



**SUSTAINABILITY  
REPORT**



عاشراً  
Years







# Sustainability Report

7<sup>th</sup> Edition

Head Office

Amman – Shmeisani Area – Shaker Bin Zaid St.

P.O. BOX (7693) Amman 11118 - The Hashemite Kingdom of Jordan

Head Office Phone: +962 6 (5005555)

Fax: +962 6 (5691675-5678121)

Call Center (Iskan 7/24) & Phone Banking:

+962 6 (5200400) or 080022111

SWIFT: HBHOJOAXXX

info@hbt.com.jo

www.hbt.com





## of Giving and Achievement

The year 1973 witnessed the establishment of a Jordanian public limited shareholding company under the name of the Housing Bank for Trade and Finance, with a capital of half a million Jordanian JD, which was raised several times over the past fifty years to reach JD 315 million. In 1997, the Bank began a new phase in its career by transforming into a comprehensive commercial bank, expanding to become one of the largest leading banking Groups in the Kingdom and the region. Spanning five decades, the Group's legacy extends from a notable past filled with achievements, moving forward towards new beginnings in various aspects of the Group's work, activities, growth and development opportunities.

Since opening its first branch in Amman at 1974, the Group has been instrumental in driving change, introducing innovative solutions and driving financial needs of people in Jordan, and in markets and locations where the Group operates more than 160 branches.

Through its journey and tireless efforts, the Bank has been able to become a banking partner for life to a wide base of customers from various banking sectors, by providing innovative banking solutions that contribute to economic growth and providing advanced services through many channels, including its various electronic channels. At the beginning of 1993, the Bank introduced ATMs to its banking network to be one of the first to do so in Jordan. Today, there are 221 ATMs across the Kingdom.

The Bank's employees have been at the heart of its success over the past fifty years. Since its inception, the Bank has been committed to attracting, developing, and retaining the best employees. The bank continues to support a sustainable economy by promoting activities that contribute to environmental, social, and corporate governance across its activities, society, and environment, which allowed it to remain the "Bank of Generations for Life."

The Bank had several pioneering initiatives along its eventful journey, and it was the first bank to implement a savings account prizes system in Jordan in 1978. It was also the first bank in Jordan and the Arab world to establish a children's branch in 1993, and a mobile branch in 1975.



Over the years, the Bank has received advanced credit ratings from many specialized international evaluation institutions, in addition to receiving several prestigious awards such as the "Best Bank in Jordan" award from Euromoney magazine, and the "Best Jordanian Bank" award from the banker magazine. The Bank has also attained numerous certificates of achievement, and awards of excellence, both locally and internationally.

The most significant award the Bank received was the King Abdullah II Award for Excellence, and the Order of the Star of Jordan, of the First Class.



# Content

About This Report	07
CEO's Message	08
HBTF Shareholder Composition for 2023	09
Our Branches	10
Group Financial Performance	11
Performance and Achievements Highlights 2023	12
Committed to Sustainability	13
Sustainable Development Goals	17

## 01

Customer Service

## 02

Responsible  
Banking

## 03

Our Environmental  
Footprint

## 04

Our People

## 05

Our Social  
Responsibility

## 06

Governance,  
Compliance, and Risk  
Management

## Appendices

Appendix A: Report Scope and Boundaries	63
Appendix B: Stakeholders Engagement Map	64
Appendix C: GRI Content Index	66



## About This Report

As one of the leading banks in Jordan, we are dedicated to actively contributing to a sustainable future for the communities we serve. In line with this commitment, we present our annual report, which highlights our sustainability efforts (environmental, social, and governance) in the Hashemite Kingdom of Jordan for the period from January 1 to December 31, 2023. This report also includes information on the bank's operations at the Group level in certain instances.

The report has been developed in accordance with the basic standards of the Global Reporting Initiative (GRI) and the sustainability reporting guidelines issued by the Amman Stock Exchange. For more details, please refer to Appendix C of the GRI Content Index.

For further information about the Housing Bank for Trade and Finance, please visit our website:

[www.hbtf.com](http://www.hbtf.com)

We welcome your opinions and feedback on our sustainability approach and performance. Please email us at:

[Sustainability@hbtf.com.jo](mailto:Sustainability@hbtf.com.jo)



## CEO's Message



### Dear Stakeholders,

I am delighted to introduce you the Housing Bank's 2023 Sustainability Report. At the Housing Bank Group, we are steadfast in advancing our sustainability agenda while striving to foster positive and tangible change within the banking sector. We take great pride in our contributions to the transition towards a sustainable economy.

We believe that our activities create long-term value for our shareholders, customers, and other stakeholders. In 2023, we demonstrated solid performance across Environmental, Social, and Governance (ESG) dimensions, and we recognize that significant achievements lie ahead in the coming years.

In 2023, we entered into a pivotal agreement with the European Bank for Reconstruction and Development (EBRD). Through this agreement, we secured USD 15 million in credit financing, in partnership with the European Union (EU) and the Green Climate Fund (GCF). These funds will be allocated to green financing initiatives, supporting us in developing a comprehensive strategy for managing ESG risks in accordance with global best practices and the Central Bank of Jordan guidelines.

We also made significant strides in enhancing our sustainability performance, increasing the participation of youth and women within our workforce, optimizing our energy consumption, reducing paper usage, and boosting local supplier engagement.

Our ambition is to remain a pioneering bank in the field of sustainability. We are committed to supporting our customers in their sustainability endeavors and leading by example in our operations. Additionally, we aim to share our lessons learned with the broader community to achieve the best possible outcomes.

In conclusion, I would like to express my heartfelt gratitude to all our stakeholders, including our shareholders, loyal customers, and employees. Your support and trust are the bedrock of our ongoing commitment to sustainability. We look forward to collaborating with all our stakeholders to build a better, more environmentally and socially responsible society.

**Respectfully**

**Ammar Al-Safadi**  
**Chief Executive Officer**

## HBTF Shareholder Structure for 2023

The Housing Bank for Trade and Finance is a premier financial institution, recognized both locally and regionally for delivering comprehensive financial services since 1973. With its headquarters in Amman, Jordan, and a capital of 315 million Jordanian Dinars, the Group operates across 9 diverse regional and global markets. It holds a distinguished position among Jordanian and regional banks across various performance indicators.

Our business is structured into four primary sectors:

**Retail Banking:** Includes following up on deposits of individual customers and small businesses, as well as granting them loans, credit cards, and other services.

**Corporate:** This includes following up on deposits, credit facilities and other banking services for institutional and corporate clients.

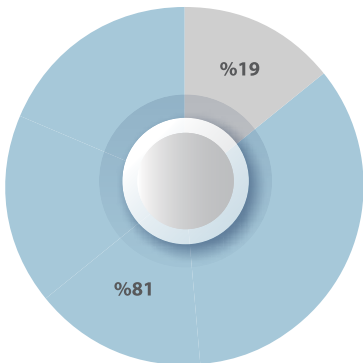
**Corporate Finance:** The activity of this sector relates to arranging structured finance and providing services relating to privatizations, IPO's, mergers and acquisitions.

**Treasury:** This sector includes providing trading and treasury services and the management of the bank's funds in money and capital markets.

At the Housing Bank, we are committed to driving innovation and enhancing service standards in the banking industry, both within the Kingdom and in our other operational markets. We continue to invest in cutting-edge banking technology and prioritize customer satisfaction, while upholding exemplary standards in governance, risk management, and compliance.

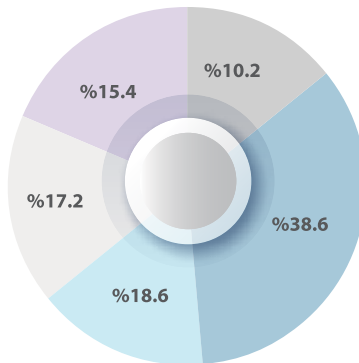
The following charts illustrate the structure of the Housing Bank shareholders, categorized by the shareholding entity and nationality:

**HBTF Shareholder Structure for 2023 (by Nationality)**



Jordanian  
 Non-Jordanian

**HBTF Shareholder Structure for 2023**



Qatar National Bank  
 Kuwait Investment Authority  
 Libyan Foreign Bank  
 Social Security Corporation/Jordan  
 Others

## Our Branches



We Operate in 3 Continents



We Are Present in 9 Markets



566,000 Customers in Jordan



More Than 4,000 Employees in the Group



106 Branches in Jordan




221 ATMs in Jordan

# Performance and Achievements Highlights

**Assets**


8.7 Billion JD



With a Growth Rate of %2.6  
And a Market Share of %11.9

**Customers Deposits**


5.7 Billion JD



With a Growth Rate of %6.2  
And a Market Share of %10.8

**Direct Credit Facilities**

4.5 Billion JD



With a Growth Rate of %4.8  
And a Market Share of %11.3

**Market Capitalization**


1.2 Billion JD



%6.9 of the total  
value of the Amman Stock Exchange

**Gross Income**

438 Million JD



With a Growth Rate of %15.9

**Profit After Tax**

140.8 Million JD



With a Growth Rate of %6.3

## Performance and Achievements Highlights

Customer Service	Customer Base: 566,000 customers	Total Transactions: 27.5 Million JD	%17.2 Mobile App Transactions (Via Iskan Mobile)
Responsible Banking	Green Loans Volume: 3 Million JD		
Environmental Footprint	%14.2 Direct Energy Consumption Reduction	%1.2 GHG Emissions Reduction (Scope 1 and 2)	%56 Paper Recycling
Our People	24 hours Average Training Hours per Employee	%30.9 Employees Under 30	%36 Female Employees
Our Social Responsibility	2.6 Million JD Community Investments		
Governance, Compliance, and Risk Management	%38 Independent Board Members	%23.1 Female Board Members	

# Committed to Sustainability

At the Housing Bank, we have been publishing our Sustainability Report annually since 2017, providing comprehensive disclosures on a wide range of sustainability issues. Prior to this, we released annual reports covering governance practices and financial performance, supplemented by social responsibility reports. Previous sustainability reports are available on our website:

<https://hbtbf.com/en/sustainability-reports>

## HBTF's Approach to Sustainability

We continually strive to emphasize and adequately report on sustainability elements in our performance. Our focus areas reflect our commitment to strong governance and an effective environmental and social orientation.

Below are our key sustainability focus areas:

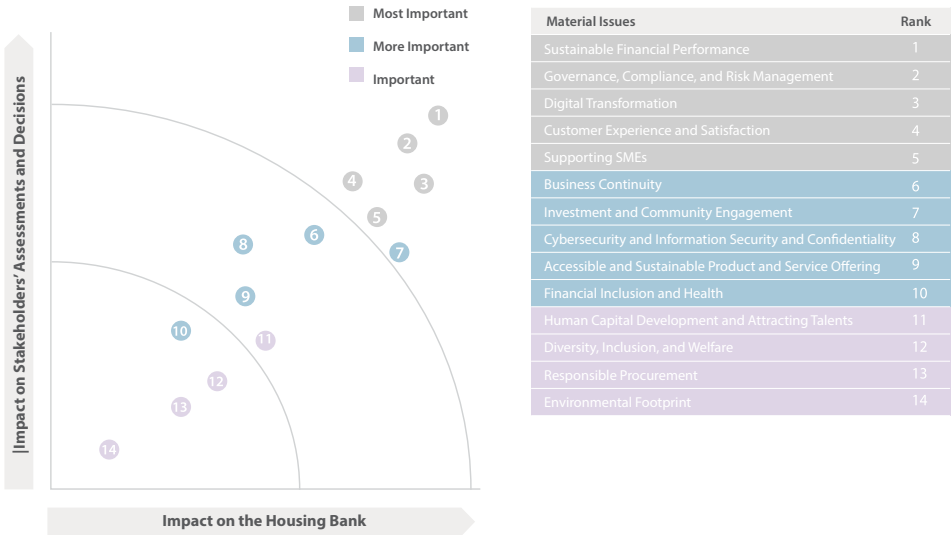
### Sustainability Framework at the Housing Bank



## Material Issues

During 2023, we conducted a comprehensive re-evaluation of our material issues. The analysis confirmed that the issues identified in 2022 remain relevant. However, we made several minor amendments to the terminology to better align with our strategic context. The total number of our material issues remains at 14, covering our key focus areas: Customer Service; Responsible Banking; Environmental Footprint; Our People; Social Responsibility; Governance, Compliance, and Risk Management

Materiality Matrix



## Aligning our Material Issues with the SDGs

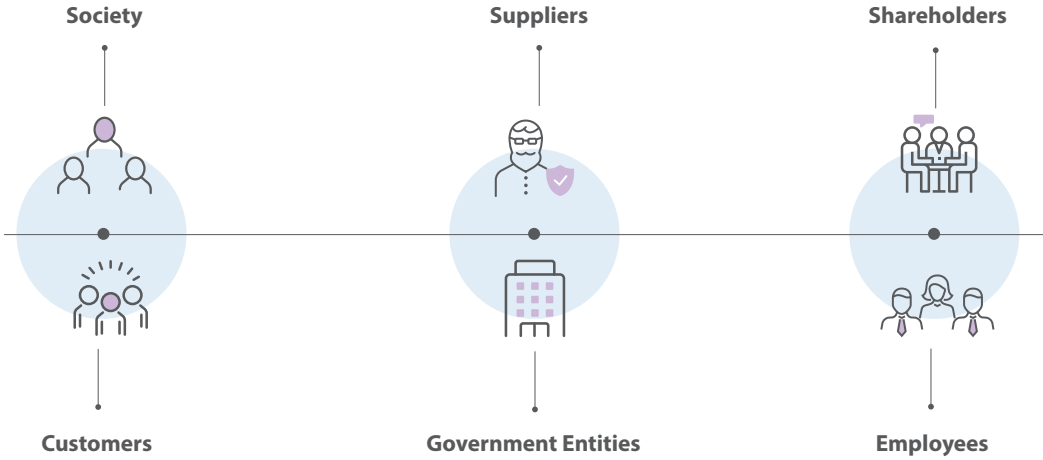
Issue	SDG		
Sustainable Financial Performance			
Governance, Compliance, and Risk Management			
Digital Transformation			
Customer Experience and Satisfaction			
Supporting SMEs			
Business Continuity			
Investment and Community Engagement			
Cybersecurity and Information Security and Confidentiality	 		
Accessible and Sustainable Product and Service Offering			
Financial Inclusion and Health			
Human Capital Development and Attracting Talents			
Diversity, Inclusion, and Welfare			
Responsible Procurement			
Environmental Footprint			

# Stakeholder Engagement

We recognize that engaging our stakeholders is crucial to the success of our business. Stakeholders are individuals or organizations that influence and/or could be affected by our activities, services, and our performance on material issues identified through their involvement. We prioritize engaging with our stakeholders to identify, understand, and respond to sustainability issues and concerns, and we actively involve them in our decision-making processes and performance evaluations.

Currently, we are conducting an independent review of our stakeholder engagement practices within the Housing Bank. This review aims to identify areas of opportunity and provide recommendations on how to advance our stakeholder engagement strategies effectively. Given that stakeholder engagement at the Housing Bank is decentralized, several teams manage stakeholder relationships and inquiries. In the event of dissatisfaction with the service or assistance provided, stakeholders can reach out to the appropriate point of contact.

## Main Stakeholders at the Housing Bank



For more information about our stakeholders, please see [Appendix B](#).



The following table outlines our methods of communication with various stakeholders:

Stakeholders	Communication Channels	Needs and Expectations
<b>Customers</b>	<ul style="list-style-type: none"> <li>• Annual Reports and Sustainability Reports</li> <li>• Branches</li> <li>• Customer Care Centre</li> <li>• Internet and Mobile Banking</li> <li>• Various Communication Channels</li> <li>• Various Advertising and Promotional Campaigns</li> <li>• Email Messages</li> <li>• Periodical Polls &amp; Surveys</li> <li>• Receiving, Analysing and Addressing Complaints</li> </ul>	<ul style="list-style-type: none"> <li>• Digital Channels</li> <li>• Exceptional Customer Experience</li> <li>• Competitive Products</li> </ul>
<b>Shareholders</b>	<ul style="list-style-type: none"> <li>• Annual Reports and Sustainability Reports</li> <li>• The bank's Website</li> <li>• Annual General Assembly</li> <li>• Public Disclosures</li> <li>• Press Releases</li> </ul>	<ul style="list-style-type: none"> <li>• Sustainable Financial Performance</li> <li>• Transparent and Open Communication</li> <li>• Profit Distribution</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Community Service and Volunteering (Ataa Al Iskan Team)</li> <li>• Face-to-Face and Group Meetings</li> <li>• Annual Employee Satisfaction Survey</li> <li>• Receipt and Follow-up on Employee Complaints</li> <li>• Reward and Incentive Programs</li> <li>• Training and Development</li> </ul>	<ul style="list-style-type: none"> <li>• Competitive Rewards</li> <li>• Professional Development</li> <li>• Equitable and Equal Opportunities</li> </ul>
<b>Government Entities</b>	<ul style="list-style-type: none"> <li>• Engaging Concerned Ministries and Regulatory Bodies</li> <li>• Periodic Reports Submitted to Government Entities</li> <li>• Compliance with Laws and Regulations</li> <li>• Supporting Key National Initiatives</li> </ul>	<ul style="list-style-type: none"> <li>• Robust Risk Management and Governance</li> <li>• Compliance with All Legal and Regulatory Requirements</li> </ul>
<b>Suppliers</b>	<ul style="list-style-type: none"> <li>• Contracts</li> <li>• Constant Engagement with Suppliers and Contractors for Procurement Purposes</li> <li>• Negotiation and One-on-One Meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Fair and Transparent Referral Process</li> <li>• Timely Payments</li> </ul>
<b>Society</b>	<ul style="list-style-type: none"> <li>• Contribute to Increasing the Financial Inclusion of All Society Members</li> <li>• Various Media (Visual, Audio, and Written Media)</li> <li>• Social Media Network</li> <li>• Annual Reports and Sustainability Reports</li> <li>• Community Initiatives</li> <li>• Supporting Environmental and Social Activities</li> </ul>	<ul style="list-style-type: none"> <li>• Provide a Positive Contribution to Society</li> <li>• Create Job Opportunities</li> </ul>

# Sustainable Development Goals



Sustainable Development Goals (SDGs) are global foundations for collective action by governments, institutions, civil society, and individuals to achieve sustainable development and foster positive change.

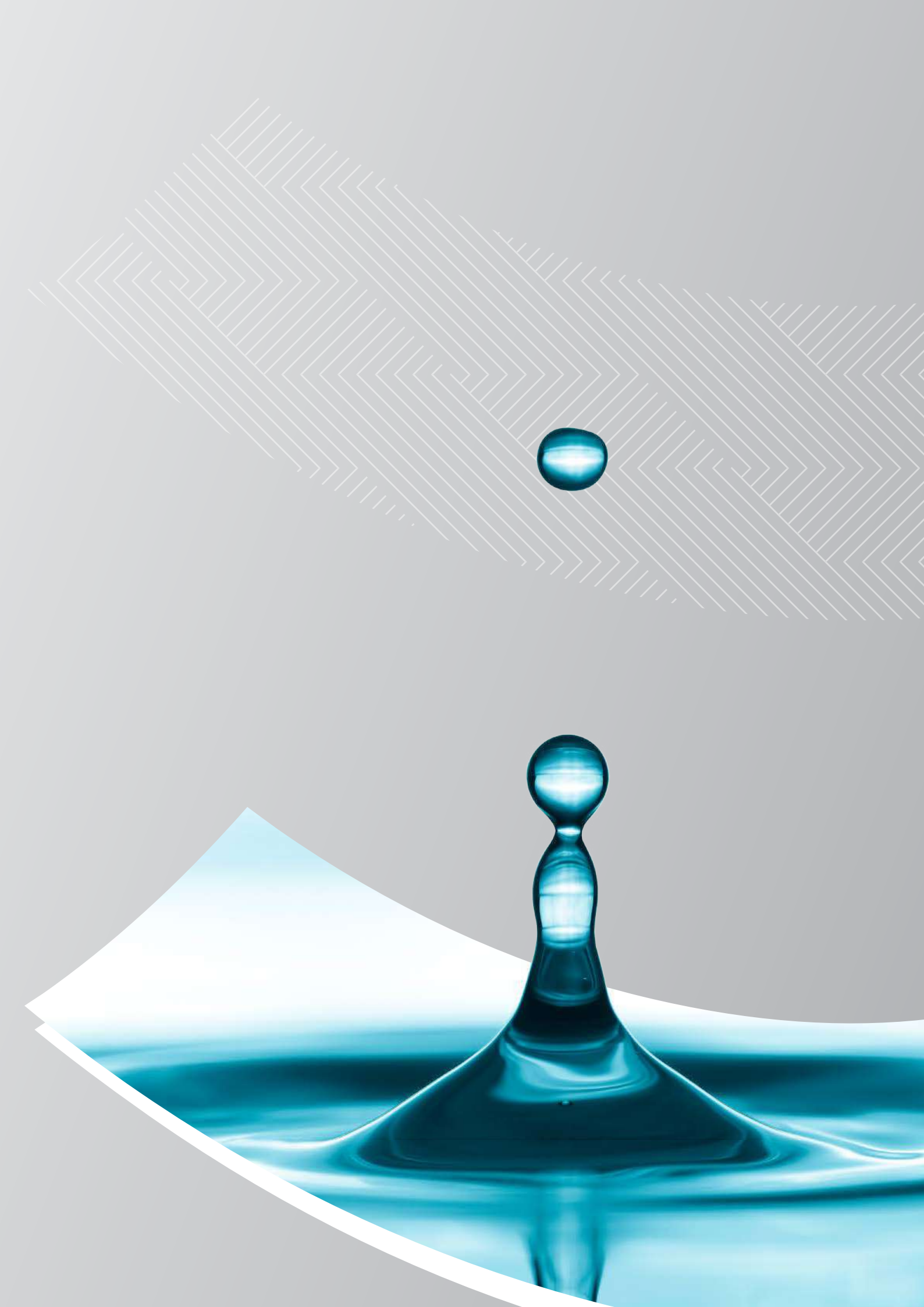
While our efforts encompass all 17 SDGs, this section highlights the goals most pertinent to our work and where we believe we can make the greatest impact. Although the SDGs are not binding, we are committed to aligning our strategies and activities with these objectives.

## The Sustainable Development Goals Most Relevant to the Housing Bank in 2023:

	<p>We are dedicated to promoting diversity, equality, and inclusion within our workforce. This includes supporting women’s access to banking services and backing initiatives that empower women.</p>
	<p>We aim to create fair employment opportunities, assist entrepreneurs in building their businesses, generate jobs, and bolster local economies.</p>
	<p>Our efforts focus on increasing access to banking services for SMEs by offering tailored financial packages and services. Additionally, we support innovation and creativity through digital transformation, enhancing operational efficiency and accessibility to banking services.</p>
	<p>We strive to reduce inequalities by encouraging the participation of women and youth in our workforce and ensuring they receive fair compensation without discrimination.</p>
	<p>We encourages, anti-corruption measures, and strong institutions are fundamental to sustainable development. We are committed to strengthening the rule of law, ensuring equal opportunitie and minimizing corruption and bribery in all forms.</p>
	<p>We are committed to forming robust partnerships with the government and civil society organizations enhance capabilities and ensure the successful achievement of sustainable development goals.</p>

01

**Customer Service**



## Customer Service

At the Housing Bank, we consistently strive to deliver a comprehensive suite of banking solutions and services that cater to the evolving needs of our diverse customer base. Our goal is to provide the highest level of service with exceptional efficiency, enabling our customers to complete their banking transactions swiftly and securely.

### Housing Bank Customers

We prioritize building strong relationships with our customers by understanding their unique needs and preferences. Through transparent communication and personalized service, our employees are trained to foster trust and ensure that our products and services exceed customer expectations. By collaborating with our customers, employees, and communities, we aim to achieve positive outcomes for all stakeholders.

By the end of 2023, our customer base, comprising both depositors and borrowers, had grown to approximately 566,000 retail and corporate clients, with %38 of our customers being female.

### Housing Bank Customers Acquiring Loans

As of the end of 2023, the size of our retail loan portfolio reached 1,672 million JD, marking an %0.8 growth. The loan portfolio for SMEs grew by %13.8, reaching 211.8 million JD. Our portfolio for corporate also saw a slight increase, totalling 1,735 million JD with a growth rate of %0.2.

The table below illustrates the distribution of our loan portfolio by borrower type:

	retail	SMEs	Corporate
<b>2019</b>	1,414	134	1,822
<b>2020</b>	1,460	147.3	1,833
<b>2021</b>	1,532	153.8	1,593
<b>2022</b>	1,658	186.1	1,732
<b>2023</b>	1,672	211.8	1,735

While the number of retail borrowers was 95,578, the number of SMEs borrowers was 2,574. The number of corporate borrowers was 623.

The table below illustrates the distribution of our borrowing clients by borrower segment:

	Retail	SMEs	Corporate
<b>2019</b>	103,512	2,610	559
<b>2020</b>	98,922	2,941	563
<b>2021</b>	95,951	2,852	585
<b>2022</b>	97,778	2,893	625
<b>2023</b>	95,578	2,574	623

### Closing the Gender Gap

At the Housing Bank, we are dedicated to advancing women’s participation in the labor market by providing tailored banking products and solutions. In 2023, women represented %19.2 of our retail borrower clients, with loans to female clients accounting for %16.1 of the total Retail client loan portfolio.

### Promoting Youth Financing

Supporting the financial needs of young borrowers is a key priority for us. In 2023, individuals under the age of 30 comprised %5.4 of our total retail borrowers, and the facilities granted to them constituted %2.8 of the total credit facilities provided to retail.

### Our Digital Channels

We are committed through our digital channels (Iskan Mobile, Iskan Pay, Iskan Online, Iskan Engage, Iskan Chat, an automated response service Iskan 7/24. and our extensive ATM & ITM network which spans across the Kingdom), to offer a robust suite of digital services, easily accessible aiming to deliver an exceptional customer experience. We maintain open communication channels to meet the evolving desires and needs of our customers.

The table below highlights the growth in the performance of our digital channels during 2023:

Performance of Our Digital Channels *					
	2019	2020	2021	2022	2023
Number of Transactions through Mobile phone (Iskan Mobile)	1,985,218	2,546,403	3,221,135	3,964,068	4,733,478
Number of Online Transactions (E-Commerce)	104,601	122,633	160,048	496,937**	672,480
Number of Transactions Through the Iskan 24/7 Call Centre	300,452	412,309	982,807	704,221	729,138
Number of ATM Transactions	11,634,802	11,600,673	13,506,105	14,472,837	17,327,051
Total	14,025,073	14,682,018	17,870,095	19,232,757	23,462,147

\*The number of transactions represents financial transactions only and excludes the Iskan 24/7 call centre transactions, which account for the number of incoming calls.

\*\* Figure has been updated

## Our Branches

In 2023, the Housing Bank maintained its leadership in the local banking sector, boasting the largest branch network with 102 branches and 4 offices. Our branches are strategically located in carefully selected areas and complexes across various governorates of the Kingdom. This includes a mobile branch and a specialized branch for children.

The table below shows the number of transactions executed through our branch network:

Number of Transactions Through Branches					
	2019	2020	2021	2022	2023
Number of Transactions Through Branches	6,919,462	5,798,918	4,701,450	3,891,459	4,009,751

## Enhancing Customer Experience

At the Housing Bank, we renew our commitment to meeting the banking requirements and needs of our customers. Customer focus is an integral part of the quality of our services. We continuously strive to provide an exceptional banking experience by maintaining constant communication, responding to suggestions, addressing complaints, answering inquiries, and facilitating banking transactions around the clock through the following communication channels:

- The bank's Website
- Social Media Platforms
- Customer Care and Service Centre
- Iskan 24/7 Call Centre
- Complaints Department (Compliance Department)

In 2023, we conducted regular surveys and studies to measure customer satisfaction with our services. This included customer satisfaction surveys and mystery shopper studies performed by external research firms. The results of these studies and surveys have demonstrated a high level of customer satisfaction with our services, meeting international standards. The following table shows the results of the studies and surveys conducted during the year:

Study	2021	2022	2023
Customer Satisfaction Study	%81.0	%83.6	%83.5
Mystery Shopper Study (for Jordan Branches)	%83.5	%86.3	%87

In addition to the primary results shown in the table above, the ease of effort for customers when dealing with the bank’s branches reached an impressive %92. The rate of customers recommending the bank’s services to relatives and friends was %58.

This year’s customer satisfaction survey included a sample of 5,000 customers, the largest in the bank’s history, demonstrating a high customer satisfaction level of %83.5.

The mystery shopper study, one of the most extensive conducted in the Kingdom, evaluated all frontline employees, covering 827 visits and assessing 827 staff members. The findings showed an improvement in overall performance, with Jordanian branches scoring %87 in overall performance compared to %86.3 in 2022, marking a slight increase.

Furthermore, our mystery shopper assessment of the telephone service center revealed an overall performance rate of %87.8.

At the beginning of 2023, we established a dedicated Customer Experience Unit to analyze customer touchpoints and design comprehensive customer journey maps. This unit also launched Voice of the Customer and Voice of the Employee initiatives to enhance customer experiences and implement recommendations for improvement across all service stages. Through this initiative, we aim to ensure seamless access to and understanding of our services and products. We continuously evaluate and improve customer experience, striving to elevate satisfaction levels with all of the Housing Bank’s offerings.



02

**Responsible Banking**



## Responsible Banking

At the Housing Bank, we are committed to offering and developing responsible banking services and products that ensure robust financial performance, support economic growth in the Kingdom, and bolster our role in sustainable economic development. This includes financing national projects, particularly those that are environmentally friendly.

### Responsible Finance

Aligned with our ambition to support sustainable projects, we continually refine the process of integrating environmental and social criteria into our credit policies. This reduces the risks associated with these issues and minimizes the potential impacts of our projects. Our aim is to drive growth in the Kingdom and generate positive social, economic, and environmental impacts for our clients, employees, and stakeholders.

We are dedicated to aligning our strategy with sustainable development goals, ensuring that all our future endeavours, products, and services support a sustainable future without compromising our long-term objectives.

### Green Loans

In an effort to help our customers reduce the Environmental, Social, and Governance (ESG) risks they face, we offer green financing solutions that support the transition to a green economy. This includes promoting alternative energy sources and sustainable business practices, which have positive, measurable environmental impacts.

In 2023, we signed an agreement with the European Bank for Reconstruction and Development (EBRD), securing a credit line of 15 million USD in collaboration with the European Union and the Green Climate Fund (GCF), dedicated to green financing. This agreement provides the bank with technical support to develop a comprehensive strategy for managing ESG risks, aligning with global best practices and the Central Bank of Jordan (CBJ)'s guidelines.

This agreement enables us to offer green financing to small, medium, and micro enterprises in Jordan, supporting their investments in environmentally sustainable projects aimed at mitigating climate change. It also allows us to design new products aligned with our strategic objectives for a more sustainable future.

This initiative marks the first agreement in the Southern and Eastern Mediterranean region under the EBRD/Paris alignment methodology in the financial sector, positioning the Housing Bank as a model in this field. In 2023, we supported numerous projects focused

on renewable energy, energy efficiency, green real estate, sustainable waste management, clean transportation, sustainable water management, climate change adaptation, and carbon removal technologies, providing over 3 million JD in financing for these projects.

Additionally, we signed an agreement with Crif Information Technology Solutions (Crif ITS) to promote green financing. This partnership allows our corporate clients to use the Synesgy digital platform to evaluate their ESG standards and obtain an ESG certificate recognized by companies in Europe and the USA.

In collaboration with the Association of Banks in Jordan, we conducted awareness sessions on green financing and sustainability and offered specialized courses on identifying green financing opportunities in the industrial sector.

### Our Commitment to Financial Inclusion

As a socially responsible bank, we view financial inclusion as a critical component of our customer experience. We strive to ensure that all individuals and businesses have access to financial solutions and services without discrimination. Our financial inclusion efforts primarily focus on financing SMEs to support business growth and providing financial education to the community to increase financial literacy. We achieve this by offering a wide range of products and services, expanding digital solutions, and hosting financial education events.

Recognizing that access to banking services is a crucial step towards financial inclusion. In 2023, we continued investing to find new ways to serve all customer segments and develop innovative products and services for those who are financially excluded or underbanked. We participated in numerous workshops aimed at promoting savings awareness among women, school students, and youth. Additionally, we introduced various products, such as the subsidized housing loan program (Good Housing for Good Living) and the soft instalment program.

The following table shows the monetary value of products and services designed to achieve a specific social benefit (in JD)\*

	2019	2020	2021	2022	2023
Good Housing for Good Living	38,203,616	36,836,881	35,104,789	33,608,516	31,760,696
Instalment Program (Advances)**	363,428	351,410	355,536	319,470	208,141
Basic Bank Account***	897,965	227,270	655,501	437,127	489,139

\*The figures above reflect the outstanding loan balances for each product.

\*\*The reduction in the purchase instalment program is attributed to direct instalment offers from companies and the correlation between customers' obligations and their income levels.

\*\*\*The basic bank account initiative was launched in 2019.

Regarding financial inclusion, the percentage of new accounts opened by individuals who became bank account holders for the first time was estimated to be between %6.5 and %6.8 in 2023, compared to 2022. This reflects a slight increase in the number of first-time bank account holders in 2023.

	2019	2020	2021	2022	2023
Percentage of New Accounts of Individuals Having Bank Accounts for the First Time	8.2	6.9	9.5	6.5	6.8
Percentage of New Accounts Holding Credit Cards for the First Time	55.6	45.5	46.7	47.1	48.2
Percentage of Total Local Loans for Unprivileged or Less Fortunate Business Sectors	29.9	30.4	30.5	30.2	29.5

\*The percentages above represent the loan distribution for small businesses and individual loan portfolios in the northern and southern regions.

## Supporting SMEs

At the Housing Bank, we are committed to empowering entrepreneurs and meeting the needs of SMEs through our specialized corporate banking team. We are proud of our strong SME customer base and continue to focus on enhancing efficiency and promoting digital literacy within this sector.

In 2023, we launched the FastTrack service, designed to expedite loans and financing for SMEs across the commercial, industrial, and service sectors. FastTrack offers a streamlined application process with competitive financing options up to 200,000 Jordanian Dinars, provided under favourable terms. Remarkably, approvals are granted within just two business working days, setting a new benchmark for rapid corporate financing. The scheme aims to support SMEs with annual sales not exceeding 5 million Jordanian Dinars by providing easy access to necessary funding. The program allows for financing terms of up to 24 months, including a grace period of up to 3 for SME procurement financing purposes.. Additionally, participants benefit from a complimentary Visa credit card for the first year.

By the end of 2023, the volume of loans allocated to SME clients had grown by %13.8 year-on-year compared to 2022. Our commitment extends beyond FastTrack, as we continue to participate in various financing programs that invigorate and sustain SME operations. The table below illustrates our contributions to the SME sector:

Value of SME Financing Programs (JD)					
	2019	2020	2021	2022	2023
Central Bank-Sponsored Programs	8,120,067	6,706,813	9,297,366	11,819,252	12,416,088
Medium-Term Industry Sector-Targeting Advances	12,250,691	35,970,588	51,929,518	51,850,328	62,058,741
Startups & Small Business Loan Agreement	837,701	937,709	1,937,871	4,901,886	4,550,408
The National Program to Combat COVID19-Pandemic	-	29,484,408	27,734,055	43,163,329	33,053,236

## Supporting Customers with Special Needs

At the Housing Bank, we are committed to providing inclusive access to our financial products and services for all customers. Our mission is to eliminate barriers to financing for underserved groups, including customers with special needs. We are dedicated to offering exceptional, non-discriminatory services, with our staff trained to ensure a seamless banking experience for all.

We have designed our products and services to comply with the Financial Consumer Protection Instructions on Dealing with Customers with Special Needs Fairly and Transparently issued by the CBJ. Key initiatives include:

- Many of our branches are designed with wheelchair access, featuring special ramps and dedicated service offices.
- We have equipped ATMs with voice functionality and positioned them at heights suitable for customers in wheelchairs.
- Our ATMs also feature Braille keyboards or distinguishable number pads to assist visually impaired customers.
- Our website is designed to support assistive technologies like screen readers and voice recognition software, ensuring usability for customers who cannot use a mouse or other pointing devices.

## Combating Financial Crimes

Understanding the significant social and economic impacts of financial crime, the Housing Bank has invested heavily in enhancing our capabilities to detect, deter, and report financial crimes. Our approach includes fostering sustainable business practices to eliminate criminal and unethical activities, while achieving the best outcomes for our clients in compliance with applicable regulations in our operating markets.

03

**Our Enviromental Footprint**







## Our Environmental Footprint


We are acutely aware of our responsibility to protect the environment. The Housing Bank strives to be environmentally friendly across all operations, including our management headquarters and branches. We have implemented several practical measures to reduce our environmental impact.

### Energy Consumption

**Direct Energy:** Our direct energy consumption—which includes fuel for heating, generators, and transportation—decreased by %14.2 in 2023, totalling 228,000 liters. This reduction is mainly due to the absence of power outages requiring generator use.


**Indirect Energy:** Our indirect energy consumption, from electricity use, saw a slight decrease of %0.2 in 2023.

#### Total Energy Consumption (GJ)



	2019	2020	2021	2022	2023
Total Energy Consumption (GJ)	72,677	84,581	77,780	85,259	83,603
Total Direct Energy Consumption (GJ)	7,422	9,472	5,780	10,704	9,180
Indirect Energy Consumption (GJ)	65,255	75,109	72,000	74,555	74,423

#### Direct Energy Consumption



	2019	2020	2021	2022	2023
Total Gasoline Consumption (L)	20,563	10,731	13,738	16,273	21,741
Total Diesel Consumption (L) (vehicles + generators)	164,076	224,906	130,044	250,000*	206,637
Total Fuel Consumption (L)	184,639	235,637	143,782	266,273	228,378

\* The figure has been updated

## Indirect Energy Consumption

	2019	2020	2021	2022	2023
Total Electricity Consumption (kWh)	18,126,327	20,863,624	20,000,000	20,709,606	20,673,650
Energy Consumption from Electricity (GJ)	65,255	75,109	72,000	74,555	74,423
Energy Intensity (GJ/ Employee)	27.7	31.1	25.2	25.9	26.2

## Greenhouse Gas Emissions (GHG)

**Scope 1 Emissions:** These are direct emissions from sources that are owned or controlled by the bank, such as diesel and gasoline-powered generators and transportation vehicles.

**Scope 2 Emissions:** These are indirect emissions from the generation of purchased electricity supplied to the bank by the Jordan Electricity Company.

GHG emissions are a critical component of the bank's environmental impact, underscoring our commitment to reducing our carbon footprint and achieving environmental sustainability.

In 2023, we successfully reduced our total greenhouse gas emissions by %1.2, reducing the total emissions to 10.1 thousand tons. Additionally, the intensity of emissions per employee decreased slightly to 3.54 tons per employee, reflecting our ongoing efforts to minimize our environmental impact.

## GHG Emissions (CO<sub>2</sub> equivalents)

	2019	2020	2021	2022	2023
Direct GHG Emissions (Scope 1) (CO <sub>2</sub> equivalents) [tonne]	488.8	628.8	381.4	709.2	605.8
Indirect GHG Emissions (Scope 2) (CO <sub>2</sub> equivalents) [tonne] *	14,102.30	9,566.0	9,170.0	9,495.4	9,478.9
Total GHG Emissions (CO <sub>2</sub> equivalents) [tonne]*	14,591.10	10,194.8	9,551.4	10,204.6	10,084.6
GHG Emissions Density per Employee [tonne]	6.2	4.22	3.34	3.55	3.54

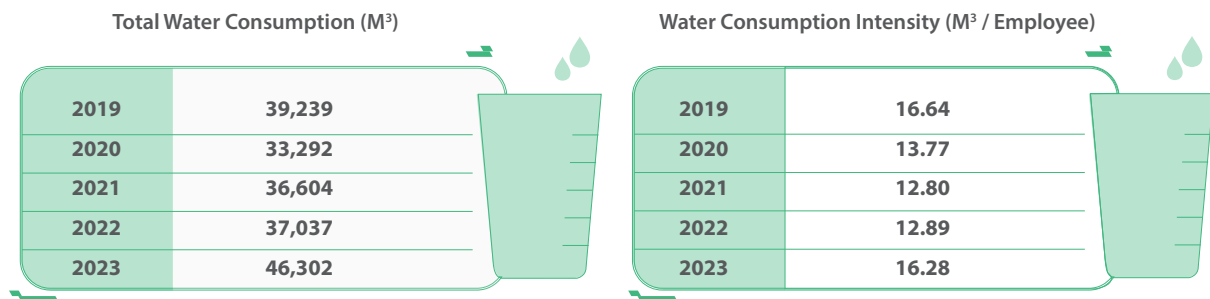
\*The electricity emission factor for the years 2020-2023 has been updated based on the 2020 report issued by the Ministry of Environment and the UNDP, titled "Second Biennial Update Report (SBUR)."

## Water Consumption

At the Housing Bank, we prioritize efficient water management across all our locations, including our headquarters and branches. Given Jordan’s status as one of the world’s most water-scarce countries, we actively promote water conservation among our employees.

Our comprehensive maintenance program is designed to minimize water loss and waste. We regularly monitor and analyze water consumption to identify trends and address any issues promptly.

In 2023, our total water consumption rose to approximately 46,302 M<sup>3</sup>, or 16.3 M<sup>3</sup>. This increase was mainly due to the activation of previously unused bank buildings and the consolidation of various departments and divisions into these facilities.



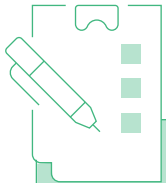
## Paper Consumption

At the Housing Bank, we recognize that transitioning to a paperless environment is both environmentally and operationally sustainable. Consequently, we have implemented a stringent strategy to reduce paper usage and foster a digital working environment. We have digitized numerous internal processes and champion the adoption of innovative technologies and ideas.

In support of the education sector and to enhance educational outcomes, we participated in the “Green Fingerprints” paper recycling initiative launched by the Princess Alia Foundation. Through this initiative, we recycle wastepaper and replace it with new paper, which is then distributed free of charge to government schools across the Kingdom. In 2023, we donated 8,026 packages of A4 copy paper.

However, 2023 saw a %6.4 increase in paper consumption. This rise was primarily due to the implementation of an archiving project, which required photographing a substantial volume of old documents to enable electronic archiving.

The table below details our paper consumption:



### Paper Consumption

	2019	2020	2021	2022	2023
Total Paper Consumption (kg)	213,876	216,321	242,009	237,110	252,527
Total Recycled Paper (kg)	140,402	126,662	144,702	187,247	140,125
Ratio of Recycled Paper to Total Paper Consumption	%65.60	%58.60	%59.80	%78.97	%55.48

### Fixed Assets and Materials Recycling

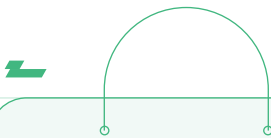
Our team of specialists meticulously classifies recovered fixed assets and materials that might otherwise be considered scrap, extending their life cycle by donating them to numerous non-profit associations and institutions. This practice supports these entities and generates significant social benefits. Additionally, we collaborate with suppliers to replace old liquid batteries with new ones. The old batteries are collected and disposed of in accordance with environmental standards, ensuring safe and eco-friendly disposal methods that protect the environment and preserve natural resources.

### Sustainable Local Procurement

At the Housing Bank, like many other businesses in today’s world, we acknowledge our responsibility to adopt sustainable and environmentally friendly procurement policies. Throughout our years of operation, we have prioritized local suppliers to minimize our carbon footprint and bolster the local economy, a practice we are committed to continuing.

Approximately %93 of our suppliers are local, and %64 of our procurement budget is allocated to local suppliers. We maintain long-standing relationships with many of our suppliers and encourage them to integrate sustainable practices and corporate responsibility into their operations.

The table below shows the volume of our local purchases:



### Local Procurement

	2019	2020	2021	2022	2023
Total Number of Participating Suppliers	285	289	299	377	476
Total Number of Participating Local Suppliers	262	285	289	331	441
Total Purchase Spending (in JD)	13,376,576	6,945,698	5,449,503	15,387,924	20,580,282
Total Purchase Spending on Local Suppliers (in JD)	9,166,805	5,152,706	5,353,010	12,840,845	13,159,135
Percentage of Spending on Local Suppliers	%69	%74	%98	%83	%64

04

**Our People**



## Our People

Sustainability is at the core of our value and practices, and investing in our employees is a key pillar of our sustainability practices. We believe that the well-being and development of our staff are crucial to achieving our sustainable goals and enhancing our ability to meet future challenges. Our commitment to our employees reflects our vision of building a sustainable future for all.

### Creating an Ideal Work Environment

At the Housing Bank, we view our employees as essential drivers of our business success. We are dedicated to investing in their continuous learning and development to help them achieve their ambitions. We strive to create a diverse and inclusive environment where everyone can thrive.

Our comprehensive approach supports the professional and personal development of our employees, enhances their competitiveness, and helps them achieve a healthy work-life balance. This commitment not only builds our brand as an exemplary workplace but also enables us to attract, nurture, and retain top talent.

### Our Diversity and Inclusion

Diversity and inclusion are fundamental to our success. A diverse and inclusive workforce fosters innovation, boosts employee engagement and satisfaction, increases productivity, and aligns with our ethical responsibilities. We are proud that %36 of our workforce are female employees.

Our recruitment policies at the Housing Bank ensure equal consideration for employment opportunities regardless of gender, age, disability, religion, or marital status. Our diversity policies are grounded in our strong commitment to fostering an inclusive workplace.

As of the end of 2023, the Housing Bank employed 2,845 individuals in the Hashemite Kingdom of Jordan, with %3.7 of our workforce comprising individuals with special needs.

	2019	2020	2021	2022	2023
<b>Total Number of Employees</b>	2,358	2,417	2,859	2,875	2,845
<b>Number of Employees by Category</b>					
Non-Administrative	1,960	1,972	2,302	2,250	2,208
Middle Management	367	409	524	591	605
Senior Management	31	36	33	34	32
<b>Number of Employees by Type of Contract</b>					
Permanent Contract	2,358	2,417	2,859	2,875	2,845
Temporary Contract	-	-	-	-	-



## Gender Diversity

We are committed to promoting gender equality in the workplace. We have set goals to enhance gender diversity and increase the representation of female in senior management positions. Our commitment to gender equality remains a fundamental part of our business model. Currently, %15.6 of our senior management positions are held by female and male earn an average of %23.5 more than female.

Labor Force by Gender					
	2019	2020	2021	2022	2023
Male	1,363	1,398	1,834	1,842	1,820
Female	995	1,019	1,025	1,033	1,025
Female Representation in the Labor Force					
% of Female Employees in the bank	%42.2	%42.2	%35.8	%35.9	%36.03
Females in Middle and Senior Positions	%15.4	%10.1	%18.1	%25.3	%26.4
Ratio of Wages by Gender (Average Ratio of Male Employees' Wages to Average Female Employees' Wages)	-	-	%122.4	%123.5	%123.5

## Age Diversity:

We are dedicated to empowering youth and increasing their representation within our organization. Young people between the ages of 18 and 30 make up %30.9 of our total workforce. The table below represents our workforce divided by age groups:

Labor Force by Age Group					
	2019	2020	2021	2022	2023
18-30	1,277	1,209	987	1,039	880
31-50	1,060	1,157	1,790	1,725	1,848
Over 50	21	51	82	111	117

## Talent Management

We recognize that the experience, dedication, and behaviour of our employees significantly impact customer satisfaction, service quality, responsiveness to environmental changes, adaptation to technological developments, and our competitive advantage. Our talent management framework enables us to assess the talent pool in the banking sector and identify the most promising candidates. Over the past year, we have prioritized attracting, developing, and retaining highly skilled employees and outstanding talent to ensure we achieve our long-term strategic goals.



## Talent Acquisition

At the Housing Bank, we take pride in our reputation as a leading destination for outstanding talent. This recognition reflects our unwavering commitment to excellence and is rooted in a framework of core pillars that define our identity, values, and vision for the future. Our foundations include:

- Our Success Story and Rich Legacy: Joining our team means becoming an integral part of our family.
- Professional Excellence and Extensive Experience: Working with us means collaborating with distinguished professionals across various fields.
- Rapid Learning and Development: We guarantee an environment characterized by a progressive educational culture.
- Attractive Work Environment: Our strategy focuses on maintaining a workplace that attracts and retains top talent. As a testament to our efforts, we received the “Top Employer - Jordan 2023” award from the prestigious Top Employers Institute.

## Employment

We remain committed to our gender diversity goals while attracting new talent. In ,2023 %27.8 of our new hires were female. We are also proud to be the employer of choice for young talent, with %61.4 of our new employees between the ages of 18 and 30.

Employment					
	2019	2020	2021	2022	2023
Total Number of New Hires	235	230	117	200	251
Number of New Employees Hired					
Male	134	166	79	131	181
Female	101	64	38	69	70
Employees aged 18-30 years	182	99	82	137	154
Employees aged 31-50 years	50	113	34	63	96
Employees over 51 years	3	18	1	---	1

## Retaining Talent

We are committed to nurturing and retaining our talent through consistent and transparent communication across various work environments, including leadership and branch roles. By conducting comprehensive exit interviews, we investigate the root causes of employee resignations, actively proposing tailored solutions and alternatives to address their concerns and potentially change their decisions. Additionally, we facilitate internal transfers and movement between different job sites, providing our employees with opportunities to explore new roles and advance their careers within our organization.

# Job Turnover

Employee Turnover by Age Group and Gender					
	2019	2020	2021	2022	2023
General Turnover Rate	%14.3	%7.9	%4.1	7.1 %	*%9.9
Male	%18.5	%10.3	%3.5	7.7 %	%11.3
Female	%8.9	%4.1	%4.4	6.4 %	%7.5
Employees aged 18-30 years	%4.9	%3.9	%6.2	9.1 %	%10.2
Employees aged 31-50 years	%12.0	%9.9	%2.4	5.5 %	%9.1
Employees over 51 years	%87.9	%62.7	%6.1	%16.2	%21.3

\* the rate of resignations desired by the bank was %3.3, and the rate of resignations not desired by the bank was 6.6%

## Training and Development

At the Housing Bank, we are dedicated to fostering a culture of learning among all our employees, regardless of their positions. We offer a wide range of programs and training courses tailored to the specific needs of our business centers. In 2023, our employees completed over 70,269 training hours across 275 training courses, involving 1,980 male and female employees.

We prioritize the training and education of our staff, recognizing that their development is fundamental to our success. We invest significantly in making the Housing Bank a premier learning environment by offering specialized programs at our training and development center, as well as at local and regional training facilities.

## Key Training Programs in 2023:

- Data Analytics and Business Intelligence
- COSO Framework
- ITIL V4
- Organizational Development
- Liquidity Management
- Advanced Selling Skills
- Branding Training Course
- Business Analysis & Business Planning
- Business Resilience & Stress Testing
- Communications Skills & Critical Thinking
- Credit Risk Modelling Using Machine Learning
- Data Integration
- Design Thinking: Unlocking Creativity & Problem-Solving Skills
- Effective Cross & Upselling Techniques
- Effective Telesales Techniques
- Ethics Essentials Bundle
- Exploratory Data Analysis
- Fintech Disruption
- Harnessing Artificial Intelligence in Business & Marketing
- ISBP 821
- Investor Relations (IR) Training
- Jordan’s Future Digital Transformation Conference 2023
- Job Evolution
- SEO Search Engine Optimization and Digital Analytics
- Specialized Professional Diploma in Risk Management
- Train of Trainers (TOT) Program
- Workshop: IFRS 9 & IFRS 16

Training Expenses					
	2019	2020	2021	2022	2023
Total Training Expenses (JOD)	234,390	258,500	277,446	416,220	504,780

Academic and Professional Certificates Programs (# of Participants)					
	2019	2020	2021	2022	2023
Enrolment in Academic Certificate Study Programs	2	3	2	2	-
Enrolment in Various Banking Industry Professional Certificates Study Programs	48	49	83	104	56

Training (Hours)					
	2019	2020	2021	2022	2023
Average Training Hours per Employee	22.6	12.3	16.5	52.0	24.0
Male	23.8	12.0	17.0	54.0	25.0
Female	20.5	12.4	15.5	46.0	21.0
Employees aged 18-30 years	18.3	12.1	16.6	57.0	27.5
Employees aged 31-50 years	14.5	12.5	16.5	48.0	23.0
Employees over 51 years	8.7	5.2	13.3	32.0	19.0

Training Programs (Number of Participants)					
	2019	2020	2021	2022	2023
In-house and local courses and seminars held at the bank's training centre or in cooperation with specialized local training institutes.	1,433	800	1,626	1,938	1,964
Overseas training courses held in Arab and non-Arab countries.	16	1	7	20	36
Number of Participants in E-Learning Courses	2,733	2,463	2,633	2,452	*2,989

\*Including the bank's employees in Jordan, Palestine, and Bahrain, as well as the team of the specialized financial leasing company.

## The Health, Safety, and Well-Being of Our Employees

At the Housing Bank, we prioritize the health and safety of our employees and take a holistic approach to ensuring their well-being. We provide comprehensive medical coverage for all our employees and their families, striving to create a supportive work environment free from injuries and illnesses. We are proud to report that there were no recorded injuries or occupational accidents during 2023.

Recognizing that our employees are our most valuable assets, their well-being is of paramount importance to us. As a bank, we are committed to promoting a healthy work-life balance.

## Parental Leave

In 2023, 77 of our employees took a 70-day maternity leave, ensuring that new mothers have the opportunity to take a break, care for their newborns, and then return to work reinvigorated. The retention rate for these employees was %100 following their maternity leave. Additionally, 166 of our employees utilized paternity leave, which provides a short, paid leave of three days following the birth of their child. We are pleased to see many new parents at the Housing Bank taking advantage of this benefit.

The table below shows the number of employees taking parental leave:

Paternity Leave					
	2019	2020	2021	2022	2023
Total Number of Female Employees Who Went on Maternity Leave	108	99	125	134	77
% of Female Employees who Returned to Work after Maternity Leave	%100	%100	%100	%100	%100
Total Number of Employees Who Went on Paternity Leave	84	81	111	153	166

### Employees Engagement

Our vision is to ensure our employees are treated with confidence and fairness, enhancing their sense of belonging and alignment with our goals, principles, and values. We inspire our employees to think creatively and submit suggestions for improving the work environment.

Our policies are designed to create a workplace free from discrimination and outline our approach to recruitment, training, development, and promotion, ensuring equal opportunities for all employees to succeed and unlock their full potential.

We have established internal procedures for addressing grievances and complaints related to work conditions, discipline, or unfair treatment by management or colleagues. Additionally, we have a policy for managing complaints related to professional misconduct, including verbal and physical abuse, exclusionary behavior, and withholding vital information. Employees are encouraged to report any incidents, and all complaints are thoroughly investigated confidentially and impartially, with appropriate measures taken based on the investigation results.

### Employee Empowerment

We strive to provide a comprehensive package of benefits designed to enhance the stability, well-being, satisfaction, and loyalty of our employees. Key benefits include:

- Comprehensive medical coverage
- Employee housing loans
- Social security benefits
- Personal loans for employees

All employees receive an Employee Handbook and Code of Business Ethics and Conduct, which serve as guides to daily professional conduct and ensure compliance with applicable laws, regulations, and the highest standards of business ethics.

## Performance Management and Rewards

Our vision is to maintain a responsible and performance-based compensation policy that aligns with the short-term, medium-term, and long-term interests of our employees and shareholders. We aim to balance meeting shareholder expectations with providing competitive compensation to our employees. We evaluate our bonus plans annually, considering market fluctuations and external developments. Our rewards system is based on fair and transparent criteria designed to foster a culture of motivation.

A percentage of the net profit attributable to the bank's shareholders after tax, determined annually by the Board of Directors, is distributed as incentives to eligible employees. This is based on the bank's financial conditions and is not considered binding. The foundations and criteria for the annual incentive bonuses are approved by the Nomination and Remuneration Committee of the bank's Board of Directors.

The incentive scheme is based on an effective performance evaluation system that aims to:

- Reward high performance and productivity and motivate continued efforts
- Identify training needs and plan for performance improvement
- Guide decision-making to ensure the optimal use of human resources by placing the right person in the right position
- Document and save performance evaluation results within the employee database

## Professional Conduct

We adhere to the highest levels of business ethics in accordance with local and international standards and practices, as we hold integrity as one of our core values. These values are deeply rooted in our culture, and all employees are responsible for maintaining an ethical work environment by identifying and addressing any misconduct.

No incidents of bribery, discrimination, disrespect for citizens' rights, or forced labor were recorded among our employees in 2023. We are committed to providing a work environment free of inappropriate behaviour, discrimination, or harassment based on race, color, religion, gender, or other factors.

05

**Our Social Responsibility**





## Our Social Responsibility

At the Housing Bank, we strive to support and assist the local communities where we operate through a comprehensive and diverse set of social responsibility programs that contribute to their development and growth. Our community contributions in Jordan in 2023 reached 2.6 JD million, and exceeded 9.2 JD million during the period 2019-2023, accounting for %1.16 of the bank group's pre-tax profits for the same period.

### **Key social responsibility initiatives in 2023 included:**

#### **Community Service**

At the Housing Bank, we continued to support a number of partners in the field of community service, one of which was Tkiyet Um Ali (TUA). The bank renewed its strategic partnership with TUA—which has been ongoing for more than a decade—in support of TUA's efforts to implement a range of humanitarian programs and activities that aim at eliminating hunger and poverty. Another such partnership was that with the Jordanian Hashemite Fund's "The Goodwill campaign," in support of its charitable and humanitarian role in delivering aid to those in need across the many governorates of Jordan. Our strategic partnership with the Jordan River Foundation was also renewed, reinforcing our commitment to the "Child Protection" program at the Queen Rania Family and Child Center. This partnership includes continued support for the SOS Children's Villages and the the "Waqf Thareed" initiative, which provides essential resources to those in need. Furthermore, we supported the "Eid Clothing" program organized by the Jordanian Hashemite Charity Organization during Eid Al-Adha. In addition, we extended our support to a number of community-driven organizations including the Al-Oun Humanitarian Club, White Beds Associations and Darat Samir Shamma for the elderly and retired.

#### **Education**

At the Housing Bank, education represents a key strategic pillar that we support as part of Our CSR strategy. In 2023, we covered the costs of a number of university scholarships with several institutions, most notably: Al-Aman Fund for the Future of Orphans, Al-Hussein Technical University, the Jordan Media Institute, the University Scholarship Program under to the King Hussein Cancer Foundation, and Promise Welfare Society.

Our longstanding partnership with the Elia Nuqul Foundation, initiated in 2016, was renewed once again this year. This collaboration underpins the Foundation’s mission by offering two full university scholarships, covering all four years of the beneficiaries’ higher education. Beyond financial support, we enrich students’ academic journeys by providing them with practical training opportunities across our various departments, thereby combining theoretical knowledge with real-world application.



In our effort to foster financial literacy, we actively participated in the Central Bank of Jordan’s financial awareness and educational initiative, launched on the Arab Day for Financial Inclusion. This initiative includes conducting financial literacy sessions aimed at university students across various governorates of the Kingdom.

Moreover, we supported several student activities at both the university and school levels. We backed the Jubilee School’s “Foreign Affairs Council” activity, an educational simulation that sharpens students’ discussion and analytical skills through committee-based dialogues on diverse topics. Additionally, we lent our support to the 12th annual Model United Nations (MUN) conference at Princess Sumaya University for Technology.

## Health

In 2023, the Housing Bank made significant contributions to the health sector, most notably by supporting the rehabilitation and equipping of the Ghor Al-Mazraa Health Center in partnership with the Himmetna Charitable Association. This initiative is part of the first phase of the “Himmetna 3” project, which aims to rehabilitate and develop 25 comprehensive health centers across the Kingdom with the backing of the private sector.



Additionally, we renewed our strategic partnership agreement with the King Hussein Cancer Foundation for another two years. This partnership encompasses four key programs: The Hope Gala, which raises fund to support the Foundation’s cancer treatment programs; the Mobile Breast Cancer Screening Clinic, a fully equipped mobile clinic that aims to reach remote areas, raise awareness of early screening for breast cancer, conduct clinical examinations, and distribute mammogram vouchers to women; the Siwar Al-Hussien Volunteer Program, that gives individuals the chance to volunteer their time and effort to support the fight against cancer; and the University Scholarship program for cancer patients, through which the bank covered the costs of university fees for a number of patients .

This partnership helps achieve the aim of bolstering and supporting a real sustainable partnership with King Hussein Cancer Foundation; as we always seek to complete our social role with the foundation to enable accomplishing our humanitarian and development aims.

We also supported the health sector through our participation in the Seventh Quality Conference, organized by the Health Care Accreditation Council, and the “Governance and Health Insurance” conference organized by the Health Insurance Association. This stemmed from the bank’s belief in the need to support institutions that work to serve and develop the healthcare sector in Jordan.

## National Institutions

At the Housing Bank, we consider it our national and social duty to support activities and initiatives launched by national institutions. In 2023, our commitment to social responsibility was evident through our support of several key initiatives. We provided backing to the Ministry of Social Development by supporting the “National Aid Fund.” This included contributions to both the recurring and temporary monthly financial aid program and the unified cash support program. We also provided its support to the Fawateeri application campaign organized by the Income and Sales Tax Department, that aimed to educate citizens on the need to obtain their purchase invoices.



Our support extended to the Ministry of Culture, particularly for the Jerash Festival, a key annual Jordanian cultural event that emphasizes Jordan’s positioning on the tourism map.

In alignment with our goals to bolster the economic sector, we sponsored the Arab Business Owners and Investors Conference. This event was held in conjunction with the First Arab Private Sector Summit under Royal patronage.

We were honored by the Public Security Department for our ongoing and exclusive support of their World Traffic Day and Arab Traffic Week 2023 celebrations. Under the theme “Traffic Rules and Regulations, Civilized Behaviour” our efforts were recognized for promoting traffic safety and fostering responsible driving behaviours through our initiatives, both independently and in partnership with national institutions and civil society organizations.

## Environment

At the Housing Bank, we place a strong emphasis on environmental stewardship, aligning our efforts with our vision and commitment to preserving the environment. This dedication is reflected in our strategic partnerships and participation in various environmental initiatives. One of our most notable efforts is the renewal of our strategic partnership with the Arab Society for the Conservation of Nature as part of the Green Caravan 2023 program. This initiative focuses on enhancing food security by planting 2,000 trees in remote and impoverished areas, creating job opportunities and providing a livelihood for farmers while increasing green spaces to help protect the environment.





We also renewed our partnership agreement with the Princess Alia Foundation, in collaboration with the Association of Banks and the Ministry of Education, for the Green Fingerprints initiative. This program purchases paper to distribute to government schools, funded by the value of the wastepaper we recycle annually. Furthermore, we continue to support the Housing Bank Garden of the Greater Amman Municipality in the Abdoun area.

## Entrepreneurship

In 2023, the Housing Bank placed a strong focus on fostering entrepreneurship across various segments of society, including youth, women, and economically disadvantaged families. Our support extended to numerous institutions dedicated to creating and sustaining entrepreneurial and development projects. We supported the Community Empowerment Program and the Productive Projects Program organized by the Jordan River Foundation.

We also renewed our support for the Princess Taghreed Foundation for Development and Training by backing the “Dar Ne’meh” project in the Aqaba Governorate. As a strategic partner and the primary banking sector supporter of this project, we are committed to empowering women by equipping them with professional, artisanal, and production skills. This initiative opens new opportunities for these women, their families, and their communities by fostering service and product development projects that generate sustainable income and create further training and employment opportunities.

Additionally, we provided support to the Dar Abu Abdullah Association to establish hydroponic farms. These farms—based on market studies and aligned with national priorities—are granted to the beneficiaries of Tkiyet Um Ali, transforming the lives of the poorest families, reducing their reliance on aid and helping them on the road to financial independence.

Our commitment to empowering women and enhancing their capabilities was further demonstrated through our support of the Business Women Forum and Professions Related to Entrepreneurship, particularly the Women’s Innovation Lab—the first of its kind in Jordan. We also supported the activities of the Jordanian Women’s Union, aimed at developing the skills and capabilities of Jordanian women, enabling them to play a balanced and effective role in building Jordanian society.

In recognition of our exclusive sponsorship of the Mu’tah Award for Entrepreneurship and Innovation in 2023, Mu’tah University honored the Housing Bank during the award’s closing ceremony. This honor reflects our ongoing dedication to investing in youth, stimulating their entrepreneurial spirit, and supporting their innovative endeavors, empowering them to lead impactful projects and businesses that address societal challenges effectively.

## Sports and Youth

At the Housing Bank, we are proud to sponsor Juliana Al-Sadiq, the Jordanian taekwondo champion who has achieved significant success in both local and international competitions. Juliana is currently ranked number one in the world under 67 kg weight category. This sponsorship will enhance Al-Sadiq's preparation for the upcoming Summer Olympic Games in Paris in 2024.

We also support various Jordanian sports federations and clubs to bolster their activities. Notable beneficiaries include the Jordanian Basketball Federation, Al-Faisaly Club, Al-Jazira Club, and Al-Shabab Sports Club (Homenetmen). Additionally, we back numerous school sports activities across the Kingdom.



## People with Special Needs

We are dedicated to partnering with organizations that provide services and support to individuals with disabilities. Our contributions include supporting the Ahl Al-Azm Association for the Blind, which assists visually impaired individuals by printing books and research papers in Braille for high school and university students, and teaching Braille literacy to blind children.

We also back the National Association for People with Disabilities, which offers educational and skill development services to individuals with various disabilities, including intellectual disabilities and Down Syndrome. Our goal is to promote their independence and integration into society.

Furthermore, we supported the charity dinner for the Sana for Special Individuals, aimed at raising funds and awareness for the association's initiatives. These include programs to increase employment opportunities for individuals with special needs in both public and private sectors through training and job placement services, thereby facilitating their societal integration.

We continue to sponsor five students with special needs for the academic year 2023-2024 through our partnership with the Young Muslim Women's Association / Al-Banayyat Center for Special Education. This association strives to enable students with mild to moderate intellectual disabilities to lead fulfilling social and professional lives, prepare them for the workforce, and provide high-quality blended learning for special education programs.

Additionally, we continue to support the Al-Amal Charitable Association, the sole provider of care services for individuals with special needs in the Central Jordan Valley District. Through its special education centers, the association offers comprehensive educational, rehabilitative, and healthcare services for children with special needs.

### **Supporting National Institutions' Campaigns for Gaza**

In alignment with our national and humanitarian responsibilities, and driven by our commitment to the noble objectives of donation campaigns organized by our strategic partners, we have extended our support to several initiatives aimed at assisting the people of Gaza during these challenging times. We provided our support to: the Jordan Hashemite Charity Organization, to purchase medicines for Palestinian hospitals and deliver in-kind, food, and medical assistance to the affected families in Gaza; the King Hussein Cancer Foundation; the "Save Cancer Patients in Gaza" campaign to provide support to the cancer patients coming from Gaza for treatment, in addition to sending medicine to hospitals; and to Tkiyet Um Ali by supporting the "For Gaza" campaign to provide emergency food parcels to affected families.

### **Community Initiatives and Activities Organized by the bank**

In line with our commitment to social responsibility, we have initiated several volunteer activities through our "Ataa Al Iskan Team," with the main objective of fostering the volunteerism culture and develop teamwork among the employees. This, in turn, will reflect positively on their performance at work as a team, and instill the concepts of good citizenship, thus having a positive impact on the employees themselves, their work, their colleagues and their family, and on society.

The "Iskan Giving" team participated in several voluntary activities, such as distributing food parcels to families benefitting from Tkiyet Um Ali, in addition to providing meals for fasting individuals at "Mawa'ed Al-Rahman" at Tkiyet Um Ali's headquarters during the month of Ramadan.



In line with our commitment to solidarity, and as part of our Ramadan activities, we organized a Ramadan Iftar banquet. This event brought together young beneficiaries of the Al Aman Fund for the Future of Orphans from various governorates and elderly residents of the Samir Shamma Home for the Elderly. This charitable Iftar was inspired by our dedication to fostering humanitarian communication across all segments of society.



Upholding our humanitarian duty, we conducted a blood donation campaign at the main bank building in Shmeisani, in collaboration with the National Blood Bank Center and supervised by a specialized team. The campaign saw remarkable participation from our employees at all levels, who met the health criteria for donation.

Our team also planted 500 olive trees for families in the Zizia region. This initiative is part of our strategy to protect the environment and expand the Kingdom's green areas. It also reflects our strategic partnership with the Arab Society for the Conservation of Nature, which aims to plant 2,000 fruit trees in various regions. This partnership seeks to combat desertification and enhance food security.



We prioritize communication and interaction with all societal segments, especially during special events celebrating women. Recognizing women as the foundation of society and essential partners in life, we strive to support and celebrate their achievements. In line with International Women's Day, we honored several traffic policewomen, highlighting their excellence in traffic management. This gesture also served to acknowledge the contributions of all Jordanian women to family, society, and the nation.



06

**Governance, Compliance,  
and Risk Management**



# Governance, Compliance, and Risk Management

We are committed to adhering to the highest local and global governance practices, ensuring that the appropriate structures, policies, and procedures are in place for all our operations, and maintaining the utmost levels of ethical and professional behavior. In addition, we apply the highest standards of accountability and transparency across all administrative levels. This commitment enhances trust and fosters effective participation between the bank and our stakeholders.

## Governance

The bank’s Board of Directors is committed to the principles of corporate governance, continually adopting best practices and leading standards. Our governance framework is regularly reviewed to maintain alignment with relevant regulations both locally and internationally.

The Housing Bank’s Board of Directors is composed of 13 members, including 3 women, who make up %23 of the board. The diverse experiences and balanced skill set of our members enhance the Board’s capability to fulfill its responsibilities effectively.

### % of Independent Members



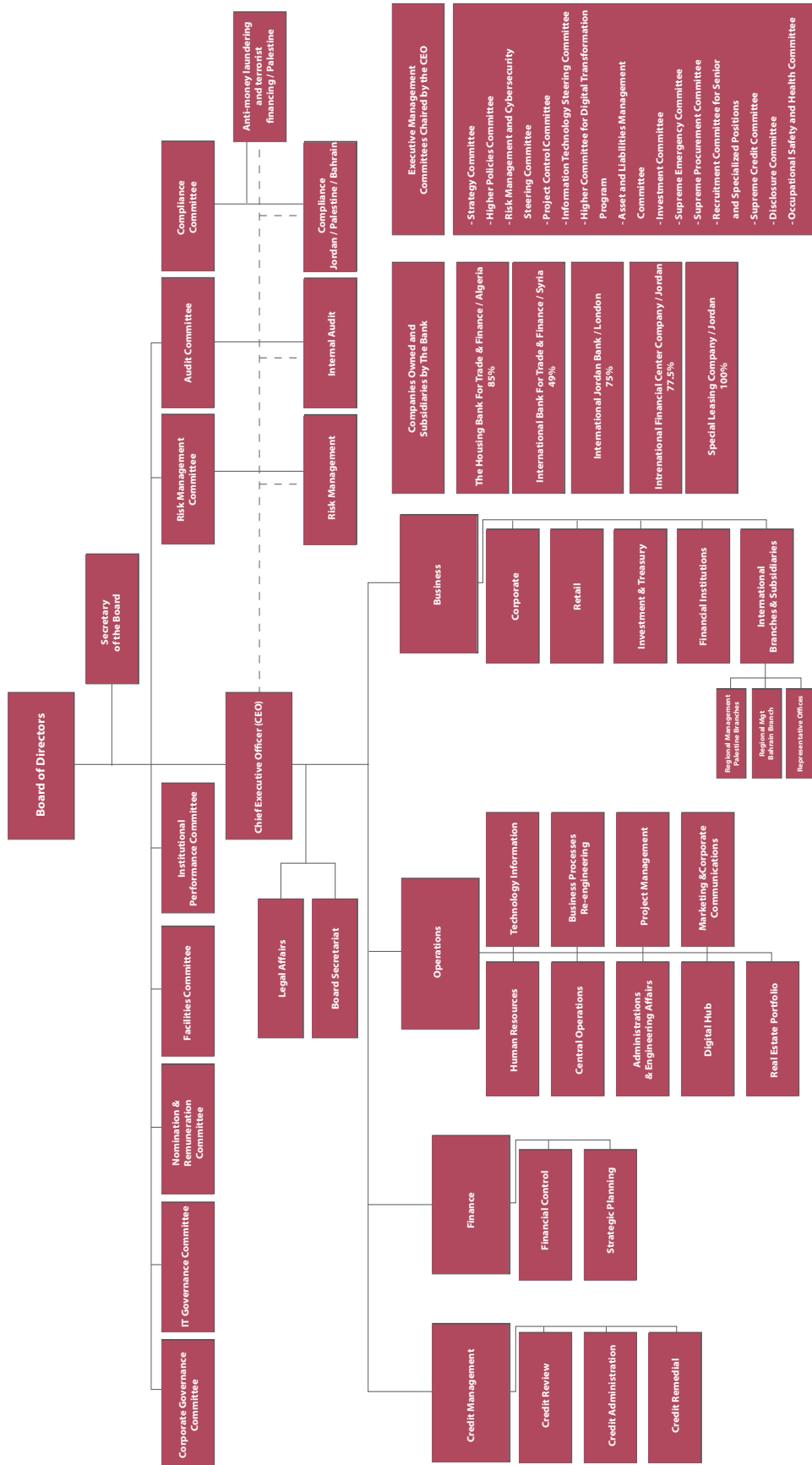
#### Breakdown by Age Group

	Under 30 Years	50-30 Years	Over 50 Years
2019	0	6	7
2020	0	6	6
2021	0	5	8
2022	0	6	7
2023	0	7	6

#### Breakdown by Gender

	Male	Female
2019	10	3
2020	9	3
2021	10	3
2022	10	3
2023	10	3

# The bank's Organizational Structure



## Ethics and Compliance

At the Housing Bank, our steadfast dedication to ethics, professional conduct, and compliance with various laws and regulations is crucial for enhancing our reputation, building stakeholder trust, and protecting our customers and employees. To uphold these values, we have established solid foundations to ensure integrity and prevent corruption and bribery in all our operations. This is achieved through a comprehensive set of policies, procedures, and supervisory controls within our corporate governance framework, as well as our Code of Ethics and Professional Conduct.

### Code of Ethics and Professional Conduct

Our Code of Ethics and Professional Conduct, endorsed by the bank’s Board of Directors, is a vital element in managing our daily operations with the highest standards of ethics, transparency, honesty, and integrity. All employees have convenient access to the Code through our internal website, and are required to sign a commitment acknowledging their understanding of its principles. The Code is reviewed annually to ensure its relevance and effectiveness.

Response Rate for Signing the Personal Pledge Form to Adhere to The Professional Code of Conduct				
2019	2020	2021	2022	2023
%100	%100	%100	%100	100%

### Compliance Monitoring

At the Housing Bank, our compliance monitoring efforts are designed to ensure the entire bank group, along with our internal policies, remains in full compliance with all relevant laws, regulations, standards, and best practices set forth by local and international regulatory authorities. We have effectively minimized our exposure to money laundering and terrorist financing activities. This success is attributed to our rigorous risk assessment methodology, approved by the Board of Directors, which evaluates risks across customers, countries, regions, products, services, operations, and delivery channels.

In our commitment to fairness and transparency with our customers, the Customer Complaint Management Unit addressed 2,913 complaints across various areas, including contract terms, work environment, interest rates, fees, professional conduct, electronic services, bank cards, transfers, marketing, guarantees, credit inquiries, and accounts. Each complaint was meticulously analyzed, and customers were informed of the outcomes and actions taken. Of these, only 488 were deemed valid complaints.

To enhance awareness, we continue to disseminate periodic messages on regulatory compliance, anti-money laundering (AML), counter-terrorism financing (CTF), and adherence to international sanctions, thereby strengthening our employees’ understanding of these critical areas.

In terms of training, we have sustained our efforts to educate all employees on AML, CTF, and compliance with international sanctions. We conducted 9 classroom courses for 170 employees and offered 11 e-learning courses through our online platforms, reaching 2,971 employees.

Compliance Training					
	2019	2020	2021	2022	2023
Number of employees who have received training in compliance and combating money laundering and terrorism financing (Classroom Training)	610	106	79	265	170
Number of Sessions	21	7	5	17	9
Number of employees who have received training in compliance and combating money laundering and terrorism financing (E-Learning)	2,015	2,536	5,085	2,326	2,971
Number of Sessions	2	6	6	24	11

## Risk Management

As a leading financial institution, the Housing Bank is dedicated to upholding the highest standards of corporate governance and sustainability. We understand the significance of transparency, accountability, and responsible risk management in achieving our strategic objectives and ensuring long-term success. This dedication propels our ongoing efforts to enhance risk management practices, adapt to emerging environmental and social challenges, and seize opportunities for sustainable growth.

At the Housing Bank, we consistently refine our risk management processes and develop tools and methods to identify, manage, and monitor key risks. Our approved policies and methodologies were updated during the year. In 2023, the bank enhanced its ability to manage ESG risks and leveraged opportunities in green financing to maintain competitiveness and contribute to a sustainable future.

We launched an integrated project in collaboration with the EBRD to develop a strategic plan addressing ESG themes for the coming years. This initiative incorporates ESG considerations into our risk management framework and aligns with our strategic objectives.

For additional information on the bank's risk management framework, please refer to the:

[2023 Annual Report](#)

## Cybersecurity and Data Security

In 2023, the Housing Bank successfully safeguarded its data, with no recorded incidents of data breaches or losses. We utilize advanced techniques to assess and manage information security, ensuring continuous monitoring and prompt response to any security indicators or events. Our Information Security Center actively disseminates awareness messages to both employees and customers, enhancing their knowledge and vigilance regarding information security.

For additional information on the bank's Cybersecurity and Data Security framework,

please refer to the: [2023 Annual Report](#)

and the bank's Website: [www.hbtf.com](http://www.hbtf.com)

# Appendices

## Appendix (A): Report Scope and Boundaries

Report Scope and Boundaries	Data and disclosures referred to herein are related to all main operations and procedures that fall within the scope of work of the Housing Bank in Jordan unless otherwise stated. The report does not include any data related to joint ventures and contractors unless otherwise stated. It also includes the current initiatives launched by the Bank in past years.
Content Identification Process	In line with the Global Reporting Initiative (GRI) Reporting Guidelines, the Housing Bank uses four steps to evaluate material issues, which are: 1) Defining relevant topics. 2) Defining priority topics according to the influence and impact of the company and its stakeholders. 3) Checking and prioritizing topics through review and evaluation. 4) Reviewing content on an annual basis. The initial evaluations included disclosure issues from the Global Reporting Initiative (GRI) disclosure topics, and then the list was merged with the 14 topics raised under the material matters on page 13.
Reports Submission Cycle	The performance data included in the report covers the period from 1 January to 31 December 2023.
Guarantees	This report has not been subject to external audit and confirmation



## Appendix (B): Stakeholders' Engagement Map

Stakeholders	Stakeholder Priorities	Communication Channels	Housing Bank Response
<p><b>Customers</b></p> <p>The Bank's customers include around 566,000 depositors and borrowers.</p>	<ul style="list-style-type: none"> <li>• Excellent and accessible service</li> <li>• Innovative services</li> <li>• Keeping abreast of the latest services and new offers</li> <li>• Transparency, clarity, and easy access to information on services and products that suit their needs</li> <li>• Information security and data protection</li> <li>• Use of safe and easy e-banking services</li> <li>• Competitive prices and fees</li> <li>• Experience in financial planning</li> </ul>	<ul style="list-style-type: none"> <li>• Branches</li> <li>• Customer Care Centre</li> <li>• Internet and Mobile Banking</li> <li>• Website</li> <li>• Social media networks</li> <li>• Annual customer satisfaction survey</li> </ul>	<ul style="list-style-type: none"> <li>• Direct dialogue with customers and in-person meetings at our branches or on social media and other digital contact points such as Facebook and Twitter.</li> <li>• Instant card printing machines across main branches.</li> </ul>
<p><b>Shareholders</b></p> <p>The success and growth of the Housing Bank depend on its ability to attract investments locally and internationally. The Bank's shareholders offer the necessary capital for sustainable growth and advice at the strategic level.</p> <p>We are committed to realizing sustainable, long-term revenues for investors in a growing and diversified range of markets.</p>	<ul style="list-style-type: none"> <li>• Robust financial performance</li> <li>• Increase in price and share profits</li> <li>• Investment in growth, innovation, diversified products, and new markets</li> <li>• Analysis and management of dynamic risks</li> <li>• Transparency and disclosures</li> <li>• Positive brand</li> </ul>	<ul style="list-style-type: none"> <li>• Board Meetings</li> <li>• Annual and Sustainability Reports.</li> <li>• General Assembly Meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Annual and quarterly reports</li> <li>• Net income growth</li> </ul>

<p><b>Employees</b></p> <p>Our workforce includes 2,845 employees in Jordan.</p>	<ul style="list-style-type: none"> <li>• Several channels were shared with the Bank</li> <li>• Job security and satisfaction</li> <li>• Competitive salaries and privileges for employees</li> <li>• Opportunities for development, growth, and skill development</li> <li>• Consistent and attractive work environment</li> <li>• Health and Safety</li> </ul>	<ul style="list-style-type: none"> <li>• Annual Employee Satisfaction Survey</li> <li>• Open meetings</li> <li>• Insurance coverage for all employees.</li> <li>• Communication channels with the management</li> <li>• Equity and equal opportunities</li> <li>• HR policy</li> <li>• Rewards and incentive programs</li> <li>• Training and Development</li> </ul>	<ul style="list-style-type: none"> <li>• Individual development programs</li> <li>• Career progression and job options</li> <li>• Awareness sessions on the Bank's policies and procedures</li> <li>• Health campaigns because we take care of our employees by following a healthy lifestyle inside and outside the Bank</li> <li>• Succession plans</li> </ul>
<p><b>Regulatory and Oversight Authorities</b></p> <p>(The Central Bank of Jordan, Jordan Securities Commission, Companies Control Department, etc.)</p>	<ul style="list-style-type: none"> <li>• Compliance with all legal and regulatory requirements</li> <li>• Customer Protection</li> <li>• Alignment with the national vision</li> </ul>	<ul style="list-style-type: none"> <li>• Laws and Regulations</li> <li>• Periodic reports submitted to the oversight authorities</li> <li>• Regulatory reviews</li> <li>• Code of conduct</li> </ul>	<ul style="list-style-type: none"> <li>• The Audit &amp; Compliance Department reports on legal requirements</li> <li>• Monthly reports submitted to the oversight authorities</li> </ul>
<p><b>Society</b></p> <p>We seek to empower economic, social, and community development throughout our network.</p>	<ul style="list-style-type: none"> <li>• Job creation</li> <li>• Enrichment of local human resources</li> <li>• Development of small and medium projects</li> <li>• Financial education</li> <li>• Financial merger</li> <li>• Environmental care</li> </ul>	<ul style="list-style-type: none"> <li>• Social responsibility activities and voluntary campaigns</li> <li>• Products designed for students and children</li> <li>• Social Media Networks</li> <li>• Annual Reports</li> <li>• Capacity development programs</li> </ul>	<ul style="list-style-type: none"> <li>• Mobile Branches</li> <li>• Mobile money wallet and electronic cash card</li> <li>• Short- and long-term training, on-the-job training, and professional awareness programs</li> </ul>
<p><b>Suppliers</b></p> <p>(We engage more than 476 suppliers and contractors to support our operations)</p>	<ul style="list-style-type: none"> <li>• Invitation to bidding transparently and fairly</li> <li>• New jobs opportunities</li> <li>• Open communication channels</li> </ul>	<ul style="list-style-type: none"> <li>• Tenders and bids</li> <li>• Contracts and agreements</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain fair and competitive selection</li> <li>• Maintain cooperative relations of shared interests</li> </ul>



## Appendix (C): GRI Content Index



2024

For Content Index Essentials Service, the Global Reporting Initiative (GRI) services indicate that the content index is clearly presented, in line with standards, and that disclosure references 2-1 to 2-5, 3-1 and 3-2 align with appropriate sections of the report. This service was performed based on the Arabic version of this report.

Statement of use	The Housing Bank for Trade and Finance has reported in accordance with the GRI Standards for the period from 1 January 2023 to 31 December 2023
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	Not Available

GRI STANDARD/ OTHER SOURCES	DISCLOSURE	LOCATION/ ANSWER	OMISSION			GRI SECTOR STANDARD REF. NO.
			OMITTED REQUIREMENTS	REASON	EXPLANATION	
<b>General disclosures</b>						
<b>GRI 2: General Disclosures 2021</b>	2-1 Organizational details	9-11				
	2-2 Entities included in the organization's sustainability reporting	7				
	2-3 Reporting period, frequency, and contact point	1st January till 31 December 2023				
	2-4 Restatements of information	22,33				
	2-5 External assurance	This report has not been subject to external audit				
	2-6 Activities, value chain, and other business relationships	<a href="https://hbtf.com/en">https://hbtf.com/en</a>				

2-7 Employees	38-41				
2-8 Workers who are not employees	38				
2-9 Governance structure and composition	58-60				
2-10 Nomination and selection of the highest governance body	58				
2-11 Chair of the highest governance body	58				
2-12 Role of the highest governance body in overseeing the management of impacts	58-62				
2-13 Delegation of responsibility for managing impacts	58-62				
2-14 Role of the highest governance body in sustainability reporting	The Board of Directors provided final approval				
2-15 Conflicts of interest	58-62				
2-16 Communication of critical concerns	58-62				
2-17 Collective knowledge of the highest governance body	Annual Report pg. 230-240				
2-18 Evaluation of the performance of the highest governance body	58				



	2-19 Remuneration policies	Annual report pg. 242-244				
	2-20 Process to determine the remuneration	Annual report pg. 242-244				
	2-21 Annual total compensation ratio	Annual report pg. 242-244				
	2-22 Statement on sustainable development strategy	8				
	2-23 Policy commitments	58-62				
	2-24 Embedding policy commitments	58-62				
	2-25 Processes to remediate negative impacts	60,61				
	2-26 Mechanisms for seeking advice and raising concerns	61				
<b>GRI 2: General Disclosures 2021</b>	2-27 Compliance with laws and regulations	59				
	2-28 Membership associations	Jordan Green Building Council, Injaz Association, Edama Association, Arab Thought Forum, Jordan Strategy Forum, Union of Workers in Banks.				
	2-29 Approach to stakeholder engagement	16,64				
	2-30 Collective bargaining agreements	Employees have the right to participate in collective bargaining agreements				

Material Topics						
<b>GRI 3: Material Topics 2021</b>	3-1 Process to determine material topics	13-16				
	3-2 List of material topics	13-16				
Sustainable Financial Performance						
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	26-29				
<b>GRI 201: Economic Performance 2016</b>	201-1 Direct economic value generated and distributed	11				
	201-4 Financial assistance received from the government	The government did not provide any financial assistance to the institution				
<b>GRI 203: Indirect Economic Impacts 2016</b>	203-1 Infrastructure investments and services supported	48-55				
	203-2 Significant indirect economic impacts	48-55				
Governance, Compliance, and Risk Management						
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	58				
<b>GRI 205: Anti-corruption 2016</b>	205-2 Communication and training about anti-corruption policies and procedures	59,60				
	205-3 Confirmed incidents of corruption and actions taken	There are no confirmed cases of corruption and there are no legal cases related to corruption against the Housing Bank or anyone else of its employees during the reporting period				

Investment and Community Engagement			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	48	
<b>GRI 413: Local Communities 2016</b>	413-1 Operations with local community engagement, impact assessments, and development programs	48-55	
	2-413 Operations with significant actual and potential negative impacts on local communities	48-55	
Cybersecurity and Information Security and Confidentiality			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	62	
<b>GRI 418: Customer Privacy 2016</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	62	
Human Capital Development and Attracting Talents			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	38	
<b>GRI 404: Training and Education 2016</b>	404-1 Average hours of training per year per employee	41-43	
	404-2 Programs for upgrading employee skills and transition assistance programs	41-43	

Diversity, Inclusion, and Welfare			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	38-40	
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1 Diversity of governance bodies and employees	39	
Responsible Procurement			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	35	
<b>GRI 204: Procurement Practices 2016</b>	204-1 Proportion of spending on local suppliers	35	
Environmental Footprint			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	32-35	
<b>GRI 302: Energy 2016</b>	302-1 Energy consumption within the organization	33	
	302-3 Energy intensity	33	
<b>GRI 303: Water and Effluents 2018</b>	303-5 Water consumption	34	
<b>GRI 305: Emissions 2016</b>	305-1 Direct (Scope 1) GHG emissions	33	
	305-2 Energy indirect (Scope 2) GHG emissions	34	
	305-4 GHG emissions intensity	33	



<b>GRI 306: Waste 2020</b>	306-1 Waste generation and significant waste-related impacts	34	
	306-2 Management of significant waste-related impacts	34	
	306-3 Waste generated	34	
Topics in the applicable GRI Sector Standards determined as not material			
<b>Digital Transformation</b>			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	21	
<b>Customer Experience and Satisfaction</b>			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	20-22	
<b>Supporting SMEs</b>			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	28	
<b>Business Continuity</b>			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	26-29	
<b>Financial Inclusion and Health</b>			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	27	
<b>Accessible Products and Services</b>			
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	26-29	



[info@hbtf.com.jo](mailto:info@hbtf.com.jo)  
[www.hbtf.com](http://www.hbtf.com)



Headquarters Telephone: +962 6 5005555  
Fax: +962 6 (5691675 - 5678121)  
Call Service Center (Iskan 24/7) and Automated Bank:  
+962 6 5200400 or 080022111  
Swift: HBHOJOAXXX



Headquarters  
Amman - Shmeisani - Prince Shaker Bin Zaid Street  
P.O. Box (7693) Amman 11118 - Hashemite Kingdom of Jordan