

Sustainability review

Our commitment to sustainability is deeply rooted in our corporate culture and continues to guide our management approach as we move towards the future.

Sustainability is about meeting the needs of the present without compromising the ability of future generations to do the same. To conceptualize these crucial issues, we rely on BBK's sustainability framework to define and manage our environmental, social, and governance (ESG) impacts.

This allows us to hone and prioritize our efforts with the ultimate goal of promoting sustainable development throughout the Kingdom of Bahrain. Our framework is centered on four pillars: good corporate governance; being a responsible and responsive employer; fostering long-term positive customer relationships and experiences; and instilling a social responsibility mindset.

Aligning with national and international priorities

BBK has aligned its priorities with Bahrain's National Vision 2030 and its objectives of building a robust economy and a motivated, innovative society. We have also incorporated, where possible, the United Nations Sustainable Development Goals (SDGs), within our activities.

These include:



Good corporate governance

- **16.4:** By 2030, significantly reduce illicit financial and arms flows, strengthen the recovery and return of stolen assets and combat all forms of organized crime.
- **16.5:** Substantially reduce corruption and bribery in all their forms.



Long-term positive customer relationships and experiences

- **9.3:** Increase the access of small-scale industrial and other enterprises, in particular in developing countries, to financial services, including affordable credit, and their integration into value chains and markets.



Responsible and responsive employer

- **5.5:** Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.
- **5.b:** Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women.
- **8.5:** By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.



Social responsibility mindset

- **13.3:** Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.
 - **17.17:** Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.
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BBK sustainability performance highlights in 2022

Promoting good corporate governance

41.6%

Independent Board members



16.6%

Female Board members



40.4%

Female members among total work force



BBK is also conducting board and corporate governance training for senior female employees so diverse nominees can be included in the upcoming Board elections.

The Board has included sustainability KPIs in the Executive Management's annual goals to ensure that ESG and the sustainability framework are embedded in the Bank's day-to-day activities.



Being a responsible and responsive employer



BBK sustainability performance highlights in 2022 (Continued)

Fostering long-term positive customer relationships and experiences

0.8 days

to resolve all customer complaints



77%

of all transactions were conducted via e-channels



One of the Bank's key objectives is to help customers meet a social or environmental challenge, or to invest in sustainable products. Consequently, we can provide our customers with the following:



Solar panel loans for customers who wish to install solar panels in their houses to limit energy use

Lite

BANKING SOLUTIONS

BBK Lite branches offering products and services for those on low incomes and blue-collar expatriates



Mazaya loans that allow beneficiaries to own their dream homes via a real estate finance facility subsidised by the Bahraini Government.

Instilling a social responsibility mindset

BBK minimizes its environmental impact by monitoring and making investments in sustainable measures to limit energy wastage, particularly relating to electricity and water.

87%

of all sourced suppliers were local.

3.5%

of pre-tax profits were assigned for community and societal initiatives.

Ongoing Corporate Social Responsibility

Giving back to the communities in which we operate is a point of pride for BBK, and we constantly look for new opportunities to harness our resources and support initiatives that address society's most pressing needs.

In 2022 an appropriation of BHD 2.2 million was dedicated to environmental and societal investments with a special focus on 'Renewable Energy and Environment'. Initiatives included:

- Solar Panel pre-packaged loans for customers
- Support for 'Greener Bahrain' national campaign
- Adoption of energy saving solutions within the Bank's premises
- Support for public sector initiatives related to saving energy
- Sustainability Financing for business owners and retail customers who aim to switch partially or entirely from conventional to renewable energy sources.