

Sustainability Report 2023



Sustainability at BNH

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About BNH

At Bahrain National Holding, our unwavering commitment to our customers and high-quality product offerings has established us as Bahrain's premier financial services and investment Group.

Set up in 1998 through a merger between Bahrain Insurance Company and National Insurance Company, our presence in the industry dates to 1969. Since then, our critical investments management and insurance product offerings have made us a widely recognized name in the Kingdom of Bahrain. As a publicly listed entity on Bahrain Bourse, we have a proven track record of engaging with stakeholders and fostering strong relationships with the public. Our Group is helmed by BNH, our parent company which is our asset management and corporate arm. Bahrain National Insurance Company is our wholly owned subsidiary offering commercial insurance, motor insurance and personal lines insurance under the bni brand. Our other major subsidiary also includes Bahrain National Life Assurance Company which offers life and medical insurance under the bnl brand. Our associate companies have a presence in diverse sectors including insurance, finance, healthcare and ancillary services. BNH's associates include United Insurance Company, National Finance House, Arabian Shield Cooperative Insurance Company, Al Kindi Specialized Hospital, & Health 360°Ancillary Services W.L.L. Our subsidiaries and associates demonstrate the scale and complexity of our operations. Our vision, mission and values are thus oriented towards this objective.

VISION

Creating Prosperity
Through Security.

MISSION

Growing from our base of insurance experience and values, to be a leading provider of financial protection and management of risk

VALUES

Integrity, Excellence,
Pioneering.

Our business brings us in close interaction with a variety of industries such as financial services, manufacturing, commerce, and hospitality. Each of these sectors are critical to Bahrain's economic prosperity and resilience. As we navigate the emerging economic landscape, we draw confidence in our abilities from our financial performance in 2023. The exceptional results achieved in the last year highlight our significant market influence and operational excellence.

Our growing footprint also gives us confidence to strive for an enhanced role in the financial services sector. Our mission is to grow from being a formidable insurance provider to a holistic provider of financial protection and overall risk management. In addition to driving diversification through targeted investments in emerging portfolios, we also remain firmly committed to our employees whose talents and skillsets have helped us achieve sustained growth and is considered a vital asset for us as we set out to achieve newer milestones.

Group Subsidiaries



Bahrain National Insurance



Bahrain National Life Insurance

Group Associates



National Finance House



Al Kindi Specialised Hospital



United Insurance Company



Health 360°

Health 360° Ancillary Services W.L.L

Message from the Group CEO

I am proud to present our 2023 Sustainability Report, which reflects our unwavering commitment to integrating Environmental, Social, and Governance (ESG) principles into every facet of our operations across the Group. This report is a reflection of our ongoing efforts to create long-term value for our stakeholders while fostering sustainable development in the Kingdom of Bahrain.

At BNH, we recognize that sustainable growth is intrinsically linked to our ability to responsibly manage our environmental impact, engage positively with our community, and uphold the highest standards of governance. Our dedication to ESG is not just a strategic imperative but a reflection of our core values of integrity, excellence, and pioneering spirit.

This commitment is crucial as we navigate the complexities of the global business landscape and strive to contribute to Bahrain's Vision 2030, which emphasizes economic diversification and sustainability across the Kingdom. The Kingdom of Bahrain, as a key financial hub in the Middle East, is increasingly aligning with global standards on ESG issues. This alignment is reinforced by both our regulators and by stakeholder expectations in the marketplace.

The Central Bank of Bahrain (CBB) has been instrumental in setting high regulatory standards that ensure Financial Institutions operate with transparency, accountability, and sustainability at their core. Additionally, the Bahrain Bourse's guidelines further reinforce the importance of ESG disclosures and sustainable practices.

Our ESG strategy is comprehensive, encompassing four main pillars: Responsible Operations, Commitment to Our People, Environmental Stewardship, and Community Engagement. Each pillar underscores our dedication to sustainable development and ethical practices. For instance, our environmental initiatives aim to reduce our carbon footprint and promote resource efficiency, aligning with national and global sustainability goals.

We are committed to adhering to the CBB's regulations and the Bahrain Bourse's guidelines. These frameworks are crucial for enhancing Bahrain's position as a stable and dynamic financial market. This is not only important to us from a compliance perspective, but is critical to ensure that we not only meet but exceed the expectations of our regulators, investors, and the wider community we live and operate within.

As we look to the future, our focus remains on enhancing our ESG performance and making meaningful contributions to the communities we serve. We will continue to invest in our people, innovate our processes, and engage with our stakeholders to drive sustainable growth. Our 2023 Sustainability Report is not just a reflection of our achievements but also a roadmap for our future endeavors.

I would like to take this opportunity to extend my gratitude to our Board of Directors, employees, partners, and stakeholders for their unwavering support and dedication; and for aligning and collaborating with our ESG ambitions towards a resilient future. Together, we will continue to build a resilient, sustainable, and prosperous future for the BNH Group and the Kingdom of Bahrain.

Thank you for your continued trust and support.

Raed Abdulla Fakhri
Chief Executive Officer
BNH Group

Sustainability at BNH

At BNH, we have been instrumental in delivering economic value and prudent risk management services to our retail as well as institutional clients. As a financial services entity, we fully recognize the fiduciary responsibilities that we owe our customers and the importance of good faith in our dealings. Additionally, the well-being and prosperity of the community that we operate in, is not only a strategic priority for us but also a moral obligation. We also recognize that the nature of our business creates a direct exposure to environmental and sustainability related risks. Adverse environmental and climate related events have a direct impact on our business performance and thus, it is essential for us to protect the environment and ecosystem that we are a part of and actively promote responsible consumption of natural resources.

We thus aim to have a culture of sustainability which is holistic enough to address the multi-faceted impact of our operations. Our corporate governance structure enables fair, transparent and independent decision-making process which has a positive impact on our workforce as well as the customers through our

dealings and transactions with them. Adherence to sound risks management practices, business ethics and regulatory & legal requirements is a cornerstone of our corporate governance structure. Our social commitment is demonstrated through our investments in targeted intervention programs which lead to a tangible positive impact in lives of the people in our wider community. We are also mindful of the environmental and ecological footprint of our operations and strive to continuously monitor, minimize and redress it through initiatives that promote responsible resource consumption.

Our sustainability considerations are dependent on four key pillars – our stakeholders, materiality assessment, our ESG framework, and our ESG strategy. Each of these pillars are critical for identification of relevant stakeholders in our sustainability journey, assessing key sustainability issues on a periodic basis, and executing our Group level strategy to achieve the relevant sustainability goals. The overall ESG governance mechanism is responsible for execution of the Group's ESG strategy.

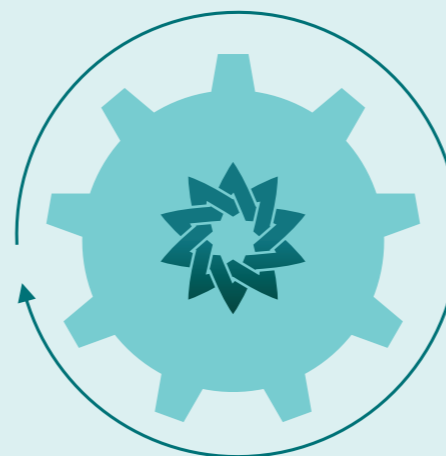
ESG Governance

ESG STRATEGY

- Identification of critical sustainability topics of greatest relevant for the Group.
- Materiality assessment exercise to seek inputs from all stakeholders.

STAKEHOLDERS

- Identification of relevant stakeholders across our value chain.
- Continuous engagement with to assess key sustainability considerations.



ESG FRAMEWORK

- Sustainability framework customized to the key risks and opportunities for BNH.
- Alignment of ESG framework with the overall objectives of the Group.

MATERIALITY ASSESSMENT

- Identification of critical sustainability topics of greatest relevant for the Group.
- Materiality assessment exercise to seek inputs from all stakeholders.

ESG Framework

Our ESG (Environmental, Social, and Governance) framework is designed to align with the Global Reporting Initiative (GRI) standards, ensuring comprehensive and transparent sustainability practices. This framework incorporates a materiality analysis, active stakeholder engagement, and the publication of an annual sustainability report to highlight our commitment to sustainable development and responsible corporate governance.

Alignment with GRI standards:

By adhering to GRI guidelines, we ensure that our ESG disclosures are consistent, credible, and comparable across industries. This alignment allows us to effectively communicate our sustainability performance and impacts to our stakeholders.

Materiality Analysis:

A key component of our ESG framework is the materiality analysis, which helps us identify and prioritize the most significant environmental, social, and governance issues that affect our business and stakeholders. The steps involved in our materiality analysis include:

- **Identification:** We identify potential material issues through internal assessments, industry benchmarks, global sustainability trends and the recommended KPIs published by the Bahrain Bourse and Central Bank of Bahrain.
- **Engagement:** We consult with key stakeholders, including employees, customers, investors, suppliers, and community representatives, to gather their perspectives on what matters most to them.
- **Prioritization:** We evaluate and prioritize these issues based on their relevance to our business strategy, impact on stakeholders, and potential risks and opportunities.
- **Validation:** The findings are validated by senior management and the board of directors to ensure alignment with our strategic objectives and stakeholder expectations.

Stakeholder Engagement:

Engaging with our stakeholders is fundamental to our ESG framework. We believe that open and transparent dialogue with our stakeholders helps us understand their concerns, expectations, and aspirations. We actively participate in collaborative initiatives and partnerships with industry groups, non-governmental organizations (NGOs), and governmental bodies to address common sustainability challenges and drive collective action.

Sustainability Reporting:

As part of our framework, we publish an annual sustainability report that outlines our ESG performance, achievements, and future goals. The sustainability report includes:

- **Overview of ESG Strategy:** A detailed description of our ESG framework, governance structure, and strategic priorities.
- **Performance Metrics:** Quantitative and qualitative data on key performance indicators (KPIs) aligned with GRI standards, covering environmental impact, social responsibility, and governance practices.
- **Success stories and case studies** that demonstrate our commitment to sustainability and positive impacts on the community and environment.
- **Our Commitments:** Clear goals for continuous improvement in our ESG performance.

By integrating the GRI standards, conducting a thorough materiality analysis, engaging with stakeholders, and publishing a comprehensive sustainability report, our ESG framework ensures that we remain accountable, transparent, and committed to sustainable growth and value creation for all our stakeholders.

ESG Framework

Bahrain, as a key financial hub in the Middle East, is increasingly aligning with global standards on environmental, social, and governance issues, driven by both regulatory pressures and market expectations. At BNH, our ESG strategy helps the company navigate these evolving regulatory landscapes, mitigate risks, and seize opportunities to grow sustainably. Our strategy is meant to enhance the BNH's reputation among regional and international investors who are increasingly valuing transparency and ethical practices.

Through our strategy, we aim to address critical issues such as resource efficiency, community engagement, and governance excellence that can also contribute positively to Bahrain's Vision 2030 goals, which emphasize economic diversification and sustainable growth.

This strategy is centered around four main pillars: Our Commitment to Responsible Operations, Our Commitment to Our People, Our Commitment to Our Environment, and Our Commitment to Our Community. Each pillar encompasses key initiatives and goals that underscore our dedication to sustainable development, ethical practices, and creating long-term value for all our stakeholders.

1. Our Commitment to Responsible Operations:

Our first pillar focuses on ensuring that our operations are conducted responsibly and ethically. We are dedicated to maintaining the highest standards of governance, integrity, and transparency in all aspects of our business. Key initiatives under this pillar include:

- *Ethical Business Practices:* We implement strict policies and training programs to prevent corruption, bribery, and conflicts of interest. Our code of conduct emphasizes integrity, accountability, and ethical decision-making.
- *Corporate Governance:* We maintain a diverse and independent board of directors that provides effective oversight and strategic direction. Regular assessments ensure our governance practices align with best-in-class standards.
- *Transparency and Reporting:* We are committed to transparent disclosure of our financial and non-financial performance. Our annual sustainability report, aligned with GRI standards, provides comprehensive insights into our ESG initiatives and progress.

2. Our Commitment to Our People:

The second pillar emphasizes our commitment to our employees, fostering a supportive, inclusive, and safe work environment. We recognize that our people are our greatest asset, and their well-being is paramount to our success. Key initiatives include:

- *Employee Well-being:* We offer robust health and wellness programs, ensuring our employees have access to resources that support their physical and mental health. Safety is a top priority, with continuous improvements to our health and safety practices.
- *Diversity and Inclusion:* We are dedicated to creating a diverse and inclusive workplace where everyone feels valued and respected.
- *Training and Development:* We invest in continuous learning and professional development opportunities for our employees. Our training programs are designed to enhance skills, foster innovation, and support career growth.

3. Our Commitment to Our Environment:

The third pillar underscores our dedication to environmental stewardship. We strive to minimize our environmental impact and promote sustainable practices across all our operations. Key initiatives include:

- *Climate Action:* We are committed to reducing our carbon footprint through energy efficiency measures and innovative technologies. Our goal is to achieve net-zero emissions by 2060 in alignment with the National Net-Zero ambitions.
- *Resource Efficiency:* We aim to optimize resource use, reduce waste, and promote recycling.

ESG Framework

4. Our Commitment to Our Community

The fourth pillar reflects our commitment to making a positive impact on the communities where we operate. We strive to contribute to the social and economic development of these communities through various initiatives. Key initiatives include:

Community Investment: We invest in local communities through charitable donations, sponsorships. Our goal is to continually engage and increase our investment to community development projects.

Partnerships and Collaboration: We collaborate with non-governmental organizations (NGOs), local governments, and other stakeholders to address social challenges and promote sustainable development. Our partnerships focus on creating lasting, positive impacts.

By integrating these pillars into our business practices, we aim to drive sustainable growth, enhance stakeholder value, and contribute to a better future for all.

Our Commitment to Responsible Operations

- Corporate Governance
- Risk, Ethics and Compliance
- Digitalization

Our Commitment Towards Our People

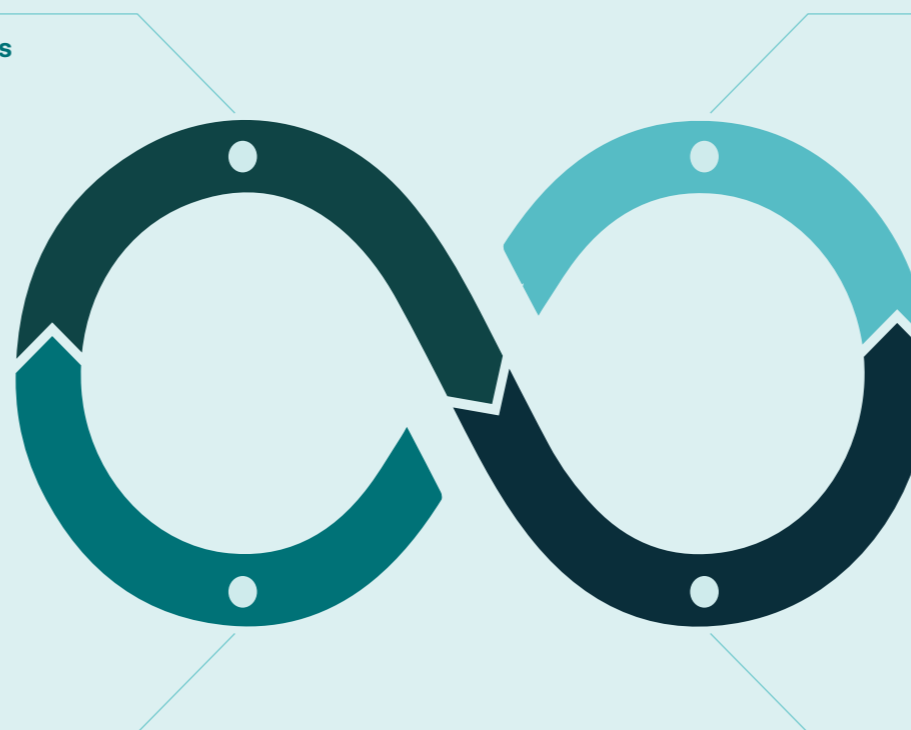
- Talent Attraction and Retention
- Training and Development Diversity and Inclusion
- Health, Safety and Wellbeing

Our Commitment to the Environment

- Climate Change and Energy
- Management Water, Waste and Effluents.

Our Commitment to the Community

- Sustainable Procurement
- Bahrainization
- Community Engagement



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Materiality Assessment

Materiality Assessment is the process of determining the critical sustainability topics for an entity according to all the relevant stakeholders. Materiality assessment involves both qualitative inputs from the stakeholders as well as quantitative assessment through surveys and other rating mechanisms. Typically, the outcome of the materiality assessment reveals the issues as per the order of importance attached to them by the respondents. It represents an aggregate ranking of preferences in terms of which sustainability issue is considered critical by all the stakeholders.

Our stakeholders include our customers, suppliers, regulators, employees, and industry peers. We conducted an exhaustive materiality assessment exercise where internal and external stakeholders were requested to share their

feedback. The survey consisted of several sustainability issues which could be broadly classified as i) Environmental; ii) Social; and iii) Governance. Respondents were asked to rate the importance of sustainability issues enlisted under each of the above categories. An aggregate ranking was generated by comparing the importance attached to each topic by the internal and external stakeholders. The ranking attached to each topics, thus, helped us design a materiality matrix providing a visualization of the importance of each topic.

Based on the findings of the materiality assessment as well as considering the topic's relevance to BNH's sustainability initiatives, 11 topics were identified to be material in the 2023 reporting cycle.



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Materiality Assessment

Identifying Material Topics

As a leading entity in Bahrain's financial services industry, we are committed to a sustainable framework of operation. We have identified our top sustainability priorities by leveraging our understanding of the value chain and the impact of our operations. We have also relied upon the key priorities identified in the previous reporting period to generate a list of top priorities. These priorities were presented to our stakeholders as part of the materiality assessment exercise so that we could understand what sustainability topics are a priority for our stakeholders.

Given the nature of our business, social and governance issues have always been the most critical for us. This is also reflected in the opinion of our external stakeholders who cite governance and social issues as the most critical for Bahrain National Holding. Based on feedback from management as well as from our internal and external stakeholders through our Annual Sustainability Stakeholder Survey 2023, we have identified 11 issues that are material for Bahrain National Holding. The material topics were found to be the most critical ones at an aggregate level by combining the inputs from the internal and external stakeholders. Our external survey respondents represented our core support network as well as our investors.

Good Corporate Governance, Nationalization, Human and Labor Rights, Training and Development and Climate Risk were cited as the most important topics for Bahrain National Holding to focus on by the all stakeholders. The topics that were deemed material by our materiality assessment closely reflected our existing four ESG pillars – Our Operations, Our People, Our Environment and Our Community.

Throughout this report, you can read about each topic in greater detail, including why they are material, how these topics are managed, and relevant progress.

ESG Priorities

Environmental

- Energy Consumption/ Intensity
- Climate Risk
- Air/ GHG Emissions
- Waste Generation/ Management
- Water Usage/ Conservation

Social

- Human Resources (Fair Pay, Diversity, Inclusion & Equality)
- Workplace Health & Safety
- Human & Labor Rights
- Skill Development & Training
- Workforce Nationalization
- Community Engagement
- Employee Turnover

Governance

- Corporate Governance
- Ethics & Anti-Corruption Policies
- Data Privacy & Cybersecurity Policies
- Company Brand & Reputation
- Customer Satisfaction
- Business Continuity & Future Direction
- Supplier's Code of Conduct

Material Topics

Environmental

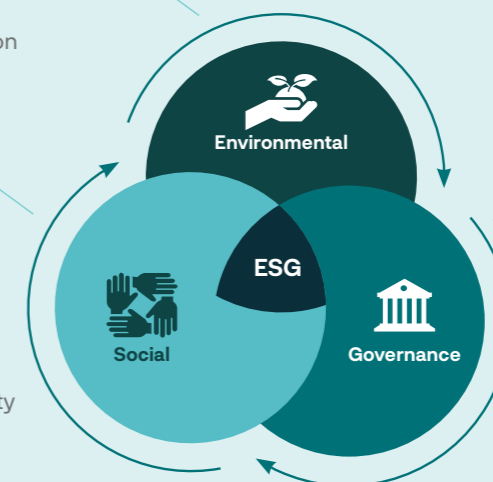
- Water Conservation
- Climate Risk
- Air Pollution

Social & Community Impact

- Nationalization
- Human and Labor Rights
- Workforce Diversity
- Training & Skill Development

Governance & Management

- Corporate Governance
- Ethics & Anti-Corruption
- Cyber Security/Data Privacy
- Customer Satisfaction

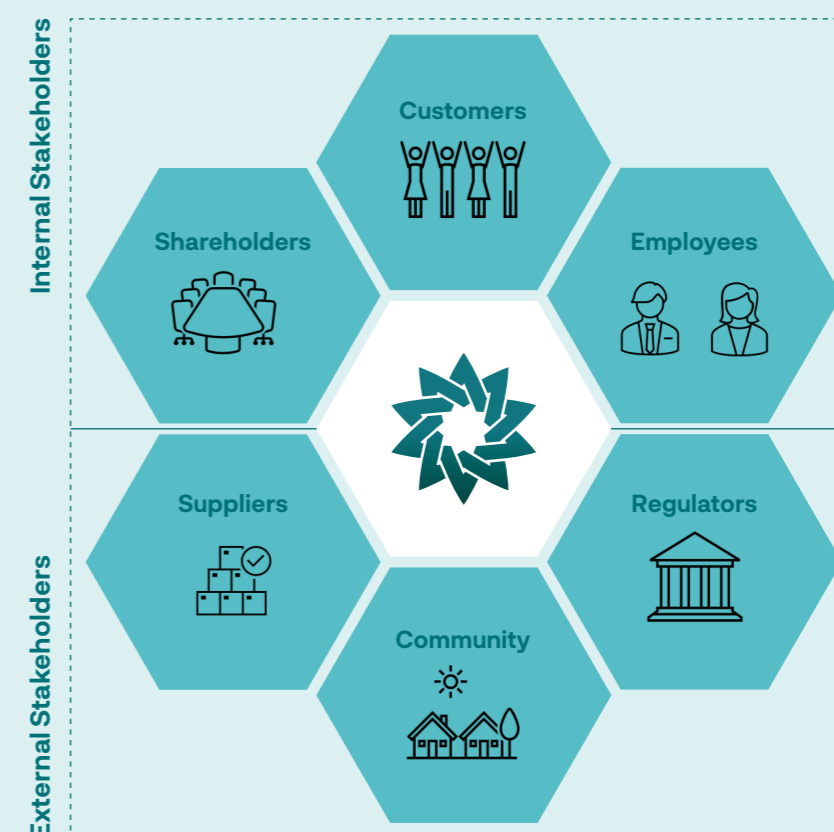


Our Stakeholders

At BNH, we conduct our business within a complex and diverse value chain which encompasses many participants such as our customers, suppliers, employees, regulators, and industry peers. The diverse perspectives and feedback from each of them are crucial for achieving continuous improvement in our business practices. Our stakeholders inform our forward-looking business objectives and help us design efficient strategies to achieve them. Considering that our stakeholders have differing interests and priorities, we recognize that it is critical to adopt a consultative approach to identify the most important topics at a broader level.

Our sustainability considerations are also informed by the same process. We actively interact with all our stakeholders to identify and assess sustainability issues which they consider to be critical for BNH. Engaging with stakeholders to determine our sustainability strategy enables us to meaningfully bring forth issues that have a multi-dimensional criticality. Similarly, governance related practices such as Know-Your-Customer (KYC) norms or data privacy safeguards require active collaboration with our customers to ensure seamless compliance. Another example of cross-collaboration is the need to ensure that our employees and the wider workforce is aware and aligned with sustainability related diversity, equality and inclusion targets at the Group level.

The above examples underscore the importance of a consultative approach and the need for continuous engagement with all the relevant stakeholders. At BNH, we are committed to creating strong relationships with all our stakeholders and effectively leveraging these connections to periodically identify, assess and monitor our sustainability considerations.



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ESG Governance

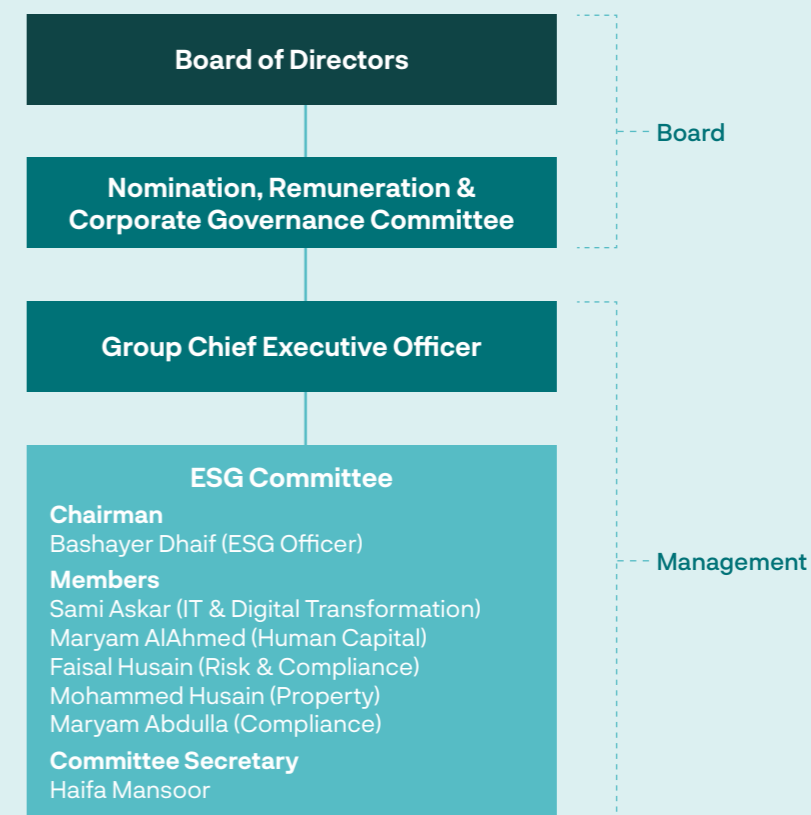
BNH ESG Committee

The BNH ESG Committee is the apex management-level body mandated with assessing, monitoring, and responding to sustainability related risks and opportunities. A dedicated governance mechanism for ESG considerations demonstrates the priority that we attach to sustainability related issues and the efforts that we are undertaking to institutionalize the management of ESG topics within our organization. It has been our endeavor to embed sustainability considerations in our decision-making and fully integrate sustainability practices in our routine operations. The BNH ESG Committee was established with a view to achieve these objectives.

The ESG Committee consists of cross-functional executive from several departments and functions. It supports the Group's on-going commitment to environmental stewardship, health and safety, diversity and inclusion, corporate social responsibility, and corporate governance. The key responsibilities of the ESG Committee include integrating ESG into the Group's processes and goals and setting a culture of sustainability within the Group. The Committee assists in setting up the Group's general strategy for ESG matters, and recommends policies, practices, and disclosures to support such a strategy. The Committee also prepares an annual ESG plan for the consideration of the Board of Directors. The Committee by the virtue of being a guardian of the Group's ESG strategy, is also responsible for monitoring emerging ESG risks that may affect the Group's business and operations. The Committee also monitors global public policy trends, issues, and regulatory matters pertaining to ESG. The Board is aided by the BNH ESG Committee which reports its recommendations and activities to the relevant Board Committees.

Key Responsibilities

- Defining ESG priorities, targets, and strategy to integrate sustainability into the Group's strategy and operations
- Manage the Group's ESG efforts by overseeing and coordinating ESG initiatives
- Assist management and the Board in ESG supervision
- Track and improve the Group's ESG knowledge



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Environmental Impact

Resource Use & Impact

Relevance

- Businesses have an impact on the environment through their consumption of natural resources such as energy, water, and other raw materials. It is therefore essential for organizations to be aware of its resource consumption, monitor its usage trends, assess the tail-end impacts of its consumption, and actively take efforts to minimize such impacts. By adopting strategies that reduce and optimize natural resource consumption, businesses can demonstrate responsible environmental stewardship that benefit the environment and society.
- As efforts to decarbonize advance owing to mounting pressures from climate extremes, the financial services sector is seeing significant opportunities to embrace change and drive growth. Globally, the finance sector has played a pivotal role in catalyzing positive change towards sustainability by strategically directing products or investments towards assets with lower carbon footprints and advocating for the adoption of low-emission practices through its business decisions.
- Bahrain's, the net-zero emissions commitment by 2060 with an interim 30 percent reduction by 2035 is an important national sustainability goal. The prevention of pollution and protection of Bahrain's natural resources are foundational pillars of the National Environment Strategy. Its success would require organizations to rethink their sustainability objectives and collaborate with all relevant stakeholders across their value chain.

Commitment

- At BNH, we recognize the adverse impact climate change could have on our industry. Our commitment to climate action stems from the recognition that extreme weather events such as rising global temperatures, flooding, drought, and storms will increase in frequency and shall pose material challenges to the industry in which we operate.

- Our Commitment to becoming an environmentally sustainable institution is in alignment with the Sustainability goal in Bahrain's Economic Vision 2030. We consider protecting our environment as central to the long-term well-being of Bahrain's natural and social capital. Regionally, we are dedicated to meeting the Kingdom's decarbonization efforts by reducing our GHG emissions and resource consumption as part of our routine operations to chart a path towards a robust socio-economic future. We believe in taking accountability for the impact of our operations.



Action

- Our framework of sustainable development rests on efficient methods for energy conservation, water usage, and waste outputs. We leverage new and innovative products and technology that allows us to mitigate our exposure to climate risks.
- We actively raise awareness about the impacts of climate change, monitor and report our carbon emissions, and endeavor to reduce, where possible, within the scope of our operations. We also focus on clean technology and low-carbon product offerings to support carbon mitigation and adaptation efforts in our downstream value chain.
- We take efforts to monitor and minimize our resource use, particularly water and paper. We have established procedures related to waste management and have initiated recycling programs to minimize waste directed at landfill. We are also in full compliance with all regulatory requirements related to waste and effluent management. We place ownership and accountability on all our group subsidiaries to adhere to highest standards of waste management and recycling.

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Environmental Impact

Resource Use & Impact

Focus Areas	Description	Outcomes & Data	Corresponding Standards												
Climate Risk Mitigation	<p>The severe and escalating impact of climate change on our marketplace highlight the need of minimizing our carbon footprint in pursuit of mitigating the material repercussions of our operations. We have dedicated significant resources towards building climate resilience, and environmentally-sustainable products. Given that our Subsidiary's primary business products includes personal and automotive insurance, our exposure to climate risks is relatively lower. However, we have invested in climate mitigation measures reflecting the urgency of transitioning to sustainable means of doing business. In 2023, we continued to allocate resources towards strengthening our climate-related infrastructure.</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #008080; color: white;"> <th>Climate Investments</th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>Total Amount Invested in climate-related infrastructure, resilience and product development (BHD)</td> <td style="text-align: right;">40,819</td> <td style="text-align: right;">34,093</td> <td style="text-align: right;">40,324</td> </tr> </tbody> </table>	Climate Investments	2021	2022	2023	Total Amount Invested in climate-related infrastructure, resilience and product development (BHD)	40,819	34,093	40,324	<div style="display: flex; align-items: center; gap: 10px;">  <p>CBB ESG Module E.7: Climate Risk Mitigation.</p> </div>				
Climate Investments	2021	2022	2023												
Total Amount Invested in climate-related infrastructure, resilience and product development (BHD)	40,819	34,093	40,324												
Energy	<p>We firmly believe in monitoring and disclosing our energy consumption and remain conscious of responsible resource consumption. Our primary energy footprint consists of fuel consumption for our fleet of vehicles and electricity consumption related to our offices, storage and other facilities. In 2023, our fuel consumption increased by 33% and our electricity consumption increased by 7%.</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #008080; color: white;"> <th>Energy Consumption</th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>Petrol Consumption (liters)</td> <td style="text-align: right;">16,449</td> <td style="text-align: right;">15,880</td> <td style="text-align: right;">21,180</td> </tr> <tr> <td>Electricity Consumption (mWh)</td> <td style="text-align: right;">3,258</td> <td style="text-align: right;">2,942</td> <td style="text-align: right;">3,135</td> </tr> </tbody> </table>	Energy Consumption	2021	2022	2023	Petrol Consumption (liters)	16,449	15,880	21,180	Electricity Consumption (mWh)	3,258	2,942	3,135	<div style="display: flex; align-items: center; gap: 10px;">  <p>GRI: 302-1, 302-2: Energy 2016 GRI 302-3: Energy 2016 CBB ESG Module E.3: Energy Intensity.</p> </div>
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Environmental Impact

Resource Use & Impact

Focus Areas	Description	Outcomes & Data	Corresponding Standards																				
Emissions	<p>Although GHG emissions from our own operations are relatively low compared to those from our underwriting or investment activities, we believe we can have real impact if we continue to limit our own environmental footprint. BNH strives to minimize the environmental impacts of its business activities and has committed to support the Kingdom of Bahrain's ambitions of reaching net-zero GHG emissions by 2060. BNHs aims to play its part in transitioning to a low-carbon economy by de-risking transition projects, scaling up related investments, decarbonizing its operations and working with suppliers and investees to support them in doing the same.</p>	<table border="1"> <thead> <tr> <th>Emissions</th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>Direct GHG emissions (Scope 1) (MT CO2 eq)</td> <td>37.6</td> <td>36.5</td> <td>48.5</td> </tr> <tr> <td>Indirect GHG emissions (Scope 2) (MT CO2 eq)</td> <td>3,584</td> <td>3,236</td> <td>3,449</td> </tr> <tr> <td>Total GHG Emissions</td> <td>3,622</td> <td>3,273</td> <td>3,497</td> </tr> <tr> <td>GHG Emissions Intensity</td> <td>15</td> <td>16</td> <td>17</td> </tr> </tbody> </table>	Emissions	2021	2022	2023	Direct GHG emissions (Scope 1) (MT CO2 eq)	37.6	36.5	48.5	Indirect GHG emissions (Scope 2) (MT CO2 eq)	3,584	3,236	3,449	Total GHG Emissions	3,622	3,273	3,497	GHG Emissions Intensity	15	16	17	 <p>GRI 305: Emissions 2016 CBB ESG Module E.5: Green House Gas Emissions. CBB ESG Module E.6: Emission Intensity.</p>
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Total GHG Emissions	3,622	3,273	3,497																				
GHG Emissions Intensity	15	16	17																				
Water	<p>Water is a critical natural resource especially here in the region. We remain conscious of the importance of responsible water use and ensure that our usage is monitored closely. Our office-based operations mostly do not result in significant water use but we understand the increasing need to use water efficiently.</p> <p>In 2023, our water consumption increased by around 53% as compared to the previous year.</p>	<table border="1"> <thead> <tr> <th>Water Consumption</th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>Water Consumption (cubic meters)</td> <td>7,969</td> <td>6,059</td> <td>9,154</td> </tr> <tr> <td>Water Consumption Intensity (cubic meters/ FTE)</td> <td>38</td> <td>34</td> <td>54</td> </tr> </tbody> </table>	Water Consumption	2021	2022	2023	Water Consumption (cubic meters)	7,969	6,059	9,154	Water Consumption Intensity (cubic meters/ FTE)	38	34	54	 <p>GRI: 303: Water & Effluents 2018 CBB ESG Module E.8: Water Usage.</p>								
Water Consumption	2021	2022	2023																				
Water Consumption (cubic meters)	7,969	6,059	9,154																				
Water Consumption Intensity (cubic meters/ FTE)	38	34	54																				
Waste	<p>Given the nature of our business, we tend to generate substantial paper waste. Paper is a resource that is linked to a high environmental impact due to its production as well as disposal. Our efforts to reduce paper consumption are underpinned by the shift to digital communication and implementing re-use and recycling measures wherever possible.</p>	<table border="1"> <thead> <tr> <th>Recycled Paper Waste</th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>Recycled Paper Waste (kgs)</td> <td>-</td> <td>1,975</td> <td>1,454</td> </tr> </tbody> </table>	Recycled Paper Waste	2021	2022	2023	Recycled Paper Waste (kgs)	-	1,975	1,454	 <p>GRI 306: Waste 2020 CBB ESG Module E.9: Waste Generation</p>												
Recycled Paper Waste	2021	2022	2023																				
Recycled Paper Waste (kgs)	-	1,975	1,454																				

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Our People

Relevance

- Human capital, defined as the collective knowledge, skills, and abilities of a workforce, stands at the center of an organization's success. In today's dynamic and competitive landscape, organizations increasingly recognize that their most valuable asset and greatest strength is their employees. An organization's workforce embodies not just technical expertise but also creativity, adaptability, and innovation. It is what catalyzes problem-solving, product development, and customer satisfaction for an organization.
- Bahrain's Vision 2030 emphasizes the importance of its workforce as a central pillar for achieving its sustainable development goals. Recognizing the pivotal role of human capital in driving economic growth and prosperity, the Vision places a strong emphasis on investing in education, skills development, and talent attraction. Our investments in the hiring, developing and retaining of our talented staff have undoubtedly yielded substantial returns both monetarily and reputationally, fostered a culture of continuous learning, improved employee engagement and organizational resilience. Moreover, in an era where technology has, in many ways, levelled the playing field in the marketplace, it's the human element that distinguishes one organization from another. Thus, nurturing and leveraging human capital isn't just a strategic imperative for us as an organization; it is the definitive element for achieving growth, securing a competitive advantage in the modern business landscape and meeting the Kingdom's Sustainable Development Goals.

Commitment

- At BNH, we are committed to fostering a diverse, equitable, and inclusive environment where every member of staff feels valued, respected, and empowered to contribute their best work. We recognize that diversity in backgrounds, perspectives, and experiences enriches our workplace. As legislated in the Bahrain Labor Law, we are dedicated to eliminating barriers that deter the advancement of all employees, regardless of race, ethnicity, gender, sexual orientation, disability, age, religion, or any other aspect of diversity. Our diverse and talented workforce is one of our greatest strengths, and we are committed to creating a culture that values and prioritizes diversity, equity, and inclusion.






- We recognize that investing in learning and development not only enhances individual potential but also drives organizational success and resilience. As BNH, we pledge to provide comprehensive learning opportunities that ensure our employees are equipped with the competencies and capabilities necessary to thrive in their current roles and prepare them for future challenges and opportunities. By staying agile and responsive, our learning and development initiatives evolve with needs of our business and the broader industry landscape. We offer, on an ongoing basis, a diverse range of learning resources, including training programs, workshops, mentorship initiatives, and access to the latest platforms and tools.
- At BNH, we are committed to prioritizing the health and wellbeing of our employees. We uphold the highest standards for safety protocols and ensure compliance with all relevant regulations and standards. We are dedicated to maintaining a culture of safety awareness and accountability among all employees, encouraging open communication and active participation in all our safety initiatives.

Action

- At BNH, we focus on holistic employee engagement to offer a continuous and engaging experience for our workforce. We focus on attracting top talent and building a diverse, dynamic, and high-performing workforce. Systems are in place to check and deter any biases that may be involved in the hiring process.
- Beyond recruitment, and we also take efforts to foster an engaged work environment such that our turnover rates remain low. Our Group policies cover employment, leaves, benefits, workplace safety, training, development, and appraisals thus covering a wide range of topics that are crucial for employee well-being.
- We also undertake initiatives to drive employee satisfaction by demonstrating our appreciation of employees with outstanding contributions. We have also instituted several benefits for employees who have remained with the Group for a long period of time demonstrating extraordinary commitment.
- In line with the Bahrain Vision 20230, we have placed special emphasis on creating a work environment that is inclusive where we are particularly focused on improving the representation of women across all levels of the business, particularly at management level as well as participation of talented youth in our workforce through our new hires.

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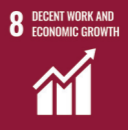


Our People

Focus Areas	Description	Outcomes & Data			Corresponding Standards	
Workforce Diversity	<p>Our committed workforce is incredibly diverse and a source of our greatest strength. It is imperative for us to instill values of inclusiveness and cultural accommodation. As an equal opportunity employer, BNH is committed to fostering diversity as an ethical principle. Gender balance is a key feature of our drive towards greater diversity. Our commitment to DEI at the workplace is formalized through a holistic governance framework that includes a DEI policy and an employee code of conduct.</p> <p>We provide regular training covering the code of conduct, ensure efficient monitoring and reporting of incidents in violation of company policy and conduct prompt investigation to mitigate such events from occurring in the future. To encourage female representation at all levels of our operations, we have charted career pathways for deserving female staff to take responsibility at higher levels in the organization.</p> <p>Females constituted 37% of our full-time workforce, up from 36% in the previous year. Our workforce also consists of a relatively significant proportion of young employees. 68% of our workforce is below the age of forty years. Our employee engagement initiatives have also led to a stable attrition rate for 2023.</p> <p>In line with the Economic Vision 2030 for Bahrain, we are committed to support the youth in their professional endeavors by providing them opportunities to work with our Group and demonstrate their opportunities. In 2023, nearly 65% of our new recruits were under the age of 35.</p>	2021	2022	2023	   <p>GRI 2: General Disclosures 2021 GRI 405: Diversity & Equal Opportunity 2016 CBB ESG Module S.1: Total Workforce by sex, age-group, and employment type.</p>	
		Total Workforce	235	202	206	
		Full Time Employees	207	168	171	
		Part-Time Employees	0	0	1	
		Contractors	28	34	34	
		Full Time Employees Distribution				
		By Gender:				
		Male	144	108	108	
		Female	63	60	64	
		By Age:				
		61-70	5	6	0	
		51-60	11	6	8	
		41-50	51	48	46	
		31-40	89	68	79	
		21-30	51	40	39	
		Number of Employees who left the Group	29	17	32	
		Full-Time	29	17	23	
		Part-Time	0	0	0	
		Contractors	4	6	9	
		New Recruitments	81	38	20	
		Full- Time Employees	16	17	20	
		Temporary Employees	1	8	6	
		Trainees	64	13	25	
		Under 35	76	37	44	

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Focus Areas	Description	Outcomes & Data			Corresponding Standards																			
<p>Training & Development</p>	<p>Training and development are vital elements of our organizational strategy at BNH. We recognize that continuous knowledge building and skill development are essential to building a highly skilled and adaptable workforce that can effectively respond to real-world risks and challenges. Our thematic learning modules serve to promote this culture of ongoing education and aid our employees' ability to adapt as needed, furthering our mission of delivering the highest-quality products and services to our clients.</p> <p>Employees at all levels are encouraged to undergo trainings that are relevant to their roles including professional training and other topical trainings on issues such as risk management, AML, cyber security and data protection. Trainings are conducted in line with the CBB requirements, job requirements, and functional requirements for each employee.</p>	<table border="1"> <thead> <tr style="background-color: #008080; color: white;"> <th>Employees Training</th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>Total employees trained</td> <td>172</td> <td>178</td> <td>178</td> </tr> <tr> <td>Total training courses</td> <td>92</td> <td>99</td> <td>119</td> </tr> <tr> <td>Total number of training hours</td> <td>3,100</td> <td>11,096</td> <td>7,436</td> </tr> <tr> <td>Average Training per FTE (hours)</td> <td>15</td> <td>66</td> <td>43</td> </tr> </tbody> </table>	Employees Training	2021	2022	2023	Total employees trained	172	178	178	Total training courses	92	99	119	Total number of training hours	3,100	11,096	7,436	Average Training per FTE (hours)	15	66	43	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>8 DECENT WORK AND ECONOMIC GROWTH</p> </div> <div style="text-align: center;">  <p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p> </div> <div style="text-align: center;">  <p>10 REDUCED INEQUALITIES</p> </div> </div> <p>GRI 404: Training & Education 2016</p> <p>CBB ESG Module S.11: Development & Training</p>	
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Employee Engagement Initiatives	<p>In 2022, we launched our Employee Recognition program 'Najm' which aims to recognize, encourage, and appreciate employees for their outstanding achievements, initiatives and commitment. The 'Najm' program lays emphasis on outstanding performance, innovation, leadership, teamwork, ambassadorship, customer service, social responsibility as well as professional and academic development.</p> <p>We continued to focus on several initiatives related to employee well-being including employee engagement surveys, employee recognition, benefits and other ancillary benefits.</p>	<ul style="list-style-type: none"> In 2023, three employees were awarded the Najm awards in recognition of their outstanding contribution to the organization. The BNI Reward Points program conducted during 2023 recognized employees with outstanding performance. A retirement benefit policy was introduced in 2023 which will help retain employees longer within the Group and will provide the retiring employees with a grant amount for them to settle in the new phase of their life. Other initiatives on Employee Well-being included the increase in paternity leave from 1 to 3 days, instituting salary advances ranging from 40% to full 1-month of the gross salary and increasing the maximum limit for employees & their dependents on the insurance coverage. An employee's engagement survey was conducted through a 3rd party in 2023, where results were analyzed and shared with the management to improve our employment experience and to further understand the strengths of our culture and areas of development that can improve the work environment. BNH has also launched the 'New Baby Grant' Initiative that is designed to support our valued employees, both male and female, during this special time by offering a grant of BD 500 for each newly born baby. 	  <p>CBB ESG Module S.11: Development & Training</p>

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Health, Safety & Well-Being	<p>The main goal of our Health and Safety programs is to prevent workplace injuries and illnesses. Integrating health and safety practices into a company's culture is a fundamental aspect of responsible business management that benefits all stakeholders both within and outside the company.</p> <p>At BNH, the health and safety of our employees is an inviolable pledge. We recognize that the sustainability of our business is wholly dependent on the performance of our employees and adhere to a systematic process to ensure good health. We adhere to the Articles of Chapter 15 the Labor Law of Bahrain that covers the health, work environment and occupational safety of our employees through regular inspections and surveys that are conducted by authorized personnel. We also conduct safety awareness sessions, firefighting and first aid-training sessions, and annual fire drills to ensure preventive buffers against serious workplace hazards. We are ISO 45001 (Occupational Health and Safety) compliant that has put in place a strong health and safety framework to prevent accidents, fatalities, and occupational illness.</p> <p>This comprehensive approach allows us to improve productivity, minimize healthcare costs and attain significant business benefits.</p>	<table border="1"> <thead> <tr> <th>Health & Safety</th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>Employee manhours</td> <td>407,232</td> <td>343,680</td> <td>343,680</td> </tr> <tr> <td>Contractor manhours</td> <td>46,500</td> <td>46,500</td> <td>46,500</td> </tr> <tr> <td>Employee fatalities</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Contractor fatalities</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Employee injuries</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Contractor injuries</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Employee lost-time injuries</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Contractor lost-time injuries</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>			Health & Safety	2021	2022	2023	Employee manhours	407,232	343,680	343,680	Contractor manhours	46,500	46,500	46,500	Employee fatalities	0	0	0	Contractor fatalities	0	0	0	Employee injuries	0	0	0	Contractor injuries	0	0	0	Employee lost-time injuries	0	0	0	Contractor lost-time injuries	0	0	0	  <p>GRI 403: Occupational Health & Safety 2018</p> <p>CBB ESG Module S.5: Health & Safety</p>
		Health & Safety	2021	2022	2023																																				
		Employee manhours	407,232	343,680	343,680																																				
		Contractor manhours	46,500	46,500	46,500																																				
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		Contractor injuries	0	0	0																																				
		Employee lost-time injuries	0	0	0																																				
Contractor lost-time injuries	0	0	0																																						
<p>During 2023, we have had a clear health and safety record with no serious incidents, injuries or fatalities.</p>																																									

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Focus Areas	Description	Outcomes & Data	Corresponding Standards
Human Rights & Non-Discrimination	<ul style="list-style-type: none"> Human rights uphold the fundamental principles of dignity, equality, and non-discrimination. Businesses that respect human rights recognize everyone's entitlement to these principles and their broader implications. Human rights frameworks and policies are key for any organization to identify operational risks related to labor exploitation, discrimination, and forced labor. The Kingdom of Bahrain has been a Member State of the International Labor Organization since 1977. The Kingdom has ratified 10 ILO conventions, namely six fundamental conventions, one governance convention, and three technical conventions. The Bahrain Vision 2030 Document also envisages regard for human rights as key to Bahrain's sustainable economic progress. At BNH, we are dedicated to upholding global human rights standards in the communities we serve and, in our operations, while also ensuring our operations do not contribute to human rights abuses. Our objective is to detect, mitigate, or address any negative human rights effects associated with our business practices and supply chain activities. Our commitment to the core principles of human rights serves as a crucial foundation of our company culture, embodied through our Diversity, Equity, and Inclusion (DEI) policy, Employee Handbook, and Code of Conduct. As part of our workplace culture, we encourage our colleagues to raise any human rights concerns in a safe and secure environment, without fear of retaliation. In line with our commitment to human rights, we expect our employees and our suppliers to also respect human rights. BNH holds its suppliers to the same standards and expects them to act with integrity, and to respect the rights of their own employees and other people who may be affected by the supplier's business activities. These requirements and standards are embedded in our Supplier Code of Conduct, which all BNH's suppliers are requested to accept. 	<ul style="list-style-type: none"> Our Whistleblowing mechanism is designed to provide a safe and confidential channel for employees to report any concerns or wrongdoing they may observe, without fear of retaliation. We remain committed to upholding the principles of human rights and due regard for our national labor laws. We are in full compliance with the Bahrain Labor Law that mandates due regard for human rights and working conditions of the workforce, prohibits employment of juveniles, and apprenticeship There have no incidents of human rights violations recorded at BNH in the year 2023. 	  <p>GRI 2: General Disclosures 2021</p> <p>GRI 3: Material Topics 2021</p> <p>GRI 412: Human Rights Assessment 2016</p> <p>GRI 405: Diversity and Equal Opportunity 2016</p> <p>GRI 406: Non-Discrimination 2016</p> <p>CBB ESG Module S.9: Human Rights</p> <p>CBB ESG Module S.6: Non-Discrimination</p> <p>CBB ESG Module S.2: Child and Forced Labor</p>

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Relevance

- The community plays a vital role in the success of a business as it is intricately linked to the value chain of the entity. Businesses are dependent on the wider community for their workforce, resources, and customers. The success of the organization stems from the dynamism of the community that it operates in.
- Engaging with the community based on inclusive social, economic and environmental initiatives can create meaningful and tangible impacts such as mutual growth, resilience, and prosperity. It also fosters stronger relationships with our stakeholders, including customers, employees, investors, and local authorities, thereby creating a cohesive network that can contribute to the overall economic development and stability of the region as well as the company's long-term growth and success.
- The United Nations Sustainable Development Goals (UN SDG 11) refers to Sustainable Cities & Communities and the impact businesses can have in creating resilient and inclusive communities. By actively engaging with stakeholders, listening to the needs of our community, and aligning our efforts with the Sustainable Development Goal 11, we strive to create lasting value and drive positive change that extends beyond our bottom line.

Commitment

- As part of our wider ambitions at BNH, we endeavor to create a positive and meaningful change in the community that we serve leveraging our resources, influence, and expertise.
- We are committed to the health and well-being of our community and actively contribute towards public health initiatives. We recognize the role that charitable organizations play in helping us reach out to those who need support for treatment of certain critical illnesses. We strive to support such organizations that provide crucial support to those in need.





- We recognize the importance of education and skill development, particularly for the youth and the student community. We endeavor to provide support to students and enable them to gain practical life skills and knowledge.
- Our commitment to community investment extends beyond philanthropy; it is embedded in our core values and influences several aspects of our operations. We believe that businesses have a responsibility to contribute to the well-being and prosperity of society, and we are dedicated to addressing pressing social, environmental, and economic challenges through strategic initiatives and partnerships.

Action

- Our community outreach involves supporting and participating in targeted activities related to public health, and education. We also strive to participate in industry forums where we leverage our position as a leading financial institution to champion and adopt enhanced corporate governance frameworks and elevate industry benchmarks.
- As Insurance is a key product offering of our subsidiary companies, BNI provides this service without monetary considerations to charitable institutions working towards providing care and support to the patients affected by certain critical illnesses and other medical conditions.
- We also promote campaigns and events that aim to spread awareness about health, diagnostics, and prevention of critical illnesses among the community members.

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Focus Areas	Description	Outcomes & Data	Corresponding Standards																												
Bahrainization	<p>BNH aligns with the Bahrainization goals established by the Bahrain's Economic Vision 2030. By steadily increasing the number of Bahraini citizens in its workforce, the Company is empowering the Kingdom of Bahrain to emerge as a self-reliant economy. In 2023, 92% of the workforce were Bahraini nationals, in line with the previous year.</p> <p>As part of our commitment to provide qualified youth in Bahrain with opportunities to participate in the workforce, we have consistently encouraged the employment of our citizens wherever possible, thereby empowering the Kingdom of Bahrain to emerge as a self-reliant economy. We are also dedicated to nurturing and developing Bahraini talent by providing training modules and financial assistance to Bahraini employees to upskill themselves in addition to offering internship opportunities.</p>	<table border="1"> <thead> <tr> <th>Bahrainization</th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>Total employees</td> <td>207</td> <td>168</td> <td>171</td> </tr> <tr> <td>Nationals among total employees</td> <td>160</td> <td>158</td> <td>158</td> </tr> <tr> <td>Bahrainization Rate</td> <td>77%</td> <td>94%</td> <td>92%</td> </tr> <tr> <td>By Gender:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Male</td> <td>72%</td> <td>93%</td> <td>90%</td> </tr> <tr> <td>Female</td> <td>89%</td> <td>97%</td> <td>95%</td> </tr> </tbody> </table>	Bahrainization	2021	2022	2023	Total employees	207	168	171	Nationals among total employees	160	158	158	Bahrainization Rate	77%	94%	92%	By Gender:				Male	72%	93%	90%	Female	89%	97%	95%	 <p>GRI 404: Training & Education 2016 CBB ESG Module S.11: Development & Training</p>
Bahrainization	2021	2022	2023																												
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Male	72%	93%	90%																												
Female	89%	97%	95%																												
Local Suppliers	<p>As part of our commitment to helping fulfil the Bahrain Vision 2030 program, BNH strives to help strengthen the economy and promote societal prosperity. To this end, we recognize the importance of sourcing our requirements from local suppliers and are committed to ensuring that our supply chain is sustainable and that our procurement processes are performed responsibly. The economic impact generated because of sourcing from local suppliers has a multiplier effect on the local economy.</p> <p>As BNH is wholly committed to giving back to the community; we leverage every opportunity to support local suppliers and ensure growth of our local economy and community.</p> <p>In 2023, we continued and sustained a high level of local supplier engagement in line with the previous years.</p>	<table border="1"> <thead> <tr> <th>Procurement Practices</th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>Total suppliers engaged</td> <td>260</td> <td>241</td> <td>296</td> </tr> <tr> <td>Total local suppliers engaged</td> <td>234</td> <td>215</td> <td>262</td> </tr> <tr> <td>Procurement spending on local suppliers (million BHD)</td> <td>1.8</td> <td>2.2</td> <td>2.4</td> </tr> <tr> <td>Total procurement spending (BHD)</td> <td>2.05</td> <td>2.47</td> <td>2.71</td> </tr> <tr> <td>Proportion of local procurement (%)</td> <td>88%</td> <td>89%</td> <td>88%</td> </tr> </tbody> </table>	Procurement Practices	2021	2022	2023	Total suppliers engaged	260	241	296	Total local suppliers engaged	234	215	262	Procurement spending on local suppliers (million BHD)	1.8	2.2	2.4	Total procurement spending (BHD)	2.05	2.47	2.71	Proportion of local procurement (%)	88%	89%	88%	 <p>GRI 2: General Disclosures 2021</p>				
Procurement Practices	2021	2022	2023																												
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Community Investments	<ul style="list-style-type: none"> Our community investments cover a wide range of initiatives across environmental and social pillars. Our primary focus has been on extending support to charitable institutions that provide monetary support for community medical treatments. We have supported organizations such as UCO Parents Care Centre, Alamal Institute for Special Education, and Bahrain Down Syndrome Society. We support multiple initiatives related to education and skill development for the youth including the Bahrain Polytechnic Football Tournament, sponsorship of the elementary school ICT lab for Ibn Khuldoon International School, and initiatives at INJAZ. We have also supported initiatives such as the Ministry of Education's Art Festival, and the National Day event. Some of the other initiatives that we supported included media campaign for traffic violations, and the 'Back to School' Awareness Campaign by the traffic department. 	<ul style="list-style-type: none"> Our support for numerous initiatives has majorly been through targeted monetary support and sponsorship activities. <table border="1"> <thead> <tr> <th>Community Investments</th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>Amount of community investment (BHD)</td> <td>43,294</td> <td>50,150</td> <td>199,642</td> </tr> <tr> <td>Community Investment as a proportion of group's profits (%)</td> <td>0.64%</td> <td>1.11%</td> <td>2.76%</td> </tr> </tbody> </table>	Community Investments	2021	2022	2023	Amount of community investment (BHD)	43,294	50,150	199,642	Community Investment as a proportion of group's profits (%)	0.64%	1.11%	2.76%	 <p>GRI 3: Material Topics 2021 CBB ESG Module S.8: Community Investments</p>
Community Investments	2021	2022	2023												
Amount of community investment (BHD)	43,294	50,150	199,642												
Community Investment as a proportion of group's profits (%)	0.64%	1.11%	2.76%												
Summer Internship Program	<ul style="list-style-type: none"> Aligned with Bahrain's Economic Vision 2030, which aims to support and nurture talented youths during their education journey, our internship program was specifically designed to provide university students with a unique opportunity to immerse themselves in a professional environment, enhance their skills, and expand their network. 	<p>We provided a total of 25 internship opportunities during the year in line with our commitment to recognizing young talent and supporting their career development.</p>	 <p>GRI 404: Training & Education 2016 CBB ESG Module S.8: Community Investments</p>												

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MEIRA Sponsorship	<ul style="list-style-type: none"> As part of our endeavor to engage with industry participants, we sponsored the Middle East Investor Relations Associate “2023” Annual Conference, held under the patronage of the Central Bank of Bahrain. The event saw participation from local, regional and international corporations, investors, service providers and regulatory bodies. The conference demonstrated our commitment and belief in strong Investor Relations practices and our efforts to steer discussion around critical topics related to the industry. 	<ul style="list-style-type: none"> MEIRA is the largest regional investor relations event. We were the silver sponsors for this event, and it helped underscore our commitment to engaging with the investors and other stakeholders in the business ecosystem. 	 <p>GRI 3: Material Topics 2021 CBB ESG Module S.8: Community Investments</p>

Governance and Management

Corporate Governance

Relevance

- Corporate Governance constitutes the integrated practices, processes, and methods by which we balance the interests of our stakeholders and navigate both risks and opportunities. Effective controls, policies and procedures are essential to ensure that regular operations are executed with full adherence to business ethics, statutory requirements, and legal considerations.
- Entities engaged in financial services such as insurance have a fiduciary responsibility to their customers and therefore, there is an enhanced need for a sound and robust corporate governance structures. Such mechanisms ensure that financial entities act in the best interest of their clients and exercise due diligence, and good faith in their dealings.
- The insurance sector in the Kingdom of Bahrain has been steadily growing under the regulatory framework of the Central Bank of Bahrain. The CBB regulations cover a comprehensive range of governance requirements for insurance firms such as organizational structure, disclosures & reporting, and operational controls.
- The legal and regulatory frameworks in Bahrain related to corporate governance include the Bahrain Commercial Companies Law, Corporate Governance Code of Bahrain enacted by the Ministry of Industry & Commerce (MOIC) and the High-Level Controls Module of CBB Rulebook.

Commitment

- Corporate governance is therefore the key rubric under which BNH attains its objectives of integrity and professionalism. At BNH, we are committed to excellence in governance practices and adhering to legal requirements that regulate our operations.
- We strive to maintain and leverage the efficacy of the BNH Board and its various committees to ensure that effective oversight is exercised on governance controls and procedures.
- As a trustworthy Financial Institution in the Kingdom, we are committed to ensuring rigorous management of our financial structures and processes to ensure an ethical and transparent approach towards regulation and legal compliance.



- We also strive to ensure that our governance mechanism is aligned to leading industry practices, thus driving our organizational resilience to emerging risks.

Action

The Corporate Governance Policies and Procedure Manual constitutes the guiding framework for corporate governance at BNH. The manual illustrates the corporate governance policies and practices at BNH including details of the governance and key management-level bodies.

Board-level Governance

- The BNH Board of Directors is the apex body responsible for the overall direction, oversight and management of the BNH Group and is central to our corporate governance framework. The Board of Directors form three critical executive-level committees – Audit, Compliance & Risks Committee (ACRC), Executive & Investment Committee (EIC), Nomination, Remuneration and Corporate Governance Committee (NRCG).
- In addition to the above committees, the BNH ESG Committee is responsible for integrating sustainability practices into the Group's strategy and decision-making process.

Management-Level Governance

- The BNH Board of Directors is the apex body responsible for the overall direction, oversight and management of the BNH Group and is central to our corporate governance framework. The Board of Directors form three critical executive-level committees – Audit, Compliance & Risks Committee (ACRC), Executive & Investment Committee (EIC), Nomination, Remuneration and Corporate Governance Committee (NRCG).
- The Board has delegated responsibility for the day-to-day management of Group's business to the Group Chief Executive Officer (CEO), who is supported by several operational committees for Executive Management, Risk Management, and ESG.

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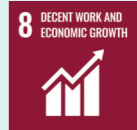
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Corporate Governance

Focus Areas	Description	Outcomes & Data	Corresponding Standards																																
Board Composition	The composition of the Board and its expertise is critical to determine BNH's overall vision. The Board through its technical expertise, legal & financial knowledge, sectoral expertise steers BNH towards its strategic goals. The experience, skills and background of the Board has an enabling impact on our business performance while also ensuring that we adhere to the highest ethical standards in our operations.	<p>In the reporting period 2023, the BNH Board comprises of 11 members who represent diverse competencies and sectoral experience.</p> <table border="1"> <thead> <tr> <th>Board of Directors</th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>Total Directors</td> <td>10</td> <td>10</td> <td>11</td> </tr> <tr> <td>By Gender:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Male</td> <td>10</td> <td>10</td> <td>11</td> </tr> <tr> <td>Female</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>By Representation:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Appointed</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Elected</td> <td>10</td> <td>10</td> <td>11</td> </tr> </tbody> </table>	Board of Directors	2021	2022	2023	Total Directors	10	10	11	By Gender:				Male	10	10	11	Female	0	0	0	By Representation:				Appointed	0	0	0	Elected	10	10	11	  <p>GRI 403: Occupational Health & Safety 2018 CBB ESG Module S.5: Health & Safety</p>
Board of Directors	2021	2022	2023																																
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Board Independence	Board independence is a key corporate governance requirement to ensure discretion, free & fair judgement, and avoid potential conflicts of interest. Accordingly, the Corporate Governance Manual at BNH mandates inclusion of non-executive and independent directors in the Board. This is also aligned with the requirements of the Central Bank of Bahrain and the Ministry of Industry & Commerce.	<table border="1"> <thead> <tr> <th>Board of Directors</th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>Total Directors</td> <td>10</td> <td>10</td> <td>11</td> </tr> <tr> <td>Independent Directors</td> <td>4</td> <td>4</td> <td>5</td> </tr> <tr> <td>Non-Independent Directors</td> <td>6</td> <td>6</td> <td>6</td> </tr> <tr> <td>Non-Executive Directors</td> <td>10</td> <td>10</td> <td>11</td> </tr> <tr> <td>Non-Executive Directors</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Board of Directors	2021	2022	2023	Total Directors	10	10	11	Independent Directors	4	4	5	Non-Independent Directors	6	6	6	Non-Executive Directors	10	10	11	Non-Executive Directors	0	0	0	  <p>GRI 403: Occupational Health & Safety 2018 CBB ESG Module S.5: Health & Safety</p>								
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Focus Areas	Description	Outcomes & Data	Corresponding Standards																				
Board Committees	<p>To ensure enhanced efficiency and expertise in the decision-making process, the Board is aided by three major Board Committees, each with its own charter and description of its responsibilities. Currently, the Board of Directors form three executive committees:</p> <ol style="list-style-type: none"> The Audit, Compliance & Risks Committee (ACRC) primarily oversees procedures and internal controls consistent with our Corporate Governance principles as well as the selection and compensation of External Auditors. The Executive & Investment Committee (EIC) is responsible for monitoring the development of Group strategy and aligning the management and performance of the Group's strategies, business plan and budget. The Nomination, Remuneration & Corporate Governance Committee (NRCG) monitors and delivers the Corporate Governance framework, making nominations and recommendations to the Board relating to changes of the Board and its Committees. 	<p>The Audit, Compliance & Risks Committee (ACRC) has been responsible for monitoring internal control systems and ensuring the Group's compliance with relevant regulatory and legal rules. The ACRC also reviews arrangements for whistleblowing and ensures that whistleblowers are heard, and their rights are safeguarded.</p> <p>The Executive & Investment Committee (EIC) has been responsible for maintaining oversight of financial requirements of the Group, developing the investment policy as part of the overall business plan and recommends business and investment opportunities.</p> <p>The Nomination, Remuneration & Corporate Governance Committee (NRCG) has been responsible for evaluating the performance of the Board, Board members, committees and senior executives, and assisting in designing a succession plan and remuneration policy. The NRCG is also entrusted to oversee sustainability integration within BNH's business and operations.</p>	  <p>GRI 2: General Disclosures 2021 CBB ESG Module G.1: Board Composition</p> <table border="1"> <thead> <tr> <th>Board Committee</th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>Total Committee Chairs</td> <td>3</td> <td>3</td> <td>3</td> </tr> <tr> <td>By Gender:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Male</td> <td>3</td> <td>3</td> <td>3</td> </tr> <tr> <td>Female</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Board Committee	2021	2022	2023	Total Committee Chairs	3	3	3	By Gender:				Male	3	3	3	Female	0	0	0
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Focus Areas	Description	Outcomes & Data	Corresponding Standards																																																
Management Composition & Diversity	<p>At BNH, the management performs a key role in executing our vision and achieving our strategic objective. The Board has delegated the responsibility of day-to-day management of the Group's business to the Group Chief Executive Officer. The Group CEO is supported by several experienced members of the management and multiple operational committees such as Executive Management Committee, Risk management Committee, and Environmental, Social and Governance (ESG) Committee.</p> <p>The Group CEO is assisted by other executive-level managers including the Chief Transformation Officer and Chief Strategy Officer. Internal functions such as information technology, human capital, internal audit, finance, and investments are also central to an effective governance structure at BNH.</p> <p>Employees belonging to the senior management, middle management and staff at other levels in the organization constitute our overall workforce. We are committed to ensure that we provide a conducive workplace and invest in the development and diversity of out management.</p>	<p>Workforce Overview:</p> <table border="1"> <thead> <tr> <th>Workforce</th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>Total Employees</td> <td>235</td> <td>202</td> <td>206</td> </tr> <tr> <td>Full Time Employees</td> <td>207</td> <td>168</td> <td>171</td> </tr> <tr> <td>Senior Management</td> <td>18</td> <td>20</td> <td>19</td> </tr> <tr> <td>Female</td> <td>5</td> <td>6</td> <td>8</td> </tr> <tr> <td>Male</td> <td>13</td> <td>14</td> <td>11</td> </tr> <tr> <td>Middle Management:</td> <td>31</td> <td>30</td> <td>29</td> </tr> <tr> <td>Female</td> <td>9</td> <td>8</td> <td>6</td> </tr> <tr> <td>Male</td> <td>22</td> <td>22</td> <td>23</td> </tr> <tr> <td>Staff-Level:</td> <td>158</td> <td>118</td> <td>124</td> </tr> <tr> <td>Female</td> <td>49</td> <td>46</td> <td>50</td> </tr> <tr> <td>Male</td> <td>109</td> <td>72</td> <td>74</td> </tr> </tbody> </table>	Workforce	2021	2022	2023	Total Employees	235	202	206	Full Time Employees	207	168	171	Senior Management	18	20	19	Female	5	6	8	Male	13	14	11	Middle Management:	31	30	29	Female	9	8	6	Male	22	22	23	Staff-Level:	158	118	124	Female	49	46	50	Male	109	72	74	 <p>GRI 405: Diversity & Equal Opportunity 2016</p> <p>CBB ESG Module S.10: Management Composition/ Diversity</p>
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Governance and Management

Risk, Ethics, & Compliance

Relevance

- Risk Management is an integral component of a robust governance framework. It involves identifying, evaluating, and mitigating uncertainties and process deviations that do not align with the organizational strategy and ethos. An ideal risk management framework helps in preventing and mitigating risks to protect both the stakeholder interests as well as the wider market systems.
- Prudent risk management also requires estimating the probability and impact of risks, constructing dynamic strategies to combat them, and ensuring the effectiveness of mitigation policies. Key risks may include operational, market, environmental, regulatory, competitive, or residual risks.
- Financial industry is faced with a rapidly changing risk landscape and thus, it is imperative for risk management frameworks to incorporate diverse sources of risk emerging from money-laundering, business continuity, regulatory non-compliance and corruption.
- In Bahrain, the regulatory framework for risk management primarily consists of the Central Bank of Bahrain's High-Level Module and the Ministry of Industry and Commerce's Corporate Governance Code. These frameworks are critical to enhancing Bahrain's position as a stable and dynamic financial market.

Commitment

- At BNH, we are committed to a risk management strategy that enables active prevention of potential risks, smart monitoring systems, and effective mitigation. Our risk strategy has been tailored to our unique risk tolerance matrix which involves financial, ethical, and fiduciary considerations.
- Our commitment to risk management principles stems from our deep understanding of both systemic and residual risks. Our strategy is informed by our constant vigilance demonstrated through continuous identification of risks, rigorous methods of assessment, and proactive approaches towards prevention and mitigation.



- Our institutional risk management framework is primarily based on six main pillars:
 - Risk Strategy and Appetite
 - Governance & Policies
 - Risk Capital Assessment
 - Capital Management & Stress Testing
 - Risk Reporting
 - Stakeholder & Communication
- Our existing practices and policies demonstrate our institutional integrity and regard for a culture of compliance and transparency. We also strive to continuously monitor and reassess our risk profile to identify and alleviate emerging risks as well as design dynamic and adaptive strategies for the future.

Action

- At BNH, we have established an integrated risk management model that complies with the financial module and regulatory framework of the Central Bank of Bahrain.
- In addition to the Corporate Governance guidelines which form the overall institutional architecture for risk management, we have established several policies such as Compliance, Anti-Money Laundering (AML), Bribery & Anti-Corruption, Employee Code of Conduct, and Whistleblowing which cover diverse sources of risk and establish monitoring and mitigation mechanism for the same.
- Anti-Money Laundering (AML), Combating Financing of Terrorism (CFT), and Fraud Control Policy are important tools for encouraging clean finance and ensuring that we exercise due diligence in our transactions. Bribery & Anti-Corruption Policy and Whistleblowing Policy have also been instituted with the view to encourage ethical decision-making and transparency. These policies provide a comprehensive toolkit for identifying and monitoring systemically important risks and ensuring that there are no critical repercussions for the business.

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Focus Areas	Description	Outcomes & Data	Corresponding Standards
Risk Governance	The primary governance body tasked with monitoring and steering the risk management framework at BNH is the Audit, Compliance and Risks Committee (ACRC). The ACRC chaired by an independent non-executive director is responsible for determining the group's overall risk appetite and overseeing the risk management practices. The management-level body assigned with risk governance is the Risk Management Committee responsible for the development and implementation of the Enterprise Risk Management (ERM) framework.	<p>The Audit, Compliance & Risks Committee (ACRC) monitors the following key functions:</p> <ul style="list-style-type: none"> Internal Audit Compliance and Anti-Money Laundering (AML) Risk Management Committee (RMC) <p>The Risk Management Committee submits a risk management report to the ACRC on a periodical basis. As part of BNH's Risk Management module, the key risks identified as critical for the organization are Credit Risk, Liquidity Risk, Market Risk, Technical Risk, Operational Risk, Outsourcing Risk, Group Risks and Compliance Risk.</p>	  <p>GRI 2: General Disclosures 2021</p>
Whistleblowing Policy	At BNH we are committed to highest standards of ethical behavior and encourage a culture of compliance and transparency. All the stakeholders in our value chain are encouraged to report	We have developed and instituted a Whistleblowing Policy to enable our employees, customers, service providers, or third parties to report any misconduct to the designated officials for appropriate remedial measures. Highest standards of confidentiality are maintained as part of this process. The Whistleblowing Policy also cover reporting of possible human rights violations across our business operations. The policy and procedures are clearly communicated to all the employees as well as new employees.	  <p>GRI 2: General Disclosures 2021 CBB ESG Module G.3: Whistleblowing</p>
Conflict of Interest	Conflict of Interest is a key consideration to ensure independence of judgement and fairness in decision-making. At BNH, the Conflict-of-Interest policies explicitly provide instructions on participating in business decisions involving significant connections or competing financial interests.	The corporate governance charter for Board of Directors requires Board members to ensure that no conflict of interest exists, including having an interest in the same line of business. The employee code of conduct also requires employees to exercise discretion in order to avoid potential conflicts of interest.	GRI 2: General Disclosures 2021 CBB ESG Module G.6: Conflict of Interest

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Anti-Money Laundering / Combating Financing of Terrorism	<p>At BNH, the AML/CFT policy is crucial to prevent our products and services from being misused for money laundering and terror financing activities. The CBB's Financial Crime Module for insurance licensees is relevant to BNH's subsidiaries, and requires entities to ensure that AML/CFT policies are instituted, and clear policies and procedures are established under this policy for prevention of financial crimes. In the recent period, we have focused on elevating our compliance with the AML/CFT requirements through automated systems, employee trainings, and communication.</p> <p>Our AML/CFT Policy requires that every transaction be recorded in the accounting system in addition to enhanced customer due diligence, KYC processes, monitoring and reporting. Relevant controls and procedures about suspicious transactions and identity verification are also included in this policy.</p> <p>We have also placed emphasis on ensuring that existing staff undergoes AML/CFT trainings on a periodic basis. New joiners are also required to undergo the AML/CFT trainings within three months of joining. Regular external audits and compliance monitoring reviews are conducted on a periodic basis.</p>	<table border="1"> <thead> <tr> <th>KPIs</th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>Number of confirmed cases of AML/CFT policy violations</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Regulatory Penalties/ Fines related to AML/CFT imposed on the Group</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Percentage of employees who underwent AML/CFT trainings</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	KPIs	2021	2022	2023	Number of confirmed cases of AML/CFT policy violations	0	0	0	Regulatory Penalties/ Fines related to AML/CFT imposed on the Group	0	0	0	Percentage of employees who underwent AML/CFT trainings	100%	100%	100%	   <p>GRI 2: General Disclosures 2021 GRI 3: Material Topics 2021 CBB ESG Module G.9: Ethics & Anti-Corruption</p>
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Focus Areas	Description	Outcomes & Data	Corresponding Standards								
<p>Bribery & Anti-Corruption</p>	<p>As a financial entity, bribery & anti-corruption measures are pivotal for ethical and transparent business ecosystem. Our Group Code of Conduct establishes clear prohibitions on accepting bribes in any form including gifts, favored treatments or loans from clients, suppliers or other stakeholders of BNH.</p> <p>All the new employees need to undergo extensive trainings related to the Code of Conduct. All the existing employees are also required to attest that they are aware of and abide by the Code of Conduct. Highest levels of professional and personal discretion are expected from all our employees during regular operations.</p>	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #008080; color: white;"> <th>KPIs</th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>Number of confirmed cases of corruption</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	KPIs	2021	2022	2023	Number of confirmed cases of corruption	0	0	0	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <p style="font-size: 8px;">8 DECENT WORK AND ECONOMIC GROWTH</p> </div> <div style="text-align: center;"> <p style="font-size: 8px;">12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p> </div> <div style="text-align: center;"> <p style="font-size: 8px;">16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p> </div> </div> <p>GRI 2: General Disclosures 2021</p> <p>GRI 3: Material Topics 2021</p> <p>CBB ESG Module G.9: Ethics & Anti-Corruption</p>
KPIs	2021	2022	2023								
Number of confirmed cases of corruption	0	0	0								
<p>Fraud Control Policy Framework</p>	<p>Financial institutions are particularly prone to fraud risks. An effective fraud control policy is essential for timely prevention of frauds and create a strong deterrence effect. At BNH, the Fraud Control Framework has been established to ensure that highest priority is attached to fraud risk management. The policy outlines the fraud risk management framework and internal controls for prevention and detection of fraud and misconduct. The overall fraud risk management function is assigned to the Fraud Control Officer with the Audit, Compliance & Risk Committee (ACRC) tasked with exercising oversight on the fraud control program.</p> <p>Periodic training and awareness activities are conducted to promote understanding and encourage compliance with the applicable policies.</p>	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #008080; color: white;"> <th>KPIs</th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>Number of confirmed cases of corruption</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	KPIs	2021	2022	2023	Number of confirmed cases of corruption	0	0	0	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <p style="font-size: 8px;">8 DECENT WORK AND ECONOMIC GROWTH</p> </div> <div style="text-align: center;"> <p style="font-size: 8px;">12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p> </div> <div style="text-align: center;"> <p style="font-size: 8px;">16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p> </div> </div> <p>GRI 2: General Disclosures 2021</p> <p>GRI 3: Material Topics 2021</p> <p>CBB ESG Module G.9: Ethics & Anti-Corruption</p>
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Data Privacy	<p>The financial industry is experiencing a significant shift towards digital platforms, resulting in the creation of numerous data assets containing personal information, transaction records, and process details of several internal operations. This transformation has led to the emergence of data protection and privacy as a major risk for stakeholders such as customers, employees, suppliers, third-parties, and related businesses.</p> <p>At BNH, we recognize the importance of data privacy across all our internal functions and have implemented a robust policy that safeguards against selling, disseminating, disclosing, trading, transmitting, transferring, sharing, leasing, or renting any personally identifiable information without explicit user authorization. This policy applies to both our customers and general users of our digital platforms.</p>	<table border="1"> <thead> <tr> <th data-bbox="1611 741 1887 779">KPIs</th> <th data-bbox="1902 741 1991 779">2021</th> <th data-bbox="1991 741 2080 779">2022</th> <th data-bbox="2080 741 2190 779">2023</th> </tr> </thead> <tbody> <tr> <td data-bbox="1611 793 1887 894">Number of data privacy violations reported during the period.</td> <td data-bbox="1902 793 1991 894">0</td> <td data-bbox="1991 793 2080 894">0</td> <td data-bbox="2080 793 2190 894">0</td> </tr> </tbody> </table>	KPIs	2021	2022	2023	Number of data privacy violations reported during the period.	0	0	0	<table border="1"> <tbody> <tr> <td data-bbox="1902 894 1991 1024">Number of data privacy violations involving personally identifiable data</td> <td data-bbox="1991 894 2080 1024">0</td> <td data-bbox="2080 894 2190 1024">0</td> <td data-bbox="2190 894 2279 1024">0</td> </tr> </tbody> </table>	Number of data privacy violations involving personally identifiable data	0	0	0	<div data-bbox="2249 741 2377 867"> </div> <div data-bbox="2377 741 2504 867"> </div> <div data-bbox="2504 741 2644 867"> </div> <p data-bbox="2249 894 2614 919">GRI 2: General Disclosures 2021</p> <p data-bbox="2249 940 2555 966">GRI 3: Material Topics 2021</p> <p data-bbox="2249 987 2644 1012">CBB ESG Module G.4: Data Privacy</p>
KPIs	2021	2022	2023													
Number of data privacy violations reported during the period.	0	0	0													
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Focus Areas	Description	Outcomes & Data	Corresponding Standards
Digitalization	<p>Digitalization is driving transformational shift in the way financial industry operates. For an institution of our scale and complexity, digitalization has created avenues for improved efficiency, wider accessibility to financial services, and cost savings. Digitalization also enhances our overall risk management and governance framework through process automation and efficiency.</p> <p>We also leverage digitalization strategies for enhanced user experience through seamless transactions, customer onboarding and autonomous execution of routine processes.</p>	<p>Under the supervision of BNH, the subsidiaries BNI and BNL have instituted digitization initiatives related to updating claims data, monitoring motor policies, creating a wizard for quotation documentation, and simplifying helpdesk ticketing by e-mail. Also, the Group's insurance subsidiaries have improved data dissemination and MIS building, saving time and resources for the motor insurance department, and providing timely information for decision makers.</p> <p>We have continued to automate tedious processes with RPA (Robotic Process Automation) and other techniques. We have also completed several major studies/assessments on cloud migration strategy, core system technology, business process engineering and fast development strategies. Moreover, BNH has experimented with AI within its operations by supporting their employees with generative AI capabilities to discover the potential of technology.</p>	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p>8 DECENT WORK AND ECONOMIC GROWTH</p> </div> <div style="text-align: center;">  <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p> </div> </div> <p>GRI 2: General Disclosures 2021 CBB ESG Module G.4: Data Privacy</p>

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Governance and Management

Risk, Ethics, & Compliance

Focus Areas	Description	Outcomes & Data	Corresponding Standards
Digitalization Initiatives	Throughout 2023, we have focused on enhancing digital user experiences and providing value-added products and services to our clients. We continued to prioritize investments in essential areas such as key technologies, digitalization, and automation to enhance our services and offerings.	<p>Over the year, BNH's subsidiaries have achieved significant milestones, including integrating our core systems with APIs that support digital interactions with our customers. This integration allows customers to use digital channels to purchase insurance policies, renew endorsements, and file claims. Additionally, the Robotic Process Automation project has helped us streamline internal processes and routine tasks, resulting in major efficiency gains and autonomous execution enabling prudent risk management.</p> <p>From a risk perspective, BNH group has integrated its infrastructure with a reputable SOC provider to enhance its cybersecurity maturity and further improve its risk standing. The integration utilizes best of breed technologies that support the BNH group with protecting its data and infrastructure assets.</p> <p>These efforts support our environmental, social and governance (ESG) performance. By using cloud-based solutions, reducing e-waste, and managing and securing data better, the group is lowering its environmental impact. By applying artificial intelligence and machine learning to its processes, the group is improving its customer service, risk management, and innovation, which can increase customer satisfaction, loyalty, and trust. By adopting fast development strategies, the group is creating a culture of agility, collaboration, and learning, which can boost its employee engagement, retention, and well-being.</p>	  <p>GRI 305: Emissions 2016 CBB ESG Module E.5: Green House Gas Emissions. CBB ESG Module E.6: Emission Intensity. GRI 306: Waste 2020 CBB ESG Module E.9: Waste Generation</p>

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GRI Index Table

The GRI content index provides a reference to the publication year for each GRI Standard used and the location of each topic specific disclosure in the report.

Material Topics

Environmental Performance			
1	GRI 102 – General Disclosures 2021	102-44 Key Topics and Concerns Raised	Refer to Section – Detailed Disclosures (Page 28)
2	GRI 302 – Energy 2016	302-1 Energy consumption within the organization 302-3 Energy intensity 302-4 Reduction of energy consumption	Refer to Section – Detailed Disclosures (Page 28 - 31)
3	GRI 305 – Emissions 2016	305-1 Direct (Scope 1) GHG emissions 305-2 Energy indirect 305-4 GHG emissions intensity (Scope 2) GHG emissions 305-5 Reduction of GHG emissions	Refer to Section – Detailed Disclosures (Page 28 - 31)
4	GRI 306 – Waste 2020	306-4 Waste diverted from disposal	Refer to Section – Detailed Disclosures (Page 28)
Social and Community Impact			
1	GRI 403 – Occupational Health and Safety 2018	403-5 Worker training on occupational health and safety 403-6 Promotion of worker health	Refer to Section – Detailed Disclosures (Page 44, 45)
2	GRI 404 – Training and Education 2016	404-1 Average hours of training per year per employee 404-2 Programs for upgrading employee skills and transition assistance programs	Refer to Section – Detailed Disclosures (Page 44, 47, 49-53)
3	GRI 102: General Disclosures 2016	102-44 Key Topics and Concerns Raised	Refer to Section – Detailed Disclosures (Pages 34-38)
4	GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Refer to Section – Detailed Disclosures (Page 39, 47, 48)
5	GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	Refer to Section – Detailed Disclosures (Pages 40-43)
6	GRI 413: Local Communities	413-1 Operations with local community	Refer to Section – Detailed Disclosures (Pages 40-43, 46)

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GRI Index Table

Material Topics

Governance and Management			
1	GRI 102: General Disclosures 2021	102-44 Key Topics and Concerns Raised	Refer to Section – Detailed Disclosures (Pages 61-67)
2	GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	Refer to Section – Detailed Disclosures (Page 61, 65-67)