enhancing Digital Access & Customer Convenience:

- Digital Insurance Services on Sahel App – BCFC became the first broker house in the Kingdom of Bahrain to introduce fully digital insurance comparisons, enhancing transparency, accessibility, and efficiency, while significantly reducing paperwork.
- Q-Matic Integration with Sahel App – Customers can now secure queue tickets remotely, reducing branch congestion and improving customer experience.
- Advanced digital kiosks across BCFC branches – introducing enhanced self-service digitalized features, allowing customers to complete transactions more efficiently and reducing the need for paper-based processes.

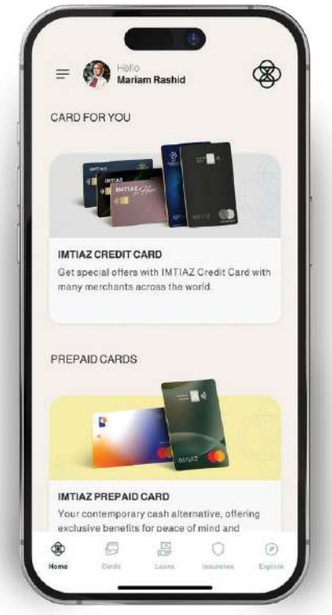


Our ESG Journey: From Strategy to Impact (continued)



Sustainable Digitalization & Operational Efficiency:

- UEFA Digital Banking Activation – Promoted Sahel App usage, encouraging paperless banking transactions and reducing resource consumption
- Fintech Forward 2024 Participation – Showcased BCFC's leadership in digital banking innovation, promoting sector-wide fintech adoption.
- Open Banking Integration (Tarabut Gateway) with Sahel App – Streamlined bank statement retrieval and salary validation, enhancing efficiency and financial accessibility.



Technology-Driven Efficiency for Internal Operations:

- AI-Driven Enhancements – Leveraged AI-powered tools to enhance automation, optimize processes, and increase efficiency.
- Workflow Optimization – Digital solutions streamlined operations, reducing inefficiencies and improving service delivery
- Infrastructure Innovation – Upgraded digital infrastructure to enhance mobility, agility, and seamless connectivity.





Material Topic

2. Customer Relations & Satisfaction

Objective

Enhance customer experience, feedback, and resolution

Number of Initiatives

31

BCFC Pillars

UN SDGs

Strengthening customer relationships and enhancing satisfaction remain central to BCFC's service excellence strategy. In 2024, BCFC implemented key initiatives to improve accessibility, engagement, and personalized customer experiences.

Key Progress & Impact:

Customer Engagement & Experience

- Multi-Channel Customer Surveys – Implemented across phone, email, and call centers, gathering real-time feedback to refine services and assess Net Promoter Score (NPS).
- VIP Call Center Priority Line – Launched a dedicated service for priority customers, ensuring faster response times and a more personalized support experience.
- Outbound Customer Support Team – Expanded scope to handle proactive marketing campaigns, surveys, and customer follow-ups, enhancing engagement.

Promotions & Loyalty-Driven Initiatives

- Reward-Based Programs & Exclusive Offers – Launched seasonal promotions (5X Winter, 3X Summer, Jewelry Arabia, and Anniversary Campaigns), providing customers with cashback rewards, loyalty points, and financial incentives for responsible spending.
- Customer Awareness & Financial Education – Conducted social media campaigns to educate customers on Imtiaz card fees, interest structures, and financial literacy, ensuring informed financial decision-making.
- Exclusive Customer Engagement Programs – Celebrated Bahraini Women's Day with the Imtiaz for Her Recognition Initiative, rewarding top female cardholders while supporting local women entrepreneurs.
- Sahel Apply & Win Campaign – Encouraged digital adoption by rewarding customers applying for financial products via the Sahel App, driving paperless transactions.

Our ESG Journey: From Strategy to Impact (continued)

Material Topic

3. Data Protection & Privacy

Objective

Enhance BCFC's data protection framework

Number of Initiatives

5

BCFC Pillars

UN SDGs

In an era of increasing cybersecurity risks and regulatory expectations, BCFC remains committed to safeguarding personal and organizational data. In 2024, BCFC reinforced its data security, privacy, and compliance measures by implementing advanced cloud-based solutions, strengthening security frameworks, and aligning with global data protection standards.

Key Progress & Impact:

Strengthening Compliance & Security Standards

BCFC advanced its regulatory compliance framework to adopt stringent data protection measures to safeguard sensitive information:

- Achieved PCI DSS v4.0 Certification – Successfully upgraded to the latest Payment Card Industry Data Security Standard (PCI DSS 4.0), reinforcing BCFC's commitment to safeguarding electronic payment data.
- Implemented advanced safeguards to ensure compliance with Bahrain's Personal Data Protection Law (PDPL) and international best practices.

Enhancing Data Security & Resilience

- Strengthened business continuity and operational resilience by upgrading disaster recovery infrastructure, ensuring secure, scalable, and efficient data management and availability.
- Improved data accessibility and protection through advanced data management.

Building a Security-First Culture

- Conducted targeted data protection training, focusing on risk mitigation, secure data handling, and adherence to privacy regulations.
- Enhanced awareness programs to ensure employees at all levels are equipped with best practices for data privacy, classification, and security measures.



Material Topic

4. Employee well-being & development

Objective

Strengthen employee development and workplace engagement

Number of Initiatives

17

BCFC Pillars

UN SDGs

BCFC is committed to fostering a workplace culture that prioritizes employee well-being, engagement, and professional growth. In 2024, we enhanced our employee experience through targeted initiatives that promoted work-life balance, health awareness, inclusivity, and personal development.

Key Progress & Impact:

Workplace Well-being & Employee Engagement:

- Organized awareness sessions on breast cancer (Think Pink) and men's health (Movember), promoting early detection and preventive healthcare.
- Launched the Annual Employee Engagement Survey to gather insights on workplace satisfaction, ensuring a feedback-driven approach to continuous improvement.
- Established a Social Committee to oversee internal engagement activities, environmental & social activities, and company-wide events.

Professional Development:

- Sponsored professional certifications for employees across various fields, fostering skill development, career growth, and expertise enhancement to support BCFC's long-term success.
- Provided specialized training programs to upskill employees, including compliance training to enhance customer service standards.



Our ESG Journey: From Strategy to Impact (continued)

Material Topic

5. Climate Change and Environmental Impact

Objective

reduce emissions and enhance resource efficiency

Number of Initiatives

8

BCFC Pillars

UN SDGs

BCFC continued to integrate environmental responsibility into its operations by reducing resource consumption, promoting sustainable awareness, and optimizing digital processes to lower its environmental footprint.

Key Progress & Impact

Promoting Environmental Awareness & Employee Engagement

- Launched the Sustainability Champions Program – embedding ESG ambassadors across departments to drive eco-friendly initiatives, monitor ESG performance, and raise awareness.
- Delivered ESG awareness sessions & communications – providing guidance on energy conservation, GHG emission reduction, and responsible resource consumption.

Operational Sustainability & Waste Management

- Introduced waste management enhancements – streamlining waste collection processes and establishing a baseline for improved resource efficiency in future sustainability initiatives.
- Migration to cloud-based solutions – reducing hardware dependency, energy consumption, and long-term environmental impact.
- Implemented automated digital payment receipts (enhanced digital processes to minimize paper use) – reducing reliance on printed receipts and minimizing paper waste, while enhancing customer convenience and transparency.



Material Topic

6. Community Engagement & Philanthropy

Objective

Enhance community engagement and philanthropic impact

Number of Initiatives

14

BCFC Pillars

UN SDGs

BCFC has long been committed to corporate social responsibility (CSR), embedding it into its core values and community-driven initiatives for decades. Our CSR approach focuses on fostering long-term social impact through charitable contributions, social welfare programs, and financial inclusion efforts. By prioritizing initiatives that promote public health, youth empowerment, and financial accessibility, we ensure that our contributions create lasting societal value. In 2024, we strengthened this commitment by advancing targeted programs that drive meaningful engagement and sustainable community development.

Key Progress & Impact

Advancing Public Health & Well-being

- Sponsored the MOH Breast Cancer Awareness Video, educating the public on the breast screening process across Bahrain's health centers.
- Renewed annual support for Bahrain Cancer Society, reinforcing BCFC's commitment to cancer awareness and treatment initiatives.
- Partnered with Al Malaki Specialist Hospital, offering exclusive healthcare benefits to BCFC cardholders, improving access to medical services.
- Supported Royal Humanitarian Foundation's Diabetes Day Marathon, contributing to insulin funding and encouraging community participation in health awareness activities.

Empowering Communities & Financial Inclusion

- Donated a Haval car to Abdullah bin Khalid Centre for Parental Care, supporting elderly care services.
- Provided financial support to the Zakat & Charity Fund, extending assistance to underprivileged communities.
- Sponsored His Highness Shaikh Khalid bin Hamad Al Khalifa's MicroShabab Forum, empowering Bahraini youth with career development opportunities.

Driving Social Impact Through Strategic Giving

- Implemented quarterly donations to charitable organizations, ensuring consistent financial support to key community initiatives.
- Facilitated digital charitable contributions through the 'Donate 1 BD' platform, enhancing ease of giving across BCFC branches.



Our ESG Journey: From Strategy to Impact (continued)

Material Topic

7. Financial Performance

Objective

Strengthen BCFC's financial resilience and stability

Number of Initiatives

18

BCFC Pillars

UN SDGs

In 2024, BCFC reinforced its financial resilience by implementing strategic initiatives that enhanced responsible lending, optimized customer engagement, and expanded digital financial solutions. By focusing on financial inclusion, customer-centric innovations, and operational efficiency, BCFC successfully strengthened its market position and restored profitability, ensuring long-term sustainable growth.

Key Progress & Impact

Enhancing Financial Accessibility & Inclusion

- Expanded responsible lending through mortgage and personal loan schemes, offering competitive rates.
- Strengthened digital accessibility by promoting products applications via the Sahel App, streamlining processes, and reducing paperwork.

Driving Customer Engagement & Responsible Spending

- Launched multiple rewards and loyalty programs, including cashback offers and point-based incentives, fostering customer retention and responsible financial behavior.
- Introduced the Unipal Youth Card, supporting university students with tailored financial solutions, promoting financial literacy and inclusion.

Optimizing Sustainable & Digital Finance

- Integrated UN SDG mapping into the lending system, aligning loan purposes with sustainable development objectives.
- Encouraged paperless banking through digital finance campaigns, reducing environmental impact while enhancing service efficiency.



"Driving sustainability requires not only implementing strategic initiatives but also measuring their impact to ensure accountability and continuous progress. In the next section, we present BCFC's ESG Key Performance Indicators (KPIs), aligning our disclosures with the CBB's ESG reporting framework, reinforcing our commitment to transparency, compliance, and measurable ESG performance.

ESG Key Performance Indicators (KPIs) – CBB Disclosures

BCFC is committed to fulfilling the regulatory requirements set by the Central Bank of Bahrain (CBB). In line with the CBB's ESG Module, BCFC discloses 31 ESG Key Performance Indicators (KPIs) as outlined in Appendix A of the module.

These disclosures provide quantifiable insights into BCFC's environmental, social, and governance performance, ensuring compliance with the CBB's ESG reporting framework and reinforcing transparency in our sustainability efforts.

The ESG disclosures presented in this section pertain exclusively to BCFC and TISCO, the entities within our group that are licensed by the Central Bank of Bahrain (CBB) and are required to report in accordance with the CBB ESG Module under the Common Volume. These disclosures reflect the ESG performance and initiatives undertaken by these entities, ensuring compliance with regulatory requirements and transparency in our sustainability reporting.

Environmental KPIs:

E.1 Environmental Oversight

1. Environmental Oversight and Governance

BCFC addresses its environmental impact through a structured governance framework:

- Board-Level Oversight: The NRSG Committee is responsible for overseeing environmental strategies, ensuring compliance with regulations, and integrating environmental considerations into BCFC's long-term planning.
- Management-Level Execution: The Sustainability Implementation Committee (SIT) monitors the implementation of environmental initiatives and tracks the environmental performance.
- ESG Team: Ensures an effective implementation of the environmental strategies and initiatives.

2. Board/Management Purpose and Approach to Environmental Matters

BCFC is committed to reducing its environmental footprint through governance-driven action. The NRSG Committee provides strategic oversight on environmental matters, while the SIT Committee ensures that environmental targets are implemented effectively through implementing of various initiatives monitored by the ESG Team.

3. Environmental Management Framework

3.1 Policies

BCFC's Group ESG Policy serves as the foundation for environmental governance, governing the integration of environmental initiatives into company operations. The policy outlines BCFC's Framework for environmental implementations.

3.2 Commitments

- Strategic Alignment: BCFC aligns its environmental goals with Bahrain's Economic Vision 2030 and the Government Plan (2023-2026) 'From Recovery to Sustainable Development', reinforcing its commitment to sustainable resource management.

Environmental Commitments: Key focus areas include reducing electricity and water consumption, transitioning to digital operations, and minimizing waste generation.

3.3 Goals and Targets

- Annual environmental targets are established to track progress in energy and water.
- SIT Committee monitors environmental KPIs and reports progress to the NRSG Committee at the board level.

Quantitative tracking ensures ongoing assessment and refinement of BCFC's environmental impact reduction strategy.

3.4 Responsibilities

- NRSG Committee (Board Level): Sets strategic direction for environmental governance.
- SIT Committee (Management Level): Ensures execution and performance tracking of environmental initiatives.
- ESG Team: Implement environmental policies, initiatives, and monitoring activities.

3.5 Key Environmental Initiatives and Oversight Actions

- Electricity and water consumption tracking (2023 vs. 2024) to identify reduction opportunities.
- Advancing digital transformation to optimize resource efficiency and reduce environmental impact.
- Conducting internal awareness campaigns on climate impact and responsible environmental practices.

Our ESG Journey: From Strategy to Impact (continued)

E.2 Energy Consumption:

1. 2024 Energy Consumption (GJ)

1.1 Indirect Energy

Source	Consumption	Total (GJ)
Electricity Consumption (Non-Renewable)	9,495.87	**9,495.87**

1.2 Direct Energy

Source	Consumption (GJ)	Total (GJ)
Petrol Consumption (Non-Renewable)	1,598.94	**1,598.94**

2024 Total Energy Consumption (GJ)

Energy Sources	Consumption (GJ)
Total Indirect Energy Consumption (Non-Renewable)	9,495.87
Total Direct Energy Consumption (Non-Renewable)	1,598.94
Total Energy Consumption (Non Renewable)	**11,094.81**

2. Standards, Techniques, Assumptions, and Calculation Methodology

- Petrol Consumption calculations were based on money spent, then converted to consumption using the Tariffs imposed in the Kingdom of Bahrain on the type of Gasoline Consumed for each vehicle owned (Gasoline 91 or 95). The Tariffs rate for Gasoline 91 is 0.140 BHD, and for Gasoline 95 is 0.200 BHD.
- The electricity conversion factor used as per DEFRA's 2024 conversion rates is 0.0036 GJ per kWh
- The petrol conversion factor used is 44.627 GJ per cubic meter (equivalent to 0.044627 GJ per liter) for petrol, as per DEFRA's 2024 conversion factors

Notes:

- Electricity consumption data was sourced from EWA (Electricity & Water Authority) utility bills for all BCFC locations.

E.3 Energy Intensity

1. Energy Intensity per Revenue

BCFC Energy Intensity per Revenue	0.0449 GWh per Million BHD

2. Standards, Techniques, Assumptions, and Calculation Methodology

Energy conversion factors used:

- Electricity: 0.0036 GJ per kWh (DEFRA 2023).
- Petrol: 0.044627 GJ per liter (DEFRA 2023).
- GJ to GWh: 1 GWh = 3,600 GJ.

E.4 Energy Mix

1. 2024 Energy Percentage by Source

Energy Sources	%	Consumption
Indirect Energy Consumption	85.59	9,495.87
Direct Energy Consumption	14.41	1,598.94
Total Energy Consumption	**100.00**	**11,094.81**

2. 2024 Energy Percentage by Type

Energy Type	%
Non-Renewable Energy	100%
Renewable Energy	0%

E.5 Green House Gas (GHG) Emissions

1. Total GHG Emissions Breakdown (MTCO2)

Scope	Item	Emissions (MTCO2)
Scope 1	Fuel consumption of owned vehicles	82.76
Scope 2	Electricity purchased	1252.66
Scope 3	Non-hazardous waste	0.006
Total Emissions (Scope 1,2,3)		**1335.43**

2. Standards, Techniques, Assumptions, and Calculation Methodology

- (MTCo2) refers to Metric Tons of CO2
- BCFC follows the GHG Protocol methodology for emissions calculation:
  - o GHG Emissions = Activity Data × Emission Factor
- Emission factors were used based on:
  - o Country-specific factors (when available)
  - o Intergovernmental Panel on Climate Change (IPCC) default emission factors
- Electricity consumption is based on EWA utility bills.
- Fuel consumption is based on company-owned vehicle fuel usage records.
- Waste emissions are calculated based on reported non-hazardous waste disposal.

Future Enhancements (2025 Plan):

BCFC is committed to enhancing its Scope 3 emissions reporting in 2025. Currently, only waste-related emissions are included, with plans to expand the assessment.

E.6 Emission Intensity

1. Emissions Intensity

Item	Emission Intensity
Emission Intensity per Size	0.18 Metric Tons of CO2 per Square Meter
Emission Intensity per Employee	4.86 Metric Tons per Employee
Emission Intensity per Revenue	19.47 Metric Tons of CO2 per Million BHD

2. Standards, Techniques, Assumptions, and Calculation Methodology

- Emission intensity is calculated by dividing total GHG emissions (Scope 1, Scope 2, and Scope 3) by selected scaling factors (square meters, employee headcount, and revenue).

E.7 Climate Risk Mitigation

1. Climate-Related Risk Identification, Assessment & Management

BCFC integrates climate-related risk considerations within its broader risk management framework under the oversight of the ARCC & NRSG Board Committees where applicable. Climate risk identification is currently embedded within sustainability initiatives, with plans to formally incorporate it into BCFC's Organizational Risk Management Framework in 2025. This integration will establish a structured process for identifying both physical risks (e.g., extreme weather, resource availability) and transition risks (e.g., regulatory shifts, market changes).

Our ESG Journey: From Strategy to Impact (continued)

Currently, BCFC assesses climate risks on an ad-hoc basis when relevant to its operations. By 2025, BCFC aims to enhance climate risk assessments through a structured approach that integrates quantitative evaluations into its risk framework.

Management of climate-related risks is driven by sustainability initiatives and compliance measures, ensuring alignment with evolving regulatory requirements. BCFC implements resource efficiency measures, digital transformation efforts, and operational improvements to mitigate climate risks while maintaining long-term resilience.

2. Investment in Climate-Related Initiatives

In 2024, BCFC invested BHD 317,047.22 in climate-related initiatives aimed at enhancing sustainability across operations. These investments were strategically directed toward:

- Sustainable Building Renovations – Upgrading facilities with sustainable materials and energy-efficient infrastructure to reduce environmental impact.
- Digitalization & Paperless Operations – Expanding digital services and automated processes to minimize paper usage and enhance operational efficiency.
- Product & Service Innovations – Investing in technology-driven solutions that improve accessibility, efficiency, and responsible financial services.

E.8 Water Usage

1. Total Water Usage

Item	Usage (M^3)
Water Consumed	N/A
Water Withdrawn	3972
Water Recycled/Reclaimed	N/A
Total Water Usage	3972

E.9 Waste Generation

1. Total Waste Generated

- Total waste generated in 2024 is 12.3 metric tons (all non-hazardous waste).

2. Waste Disposal Methods

- BCFC disposes of waste through municipal waste collection systems in compliance with Bahrain's waste management regulations.

2.1 Sustainable Waste Management Practices

- BCFC continuously works to reduce waste generation and raise awareness among employees on sustainable waste practices.
- In 2025, BCFC plans to implement a recycling process aimed at recycling waste generated within company premises, contributing to broader sustainability goals.

3. Standards, Techniques, and Calculation Methods

- BCFC calculates total waste generated by weighing waste daily across five locations since August 2024.
- The total figure was derived by taking the monthly median waste per staff per location, averaging it across locations, and extrapolating it for the full workforce.
- In 2025, BCFC plans to expand the waste measurement process to cover all company locations, ensuring a more comprehensive assessment of total waste generation.

E.10 Emission Targets

1. Approach to Managing Total Emissions

BCFC is committed to reducing its environmental footprint by setting emission reduction targets and implementing resource efficiency initiatives. In 2024, BCFC established a baseline for total greenhouse gas (GHG) emissions during 2023 and set a 3% reduction target for 2024 through energy efficiency, water conservation, and waste reduction measures.

Emission reduction efforts include digital transformation initiatives and operational improvements aimed at optimizing resource consumption

2. Board & Management Approach to Emissions

BCFC's Board and Senior Management recognize the importance of addressing climate-related risks and aligning emission reduction efforts with Bahrain's 2030 sustainability goals. The NRSG Board Committee provides strategic oversight, while the Sustainability Implementation Taskforce (SIT) ensures continuous monitoring and integration of emission reduction strategies into BCFC's operations.

SIT committee oversees emissions tracking, reviews progress quarterly and ensures that climate-related risks and opportunities are factored into decision-making processes.

3. Policies, Commitments, Goals and Targets, Responsibilities, Key Actions & Oversight:

3.1 Policies

BCFC's ESG Policy outlines its commitment to environmental responsibility, integrating emissions reduction into operational and strategic decision-making.

3.2 Commitments

BCFC is committed to continuously reducing emissions, aligning its efforts with Bahrain's 2030 sustainability vision and broader environmental policies.

3.3 Goals and Targets

2024 Emission Target: 3% reduction in total GHG emissions compared to the 2023 baseline.

Results: BCFC's total GHG emissions increased by 1.43% in 2024 compared to 2023.

The 2024 emission reduction target wasn't achieved due to Building Renovation, and Water Leakages

Oversight: SIT Committee monitors progress, with updates reported to the NRSG Board committee

3.4 Responsibilities

- NRSG Board Committee – Provides strategic oversight and ensures alignment with national sustainability goals.
- SIT Committee – Leads emission reduction initiatives and ensures performance tracking.
- ESG Team – Implements operational actions to support BCFC's emission reduction goals.

3.5 Key Actions & Oversight

BCFC employs a range of processes, projects, and initiatives to drive emission reductions, including:

- Energy & water efficiency campaigns to optimize resource use.
- Waste reduction initiatives to minimize environmental impact.
- Digitalization projects to cut paper consumption and streamline operations.

Our ESG Journey: From Strategy to Impact (continued)

Social KPIs:

S.1 Total Workforce by sex, age-group, and employment type

1. Total Workforce Composition

As of the reporting year, BCFC's total workforce consists of 275 employees.

1.1 Workforce by Sex

Gender	Count	%
Male	193	70%
Female	82	30%
Total	**275**	**100%**

1.2 Workforce by Age Group

Age Group	Count	%
Under 30 years old	42	15%
30-50	218	79%
50-Over	15	5%
Total	**275**	**100%**

1.3 Workforce by Employment Type

Contract Type	Count	%
Full Time	275	95%
Intern	9	3%
Outsource	5	2%
Total	**289**	**100%**

S.2 Child and Forced Labour

1. Statement on Prohibition of Child and Forced Labour

Bahrain Commercial Facilities Company (BCFC) is committed to maintaining the highest ethical and legal standards in its employment practices. The company strictly adheres to Bahrain Labour Law, which explicitly prohibits child labour and forced labour in any form. BCFC ensures that all recruitment and employment processes align with this legal framework, safeguarding the rights and dignity of all employees.

2. Board and Management Approach

BCFC's Board of Directors provides strategic oversight to ensure full compliance with Bahrain's labour regulations and ethical employment practices. Management actively enforces this commitment through strict hiring policies, due diligence in employment contracts, and ethical workforce practices. The Board is informed about employment-related matters as part of its governance and compliance monitoring responsibilities.

3. Policies, Commitments, and Actions

As BCFC operates within a regulated financial sector, no incidents of child or forced labour have been identified within its operations. The company integrates labour law compliance into its HR policies, processes, projects, and initiatives to uphold fair and ethical employment practices.

(Note: Since "where applicable" applies to goals, targets, and responsibilities, these are not disclosed as they are not relevant to BCFC.

S.3 Employee Turnover

1. Total Annual Employee Turnover Rate

The total employee turnover rate for BCFC in the reporting year is 10.3%.

1.1 Employee Turnover by Sex

Gender	Count	%
Male	21	75%
Female	7	25%
Total	**28**	**100%**

1.2 Employee Turnover by Age Group

Age Group	Count	%
Under 30 years old	6	21%
30-50	22	79%
50-Over	0	0%
Total	**28**	**100%**

S.4 Gender Pay Ratio

1. Median Total Compensation for Women to Men

Ratio	1:1

S.5 Health and Safety

1. Total Number of Injuries and Fatalities

BCFC monitors and reports workplace injuries to ensure a safe working environment. The following table provides the number of injuries and fatalities that occurred over the past three years, including the reporting year:

Year	Number of Injuries	Date of Injury	Number of Fatalities
2024	1	29-Jul-24	0
2023	0	N/A	0
2022	0	N/A	0

2. Lost Days Due to Work Injury

The table below presents the total number of lost workdays due to workplace injuries in each of the past three years:

Year	Lost Days Due to Injury
2024	14 days
2023	N/A
2022	N/A

Our ESG Journey: From Strategy to Impact (continued)

3. Occupational Health and Safety Measures:

BCFC adopts a comprehensive approach to occupational health and safety, ensuring a secure work environment through structured policies, training programs, and continuous monitoring.

The company has implemented the following key measures:

- Medical Insurance Policy – Ensures all employees have access to healthcare services.
- Life Insurance Policy – Provides financial security for employees' families in case of unforeseen events.
- Safety and Security Policy – Establishes workplace safety protocols and hazard prevention measures.
- Annual Safety & Security Control Training – Employees undergo mandatory training on risk mitigation and emergency preparedness.
- Annual Fire Drills – Simulated exercises to enhance evacuation and emergency response readiness.
- Annual First Aid Training – Hands-on training in life-saving techniques such as CPR and wound care.

The measures are implemented & measured through:

- Regular safety audits to ensure compliance with workplace safety regulations.
- Employee feedback during training sessions to refine safety programs.
- Incident report analysis to detect risks and improve preventive measures.
- Management reviews of emergency response procedures to enhance effectiveness.

S.6 Non-Discrimination

1. BCFC Approach to Address Harassment and Discrimination Matters

Bahrain Commercial Facilities Company (BCFC) actively addresses harassment and discrimination by complying with Bahrain Labour Law and implementing its Equal Employment Opportunity Policy, which ensures a workplace free from unlawful discrimination.

Additionally, BCFC enforces a Sexual and Other Unlawful Harassment Policy that outlines reporting mechanisms and procedures for addressing incidents of harassment, ensuring that all employees are treated with respect and dignity.

2. BCFC Board & Management Approach:

- BCFC's Board of Directors ensures that all employment policies comply with Bahrain Labour Law and reflect the company's commitment to workplace equality.
- The management team enforces compliance by integrating these policies into HR processes, workplace training, and employee engagement initiatives.

A disciplinary process is in place to address violations related to harassment and discrimination, ensuring that any incidents are properly investigated, and corrective actions are taken as necessary.

S.7 Nationalisation

1. Board Approach to Nationalisation

The Board of Directors at Bahrain Commercial Facilities Company (BCFC) recognizes nationalisation as a key strategic priority that strengthens Bahrain's workforce and contributes to the country's economic development. BCFC's Equal Employment Opportunity Policy ensures that recruitment and career progression are aligned with Bahrain's labour regulations, prioritizing employment opportunities for Bahraini nationals while fostering a diverse and inclusive workplace.

2. Number and Percentage of National Employees

As of the reporting year, the composition of BCFC's workforce is as follows:

Employee Category	Number of Employees	Percentage of Workforce
Bahraini Employees	267	97%
Non-Bahraini Employees	8	3%
Total Workforce	275	100%

S.8 Community Investment

1. Community Investment as a Percentage of Revenue

BCFC invested 1.72% of its total revenue in community initiatives during the reporting year.

2. Scope and Impact of Community Investment Initiatives

In 2024, BCFC executed its Annual Donations Plan, aiming to support 69 charity organizations. The company successfully provided donations to 66 organizations, with three excluded due to regulatory licensing requirements.

Additionally, BCFC fulfilled commitments to 33 philanthropic organizations, reinforcing its role in supporting community well-being.

Community investment covered various focus areas, including:

- General donations
- Support for individuals with disabilities
- Specialty-related contributions
- Elderly care initiatives
- Heritage preservation
- Orphanage support
- Broader social responsibility programs

S.9 Human Rights

1. BCFC Approach to Addresses Human Rights

Bahrain Commercial Facilities Company (BCFC) is committed to upholding human rights principles in line with Bahraini Labour Law, ensuring a workplace that is fair, inclusive, and free from discrimination or harassment. The company integrates human rights considerations into its employment practices, policies, and employee rights frameworks to safeguard the well-being of all employees.

2. Board and Management Approach

- BCFC's Board of Directors ensures that human rights are embedded in corporate policies and workplace practices, fully aligned with Bahraini Labour Law and industry regulations.
- The management team is responsible for implementing these policies, ensuring compliance with legal standards and fostering a respectful and inclusive work environment.

3. Human Rights Commitments and Policies

3.1 Policies:

BCFC's commitment to human rights is reflected in the following policies:

- Equal Employment Opportunity Policy – Ensures fair treatment of all employees, regardless of sex, ethnicity, language, religion, or belief.
- Code of Conduct – Reinforces ethical behavior and non-discriminatory practices.
- Anti-Harassment Policy – Provides clear procedures for reporting discrimination or harassment.

3.2 Commitments

Compliance with Bahraini Labour Law, including:

- Article 2 bis – Prohibits workplace discrimination.
- Article 19 – Ensures all employees receive written contracts in Arabic with clearly defined rights and obligations.
- Article 192 bis – Addresses sexual harassment prevention and strict handling of complaints.

3.3 goals and targets

N\A

(Note: Since "where applicable" applies to goals and targets, these are not disclosed as they are not relevant to BCFC.)

3.4 Responsibilities

The HR Department is responsible for enforcing human rights policies and providing employees with awareness materials, including the Employee Handbook, which educates staff on their rights under Bahraini law.

Our ESG Journey: From Strategy to Impact (continued)

S.10 Management Composition/Diversity

1. Management Composition Breakdown

Gender	Entry-Level	Mid-Level	Senior/Executive level positions	Grand Total
Female	13.50%	13.80%	2.50%	82
Male	35.60%	26.90%	7.60%	193
Total Workforce				275

S.11 Development and Training

1. Average Hours of Training by Categories

1.1 By Sex

Gender	Average Training Hours
Male	45 hours
Female	43 hours

1.2 By Employment Category

Employment Type	Average Training Hours
Full-Time	89 hours
Part-Time	NA
Interns	1 hour

Governance KPIs:

G.1 Board Composition

The composition of BCFC's Board of Directors is detailed in the Corporate Governance Section of this report.

G.2 Collective Bargaining

1. Enterprise Headcount Covered by Collective Bargaining Agreements

BCFC does not have collective bargaining agreements as Bahraini Labour Law does not mandate or recognize collective bargaining for financial institutions.

2. Process for Employee Contract Negotiation & Engagement

While BCFC does not engage in collective bargaining, the company ensures that employees have structured mechanisms to negotiate and address employment-related matters through the following:

- All employee contracts are individual agreements aligned with Bahraini Labour Law.
- Employee rights, benefits, and workplace policies are governed through standardized HR policies.
- Open communication channels ensure employee concerns are addressed without the need for collective bargaining structures.
- Employees have formal channels to raise concerns, which are reviewed and addressed through structured HR processes to ensure fair resolution.
- HR conducts regular benchmarking assessments of employee benefits and policies, ensuring alignment with industry standards and evolving workforce needs.
- A Senior HR committee in place to evaluate special cases requiring additional considerations, ensuring consistency and fairness in employment practices.
- BCFC fosters open dialogue and employee participation through established engagement and feedback platforms, enabling staff to contribute to workplace improvements.

G.3 Whistleblowing

1. Internal and External Mechanisms for Reporting Concerns

BCFC has established internal and external whistleblowing mechanisms to ensure a transparent and accountable corporate environment.

A. Internal Reporting Procedures:

- Employees are encouraged to report concerns to immediate supervisors or higher management levels if necessary.
- For sensitive cases, employees can escalate concerns to:
  - o Chief Internal Auditor
  - o Audit, Risk, and Compliance Committee (ARCC)
  - o Chairman of the Board

B. External Reporting Options:

If internal channels are insufficient, employees can seek guidance from external regulatory bodies or whistleblower protection organizations.

Confidentiality & Protection:

Whistleblowers are assured confidentiality and protection from retaliation, ensuring they can report concerns without fear of consequences.

2. Awareness Initiatives on Whistleblowing

- BCFC promotes whistleblowing awareness through its Employee Handbook, which details reporting procedures.
- The handbook is accessible via the HR system, ensuring all employees are aware of their rights and responsibilities.

G.4 Data Privacy

1. Data Privacy Policy

BCFC has Privacy Guidelines in place to govern data handling and protection practices. In 2025, BCFC plans to implement a formal Data Privacy Policy to enhance compliance with Bahrain's PDPL requirements.

2. Steps Taken to Comply with Personal Data Protection Law (PDPL) rules.

To ensure compliance with Bahrain's PDPL, BCFC has implemented the following measures:

- Privacy Guidelines to provide guidance on data handling practices.
- Improved data accessibility and protection through advanced data management.
- Planned implementation of a formal Data Privacy Policy in 2025 to enhance compliance with PDPL regulations.
- Enhancement of transparency in customer data processing and handling practices to strengthen data protection measures.
- Improvement of channels for receiving and addressing data privacy-related requests to improve responsiveness and compliance.

G.5 Disclosure Practices

1. Sustainability Data Reporting to Supporting Organizations

BCFC has been a member of the GRI Community since April 2024 and is committed to enhancing transparency in sustainability disclosures. The company reports in reference to the GRI Standards and will share its 2024 Sustainability Report with the Global Reporting Initiative (GRI) Secretariat upon publication.

2. Focus on UN Sustainable Development Goals (SDGs)

BCFC integrates the UN Sustainable Development Goals (SDGs) into its operations and sustainability initiatives, ensuring that its ESG efforts contribute to global sustainability priorities. While the company's approach is holistic and considers multiple SDGs, greater emphasis is placed on SDG 8 (Decent Work & Economic Growth), SDG 9 (Industry, Innovation & Infrastructure), and SDG 12 (Responsible Consumption & Production), as these are most closely aligned with BCFC's business model and sustainability objectives. BCFC remains open to contributing to other SDGs where relevant and applicable.

Our ESG Journey: From Strategy to Impact (continued)

3. Sustainability Reporting & Data Integration

For 2024, BCFC is publishing a comprehensive sustainability report as a dedicated section within its annual report. Sustainability data is integrated into corporate disclosures through:

- Alignment with CBB's ESG reporting framework to ensure compliance with regulatory expectations.
- GRI-referenced reporting to maintain international best practices in transparency and accountability.
- Internal validation processes to ensure the accuracy and consistency of ESG data before publication.
- Continuous engagement with relevant departments to track ESG initiatives and performance across business functions.

G.6 Conflict of interest

1. Conflicts of Interest to Stakeholders:

1.1 Cross-board Membership

The company discloses the membership of all Board members in the various Boards and Committees they serve on within the annual Corporate Governance report which is included in the annual report. Additionally, this information is shared and published with the relevant authorities in accordance with regulatory requirements, such as the Bahrain Bourse, the Ministry of Industry and Commerce, and the Central Bank of Bahrain (CBB). This is also disclosed in the Directors Profiles together with other directorships and memberships (as other membership/directorships) as well as in the letter of disclosure signed by each director upon appointment. This disclosure ensures the proper allocation of memberships across the Board, mitigating any potential conflicts of interest due to competing interests or influence, particularly with entities that may have business dealings or interests in the company. Additionally, at the start of each and every meeting across the Group there is a fixed agenda item that is: "Conflict of Interest Disclosure" in which directors should disclose any potential conflict of interest before proceeding with meetings' agendas. Finally, any incident of conflict of interest with any further action taken is referred to briefly in the Corporate Governance Report.

1.2 Cross-shareholding with Suppliers and Other Stakeholders

The company discloses, on a regular basis, the number of shares owned by its directors in the company within the same annual Corporate Governance report. This disclosure is made to ensure transparency and to avoid potential Cross-shareholding conflicts of interest that could influence decision-making or lead to biased business relationships. The Disclosure is also embedded in the Disclosure of Declaration of Interest produced by the director after each election or nomination or appointment.

1.3 Existence of controlling shareholders

As noted in the previous bullet point, the company discloses any controlling interests held by its directors, if applicable, by providing information on the number of shares and voting powers owned by its directors that could potentially influence the company's decisions. A list of shares held by the directors is disclosed in the Corporate Governance Report and the controlling shareholders are also listed in the annual report as part of the year end financials.

1.4 Related parties, their relationships, nature, transactions, and outstanding balances

Details of related party transactions are disclosed by the Directors or senior management during meetings, as the Related Party Transaction Notification, along with conflict-of-interest disclosures, are fixed agenda items in Board and Committee meetings of the Group. Additionally, such transactions are reported to the relevant department every quarter and a brief summary is mentioned in the Annual Report as part of the financials and details of such transactions for transparency are in the custody of the Accounts and Finance.

These disclosures are typically found in the company's governance or financial reports to regularly update stakeholders on any potential conflicts of interest to maintain trust and ensure ethical practices.

G.7 Supplier Code of Conduct

BCFC has not yet established a Supplier Code of Conduct. However, a plan is in place to develop and implement the code in 2025 to set clear expectations for responsible business practices among suppliers. Currently, 0% of suppliers are assessed for compliance, with a formal assessment mechanism to be introduced alongside the code's implementation.

G.8 Incentivised Pay

1. Executive Incentives for Sustainability

No formal sustainability-related incentives are currently in place for executives. However, BCFC is in the process of integrating sustainability into its 2025 performance metrics, which will establish clear objectives and measurable outcomes for future incentive structures.

2. Percentage of Executive Compensation Tied to ESG Performance Metrics

Sustainability-linked compensation is under development for 2025.

3. Other Links Between Executive Performance and Sustainability Performance

Future performance metrics will incorporate sustainability-driven targets as part of BCFC's long-term strategy.

G.9 Ethics & Anti-corruption

1. Ethics and Anti-Corruption Policy

BCFC follows an Ethics and Anti-Corruption policy, ensuring integrity and ethical business conduct across all operations.

1.1 Employee Compliance Certification

Certification Type	Percentage of Workforce Certified
Employee Code of Conduct	100%
AML & Compliance Training	100%
Fraud Awareness Training	90%

All employees are required to formally certify compliance with BCFC's ethical policies through mandatory training and acknowledgment of the Code of Conduct

2. BCFC's Commitment to Ethics & Anti-Corruption

BCFC is committed to maintaining the highest standards of ethics and integrity in all business operations. Ethical conduct is a fundamental principle for building trust with clients, stakeholders, and the wider community. To reinforce this, BCFC mandates annual AML & Compliance and Fraud Awareness training for all employees and requires them to sign and adhere to the Employee Code of Conduct.

The Board of Directors oversees corporate governance, ensuring compliance with local laws, regulations, and ethical business standards. By embedding these principles into its policies and governance structure, BCFC fosters a culture of transparency, accountability, and responsible business conduct.

G.10 Assurance

1. Process for Assuring and Validating Sustainability Disclosures

BCFC conducts internal validation of its sustainability disclosures through a two-layer review process to ensure accuracy and reliability:

A. ESG Team Review – Initial validation is conducted by the ESG team upon receiving disclosure's data.
B. Management Validation – The disclosures undergo a second level of review and approval at the management level before external reporting.

1.1 External Assurance or Validation

BCFC does not currently engage an independent third party for external assurance of sustainability disclosures.

> *"Sustainability is a shared responsibility, and BCFC remains committed to continuously improv the quality and depth of its ESG disclosures in line with the evolving regulatory requirements and global best practices, as we continue our journey by aiming to drive meaningful impact, build resilience, and contribute to a more sustainable future.*

Reflecting on Our ESG Journey

BCFC's sustainability journey has been one of transformation, resilience, and commitment to responsible business practices. Throughout 2024, we have embedded ESG principles into our operations, strengthened governance, advanced digitalization, and enhanced stakeholder engagement—ensuring sustainability is not just a vision but a lived reality. Our progress reflects a shift from standalone initiatives to an integrated ESG strategy that drives value for our business, customers, employees, and the wider community.

This year has been a testament to learning, adapting, and evolving—whether through enhancing financial inclusion, promoting environmental responsibility, fostering a culture of innovation, or strengthening corporate social responsibility. As we move forward, we remain committed to reinforcing the link between business growth and sustainable impact, ensuring BCFC remains a responsible and future-ready financial institution.

Looking Ahead: Our Commitment to the Future

Sustainability is not a destination but a continuous journey. BCFC remains dedicated to enhancing ESG disclosures, deepening stakeholder engagement, and aligning with evolving global and regulatory frameworks. BCFC will always be committed to integrate technological advancements, sustainable finance practices, and responsible corporate governance to drive positive change.

A Shared Responsibility: Join Us in This Journey

Sustainability is a collective responsibility—one that requires the participation of all stakeholders. Whether as employees, customers, investors, or community members, each of us has a role to play in shaping a more sustainable future. At BCFC, we invite you to collaborate, engage, and contribute to this ongoing journey.

Together, we can drive meaningful changes, build a resilient, inclusive, and sustainable future, and continue making a positive impact for generations to come.

Our ESG journey continues, and we look forward to shaping the future together.



GRI content index

Statement of use	Bahrain Commercial Facilities Company has reported the information cited in this GRI content index for the period from 1 January 2024 to 31 December 2024 with reference to the GRI Standards
GRI 1 used	GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	REFERENCE SECTION	Notes
GRI 2: General Disclosures 2021	2-1 Organizational details	Corporate Profile	
	2-2 Entities included in the organization's sustainability reporting	Principal Activities	
	2-3 Reporting period, frequency and contact point	Corporate Profile, Sustainability	
	2-4 Restatements of information		No restatements of information have been made in this reporting period
	2-5 External assurance	ESG KPIs - CBB Disclosures: Governance KPIs	
	2-6 Activities, value chain and other business relationships	Principal Activities	
	2-7 Employees	ESG KPIs - CBB Disclosures: Social KPIs	
	2-8 Workers who are not employees	ESG KPIs - CBB Disclosures: Social KPIs	
	2-9 Governance structure and composition	Corporate Governance	
	2-10 Nomination and selection of the highest governance body	Corporate Governance	
	2-11 Chair of the highest governance body	Corporate Governance	
	2-12 Role of the highest governance body in overseeing the management of impacts	Corporate Governance	
	2-13 Delegation of responsibility for managing impacts	Corporate Governance	
	2-14 Role of the highest governance body in sustainability reporting	Corporate Governance Sustainability Governance Materiality Assessment	
	2-15 Conflicts of interest	Corporate Governance ESG KPIs - CBB Disclosures: Governance KPIs	
	2-16 Communication of critical concerns		No critical concerns were raised by stakeholders during the reporting period.
	2-17 Collective knowledge of the highest governance body	Corporate Governance	
	2-18 Evaluation of the performance of the highest governance body	Corporate Governance	
	2-19 Remuneration policies	Corporate Governance	
	2-20 Process to determine remuneration	Corporate Governance	
	2-22 Statement on sustainable development strategy	Chairman's Report ESG KPIs - CBB Disclosures: Governance KPIs	
	2-23 Policy commitments	Corporate Governance Sustainability Governance	
	2-24 Embedding policy commitments	Corporate Governance Sustainability Governance	
	2-26 Mechanisms for seeking advice and raising concerns	Corporate Governance	
	2-28 Membership associations	ESG KPIs - CBB Disclosures: Governance KPIs	
	2-29 Approach to stakeholder engagement	Materiality Assessment	
	2-30 Collective bargaining agreements	ESG KPIs - CBB Disclosures: Governance KPIs	
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Materiality Assessment	
	3-2 List of material topics	Materiality Assessment	
	3-3 Management of material topics	Materiality Assessment Our ESG Journey: From Strategy to Impact	

GRI content index (continued)

GRI STANDARD	DISCLOSURE	REFERENCE SECTION	Notes
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Strategic Review Financial Statements	
	201-2 Financial implications and other risks and opportunities due to climate change	Strategic Review Financial Statements	
	201-3 Defined benefit plan obligations and other retirement plans	Strategic Review Financial Statements	
	201-4 Financial assistance received from government	Strategic Review Financial Statements	
GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	Our ESG Journey: From Strategy to Impact ESG KPIs - CBB Disclosures: Social KPIs	
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Corporate Governance ESG KPIs - CBB Disclosures: Governance KPIs	
	205-2 Communication and training about anti-corruption policies and procedures	ESG KPIs - CBB Disclosures: Governance KPIs	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	ESG KPIs - CBB Disclosures: Environmental KPIs	
	302-2 Energy consumption outside of the organization	ESG KPIs - CBB Disclosures: Environmental KPIs	
	302-3 Energy intensity	ESG KPIs - CBB Disclosures: Environmental KPIs	
GRI 303: Water and Effluents 2018	303-5 Water consumption	ESG KPIs - CBB Disclosures: Environmental KPIs	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	ESG KPIs - CBB Disclosures: Environmental KPIs	
	305-2 Energy indirect (Scope 2) GHG emissions	ESG KPIs - CBB Disclosures: Environmental KPIs	
	305-3 Other indirect (Scope 3) GHG emissions	ESG KPIs - CBB Disclosures: Environmental KPIs	
	305-4 GHG emissions intensity	ESG KPIs - CBB Disclosures: Environmental KPIs	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	ESG KPIs - CBB Disclosures: Environmental KPIs	
	306-2 Management of significant waste-related impacts	ESG KPIs - CBB Disclosures: Environmental KPIs	
	306-3 Waste generated	ESG KPIs - CBB Disclosures: Environmental KPIs	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	ESG KPIs - CBB Disclosures: Social KPIs	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	ESG KPIs - CBB Disclosures: Social KPIs	
	403-5 Worker training on occupational health and safety	ESG KPIs - CBB Disclosures: Social KPIs	
	403-9 Work-related injuries	ESG KPIs - CBB Disclosures: Social KPIs	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	ESG KPIs - CBB Disclosures: Social KPIs	
	404-2 Programs for upgrading employee skills and transition assistance programs	Our ESG Journey: From Strategy to Impact ESG KPIs - CBB Disclosures: Social KPIs	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	ESG KPIs - CBB Disclosures: Social KPIs	
	405-2 Ratio of basic salary and remuneration of women to men	ESG KPIs - CBB Disclosures: Social KPIs	
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	ESG KPIs - CBB Disclosures: Social KPIs	
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Our ESG Journey: From Strategy to Impact ESG KPIs - CBB Disclosures: Social KPIs	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Our ESG Journey: From Strategy to Impact ESG KPIs - CBB Disclosures: Governance KPIs	No substantiated complaints regarding breaches of customer privacy or data loss were reported in 2024