

Sustainability Report

Progress With Purpose

Sustainability Report

"A Legacy of Responsibility, A Journey Toward Sustainable Impact"

Sustainability

For decades, Bahrain Commercial Facilities Company (BCFC) has been committed to responsible business practices, evolving from telling our impact story to actively shaping measurable environmental, social, and governance (ESG) outcomes. We have built a legacy grounded in trust, accountability, and contribution to Bahrain's economic and social development—one that continues to guide how we operate today.

From the earliest days of our operations, our impact has extended beyond financial services, reaching the communities we serve. What began as a commitment to empowering individuals and businesses has evolved into a broader responsibility—recognizing the interconnection between financial performance, social well-being, and environmental stewardship. Even before formally integrating ESG into our business strategy, our core values have emphasized integrity, responsible growth, and creating positive, lasting impact.

Today, sustainability is no longer viewed as a standalone initiative, but as an integral part of how BCFC plans, operates, and measures success. As global and regional expectations continue to rise, BCFC has strengthened its focus on embedding ESG principles into governance structures, operational processes, and decision-making, moving beyond intention toward consistent execution and measurable performance.

Our sustainability journey is closely aligned with the Kingdom of Bahrain's Vision 2030, the national emissions reduction targets, the Net-Zero 2060 Strategy, and the introduction of the ESG Module by the Central Bank of Bahrain (CBB). These developments represent a defining shift for the financial sector, and BCFC is committed to meeting these expectations through practical, transparent, and accountable ESG integration.

This report presents BCFC's ESG journey in 2025—highlighting how strategy is translated into action, how actions are measured, and how outcomes create value for our stakeholders. As you navigate the sections ahead, you will see how ESG is embedded across our governance, material topics, and day-to-day operations, supporting a more resilient, responsible, and sustainable future.

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.

> *"With this foundation, we begin by outlining our governance framework—because strong governance is the cornerstone of effective ESG integration, ensuring sustainability is embedded in leadership, strategy, and corporate culture."*

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 drives positive change, empowers 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

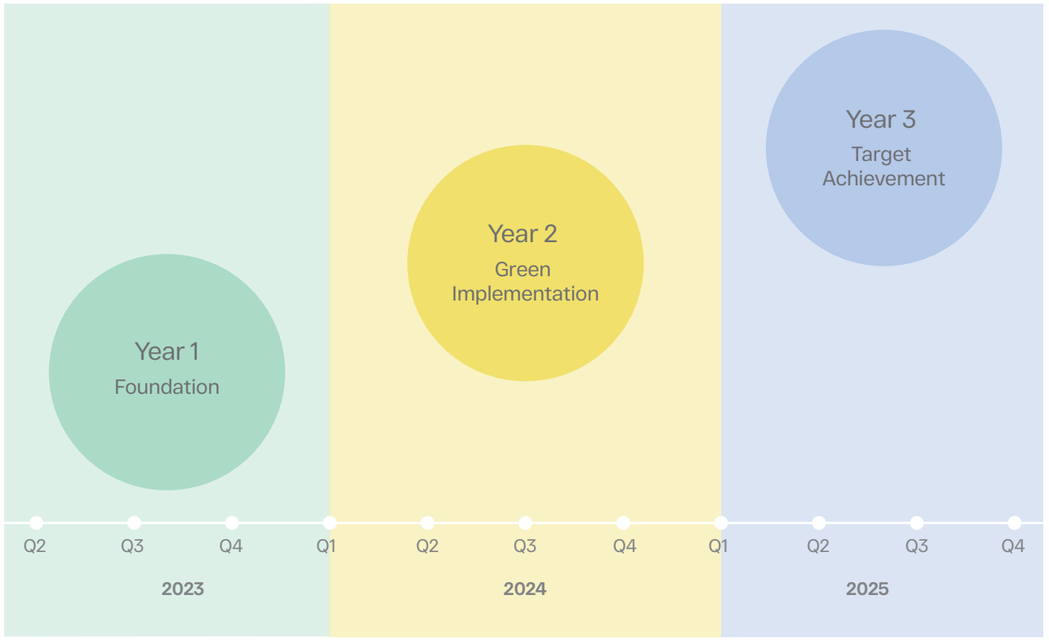
BCFC's sustainability strategy is designed to embed ESG principles into every aspect of our operations, aligning with both local and global sustainability frameworks. Our approach ensures that sustainability is not just a goal, but a fundamental pillar of our business growth and risk management.

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.

Sustainability Report (continued)

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	• Fully operationalized the Sustainability function. • Launched the Sustainability Champions Program. • Implemented a structured ESG initiatives system. • Defined BCFC's 2024 Material Topics.
Digitalization & Sustainable Innovation	• Advanced digital transformation. • Enhanced paperless operations. • Strengthened cybersecurity and data privacy measures.
Performance & Compliance	• 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

Building on the strong foundation and implementation phases, 2025 marked a pivotal year focused on achieving measurable ESG outcomes, strengthening data-driven reporting, and embedding sustainability deeper into BCFC's operations. During the year, BCFC advanced ESG performance measurement, enhanced regulatory alignment, and delivered tangible environmental, social, and governance impacts across its material topics—driven primarily through internal capabilities.

Key Achievements

Governance, Compliance & ESG Performance	• Strengthened alignment with the CBB ESG Module through structured tracking and disclosure of ESG Key Performance Indicators. • Enhanced ESG data collection, validation, and internal review processes to improve reporting accuracy and consistency. • Further integrated ESG considerations into business planning and operational decision-making.
ESG Reporting & Transparency	• Developed BCFC's Sustainability Annual Report fully in-house, without external consultants, demonstrating strong internal ESG and reporting capabilities. • Strengthened linkage between material topics, initiatives, KPIs, and disclosures to enable measurable performance tracking.
Digitalization & Sustainable Innovation	• Expanded digital-first customer journeys through the Sahel App and other platforms, improving accessibility and reducing paper-based processes. • Advanced paperless operations across finance, legal, and customer service functions, supporting resource efficiency and emission reduction.
Environmental & Social Impact	• Implemented energy efficiency initiatives and resource optimization measures across headquarters and branches. • Supported national environmental initiatives through afforestation and awareness activities. • Expanded community engagement, philanthropic contributions, and employee wellbeing initiatives addressing public health, youth empowerment, and social welfare.
Data Protection & Cybersecurity	• Achieved ISO/IEC 27001:2022 certification for the first time, establishing a formal Information Security Management System. • Maintained PCI DSS v4.0.1 recertification, reinforcing protection of customer and business information.

Sustainability Report (continued)

Sustainability Priority Areas

At Bahrain Commercial Facilities 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.

2025 Focused SDGs

While BCFC contributes to multiple Sustainable Development Goals (SDGs) across its operations, in 2025 the Company placed strategic emphasis on the following SDGs, directing its sustainability initiatives toward the areas where it seeks to create the greatest impact. These priority SDGs guide the design and implementation of BCFC's initiatives and align closely with the Company's business model, material topics, and sustainability objectives:

SDG 3: Good Health & Well-being
Employee and community wellbeing are supported through health awareness campaigns, wellbeing initiatives, and workplace practices that promote physical and mental wellbeing and a healthy work environment.

SDG 9: Industry, Innovation & Infrastructure
By investing in digital transformation and innovative financial solutions, BCFC strengthens operational resilience, enhances service delivery, and supports the development of modern, technology-enabled financial infrastructure.

SDG 16: Peace, Justice & Strong Institutions
BCFC contributes to SDG 16 by strengthening governance, ethics, compliance, risk management, data protection, and cybersecurity practices to promote transparency, accountability, and responsible business conduct.

SDG 17: Partnerships for the Goals
Through collaboration with regulators, industry partners, service providers, and community organisations, BCFC supports sustainability initiatives, shares expertise, and contributes to collective action that advances ESG implementation and sustainable development outcomes.

While these SDGs represent the most addressed goals based on BCFC's practices, the Company's sustainability efforts extend across multiple SDGs. Later sections of this report will highlight the associated with BCFC's initiatives.

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.

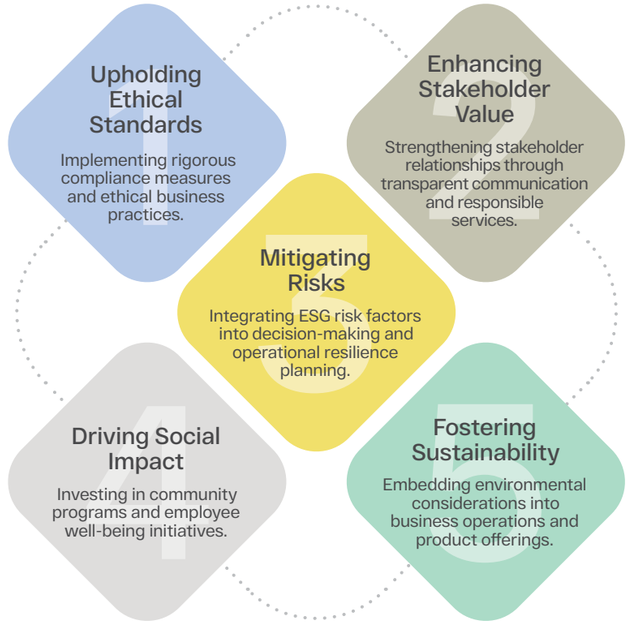
The Group ESG Policy is structured to:

- 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

BCFC has 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:

- Enhancing compliance with CBB ESG regulations, global frameworks (GRI, UN SDGs), and internal ESG policies.
- Facilitating ESG reporting by aligning data collection and disclosures with the best international practices.
- Supporting regulatory audits & disclosures, ensuring BCFC's ESG compliance remains transparent and accountable.
- Integrating ESG and climate-related risks into BCFC's risk management framework, including identification, assessment, and monitoring within the organization risk management processes.

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.

Sustainability Report (continued)

Our Sustainability Pillars

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

1

Responsible Services

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

2

Customer Centricity

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

3

Workforce Well-being and Development

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

4

Positive Social Impact

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

5

Technology and Innovation

Leveraging technology to enhance sustainability performance and deliver innovative solutions.

6

Corporate Governance

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

7

Stakeholder Engagement

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

8

Environmental Responsibility

Implementing initiatives aimed at reducing environmental impact and promoting sustainability

Sustainability Report (continued)

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 Sustainability Pillars, 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 monitors the evolution of other global sustainability standards and guidance, such as TCFD, ISSB, and related climate and sustainability disclosure frameworks, and considers relevant elements where applicable. BCFC's primary reporting references remain the CBB ESG Module and the GRI Standards.

"All ESG data included in this report is subject to internal validation and review by relevant departments and the ESG function prior to publication."

Sustainability Report (continued)

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 Leader

Leads the execution of BCFC's Sustainability strategy and oversees the governance and management of ESG initiatives to ensure alignment with objectives and regulatory requirements. The role leads sustainability reporting, including CBB submissions, and oversees the implementation and monitoring of sustainability objectives and the Sustainability Champions Program.

ESG Team

Acts as the working group supporting the implementation of ESG action points as established by the Sustainability Implementation Taskforce. The ESG Team is established under the Risk Management Department and comprises cross-functional members to support ESG projects and initiatives.

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

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



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

The Nomination, Remuneration, Sustainability, and Governance Committee (NRSGC) 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.

"During 2025, the NRSG Committee convened once to review and provide strategic oversight on ESG matters, including ensuring alignment with regulatory requirements and BCFC's long-term sustainability vision."

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 2025, 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 BCFC's sustainability efforts, identifying the most material ESG topics remains essential. The next section outlines BCFC's materiality assessment process, stakeholder engagement approach, and key sustainability topics shaping its ESG agenda."

Sustainability Report (continued)

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 the GRI 3: Material Topics (2021) Standard, with a primary focus on BCFC's actual and potential impacts on the economy, environment, and people (impact materiality), while also considering stakeholder input.
- 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 3, 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.

Stakeholder Engagement:

As part of BCFC's initial materiality assessment conducted in 2024, a diverse range of stakeholder groups were engaged to ensure a holistic representation of perspectives from both internal and external stakeholders including:

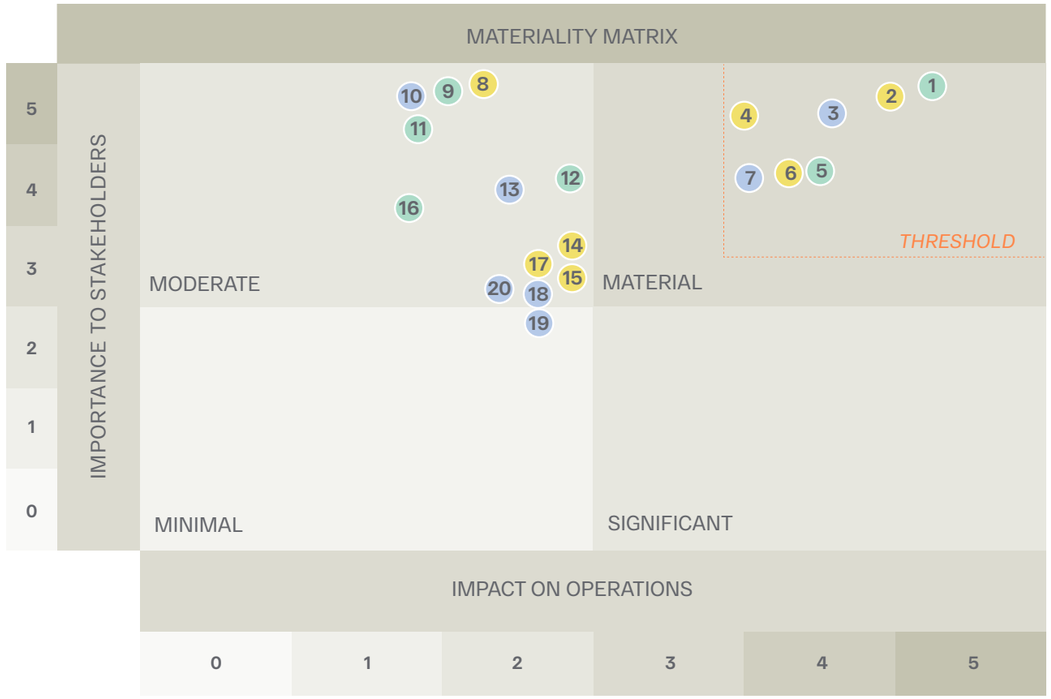


Through structured surveys and direct engagements, BCFC gathered 75 comprehensive responses, providing valuable insights into the ESG topics most relevant to our stakeholders. This engagement serves as a critical input in prioritizing ESG issues within our materiality matrix.

During 2025, BCFC retained the same material topics identified in 2024 to support continuity and consistent progress measurement, with a formal review of material topics planned in 2026.

Sustainability Report (continued)

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.

During 2025, BCFC maintained the same material topics identified in 2024, as approved by the Sustainability Implementation Taskforce (SIT). As 2024 represented BCFC's first year of establishing sustainability practices and material topics, maintaining the same topics supports continuity, consistent progress measurement, strategic focus, resource efficiency, and alignment with regulatory and reporting requirements. A formal review of material topics is planned in 2026 to ensure continued relevance based on BCFC's evolving sustainability maturity.

Our Material Topics		
1	Product and Service Innovation	Actual & Potential Positive Impact
2	Customer Relations and Satisfaction	Actual & Potential Positive Impact
3	Data Protection & Privacy	Actual & Potential Positive & Negative Impact
4	Employee Well-being and Development	Actual & Potential Positive Impact
5	Climate Change and Environmental Impact	Actual & Potential Positive & Negative Impact
6	Community Engagement and Philanthropy	Actual & Potential Positive Impact
7	Financial Performance	Actual & Potential Positive & Negative Impact

" 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.

Sustainability Report (continued)

Our ESG Journey: From Strategy to Impact

Building on BCFC's established 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.

For reporting purposes, an ESG initiative is defined as a distinct and approved action or project with a documented owner, objective, and measurable outcome.

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.

Our Progress Across Key ESG Areas

In 2025, BCFC continued to advance its ESG journey by translating strategy into action across its material topics. Through digital transformation, strengthened governance, and targeted social and environmental initiatives, BCFC focused on delivering practical, outcome-driven solutions that create value for customers, employees, communities, and other stakeholders.

Our sustainability efforts during the year were guided by the material topics identified through BCFC's materiality assessment, ensuring that initiatives address the most relevant environmental, social, and governance priorities. Each initiative is designed to contribute to measurable improvements in performance, while reinforcing responsible business practices and long-term resilience.

The following section presents BCFC's progress across its key ESG areas, demonstrating how each material topic is advanced through strategic actions, operational improvements, measurable outcomes, and stakeholder impact—providing a clear and transparent view of our ESG performance.

"An ESG initiative may represent a strategic directive, policy implementation, system enhancement, process improvement, digital solution, awareness program, or partnership activity that delivers measurable ESG impact."

2025 Sustainability Objectives & Performance Outcomes

SR	Material Topic	Objective	Results
1	Product & Service Innovation	Enhance service efficiency and accessibility through digital innovation	- Reached 64,760 registered customers on digital platforms. - Achieved an average 4.7 rating on application stores.
2	Customer Relations & Satisfaction	Enhance customer experience, feedback, and resolution	- Delivered digital, automation, and accessibility initiatives to enhance customer experience, streamline service journeys, and strengthen feedback and resolution processes. - Achieved an average complaint resolution time of 1.76 days
3	Data Protection & Privacy	Enhance BCFC's data protection framework	- Enhanced BCFC's data protection framework through improved technical and procedural controls to safeguard personal and sensitive information. - Achieved 100% staff coverage for data privacy and protection awareness training.
4	Employee Well-being & Development	Strengthen employee development and workplace engagement	- Achieved 100% employee participation in at least two professional training courses. - Achieved an 86% participation rate in the CultureAmp employee engagement and satisfaction survey.
5	Climate Change and Environmental Impact	Reduce emissions and enhance resource efficiency	- Achieved a 4% reduction in total GHG emissions (2025 vs 2024), excluding newly added Scope 3 categories, exceeding the 3% target, following expansion of Scope 3 reporting boundaries.
6	Community Engagement & Philanthropy	Enhance community engagement and philanthropic impact	- Achieved 97% adherence to the Annual Donations Plan, supporting 65 charitable organisations across Bahrain.
7	Financial Performance	Strengthen BCFC's financial resilience and stability	- Sustained profitability for the second consecutive year, reinforcing BCFC's financial resilience and business stability.



Sustainability Report (continued)

Material Topic

1. Product & Service Innovation

Objective

Enhance service efficiency and accessibility through digital innovation

Number of Initiatives

17

BCFC Pillars

UN SDGs

During 2025, BCFC accelerated its digital transformation by expanding platform-enabled financial services, introducing new digital-first products, and strengthening processing and onboarding capabilities. These initiatives improved service accessibility, reduced turnaround times, enhanced customer experience, and reinforced BCFC's position as an innovative digital financial services provider.

Strategic Actions

- Introduced Islamic finance solutions, providing Shariah-compliant financing options and broadening customer choice across BCFC's portfolio.
- Expanded the Sahel App as a multi-service digital financial platform covering cards, loans, insurance, and service requests.
- Introduced Open Banking–enabled onboarding using Tarabut Gateway for secure, efficient, and paperless customer verification.
- Strengthened card processing capabilities through collaboration with SINNAD as exclusive processor for IMTIAZ credit and prepaid cards.

Measurable Outcomes

- Reached 64,760 registered customers on digital platforms.
- Achieved an average 4.7 rating on application stores.
- Sahel App awarded the Bahrain Digital Content Award for the second consecutive time, recognizing excellence in digital financial service innovation and customer-centric design.
- City Center Sahel App activation campaign engaged 2,181 customers (75% new users).

Operational Improvements

- Digitalized onboarding, limit increase requests, digital letters, mortgage financing, and travel insurance issuance, reducing manual processing and branch dependency.
- Implemented paperless payment processes through expanded wire transfer usage for disbursements and liabilities.
- Optimized cloud infrastructure through AWS saving plans to improve efficiency and reduce energy footprint.

Stakeholder Impact

- Customers benefit from faster, paperless, and accessible financial services.
- Young customers supported through UniPal prepaid cards and digital channels.
- Strengthened card processing reliability and service performance through SINNAD partnership as exclusive processor for IMTIAZ cards.



Material Topic

2. Customer Relations & Satisfaction

Objective

Enhance customer experience, feedback, and resolution

Number of Initiatives

34

BCFC Pillars

UN SDGs

During 2025, BCFC strengthened customer relations and satisfaction by simplifying service journeys, expanding digital self-service channels, and enhancing feedback and complaint resolution mechanisms. These initiatives improved turnaround times, increased service transparency, and reinforced a consistent, customer-centric experience across physical and digital channels.

Strategic Actions

- Implemented multi-channel customer feedback and survey mechanisms (phone, email, IVR, and branch QR) to capture satisfaction and Net Promoter Score (NPS).
- Expanded self-service digital customer journeys across the Sahel App and other platforms.
- Enhanced branch experience through process simplification, queuing system upgrades, and integrated sales and service models.

Measurable Outcomes

- Reduced de-mortgage request turnaround time from over 10 working days to 2–3 days.
- Digitalized life insurance refund requests with automated IBAN retrieval and processing.
- Recorded only one CBB complaint during Q1 and Q2 of 2025, reflecting strong customer service quality and effective issue resolution.
- Implemented automated turnaround time (TAT) calculation and reporting through a centralized dashboard, enabling real-time monitoring of complaint handling performance.

Operational Improvements

- Designed and implemented a centralized customer complaint handling process supported by electronic complaint submission channels.
- Digitized legal notifications, customer letters, and service requests to replace paper-based processes.
- Automated multiple service workflows, including death claims, Direct Pay registration notifications, and collateral valuation extraction.

Stakeholder Impact

- Customers experience faster resolution, clearer communication, and greater convenience.
- Customers facing financial hardship are supported through responsible recovery practices and targeted assistance.
- Enhanced value proposition through loyalty programs, preferential campaigns, and reduced financing rates for property and vehicle loans.





Sustainability Report (continued)

Material Topic

3. Data Protection & Privacy

Objective

Enhance BCFC's data protection framework

Number of Initiatives

16

BCFC Pillars

UN SDGs

During 2025, BCFC strengthened its data protection and privacy framework by reinforcing information security governance, enhancing protective controls, and expanding organizational awareness. These initiatives improved the protection of customer and business information, reduced cyber and data privacy risks, and strengthened compliance with regulatory and international standards.

Strategic Actions

- Strengthened information security governance through alignment with international standards and regulatory requirements.
- Enhanced protection of sensitive and personal data across systems and platforms through strengthened technical and procedural controls.
- Embedded secure-by-design principles within customer onboarding and data processing activities.

Measurable Outcomes

- Achieved ISO/IEC 27001:2022 Information Security Management System Certification.
- Successfully completed PCI DSS v4.0.1 recertification, strengthening protection of cardholder data and secure payment processing.
- Strengthened authentication and access control mechanisms for critical systems.

Operational Improvements

- Automated customer information and KYC data capture to improve data accuracy, integrity, and regulatory compliance.
- Strengthened data privacy and protection controls across the information lifecycle.
- Enhanced secure data handling, transfer, and network protection capabilities.

Stakeholder Impact

- Customers' personal and financial information is better protected.
- Reduced risk of data leakage, fraud, and unauthorized access.
- Increased regulatory confidence and stakeholder trust in BCFC's data protection practices.





Material Topic

4. Employee well-being & development

Objective

Strengthen employee development and workplace engagement

Number of Initiatives

21

BCFC Pillars

UN SDGs

During 2025, BCFC advanced employee wellbeing, engagement, and development by delivering targeted health awareness initiatives, strengthening learning and leadership pathways, and enhancing workplace flexibility and employee voice. These initiatives supported a healthier, more engaged workforce and strengthened internal capabilities for long-term organizational performance.

Strategic Actions

- Implemented targeted health awareness initiatives, including "Think Pink – You Are the Supporter" sessions engaging male employees on their role in supporting women with breast cancer.
- Strengthened learning and development pathways focused on leadership, digital readiness, and future skills.
- Enhanced workplace engagement, flexibility, and employee voice mechanisms, including organizing staff engagement and team-building activities such as the BCFC Bowling Tournament.

Measurable Outcomes

- Conducted the Culture Amp Employee Engagement Survey for the second consecutive year to capture workforce feedback on engagement, leadership, communication, recognition, and wellbeing.
- Delivered AI readiness training and the "Effective Leadership & Management" development program for mid- to senior-level managers.
- Implemented work-from-home arrangements and introduced one-day sick leave without medical certificate to support work-life balance.

Operational Improvements

- Enhanced workplace ergonomics through procurement of ergonomic chairs and strengthened health & safety preparedness through first aid and fire safety training.
- Established structured summer internship and Furas trainee programs to support talent development and national workforce growth.
- Introduced the Social Committee and "I Have an Idea" initiative to strengthen engagement, collaboration, and continuous improvement.

Stakeholder Impact

- Employees experience improved wellbeing, motivation, and work-life balance.
- Strengthened internal capabilities and leadership pipeline.
- More engaged, skilled, and productive workforce supporting BCFC's long-term success.







Sustainability Report (continued)

Material Topic

5. Climate Change and Environmental Impact

Objective

Reduce emissions and enhance resource efficiency

Number of Initiatives

15

BCFC Pillars

UN SDGs



During 2025, BCFC reduced its environmental footprint by improving energy efficiency, accelerating the shift toward paperless operations, and supporting national environmental initiatives. These actions enhanced resource efficiency, lowered operational emissions, and strengthened environmental awareness across the organization.

Strategic Actions

- Implemented energy efficiency and resource optimization initiatives across headquarters and branches.
- Expanded digital and paperless processes across finance, legal, and customer services.
- Supported biodiversity and carbon sequestration initiatives in the Kingdom of Bahrain.

Measurable Outcomes

- Reduced after-hours electricity consumption through BMS optimization at headquarters.
- Digitalized key documentation and approval processes across multiple functions.
- Completed afforestation of a selected site in Hamad Town through planting 110 trees and shrubs.

Operational Improvements

- Adopted digital signatures, electronic invoicing, digital legal case files, and digital legal notifications.
- Implemented energy-efficient air-conditioning systems in new branches.
- Introduced reusable bottles for staff and recycled-material IMTIAZ card designs.

Stakeholder Impact

- Reduced environmental footprint through lower paper consumption and energy usage.
- Improved alignment with national environmental priorities through afforestation initiatives.
- Strengthening environmental awareness and responsible behavior across the workforce.





Material Topic

6. Community engagement & philanthropy

Objective

Enhance community engagement and philanthropic impact

Number of Initiatives

32

BCFC Pillars

UN SDGs



BCFC has long embedded corporate social responsibility (CSR) into its core values, focusing on delivering long-term social impact through community engagement, charitable contributions, and inclusive support programs. During 2025, BCFC further strengthened this commitment by expanding targeted partnerships and initiatives that promote public health, youth empowerment, social welfare, and financial inclusion—creating lasting value for communities across Bahrain.

Strategic Actions

- Supported public health, rehabilitation, disability, and special education organizations across Bahrain.
- Partnered with charities to support orphans, elderly care centers, vulnerable families, and customers facing financial hardship.
- Conducted university visits, supported youth empowerment initiatives, and organized Bahraini Vendor Day to promote local businesses.
- Contributed to national humanitarian, social welfare, and food security organizations.

Measurable Outcomes

- Contributed to Ramadan "30 Days of Giving" initiative supporting preparation and distribution of 3,000 iftar meals.
- Provided financial support to the Zakat Fund and Hefth Alneama Society (Food Bank).
- Delivered financial contributions to multiple health, disability, and social welfare organizations.
- Engaged university students through career awareness visits and supported local vendors through Bahraini Vendor Day.

Operational Improvements

- Formalized sponsorship and donation review through internal committees.
- Strengthened coordination between ESG, Marketing, and Social Committee for community initiatives.

Stakeholder Impact

- Improved access to care and support for vulnerable communities.
- Strengthened partnerships with national institutions and civil society.
- Positive social impact across health, education, and welfare sectors.





Sustainability Report (continued)

Material Topic

7. Financial Performance

Objective

Strengthen BCFC's financial resilience and stability

Number of Initiatives

19

BCFC Pillars

UN SDGs

During 2025, BCFC advanced its financial performance by strengthening governance and financial crime controls, rolling out targeted growth and acquisition campaigns, expanding market presence, and improving operational efficiency. These initiatives supported portfolio growth, enhanced affordability and accessibility of financing solutions, improved cost discipline, and reinforced confidence among customers, regulators, and business partners.

Strategic Actions

- Enhanced AML/CFT controls through system automation, integration, and targeted employee training.
- Launched consumer finance and credit card acquisition campaigns supported by rewards and incentive structures.
- Reduced financing rates for property and vehicle loans in line with the CBB key interest rate cut.
- Expanded market presence through opening the Sitra Branch and recruiting Direct Sales representatives.
- Conducted corporate and institutional roadshows to promote consumer finance products and IMTIAZ credit cards.

Measurable Outcomes

- Increased customer acquisition across consumer finance and credit card portfolios.
- Improved accessibility and affordability of financing solutions.
- Enhanced consistency of financial crime monitoring and compliance activities.
- Improved efficiency of financial and governance-related processes.

Operational Improvements

- Automated dealer commission calculation, invoicing, and settlement communications.
- Digitized the Board Election Nomination process to improve efficiency and transparency.
- Optimized cloud cost structure through transitioning AWS resources from on-demand pricing to saving plans.

Stakeholder Impact

- Stronger financial governance and regulatory compliance.
- Better customer experience and access to responsible financing.
- Improved cost management and operational effectiveness.
- Increased confidence among customers, partners, and regulators.





"Driving sustainability requires not only implementing meaningful initiatives but also measuring their outcomes to ensure accountability and continuous improvement. In the next section, we present BCFC's ESG Key Performance Indicators (KPIs) in alignment with the CBB's ESG reporting framework, demonstrating our commitment to transparency, regulatory 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.

Note: 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.

These disclosures cover the reporting period from 1 January 2025 to 31 December 2025.

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 continues to oversee environmental strategies, ensuring compliance with regulations, and integrating environmental considerations into BCFC's long-term planning.
- Management-Level Execution: The Sustainability Implementation Committee (SIT) continues to monitor 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 actions. The NRSG Committee continues to provide strategic oversight on environmental matters, while the SIT Committee ensures the continued implementation of environmental targets through 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 continues to align its environmental goals with Bahrain's 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 continue to be established annually 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

- Continued year-on-year electricity and water consumption tracking 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. 2025 Energy Consumption (GJ)

1.1 Indirect Energy

Source	Total Consumption (GJ)
Electricity Consumption (Non-Renewable)	**9,037**

1.2 Direct Energy

Source	Total Consumption (GJ)
Petrol Consumption (Non-Renewable)	**1,197**

2025 Total Energy Consumption (GJ)

Energy Sources	Consumption (GJ)
Total Indirect Energy Consumption (Non-Renewable)	9,037
Total Direct Energy Consumption (Non-Renewable)	1,197
Total Energy Consumption (Non-Renewable)	**10,234**

2. Standards, Techniques, Assumptions, and Calculation Methodology

- Electricity consumption was converted from kWh to GJ using a conversion factor of 0.0036 GJ per kWh.
- Petrol conversion factor used is 44.65 GJ per tonne (equivalent to 0.033123 GJ per liter) for petrol, as per DEFRA's 2025 conversion factors.

Notes:

- *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 per liter for Gasoline 91 is BHD 0.140, and for Gasoline 95 is BHD 0.200.*
- *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	0.157 GWh per Million BHD

2. Standards, Techniques, Assumptions, and Calculation Methodology

Energy conversion factors used:

- Electricity consumption was converted from kWh to GJ using a conversion factor of 0.0036 GJ per kWh.
- Petrol conversion factor used is 44.65 GJ per tonne (equivalent to 0.033123 GJ per liter) for petrol, as per DEFRA's 2025 conversion factors.
- GJ to GWh: 1 GWh = 3,600 GJ.

E.4 Energy Mix

1. 2025 Energy Percentage by Source

Energy Sources	%	Consumption
Indirect Energy Consumption	88.3	9,037
Direct Energy Consumption	11.7	1,197
Total Energy Consumption	**100.00**	**10,234**

2. 2025 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 (MTCO2E)

Scope	Item	Emissions (MTCO2)
Scope 1	Fuel Consumption of Owned Vehicles	83.5
Scope 2	Electricity Purchased	1,192.1
	Non-Hazardous Waste	5.4
	Business Travel	2.5
	Water Consumption	0.8
Scope 3	Employee Commuting	223.3
Total Emissions (Scope 1,2,3)		**1,507.6**

2. Standards, Techniques, Assumptions, and Calculation Methodology

- (MTCO2E) refers to Metric Tons of Carbon Dioxide Equivalent
- Emissions calculated based on GHG Protocol methodology
- Emission factors were used based on:
  - Country-specific factors (when available).
  - DEFRA 2025 conversion factors.
- Electricity & Water consumptions were 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.
- Business travel emissions were based on emissions provided by airlines where available, where emissions were not provided, emissions were calculated using DEFRA 2025 Aviation emission factors based on each flight details.
- Employee commuting emissions were estimated by averaging the employee commute by regular car's Petrol consumption for the year (excluding weekends, public holidays, and annual leave) as per the DEFRA 2025 conversion rates.
- As for BCFC branch in Seef Mall Muharraq, District cooling (chilled water) charges are billed by the landlord based on an allocation methodology, and physical consumption data is not available for emissions calculation. Accordingly, related emissions are not included in the reported figures.

E.6 Emission Intensity

1. Emissions Intensity

Item	Emission Intensity
Emission Intensity per Size	0.07 Metric Tons of CO2 per Square Meter
Emission Intensity per Employee	5.98 Metric Tons per Employee
Emission Intensity per Revenue	83.51 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).

Our ESG Journey: From Strategy to Impact (continued)

E.7 Climate Risk Mitigation

1. Climate-Related Risk Identification, Assessment & Management

In 2025, BCFC integrated climate-related risks into its Risk Management Framework as part of the Company's ESG risk integration, fulfilling the commitment disclosed in the previous reporting year.

BCFC identifies climate-related risks through its enterprise risk identification process and inclusion of climate risks within the corporate risk register, covering both physical and transition risks, where applicable. Climate-related risks are assessed using BCFC's established risk assessment methodology, applying likelihood and impact scoring to evaluate potential financial and operational impacts. Climate-related risks are managed through defined controls, action plans, and ongoing monitoring under the Risk Management and ESG function, whereby:

- ESG considerations are integrated into the Company's risk management practices and strategic objectives, including both physical and transition climate risks.
- ESG and climate risks are monitored and updates are provided to Senior Management and the Board where relevant.
- The ESG function collaborates with relevant departments to ensure compliance with ESG-related regulations and frameworks.
- Sustainability initiatives are promoted in alignment with the Company's ESG objectives.
- Sustainability awareness is promoted to all stakeholders.
- ESG-related matters, including climate risk management, are governed by the Group ESG Policy.

2. Investment in Climate-Related Initiatives

In 2025, BCFC invested BHD 121,727.00 in climate-related initiatives aimed at enhancing sustainability across operations. These investments were strategically directed toward:

- Energy Efficiency Improvements: Enhancing building and operational energy efficiency to reduce overall energy consumption and emissions.
- Digitalization & Paperless Operations: Expanding digital services and automated processes to minimize paper usage and physical branch visits.
- Sustainable Infrastructure & Environmental Initiatives: Strengthening technology infrastructure efficiency and supporting environmental improvement initiatives.

E.8 Water Usage

1. Total Water Usage

Item	Usage (M^3)
Water Consumed	N/A
Water Withdrawn	3992
Water Recycled/Reclaimed	N/A
Total Water Usage	**3992**

E.9 Waste Generation

1. Total Waste Generated

– Total waste generated in 2025 is 10.3 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 currently focuses on monitoring total non-hazardous waste generated and raising employee awareness on waste reduction practices. Phased implementation of waste segregation and recycling is planned starting 2026.

3. Standards, Techniques, and Calculation Methods

– BCFC calculates total waste generated by weighing waste daily across all its locations.

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 2025, BCFC maintained a 3% emission reduction target supported through energy efficiency, water conservation, and waste reduction measures.

During the year, BCFC enhanced its total emissions reporting by expanding Scope 3 coverage to include additional categories such as water consumption, business travel, and employee commuting, strengthening the completeness of its emissions inventory. Emission reduction efforts continue to 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

BCFC set a target to achieve a 3% reduction in total greenhouse gas (GHG) emissions in 2025 compared to the previous year.

In 2025, BCFC reported total emissions of 1,507.60 MTCO2E, compared to 1,335.43 MTCO2E in 2024. The increase in reported emissions is primarily attributable to the expansion of Scope 3 reporting boundaries in 2025 to include additional categories such as water consumption, business travel, and employee commuting, which were not included in the prior year.

On a like-for-like basis, excluding the newly added Scope 3 categories, BCFC's 2025 total emissions have reduced by a 4% compared to 2024, thereby exceeding the Company's 3% emission reduction target

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 Leader – Oversees the planning, coordination, implementation, and monitoring of initiatives supporting BCFC's emission reduction goals, including data collection, validation, and reporting.

3.5 Key Actions & Oversight

BCFC employs a range of processes, projects, and initiatives to manage and reduce emissions, including:

- Implementation of structured GHG emissions measurement and tracking across Scope 1, Scope 2, and selected Scope 3 categories.
- Energy consumption monitoring through utility bills and centralized data collection.
- Sustainability awareness initiatives promoting efficient use of electricity and water.
- Waste data tracking and monitoring of non-hazardous waste generation.
- Digitalization initiatives to reduce paper usage and streamline internal processes.

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 252 employees.

1.1 Workforce by Sex

Gender	Count	%
Male	179	71%
Female	73	29%
Total	**252**	**100%**

1.2 Workforce by Age Group

Age Group	Count	%
Under 30 years old	28	11%
30-50	212	84%
50-Over	12	5%
Total	**252**	**100%**

1.3 Workforce by Employment Type

Contract Type	Count	%
Full Time	252	90%
Outsourced	14	5%
Temporary	7	2%
Trainee	8	3%
Total	**281**	**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, including requirements relating to minimum employment age. Management actively enforces this commitment through strict hiring policies, due diligence in employment contracts, and ethical workforce practices. In line with the Group's HR Policy, BCFC exclusively employs individuals who meet the minimum legal age for employment, ensuring compliance with the Labour Law and promoting a responsible and mature workforce. The Board is informed about employment-related matters as part of its governance and compliance monitoring responsibilities.

3. Description of Policies, Commitments, Goals and Targets, Responsibilities, and Specific Actions

3.1 Policies

BCFC's HR policy incorporate compliance with Bahrain Labour Law and explicitly prohibit child and forced labour.

3.2 Commitments

BCFC maintains zero tolerance for child and forced labour and is committed to upholding fair and ethical employment practices across its operations.

3.3 Goals and Targets

N\A

3.4 Responsibilities

The People and Culture Department are responsible for implementing and monitoring compliance with labour-related policies and applicable legal and regulatory requirements.

3.5 Specific Actions

No incidents of child or forced labour have been identified within BCFC's operations.

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	18	62%
Female	11	38%
Total	**29**	**100%**

1.2 Employee Turnover by Age Group

Age Group	Count	%
Under 30 years old	5	17%
30-50	24	83%
50-Over	0	0%
Total	**29**	**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
2025	0	N/A	0
2024	1	29-Jul-24	0
2023	0	N/A	0

Our ESG Journey: From Strategy to Impact (continued)

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
2025	N/A
2024	14 days
2023	N/A

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 to all employees – Employees undergo mandatory training on risk mitigation and emergency preparedness.
- Annual Fire Drills – Simulated exercises to enhance evacuation and emergency response readiness.
- Professional First Aid Training
- Professional Fire Safety Training Annual

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

The Group is committed to creating an environment free of harassment and welcoming to all. Workplace harassment is any conduct, verbal or physical, that has the intention or effect of unreasonably interfering with an individual or group of employees at work. Harassment may include intimidating or hostile behavior, sexist, racial, religious, or ethnic harassment, and may be based on age, gender, disability, or appearance. Harassment of any kind is not acceptable within the Group and will be dealt with swiftly and respectfully in accordance with the Group People and Culture Procedures Manual.

2. BCFC Board & Management Approach:

The Board of Directors and Management oversee the implementation of non-discrimination practices in line with Bahrain Labour Law. The Group does not discriminate based on age, gender, ethnic origin, marital and social status, religion or belief. The Group is striving to increase the representation of women and Nationals, and more specifically in management and leadership roles. The Group People and Culture Procedures Manual govern all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training. Any breach of this anti-discrimination policy shall be considered a serious offence, and immediate action will be taken.

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	247	98%
Non-Bahraini Employees	5	2%
Total Workforce	252	100%

S.8 Community Investment

1. Community Investment as a Percentage of Revenue

BCFC invested 0.88% of its total revenue in community initiatives during the reporting year.

2. Scope and Impact of Community Investment Initiatives

In 2025, BCFC executed its Annual Donations Plan, aiming to support 68 charity organizations. The company successfully provided donations to 65 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.

Our ESG Journey: From Strategy to Impact (continued)

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 People and Culture 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.

S.10 Management Composition/Diversity

1. Management Composition Breakdown

Gender	Entry-Level	Mid-Level	Senior/Executive level positions	Grand Total
Female	12.30%	13.89%	2.78%	**73**
Male	31.35%	32.14%	7.54%	**179**
Total	**43.65%**	**46.03%**	**10.32%**	**252**

S.11 Development and Training

1. Average Hours of Training by Categories

1.1 By Sex

Gender	Average Training Hours
Male	34 Hours
Female	44 Hours

1.2 By Employment Category

Employment Type	Average Training Hours
Full-Time	37 hours
Part-Time	N/A
Interns	1 hour
Temporary	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.
- People and Culture 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. The culture at the Group is based on its values, and all Group employees are expected to abide by these values and contribute to a positive and collaborative workplace.

All Group managers are expected to know and apply, where appropriate, the policy and procedures that govern the workplace and strive to communicate policy and procedure requirements across the Group.

All employees are expected to have read the documentation provided to them or made available to them electronically, including employment contracts, job descriptions, People and Culture policies, People and Culture procedures, the employee Code of Conduct, Whistleblowing Policy and Procedures, and any relevant disciplinary Schedules of Penalties.

A. Internal Reporting Procedures:

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

B. External Reporting Options:

Where internal channels are insufficient, employees may seek guidance from relevant external regulatory bodies or whistleblower protection organisations.

Confidentiality & Protection:

Whistleblowers are assured confidentiality and protection from retaliation, enabling concerns to be raised without fear of adverse 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.

Our ESG Journey: From Strategy to Impact (continued)

G.4 Data Privacy

1. Data Privacy Policy

BCFC has Privacy Guidelines in place to govern personal data handling and protection practices. During 2025, BCFC continued to enhance its security governance frameworks to strengthen alignment with Bahrain's Personal Data Protection Law (PDPL) and international information security best practices.

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:

- Continued enhancement of the Data Privacy and Protection Program to strengthen governance and oversight of personal data processing.
- Privacy Guidelines to provide guidance on data handling practices.
- Enhancement of data accessibility, protection, and monitoring capabilities through advanced data management practices. Advancement of data management controls.
- Planned implementation of a formal Data Privacy Policy in 2026 to enhance compliance with PDPL regulations.
- Continued improvement of transparency in customer data processing and handling practices.
- Improvement of channels for receiving and addressing data privacy related requests to improve responsiveness and compliance.
- Ongoing information security and data privacy awareness and training for employees.

G.5 Disclosure Practices

1. Sustainability Data Reporting to Supporting Organizations

BCFC has been a member of the GRI Community Program since April 2024 and is committed to enhancing transparency in sustainability disclosures. The Company reports in reference to the GRI Standards and submitted its 2024 Sustainability Report to the Global Reporting Initiative (GRI) Secretariat as part of this commitment. This practice will be continued for future Sustainability Reports. BCFC's Sustainability Report is also available on the GRI Sustainability Disclosure Database.

2. Focus on UN Sustainable Development Goals (SDGs)

BCFC integrates the United Nations 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, in 2025 greater emphasis is placed on the following SDGs, as they are most closely aligned with BCFC's business model, material topics, and sustainability objectives:

- SDG 3: Good Health & Well-being
- SDG 9: Industry, Innovation & Infrastructure
- SDG 16: Peace, Justice & Strong Institutions
- SDG 17: Partnerships for the Goals

BCFC remains open to contributing to other SDGs where relevant and applicable. Progress against the emphasized SDGs is monitored through the implementation of targeted initiatives and reported within this Sustainability Report.

3. Sustainability Reporting & Data Integration

BCFC continues to publish a comprehensive sustainability report as a dedicated section within its annual report. Sustainability data is integrated into corporate disclosures through:

- Ongoing alignment with the CBB's ESG reporting framework to ensure compliance with regulatory expectations.
- Continued GRI-referenced reporting to maintain international best practices in transparency and accountability.
- Established internal validation processes to ensure the accuracy and consistency of ESG data prior to 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. If there is a subject matter presented from review and/or approval, conflicted directors declare any conflict and request to absent themselves from any discussion or decision. 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 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 and sometimes they are captured directly by business units and reported to Accounts and Finance, 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. Finally, shareholders of BCFC are notified in every AGM that a snapshot of related party transactions are available in the annual reports and the full details are also available with the Group Corporate Secretary during the AGM for further examination by shareholders or regulators.

G.7 Supplier Code of Conduct

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

Our ESG Journey: From Strategy to Impact (continued)

G.8 Incentivised Pay

1. Executive Incentives for Sustainability

In 2025, BCFC formally Incentivised executives to perform on sustainability through the integration of sustainability-linked objectives within executive performance scorecards, which influence executive performance evaluation and variable compensation outcomes.

2. Percentage of Executive Compensation Tied to ESG Performance Metrics

Sustainability-related performance objectives represent an average of 50% of total performance objective weightings across executive roles and directly influence executive performance evaluation and variable compensation outcomes.

3. Other Links Between Executive Performance and Sustainability Performance

No other links have been established between executive performance and sustainability performance beyond the integration of sustainability-linked objectives within executive performance scorecards.

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%

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, integrity, and transparency in all business operations. The Group strives to operate in an honest, fair, and transparent manner in its business and workplace dealings and to ensure that ethical considerations are taken into account when resolving issues.

The principles guiding this approach include:

- Living the Group's values.
- Promoting equality and inclusion and respecting diversity.
- Being responsible and accountable for personal behavior.
- Acting honestly and truthfully in all work dealings.
- Acting with integrity when faced with ethical dilemmas.

To reinforce this commitment, 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, thereby fostering 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 Leader Review – Initial validation is conducted by the ESG Team Leader 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.

Reflecting on Our ESG Journey

Delivering Sustainable Value

BCFC's sustainability journey has continued to evolve from commitment to consistent action and measurable outcomes. During 2025, we strengthened ESG integration across governance, operations, and material topics—translating strategy into practical initiatives that deliver value for our business and stakeholders. Our progress reflects a more mature ESG approach, where sustainability is embedded into decision-making, performance management, and day-to-day operations.

Throughout the year, BCFC advanced responsible financial services, accelerated digital transformation, strengthened data protection and privacy, enhanced employee wellbeing, reduced environmental impact, and expanded community engagement and philanthropic contributions. These efforts demonstrate our commitment to building a resilient, responsible, and future-ready financial institution.

Looking Ahead: Our Commitment to the Future

Sustainability is a continuous journey. BCFC remains committed to strengthening ESG performance, enhancing data quality and disclosures, and aligning with evolving regulatory and international best practices. We will continue to leverage technology, innovation, and strong governance to drive sustainable growth and long-term value creation.

A Shared Responsibility: Join Us in This Journey

Sustainability is a collective responsibility that extends across our entire ecosystem. We invite our employees, customers, partners, and communities to continue engaging with us as we advance our ESG journey. Together, we can create meaningful impact and contribute to a more resilient, inclusive, and sustainable future.

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 remain committed to advancing sustainable value 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 2025 to 31 December 2025 with reference to the GRI Standards
GRI 1 used	GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	LOCATION	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	Contents Chairman's Report 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	Board of Directors	
	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 Sustainability Governance	
	2-14 Role of the highest governance body in sustainability reporting	Corporate Governance Sustainability Governance	
	2-15 Conflicts of interest	Corporate Governance	
	2-16 Communication of critical concerns	Corporate Governance	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	Sustainability Governance ESG KPIs - CBB Disclosures: Governance KPIs	
	2-23 Policy commitments	Corporate Governance Sustainability Governance	
	2-24 Embedding policy commitments	Corporate Governance Sustainability Governance	
	2-25 Processes to remediate negative impacts	Corporate Governance	
	2-26 Mechanisms for seeking advice and raising concerns	Corporate Governance	
	2-27 Compliance with laws and regulations	Independent Auditor's Report	
	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 102: Climate Change 2025	102-5 Scope 1 GHG emissions	ESG KPIs - CBB Disclosures: Environmental KPIs	
	102-6 Scope 2 GHG emissions	ESG KPIs - CBB Disclosures: Environmental KPIs	
	102-7 Scope 3 GHG emissions	ESG KPIs - CBB Disclosures: Environmental KPIs	
	102-8 GHG emissions intensity	ESG KPIs - CBB Disclosures: Environmental KPIs	
GRI 103: Energy 2025	103-2 Energy consumption and self-generation within the organization	ESG KPIs - CBB Disclosures: Environmental KPIs	
	103-4 Energy intensity	ESG KPIs - CBB Disclosures: Environmental KPIs	
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	ESG KPIs - CBB Disclosures: Environmental KPIs Financial Statements	
	201-3 Defined benefit plan obligations and other retirement plans	Notes to the Consolidated Financial Statements	
	201-4 Financial assistance received from government	Strategic Review Financial Statements	
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	CEO's Message	
	203-2 Significant indirect economic impacts	Materiality Assessment 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	
	205-3 Confirmed incidents of corruption	ESG KPIs - CBB Disclosures: Governance KPIs	None Reported
GRI 303: Water and Effluents 2018	303-5 Water consumption	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	Our ESG Journey: From Strategy to Impact 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	Corporate Governance 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 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	ESG KPIs - CBB Disclosures: Social KPIs	
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	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 2025

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