

Moving Together Towards a

SUSTAINABLE WORLD

SUSTAINABILITY REPORT 2021



H.H. Sheikh Nawaf Al-Ahmad Al-Jaber Al-Sabah
Amir of the State of Kuwait



H.H. Sheikh Mishal Al-Ahmad Al-Jaber Al-Sabah
Crown Prince of the State of Kuwait

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The Report illustrates Burgan Bank's operations, products and services, management approach as well as its social, governance and environmental performance from 1st January 2021 to 31st December 2021. It also includes select business and sustainability initiatives implemented in 2021.

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Reporting Standards

The Report has been prepared in accordance with the “Global Reporting Initiative (GRI) Standards: Core option” and meets the disclosure requirements of the Sustainability Accounting Standard for Commercial Banks, published by the Sustainability Accounting Standards Board (SASB). Aligned with the United Nations’ Sustainable Development Goals (UNSDGs), the Report considers the priorities of Kuwait Vision 2035 “New Kuwait”, and Boursa Kuwait.

Reporting Scope

Burgan Bank is committed to disclose its ESG performance transparently to its stakeholders in order to achieve sustainable growth. The sustainability disclosures in this report pertain to Burgan Bank’s operations in Kuwait, except Burgan Bank’s Economic Performance which are pertaining to the Burgan Bank Group including all its subsidiaries. All monetary disclosures are in Kuwaiti Dinar (KD).

Contact Us

Burgan Bank welcomes your feedback and encourages you to share any comments, inquiries, or suggestions you may have on its sustainability journey at ESG@burgan.com. Please refer to the digital version of this report on our website: www.burgan.com

Our Key ESG Highlights

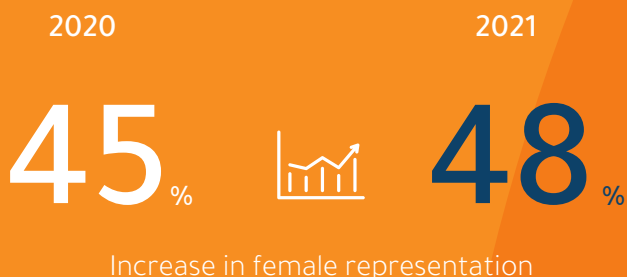
Economic Value Retained (KD)



Sustainable Lending (KD)



Women Empowerment



Addition of 1 Female Board Member

Employee Development (Training Hours)



Key ESG Developments



58%

Of new recruits are women



4

Awards won from "Global Finance" for Digital Banking Services



6

Dedicated branches to facilitate banking for customers with special needs



3

ISO certifications highlighting the bank's high standards of data security

Message from Our Chairman



Mr. Majed Essa Al-Ajeel
Chairman

Over the years, Burgan Bank has successfully established itself as a major financial institution in Kuwait, driven by the values of trust, commitment, excellence and progression with a sustained focus on environmental, social and governance (ESG) excellence.

We are endeavoring to establish Burgan as a responsible banking institution that creates shared value for society and safeguards the environment in line with Kuwait's Vision 2035 and the UN Sustainable Development Goals (SDGs). Burgan Bank has a comprehensive Social Responsibility Program dedicated to promote awareness and build capacity for sustainable development and growth.

Burgan Bank's Sustainability Report for 2021 reflects the progress achieved by the Bank across many metrics, especially on the social agenda front. The bank continues to deliver on its human capital development, gender equality and corporate social initiatives.

I am thankful for the unwavering support of our Executive Management team and our employees for working relentlessly to deliver the strategic objectives and optimize the opportunities for sustainable and responsible growth.

Message from Our Vice Chairman and Group Chief Executive Officer



Mr. Masoud M.J. Hayat
Vice Chairman and Group
Chief Executive Officer

It is my pleasure to introduce Burgan Bank's Sustainability Report for the year 2021. Burgan Bank witnessed a determined rebound of its operational performance in 2021 despite the difficulties brought forth by the pandemic and other international disruptions, with the sustainability elements coming through as major enablers of our resilience and indicators of our progress.

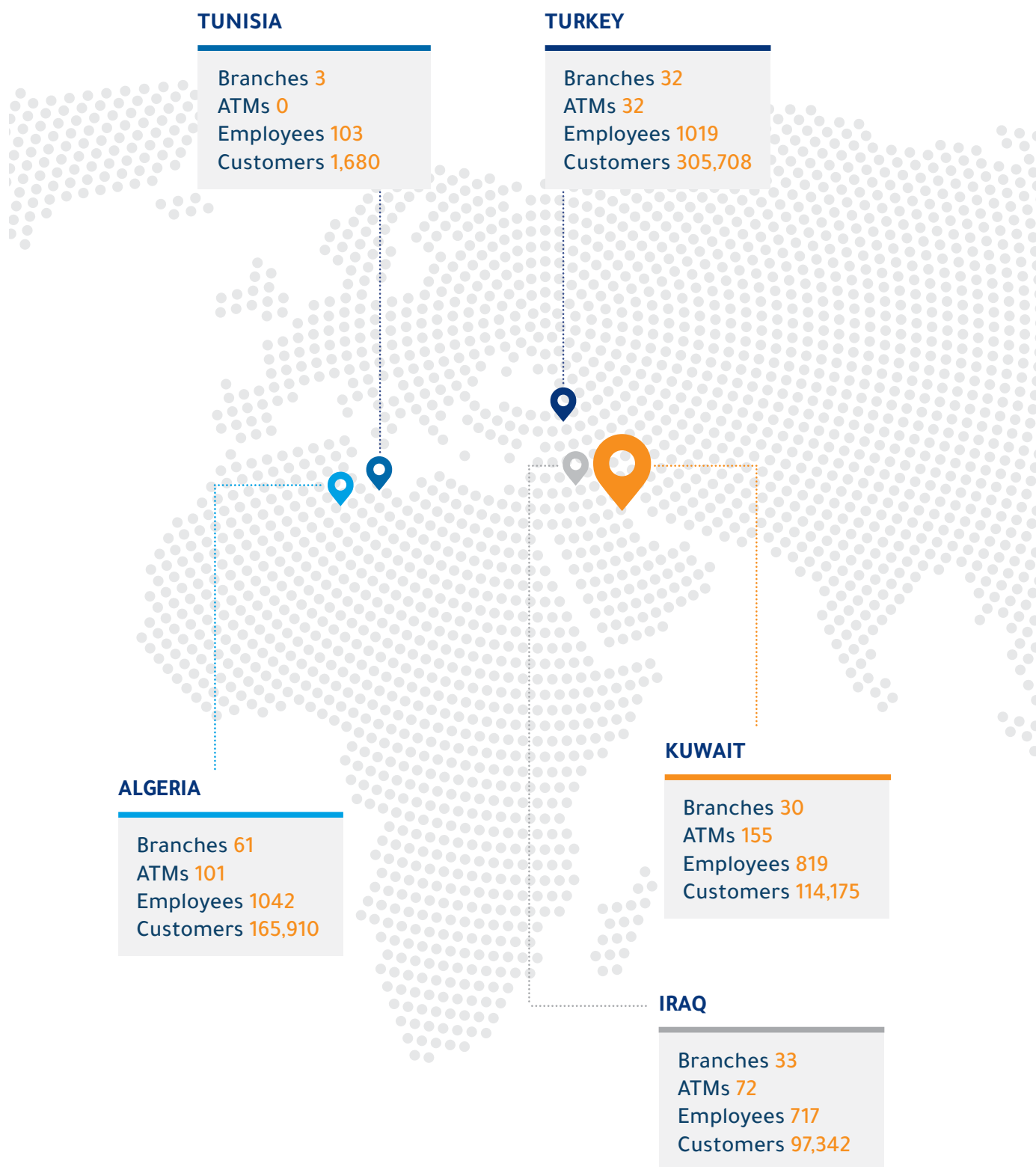
Burgan Bank's performance and growth are closely linked to the Environmental, Social and Governance factors that are embedded in the Bank's Strategic plans. In our long-term transformation journey, we aim to keep pace with the economy and industry changes, and reinvent ourselves in line with the needs and aspirations of our society.

Burgan Bank Group's transformation journey champions sustainability, progress, shareholder value, employee growth and a positive impact on our community and environment.

As we pursue our business strategy, we remain confident that by capitalizing on our digital capabilities, human capital, and sustainable practices, we will keep progressing towards achieving our growth and development objectives,

Our Presence

Burgan Bank is the second largest conventional bank by assets in Kuwait with diversified operations across retail, private and corporate banking. Below is a snapshot of Burgan Bank's presence in the region.



*The bank also has a representative office, Burgan Bank Financial Services Limited, in the UAE, which is a wholly owned subsidiary of Burgan Bank.

Our Sustainability Commitments and Reporting Standards

Burgan’s sustainability journey began in 2019, and since then our focus has been to embed sustainability at the core of our business. Our commitment is demonstrated by all ongoing actions on sustainability as highlighted in this sustainability report. Our sustainability commitments are designed to the reporting standards shown below:



UN SDGs



Leading sustainability activities towards achievement of United Nation’s Sustainable Development Goals (UN SDGs) that provides a framework for peace and prosperity for people and the planet, now and into the future



New Kuwait 2035



Transforming Kuwait into a financial and trade hub regionally and internationally and making it more attractive to investors. For this purpose, the State of Kuwait have set long term development opportunities towards a prosperous and sustainable future



SASB standard is a common language to discuss and compare a company’s sustainability performance. It provides a guide to disclose sustainability information that is financially material to the investors by their companies

Sustainable Accounting Standards Board



GRI Standards are a set of interrelated standards for sustainability reporting that:

- Focuses on ESG Material Topics
- Enhance the global comparability and quality of information on these impacts thereby enabling greater transparency and accountability



GRI Standards



Our Sustainability Framework and Principles

In line with our vision to be a responsible banking institution that supports building better future for stakeholders, people, and communities, we have established our ESG Framework which specifies our four key ESG principles:

Financing Responsibly



Burgan Bank strives to promote environmentally sustainable products and services that support customers at every stage of their life, embedding responsible financing and investing in its practices.

Positive Community Impact



Burgan Bank considers social responsibility as an important pillar of the long-term sustainability for the bank and the community. The bank believes in giving back to community at institutional and employee level, with time, effort, financial contribution, and financial literacy outreach to all strata of society.

Endorsing Ethical Practices and Transparency



Burgan Bank is committed to uphold the highest standards of governance, consistent with regulatory expectations, leading practices, and evolving strategy and risk appetite for ethical, transparent, and compliant business.

Minimizing Environmental Impact

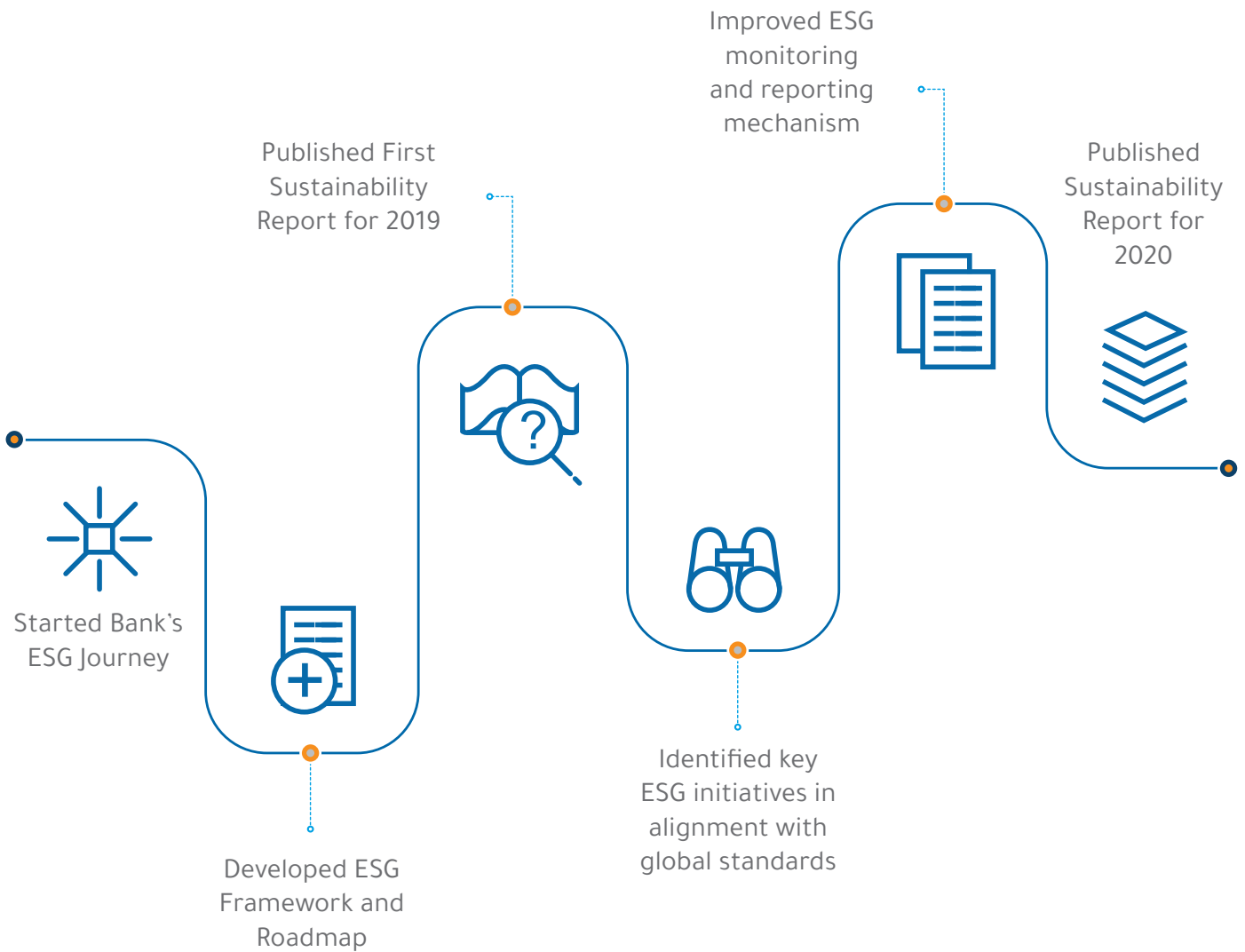


Burgan Bank values its commitment to environment and aims at reducing environmental footprint of its operations and credit portfolio. The Bank aim for energy efficient initiatives to power its business with renewable energy, lower emissions and reduced waste, among other efforts.

Our Sustainability Journey at a Glance

We have made significant efforts to step up our ESG activities and build an infrastructure that would lead the way for a sustainable future. To meet our ESG goals and objectives, we have made substantial progress in various areas such as women empowerment, digital transformation, customer experience, enhancing accessibility and employee satisfaction. Our improved performance in these areas are highlighted in this report.

Snapshot of Our Sustainability Journey



Our Key Environmental, Social and Governance Topics

We developed our sustainability framework by considering needs and expectations of our key stakeholders - customers, investors, employees, regulators, society, and suppliers. We understand our stakeholder priorities, and wherever applicable, align our sustainability priorities with their requirements.

Our Stakeholder Group & Their Priorities and Expectations

Stakeholder Group	Priorities and Expectations
Customer	<ul style="list-style-type: none"> • Customer experience and satisfaction • Digital channels and platforms • Innovative products and services • Competitive prices and fees
Investor	<ul style="list-style-type: none"> • Stable financial returns • Robust corporate governance • Effective risk management and controls • Transparency and disclosure
Employee	<ul style="list-style-type: none"> • Work experience and satisfaction • Attractive compensation and benefits • Professional development opportunities • Non-discrimination and equal opportunity
Regulator	<ul style="list-style-type: none"> • Compliance with legal and regulatory norms • Robust compliance function • Effective management of risks • Transparency and disclosure
Community	<ul style="list-style-type: none"> • Societal development • Creating employment opportunities • Positive contribution to society • Addressing climate change challenges
Supplier	<ul style="list-style-type: none"> • On time payment • Fair and transparent tender process • New and recurring business

Burgan's Material Topics

Endorsing Ethical Practices and Transparency

- 1. Diversity and Equal Opportunity
- 2. Non-discrimination
- 3. Business Integrity
- 4. Anticorruption
- 5. Regulatory Compliance

Reducing Environmental Impact

- 17. Energy Consumption
- 18. Supplier Environment Assessment
- 19. Waste Management

Financing Responsibly

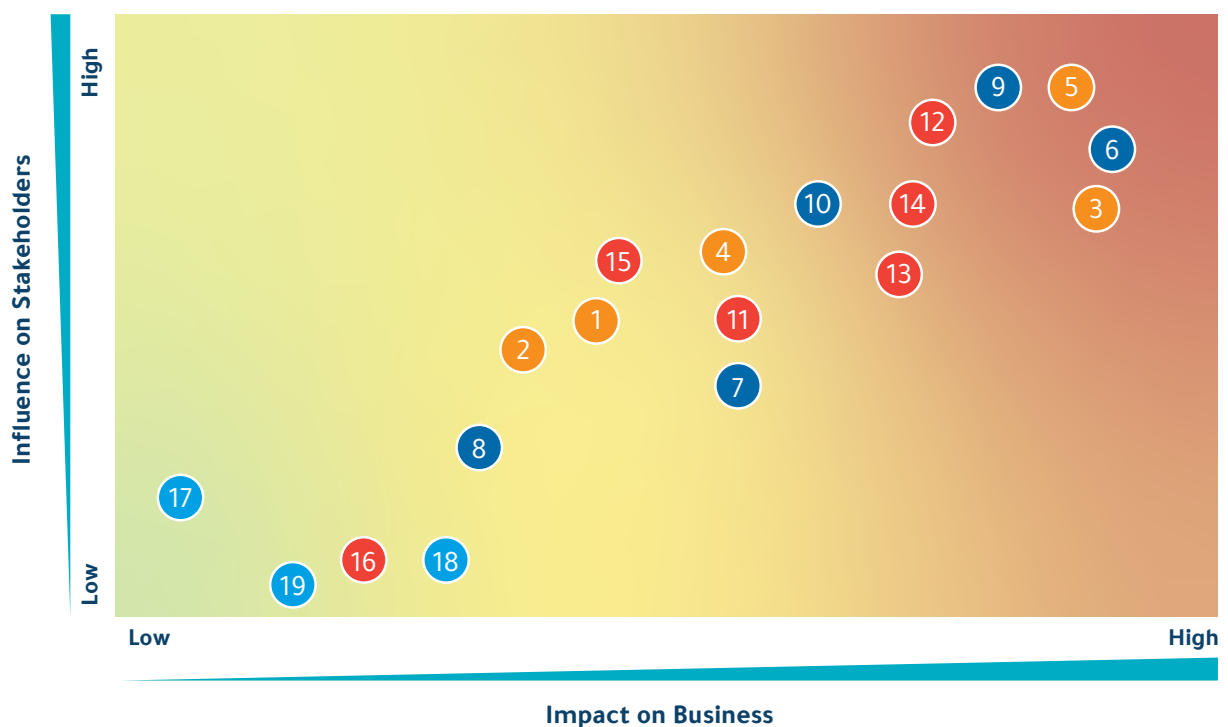
- 6. Economic Performance
- 7. E-banking
- 8. Responsible Lending and Investing
- 9. Data Security and Privacy
- 10. Financial Literacy and Inclusion

Positive Community Impact

- 11. Kuwaitisation
- 12. Customer Experience
- 13. Training and Education
- 14. Employee Satisfaction
- 15. Corporate Social Responsibility
- 16. Supplier Social Assessment



Materiality Matrix



Burgan's Material Topics and its Relevance to Stakeholders

#	Material Topic	Customer	Investor	Employee	Regulator	Community	Supplier
1.	Diversity & Equal Opportunity	☑		☑		☑	
2.	Non-discrimination	☑		☑		☑	
3.	Business Integrity	☑	☑	☑	☑		☑
4.	Anticorruption	☑	☑	☑	☑		☑
5.	Regulatory Compliance	☑		☑	☑		
6.	Economic Performance	☑	☑	☑			
7.	E-banking	☑		☑		☑	
8.	Responsible Lending & Investing	☑	☑		☑	☑	
9.	Data Security & Privacy	☑		☑	☑	☑	
10.	Training and Education	☑		☑	☑		
11.	Kuwaitisation			☑	☑	☑	
12.	Customer Experience	☑		☑	☑	☑	
13.	Financial Literacy and Inclusion	☑		☑	☑	☑	
14.	Employee Satisfaction	☑		☑	☑		
15.	Corporate Social Responsibility	☑	☑			☑	
16.	Supplier Social Assessment					☑	☑
17.	Energy Consumption		☑			☑	
18.	Supplier Environment Assessment					☑	☑
19.	Waste Management		☑			☑	

Relevance of Material Topics to Burgan

Material ESG Topics	Definition / Relevance to Burgan
Diversity and Equal Opportunity	To inculcate an inclusive approach in our everyday business operations with a diverse workforce.
Non-discrimination	To prevent discrimination on the grounds of gender, race, caste, and religion in order to inculcate fairness and justice and maintain the goodwill and brand value.
Anticorruption	To implement systems and processes to prevent instances of corruption and maintain trust among key stakeholders.
Business Integrity	To have a well-established corporate governance structure that allows the bank to maintain business integrity and transparency.
Regulatory Compliance	To avoid any disruption to businesses, it is the Bank's constant endeavor to achieve complete compliance for all regulations.
Economic Performance	To deliver economic performance that goes beyond the financial returns for our investors and also encompasses a wider impact that we create as an employer and generator of economic activity.
E-banking	To serve our clients efficiently, while reducing our operating costs in the long-run.
Responsible Lending and Investing	To encourage responsible credit allocation with a view to contribute towards the regional and global commitment to reducing GHG emissions and promote social development.
Data Security & Privacy	To take utmost responsibility in securing customer data as breaches can have significant impact on customer trust and the future of our business.
Training and Education	To emphasize on continuous training and development of our employees.
Kuwaitisation	The Bank's efforts are focused towards Kuwaitisation which further aligns with Kuwait's National Development Plan to develop local talent.
Customer Experience	To create better value for our customers through improved experiences.
Financial Inclusion and Literacy	To support our stakeholders in increasing their financial literacy to increase reach of the bank's services to the underserved.
Employee Satisfaction	Our employees' well-being and satisfaction is of utmost importance to us as it helps in improving employee efficiency, effectiveness and morale.
Suppliers Social Assessment	To ensure our suppliers are assessed in terms of social aspects which will enable social inclusion in entire value chain.
Corporate Social Responsibility	Maintaining a healthy and positive impact in the communities we operate is critical to maintaining our social license to operate and to creating wider prosperity.
Energy Consumption	To optimize our energy consumption in order to reduce emissions.
Waste Management	To create focus on minimizing waste generation and maximizing recycling efforts.
Suppliers Environmental Assessment	To ensure our suppliers are assessed in terms of environmental aspects which will enable environmental considerations inclusion in entire value chain.

OUR ESG IMPRINT 2021



Endorsing Ethical
Practices and
Transparency



Financing
Responsibly



Positive
Community
Impact



Minimising
Environmental
Impact





ENDORISING ETHICAL PRACTICES & TRANSPARENCY



Governance, Compliance and Risk Management Practices

Robust Corporate Governance remains integral to the way the group operates, and we are committed to operating in a correct, principled and commercially astute manner while staying accountable to our stakeholders. As an essential part of this commitment, the Bank operates within a well-defined governance structure and embeds governance principles and practices in its operations based upon the four cornerstones of accountability, transparency, fairness, and integrity.

Board of Directors' Composition

#	Name	Role	Non-Executive	Gender	Age	Tenure
1.	Mr. Majed Al-Ajeel	Chairman	☑	Male	69	11
2.	Mr. Masoud J. Hayat	Vice Chairman and Group Chief Executive Officer		Male	69	8
3.	H.E AbdulKareem El-Kabariti	Board Member	☑	Male	73	17
4.	Mr. Faisal Al-Radwan	Board Member	☑	Male	78	11
5.	Mr. Samer Khanachet	Board Member	☑	Male	71	10
6.	Mr. Sadoun Ali	Board Member	☑	Male	61	17
7.	Mr. Maitra Pinak Pani Maitra	Board Member	☑	Male	64	11
8.	Mr. Abdulsalam Al-Bahar	Board Member	☑	Male	57	17
9.	Mr. Fouad Douglas	Board Member	☑	Male	64	2
10.	Mr. Abdullah Al-Mansour	Board Member	☑	Male	63	1
11.	Mrs. Entisar Al-Suwaidi	Board Member	☑	Female	60	1

“The Board in its efforts to permeate the essence of diversity throughout the Bank has taken a key step by the addition of a female member to the Board.”



Robust rules of governance require controlling the practices and behaviors of the administration and adhering to all the laws and instructions issued by the regulatory authorities while following the internal policies and systems of work as it provides a good environment for self-monitoring of its activities which contributes to reducing risks.

The Bank is steered by an effective and unitary Board which assumes responsibility for its leadership and control and is collectively responsible for promoting Bank's long-term success by directing and supervising its affairs. The Board has overall responsibility for the Bank, including approving and overseeing the implementation of the Bank's strategic objectives, risk strategy, corporate governance, and corporate values. The Board is responsible for providing oversight and delegating the necessary responsibilities to the executive management.

The Bank's governance is overseen by six standing Board Committees, each with accountability for key aspects of the effective and responsible functioning of the Bank



The Board, acting on the recommendations of its Board Corporate Governance Committee, has adopted a Corporate Governance Manual that incorporates the established corporate governance policies and practices in accordance with the Central Bank of Kuwait instructions. Through this manual, the Board aims to promote adherence and further strengthen the Bank's commitment to good Corporate Governance.

Inculcating Robust Governance Culture

We at Burgan adopt high standards of professionalism, honesty, integrity, and ethical behavior in conducting business and in our engagement with all stakeholders. The Bank believes in value-based banking systems, where we are committed to uphold our high standards. To ensure these standards are maintained throughout the Bank and in its operations, we provide awareness and training to our employees on good corporate behavior which helps us in inculcating a good governance culture throughout the Bank.



Business Ethics and Transparency

Burgan Bank's Code of Conduct describes the values and minimum standards for ethical business conduct that we expect all of our employees and Directors to follow. These values and standards govern employee interactions with our clients, competitors, business partners, government and regulatory authorities, and shareholders, as well as with other employees. In addition, it forms the cornerstone of our policies, which provide guidance on compliance with applicable laws and regulations.

Our Internal Audit Department ensures that the governance practices and ethical standards are followed by auditing these areas on a periodic basis. The Internal Audit Department conducted a Corporate Governance audit in 2021, that reviewed the adequacy of control environment related to aspects including code of conduct, conflict of interest policies, related party transactions, Insiders dealing, Whistleblower Policy and reporting mechanisms. Furthermore, review of compliance with corporate governance practices is covered in the scope of the Internal Controls Review (ICR) performed by the external ICR auditor annually.

Whistle Blowing

The Bank has adopted a comprehensive dedicated Whistleblowing policy which aims to improve the systems and procedures, encourage and support employees, and improve the overall integrity and performance of the organization through transparent policies and effective procedures. The policy is applicable to all of the Bank's employees, vendors, consultants and advisors, in addition to other related parties, and encompasses all stakeholders, both minority and majority. The whistleblowing policy aims at giving the employees a clear channel to communicate fears or doubts they might have on the possibility of violations in a way that allows independent investigation into these doubts and their follow-up, without fear of reprisal. A whistleblower may, in good faith, disclose confidential or anonymous information in connection with an allegation of misconduct, fraud, corruption, illegal act, malpractice or any other misconduct by any employee.



Whistle Blowing Governance

The Bank has in place the Whistleblowing Committee comprising of the group heads of Internal Audit, Human Resources, Risk Management and Legal Counsel with the Group Chief Human Resources & Development Officer being nominated as the Whistleblowing Officer. Any concerns against any of the Executive Management Team may be directed to the Chairman of the Board.

The whistleblower can report their concerns via dedicated email, phone hotline or the whistleblowing online platform to the Whistleblowing committee.

Whistleblower protection

The Bank aims to keep the identity of the whistleblower confidential and it will not be disclosed except with the consent of the whistleblower. The whistleblower may choose to remain anonymous. A specialist Welfare Manager is appointed by the committee, as needed, to provide support to the Whistleblower and ensure general welfare and protection of the whistleblower against any reprisals and detrimental actions. The Welfare Manager will examine the immediate welfare and protection needs of a whistleblower and assure a supportive work environment, advise the whistleblower of legislative and administrative protections available to them, respond to any concerns of harassment, intimidation or victimization in reprisal for making a disclosure.

Awareness programs

- All new joiners in the bank complete “Anti-fraud awareness program”
- All retail staff branches attended “Anti-fraud awareness program”
- 2 staff from Anti Financial Crime (AFC) Group attended “Fraud Preventions & Advance Anti Money Laundry and Combating Financing Terrorism program”.
- Senior management completed AFC / Fraud for Executives in 2021
- A total of 301 staff attended anti-fraud awareness programs from different grades and departments.

As a result of the Bank’s robust governance culture,
there were zero instances of corruption in 2021.



Competitive Remuneration

Burgan Bank's remuneration policy enables to attract, retain, motivate and reward qualified workforce while ensuring fairness and consistency as well as being appropriately risk balanced. The Remuneration policies and practices form part of the Group's overall obligation to have robust governance arrangements in place. Employees are entitled to different remuneration components targeting an appropriate and balanced remuneration package based on the employee job grade taking into consideration the employees' skills, experience, and his role in the Bank as well as market practice. The remuneration policy is aimed at the alignment of remuneration with prudent risk taking. The remuneration practices are carefully managed within the risk appetite as laid out by the Board considering all key risks-financial, operational as well as compliance. The Board Nomination and Remuneration Committee is responsible for presenting recommendations to the Board on reward policy in line with applicable laws and regulations.



Strong Compliance Practices

The Bank has an independent department responsible for compliance activities that reports directly to the Board Corporate Governance Committee. The compliance department is responsible to identify all the compliance obligations/requirements that are applicable to the Bank. The Bank has developed a repository of the compliance obligations and actively monitors its compliance depending on the nature and reporting frequency of the compliance obligations. The department is also responsible to develop mitigation / response plan in case any non-compliance are identified. Further, the department, on a sample basis, tests status of compliance obligations on a periodic basis ensuring that testing for all the regulations is covered. Currently the bank is in compliance with all its applicable compliance obligations and have not reported any instances of non-compliances or breaches.

Effective Management of Risks and Opportunities

Risk is an intrinsic part of Burgan Bank's activities. In the normal course of business, the Bank takes calculated risks to achieve the Bank's strategic objectives. Any risk exposure is properly identified, evaluated and managed to ensure that it remains within the Bank's approved Risk Appetite. Our risk profile and appetite are approved by the Board of Directors and Board Risk Committee which is further cascaded down to every function, department, and employee. The key for Burgan Bank is to manage the businesses and their risks in a way that meets the needs and interests of the bank's customers, while protecting the safety and soundness of the bank in accordance with the Risk Appetite.

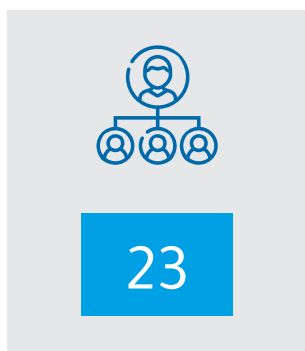
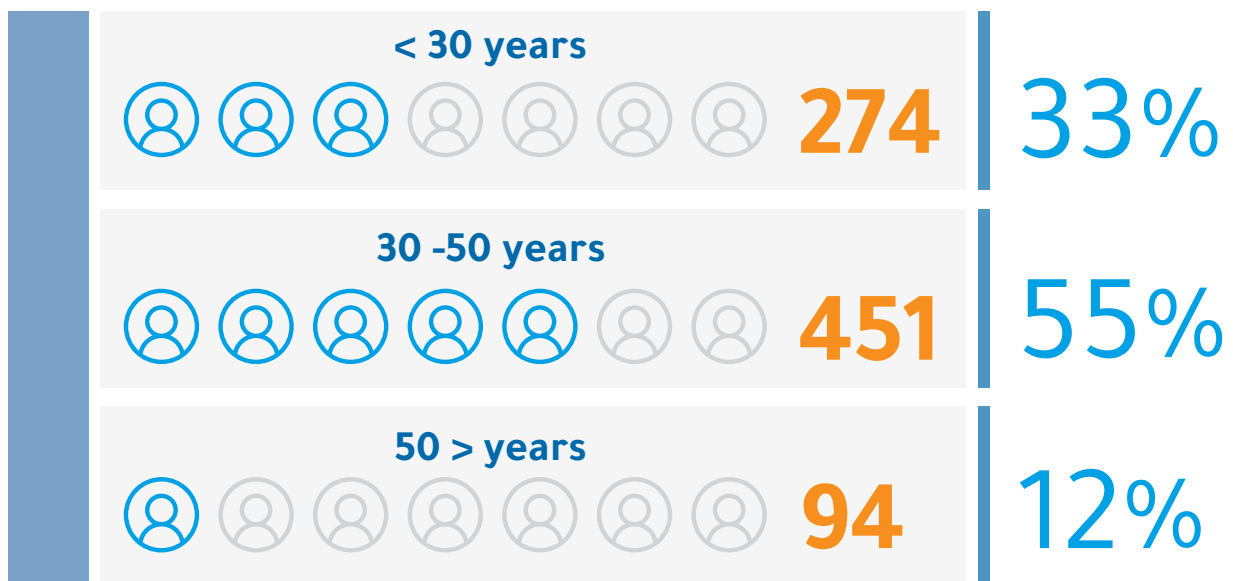
The identification, assessment and mitigation of risks and opportunities in the Bank are guided by our risk management framework which specifies criteria for risk assessment based on likelihood and impact of the risks. The top risks/key risks are periodically reported to the Board Risk Committee along with evaluation of the effectiveness of the operating controls/mitigation measures. The bank has a comprehensive Risk Policy and classifies risks in these main categories:

- Credit Risks, which include default risk of clients and counterparties.
- Market Risks, which include interest rate, foreign exchange, liquidity and equity risks.
- Operational Risks, which include risks due to failures from people, processes, systems and external events.
- Information and Cyber Security Risks, which include risks of misappropriation of information and data.

The Bank has an independent Risk Management Group (RMG) headed by the Group Chief Risk Officer (GCRO) who reports directly to the Board Risk Committee (BRC). RMG does not have any business targets in terms of either levels of business or income/profits to be achieved, with a view to ensuring its objectivity in analyzing various risks. The mission of RMG is to identify, measure and control various risks and report to the top management and BRC of the bank on impact and mitigation.



Snapshot of Our Workforce



Senior Management



Middle Management

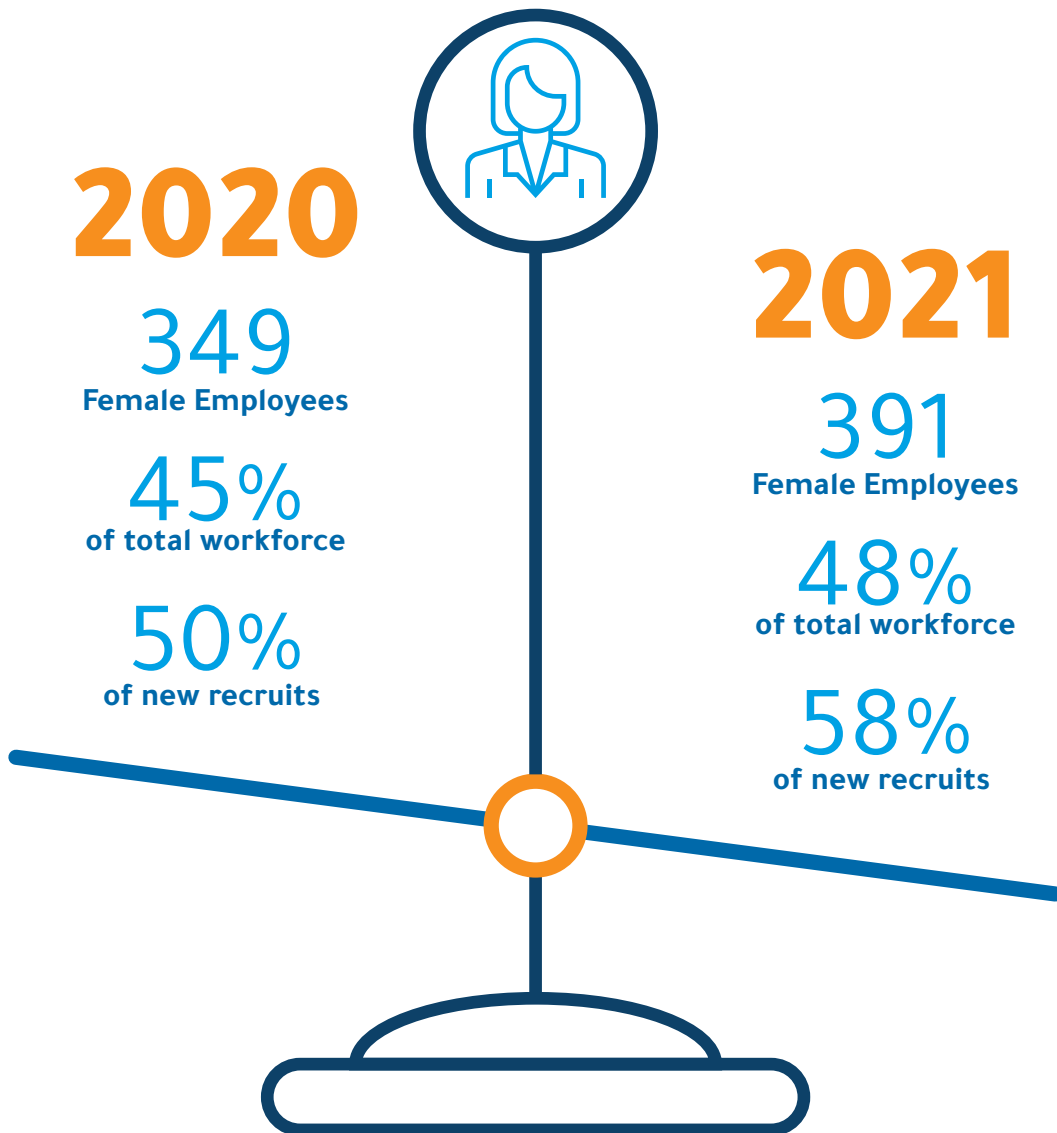


Associates

Promoting a Diverse Work Culture

Throughout the years, Burgan has exercised best practices that resulted in a diverse workforce where everyone is treated in an equal manner. Our Bank has actively worked towards attaining diversity by engaging in various initiatives to promote women empowerment. As a result, the total number of women in the workforce has increased from 349 to 391 and contributes to 48% of the total workforce (45% in the previous year). Burgan Bank is considered the pioneer in the local industry who offers equal benefits for its female and male employees. This includes all remuneration components such as salary, allowances, tickets, medical insurance, educational assistance etc. Our female employees receive same benefits as male employees, which has been the Bank's pioneering practice for over a decade.

Our Effort Towards Women Empowerment



Zero Tolerance for Discrimination

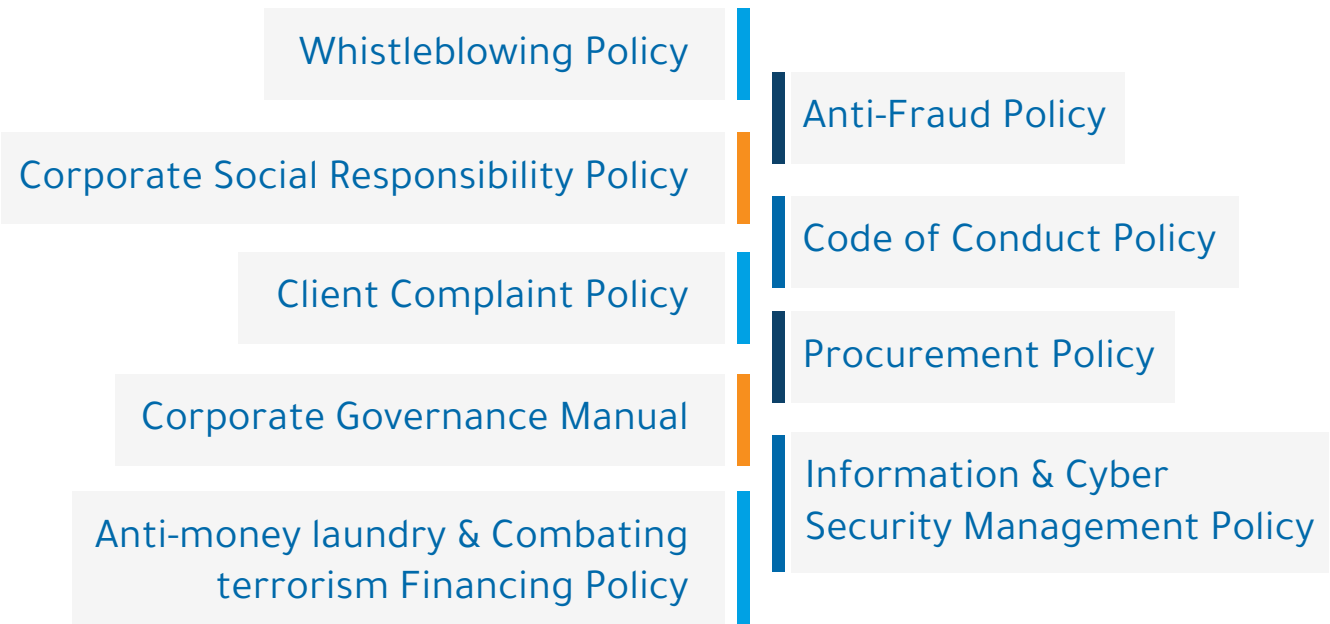
Burgan Bank has zero tolerance for discrimination and has developed policies and procedures that denounce any practices that is associated with discrimination and corrective actions to be taken in case of any such occurrences. The bank places high importance in providing equal opportunities to all employees based on merit and experience, irrespective of age, gender, disability, race, ethnicity, origin, religion or economic or other status. The acceptance of a diverse culture in the Bank has led to zero cases of discrimination reported during this period.

Commitment to Human Rights

Burgan bank is committed to respecting, protecting and advancing human rights, within our organizational practices, culture, operations and investment choices, and in all regions in which we do business. Burgan bank has worked to contribute to society, protect human rights, and serve the financial and investment needs of our clients and communities. Burgan bank is now in the early stages of formalizing our commitment to respect and protect human rights.

Our ESG Related Policies

Burgan Bank abides by a range of internal policies and manuals. A few of those have strong correlations to ESG aspects which include:





FINANCING RESPONSIBLY



Boosting Our Economic Performance

Our primary responsibility is to maximize the returns of our shareholders, while contributing to our stakeholders i.e., employees, vendors, customers, government, and the society. The illustration below highlights the economic value generated and distributed to our stakeholders during 2021.



*Economic value distributed includes operating cost, credit cost, payments to providers of capital, payments to government and community investments

Note: Economic Performance includes the performance of Burgan Bank Group including all its subsidiaries

Improving Security and Privacy of Customer's Data

Burgan Bank considers data security, data privacy and data - system integrity as crucial to their operations and has zero/no tolerance for attacks or breaches to the system. For this, we have ensured that we would follow the steps prevention, detection and respond. Prevention would be our first standpoint by having a core defense system (defense in-depth approach) that analyses the trends of attempted attacks and accordingly dynamically enables additional controls. Followed by detection layers/monitoring of bank assets as second step and respond as third standpoint, where we also emphasis multi stage detection and automated, AI tools enabled with playbooks, manual monitoring and response mechanism to neutralize any threats. As a result, the Bank had no successful attacks or data breaches in its system for the year 2021.

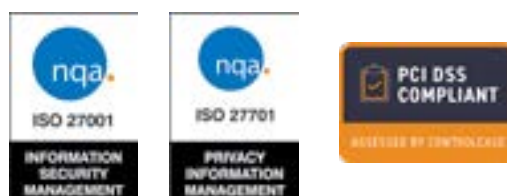
Burgan have complied with CBK mandated cyber compliance programs that includes CBK - CSF (Cyber security framework), Payment card industry standards (PCI), Information security management systems (ISMS), Privacy Management information systems (PIMS) and Swift Customer Security Program (CSP- from 2018). Burgan is certified with ISO 27001:2013 since 2020. Further Burgan is the 1st Bank to be certified for Privacy Information Management systems (PIMS - 27701:2019) since 2021. We continue to hold the Payment Card Industry Data Security Standard (PCI DSS) certification since 2017 for the third continuous year in a row.

The Bank has detailed out a dedicated privacy policy on our website, which is applicable to all operations of the Bank including its subsidiaries.

As part of Cyber resilience strategy and oversight, the Bank has developed a cyber crisis strategy that sets out the procedures in the event of a cyber-attack. There is Cyber Crisis Management Team (CCMT) that meets periodically as well as on need basis. The team is headed by Deputy Group CEO and CEO Kuwait for detailed annual plan, discuss scenarios, authorize and approve simulations and ensure readiness are discussed, exercised and supported.

The Bank has established an extensive Vulnerability Management Program (VMP) since 2015 where all technology (IT, IOT and OT) assets are scanned periodically and mapped according. They are scanned automatically and identified vulnerabilities based on their criticality are escalated for early actions.

The Bank has defined roles and responsibilities where data can be accessed only by the authorized employees and any access of data beyond the authorized limits requires the adequate approval. The roles and responsibilities are reviewed periodically to ensure that no employees have access beyond their authority and job role.



Digital Transformation

Burgan Bank understands the paramount importance of shifting its operations to the digital environment to continue to provide enhanced services to its customers. Expanding data and digital activities has been at the core of the bank's strategy. The Bank has rolled out multiple digital initiatives in this regard such as:

Digitalization

The Bank is continuously investing in digital assets and systems' capabilities



Improved Communication

Engaged branches, direct sales and call centers to increase customer usage of digital channels (mobile / online)



Digital Efforts

Promoted digital efforts through social media, website, call center and branches



Digital Campaigns

Initiated campaigns to increase mobile app usage and subscriptions to promote Burgan Bank's digital services



Best in Digital

Won 4 Awards from "Global Finance" for Digital Banks in Kuwait for Website Design, Mobile Banking Adaptive Site, Open Banking APIs and Information Security & Fraud Management



Providing Financial Literacy Resources

As a leading banking organization in the country and the region our aim is to reduce barriers and enhance financial literacy of our customers, particularly for under-served groups. We achieve this through growing suite of digital offerings including our website which provides customers with the information and knowledge related to banking awareness which is made publicly available in our corporate website. We also have a customer protection guide published on our website and we educate our customers of their rights and responsibilities and provide periodic security alerts for safeguarding personal information and preventing fraud.

Also, while imparting financial information to consumers, the Bank is cognizant of the fact that there should not be any information that would mislead our customers.

Banking Awareness



Customer Protection Guide



Customer Rights & Responsibilities



Customer Complaints Unit



FAQ



Security Alerts



Tips & Guidelines

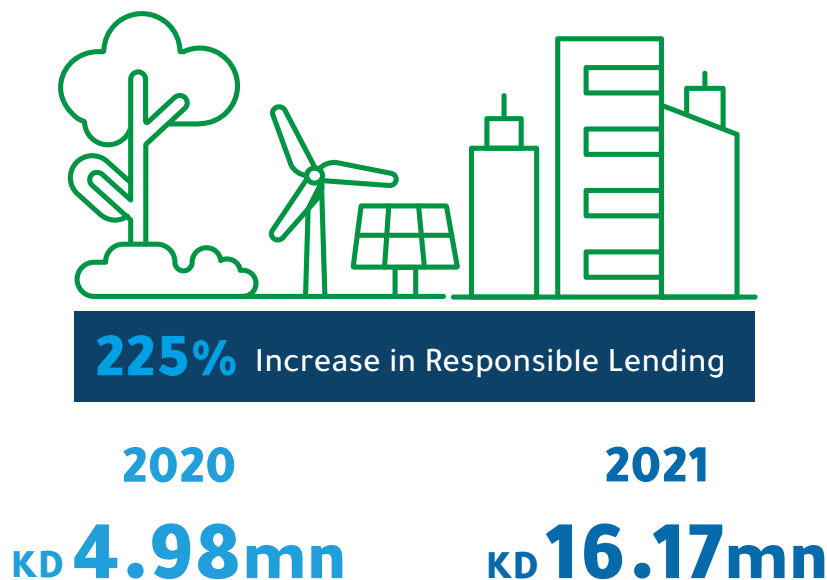
Financial Inclusion and Support to SMEs

Burgan Bank believes that a vibrant Small and Medium Enterprise (SME) sector plays pivotal role in generation of employment and innovation, promotes efficient productivity, economic growth, and diversification in the national economy. Recognizing the need of financing SMEs which is one of the major challenges faced globally, Burgan has significantly enhanced its capabilities to support SMEs through a range of product offerings in different phases of growth, from start-up to expansion. Burgan is fully committed to achieve New Kuwait Vision 2035 which aims to improve economy by strengthening the private sector. Below table depicts our support to the SMEs, who we believe are an important sector for the economy and have contributed immensely to the country's socio-economic development as well as boosted employment opportunities.

Parameter	Unit	2021
Amount outstanding from SMEs	KD	13,570,328

As part of the Bank's commitment towards financial inclusion of the unbanked or underbanked communities, the Bank has provided a total of 177,037 B-Dinar accounts and cards to these communities as on 31st December 2021. Also, we provided 17,090 no-cost retail checking accounts to previously unbanked or underbanked customers as of 31st December 2021.

Burgan's Commitment to Lend Responsibly



We incorporated high level guidance for all lending executives on our preference to responsible lending and emphasize on sustainability as part of Burgan Bank Credit Policy. This is a first-time exercise in the bank and will form corner stone for further developments in this area.

Key Projects Under Responsible Lending in 2021

Recycling the drilling and oil exploration waste and transforming it to diesel, water, and other waste.



Development, installation, and maintenance of solar panels



Development of West Abdullah AlMubarak area and installation of solar panels



Waste disposal from Kuwait Integrated Petroleum Industries Company (KIPIC) facilities



POSITIVE COMMUNITY IMPACT



4 QUALITY
EDUCATION



8 DECENT WORK AND
ECONOMIC GROWTH



16 PEACE, JUSTICE
AND STRONG
INSTITUTIONS



17 PARTNERSHIPS
FOR THE GOALS

Employee Welfare and Work Life Balance

Burgan considers employee welfare and work life balance as a major component in improving the culture and overall productivity at the Bank. Hence, it is our goal to be on par with the industry standards in providing non-monetary benefits to our employees. The benefits provided to our employees are depicted in the table below.

Applicable benefits	Senior management	Middle management	Associates
Life and Medical Insurance	✓	✓	✓
Health Club Membership	✓		
Disability and Invalidity Coverage	✓	✓	✓
Parental Leave	✓	✓	✓
School Fees	✓	✓	
Annual Ticket	✓	✓	✓
Staff Zero Interest Loan	✓	✓	✓

As per the Bank's policy, the employees are given an option of flexible working hours, known as Flexitime, where employees are able to choose the working hours most suitable to them which enhances employee work life balance. All employees can avail a range of leaves such as annual leave, sick leave, hospitalization leave, marriage leave, parental leave etc. to provide them with a healthy work life balance and higher productivity at work. In Burgan Bank, all employees male & female are entitled to parental leave. During the reporting period, a total of 12 females and 3 males took parental leave. All employees who took parental leave in the reporting period have joined their positions and have continued to remain employed with the Bank as on 31st December 2021.

The Bank has developed a dedicated policy and procedure document "Staff Grievance and Problem Solving" where employees have a mechanism to report any grievance or concerns faced by an employee. The Bank's policy strictly states that "no employee shall be penalized, formally or informally, for voicing a grievance as long as he / she follows the applicable policies and procedures of the Bank". We also provide pension to Kuwaiti nationals as stipulated in Social Security Rules and indemnity is provided to all staff as per Kuwait Private Sector Labor Law.

The employee turnover rate for the year 2021 was 13.5%

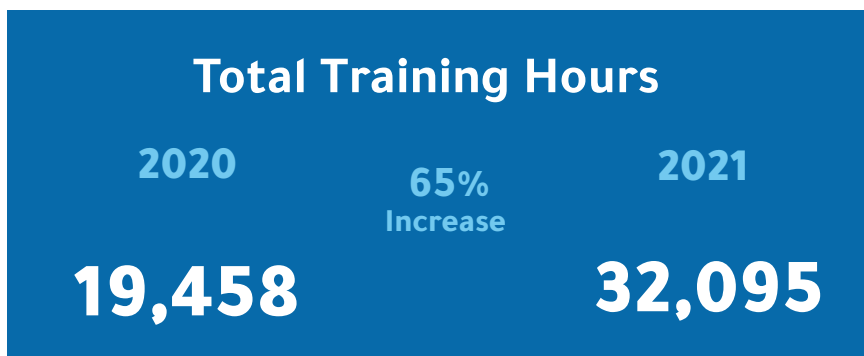
Talent Attraction and Nurturing Future Leaders

At Burgan, we believe in attracting, retaining, and building talent and empowering them to become future leaders in the sector. we realize the importance of nurturing future leaders to ensure the operations of the Bank run smoothly with minimum disruption in the event of leadership changes. Additionally, the Bank has a succession plan in place overseen by the Board Nomination and Remuneration Committee (BNRC) to ensure succession and leadership continuity in critical positions while maintaining capabilities required to deliver Bank's long-term strategy. Accordingly, we train and prepare these individuals for these positions to take the next step when called upon. We see these individuals as our future leaders that will steady the ship in uncertain times and continue to take the Bank towards growth and profitability.

Learning and Talent Development

Our employees are the most important assets of the Bank and we strive to promote continuous Learning and Talent Development (LTD) initiatives to ensure that our employees are well equipped to meet the demands of a dynamic, and increasingly digital and agile work environment. We provide endless opportunities for our employees to grow and develop their careers in order to fulfill their potential. This is supported by our investment in LTD across all levels of the organization. Our approach to LTD program encompasses a broad suite of technical and behavioral solutions and involves types of trainings such as leadership skills, technical certifications, talent development programs, on the job rotations, coaching and mentoring, holistic banker programs, compliance / risk, health & safety awareness programs, new joiner programs, competency-based programs etc. The development and increased usage of our online learning portal has widened the outreach of our LTD initiatives.

Bank wide, in a bid to ensure the growth of employees, we provided all of our employees with relevant trainings and has surpassed the total training hours of the previous year by 65%.



The Bank has also developed various programs to improve the skills and technical knowledge of employees as below:

1. Ongoing Support for the Pioneering “Ro2ya” Talent Program

The Bank has developed a career development and succession planning program known as the Ro2ya program which focuses on 3 main segments.



To enable employees with 2-3 years of experience showing high potential



Middle managers who are considered as successors / showing high potential



Unit heads / Acting Chiefs in the succession plan

Throughout 2021, Burgan Bank continued to support and drive the pioneering training program “Ro2ya”, which is designed to develop the skills and expertise of the promising banking professionals and to contribute to empowering the future leaders of the banking sector.

Under Ro2ya, the training programs are provided in the bank’s modern training center and through the online learning and development portal to support the capabilities of talented employees and qualify them to acquire the latest work methods and skills that would enable them to keep pace with the market’s changing requirements as well as the banking sector’s rapid and growing development

Burgan Bank recently concluded the Arrows team training in collaboration with the American University of Kuwait (AUK) which is part of the Bank’s Ro2ya Program.



2. Celebrating Alumni Executives Graduation from Harvard

Burgan Bank celebrated the graduation of three executives from the Harvard Business School Program for Leadership Development (PLD). The success of Burgan’s new Harvard Alumni is an achievement that reflects the effectiveness of the Bank’s unique culture and strategic commitment to attracting and retaining talented individuals, as well as investing in their professional development.

3. Graduation of Three Batches of Retail Employees

The Bank celebrated the graduation of three batches of retail employees who received certified training in Retail Banking. This comes as part of the Bank’s strategy to continue investing in its human capital and upskill its retail employees, as part of the Bank’s Retail Division strategy for 2021 and 2022.

Well Being and Employee Satisfaction

Burgan recognizes the importance of employee satisfaction which will ensure the Bank is achieving its short- and long-term goals and objectives. Our employees form the core of our operations, and we invest in creating an inclusive work environment, provide greater importance to employee welfare and happiness to drive performance excellence in order to achieve organizational goals and objectives.

“Our employees are at the heart of our client-centric culture and keeping our employees satisfied is our utmost priority”

1

Human Resources and Development Group through its Learning and Talent Development team delivered multiple virtual awareness sessions to Burgan employees as part of its Wellbeing and Welfare program where the goal was to help employees achieve their full potential, cope with daily stress, and make the work environment a space that promotes employee wellbeing, productivity and growth. Over 210 employees participated in this initiative.

2

Burgan Bank launched a wellness initiative for the benefits of its employees, organized by the Human Resources Department and in partnership with Kuwait Hospital, to promote the health and safety of our employees who will benefit from a comprehensive range of free preventive health checkups, which will allow them to diagnose any potential health problem and prevent chronic diseases. 45% of our employees registered for the free checkups.

3

Burgan Bank also conducted an internal vaccination campaign in cooperation with the Ministry of Health to encourage employees taking Covid-19 vaccine where 85% of registered employees got vaccinated.

4

Burgan Bank organized an awareness seminar for its employees about breast cancer in cooperation with Kuwait Hospital with the aim of contributing to raising female employees' awareness of the importance of early detection of breast cancer through periodic examination. Female employees were offered 55% discount for Mammogram test.

5

With a focus to make the lives of our employees easier, we have launched Burgani Mobile App, which offers many features such as employee self-service, onboarding section for new joiners, internal recruitment opportunities, staff recognition tool, staff offers, announcements and various other features.

Kuwaitization

Burgan is continuously monitoring and ensuring its compliance with respect to the Government's drive to recruit more Kuwaiti citizens to bring about balance in the country's labor market. In an effort to improve the Kuwaitization rate, the bank has rolled out various initiatives as follows:



Targeted recruitment for Senior and Mid-level jobs with focus on local talent

Clear and solid career progression path aligned with Bank strategy

Review and align compensation structure to remain competitive in the market

Planned replacement of retirees with Kuwaiti Talent

Continue to maintain and develop local skill and leadership pipeline through Ro2ya program

This is achieved not only through our development programs but with a continued focus on hiring of local talent at all levels - 96% of our new recruits in 2021 were Kuwaitis. The breakdown of the Kuwaiti employees is provided below:

Total Kuwaiti Employees

648



303



345

Kuwaitization rate in the Bank has increased from 76.6% to 79.1%

Enriching Customer Experience

Our operating model is designed in such a way that our core operations are customer-centric to provide them with tailor made solutions. We are deeply engrossed in giving our customers the experience they deserve and as a result, we have launched multiple customer-centric programs to elevate the experience of our customers.

REWARDS
#BurganRewards

1

Burgan Rewards

Burgan Bank launched an all-encompassing loyalty program named “Burgan Rewards”. The new loyalty program rewards all Burgan Bank customers for their overall banking transactions and card spending, providing them with a variety of exclusive redemption options and benefits.

2

Haiba

Burgan Bank launched ‘Haiba’ a super-premium metal card for its elite customers. A first of its kind card in the market, “Haiba” comes with a unique laser engraved personalized design, reward points, a host of exclusive privileges and exclusive access to premium members-only facilities.



3

Phone Banking Made Easier

We have introduced a new feature of Voice Biometric authentication feature to facilitate seamless phone banking service to our customers. We have revamped our prepaid portal with an integrated omni channel experience and features. Tariff sheets and other details like customer rights and responsibilities were converted from Paper to digital screens at our branches for better view.



4

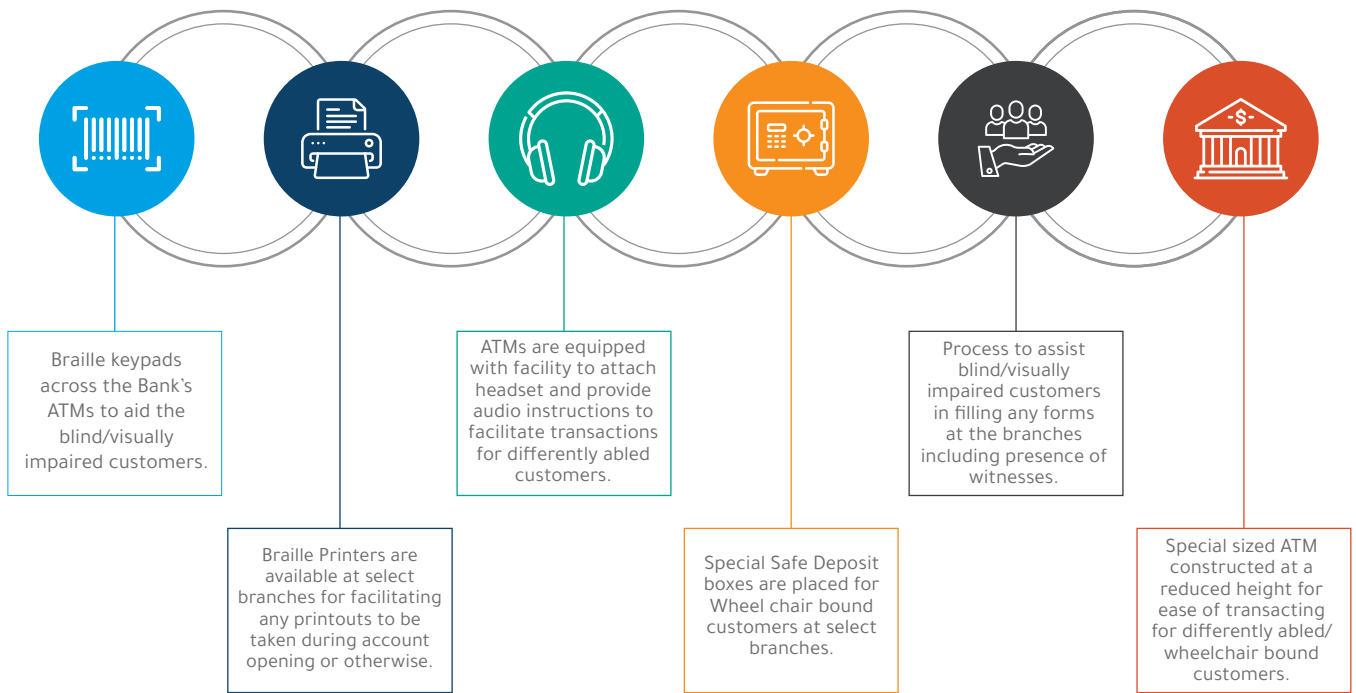
Enhanced Offerings in Digital Platform

The Bank made 7 upgrades to the mobile app, that was released with several market leading features in this year. As a result, the Bank’s average mobile app rating is 4.5, which is on par amongst top 3 banks in Kuwait. The improved quality in the Bank’s digital offerings created a strong traction in customer registrations on the Bank’s online platform. Subscription ratio increased 20% in 2021 compared to 2020. We also witnessed rise in number of Digital Transactions reaching 8.7 million in 2021 which was 3 times compared to 2020.



Accessibility Initiatives

Burgan Bank provides customized services to its special needs customers and now has six dedicated branches with latest technologies to accommodate and facilitate banking for our customers with special needs. The services provided in these branches include:



Responsible Procurement Practices

Mitigation of negative social and environmental impacts throughout supply chain is one of the key focus areas for the bank which is primarily achieved through following responsible procurement practices. This involves implementing highest ethical standards on all bank's procurements & supporting local suppliers.

"99% of the bank's procurement budget spent is towards local suppliers"

Community Development Beyond Banking

Burgan's community development activities and initiatives aims, to make a positive contribution towards larger society with an emphasis on sports, health, education, environment and community. We supported and delivered a range of initiatives in these focus areas throughout the reporting period to contribute to the development of the society.

Our CSR Thematic Areas



1. Sports

Platinum Sponsor of the Kuwait Equestrian Federation's Showjumping Tour

The Bank offered its Platinum sponsorship to the Kuwait Equestrian Federation's (KEF) inaugural showjumping tour as part of the Bank's expansive, community-focused social responsibility program. The Tour extended across the entire equestrian season from November 2021 until April 2022. It features the participation of more than 300 showjumpers representing a large number of public and private equestrian clubs from across Kuwait. In total, the tournament included eight competitions in three clubs, namely the Hunting and Equestrian Club, Kuwait Riding Center and Messilah Equestrian Club.



Supporting World Champion Wheelchair Fencing Titleholder, Tareq Al-Qallaf for the 7th year in a Row

Once again, the Bank proudly supported and sponsored the Wheelchair Fencing Titleholder, Tareq Al-Qallaf, for the seventh consecutive year; the athlete who has continued to maintain his first-place ranking and positive spirit throughout his tenure as a sportsman and world champion. Serving as an exemplary model of willpower and determination, AlQallaf has become a symbol and proudly represented Kuwait on the international level for years; overcoming his disability and using it as a drive to pursue global excellence in his field.

Offering Platinum Sponsorship to the Final Match of the Kuwait Amir Cup 2021

The Bank offered its platinum sponsorship for the final match of the Kuwait Amir Cup. The match, which drew a huge crowd of sports fans, took place between Kuwait Club and Al-Qadisiyah Club at Jaber Al-Ahmad International Stadium.

2. Health

Participating at Al-Ahmadi Governorate's Second Blood Donation Drive

In line with its social responsibility efforts, Burgan Bank took part in the Second Ahmadi Governorate Blood Donation Drive, in collaboration with the Department of Blood Transfusion Services at the Ministry of Health. Held with the aim of raising national awareness of the importance of donating blood throughout the year to support the Blood Bank, as well as the life-saving impact of blood donations, the drive was held at the Headquarters of the Cooperative Blood Transfusion Center at Al-Adan Hospital under the slogan "A drop of your blood... a life for others".

Launching Breast Cancer Awareness Month Offering in Collaboration with Kuwait Hospital

Burgan Bank launched a campaign to mark breast cancer awareness month in collaboration with Kuwait Hospital. Through this campaign, the Bank offered its customers a 55% discount on a mammogram for an early breast cancer screening, as part of Burgan Bank's determined efforts to play an active role in bringing positive change to the lives of people within its community.

Throughout the campaign period, which spanned from the October 1st to 31st, all Burgan Bank female cardholders benefited from this special discount when booking a regular mammogram at Kuwait Hospital. Kuwait Hospital is a medical services provider that offers high quality health care and top-notch services. This campaign highlights both institutions' efforts towards the common objective of promoting the community's health and wellbeing.

3. Education

Organizing a Special Training for the Ministry of Justice Accounting Experts

Burgan Bank organized a special training course for newly hired accounting experts at the Ministry of Justice. The special course was organized by Burgan's Learning and Talents Development Department in collaboration with the Retail, Corporate and Legal Departments. Designed to share the Bank's knowledge and experience for the purpose of enhancing the public's understanding of the banking sector's dynamics and functions, the training offered the 25 participating accounting experts the chance to engage in a unique learning experience.



Hosting Interns from The Scientific Center of Kuwait at Burgan Bank Headquarters

Burgan Bank announced a new dynamic partnership with The Scientific Center of Kuwait (TSCK), which was established by the Kuwait Foundation for the Advancement of Sciences (KFAS) to promote science, technology, and build a culture of science for a sustainable future in Kuwait.

4. Environment

Highlighting Climate Change by Observing Earth Day

As part of its ongoing efforts to drive environmental awareness, Burgan Bank supported the global movement World Earth Day by switching off non-essential lights and cutting off power throughout most of its branches for the duration of one hour.

In line with its ethos, 'Driven by you... motivated by sustainability', Burgan Bank marked World Earth Day by shedding light on the importance of conserving Kuwait's natural resources and energy by encouraging the adoption of positive practices among the employees and the community.



5. Community

Sponsoring Ahmadi Governate's third "Beyond Disability" event

Burgan Bank concluded its sponsorship of Ahmadi Governate's activities during their third annual Day of People with Disabilities event, which took place on the 11th of December, to mark the International Day for People with Disabilities as designated by the United Nations on the third of December each year. This year's event took place under the banner of "Beyond Disability" and was held at Kuwait Magic Mall, under the patronage and in the presence of His Excellency Sheikh Fawaz Al-Khaled Al-Hamad Al-Sabah, Governor of Ahmadi.



Supporting United Nations “Orange the World” initiative & contributing to ending all forms of violence against women

Burgan Bank carried the 16-day global campaign “Orange the World” in support of the United Nations initiative to eliminate all form of violence against women and girls. The Bank lighted up its main building in orange from November 15 to December 15, 2021, in confirmation of its strategic dedication to its social responsibility and humanitarian commitments aiming at bringing about positive change in Kuwait.

Celebrating 20 Years of Distinguished Partnership with KACCH and BACCH

Over the course of a 20-year long partnership between the two sides, Burgan Bank has been keen to align with the mission and purpose of the Kuwait Association for the Care of Children in Hospital (KACCH) and Bayt Abdullah Children’s Hospice (BACCH). The Bank’s participation in KACCH and BACCH activities falls under the framework of sustaining the leading NGOs’ growth and success, to enhance their prominent role in providing care to hospitalized children - all of which has resulted in many remarkable achievements over the years.

Collaborating with 312 Café

In line with its efforts to foster inclusivity and support creative small businesses, Burgan Bank collaborated with 312 Café - the first of its kind café in Kuwait, fully managed and run by people with disabilities - to offer free coffee to its loyal customers. Burgan Bank’s collaboration with 312 Café comes in line with the Bank’s social responsibility program: namely its ongoing commitment to empowering and supporting the disabled community in Kuwait. The Bank continues to support initiatives that help promote the full integration of people with disabilities into society, with a key focus on fostering their talents and developing their skills to enable them to pursue rich, rewarding careers and lives - without any stigmatization or marginalization.



MINIMIZING ENVIRONMENTAL IMPACT



Reducing Environmental Impact

Burgan Bank is fully committed to play an active role in reducing the consumption of natural resources in business operations and minimizing negative impacts on our environment. As a part of Banking industry, Burgan Bank's carbon footprint is low compared to other energy intensive industries however, we acknowledge the consequences our energy consumption will have on the environment, and we actively seek interventions to optimize the energy use within the organization.

Our direct and indirect energy consumption consists primarily of high-speed diesel and purchased electricity respectively. By emphasizing on optimizing our energy use throughout our operations, we have been able to increase the energy efficiency of our operations. During 2021, we saved 400 GJ (approx.) by usage of LED lights and minimizing the runtime of lights.

Parameter	Unit	2021
Non-renewable fuel consumption (Diesel)	GJ	22.83
Indirect energy consumption (Electricity)	GJ	30,788.71
Total energy consumption	GJ	30,811.54
Specific energy consumption (Energy Intensity)	GJ / Employee	37.62

Effective Management of Waste

Effective management of waste is important to minimize the Bank's adverse impacts on environment and the Bank has established waste management guidelines that are applied throughout the Bank.

Hazardous wastes are not generated by the Bank due to its nature of operations. The electronic waste generated at our facilities is recycled through collection and sale to authorized dealers in the local market. The municipal waste includes municipal and paper waste, which is collected by the municipality and disposed-off into municipal landfills. The Bank is also in the process of identifying several initiatives to reduce waste generation.

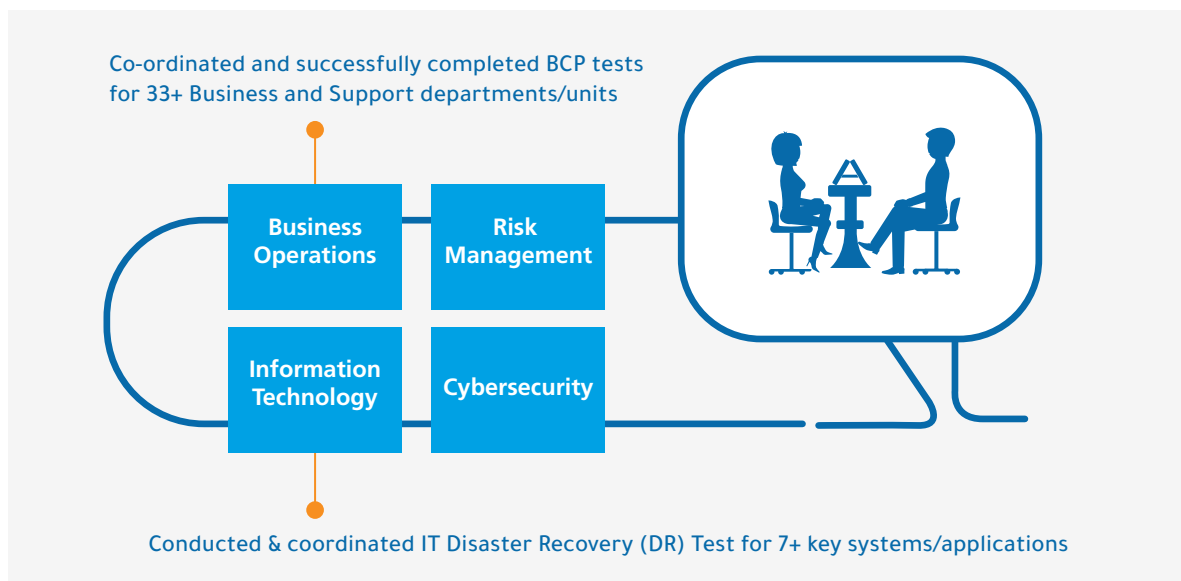
Parameter	Hazardous Waste	Non - Hazardous Waste
Total waste generated (A)	Nil	158.4
Recycling (B)	Nil	(28.8)
Municipal Waste (C)	Nil	129.6

Note: A-B=C



ENSURING OUR BUSINESS CONTINUITY

Business Continuity Management



Implementing Business Continuity Management is critical to ensure that we maintain and continue our business operations in case of any unforeseen circumstances. During crisis, such as natural disaster, force majeure events, technology failure, epidemic, or a pandemic, our aim is to ensure that financial losses are minimized, we continue to serve our customers and ensure quick recovery from the business disruptions with minimum negative impacts. All our business functions are responsible for identifying and prioritizing their activities to support business continuity management. COVID-19 was a key disruption for 2020 and 2021 and the Bank adopted multiple measures to ensure our business continuity. We also ensured wellbeing of our employees with utmost priority by rolling out various employee welfare initiatives and we achieved minimum disruption of business services using a hybrid working model. It included activation of work from home (WFH) with our IT infrastructure scaled up to accommodate WFH using Virtual Private Network (VPN) capabilities. Post lockdown, we implemented a phased return to office plan for employees in various business functions depending on the nature and requirement of tasks. We published several COVID-19 related guidelines in line with local and international norms related to social distancing, contact tracing, quarantine, restricted business travel and halting of physical meetings and events. Our cybersecurity capabilities were enhanced to ensure smooth WFH for the employees and preventing or mitigating operational risks. In order to test the robustness and strengthen our BCM infrastructure we have performed the following:

- Relocation of the Primary Data Centre to the new Head Office and ensured continuity of critical business operations.
- Successfully executed the Live Data Recovery Test during the data center relocation to the new HO.
- Supported and coordinated with the General Security and Premises & Maintenance teams on the Emergency and Safety preparedness for the new Head Office building in raising internal awareness on safety procedures.
- Several focused initiatives & security protocols were implemented on priority for the well-being of all the customers & staff to ensure their good health & overall safety.
- Key steps were undertaken by the nominated teams to maintain crucial business processes running at all times even during the partial and full lockdown periods which helped us to maintain exceptional customer service from a business continuity perspective.

Annexure

Definition of Terms

AFC	Anti-Financial Crime
ATM	Automated Teller Machines
AUK	American University of Kuwait
BACCH	Bayt Abdullah Children's Hospice
BCM	Business Continuity Management
BNRC	Board Nomination and Remuneration Committee
BRC	Board Risk Committee
BSDC	Board Strategic & Digital Committee
CBK	Central Bank of Kuwait
CCMT	Cyber Crisis Management Team
CEO	Chief Executive Officer
COVID-19	Coronavirus
CSF	Cyber security framework
CSP	Customer Security Program
CSR	Corporate Social Responsibility
ESG	Environmental, Social, and Governance
GCRO	Group Chief Risk Officer
GHG	Greenhouse Gases
GJ	Gigajoule
GRI	Global Reporting Initiative
ICR	Internal Control Review
IOT	Internet of Things
IT	Information Technology
KACCH	Kuwait Association for the Care of Children in Hospital
KEF	Kuwait Equestrian Federation
KD	Kuwaiti Dinar
KFAS	Kuwait Foundation for Advancement of Sciences
KIPIC	Kuwait Integrated Petroleum Industries Company
LED	Light-emitting diode
LTD	Learning and Talent Development
MSCI	Morgan Stanley Capital International
NGO	Non-Governmental Organization
OT	Operational Technology
PCI	Payment Card Industry
PIMS	Privacy Information Management System
PLD	Program for Leadership Development
RMG	Risk Management Group
SASB	Sustainability Accounting Standards Board
SDG	Sustainable Development Goals
SME	Small and Medium-sized Enterprises
TSCK	The Scientific Center of Kuwait
UN	United Nations
VMP	Vulnerability Management Program
WFH	Work from Home

GRI Content Index

GRI Standard		Disclosure	Page Reference and Explanation
GRI 102: General Disclosures, 2016			
GRI 102: Organizational Profile			
102-1	Name of the Organization		Page 1
102-2	Activities, brands, products, and services		Annual Report
102-3	Location of headquarters		Annual Report
102-4	Location of operations		Page 9
102-5	Ownership and legal form		Annual Report
102-6	Markets served		Page 9
102-7	Scale of the organization		Page 9
102-8	Information on employees and other workers		Page 25
102-11	Precautionary principle or approach		Burgan Bank conducts environmental and social assessments as per regulatory requirements
102-12	External initiatives		Page 43
GRI 102: Strategy			
102-14	Statement from senior decision-maker		Page 7
102-15	Key impacts, risks, and opportunities		Page 24
GRI 102: Ethics and integrity			
102-16	Values, principles, standards, and norms of behavior		Page 21
102-17	Mechanisms for advice and concerns about ethics		Page 22
GRI 102: Governance			
102-18	Governance Structure		Annual Report
102-19	Delegating authority		Page 20
102-20	Executive-level responsibility for economic, environmental, and social topics		N/A
102-21	Consulting stakeholders on economic, environmental, and social topics		Page 15
102-22	Consulting stakeholders on economic, environmental, and social topics		Page 20
102-23	Chair of the highest governance body		Page 7
GRI 102: Stakeholder Engagement			
102-40	List of stakeholder groups		Page 15
102-42	Identifying and selecting stakeholders		Page 15
102-43	Approach to stakeholder engagement		Page 15
102-44	Key topics & concerns raised		Page 15
GRI 102: Reporting practices			
102-45	Entities included in the consolidated financial statements		Annual Report
102-46	Defining report content and topic boundaries		Page 3
102-47	List of material topics		Page 14
102-48	Restatements of information		N/A
102-49	Changes in reporting		N/A
102-50	Reporting period		1 st January to 31 st December
102-51	Date of most recent report		16 th February 2022
102-52	Reporting cycle		Annual
102-53	Contact point for questions regarding the report		Page 3
102-54	Claims of reporting in accordance with the GRI Standards		Page 3
102-55	GRI Content Index		Page 46

GRI Content Index

GRI Standard	Disclosure	Page Reference and Explanation
Topic Specific Standard: Economic		
GRI 103: Management Approach, 2016		
103-1	Explanation of the material topic and its boundary	Page 29
103-2	The management approach and its components	Page 29
103-3	Evaluation of management approach	Page 29
201-1		Page 29
Topic Specific Standard: Environment		
GRI 302: Energy, 2016		
103-1	Explanation of the material topic and its boundary	Page 49
103-2	The management approach and its components	Page 49
103-3	Evaluation of management approach	Page 49
302-1	Energy consumption within the organization	Page 49
302-3	Energy intensity	Page 49
GRI 306: Effluents and Waste, 2016		
103-1	Explanation of the material topic and its boundary	Page 49
103-2	The management approach and its components	Page 49
103-3	Evaluation of management approach	Page 49
306-2	Waste by type and disposal method	Page 49
Topic Specific Standard: Social		
GRI 401: Employment, 2016		
103-1	Explanation of the material topic and its boundary	Page 25
103-2	The management approach and its components	Page 25
103-3	Evaluation of management approach	Page 25
401-1	New employee hires and employee turnover	Page 25
402-1	Minimum notice periods regarding operational changes	Page 25
GRI 404: Training and Education, 2016		
103-1	Explanation of the material topic and its boundary	Page 36
103-2	The management approach and its components	Page 361
103-3	Evaluation of management approach	Page 36
404-1	Average hours of training per year per employee	Page 37
404-2	Programs for upgrading employee skills and transition assistance programs	Page 37
GRI 405: Diversity and Equal Opportunity, 2016		
103-1	Explanation of the material topic and its boundary	Page 19
103-2	The management approach and its components	Page 19
103-3	Evaluation of management approach	Page 19
405-1	Diversity of governance bodies and employees	Page 19 and Annual Report

Kuwait Boursa Index

Sustainability Dimension	Sustainability Topics	Sustainability indicators	Disclosure	Page No.
Economy	<ul style="list-style-type: none"> • Market efficiency • Economic contribution • Local economy • Workforce 	1. Annual report	Yes	Annual Report
		2. Sustainability report	Yes	All
		3. Local procurement spending (%)	Yes	Page 42
		4. Full time employees	Yes	Page 25
		5. Employee wages and benefits (KWD)	No	N/A
Environment	<ul style="list-style-type: none"> • Environmental management • Energy management • Atmospheric emissions • Water management • Waste management 	6. Environmental policy	No	N/A
		7. Energy use	Yes	Page 49
		8. Carbon emission	No	N/A
		9. Water use	No	N/A
		10. Waste generated	Yes	Page 49
		11. Waste recycled	Yes	Page 49
Social	<ul style="list-style-type: none"> • Kuwaitisation • Employment • Health and Safety • Diversity and inclusion • Training and development • Human rights • Business integrity • Community initiatives 	12. Kuwaitization (%)	Yes	Page 40
		13. Youth employment (%)	No	N/A
		14. Injury rate	No	N/A
		15. Women in the workforce (%)	Yes	Page 25
		16. Training hours per employee	Yes	Page 37
		17. Employee turnover (%)	Yes	Page 36
		18. Human rights policy	Yes	Page 27
		19. Code of ethics	Yes	Page 21
		20. Community investment	Yes	Page 43
Governance	<ul style="list-style-type: none"> • Board of directors • Audit and internal controls • Shareholder rights • Executive remuneration 	21. Board independence (%)	Yes	Annual Report
		22. Risk management committee at the board level	Yes	Page 20
		23. Non-audit fees (%)	Yes	Annual Report
		24. Voting results	Yes	Annual Report
		25. Links between executive Pay and Performance	Yes	Annual Report
		26. Compliance with the CMA's Corporate Governance regulatory requirements	Yes	Page 23



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