



# AL-TIJARI 2022

## S U S T A I N A B I L I T Y   R E P O R T

Commercial Bank of Kuwait (K.S.C.P)





His Highness

**Sheikh Nawaf Al-Ahmad  
Al-Jaber Al-Sabah**

The Amir of The State of Kuwait



His Highness

**Sheikh Meshal Al-Ahmad  
Al-Jaber Al-Sabah**

The Crown Prince of The State of Kuwait

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# INTRODUCTION

# Introduction

In 1987, the report of the United Nations Brundtland Commission defined sustainable development as “Development that meets the needs of the present without compromising the ability of future generations to meet their own needs”.

Al-Tijari has early on recognized the significance of sustainable development with its core standards; environment, society, and governance “ESG”. The Bank has taken leading initiatives in this regard and has an annual ad-hoc report issued over eleven years in a row entitled “Corporate Social Responsibility Report”. The report has been covering most themes of the ESG before this concept became a regulatory requirement and a world top priority gaining momentum and attracting countries’ attention.

The United Nations has set 17 goals for sustainable development for making a profound systemic shift to a more sustainable economy that works for both people and the planet. The Government of the State of Kuwait established a partnership with the United Nations for achieving sustainable development goals in Kuwait. Kuwait and the UN are working together through international cooperation, to achieve the expected results from the Strategic Cooperation Framework (SCF) for the period 2020-2025. The national development priorities and pillars as well as the 17 sustainability goals are embedded in the “Kuwait Vision 2035” “New Kuwait” and the Kuwait National Development Plan (KNDP) for Sustainable Development Goals (SDGs).

In line with international and national sustainable development goals, the Central Bank of Kuwait has issued Circular No. (2/BS, IBS/500/2022) dated 16/11/2022 to all Kuwaiti Banks regarding Sustainable Finance. The Central Bank underlines the significance of taking steps for promoting and implementing sustainable finance in the banking sector in light of the pillars embraced under the New Vision “New Kuwait 2035” for realizing sustainable development. The Central Bank of Kuwait guides banks with concerning sustainability standards that are embodied in three main pillars; Environment, Social, and Governance (ESG) known as “The Three Pillars of Sustainability Governance”.

Commercial Bank of Kuwait’s key programs, activities, and initiatives in the field of sustainable development: Environment, society, and governance are illustrated in the following pages of this report.



# CHAIRMAN'S MESSAGE



# Message from the Chairman of the Board



**Our Valued Shareholders,**

**Peace, Blessings, and Mercy of Allah be upon you,**

I have the pleasure to present to you the first Sustainability Report of the Commercial Bank of Kuwait in a new form. The Bank has been covering sustainability and social responsibility issues in previous reports; namely the “Social Responsibility” Booklet up to 2021. Sustainable development has become a significant mandate that many environmental and climatic issues are addressed under its umbrella, such as the carbon emissions high percentage and air, land and sea pollution. These issues entail coordinating countries and organizations’ efforts to face these worldwide challenges.

In view of the above, the United Nations held many international conferences for concerted cooperation, of which the most recent was the Climate Change Conference held in Sharm El-Sheikh - Arab Republic of Egypt, COP27, in November 2022. The activities of Sharm El-Sheikh Summit, held under the title “A Turning Point”, aimed to tackle the issue of climate change. It discussed sustainable finance and environmental sustainability in general.

The State of Kuwait was keen to actively participate and honor all United Nations criteria for sustainable development. This was well pronounced by the high representation at the Climate Summit in Sharm El-Sheikh headed by His Highness the Crown Prince Sheikh / Meshal Al-Ahmad Al-Jaber Al-Sabah, where His Highness restated Kuwait’s commitment to the Gulf, regional and international environment resolutions and initiatives. He also underlined that Kuwait honors all criteria of cooperation with the United Nations in the implementation of environmental projects. Kuwait has initiated several environmental projects including the clean fuel project, Al-Zour international refinery, sulfur handling facilities and the fifth liquefied natural gas pipeline.

As the banking sector is a key driver of the economy and development efforts by funding projects, companies, and individuals, thus affecting both people and the society, the Central Bank of Kuwait “CB” issued a circular on 16 November 2022 to local banks regarding the guidelines for sustainable finance. CB defined the three sustainability principles i.e. Environment, Social, and Governance “ESG”. The Bank’s Annual Report includes a section for Corporate Governance applied by the Bank since the issuance of CB instructions in this regard on 20 June 2012 and their updates on 10 September 2019.

Within this context, Commercial Bank of Kuwait has prepared its Sustainability Report for 2022 covering environmental, social and corporate sustainability across the Bank. The Report highlights the Bank’s key achievements and efforts over the year for promoting sustainability, social responsibility, and various activities and events in cooperation with governorates and civil society institutions for serving society and the environment. The Bank caters for providing sustainable finance to corporate with the aim of supporting national projects that foster environmental factors and drive development. The Report also underlines the Bank’s efforts in spreading banking awareness, realizing financial inclusion, building national human capital by enhancing the skills of its employees, offering job opportunities for citizens and equal chances for women, supporting them to occupy leading positions and creating a sound work environment that nurtures innovation. The Bank as well launched initiatives that encourage rationalizing electricity, water and other resources consumption. As such, we are on the right path for environment-friendly Bank premises.

**Allah is the Best Guardian**

**Sheikh / Ahmed Duaij Al-Sabah**



# ENVIRONMENT



## Environment, Corporate Social Responsibility, Governance and Sustainable Finance

The Bank's Environment, Corporate Social Responsibility, Governance and Sustainable Finance initiatives are encapsulated in the "2022-2026 Shaping the Future" strategy which was developed in line with the Central Bank of Kuwait's directives and guidelines.

The environmental and sustainable finance aspects may specifically be viewed through five main pillars, namely.

### **GO Green Organization:**

An area which the Bank has been working on through various initiatives and projects to create a "culture of conservation" and natural resource stewardship within its community.

### **GO Green Branches:**

An area where the Bank rolls out environmentally friendly processes and practices throughout the customers banking journey at the branch, coupled with awareness campaigns gradually and positively shifting behaviors and inclinations.

### **GO Green Digital Banking:**

An area where innovative digital solutions are launched, enabling secure, and user-friendly transactions that are environmentally responsible and desirable leading to the reduction or even elimination of paper and plastic resources consumption.

### **GO Green Sustainable Finance:**

An area which the Bank is proactively pursuing through its financing and investment activities to encourage and support a "green" business that uses sustainable materials to make its products with the aim to use as little water, energy and raw materials as possible. The Banks also endeavors to cut carbon emissions, or finds ways to utilize these materials in renewable and eco-friendly ways, in addition to investing in "green" bonds dedicated towards funding environmental initiatives and sustainability projects.

### **GO Green Advocacy:**

An area which the Bank intends to be involved on an active basis on a national level, advocating environmentally friendly practices and raising awareness by reaching various segments of the society through various means.

To facilitate the Bank's Environmental initiatives, the Bank has formulated a dedicated "GO Green" Task Force with the main responsibility for research, design, evaluation, implementation, coordination and administration of the GO Green pillars.



Corporate Communication Team growing plants and trees during Planting & Greening Campaign



## Environment

### GO Green - Organization

As first steps towards the Bank's GO Green Organization objective, the Bank has adopted an organization-wide practice of in-house environment friendly management approach to facilitate efficient and effective use of resources at the Head Office and in branches in addition to enhancing employees' awareness and engagement.

There have been significant efforts towards converting the culture within the Organization in support of developing a "Go Green" mindset through various behavior transformational initiatives.

#### Going Paperless

Various divisions within the Bank have taken major steps to adopt a paperless approach, starting with the deployment of the digital ticketing system Bank wide for interdepartmental correspondence and requests initiation, thus eliminating the use of paper in these regards.

The ticketing system is used on a wide scale and for various purposes including processing customers' banking services requests, logging and following up on complaints and inquiries, raising risk incidents in addition to initiating procurement, and property maintenance and construction requests.

The Bank's periodical publication "AL-Tijari News" is no longer issued as a hard copy publication, instead it has been fully digitized and published on digital platforms such as the Bank's website and shared internally via e-mail.

Additionally, on the Board of Directors level, a new platform for board and committee meetings "Meeting Scheduling Application" has been launched as a user friendly and secure platform that reduces paper printing for meetings.

The application allows digital planning and scheduling of board and committee meetings, in addition to the circulation of reports, policies, bylaws, directives, central bank circulars, and minutes of meetings to board members and get their approvals electronically since the related documents or reports can be shared with easy access to all board members through smart phones and tablets.

The Board Secretariat has also adopted a digital archiving system (DocumenTera) to retrieve scanned documents using DocumenTera without the need to print them.

The use of QR codes is becoming a prominent practice throughout the organization as the internal mail dispatch process has been digitized through the application of QR codes for interdepartmental mail or package deliveries eliminating register books and automating tracking for better control and audit trail. The Bank launched the paperless recruitment process, where new candidates are directed to e-applications through scanning a QR code in order to apply to available career opportunities and upload the required documents digitally.

QR codes are also used for internal communication of events and activities to Al-Tijari employees on the Bank level.

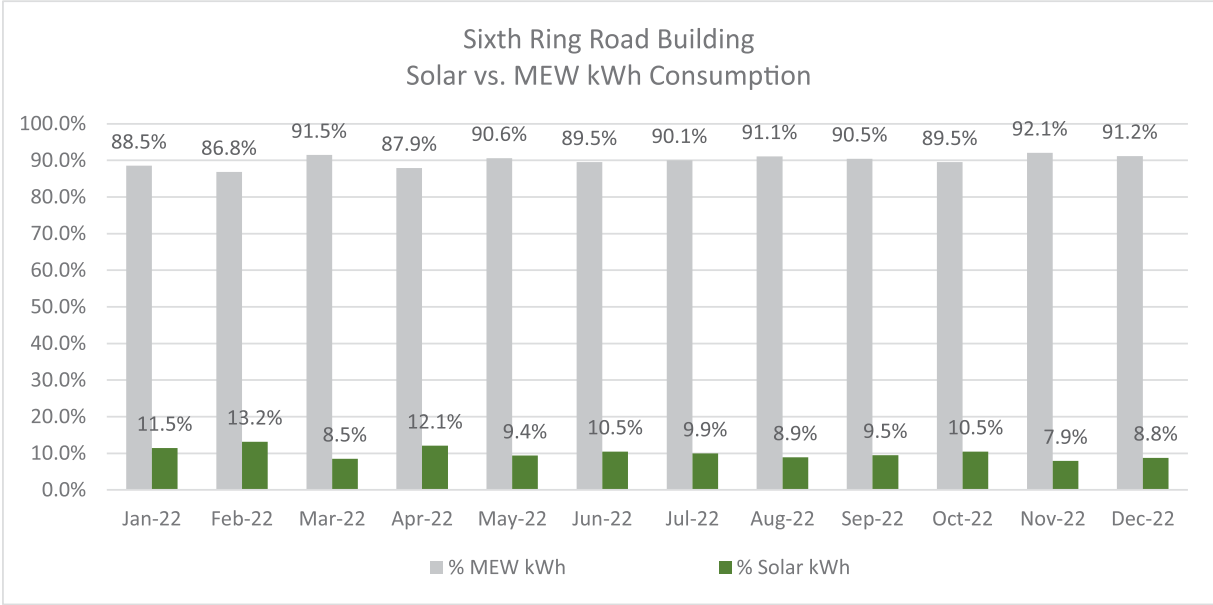
#### Clean Energy and Rationalization

The Bank adopted various tactics in order to produce and use clean energy in addition to rationalizing the daily consumption.

As such, a Solar Photovoltaic Rooftop System was installed on Al-Tijari 6th Ring Road building rooftop, which is a grid-connected rooftop Solar PV with an installed DC capacity of 142kWp designed to produce around 215,000 kWh per year, which amounts to a CO2 reduction of approximately 325 tons per year.

All materials used in this project are as per the standards set out by the Ministry of Electricity and Water for solar rooftop systems that were tested to ensure that it performs well in local conditions.

Based on the data collected during 2022, 8% to 13% of the total energy consumed at the location on a monthly basis was produced through the solar system, averaging 10% for the year as illustrated in the figure below.



Furthermore, the Bank has adopted multiple Energy Saving Tactics within its premises including implementing occupancy-based lighting strategies through motion sensors that detect when a space is unoccupied and automatically turns off. The Bank also has in place now LED lights in all the premises, installed water-saving automatic sensor activated faucets, in addition to the installation of a low maintenance landscaping automatic outdoor plants irrigation system.

### Recycling and Re-usage

The General Services Division spearheaded the initiative to install recycling containers on every floor in the Mubarak Al Kabeer Head Office location through a collaboration with a recycling company, the Bank is currently working an in-house solution that can be implemented Bank-wide that will enhance the engagement and buy in from the staff members going forward.

Used equipment such as toner cartridges are recycled in an environmentally friendly manner in coordination with the vendors.

The Bank is also maximizing utilization of products such as empty boxes, furniture, equipment, and stationery through re-allocation and multiple use in addition to using returnable containers for office deliveries that are returned back to the suppliers’ stores.







### Environment-Friendly Products

To further solidify the “GO Green Organization” approach, Al-Tijari has started to replace some items with Green Stationery mainly paper and envelopes, which is what is currently available in the local market, with plans to look into overseas suppliers for other possibilities.

Moreover, the booths for the Bank's promotional events are being constructed using environment-friendly material through collaborations with environment-supportive vendors.

Al-Tijari plans to expand its efforts through reviewing best practices within the industry in terms of the usage of environmentally friendly manufactured materials for future application.



Sea and Sky Campaign where the Bank's Booth was made of environment- friendly material

### GO Green Mindset

Al-Tijari also invests in enhancing the employees' environmental awareness and engagement through various activities and initiatives such as recycling and re-usage through advocating reusable lunch boxes and drink containers as part of the Human Resources Division led PULSE campaign.

Eco-friendly lunch boxes and beverage containers were distributed complimentary to all of the Bank's staff to facilitate behavioural evolution towards adopting positive environmental trends.



## GO Green - Branches

Guided by the Bank's commitment to environmental sustainability, the Retail Banking Division views the Branches as a platform that reflects the transformational efforts in this regard, starting by providing the customers with a seamless banking experience that continues to meet their evolving needs, and up to offering services underlying the Bank's endeavors for environment preservation.

### Business Islands

Al-Tijari launched the "Business Islands" which is an in-house developed environmentally friendly innovative banking solution that is fully integrated with the Kuwait Mobile ID – PACI allowing for digital authentication and seamless banking transactions. Through enabling the scanning of QR codes feature within the Bank's mobile application, dramatic reduction in paper prints out and transaction slips has been achieved.

### T-Lockers

The Tijari Lockers is one of the most popular innovative solutions, and the first of its kind in the country within the banking industry. The T-Lockers enable the customers to collect their cards, bundle of cash, statements, cheque books, certificates, etc. 24/7 and is fully empowered by digital access through Al-Tijari Mobile application QR code scanner, NFC, QR reader or card and PIN with ZERO printing as all transactions' confirmation are via mobile notifications or e-vouchers.



### Cardless Withdrawals and Deposits

Al-Tijari Branches network provides a unique banking journey for customers, offering a full-fledged digital experience when it comes to cash withdrawals and deposits, as the customers can utilize the Bank's mobile application as an easy and secure way to access their accounts without the need for plastic cards.

### E-Marketing

QR codes have become a predominant way of converting printouts and brochures to e-publications wherever possible. Towards this end, the barcodes have been placed in branches and on all new batches of brochures, flyers and posters to direct the customers to the Bank's website or Mobile Banking application, where the products, services and other detailed information is available digitally leading to a 50% reduction in printing within the Retail Division alone.

Furthermore, all Branches are equipped with digital screens displaying marketing materials, awareness tips, and important information related to products and services, in a step towards digitally replacing printed posters.



## GO Green - Digital Banking

Al-Tijari as a pioneer in digital banking and payments technologies, strives to leverage intellectual and technological assets to innovate and revolutionize the digitization of banking services in Kuwait.

Digital banking is not only viewed as a driver of growth through innovation, availability, accessibility and security but also as a driver of an environmentally friendly banking approach. As such, Al-Tijari pushed the boundaries further as one of the leaders in digital transformation by offering secure and innovative digital banking services that are environmentally responsible.

### Contactless Payment

A large array of digital and Near Field Communication - NFC cashless payment products have been launched, including the popular “Apple pay” for iOS, and “Tijari Wallet” for Android users thus covering the majority of mobile users in Kuwait, in addition to the launch of Fitbit Pay, Garmin Pay, and Swatch Pay targeting athletes and the younger generation where customers can link the wallets to their Al-Tijari virtual cards leading to the reduction of plastic card production and the exchange of physical cash.

The launch of the contactless payment products is followed by digital promotional awareness campaigns aimed at encouraging the customers and community in general to “Go-contactless” over the use of cash by educating in terms of its environmentally negative impact in various aspects such as paper resources usage and cash management logistics chain.

### Al-Tijari Mobile Application Onboarding

Al-Tijari leverages technology to simplify the on boarding of new customers by introducing the “Account Opening” feature through the Mobile Application in a secure and convenient manner, thus reducing paper use, and traffic at branches.

### E-Statement, Push Notifications and E-Receipts

The Bank continuously encourages both individual and corporate customers and its own employees by raising awareness and promoting environmentally responsible behavior through various campaigns including posts on social media to go for electronic statements, push notifications and electronic vouchers to stay informed when it comes to their transactions and accounts movement resulting in huge savings on paper usage and subsequently a positive impact on the environment.

### Digital Banking Requests

Banking services accessibility has been enhanced by introducing several instant services through Al-Tijari Mobile application in addition to the “Digital Banking Request”, where customers can log on through their mobile and submit requests related to account opening, complaints, emergencies, and many more inquiry requests, without the need to visit a branch or contact the call center, as a dedicated team is available to respond instantly.

## GO Green - Sustainable Finance

The Bank is exploring various ESG/Green investment or funding opportunities in the market. At present, there is significant demand for such ecofriendly investments and thus the ongoing spreads are very tight. The Bank has a strategy to participate in any upcoming ecofriendly funding or investments if that meets the minimum return criteria set by the management. It is expected, that going forward to incentivize the Banks, regulators in various countries will relax some norms for ESG assets.

### Green Loans

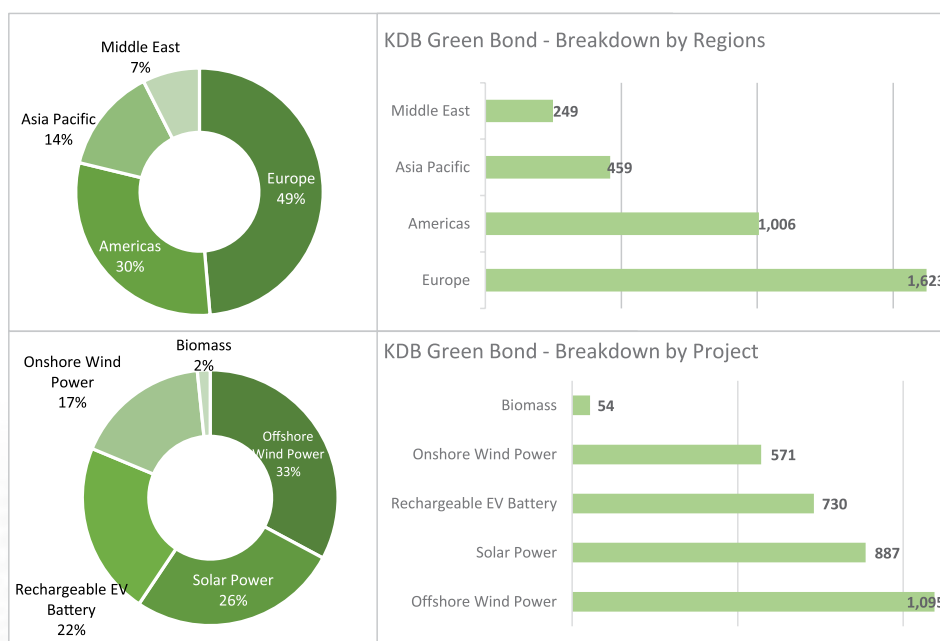
Those loans concern major environmental projects such as Umm Al Hayman Waste Water Treatment Plant, which is one of the largest of its kind in the world and has been deployed to develop modern and efficient waste-water treatment infrastructure in Kuwait, and the strategic Clean Fuel Project that expands and upgrades Mina Abdullah and Mina Al-Ahmadi Refineries to an integrated refining complex that fulfills the local and international demand for clean fuels through producing environmentally friendly oil products which meet the strictest criteria of European countries and the USA such as Euro-4 and Euro-5.

In addition to the above, the Bank provides loans and facilities to various companies that are involved in environmental activities such as water waste treatment, medical waste, soil remediation and rubber tires recycling.

### Green Bonds

The Bank's assets portfolio also includes the various green bonds such as two bonds with the Korea Development Bank-Seoul to finance and/or refinance new and/or existing Renewable Energy & Clean Transportation. One of the bond allocations was specifically for solar, offshore wind, and rechargeable EV batteries and the second bond allocation was specifically for solar and rechargeable EV batteries.

Figures below show the use of proceeds of the KDB Green Bond Portfolio Distribution.



\*Source: KDB Investor News Letter March 2022

Another investment with the State Bank of India for Climate Bonds certified and listed on the Singapore Stock Exchange used for financing wind and solar energy projects across India. 49 Solar Energy projects with a cumulative installed capacity exceeding 1,300 MW. 32 Wind Energy projects a cumulative installed capacity exceeding 1,300 MW

And finally, an investment with Dubai Islamic Bank through Sukuk issued in line with Dubai Islamic Bank's Sustainable Finance Framework which was created to facilitate the financing of green and social initiatives and projects.



## GO Green - Advocacy

Environment preservation and recycling are key themes in 2022. As such, the Bank launched the “GO Green” Advocacy initiative which involved various environmental campaigns and collaborations with the aim of spreading awareness within the society about the disastrous impacts of damaging nature and the environment and the importance of environment preservation and recycling.

### Environment-Friendly Practices

Within the framework of Al-Tijari's social activities aimed at environment preservation, through enhancing awareness and promoting environment-friendly practices such as recycling plastic wastes, the Bank - in collaboration with Yadawi, a leading art institution in Kuwait – launched the Recycling and Environment Preservation Campaign.

The Campaign included an event at the Gulf English School aimed at enhancing the younger generation's engagement in healthy environmental practices from an early age through participation in a plastic recycling workshop, whereby recycling becomes an embedded behavior that is part of their daily routines as they grow to become active advocates engaged in environmental issues and the promotion of positive behavior beyond their school environment.



Gulf English School students' interaction with Corporate Communication Team

In an effort to promote environmental sustainability at the work environment, the second event within the recycling campaign in collaboration with Yadawi was the “Up-cycling with Deco Patch” workshop that was conducted at the Bank's premises where employees were familiarized with the techniques of up-cycling various waste items into usable decorative pieces.



Al-Tijari Employees' engagement with the Up Cycling with Deco Patch

## Environment Preservation

The Bank participated and supported various environmental preservation efforts as part of its “GO Green” Advocacy through multiple collaborations with governorates, the Environment Public Authority, and the Kuwait Coast Guard amongst others.

A beach cleaning campaign was executed in cooperation with the Trash Tags Team. The campaign aimed at cleaning the beaches of waste, protecting them against disparaging actions, restoring their vitality and protecting their natural components for the good of the whole ecosystem be it humans or marine creatures.



Corporate Communication Team during the beach cleaning campaign

The Bank sponsored and participated in the “Green Hands” activities which included planting a variety of perennial trees and plants as well as cleaning the Andalus Garden in addition to encouraging residents and campers to maintain a clean environment while enjoying their excursions.

In response to the urgent need for afforestation and agriculture in the desert area, Al-Tijari in collaboration with the Ahmadi Governorate provided support and funding to the Governor’s awareness campaign during the spring camps season in the southern region, specifically in Bar Al-Juli’a.

The Bank participated in the preservation of Umm Al Maradim Island by planting a variety of perennial trees and plants, in addition to placing and installing watering cans and containers to preserve the indigenous birds’ settlements.



# HUMAN CAPITAL



## Al-Tijari's Human Capital Development Efforts

### Collaboration with Leading Institutions

#### **Memorandum of Understanding with the American University of Beirut**

Al-Tijari signed a Memorandum of Understanding “MoU” with The American University of Beirut at the University's Suliman S. Olayan School of Business Executive Education Unit, with the aim of developing a collaboration in executive education programs and professional services.

The Memorandum includes implementation protocols with the goal of effecting specific projects between Al-Tijari and AUB in executive education programs, undergraduate and graduate degree programs, as well as webinars and case studies.

As such, the first implementation protocol, namely the Executive Leadership Program “Crucial 5”, was launched in November 2022, and intended for the Bank's Senior Executives.

The Program incorporates various learning resources and offers a transformative learning experience to further develop leadership competencies.

The Bank shows great interest in training and developing future leaders through such initiatives in cooperation with reputable international universities with distinguished achievements in order to empower future leaders to meet challenges and actively contribute in business growth.

#### **Memorandum of Understanding with the Gulf University for Science and Technology**

Within the framework of cooperation between the Bank and leading educational institutions in the public and private sectors and for the Bank's keenness to offer employment opportunities to Kuwaiti students who are about to complete their university studies, the Bank has signed a Memorandum of Understanding with the Gulf University for Science and Technology.

The cooperation memorandum aimed at coordinating and routing efforts towards providing Kuwait labor market with graduates having technical, academic, practical skills and competencies to enable them to contribute to the comprehensive development efforts in the country. It also stems from the Bank's commitment to support educational institutions in providing training opportunities in the banking sector for students.

The Memorandum of Understanding that was signed with The Gulf University for Science and Technology primary focus is the development of current employees through numerous educational programs including the Master's degree.

The mutual agreement enhances the bond between Al-Tijari and GUST enabling the exchange of benefits, thus satisfying the Bank's eagerness to invest in Kuwaiti fresh graduates and contribute towards achieving sustainable development on a national level.

As part of the Memorandum of understanding with GUST, Al-Tijari recruitment department offers salutary workshops to students and fresh graduates of the university in topics such as; “How to build your CV's”, “Interviews Do's and Don'ts” and “How and where to apply for jobs”.

Additionally, and within the context of Al-Tijari's social responsibility the bank has sponsored various clubs during the 2022/2023 academic year, with the aim of providing support to students of the university and offer them invaluable opportunities for interaction, learning and development, thus enabling the Bank to actively contribute to the students' culture on a social and academic level and enrich their educational experience at the Gulf University for Science and Technology.

#### **Memorandum of Understanding with Kuwait Technical College**

A Memorandum of Understanding was signed between Al-Tijari and the Kuwait Technical College to further the recruitment potential of the students following their graduation from the college.



As such, and within the context of the agreement, the Bank provides workshops to advertise current job vacancies as well as provide tips and tricks on how to land a job in addition to ensuring its participation in career fairs that are held at K-Tech campus to recruit potential candidates and align them with the right job. During 2022, Al-Tijari sponsored the “K-Tech project day”, where students present their project to a panel including the Bank’s representative, the General Manager of Human Resources, to be assessed and sponsored as part of the Bank’s sustainable development of future bankers’ initiative.



Al-Tijari HRD GM with officials of the Kuwait Technical College

### Annual GOV HR Summit

The Bank ensures participation in major human capital related events such as the “Annual GOV HR Summit” - the biggest public sector HR Platform in the Gulf region sponsored by Dubai Government Human Resources (DGHR) Department - United Arab Emirates, which was founded in 2012 for exchange of practices from GCCs government and public sector on connecting people with performance.

During 2022, the Bank took part in the “10th Annual GOV HR Summit” which aims at creating meaningful change through sharing a high-level knowledge platform, bringing decision makers and government leaders from across the GCC to discuss human capital strategies.

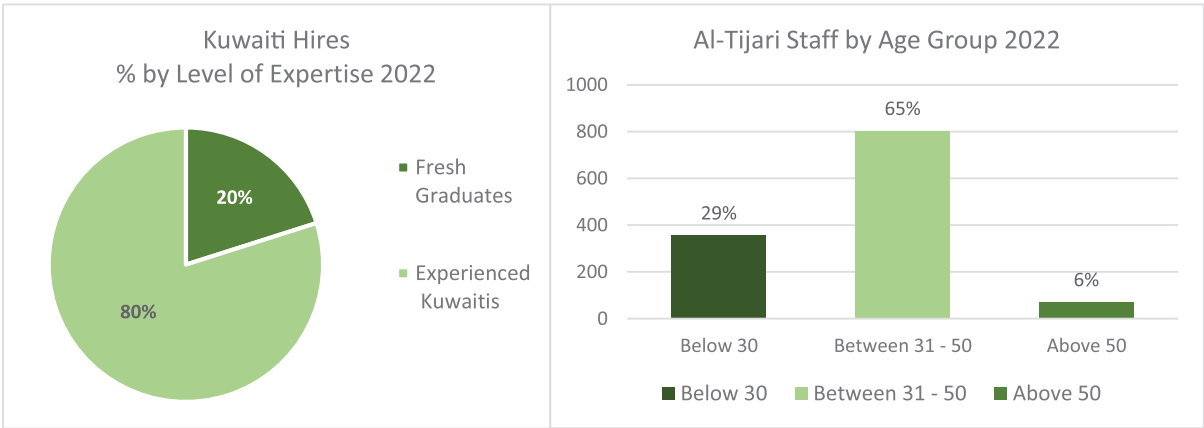


Al-Tijari HRD GM participating at the 10th Annual GOV HR Summit

## Youth Empowerment

### Youth Bank Statistics

Al-Tijari continues to engage talented youth through various initiatives and invest in their professional development, as such during 2022, 20% of the new Kuwaiti hires were fresh graduates as depicted in the figure – left below, leading to 29% of the total workforce being below the age of 30, figure - right below.



The Bank also launched the 2nd Ruwwad program for Kuwaiti Graduate within the Risk Management Division to develop participants and equip them with the adequate skills and knowledge as part of the investment initiatives in newly hired Kuwaiti graduates.

### Internship Programs

Al-Tijari has designed a framework which allows it to partner with reputable educational institutions in order to participate in the students’ professional lifecycle.

The initiative allows the Bank to attract young talent and develop them while participating in the implementation of the “Kuwait Vision 2035” to professionally groom young generations.

Universities and Businesses are increasingly partnering to “up-skill” and “right skill” today’s talent. These collaborations are attractive to stakeholders as they can offer a chance to realign skills with the demands of today’s workplace and provide mutual gain to both parties.

In view of the Bank’s goal of hiring potential talents from universities, the Human Resources division hosted students from renowned universities such as K-Tech, KILAW, AUM, GUST and Kuwait University amongst others, figure – right shows the breakdown of Internship programs by type of participant.

The interns were given the exposure to multiple departments within various divisions in the Bank where they were assigned with a variety of tasks to learn goal-specific skills, and experience the technology, people and projects that relate to their career goals.



The table below details the internship programs that took place throughout 2022, whereby 93 interns from various participants were placed in multiple departments as per their career goal requirements.

Participants	# Interns	Assignment
K-Tech	18	Information Technology Branches
Dasman School for Special Needs	3	Human Resources
GUST	2	Branches
Kuwait University	11	Branches
KILAW	2	Legal
Public Authority of Manpower	1	Branches
ACM	5	Branches
AUM	12	Information Technology Human Resources Branches
LOYAC	9	Financial Planning & Control Virtual Banking Branches
Employees Relatives Summer Internship	28	Information Technology Financial Planning & Control Risk Management Human Resources Branches
The University of Sheffield	1	Treasury & Investment
The University of Waterloo - Canada	1	Treasury & Investment
Total	93	

### ***LOYAC Internship Training Program “Darb”***

Within the framework of the Bank’s care for young people, contribution towards preparing a new generation of entrepreneurs and supporting influencing social institutions, the Bank hosted the trainees of the LOYAC Internship Training Program “Darb”. It is clear to recognize that the Bank’s objectives intersect with the LOYAC Foundation in terms of youth empowerment and endeavors for achieving comprehensive development.



LOYAC Internship Training Program

“Darb” Program aims to familiarize the participants with work environment in the banking sector and prepare them to join the labor market by enhancing business culture amongst them.

### ***Dasman Bilingual School***

Al-Tijari collaborated with Dasman Bilingual School to train some of their students affiliated with the Vocational Department in order to provide them with an opportunity to apply the skills they have learned during their education.

### ***2022 Summer Training Program***

The Bank successfully launched and concluded its annual summer training program, which is designed to provide enriching activities for the youth, targeting Al-Tijari employees’ relatives and children with the aim of providing an enjoyable learning experience through engagement during the summer holidays.



Summer Training Program



### Job Fairs Participation

The Bank's contribution as a constant participant in job fairs and career forums stems out of its corporate social responsibility concept as a financial institution that aims at providing job opportunities for Kuwaiti youth pursuing jobs in the banking sector.

The Bank encourages students to join the labor market, and entice fresh graduates to build up their career paths and hone their skills and competencies thus, contributing in the job nationalization and eradicating unemployment.

The Recruitment Department participated in career fairs that were held in multiple universities like The Australian University, Gulf University for Science and Technology, Kuwait Technical College, Kuwait University and American University of the Middle East during 2022 and held on-spot hiring's for various divisions and departments across the bank, mainly Virtual Banking and Branches.



Al-Tijari participation at the Kuwait Technical College

The Bank also sponsored the virtual career fair arranged by The American College of the Middle East "ACM" the American University of the Middle East "AUM" and the Australian University.



Recruitment Campaign at the Australian University

Within its corporate social responsibility towards fresh graduates and ongoing endeavors to accentuate its social role and support to the educational sector, Al-Tijari participated in several virtual career fairs organized by a number of private universities and civil society institutions such as the career fair organized by Gulf University for Science and Technology.

As a result of Al-Tijari's efforts the American University of the Middle East "AUM" has invited the Bank's representatives, along with selected prominent companies and institutions, to an honoring ceremony held in the AUM Cultural Center. AUM invitation to the Bank came on the back of the Bank's active participation in the career fairs organized by AUM and for the Bank's role as one of the largest employers of national graduates in the private sector. This reaffirms the Bank's constructive role and cooperation with educational institutions in Kuwait offering proper job opportunities for Kuwaiti students who are about to complete their university studies.

During the event, Mr. Fahad Al-Othman, Chairman of the Board of Trustees of the American University of the Middle East, presented a Corporate Award to the General Manager of Human Resources representing Al-Tijari, in recognition of the Bank's participation and diligent endeavors in supporting Kuwaiti graduates and providing them with job opportunities.



AUM honoring Al-Tijari

## Workshops and Sponsorships

### ***Workshop at Gulf University for Science and Technology***

Al-Tijari continues its cooperation with educational institutions that offer students specialized practical and scientific studies. In view of the benefits of this cooperation for students, and the aim of preparing a promising generation of bankers, The Human Resources team at the Bank have organized a workshop at the Gulf University for Science and Technology. The team welcomed students and gave them detailed explanation on how to prepare a professional Resume and apply for employment with the Bank via the Bank's website.

The Human Resources team also informed students about the advantages of working in the banking sector and the career development opportunities set to qualify Youth and plan their future career since youth are the foundation for achieving development and progress and for facing challenges.

Organizing this workshop reflects Al-Tijari's belief in the importance of developing the capabilities and energies of the ambitious Kuwaiti youth and giving them opportunities for joining the private sector in general, the banking sector and Al-Tijari in particular.

The Bank highly invests in participating in the workshops and job fairs as an effective platform to reach and communicate with Kuwaiti young people pursuing employment opportunities at the Bank.

### ***Kuwait Technical College Students Activities Sponsorships***

Within the scope of cooperation between the Al-Tijari and the Kuwait Technical College, and in affirming the Bank's keenness to sponsor student activities in various universities, colleges and institutes to hone their skills to better serve the students' future career goals, the Bank exclusively cooperated with Kuwait Technical College and sponsored the "Project Day". The Event was held at Kuwait Technical College facilities, in the presence of the Bank's Human Resources General Manager, acting as one of the arbitration committee members for evaluating the technical projects that the students presented in hopes of securing sponsorships.

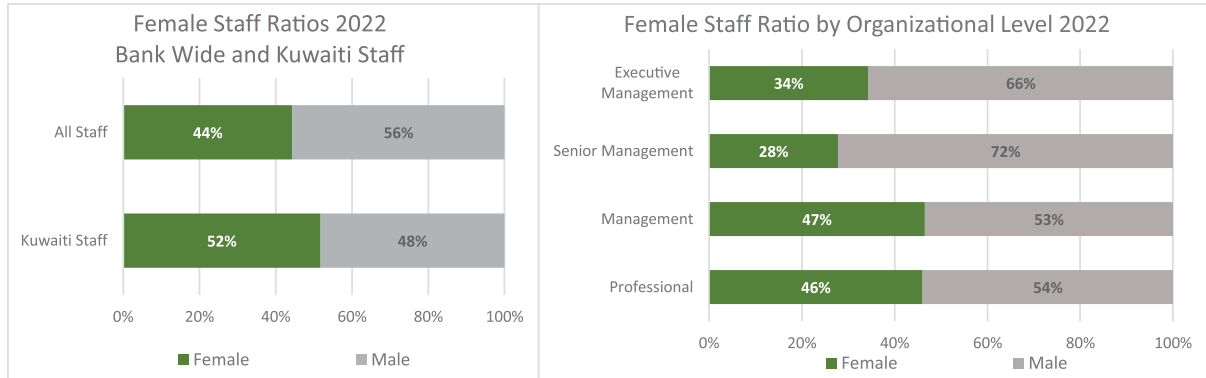


## Female Empowerment

### Female Bank Statistics

Al-Tijari maintains a healthy overall female ratio of 44% on a bank wide level with it being higher, reaching 52% amongst Kuwaiti staff as depicted in the figure- below left.

The figure-below right illustrates the female representation ratios in 2022 on an organizational level.



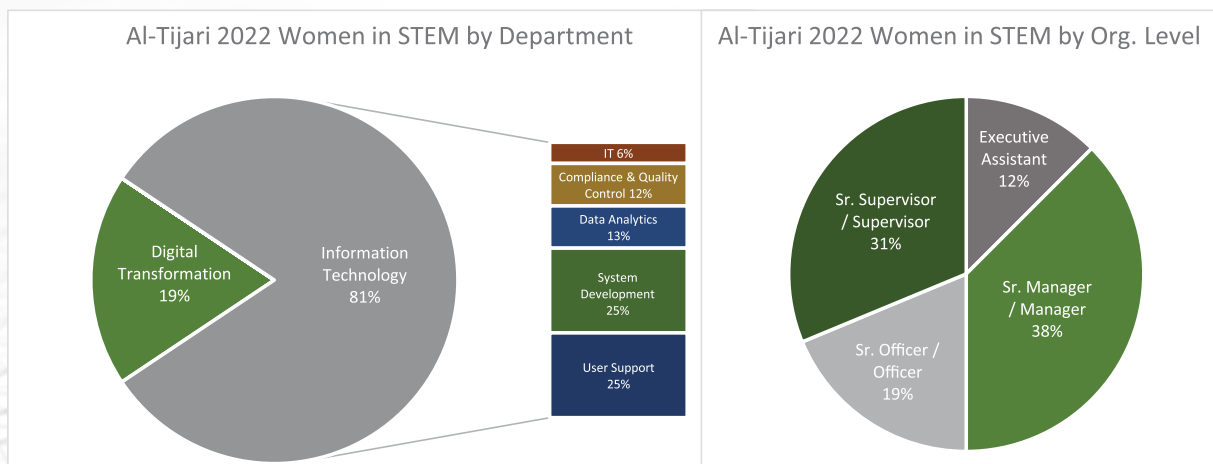
Within the 34% Executive Management female representation is the Bank's Chief Executive Officer, which has been selected as one of the best CEOs nominated for the "Top CEO" 2022 awards for the Gulf capital markets in addition to ranking sixth at the level of Gulf Banks CEOs and second on the Kuwait level, according to the rating conducted by the event's organizers.

### Al-Tijari Women in STEM

Women occupying STEM roles within the Bank are mainly in the Information and Technology Division 81%, and the Digital Transformation and Innovation Division 19% as per the below figure-right.

Within the Information and Technology Division, female representation is within five areas as illustrated in the figure below- left;

- Information Technology
- Compliance and Quality Control
- Data Analytics
- System Development
- User Support



## Women Training Courses

During 2022, various women empowerment and leadership training programs took place as per the table below:

Program	Program Description
Executive Women in Leadership	A five days course certificate program examining the issues facing women in leadership positions and offering strategies for handling them.
The Women Entrepreneurs - Catalyzing Growth, Innovation, and Equality	The virtual event discussed the findings of the latest Citi GPS Report: Women Entrepreneurs - Catalyzing Growth, Innovation and Equality by examining the global state of entrepreneurship, identifying key barriers that hold women entrepreneurs back, assessing opportunities if the barriers were removed, and exploring key actions to unlock the potential of women entrepreneurship
EQ Women in Leadership	Diverse teams make better decisions, yet research shows that women often hold themselves back from fully realizing their potential in the workplace. This program helps women understand why – and how they can leverage that insight to take ownership of their personal and professional leadership journey.
Lead Like a Woman Workshop	A one-day workshop that allowed women leaders to take a deep dive into three critical areas of leadership development: Executive presence, communication, and vision.
IE Business School Technical Skills	A five day program that allows women leaders to better understand important topics related to Megatrends, Creativity & Innovation, Data Analytics & AI, and Strategy for Growth and Decision Making.
7 Habits of Highly Effective Women	Based on Stephen Covey's book, the workshop compared the antiquated good girl habits with their transformation into habits that level the playing field for women leaders.

## Arab Women Forum

Al-Tijari, represented by the Chief Executive Officer participated in the Arab Women Forum – a high-profile gathering of women executives, decision-makers, and business leaders - that was launched back in 2018 as a platform to enhance and support the ever-growing contribution of Arab women in the region's economy and society, held in parallel with the iconic TOP CEO Conference in the United Arab Emirates during 2022.

The Forum hosts on-record and off-record conversations to explore regional and global business dynamics with a strong focus on women's empowerment and provides a platform for open discussions on women's success, challenges, and opportunities at work.

Al-Tijari's CEO participated in the "A New Beginning: Work 2.0" panel where various topics were discussed such as women engagement and workforce in the GCC banking sector, the challenges they face, ways to overcome them including laws and regulations.

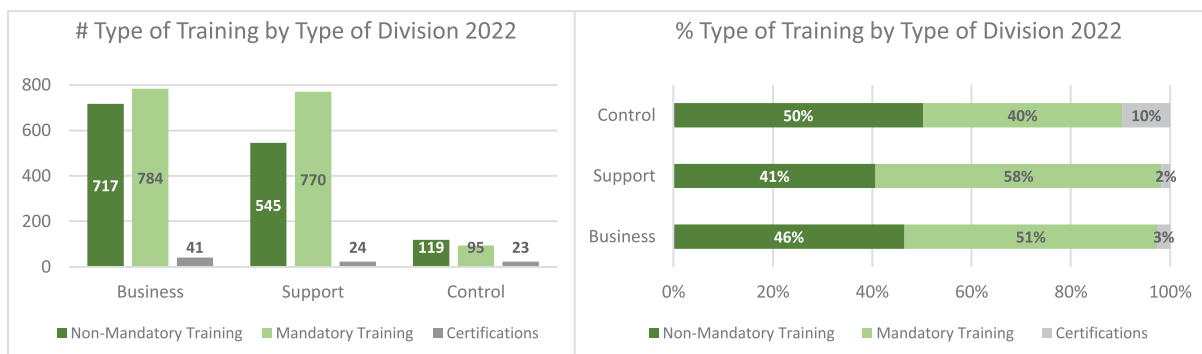


## Training and Development, Well Being, and Staff Engagement

### Training and Development

The Bank ensures that staff members receive relevant and enabling training opportunities that results in capacity building in line with their roles and responsibilities.

As such, training and certification programs are selected to meet the specific requirements by divisions and departments to hone their employees' skills and develop their ability to elevate their performance. The figure below-left shows the count of staff members that completed training programs by type of training (Mandatory, Non-Mandatory, Certification) by nature of division. The figure below-right shows the training type by division nature in terms of percentages of the overall training and development during 2022.



### Specialized Training

Additionally, within the framework of the Bank's ongoing endeavors to develop the abilities of its employees, motivate national cadres and refine their skills to hold key positions, Executive Development opportunities in cooperation with leading educational institutions such as Harvard Business School are made available for high flyers that possess the required leadership potential.

This particular executive development program titled "Leadership in an Evolving World", which sheds light on digital transformations, challenges and opportunities facing the business sector, is launched by the Central Bank of Kuwait under the Kafa'a Initiative in cooperation with local banks and the Institute of Banking Studies to train and qualify national cadres.

Following the conclusion of the executive development program, a celebration was held to honor the graduates, attended by His Excellency the Governor of the Central Bank of Kuwait and the Chairman of the Board of Directors of the Institute of Banking Studies along with chief executive officers in the banking sector.



CEO and Executives Participating in the Harvard Program

The Bank also launched its first training program in cooperation with the “VO” Platform which is the first integrated youth platform in Kuwait to attract and support young talents.



First Training Program in Cooperation With The “VO” Platform

The five days Program covered titles such as “Speaking to the Public” and “You & the Camera”, with a focus on developing employees’ skills in two main aspects, the first related to the media and the second concerned with the art of public speaking.



Part of “You & the Camera” activities

### ***Thaber E-Learning Mobile Application***

In line with the Digital Transformation, the Bank facilitates access to training and learning programs through the digital training platform “THABER Mobile Application” which is an e-learning application for smartphones, taking the e-learning concept a step further following the launch on the Bank’s website.

Employees can easily access to the training platform and complete the Central Bank of Kuwait mandatory courses such as Anti-Money Laundering, Customer Protection, Information Security Awareness, data protection and anti-fraud, in addition to courses recommended by the Bank to its staff as per the nature of their duties and training needs.

As such, this e-learning initiative satisfies two of the Bank’s strategic key drivers, Digital Transformation and Human Capital.



## Employees Wellbeing

### Al-Tijari's Wellbeing Initiative "Pulse"

This ability to function and perform at a high level consistently is enhanced by health and wellness programs that traditionally focus on the physical and emotional wellbeing of employees. Hence, the Bank is keen on promoting wellbeing at the workplace as it will positively impact both employees and the Bank by increasing productivity, enhancing employee morale and reducing absenteeism.

As such, various learning resources have been put in place to provide users with the information and practicalities required to address related topics.

- Fitness and nutrition workshops were held to provide the employees with tips and techniques to better take care of their physical health, which ultimately affects their work performance and daily lives.
- Happiness and Gratitude Workshops were also organized in collaboration with Alnowair, where participants learned the importance of being positive and how it can improve their outlook and mental wellbeing.
- With the introduction of the "Mental Health" topic, small indoor plants were distributed to all employees, knowing that indoor plants have been proven to reduce psychological and physiological stress. The initiative also introduced other topics such as The Science of Siblings, and Understanding Your Children Better, along with the Positivity at the Workplace E-learning program.
- Cancer Awareness related content was uploaded on the PULSE Learning Channel on THABER, where articles, videos and quick tips were made accessible to raise awareness on preventing cancer and how to support those who are battling the condition.
- As part of PULSE "Resilient Workplace" topic, a "Barista Skills Foundation" workshop was conducted, where employees were provided with the basic knowledge and skills on brewing coffee and allowed them to enjoy its health benefits like stress relief and physical/cognitive performance boost, while socializing and connecting to others.

### Staff Health Awareness Campaigns

There had been several initiatives aimed at enhancing health awareness within the Bank's social responsibility efforts towards Al-Tijari staff members during 2022.

#### ***Cancer Awareness and Prevention Campaigns***

The Bank's participates annually in cancer awareness campaigns as part of its continuous efforts to combat cancer, advocate women and men general health, and to spread awareness in terms of prevention and the benefits of early detection.

As such, the Bank participates in the "Breast Cancer Awareness Month – Pink October" where internal events for the staff are arranged and support bracelets are distributed in addition to the "Prostate Cancer Awareness Month-Movember" as part of the activities arranged by "CAN" Campaign for Prostate Cancer Awareness.

The Bank, in cooperation with the New Mowasat Hospital, offered discounts on medical check-ups related to cancer disease and urged employees to undergo the necessary medical tests to diagnose and better protect themselves through various activities relevant to "Movember". These efforts reflect the Bank's view that "prevention is better than cure."



Prostate Cancer Awareness Campaign

### Diabetes Awareness and Prevention Campaigns

In cooperation with Ali Abdul Wahab Al-Mutawa Company, the Bank hosted Al-Mutawa Pharmacies Medical Team to conduct medical check-ups for the Bank staff such as measuring blood pressure, blood sugar, weight, height and body mass index, and to give advice for improving quality and lifestyle and for adopting a balanced diet to maintain good health.

The event was organized with the aim of raising awareness on the importance of preventing diabetes and encouraging staff to follow a healthy lifestyle. This initiative came within the framework of the Bank's endeavors in providing health care to employees. The participating Team advised employees about the risks of chronic diseases, and how to avoid them by following proper medical instructions.



Part of the Diabetes campaign



Board Chairman having blood pressure tested

### Blood Donation Campaign

Within the framework of its humanitarian activities and enhancing the concept of voluntary social contribution, the Bank organized a Blood Donation Campaign for its employees in cooperation with the Kuwait Central Blood Bank. The Campaign witnessed a high turnout and contribution by Al-Tijari employees led by the Chief Executive Officer and the Management Team, who enthusiastically participated as a sense of humanitarian duty.



Al-Tijari CEO & CCD Team with the Blood Bank Team



### **Al-Tijari Safety Measures**

In commitment to the security and safety of the employees and through the application of public safety standards, the Bank carried out an evacuation drill for the Bank's Head Office premises. The alarm bell sounded in the Head Office, and the employees, led by the Chairman of the Board of Directors, the Executive Management Team and all of the customers present in the Bank, left the Bank in record time, heading to predetermined gathering places according to the guiding signs specified for gathering. All staff members have showed adherence to the specific instructions from the Security Department -General Services Division, as well as the volunteer employees from the Bank responsible for ensuring the evacuation of the employees of each floor of the Bank.



Successful Evacuation Drill

### **COVID-19 Booster Dose Vaccination**

In response to the directives issued by the Ministry of Health, the Bank hosted the Ministry's Vaccination Team the Bank's Head Office to provide the booster dose to staff members that are registered on the MOH Platform. This step underlines the Bank's efforts in encouraging its staff to get the third booster dose against COVID-19 to maintain their safety and wellbeing.



Getting the booster dose against COVID-19



# CORPORATE SOCIAL RESPONSIBILITY



# Message from the General Manager - Corporate Communications Division



## Social Responsibility..... A Way Forward

The Corporate Social Responsibility Section, in the “Sustainability and Social Responsibility” Report of Commercial Bank of Kuwait for 2022, covers examples of the activities, events and campaigns that the Bank launched, sponsored or supported throughout the year.

Since its establishment in the sixties of the past century, Al-Tijari strongly believes that social responsibility is an ongoing mission and commitment towards society. As such, the Bank has been a leader in developing the concept of comprehensive social responsibility. Al-Tijari has been proactive in providing all forms of support and care for social, cultural, educational, sports and medical initiatives as well as other societal activities and events. These endeavors came on the back of the Bank’s perception of its social role in the society where it operates and for enhancing the values of cooperation with social, humanitarian and charitable institutions.

For transforming this vision into reality, the Bank has set a comprehensive and diversified Social Responsibility Program to ensure having a positive impact and that the activities and events sponsored and organized by the Bank will benefit all segments of society in general and the People of Determination in particular to attain social sustainable development. The Bank has dedicated activities for relieving the burdens on specific social categories that actually deserve attention. This is based on the Bank’s viewpoint on the importance of enhancing the spirit of solidarity, reflecting joint social work approach adopted by the Bank.

The Bank has long been having a substantial and unique impact compared to other institutions in terms of the revival of the old Kuwaiti heritage through the Bank’s dedicated publications and events that accentuated this concept for a period of over a quarter of a century.

Al-Tijari will continue its endeavors towards serving the society and civil institutions through innovative programs, activities and events specifically prepared and organized to accentuate further the Bank’s efforts in sustainability under its three factors: Environment, Society and Governance.

**Sheikha/ Nouf Salem Al-Ali Al-Sabah**

## Corporate Social Responsibility

Al-Tijari believes that social responsibility is a corporate commitment and an integral part of the Bank's efforts towards promoting citizenship and sustainable development. Building on this, the Bank has taken the lead since the sixtieths of the last century by integrating various social responsibility programs, events and activities within the Bank's strategic plans. The social responsibility and sustainability programs have always been among the Bank's top priorities over the years.

2022 has been yet another year full of challenges and exceptional performance for Al-Tijari in the field of social responsibility. Representing the Bank, the Corporate Communications Division continued playing its enduring and consistent role, contributing towards enhancing the Bank's endeavors to accentuate its profound footprint and public image as a banking institution that realizes the significance of its corporate social responsibility by providing care and participation in the various social events and activities covering wide range of humanitarian and charitable areas.

### Al-Tijari's Humanitarian Efforts

#### Double your Reward with Al-Tijari

Al-Tijari's one of kind "Double Your Reward" Campaign, has been renewed and re-launched with the approval obtained from the Ministry of Social Affairs, following increasing the number of participating by adding more charitable societies and organizations to the portfolio of original participants resulting in 67% increase in the number of partners.

The Campaign has been launched with the vision to boost the value of customer donations to double the original amount, as the Bank matches any donation made by a customer in favor of the participating charitable societies and organizations through their accounts with the Bank.



Double Your Rewards with Al- Tijari Campaign



## Collaborations with Charity Organizations

Collaborations during 2022 were planned and executed by taking advantage of significant occasions such as the holy month of Ramadan to distribute food packages “Ramadan Machla” to families in need to aid them during the holy month, in cooperation with Abdullah Al-Nouri Charity Society, and Kuwait Red Crescent Society in addition to a collaboration with Al-Salam Society for Humanitarian and Charity Works whereby school bags and uniforms were provided to students in need on the beginning of the academic year as part of the “Back to School” Campaign.



School Bag and Uniform Campaign in collaboration with Al-Salam Humanitarian and Charity Society

Throughout the year, the Bank participated in various charitable activities through collaboration with the “Double your Reward” Campaign various partners from charitable societies and organizations thus extending the impact beyond doubling the donations received from the Bank’s customers as the funds get allocated and deployed.



Collaboration with Kuwait Red Crescent Society

### **“Hawwin Alaihom” Campaign**

The Bank continued its humanitarian efforts through the GCC-CSR leading Project Award winning campaign “Hawwin Alaihom” which has been ongoing for the past ten years, with the aim of providing care and support to road cleaners and construction workers.

This campaign involves a wide array of comforting activities throughout the year with efforts and outreach intensified on significant occasions, such as the Holy month of Ramadan, National and Liberation days in addition to Eid Al-Fitr and Al-Adha celebrations, to uplift the spirits of this vital segment of society by emphasizing their relevance through inclusion in appreciation of their efforts and the challenging role they play.



Festive apparel Workers' Uniform



Distributing Suhoor meals to workers

As such frequent visits to work sites in various locations were arranged to provide winter clothing, nourishing Iftar and Suhoor meals during the holy month of Ramadan in addition festive apparel to participate in the Eid celebrations.

The campaign activities also ensured the workers are included in the joyous occasions of the National and Liberation Days by distributing patriotic souvenirs and Kuwait flags, promoting further engagement and bridging the gap between various segments of the society.



Sharing the joy of the National and Liberation Days with Workers

The Corporate Communications team which is the executing arm of the Bank’s “Hawwin Alaihom” campaign, made sure to take into consideration all of the Ministry of Health’s protocols and social distancing requirements throughout the campaign’s interactions, in light of the current circumstances and to protect against the spread of COVID-19.



## People of Determination at the Heart of Al-Tijari's CSR Programs

In the context of solidarity and societal unity, Al-Tijari is firmly dedicated to providing continued care and support to individuals challenged by disabilities. As such the Bank always endeavors to seek out, participate and maximize its involvement through various social activities, and takes advantage of landmark occasions to ensure participation and solidify bonds.

The year 2022 was no exception, as the Bank's efforts in support of people of determination took many shapes and forms and reached various segments within this community, be it students, athletes or entrepreneurs amongst others as this sector of the society takes top priority within the Bank's initiatives and activities, in line with its social responsibility policy and mission.

### Special Needs Initiatives

"Café 312", the first of its kind in Kuwait, is a unique establishment in the sense that it is fully operated by a team of people of determination. Within the Bank's framework of providing encouragement and support towards admirable initiatives, the café's portable stations have been hosted over a period of ten days at two of Al-Tijari's main locations with the highest footprints, the head office premises located on Mubarak Al Kabeer Street in Kuwait City, in addition to the Beirut Street building in the Hawalli Governorate.



Board Chairman and Chief Executives Team visiting Café 312 Food Truck when hosted at Al-Tijari Head Office

Within the spirit of full inclusion and in appreciation to the contributions of our elderly generation to the society founding and consolidating pillars of the present, Al-Tijari has provided Al-Ahmadi Governorate's Mobile Service Department with the "Humanitarian Wheelchair". That Wheelchair is a national Kuwaiti invention that alleviates the burdens of disability and facilitates the elderly's personal mobility and ability to perform their several daily activities independently. The wheelchair is designed according to standards and specifications utilizing modern technologies.



Humanitarian Wheelchair sponsored by Al-Tijari

In another context and to celebrate the Elderly Day, the CCD team organized a special visit for the Elderly people at the Elderly Care Home - Ministry of Social Affairs and Labor for sharing the joy with them and giving them gifts on this happy occasion. The visit came within the framework of the comprehensive social responsibility program prepared by Al-Tijari to communicate with all segments of the society.



Visiting the Elderly people at the Elderly Care Home - Ministry of Social Affairs

### Supporting the Activities Targeting People of Determination

Al-Tijari has also paid special attention to the future generations of people of determination, and made sure their efforts are applauded and their achievements rewarded and celebrated. In this context various visits were arranged through which diverse activities were conducted.

The Bank's representatives made sure to be present to extend support and appreciation during the Al-Noor Joint School for Girls, which is affiliated with the Special Education Schools Department, students' graduation ceremony.



Participating in Al-Noor Joint School for Girls Graduation



People of determination initiatives were also launched on much anticipated special occasions with particular significance to the younger generations, whereby a celebratory visit to Al-Rajaa Primary School - Boys for people with disabilities and learning difficulties, was arranged to celebrate Al-Gergeean joyful long-standing tradition during the holy month of Ramadan with the students and teaching staff.



Distributing Al-Gergeean Gifts to Al-Rajaa Primary School students

### Sportsmanship and Athletics

On the occasion of launching the first Ramadan Sports Festival for the Blind which is hosted and organized by the Kuwait Blind Association and Al-Basira Sports Club for the Blind under the auspices of the Public Authority for Sports, Al-Tijari was keen on participation and extending support through sponsorship. 20 athletes competed in various sports such as athletics, Table Tennis and “Goal Ball”.



The First Ramadan Sports Festival for the Blind

Al-Tijari has provided support for social activities organized by the Hawalli Governorate. As such, the Bank, in cooperation with the Governorate, arranged a visit to the Kuwait Blind Association and distributed gifts to them. This initiative came for providing all means of care and support for the social activities organized by the governorates of Kuwait targeting all segments of society, particularly the disabilities - challenging people. It also underlined the significance of deepening awareness for providing assistance to this segment of society and to help them overcome the hardships and challenges they face.



Sponsoring the Kuwait Blind Association in cooperation with Hawalli Governorate

In celebration of the blessed Eid Al-Adha, the Bank arranged a visit to the Kuwait Society for the Handicapped to share them the joy of Eid Al-Adha, offer congratulations, and distribute gifts and giveaways.



Sharing the Joy of Eid Al-Adha with the Kuwait Society for the Handicapped



## Al-Tijari Key Social Responsibility Programs

### Kuwaiti Heritage Preservation

“Ya Zain Turathna” Campaign reflects the Bank’s attention and determination towards the revival of Kuwait’s ancient heritage that is full of values that should remain vivid in the minds of the younger generation reminding them of the simple life, professions and handicrafts practiced by their ancestors in the past which in turn reflects positively on the youth’s sense of pride of their authentic Kuwaiti roots.

This year, the Campaign brought about great success and response from all segments of the society through the various activities and visits conducted under the campaign’s umbrella, to a number of complexes, Bait Al-Othman Museum and multiple schools.



Sheikha/ Nouf Salem Al-Ali Al- Sabah with the Corporate Communication Team

The Bank, represented by the Corporate Communications team, was keen on increasing the public’s awareness regarding the Kuwaiti heritage, and the various aspects of life that past Kuwaiti generations lived, and to educate students about the old Kuwaiti customs, traditions and authentic words, which won the admiration of the students and teaching staff.

The Campaign activities this year were exotic and varied. They included live shows demonstrating the ancient Kuwaiti crafts that marked the first generation of Kuwaiti people and reflected a model of the ancient heritage. Moral stories were also shared, with the aim to increase children and young people’s awareness of the good values and virtues that should be maintained by the new generation.



Activities of “Ya Zain Turathna” Campaign with students at Atakamul School



Dasman School students wearing traditional uniform

The Bank was present at 360 Mall organizing a special competition for the public, which qualifies them to enter the draw to get a cash prize under the various activities of the “Ya Zain Turathna” Campaign. Various entertainment and educational activities were organized, as well as a cultural evening that the audience enjoyed in an atmosphere reflecting a sense of the past.

The great success attained by this heritage campaign, which was resembled in the public’s positive response, evident through Al-Tijari’s social media channels represents yet another milestone accomplished due to the Bank’s efforts towards preserving the Kuwaiti heritage through promoting the importance of Kuwaiti traditions, customs and folklore. This Campaign has become a key pillar of the Bank’s efforts to revive the Kuwaiti heritage.



Sheikha/ Nouf Salem Al-Ali Al- Sabah during Ya Zain Turathna Campaign activities at Bait Al Othman



Activities of Ya Zain Turathna Campaign at 360 Mall



As an extension of “Ya Zain Turathna” Campaign’s message, with the dawn of every year, Al-Tijari issues its annual calendar which is used as an additional platform towards preserving the Kuwaiti heritage, by incorporating paintings embodying the Kuwaiti heritage which represent a mirror reflecting the lives of the founding ancestors in old Kuwait.

Al-Tijari 2022 Calendar’s theme embodied glimpses of the traditional Kuwaiti costumes as Kuwaiti people have an intrinsic sense of the importance of preserving their traditional costumes as a symbol of national identity. Moreover, Kuwaiti traditional costumes actually signify the Kuwait environment, both sea and desert. Over time, the Kuwaiti costume remains a nice touch of originality that reflects historic pride, identity and culture of a nation that has always remained faithful to the values of art, beauty, innovation and creativity.



“Burga” “Veil” is a full head and neck-covering piece that women wear. It is best known as Niqab



“Fur Coat” is a winter garment lined with sheep’s fur.



“Thobe” is a robe made of tor fabric worn by women on occasions



“Ghutra and Igal” (“scarf” and “cord”) are an integral part of Kuwaiti men’s wear which are key features of Kuwaiti men’s wear

Paintings from 2022 Calendar

### **National and Liberation Days Celebrations**

As always, Al-Tijari spares no effort in preparation for the annual celebrations of National and Liberation days with an array of activities starting with the contribution to Kuwait's landscape traditional festive illuminations, where Kuwait's buildings and streets radiate at night with the national colors of its flag throughout the month of February.

This year, staying true to the Bank's commitment towards the revival of the Kuwaiti heritage and taking advantage of such relevant occasions, the Bank utilized its headquarters highly visible prime location to further promote the message, through decorations and illuminations depicting paintings representative of the beloved Kuwaiti heritage to share with all citizens and expatriates, living in or visiting Kuwait for the occasion.



The Board Chairman Sheikh/ Ahmad Al-Sabah Celebrating the National Day with Bank Staff

During those patriotic occasions, the Bank sought to enhance organizational engagement and encouraged participation from all levels through arranging an event to celebrate the National and Liberation Days at the Kuwait City head office premises where a miniature heritage booth was constructed in line with the Bank's heritage preservation message.

The event witnessed the participation of the Chairman of the Board of Directors, Sheikh /Ahmad Duaij Al-Sabah, the Chief Executive Officer, Ms. Elham Mahfouz, in addition to senior members of the Executive Management. This high-level presence, in fact, reflects the Bank's Senior Management keenness to share the joy of the national holidays with the Bank's employees.



Participation of the Bank's Female Employees



Stressing the significance of participation in Kuwait National Days to enhance the spirit of belonging and loyalty of all segments of the society, the Bank has always welcomed visitors to Kuwait during national days and prepared appropriate gifts commensurate with these events.



Part of the celebrations of the National Days- Corporate Communication Team waiting for Kuwait Visitors at Kuwait International Airport”

As Kuwait receives flocks of visitors from around the globe, arriving to Kuwait with the intention to participate in the national celebration, witness the various activities and share in the joy, the Bank represented by the Corporate Communications team attended at the Kuwait International Airport to welcome the visitors with gifts and giveaways bearing the national theme.



“Part of the celebrations of the National Days - Giving presents to Kuwait Visitors at Kuwait International Airport”



### **The Holy Month of Ramadan**

The Bank launched its Ramadan Corporate Social Responsibility Program at the beginning of the Holy Month. The Program aimed to promote the spirit of social solidarity through communication and engagement amongst all society segments.

Despite the exceptional circumstances that the world was undergoing due to the outbreak of COVID-19 Pandemic, the Bank continued rendering assistance to needy segments and extending support to several events and activities, while remaining fully committed to all health protocols, measures and requirements to preserve the safety and wellbeing of the public as well as the Bank's staff.

The Bank embarked on its activities for Ramadan by organizing special visit to physicians and staff of the Emergency Medical Services Department "EMSD" - Ministry of Health to share with them the joy of having Iftar during the blessed month of Ramadan.



Visiting Emergency Medical Services Department in Ramadan

The Bank has been keen on arranging the Iftar banquet and sharing EMSD staff the joy of having Iftar in Ramadan. The Bank as well distributed gifts to EMSD staff in recognition of their efforts at all times, especially during peak hours in Ramadan.



Distributing gifts to worshippers after prayers in Ramadan



In line with the spiritual atmosphere prevailing in the last ten nights of the holy month of Ramadan, the Bank supports worshipers at mosques following the conclusion of prayers with the distribution of gifts and giveaways, this initiative came in harmony with the very special and delicate spiritual atmosphere that prevails during the Holy Month.

In addition to sport activities, Al-Tijari also engages through other activities on various occasions as needed. As part of Eid Al-Fitr celebrations, The Corporate Communications team at the Bank organized a visit to the Pediatrics Department at the Chest Diseases Hospital to share the joy of Eid Al-Fitr, bring happiness and pleasure, and draw smiles on the faces of children on this happy occasion.



Visiting Patients of the Pediatric Department - Chest Diseases Hospital

The Holy month of Ramadan initiatives also included a sponsorship of the “Billiards” championship in cooperation with the Voluntary Work Center at “Bait Al-Othman”, where three winners were awarded.



Part of the Billiards” championship

### Governorates Support Program

The Bank's Governorate support program constitutes one of the key pillars of its social responsibility strategic framework that aims to establish a new concept of corporate social responsibility.

The Bank's contributions have been in the form of financial donations to each Governorate to be spent on the various social, cultural, educational, sports and environmental activities that they organize as per their requirements.

Those endeavors stem from the Bank's fundamental belief that the Governorates' success is an integral part of the overall success of the Kuwaiti society.

As such, the Bank sponsored two major honoring ceremonies in Al-Jahra Governorate. The first honoring ceremony was in recognition of the Fourth Soor Volunteer Team's efforts and in appreciation of their effective role in response to the COVID-19 Pandemic.



The Fourth Soor Volunteers Honoring Event

The Bank's support during 2022 to the civil society institutions and in particular the Kuwait Governorates underlined its corporate social responsibility and engagement in the ongoing activities and events they organize.



Honoring the Traffic Department and the Emergency Police Departments at Jahra Governorate

The Bank also held an honoring ceremony in acknowledgment of the Traffic Department and the Emergency Police Department in Al-Jahra Governorate, and in appreciation of their roles, dedication and sincerity in serving the country and society.



Within the framework of its social responsibility programs, contributions and sponsorship of the social events organized by civil society institutions as well as Kuwait six Governorates, the Bank sponsored Mubarak Al-Kabeer Governorate event held for honoring outstanding students of the secondary schools in Mubarak Al-Kabeer Governorate. The Governorate organized the event under the sponsorship and in presence of His Excellency, retired Major General, Mahmoud Abdul Samad Bushehri - Mubarak Al-Kabeer Governor, and in the presence of Brigadier Khaled Hassan Al-Kandari, Mubarak Al-Kabeer Governorate Security Director.



Honoring outstanding school students in Mubarak Al-Kabeer Governorate

Al-Tijari also contributed by sponsoring key events organized by Mubarak Al-Kabeer Governorate such as honoring the outstanding secondary school students in recognition of their endeavors and academic accomplishments throughout the school year.

The Bank sponsored Al-Gergeaan event organized by Mubarak Al-Kabeer Governorate at the Community Development Center in Al-Adan region. This sponsorship came within Al-Tijari Social Activities Program during the holy month of Ramadan.



Al-Gergeaan event at Mubarak Al-Kabeer Governorate

### Civil Society Institutions Support Program

The Bank's sponsorships and engagement efforts reaffirm the pivotal role it plays in the field of corporate social responsibility and support to civil society institutions in all their capacities for realizing sustainable social development.

In the spirit of promoting friendly competition within the industry outside the work parameters, Al-Tijari participated in the sponsorship of the Kuwait Banks Association (KBA) Padel Championship, where the tournament took place over three days with a total of 128 participants equally divided between men and women teams.



Al-Tijari employees at the First Padel Championship

Al-Tijari's sponsorship of sport activities in particular has been a reflection of its recognition of the importance of encouraging sport events organized by public institutions and agencies in Kuwait for their staff to promote engagement, team spirit and most importantly well-being.

As such, the Bank continued to act as platinum sponsor in 2022 in support of the sport activities organized by the Public Authority for Industry.



Supporting the Public Authority for Industry Sports Event



In continuation of the Bank's efforts to support various sporting events, the Bank sponsored the "Golf" Tournament organized by Sahara Resort in its "Golf" courses, in a way that contributed to creating a competitive and enthusiastic atmosphere among the players. That sponsorship on the part of the Bank came from its belief in its responsibility towards society and its sponsorship of sports activities in which multiple segments of society participate. Through this tournament, the Bank presented gifts to the participants and valuable prizes for the winners of the first three places in the tournament.



Sponsoring the Golf Tournament in Sahara

As an extension to the Bank's involvement in the society through its comprehensive social responsibility programs, the Bank celebrated the Arab Police Day through visits to police officers at their work locations to honor and recognize their significant role and distribute gifts in appreciation of their sense of duty and sacrifices in order to serve the community and the Country.



The Bank participation in the celebration of the Arab Police Day

The Bank sponsored the Occupational Therapy Exhibition at the College of Allied Medical Sciences in order to highlight the significant role of occupational therapy for children on the occasion of the International Occupational Therapy Day. The Exhibition witnessed participations from all major medical bodies such as the College of Dentistry, College of Medicine, College of Pharmacy and various departments within the College of Allied Medical Sciences such as Physiotherapy, Occupational Therapy, Medical Laboratories, Diagnostic Radiology, Nuclear Medicine and Health Information Management. It has been organized with the aim of raising awareness on the occupational therapy specialization and its importance for the improvement of children's health and quality of life.



The Bank's Campaign in Occupational Therapy Day

Al-Tijari collaborated with the Rumaithiya Co-op Association through sponsorships in support of various social activities such as educational, cultural, sports, awareness and health events that aimed at serving all segments of society for all Rumaithiya residents.



Delivering the Contribution Cheque to Rumaithiya Co-op Association

## Employees' Engagement

### ***Social Media, Internal Communication and Activities***

The Bank is keen on maintaining effective communication with employees through all means of communication, such as e-mails, social media networks, in addition to voluntary and sport activities. This aims is raising employees' awareness, enhancing their skills, spreading a culture of transparency, responsibility and accountability, and providing them and their families with valuable exclusive benefits and attractive discounts at several entertainment venues and shopping outlets.



### Executive Management Shares Iftar Banquet with the Bank's Contact Center Staff

The Executive Management of the Bank, in the presence of Ms. Elham Mahfouz the Chief Executive Officer, and heads of the various divisions, participated in the Iftar banquet with the Contact Center staff in recognition of their efforts and dedication to work during the Holy Month of Ramadan, in particular during Iftar time. This visit came within the framework of the Executive Management's keenness to share the Iftar Meal with the Contact Center staff dedicated for customer service. This token of the Executive Management aimed to reinforce the one-team spirit that marks Al-Tijari and also came in appreciation of the employees efforts, providing them with necessary support, monitoring workflow, and ensuring offering premium banking services to the Bank's customers around the clock 24/7.



CEO and the Executive Management Team with the Contact Center staff

### Internal Audit International Awareness Month

The Bank launched its first awareness campaign in line with the Institute of Internal Auditors (IIA), "Internal Audit International Awareness Month" initiative, which aims to promote the value of internal audit throughout the month of May every year and give specialists in this field the opportunity to showcase the profession, its principles and role in both corporate and societies.



Honoring outstanding employees of the Internal Audit Division

During the campaign the Bank honored some of the IAD outstanding employees for their creativity and achievements in this field, in the presence the Chairman of the Board Internal Audit Committee.

Additionally, the Internal Audit Division published a series of awareness messages during the "Audit Awareness" month in May and the "Fraud Awareness" week in November on the Bank's social media networks as well as its internal channels to spread awareness, improve the quality of performance and the added-value to the Bank in line with its policy of adopting international best practices to develop local cadres and provide them with a set of specialized and technical relevant skills.

## Ongoing Communication across Social Media Networks

The Bank, through CCD, has activated all means of communication with the Bank's customers and the public via social media networks (Instagram, Facebook, Twitter, Snapchat, LinkedIn and YouTube). Through social media networks, the Bank initiated health awareness tips for protection and fighting against diseases in addition to launching the media Campaign "Ya Zain Turathona". The Bank also organized competitions for the followers of its social media accounts.

CCD follows up local and international events and issues messages, tips and bulletins such as ... the World Health Day, the International Day of Happiness and the World Down Syndrome Day.

The Bank also persists in broadcasting warning bulletins in case of bad weather, and is keen on establishing direct relationship with customers by means such as congratulating them on the national and religious days.

Day after day, Al-Tijari affirms its leadership in corporate social work being a reputable financial institution that strives to establish successful partnerships with various sectors for serving the country, the citizen, social work agencies and civil society institutions. All these efforts stem from the Bank's firm belief in the importance of concerted endeavors to achieve sustainable development by consolidating corporate social responsibility concept in a way that serves all society segments.





## Health Awareness

Through social media networks, the Bank initiated a health awareness campaign through which tips concerning protection and fighting against diseases were posted.



Healthcare messages on the World Health Day

One of the health dedicated initiatives involved a collaboration with a dietitian and Sal Space Club, in the form of a series of health and sports advice and awareness messages in addition to a number of competitions and cash rewards for followers and the public during the holy month of Ramadan.



# GOVERNANCE



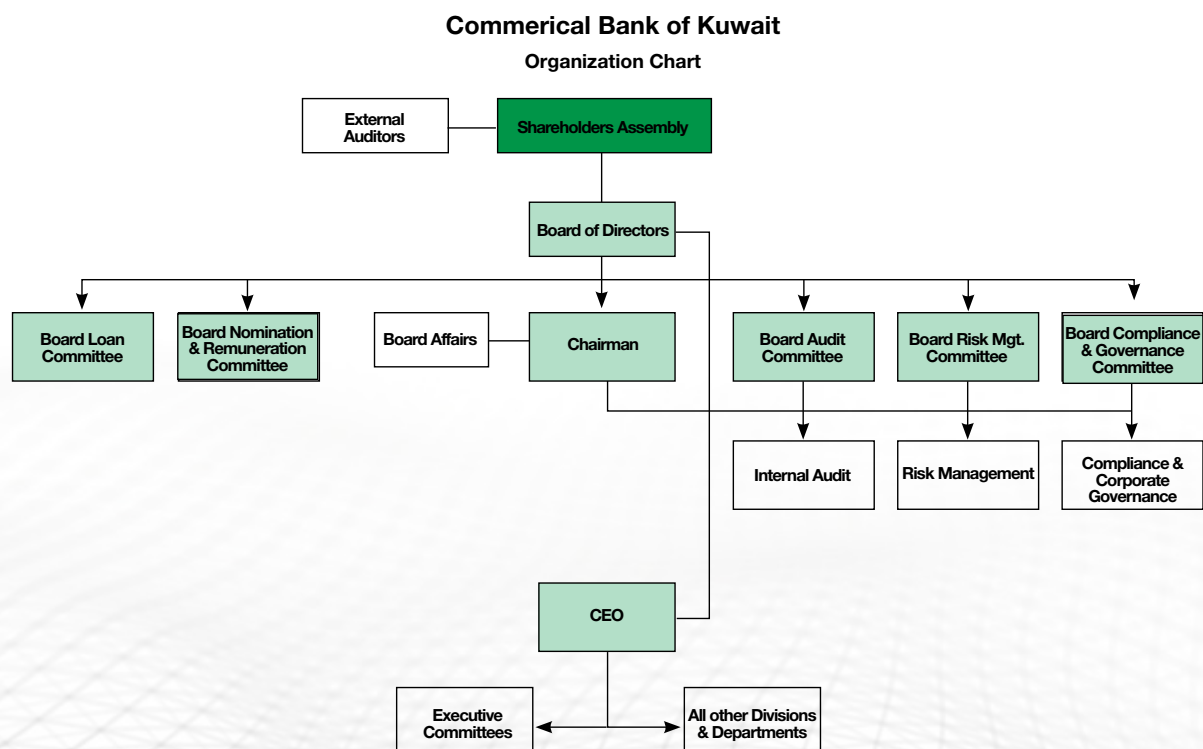
## Governance

Corporate Governance is considered one of the three Sustainability Pillars, which are defining the sustainability standards. Commercial Bank of Kuwait has laid down many years ago a prudent Corporate Governance rules & regulations which considered a key factor in enhancing sound management in the Bank. The Bank applies a five years strategy planning cycle process, set of bylaws, policies and practices that aim to enhance such principles and promote sound Corporate Governance culture within the Bank and always continues to enhance them. With a view to effectively apply the instructions and standards in order to safeguard the Bank and its rights and the rights of its shareholders, depositors, creditors, customers, staff members and other stakeholders. Further, the Bank adopts the utmost degrees of transparency while disclosing all material information relevant to the Bank, and discloses them in accordance with Capital Markets Authority (CMA) and Bursa instructions.

In this regards and in order to be fully compliant with the article of association and the Central Bank's instructions about Corporate Governance the Bank's "General Assembly" meeting that held on the 30th of June 2022, has elected an additional independent board member, bringing the total independent board members to four.

## Governance Structure

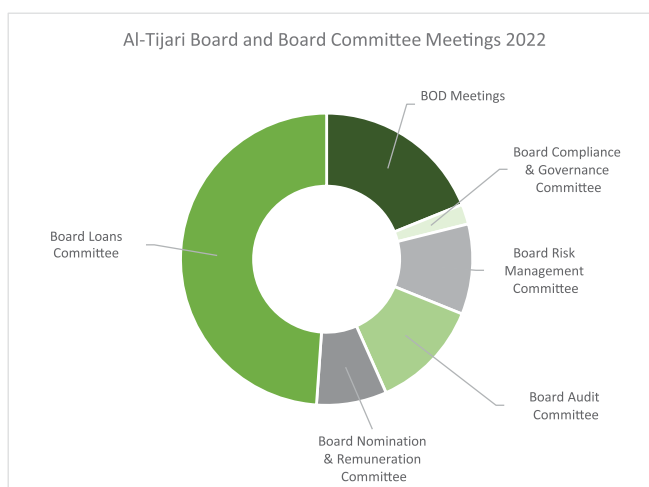
The Bank has set a well-defined Corporate Governance structure with a view to have in place adequate and effective standards and practices all over the Bank Group considering that it includes proper ways of effective controls on the Bank & the Group's business to advocate excellence in Corporate Governance. It is clearly showing the divisions reporting line and their independency if needed plus the separation between the Chairman and the CEO responsibilities. The structure is reviewed periodically to ensure it is up to date, relevant and reflects any developments in this regard, the figure below illustrates the general governance framework:



Within the framework of rooting the rules of sound corporate governance in the bank, five committees emanating from the Board have been formed in order to enhance the Board's control over the important operations of the group. Each of the committees has an internal system that clarifies its tasks and responsibilities and organizes its work and what is related to preparing periodic reports in light of the nature of its tasks and responsibilities and submitting them to the Board of Directors as well as follow-up reports submitted to the Chairman of the Board of Directors. (Figure-Right) shows the percentage of meetings by committee during 2022.

Four of these committees are responsible for helping to supervise the application of governance rules in their various aspects, in addition to the loans committee concerned with the credit facilities portfolio.

After the election of the new independent member to complement the composition of the Board on June 23, 2022, the committees were reconfigured, adhering to the provisions of the Governance Rules and Regulations, in terms of including independent members, taking into account that the Audit Committee, the Risk Management Committee, and the Nominations and Remunerations Committee are chaired by an independent member. The name of the Governance Committee has also been changed to become the Compliance and Governance Committee, in order for the bank to implement the concept of compliance governance.



The Bank also has policies and a charter of professional conduct and work ethics (professional code of conduct, conflict of interest, dealing with related parties, disclosure and transparency, insiders, banking confidentiality, information security and cyber security, reporting violations and abuses). The bank also has a framework for the rewards policy, career succession plan, risk governance framework (risk management, compliance governance, internal and external audit), and customer complaints and protection policy. The Bank is keen to protect the rights of shareholders and stakeholders.

## Shareholders & Stakeholder Rights

It is worth mentioning that the elections applied the cumulative voting system, which is a precedent when it comes to board members elections within the industry making Al-Tijari the first and only bank in Kuwait to implement such a system. Accordingly, the Bank has recomposed its board Committees formation to ensure having at least one independent member in each committee.

The Bank cares for protecting shareholders rights, particularly minority shareholders, and strives for deepening governance best practices based on sound management. This realized through observing the rules of equality and balance in ownership representation and circulating of board membership amongst shareholders once members of the Board of Directors are elected.

In addition, "General Assembly" has approved the proposal for semi-annual dividends distribution to be implemented in accordance with predetermined criteria, and authorized the Board of Directors for execution.

The Bank encourages the whistleblowing mechanism that enables stakeholders to report to the Bank any information that may come to their knowledge regarding any transaction or behavior that is suspected of violating or has already violated laws, regulatory instructions; internal policies, information or other operations by directly communicating their concerns to the Chairman of the Board of Directors.

## Disclosure & Transparency

The Bank stresses the importance of the disclosure and transparency principle, and considers it as a main tool enabling shareholders to exercise their rights, along with the Insiders Trading, as both are important elements of sound governance. Therefore, the Bank is making sure to follow and comply with all instructions and their updates.

The Bank is keen to comply with its approved policy that aims to set a framework for the disclosure process and specifies the material information to be disclosed, the mechanism of information classification and the disclosure timing of the information, and make them available to the regulators.



## Code of Conduct & Ethical Values

The Bank has actively endeavored to enhance compliance with the code of conduct & ethical values and raise awareness to all staff members about conflict of interest, related party transactions, insider trading, Bank secrecy and other essential values. The Bank has complied with, and enhanced Corporate Governance values through a set of policies, procedures and practices applicable at the Bank and communicated to all present and new employees and Board members.

The Code of Conduct is uploaded on the Bank's e-learning portal "Thaber" for all staff to read and acknowledge, and a brief of the Code of Conduct is published on the Bank website.

## Financial Inclusion

In pursuit of financial inclusion, Al-Tijari strives to ensure that innovative digital solutions and affordable financial products and services are available to all segments of the society and businesses alike, customized to their needs and requirements.

The wide array of banking services include, but is not limited to, seamless transactions, cutting edge payments solutions, lucrative savings products, credit facilities and more, all of which are delivered in a responsible and sustainable manner.

### Banking Services Offered to the People of Determination

In order to accommodate customers with special needs, the Bank has modeled and equipped six branches with all necessary features, starting with reserved and clearly marked parking spaces, wheelchairs availability on the premise, and wheelchair access.

The ATM machines technology has also been upgraded to serve these customers as Al-Tijari is committed to expanding its efforts in serving people with Determination and enabling them to get the best access to the services in convenient and secure way.

Furthermore, the Bank ensures the availability of highly trained staff members that are able to communicate and explain products and services using the Sign Language.

Towards this end, and for the first time in Kuwait, the Bank celebrated the graduation of the first batch of "Preparation of a Certified Banking Sign Language Interpreter" program, which is a new initiative that underlines the constant care to serve all customer segments. The program is the first of its kind in the banking sector in the State of Kuwait and is recognized by the Kuwait Society for Hearing Impairment.



Al-Tijari Executive Management Team with the Bank trainees in presence of the Team of Kuwait Society for Hearing Impairment.

The preparation of this specialized program came on the back of the Bank's keenness for excellence in serving the people of determination when performing their banking transactions.

In parallel, the Bank launched the "We Sign" initiative to provide access to Sign language material to employees through an e-booklet and various informative videos.

### **Banking Services Offered to Labor and Domestic Helpers**

Al-Tijari has been a pioneer in facilitating access to financial services and banking products to all of society's segments, as such, various branches have been solely dedicated to the "Labor Account" customers, designed to cater to their specific needs and equipped with aspects that can facilitate their customer journey, as staff members fluent in various languages are available to provide support throughout the interaction.

Additionally, the Bank enables customers from all segments including domestic helpers to gain access to financial services by opening a savings account through Al-Tijari's mobile application, following which they are issued login credentials where they can utilize the mobile banking features in line with their needs.

### **Banking Services Offered to Small and Medium Enterprises (SMEs)**

Al-Tijari recognizes the importance of empowering SMEs, as emphasized in the "Kuwait Vision 2035" due to their pivotal role in diversifying Kuwait's economy, therefore, and as part of the Bank's Digital Transformation and Customer Centricity strategic key drivers, special attention is paid to this segment.

Based on client feedback and key business priorities, propositions from businesses and corporate customers including SMEs are reviewed periodically in order to provide relevant innovative products and services that are compatible with their needs and requirements.

Corporations, businesses and SMEs can benefit from the redesigned digital services through Al-Tijari's online banking including the exclusive "Master User" feature that is unique to the Bank.

Furthermore, the Bank provides such customers with training on topics such as effectively using online channels for business development at two locations, Sixth Ring Road and Beirut Street branches to enhance their awareness and educate them on how to maximize the utilization of the online services and features.

## **Al-Tijari Customers**

### **Customers Complaints and Protection**

The Bank firmly believe that customers' whom complaints are handled swiftly often turn into loyal customers and even brand advocates. As such, the Bank endeavors to find proper solutions for complaints received from customers to sustain the Bank's corporate image and to satisfy regulatory requirements by protecting customers.

The dedicated Customer Complaints and Protection Department in the Bank employs the appropriate mechanisms for dealing with complaints and aims to oversee and ensure effective implementation of the "Customer Protection Manual" policies that protect the rights and interests of Al-Tijari customers.

Towards this end, Al-Tijari customers' have various ways at their disposal based on their preference and convenience to submit their contractual complaints, such as personally visiting the customer complaints and protection department at the head office, and using postal or electronic mail, with future plans to enable the platform on Al-Tijari's mobile application in line with the Bank wide digital transformation strategic direction.

Furthermore, the "Customer Protection Guide" is available as a mandatory e-session on Thaber for all employees that deal with customers due to their jobs' nature.



### Customer Awareness

The Bank implements a customer awareness framework that includes specific programs aimed at enhancing the financial and banking knowledge, security and protection against fraud, in addition to health awareness for both, existing and potential customers.

As such, through Corporate Communications, the Bank has activated all means of communication with the customers and the public via social media networks (Instagram, Facebook, Twitter, Snapchat, LinkedIn and YouTube), in addition to utilizing the Bank's own platforms be it digital or on premises.



Let's Be Aware Campaign

### Products and Services Awareness

Al-Tijari's front line staff members are well-trained to provide customers with all the necessary information on products and services, and can easily be reached via various channels as per the customers' preference, be it by physically visiting a Branch, calling the call center, through social media or through Al-Tijari Mobile application and website where they can be served by virtual agents via audio and video. Additionally, all products have QR codes in Arabic and English that provide detailed information on products and the customer's rights and responsibilities.

### Fraud Awareness

Furthermore, the Bank fully supports and implements the "Let's Be Aware - Diraya" Campaign, which is launched by the Central Bank of Kuwait and the Kuwait Banking Association, aimed at expanding the outreach, and providing constant awareness tips and reminders to all banking customers.

Awareness messages are constantly posted regarding safe banking and protection of financial information including tips and warning messages against fraud that are published on Al-Tijari's website, mobile application, at the branches, and through social media platforms in addition to the "Frequently Asked Questions" (FAQs) sections on every online portal.

The Bank's efforts extends beyond messages and tips publication. On that note, a visit to Kuwait University - College of Life & Sciences – was arranged to conduct the "Let's Be Aware - Diraya" competition where the team provided questions for students to answer and get the chance to win gifts. This competition aimed to assess the student's level of awareness in terms of banking and financial information, and also raise awareness by sharing tips and warning messages against fraud.



Part of Al-Tijari visit to the College of Life Sciences - Let's Be Aware Competition

Additionally, the Bank collaborated with Dr. Jamal Abdul Rahim who is a renowned expert in the field, a member of the International Investigation Bureau – London, the president of Business Crime Bureau and a member of Association of Certified Anti-Money Laundering Specialist (ACAMS), Miami, Florida to record several awareness videos containing informative messages that will be broadcasted on the Bank's platforms on social media. The Bank was keen to support this campaign through its social networking sites by publishing informative material related to banking awareness and culture.

## Combating Corruption

International and local efforts focused on fortifying sound rules in the area of combating corruption at all levels, whether in combating bribery or administrative and financial corruption, as well as in the field of combating money laundering and financing terrorism, due to the serious risks they impose on the security of societies and sustainable development, as well as their negative impact on the development process and damage to the public interest.

The State of Kuwait contributed by collaborating with the banking sector through direct cooperation with the specialized expert authorities in this field, such as the Anti-Corruption Commission and the Financial Investigation Unit, as well as the Judicial Authority, towards preserving a healthy environment by combating all types of corruption.

In this context, Al-Tijari is keen to show continuous cooperation with all state agencies entrusted with combating corruption of all kinds, whether in terms of implementing systems and the special mechanism in monitoring operations to ensure their safety and clearance of financial suspicions, or on the educational level through advanced training courses in this field; in addition to awareness campaigns to fight corruption at the community level.

## Cyber and Information Security

The Bank considers data security, privacy and integrity a crucial pillar of the Bank's operations, as such a cyber-security strategy that emphasizes on protection against cyber threats through implementation of new technologies and enhanced controls has been adopted. The Bank continuously upgrades the Security Operations Center (SOC) which monitors all anomalous security events.

The Bank has developed a cyber-incident response plan to ensure timely response to any suspicious cyber activity. As a result, the Bank did not experience any successful attacks, data breaches or leaks during 2022.

The Bank presumes utmost responsibility in securing customers' data as breaches can have a significant impact on customers' trust and the future of the business as well as Bank's reputation.

To protect against leaks of the Bank's and customer data, Al-Tijari has controls and measures in place and has implemented numerous security processes and solutions to protect against the risk of information leakage, including:

- Privacy Impact Assessment (PIA) methodology to assess risks related to private data protection when collecting, processing, transferring, storing and disposing personal data and apply the proper mitigating controls.
- Mobile Device Management (MDM) solution which allows the Bank's employees to securely access their official email accounts from their personal mobile devices preventing data leakage and maintaining confidentiality of the Bank's information assets.

The Bank's Information Security Policy is compliant with ISO 27001 and Central Bank of Kuwait's Cyber Security Framework (CB-CSF). The Bank has complied with Central Bank of Kuwait's (CB) mandated compliance requirements including CB – Cyber Security Framework (CSF), Payment Card Industry - Data Security Standards (PCI-DSS), Information Security Management Systems (ISMS) ISO 27001:2013, and Swift Customer Security Program (CSP).



In partnership with Human Resource Division, customized Information Security Awareness programs are developed and mandated for all employees in order to embed an information security awareness culture within the Bank. Additionally, the Bank provides regular security tips, and conducts regular phishing simulation tests.

The Bank is committed to educate and increase the customers' awareness on their rights and responsibilities through periodic security alerts and notifications for safeguarding personal information and preventing fraud. Al-Tijari has supported Central Bank of Kuwait's "Let's Be Aware" Campaign by posting awareness messages covering key topics in the area cyber security and fraud. The awareness Campaign included precautions for protection from fraudulent banking messages, hacking of banking applications and other areas related to the security of the customers' online banking accounts.

*Al-Tijari... My Choice*



