

SUSTAINABILITY REPORT

ENVIRONMENTAL • SOCIAL • GOVERNANCE

2025



We protect today to build a better tomorrow

Sustainability Report 2025

Protecting **Today**, Enabling **Tomorrow**.



His Majesty King Abdullah II



Crown Prince Hussein Bin Abdullah II

Table of Contents

List of Acronyms	10
About This Report	14
Performance Highlights	15
Chairman’s Message	16
CEO’s Message	18
1. GIG-Jordan in Focus	20
1.1 Overview on GIG	22
2. Embedding Sustainability in Our Business	26
2.1 Our Sustainability Strategy	29
2.2 ESG Risk Management	31
2.3 Sustainable Procurement	33
2.4 Stakeholder Engagement	38
2.5 Materiality Assessment	40
3. Building Trust Through Governance	46
3.1 Organizational Structure	49
3.2 Board of Directors	50
3.3 Executive Management	52
3.4 Ethics, Integrity and Anti-Corruption	53
3.5 Regulatory Compliance and Transparency	55
3.6 Digitization, Data and Cybersecurity	56
3.7 Responsible Tax Practices	60
4. Creating Social Value	62
4.1 Diversity, Inclusion and Women Empowerment	65
Equal Pay, Non-Discrimination, and Human Rights	65
Employee Well-Being, Health, and Safety	66
Employee Inclusion	67
Workforce Diversity	67
4.2 Talent Development	68
4.3 Responsible Partnerships	69
4.4 Access to Insurance and Financial Inclusion	89
4.5 Customer Centricity	90
5 Protecting the Environment	92
5.1 Natural Disasters and Extreme Events	95
5.2 Energy and Water Efficiency Management	95
5.3 Operational Environmental Impact	96
6 Appendix	100
6.1 GRI Content Index	102
6.2 GRI 3-3	112
6.3 2025 Employee Training Topics	115
6.4 Amman Stock Exchange (ASE) Index	120

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Gulf Insurance Group - Jordan continues to strengthen its institutional resilience, align with international sustainability standards, and support Jordan's national development priorities.

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List of Acronyms

Acronym	Full Term
AML	Anti-Money Laundering
BCMS	Business Continuity Management System
BIA	Business Impact Analysis
CapEx	Capital Expenditure
CFT	Combating the Financing of Terrorism
C O B I T 2019	Control Objectives for Information and Related Technologies (2019 Framework)
CSI	Customer Satisfaction Index
DMZ	Demilitarized Zone
DR	Disaster Recovery
ESG	Environmental, Social, and Governance
FW	Firewalls
GHG	Greenhouse Gas
GIG	Gulf Insurance Group
GJ	Gigajoule
GRI	Global Reporting Initiative
IaaS	Infrastructure as a Service
IAM	Identity and Access Management
IBA	Insurance Brokers Association
IFRS S1	International Financial Reporting Standards – Sustainability Disclosure Standards: General Requirements for Disclosure of Sustainability-related Financial Information
IFRS S2	International Financial Reporting Standards – Sustainability Disclosure Standards: Climate-related Disclosures
IMS	Integrated Management System
ISMS	Information Security Management System
ISO	International Organization for Standardization
IT	Information Technology
JHCO	Jordan Hashemite Charity Organization
JIF	Jordan Insurance Federation
JOFOF	Jordanian Friends of the Environment
JOPAAC	Jordan Payments and Clearing Company

KPI	Key Performance Indicator
KRI	Key Risk Indicator
KSCP	Kuwait Shareholding Company (Public)
kWh	Kilowatt-hour
LED	Light Emitting Diode
MENA	Middle East and North Africa
MODEE	Ministry of Digital Economy and Entrepreneurship (Jordan)
mtCO ₂ e	Metric Ton of Carbon Dioxide Equivalent
NAC	Network Access Control
NDR	Network Detection and Response
OpEx	Operating Expenditure
PaaS	Platform as a Service
PAM	Privileged Access Management
PIM	Privileged Identity Management
PML	Probable Maximum Loss
PSI	Principles for Sustainable Insurance
RBAC	Role-Based Access Control
RPA	Robotic Process Automation
RPO	Recovery Point Objective
RSCN	Royal Society for the Conservation of Nature
RTO	Recovery Time Objective
SaaS	Software as a Service
SDGs	Sustainable Development Goals
SOC	Security Operations Center
TDS	Total Dissolved Solids
UN	United Nations
UNEP	United Nations Environment Programme
VPN	Virtual Private Network
WAF	Web Application Firewall
XDR	Extended Detection and Response
ZTNA	Zero Trust Network Access

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Gulf Insurance Group – Jordan strives to embed sustainability as an integral part of its corporate identity by incorporating Environmental, Social, and Governance (ESG) principles into its operational strategies and daily decision-making.

”



About This Report

This Sustainability Report outlines Gulf Insurance Group – Jordan’s (GIG-Jordan) approach to sustainability, highlighting its environmental, social, and governance (ESG) priorities, performance, and commitments during the reporting period. The Report is intended to provide stakeholders with clear, balanced, and decision-useful information on the Company’s sustainability-related impacts, risks, and opportunities.

The Report has been prepared in accordance with the GRI Standards, for the reporting year from January 1st 2025 to December 31st 2025. See Appendix 6.1 GRI Content Index.

Additionally, as a listed company on the Amman Stock Exchange, GIG-Jordan discloses its sustainability performance in alignment with the ASE ESG Disclosure Guidelines, ensuring transparency and structured reporting across ESG indicators. Detailed alignment with the ASE index is provided in Appendix 6.4.

Scope







Unless otherwise stated, the scope of this Report covers GIG-Jordan’s operations within the Hashemite Kingdom of Jordan. Any mention of ‘The Company’ in the Report refers to GIG-Jordan.

Contact







Stakeholders are invited to share feedback, inquiries, or requests for clarification regarding this Report or any of its contents. For further information, please contact:
Email: gigjordan@gig.com.jo

Performance Highlights







Environmental Performance

	Indicator	Unit	2025 Result
	Scope 1 Emissions Intensity	mtCO ₂ e / employee	0.08
	Scope 2 Emissions Intensity	mtCO ₂ e / employee	0.60
	Scope 3 Emissions Avoided (Paper Recycling)	mtCO ₂ e	12.2
	Paper Waste Recycled	Reams	1,800
	Energy Savings from Paper Recycling	GJ	73.3
	Water Savings from Paper Recycling	Liters	332,000

Social Performance

	Indicator	Unit	2025 Result
	Female Employees	%	37%
	Employee Satisfaction Survey Participation	%	62%
	Customer Satisfaction Index (CSI)	Index	76% (Tripled during 2025)
	Procurement Spending to Local Suppliers	%	96%
	Average Training Hours per Employee	Hours	25
	Total Training Hours Delivered	Hours	1,263.74

Governance Performance

	Indicator	Unit	2025 Result
	Board Independence	%	44.4%
	Board Meeting Attendance	%	100%
	Code of Conduct Coverage	% of employees	100%
	Compliance Breaches	Number	0 material breaches
	Percentage Of Employee Training In Anti-Money Laundering And Anti-Corruption	% trained	46%
	Percentage Of Board Members Trained In Anti-Money Laundering And Anti-Corruption	% trained	66%

Chairman’s Message

“ Gulf Insurance Group – Jordan continues to strengthen its institutional resilience, align with international sustainability standards, and support Jordan’s national development priorities. These efforts reinforce its position as a leading company in the insurance sector and enhance stakeholder confidence in its commitment to sound governance practices and effective risk management.

H.E. Mr. Naser Al-Lozi

”



Dear Our Partners in Success,

I am pleased to present the first Sustainability Report of Gulf Insurance Group – Jordan, marking a significant milestone in our journey toward embedding sustainability as a core driver of value creation. This report reflects our structured and deliberate approach to integrating Environmental, Social, and Governance (ESG) considerations into our strategy, operations, and decision-making processes.

Through its content and methodology, the report demonstrates the Company's firm commitment to transparency, accountability, and responsible business conduct. It establishes a clear baseline that enables consistent measurement of performance, assessment of impact, and continuous improvement over time. More importantly, it strengthens our ability to make informed, forward-looking decisions grounded in data, recognized standards, and sustainable outcomes.

Aligned with our corporate vision, Gulf Insurance Group – Jordan is committed to creating lasting positive impact for the communities we serve, both today and in the future. Sustainability is not viewed in silo, rather it is an integral component of how we manage our business, govern our operations, and engage with all parties across our value chain. It is embedded within our governance structures, operational frameworks, and stakeholder engagement practices.

Accordingly, this report's preparation involved a comprehensive stakeholder engagement process aimed at identifying the most significant economic, environmental, and social impacts associated with our activities. The insights gained through this process informed the prioritization of material topics and will play a decisive role in guiding strategic planning, resource allocation, and decision-making in the years ahead.

From a governance standpoint, Oversight of ESG practices at our Company is anchored through an Executive-level ESG Committee. Throughout 2025, the Committee provided strategic direction and cross-functional coordination, guiding the implementation of ESG initiatives across departments. The Committee's direction translated strategy into action, with measurable outcomes reflected in the data and performance indicators presented throughout this report.

Driven by the belief that sustainable progress begins from within the organization, we continued to support internal awareness and ownership of sustainability through targeted engagement initiatives. ESG considerations are also integrated into the Enterprise Risk Management framework, ensuring that sustainability-related risks and opportunities are systematically identified, assessed, and managed. Furthermore, the Company strengthened its sustainability strategy by introducing targeted environmental, educational, and community initiatives. These efforts were supported by operational efficiency measures, including digitalization, resource optimization, waste reduction, and improved energy and water efficiency. Consequently, such actions enhanced environmental performance and contributed to greater cost effectiveness.

As a final note, I extend my sincere appreciation to the Board of Directors, executive management, and all employees for their commitment and dedication in advancing our sustainability agenda. We remain committed to strengthening our institutional resilience, aligning with international best practices, supporting national development priorities, and positioning sustainability as a central pillar of our strategic direction and long-term success.

Chairman of the Board of Directors
H.E. Mr. Naser Al-Lozi

CEO's Message

“ Gulf Insurance Group – Jordan strives to embed sustainability as an integral part of its corporate identity by incorporating Environmental, Social, and Governance (ESG) principles into its operational strategies and daily decision-making. This approach reflects the company’s commitment to responsibility toward society and the environment, while enhancing its ability to achieve balanced growth that delivers added value to all stakeholders. By relying on a solid governance framework, the company reaffirms its leadership role in driving the transition toward a more sustainable and resilient future. ”

Dr. Ali Wazaney



Dear Our Partners in Success,

I hereby present to you Gulf Insurance Group – Jordan's inaugural Sustainability Report marking a cornerstone in our Company's sustainability framework. Through this report, we present key ESG considerations embedded in our business model and operational practices, all in line with our conviction that sustainability is fundamental to long-term value creation, effective risk management, and organizational resilience.

Throughout 2025, the Company continued to align its strategy, governance structures, and operations with the United Nations Sustainable Development Goals (UN SDGs) and the Economic Modernization Vision of the Hashemite Kingdom of Jordan. Such alignment supports our contribution to national priorities while adhering to internationally recognized sustainability standards.

Recognizing that meaningful and lasting impact begins from within, GIG-Jordan's sustainable performance is anchored in strong governance, clear policies, transparent processes, and robust oversight mechanisms that promote accountability and compliance. Central to this approach is our investment in human capital, with a focus on inclusion and equity. This includes ensuring fair compensation, upholding ethical labor practices, maintaining a safe and healthy work environment, and continuously developing employee capabilities to support long-term organizational performance.

In an interconnected world, partnerships are crucial to amplify impact and drive collective progress. During the reporting period, Gulf Insurance Group – Jordan collaborated with national and international partners to deliver more than 25 community, environmental, health, and educational initiatives. These efforts reflect our continued commitment to creating shared value and playing an active, responsible role in society. From an environmental perspective, we continue to strengthen our climate-related actions by enhancing methodologies for measuring greenhouse gas emissions in line with recognized international frameworks. We also implemented initiatives that delivered measurable environmental benefits,

including emissions reduction, improved resource efficiency, and reduced energy and water consumption. This commitment extends across the value chain through responsible procurement practices, clear supplier standards, and the promotion of financial inclusion by expanding access to insurance solutions for underserved segments.

Conclusively, this report establishes a structured foundation for the ongoing measurement, evaluation, and enhancement of sustainability performance. Through ongoing monitoring, practical innovation, and proactive risk management, Gulf Insurance Group – Jordan continues to build a stronger, more resilient business while upholding its responsibilities as a trusted insurer.

In closing, we extend our sincere appreciation to everyone who contributed to the development of this report and to the meaningful progress achieved during 2025. We also invite our partners and stakeholders to read the report and remain engaged as we continue advancing our sustainability practices.

Chief Executive Officer
Dr. Ali Wazaney

GIG-Jordan in Focus

1.1 Overview on GIG

1.1 Overview on GIG

GIG-Jordan is a leading insurance provider in the Kingdom, recognized for its comprehensive product portfolio and commitment to innovation and service excellence. Established in 1996 as Arab Orient Insurance Company, the Company joined the Gulf Insurance Group (GIG), headquartered in Kuwait, in 2013 and was subsequently rebranded as Gulf Insurance Group – Jordan (GIG-Jordan). As part of one of the largest and most diversified insurance groups in the Middle East and North Africa (MENA) region, GIG-Jordan has strengthened its market position and emerged as a key contributor to the development of Jordan's insurance sector.



Our Vision

We're shaping a valuable insurance ecosystem for the MENA region.



Our Mission

We're invested in providing rewarding experiences to customers, building loyalty with employees, creating value for stakeholders, and serving the community as a committed citizen.



Our Values

In line with its strategic vision, the company is based on a set of core values:

RESPECT	The client is our most valuable asset.
LASTING	We have long-term perspective on the value of our clients.
REWARDING	Investing in value-adding services, at a sustainable cost, in the interest of improving client loyalty and growing market share.

Our Shareholders

Gulf Insurance Group K.S.C.P



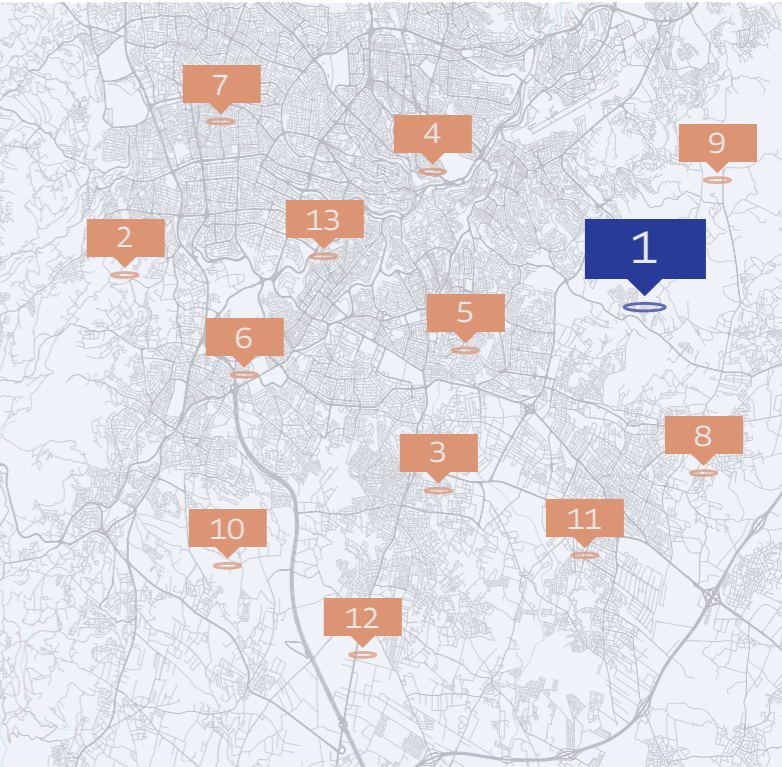
Jordan Direct Shareholders Who Own More Than



Our Locations

The Company's headquarters is located in Amman, near the 3rd Circle, and is supported by a strong branch network across the Kingdom. Branches are located in Abdali Mall, Second Circle Branch, Mecca Street, Abdali, Motor Claims Center (8th Circle), Irbid, Aqaba, Taj Mall, King Hussein Business Park, Shmeisani, Amman Chamber of Commerce, and Mobile Branch, ensuring accessible service to clients throughout Jordan.

1	Head Office (Jabal Amman – 3rd Circle)
2	Abdali Mall Branch
3	Second Circle Branch
4	Mecca Street Branch
5	Abdali Branch
6	Motor Claims Center (8th Circle)
7	Irbid
8	Aqaba
9	Taj Mall
10	King Hussein Business Park Branch
11	Shmeisani
12	Amman Chamber of Commerce
13	Mobile Branch

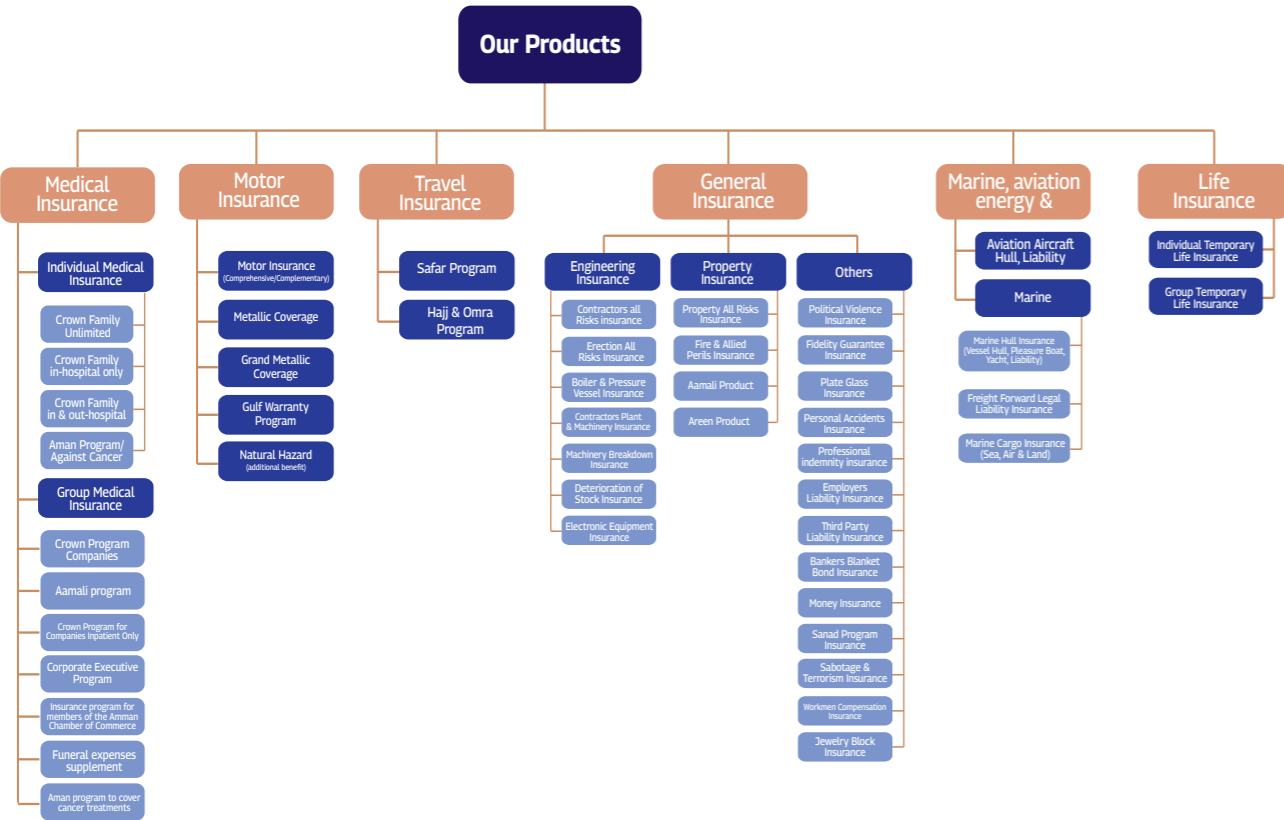


Our Insurance Programs

The Company delivers inclusive insurance solutions designed to provide comprehensive and supplementary coverage tailored to the needs of individuals and businesses, supporting financial protection, resilience, and long-term sustainability.

Our Products

GIG-Jordan delivers its products and services to customers through a network of authorized distributors and strategic partners. After-sales services are an integral part of the customer journey and include dedicated customer support, coverage, and structured feedback management mechanisms to ensure service quality and continuous improvement. The Company's insurance portfolio spans medical insurance, motor insurance, travel insurance, general insurance, as well as specialized lines covering marine, aviation, and energy risks.



Our Medical Network

The Company's medical network spans a wide range of healthcare providers across Jordan, including hospitals, medical centers, physicians, dentists, physiotherapists, pharmacies, laboratories, radiology and X-ray providers, and optical centers. The network is designed to ensure broad accessibility and quality care and can be accessed through the following link: <https://www.gig.com.jo/Medical-Network>


Credit Ratings

AM Best upgraded GIG-Jordan's Financial Strength Rating to A- (Excellent) and Issuer Credit Rating to a-, both with a Stable Outlook.

- GIG-Jordan is the first and only insurer in Jordan to achieve this credit rating.
- The rating reflects strong financial strength, sound operating performance, and robust capital adequacy.

- AM Best recognized effective risk management, market leadership, and a resilient business profile.
- The Company maintains strong investment performance, diversified assets, high liquidity, and financial flexibility.

Awards and Achievements

**ISO Certificates**

- ISO 27001 Certification for Information Security Management
- ISO 22301 Certification for Business Continuity Management

GIG received the General Insurance Company of the Year Award for 2025



Embedding Sustainability in Our Business



-
- 2.1 Our Sustainability Strategy
 - 2.2 ESG Risk Management
 - 2.3 Sustainable Procurement
 - 2.4 Stakeholder Engagement
 - 2.5 Materiality Assessment
-

Relevant Sustainability Strategy objectives



Supporting Sustainable Development Goals (SDGs)



Supply Chain Sustainability



Creating Sustainable Insurance Products

Relevant United Nations Sustainable Development Goals (UN SDGs)



SDG 8: Decent Work and Economic Growth



SDG 9: Industry, Innovation and Infrastructure



SDG 12: Responsible Consumption and Production



SDG 17: Partnerships for the Goals

Relevant Jordan Economic Modernization Vision Objectives



Apply Sustainability Principles to Economic Growth



Create Sustainable and Inclusive Economic Growth



Strengthen the International Competitiveness of Jordan as a Place to Live

2.1 Our Sustainability Strategy

GIG-Jordan's Sustainability Strategy sets a clear, phased roadmap to integrate environmental, social, and governance (ESG) principles into the Company's operations, products, and partnerships. Built around strong governance and aligned with international best practices, the strategy focuses on delivering measurable impact through progressive initiatives implemented over multiple years, addressing climate action, social responsibility, sustainable innovation, and long-term value creation.

Accordingly, in 2024, GIG-Jordan focused on establishing a strong foundation for its sustainability journey through governance and community-centered initiatives. Key activities included the launch of environmental actions such as tree planting and air pollution reduction, the introduction of education and advocacy initiatives including university scholarships, expanded community engagement and philanthropy partnerships, and internal and external awareness campaigns on ESG and the Sustainable Development Goals. Operational efficiency measures were also implemented, including paper reduction, enhanced recycling, digitalization, and water conservation practices.

In 2025, the Company began advancing its environmental and product innovation agenda by initiating preparatory steps toward renewable energy adoption and emissions

reduction. While these initiatives are not yet fully implemented, foundational actions have commenced, including the planning and technical assessment of an on-site solar energy project, the gradual transition of Company owned cars toward electric vehicles, and the development of greenhouse gas (GHG) emissions reduction targets. Moreover, in 2025, the Company has set to deepening engagement with customers and key stakeholders to better understand their evolving needs.

For the purpose of ESG oversight, the senior management has established a specialized Environmental, Social, and Governance (ESG) Committee composed of executives and employees. The committee is responsible for monitoring economic, environmental, and social issues and integrating them into the Company's strategy. Day-to-day responsibilities for implementing governance and sustainability policies are delegated across departments, including operations, human resources, supply chain, and compliance.

For the coming years, GIG-Jordan intends to focus on scaling its sustainability impact through global alignment and value chain transformation. In addition, GIG-Jordan considers the development of sustainable insurance products by integrating ESG considerations into product design. Moreover, the Company plans to strengthen its international commitments by joining leading UN initiatives and advancing supply chain sustainability through responsible sourcing, ethical practices, and long-term partnerships.



Sustainability Strategy Vision

To be the leader among the Jordanian insurance industry in sustainable practices, driving positive environmental and social impact while fostering a culture of awareness and responsibility among internal and external stakeholders.



Sustainability Strategy Mission

To integrate sustainability into every aspect of our operations, products, and services while focusing on reducing our environmental footprint, promoting social responsibility, and contributing to sustainable development goals.

Sustainability Strategy Objectives Pillars

1. Environmental
2. Social
3. Economic

Environmental Pillar Objectives

1. Reducing paper use
2. Using alternative power sources
3. Waste reduction and recycling
4. Carbon footprint reduction
5. Water conservation
6. Reducing air pollution

Social Pillar Objectives

1. Enhancing awareness
2. Employee well-being
3. Community engagement and philanthropy
4. Education and advocacy
5. Employee diversity, equity and inclusion
6. Employee engagement program

Economic Pillar Objectives

1. Supporting Sustainable Development Goals (SDGs)
2. Supply chain sustainability
3. Creating sustainable insurance products
4. Partnering with global initiatives and institutions
5. Environmental policy


2.2 ESG Risk Management

GIG-Jordan places effective risk management at the forefront of its priorities, recognizing it as a critical driver of operational resilience, financial stability, and long-term sustainability. Environmental, social, and governance (ESG) risks have the potential to affect underwriting performance, claims experience, operational resilience, and long-term financial stability. Accordingly, GIG-Jordan integrates ESG risk considerations into its enterprise risk management framework to systematically identify, assess, monitor, and mitigate material risks, ensuring responsible decision-making, and regulatory compliance.

ESG Risk Management


GIG-Jordan adopts a systematic and structured approach to hazard identification, risk assessment, and incident management to support effective ESG risk oversight across the Company. This approach is implemented through:

- Risk and Control Self-Assessments
- Risk workshops
- Risk registers
- Risk acceptance forms
- Authority matrices to define roles and responsibilities
- Risk mapping to assess the severity of identified risks



GIG-Jordan's Risk Management Guidelines Followed:

- ISO 31000 Guidelines for Risk Management



GIG-Jordan's Risk Management Related Certifications

- ISO 27001 Certification for Information Security Management
- ISO 22301 Certification for Business Continuity Management

Key Risks Monitored

GIG-Jordan maintains a risk register capturing significant risks, with priority risks assigned scores exceeding 20. Key risks currently monitored include:

- Catastrophic Events: Risks arising from potential disruptions caused by natural disasters.
- Cybersecurity Threats: Risks associated with cyberattacks that could compromise systems and data.
- Legal and Regulatory Risks: Risks arising from changes in laws or regulations that may increase compliance costs or expose the Company to penalties.
- Geopolitical Instability: Risks driven by external factors such as political, social, or economic unrest within the region.

Enterprise Risk Collaboration

The Risk Management Department works in close collaboration with all departments to ensure effective enterprise-wide risk oversight. Each department is required to maintain an up-to-date risk register and authority matrix, which are reviewed at least annually and updated on an ad-hoc basis when significant operational or strategic changes occur.

In addition, the Risk Management Department works closely with the Compliance and Internal Audit functions to strengthen the overall risk management framework. The Compliance function provides guidance on regulatory and legal requirements, while Internal Audit identifies potential gaps, control weaknesses, or emerging risks that may not be fully captured in existing risk registers.

Incident Management

GIG-Jordan has implemented an incident management portal accessible to all employees. Through this system, employees can report incidents with detailed descriptions, identify the responsible department, and document resolution steps. Upon submission, the Risk Management Department is notified and coordinates with business owners and responsible teams to resolve the incident. Once resolved, incidents are closed and archived to ensure lessons learned are retained for future reference.

Risk Assessment Methodology

Risk assessment at GIG-Jordan incorporates both qualitative and quantitative techniques. Risks are evaluated based on likelihood and impact, each scored on a scale from 1 to 5.

- Inherent Risk represents the level of risk before the implementation of controls.
- Residual Risk represents the level of risk after controls are applied.

The overall risk score is calculated by multiplying likelihood and impact scores for both inherent and residual risks. These scores are assigned by the relevant business owners to ensure accuracy and accountability. This methodology enables effective prioritization of risks and supports the allocation of resources to areas of highest concern.

Risk Assessment Tools and Frameworks

Risk assessment is supported through multiple tools and frameworks, summarized as follows:

1. Risk Registers

The process begins with risk registers, which capture risks at the departmental or project level. These registers are constructed using standardized frameworks, including the Likelihood Scale and Severity Scale, to assign risk scores and identify priority risks.

2. Risk Heat Maps

To enhance visualization and prioritization, a Risk Heat Map is utilized. This tool plots risks based on likelihood

and impact ratings, using color codes to indicate risk levels, thereby supporting effective mitigation and control planning.

3. Inherent Risk Rating Scale

The Inherent Risk Rating Scale categorizes risks from low to high based on their scores. Each level is linked to specific monitoring and escalation requirements, ensuring that resources are allocated appropriately for control and mitigation.

4. Key Risk Indicators (KRIs)

Key Risk Indicators (KRIs) are integrated into the framework to provide early warning signals for emerging risks. These KRIs are monitored regularly to track changes in risk exposure and trigger timely management actions.

5. Stress Testing

Stress Testing is conducted to evaluate the organization's resilience under extreme but plausible scenarios. This includes assessing the impact of severe financial, operational, and external shocks on capital adequacy, liquidity, and overall stability.

Climate Risk Assessment

GIG-Jordan assesses climate-related risks, including natural catastrophes and physical risks, through a combination of quantitative and qualitative methods. Catastrophe modeling provided by the Company's reinsurers is used to estimate potential losses under various extreme scenarios, while accumulation reports are regularly reviewed to monitor exposure concentrations across portfolios and geographic regions. In addition, GIG-Jordan calculates the Probable Maximum Loss (PML) to assess the potential financial impact of severe climate events and to ensure appropriate risk mitigation and reinsurance arrangements. Climate-related claims are currently among the Company's top risk exposures; therefore, climate risk status is reviewed and updated on a quarterly basis, while catastrophe risk models are updated annually in coordination with the reinsurance broker.

Corruption Risk Assessment

Services that may involve corruption-related risks are assessed through a framework jointly implemented by the Risk Management and Compliance Departments. This framework includes the Conflict-of-Interest Policy, which addresses situations where decision-makers may face conflicting interests, and the Anti-Bribery and Corruption Policy, which mitigates risks related to bribery and unethical practices. These policies form part of GIG-Jordan's broader risk management and compliance framework to ensure transparency, integrity, and regulatory compliance.

Business Continuity and Disaster Recovery

GIG-Jordan is ISO 22301 certified, ensuring its Business Continuity Management System (BCMS) is aligned with internationally recognized standards. Business continuity and disaster recovery are supported by documented policies and procedures that define critical processes, recovery objectives, and required resources to ensure operational resilience.

The Company conducts Business Impact Analyses (BIA) and risk assessments to identify critical functions and potential disruptions. Based on these assessments, recovery strategies are developed for IT systems, operational activities, and key services, with clearly defined Recovery Time Objectives (RTOs) and Recovery Point Objectives (RPOs).

The effectiveness of business continuity and disaster recovery plans is tested regularly through tabletop exercises, simulation drills, and failover tests. Test results are reviewed and used to implement improvements as part of a continuous improvement cycle. In addition, periodic audits and certification reviews are conducted to ensure ongoing compliance, readiness, and resilience.

2.3 Sustainable Procurement

GIG-Jordan is committed to achieving sustainability through responsible business practices. Accordingly, it encourages its suppliers to integrate ESG principles into their operations, with a particular focus on environmental responsibility.

To support its commitment to sustainable procurement, GIG-Jordan operates within a robust procurement framework governed by clear policies and procedures that ensure transparency, fairness, efficiency, and accountability across purchasing activities. The procurement process emphasizes competitive sourcing, objective supplier evaluation, and value for money, while maintaining strict controls to prevent favoritism, conflicts of interest, and unethical practices. Furthermore, GIG-Jordan recognizes that environmental risks may arise within the supply chain, such as the use of non-recyclable materials or inefficient energy consumption. Hence, GIG-Jordan integrates sustainability criteria into supplier surveys, prioritizes environmentally responsible suppliers, promotes resource efficiency through ongoing supplier awareness programs, and encourages the transition toward eco-friendly materials and services.

GIG-Jordan's Internal Sustainable Procurement Practices

As part of its commitment to sustainable procurement and responsible business practices, GIG-Jordan integrates the following ESG considerations into its internal procurement decisions:

Environmental Practices

- **Use of recycled office supplies**, such as recycled paper, ink, and stationery, is encouraged.
- **Energy efficiency initiatives** include converting lighting in the head office and branches to energy-efficient units, as well as promoting the use of renewable energy sources such as solar power where feasible.
- **Sustainable mobility** is supported through management decisions to prioritize the procurement of electric or hybrid vehicles instead of vehicles powered by fossil fuels, with the exception of executive management vehicles.
- **Environmentally responsible disposal of IT equipment** is practiced through donations to charitable organizations or partnerships with certified recycling companies. All devices are securely wiped and storage units removed prior to disposal to prevent access to stored information.

Social and Economic Practices

- **Support for small and emerging businesses** is embedded in procurement decisions, provided they meet quality and technical specifications
- **Donations of usable equipment**, particularly IT assets, are made to charities, associations, and non-profit institutions to support community development.

Governance and Oversight

- All sustainability-related procurement decisions, including supplier prioritization and budget thresholds, are subject to formal approval by the Procurement Committee or executive management.

Supplier Selection and Evaluation

Supplier selection and evaluation are conducted through structured criteria, including technical capability, quality standards, pricing competitiveness, delivery performance, and compliance with GIG-Jordan's ethical, professional, and sustainability requirements. Suppliers exceeding defined financial thresholds are subject to periodic performance assessments and classification, supporting continuous improvement and risk management within the supply chain.

Social Risk Management in the Supply Chain

GIG-Jordan assesses social risks within its supply chain to ensure alignment with ethical, legal, and human rights standards. During the reporting period, one case of child labor was identified at a supplier. The issue was addressed immediately through notification, agreed corrective actions, and close follow-up monitoring to ensure full compliance with the Company's Code of Conduct. No supplier relationships were terminated as a result, as remediation was successfully implemented. Beyond this case, GIG-Jordan has not identified significant risks related to

child labor, forced or compulsory labor, nor violations of freedom of association and collective bargaining within its operations or supplier base. All suppliers are required to comply with international labor standards, with adherence monitored through vendor assessments, surveys, and ongoing engagement.

Supplier Code of Conduct

GIG-Jordan is committed to conducting its procurement activities in line with the highest standards of integrity, ethics, and social responsibility. To support this commitment, the Supplier Code of Professional Conduct outlines clear expectations for all purchasing transactions involving goods and services, ensuring alignment with internationally recognized ethical and responsible procurement practices. The Code promotes transparency, accountability, and responsible behavior across the supply chain, with zero tolerance for bribery, corruption, fraud, or conflicts of interest. Moreover, the Code emphasizes fair competition, responsible communication, and strict rules governing gifts, hospitality, and interactions with GIG employees.

Environmental responsibility is a key pillar of the Code. Although the Company does not currently conduct formal environmental screening of new suppliers, it clearly expresses a preference for suppliers that demonstrate environmentally responsible practices, including the provision of recyclable products or the holding of recognized sustainability certifications. This preference is explicitly documented within the Code of Conduct and vendor assessment criteria and provides such suppliers with an advantage during the annual evaluation process.

In addition, the Code outlines requirements for data protection, confidentiality, and information security, ensuring that all business and personal data are handled responsibly.

ESG Practices Encouraged for GIG-Jordan's Suppliers

Environmental Responsibility		Social Responsibility	
	Waste Reduction		Community Engagement
	<ul style="list-style-type: none">• Reduce waste generation• Promote recycling practices• Minimize environmental impact		<ul style="list-style-type: none">• Respect local communities and cultures• Support social development initiatives
	Resource Conservation		Labor Practices
	<ul style="list-style-type: none">• Use water efficiently• Manage raw materials responsibly• Lower resource consumption		<ul style="list-style-type: none">• Provide safe working conditions• Ensure fair wages• Support employee training and development
	Clean Energy		
	<ul style="list-style-type: none">• Use renewable energy where feasible• Reduce dependence on conventional energy		
	Low Emissions		Ethical Business Practices
	<ul style="list-style-type: none">• Reduce greenhouse gas emissions• Apply energy-efficient practices• Improve environmental performance		<ul style="list-style-type: none">• Act with integrity & transparency• Ensure accountability• Comply with laws & regulations
		Governance	

Compliance with the Code of Conduct

All suppliers are required, as a condition of engagement, to formally acknowledge and comply with GIG-Jordan's Supplier Code of Conduct. By executing the Code, suppliers affirm their commitment to ethical conduct, full legal compliance, and responsible business practices, and retain responsibility for ensuring that any approved subcontractors adhere to the same requirements.

The Company maintains oversight mechanisms to monitor supplier compliance, including documentation reviews, site visits, and audits. Non-compliance may result in corrective actions, negative performance evaluations, or termination of the supplier relationship.

According to GIG-Jordan's Code of Conduct, Suppliers are Expected to:

	Comply with applicable labor laws
	Uphold non-discrimination principles
	Prohibit child and forced labor
	Prohibit all sorts of harassment in the workplace
	Ensure safe working conditions
	Provide fair pay and benefits in line with applicable laws
	Provide fair working hours to employees in line with applicable laws
	Provide fair working hours to employees
	Protect employee rights, freedom of association, and privacy
	Establish reporting mechanisms that allow employees to report unethical, illegal, unsafe, or fraudulent practices without fear of retaliation.
	Adhere to ethical business conduct

Whistleblowing Procedures

Suppliers may report concerns or complaints related to procurement employees or procurement processes confidentially through the Company's Quality Control Department. Reports can be submitted via email at qualitycontrol@gig.com.jo, by telephone, or through direct contact with GIG-Jordan's head office. All reports are handled with due confidentiality, and suppliers are protected against retaliation for raising concerns.

Supporting Local Suppliers

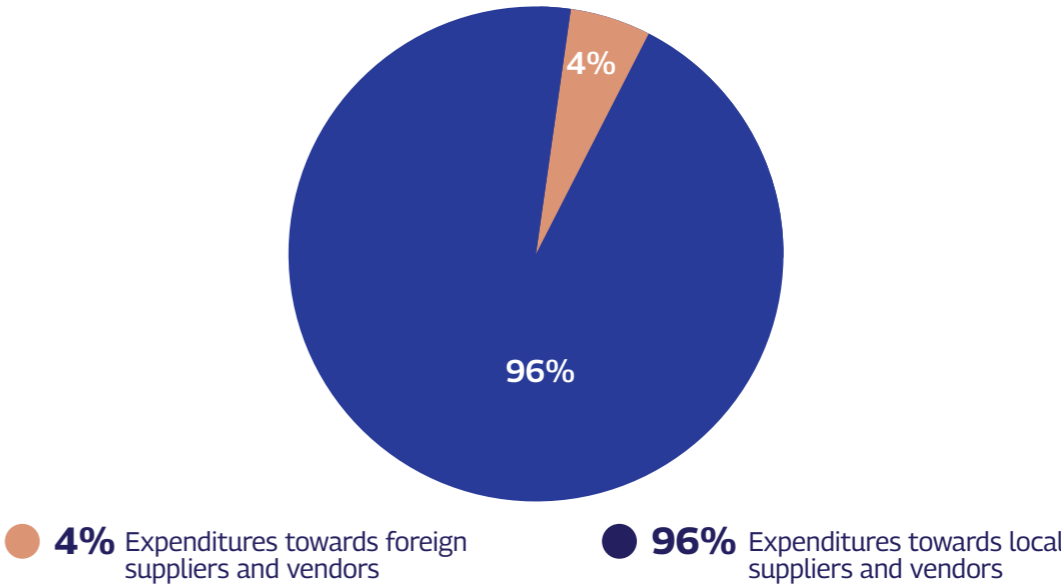
GIG sources materials and services from both local and international suppliers, with a strong focus on quality, cost efficiency, and regulatory compliance. Whenever possible, priority is given to local suppliers to support the national economy and strengthen domestic supply chains.

As a clear demonstration of this commitment, approximately 96% of total procurement spending is directed to local suppliers based in Jordan, while only 4% is allocated to foreign suppliers.

Table. Expenditures Towards Foreign and Local Suppliers in 2025

	JOD
Expenditures Towards Foreign Suppliers and Vendors	182,194.90
Expenditures Towards Local Suppliers and Vendors	5,000,000
Total Expenditures on Both Foreign and Local Suppliers and Vendors	5,182,194.90

Procurement Percentage to Local vs. Foreign Suppliers and Vendors








2.4 Stakeholder Engagement

Stakeholder engagement is a central pillar of GIG-Jordan's sustainability approach. Through continuous engagement with employees, customers, shareholders, regulators, suppliers, and community partners, the Company gains deeper insight into its economic, social, and environmental impacts and identifies opportunities to address sustainability challenges effectively.

This engagement also informs the design of products and services that enhance GIG-Jordan's positive contribution to society, the environment, and the economy. Recognizing that challenges cannot be addressed in isolation, GIG-Jordan embraces a collaborative approach rooted in partnership and dialogue. In line with United Nations Sustainable Development Goal 17 (Partnerships for the Goals), the Company promotes cooperation across business, government, and civil society, contributing to SDG targets 17.16 and 17.17 and reinforcing the role of collective action in accelerating sustainable development outcomes.

Table. GIG-Jordan's Key Stakeholders, Interests and Engagement Mechanisms

Category	Stakeholder Group	Interests / Expectations	Engagement Mechanisms
Internal	 Employees	Job stability, training, fair compensation, safe working environment	Employee handbooks, internal policies, onboarding sessions, training programs, ESG awareness sessions, internal emails, staff meetings, intranet announcements, employee satisfaction surveys
Internal	 Board of Directors and Executives	Profitability, compliance, risk management, Company growth, reputation	Board meetings, executive briefings, committee reports (Audit, Risk, ESG), performance dashboards, internal reports, formal escalations through the Board Secretary
External	 Regulators and Government Bodies	Regulatory compliance, consumer protection, data security, financial transparency	Regulatory filings, compliance reports, formal correspondence, audits and inspections, official submissions, periodic disclosures
External	 Shareholders / Investors	Financial returns, Company performance, ESG reporting, long-term growth	Annual reports, sustainability reports, financial statements, General Assembly meetings, investor communications, official disclosures
External	 Customers	Reliable insurance coverage, fair claims, accessibility, good customer service	Customer service centers, call centers, digital platforms, websites, mobile applications, feedback and complaints mechanisms, surveys
External	 NGOs and Community Representatives	Community investment, social responsibility, transparency, partnerships	Direct partnerships, joint initiatives, CSR programs, community events, awareness campaigns, public announcements
External	 Suppliers	Timely payments, stable business relationship, clear contracts, ethical conduct	Contracts and agreements, supplier codes of conduct, procurement processes, vendor assessments, meetings, formal communications

2.5 Materiality Assessment

As part of its sustainability reporting process, GIG-Jordan conducted a materiality assessment in line with the requirements of GRI 3: Material Topics. The objective of the assessment was to identify and prioritize ESG topics that represent GIG-Jordan's most significant actual and potential impacts on the economy, society, and the environment, as well as topics that may influence stakeholder decisions and the Company's long-term value creation.

The materiality assessment followed a structured, evidence-based, and inclusive process, which comprised the following key steps:

1. Business understanding and internal alignment:

Dedicated meetings were held with key internal stakeholders and department heads to gain a comprehensive understanding of GIG-Jordan's operations, business model, value chain, and key risks and opportunities.

2. Review of existing initiatives and strategy:

GIG-Jordan's current initiatives, ESG-related practices, and sustainability strategy were reviewed to ensure alignment between operational priorities and potential impact areas.

3. Industry benchmarking:

A benchmarking exercise was conducted against relevant regional and international insurance services peers to identify commonly reported and emerging material topics within the sector.

4. National context consideration:

The Jordanian economic and regulatory context was taken into account, including alignment with the Economic Modernization Vision, Amman Stock Exchange sustainability reporting guidelines, and other national priorities relevant to sustainable development.

5. Global standards and frameworks review:

The assessment was informed by international ESG frameworks and standards, including the GRI Standards, International Financial Reporting Standards (IFRS) S1 and S2, the UN Sustainable Development Goals (SDGs), ESG rating methodologies, and the UNEP Principles for Sustainable Insurance (PSI).

6. Development of the long list of topics:

Based on the above steps, a comprehensive long list of ESG topics was developed. From this list, 18 material topics were identified, clearly defined, and validated as most relevant to GIG-Jordan's impacts and stakeholders.

Table. Material Topics' List and Definitions

Material Topic	Definition
 Natural Disasters and Extreme events	Managing climate risks, reducing emissions, and strengthening resilience of assets, operations, and insured clients in response to changing climate conditions. Providing insurance solutions that strengthen resilience and ensure reliable coverage during extreme weather events.
 Energy and Water Efficiency Management	Enhancing resource efficiency across Company facilities by improving energy performance, reducing greenhouse gas emissions, and optimizing water use. This includes conducting energy audits, upgrading building lighting to high-efficiency LED systems, and implementing water-saving solutions.
 Operational Environmental Impact	Minimizing harmful environmental impacts from Company operations by reducing pollution, enhancing indoor air quality, and implementing waste segregation and recycling practices.
 Environmental Awareness	Building knowledge and understanding of environmental issues among employees, customers, and partners. Encouraging responsible practices and supporting a culture of sustainability across GIG. Protecting natural ecosystems by minimizing negative impacts on biodiversity, supporting conservation efforts, and promoting environmental restoration initiatives within local communities and operational areas.
 Sustainable Procurement	Ensuring suppliers meet environmental standards, encouraging responsible sourcing, and assessing the sustainability performance of procurement partners.
 Talent Development	Strengthening staff capabilities through continuous training, professional development, and capacity-building initiatives.
 Diversity, Inclusion and Women Empowerment	Promoting a fair, inclusive, and diverse workplace where equal opportunities are available to all employees. Programs that support women's empowerment.
 Customer Centricity	Focusing on customer needs by providing clear, fair, and easy-to-use insurance services. Ensuring a smooth experience through transparent communication and responsive support. In addition to protecting customer information and data. As well as developing innovative insurance products, digital solutions, and service models that improve convenience, efficiency, and responsiveness to evolving customer needs and market trends.
 Access to Insurance and Financial Inclusion	Expanding insurance access for underserved groups, improving affordability, and enhancing financial resilience for vulnerable populations. In addition to enhancing customer insurance literacy. Maintaining strong financial results to ensure business continuity, support long-term growth, and provide value to shareholders. This includes effective cost management, sustainable investment practices, and prudent financial planning.

Material Topic	Definition
 Sustainable Insurance Products	Developing and offering insurance solutions that promote sustainability by encouraging environmentally responsible behaviors, supporting climate resilience, and integrating ESG considerations into product design and underwriting practices.
 Responsible Partnerships	Building responsible partnerships with stakeholders, business partners, and community organizations to support shared sustainability goals and uphold ethical standards. This includes contributing to community well-being through development programs and volunteering, as well as providing timely support and relief to communities affected by crises and natural disasters.
 Corporate Governance	Ensuring the Board provides effective oversight, leadership, and governance aligned with best practices and stakeholder interests.
 Ethics, Integrity and Anti-Corruption	Upholding ethical behavior, preventing corruption, and promoting transparent and accountable business conduct.
 ESG integration and Risk Management	Integrating ESG considerations into enterprise risk management, including climate risk, compliance, and long-term sustainability strategies. Embedding sustainability principles into strategy, operations, and reporting practices. As well as ensuring a safe workplace, minimizing risks of accidents, and ensuring employee well-being.
 Data Governance and Cybersecurity	Managing digital risks, ensuring data accuracy, and maintaining secure IT systems to protect Company and customer information.
 Regulatory Compliance and Transparency	Ensuring full compliance with laws, regulations, and reporting requirements, while maintaining clear and transparent disclosures.
 Responsible Tax Practices	Applying fair tax practices, ensuring tax transparency, and responsibly engaging with regulators and policymakers.
 Digitization	Enhancing operations and customer experience by adopting digital tools and automating processes to improve efficiency, reduce paper use, and support faster, more accurate service delivery.

Material Topics' Prioritization

Following the identification of material topics, a materiality prioritization survey was conducted with both internal and external stakeholders. Participants were asked to assess each topic based on its impact severity, likelihood, and irremediability, in line with the GRI Standards definition of impact materiality.

The prioritization process followed a double materiality approach, whereby each material topic was assessed not only based on its actual and potential impacts on the economy, society, and the environment (impact materiality), but also on its potential financial implications for GIG-Jordan (financial materiality). This included consideration of how ESG-related risks and opportunities could affect the Company's financial performance, position, cash flows, and long-term resilience.

The stakeholder groups engaged in the materiality assessment included:

Category	Stakeholder Group
Internal	Employees
Internal	Board of Directors and Executive Management
External	Shareholders and Investors
External	NGOs and Community Representatives
External	Suppliers
External	Customers

A total of 54 internal stakeholders and 69 external stakeholders participated in the materiality assessment survey. Each Material topic was rated according to the following scale:

Rating | Description

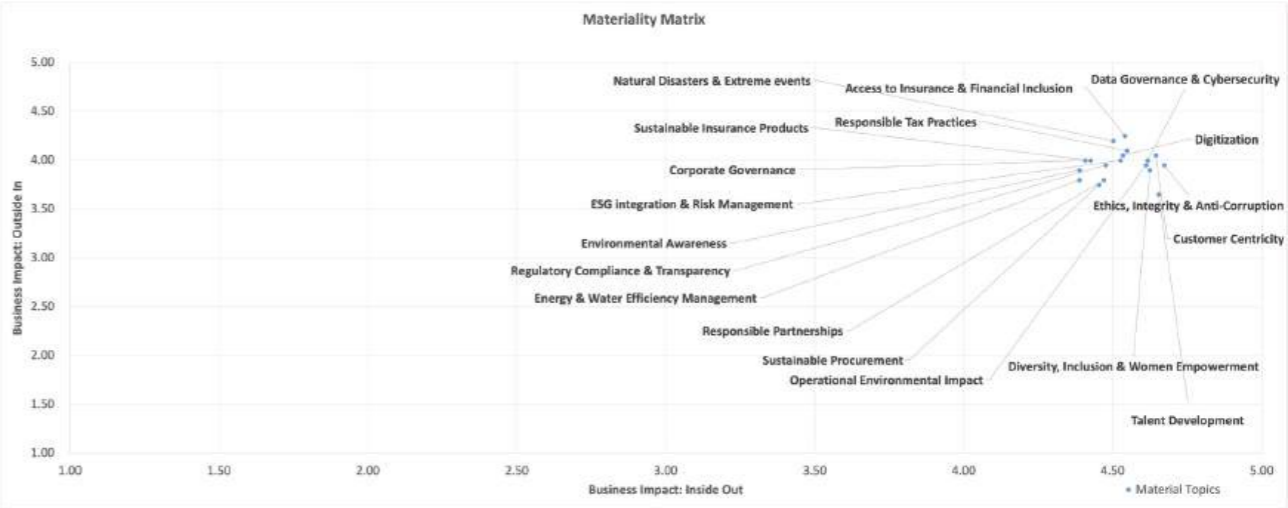
- 1 : Minimal or negligible impact
- 2 : Limited or short-term impact
- 3 : Noticeable and important impact but manageable
- 4 : Significant impact with long-term implications
- 5 : Severe or substantial impact that is difficult to address

For benchmarking and interpretation purposes, scores below 3.0 were classified as low impact, scores between 3.0 and less than 4.0 were classified as medium impact, and scores ranging from 4.0 to 5.0 were classified as high impact. The outcomes of the assessment are reflected in the following table and materiality matrix, which illustrates the relative significance of each material topic based on stakeholder input and GIG-Jordan's impact assessment.

Table. Materiality Assessment Results

Material Topics	Business Impact: Outside In	Business Impact: Inside Out	Rating
Access to Insurance and Financial Inclusion	4.25	4.54	High-High
Natural Disasters and Extreme events	4.20	4.50	High-High
Responsible Tax Practices	4.10	4.55	High-High
Customer Centricity	4.05	4.64	High-High
Digitization	4.05	4.53	High-High
Data Governance and Cybersecurity	4.00	4.62	High-High
ESG integration and Risk Management	4.00	4.53	High-High
Sustainable Insurance Products	4.00	4.43	High-High
Corporate Governance	4.00	4.41	High-High
Ethics, Integrity and Anti-Corruption	3.95	4.67	Medium- High
Operational Environmental Impact	3.95	4.61	Medium- High
Regulatory Compliance and Transparency	3.95	4.48	Medium- High
Diversity, Inclusion and Women Empowerment	3.90	4.62	Medium- High
Environmental Awareness	3.90	4.39	Medium- High
Responsible Partnerships	3.80	4.47	Medium- High
Energy and Water Efficiency Management	3.80	4.39	Medium- High
Sustainable Procurement	3.75	4.45	Medium- High
Talent Development	3.65	4.65	Medium- High

Materiality Matrix



None of the assessed topics were identified as low impact; rather, all material topics ranked between medium and high impact, demonstrating strong alignment with stakeholder perceptions of their significance. Overall, the assessment confirms that the selected topics represent areas of substantial impact on both people and the environment. From a financial perspective, the topics with the greatest impact on GIG-Jordan are Access to Insurance and Financial Inclusion and Natural Disasters and Extreme Events. In terms of inside-out impacts—that is, GIG-Jordan’s influence on the economy, environment, and society—the most significant topics are Ethics, Integrity and Anti-Corruption, Customer Centricity, and Talent Development, underscoring the importance of responsible conduct, human capital, and customer trust in creating long-term value. While still material, topics such as Energy and Water Efficiency Management, Environmental Awareness, Sustainable Procurement, and Responsible Partnerships were assessed as having comparatively lower direct financial impact than other topics, though they remain critical to GIG-Jordan’s broader sustainability objectives and stakeholder expectations.

Building Trust Through Governance



-
- 3.1 Organizational Structure
 - 3.2 Board of Directors
 - 3.3 Executive management
 - 3.4 Ethics, Integrity and Anti-Corruption
 - 3.5 Regulatory Compliance and Transparency
 - 3.6 Digitization, Data and Cybersecurity
 - 3.7 Responsible Tax Practices
-

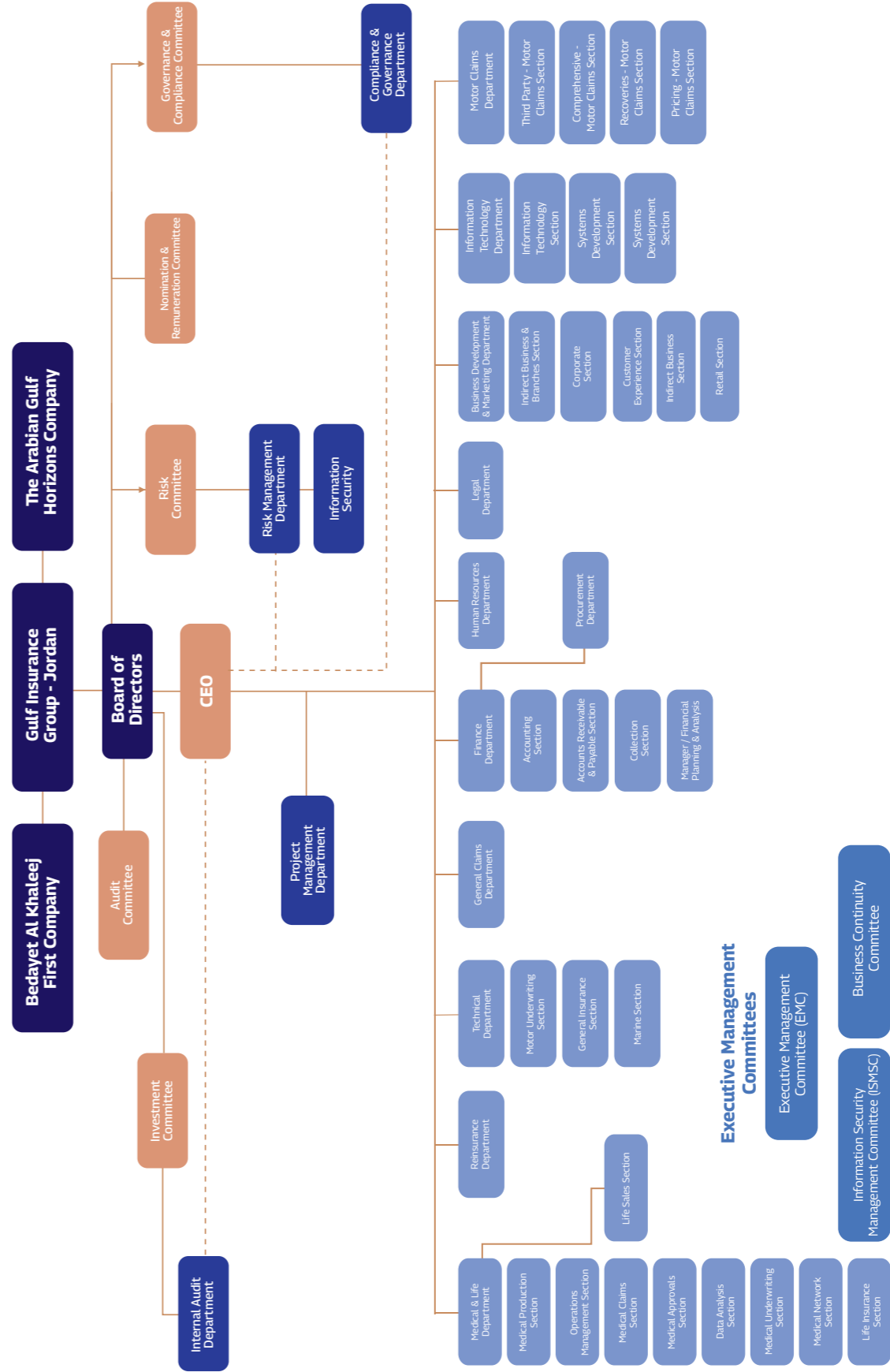
3. Building Trust Through Governance

Relevant Sustainability Strategy Objectives	<ul style="list-style-type: none">Environmental policyEducation and advocacySupporting Sustainable Development Goals (SDGs)
Relevant United Nations Sustainable Development Goals (UN SDGs)	<ul style="list-style-type: none">SDG 16: Peace, Justice and Strong InstitutionsSDG 17: Partnerships for the Goals
Relevant Jordan Economic Modernization Vision Objectives	<ul style="list-style-type: none">Strengthen the International Competitiveness of Jordan as a Place to LiveApply Sustainability Principles to Economic Growth

3.1 Organizational Structure

GIG-Jordan's organizational structure is designed to support effective corporate governance, risk oversight, and operational efficiency. Oversight is exercised through the Board of Directors and its specialized committees, while executive management ensures the implementation of strategy, regulatory compliance, and sound risk management across all functions. Further details on the Company's organizational structure are presented in the following diagram:

Figure. GIG-Jordan's Organizational Structure



3.2 Board of Directors

The Board of Directors plays a central role in guiding GIG-Jordan's strategic direction and ensuring sound governance across the Company. Through structured nomination processes, clear oversight responsibilities, and regular performance evaluations, the Board provides leadership on purpose, values, risk management, and the oversight of economic, environmental, and social impacts.

The Board of Directors comprises 9 members, all of whom are male. The chairman of the Board is Mr. Naser Ahmad Abdul Kareem Al-Lozi. Independence status varies across the Board, with 4 members classified as independent, representing 44.4% of total Board composition. During the reporting period, Board engagement was high, with all members attending 100% of scheduled meetings.

Table. GIG-Jordan's Board of Directors

Name of Board Member	Independence Status	Gender	Joining Date	Meeting Attendance Rate
Mr. Naser Ahmad Abdul Kareem Al-Lozi	Not independent*	M	18/04/2013	100%
Mr. Ahmad Adnan Ahmad Alsallakh	Independent*	M	27/04/2023	100%
Mr. Alaa Mohammad Ali Al Zoheiry	Not independent*	M	28/06/2009	100%
Mr. Bijan Khosrowshahi	Not independent*	M	31/03/2011	100%
Mr. Ali Kathem Abdul Aziz Al-Hendal	Not independent*	M	24/04/2017	100%
Mr. Daoud Adel Daoud Issa	Independent*	M	15/08/2024	100%
Mr. Hanna Sami Hanna Sawalha	Independent*	M	15/08/2024	100%
Mr. Khaled Saoud Abdulaziz Al Hasan	Not independent*	M	28/06/2009	100%
Mr. Mazen Ali Abdelgani Tabbalat	Independent*	M	27/04/2023	100%

*Board members' independence status has varied since their appointment; the classifications shown represent their most current status.

GIG-Jordan's Board members execute their responsibilities through 5 Board committees as outlined in the following table:

Table. Board Committees

Name of Committee	Description of Committee Main Responsibilities	Chairman of Each Board Committee
Governance and Compliance Committee	Responsible for overseeing governance frameworks, Board practices, and ethical standards, and ensuring alignment with regulatory requirements and best practices in corporate governance.	Mr. Hanna Sami Hanna Sawalha
Risk Committee	Responsible for overseeing the identification, assessment, and monitoring of key risks, including financial, operational, environmental, social, and compliance risks, to support effective risk management across the Company.	Mr. Ahmad Adnan Ahmad Alsallakh
Nomination and Remuneration Committee	Responsible for nominating and appointing Board members, ensuring diversity, independence, and competency, and developing, reviewing, and overseeing remuneration policies in alignment with the Company's strategy and performance objectives.	Mr. Naser Ahmad Abdul Kareem Al-Lozi
Audit Committee	Responsible for overseeing the integrity of financial reporting, reviewing financial statements, and ensuring compliance with applicable accounting standards, internal controls, and audit requirements.	Mr. Daoud Adel Daoud Issa
Investment Committee	Responsible for defining and recommending investment policies and long-term investment strategy, overseeing portfolio performance, and assessing investment risks to ensure diversification and alignment with financial and sustainability objectives.	Mr. Naser Ahmad Abdul Kareem Al-Lozi

Nomination and Selection of Board Members

The nomination and selection process for Board members begins with compliance with the minimum legal requirements, including the appointment of independent members. Consideration is also given to diversity in gender, experience, and knowledge to ensure balanced representation and effective decision-making. Appointments are subject to approval by the General Assembly, ensuring transparency, accountability, and sound governance practices.

Roles and Responsibilities of the Board

The Board is responsible for setting the Company's purpose, values, and strategic direction. Its key roles include defining the vision and mission, approving ethical standards, endorsing strategic plans and budgets, and establishing and reviewing governance and risk-related policies.

Furthermore, the Board ensures that systems and processes are in place to identify, assess, and manage GIG-Jordan's impacts on the economy, environment, and people. It reviews risk assessments and compliance audits to verify that due diligence processes are effective and aligned with regulatory requirements and stakeholder expectations.

Review of Effectiveness

The effectiveness of governance and due diligence processes is reviewed through regular reports, audits, key performance indicators (KPIs), and stakeholder input. The Board acts on reviewed outcomes to strengthen policies and reinforce accountability.

Conflict of Interest Management and Disclosure

Conflicts of interest are prevented and mitigated through clear policies, mandatory declarations, independent oversight, and continuous monitoring. Conflicts of interest, including cross-board memberships, cross-shareholdings, controlling shareholders, and related-party transactions, are disclosed to stakeholders. This includes matters related to cross-board memberships, cross-shareholdings,controlling shareholders,and related parties, along with their relationships, transactions, and outstanding balances.

Capacity Building

To advance its collective knowledge and skills on sustainable development, the Board participates in structured training, expert guidance, peer learning, and continuous evaluation.

Board Performance Evaluation

Board performance is evaluated annually through internal reviews, questionnaires, and peer discussions. Actions taken in response to evaluations include enhancing Board composition, improving diversity, updating policies, strengthening disclosure, expanding training, and reinforcing risk management practices.

Board Remuneration

Remuneration for members of the Board and senior executives includes annual salaries, Board allowances, end-of-service benefits, mobile allowances, and travel per diem, in accordance with approved remuneration policies.

The remuneration policies for the Board and senior executives at GIG-Jordan are aligned with the Company's objectives and performance. Compensation is based on the applied salary scale and internal policies, including bonuses, incentives, and profit-

sharing. These policies aim to reward achievement of strategic goals, financial performance, and effective management of economic, environmental, and social impacts. The ratio of the annual total compensation of the highest-paid individual to the median annual total compensation of all other employees at GIG-Jordan is aligned with internal remuneration policies and prevailing market benchmarks. The Company ensures fair and competitive remuneration practices.

3.3 Executive management

GIG-Jordan's Executive Management is responsible for translating Board oversight and strategic direction into effective day-to-day operations. Through delegated responsibilities, structured reporting, and dedicated committees, Executive Management ensures that governance principles, sustainability considerations, and impact management are embedded across the Company.

GIG-Jordan's Executive Management consists of 7 members, including 6 males and 1 female, as presented in the following table:

Table. GIG-Jordan's Executive Management Members

Executive Management Member	Title
Dr. Ali Adel Ahmad Wazaney	Chief Executive Officer
Mr. Sa'd Amin Tawfiq Farah	Chief Financial Officer
Mr. Suleiman Abdelhafez Mohammad Dandis	Chief Health and Life Officer
Mr. Rami Kamal Odeh Dababneh	Director Business Development and Marketing Department
Mr. Mohammed Amin Mahmoud Subeh	Director - Indirect Business / Branches
Mr. Samer Yousef Othman	Project Management Department
Ms. Rula Mohammad Taj Al-Tamimi	Director Human Resources Department

Oversight and Reporting

Executive Management maintains oversight through regular reporting, internal and external audits, and performance reviews to ensure transparency and continuous improvement. Senior executives and relevant employees report to the Board on the management of impacts on the economy, environment, and people at least 6 times per year. Additionally, Executive Management ensures that critical concerns are communicated to the Board via the Board Secretary and that appropriate follow-up actions are implemented in a timely manner. During 2025, at least 6 critical concerns were raised to the Board.

3.4 Ethics, Integrity and Anti-Corruption

Underpinning GIG-Jordan's operations are ethical principles that emphasize integrity, transparency, and responsible business conduct. GIG-Jordan prevents corruption and unethical conduct through a framework of policies, governance structures, risk assessments, and targeted training programs. Ethical principles are embedded across operations and business relationships, supported by senior-level oversight, clear accountability, and effective mechanisms for reporting, monitoring, and addressing potential misconduct.

Policy Framework and Commitments

The Company's commitments to ethical conduct and integrity are formalized through its Code of Conduct, Modern Slavery Policy, internal bylaws, and Anti-Corruption and Fraud Policies. These policies promote responsible business conduct, support due diligence practices, apply the precautionary principle to prevent potential harm before it occurs, and reinforce respect for internationally recognized human rights.

Policies Related to Ethics, Integrity and Anti-Corruption:

- Code of Conduct & Ethics
- Modern Slavery Policy
- Anti-Corruption and Fraud Policies
- Whistle-Blower Policy

Governance and Policy Approval

Ethics and anti-corruption policies are approved at senior levels within GIG-Jordan. Certain policies are formally approved by the Board of Directors, while others are established by top management in line with regulatory requirements and business needs.

Integration into Operations and Business Relationships

Oversight of ethical conduct is exercised by the Board, with implementation led by management and day-to-day compliance carried out by employees. Ethical commitments are integrated into corporate strategy, HR policies, and operational procedures. In business relationships, they are incorporated into contractual requirements and supported through monitoring and audits.

Scope of Application

Ethical commitments apply across all of GIG-Jordan's operations and extend to its business relationships, including suppliers, partners, and contractors. Special consideration is given to vulnerable and at-risk groups, such as employees, local communities, women, children, and minorities.

Communication and Training for Policy Commitments on Responsible Business Conduct

Policies are communicated internally through internal memos, orientation and awareness sessions provided by concerned departments.

Key Communication Channels for Policy Commitments on Responsible Business Conduct

 Stakeholder Group	Communication Channels
 Workers	Employee handbooks, training programs, internal communications
 Business Partners	Contracts, Codes of Conduct, supplier standards
 Other Stakeholders	Annual reports, official Company website (policies and updates), press releases and public announcements, General Assembly meetings

Anti-corruption and compliance policies are communicated to employees through the HR system and reinforced through regular awareness and training sessions. As presented in the following table, communication and training of anti-corruption policies and procedures covers key stakeholder groups within GIG-Jordan. All Board members, employees as well as agents, brokers and service providers receive communication on GIG-Jordan's anti-corruption policies. Training however is more targeted with a majority of Board members (66%) and all employees (46%) receiving formal training on anti-corruption policies and Anti-money laundering.

Table. Training and Communication on Anti-Corruption Policies and Anti-money laundering

Category	Number Communicated To	Percentage Communicated to (%)	Number Trained	Percentage Trained (%)
Board Members	All	100%	6	66%
Employees	All	100%	225	46%
Business partners	All agents, brokers, the service providers and vendors	100%	5	55%

Risk Assessment for Corruption and Fraud

GIG-Jordan applies a structured risk assessment process that includes the evaluation of corruption and fraud risks, where relevant, to ensure that its services, operations, and business processes comply with ethical standards and regulatory requirements.

Corruption Incidents Recorded During 2025 0

3.5 Regulatory Compliance and Transparency

Compliance with applicable laws and transparency in operations are fundamental to GIG-Jordan's governance framework. Compliance risks are addressed through regulatory compliance processes, grievance and whistleblowing mechanisms, and stakeholder engagement practices. These practices also enable the evaluation of remediation effectiveness and promote a culture of accountability and openness.

Compliance Management and Oversight

GIG-Jordan is committed to full compliance with applicable laws and regulations and to maintaining high levels of transparency across its operations. The Compliance Department oversees compliance activities, ensures regulatory alignment, and manages grievances in a fair, neutral, and transparent manner.

Grievance Mechanisms and Whistleblowing

GIG-Jordan has established whistleblowing channels, high-level reporting mechanisms, compliance programs, and regulatory frameworks that enable stakeholders to raise concerns related to business conduct and tax integrity. All cases are investigated, corrective actions are taken where necessary, and whistleblowers are protected through confidentiality and strict non-retaliation safeguards.

Stakeholder Engagement in Grievance Processes

Key stakeholders including policyholders, brokers, employees, and suppliers, are involved in the design and review of grievance mechanisms. This is done through surveys, consultations and meetings. Their feedback reinforces GIG-Jordan's transparency and effectiveness.

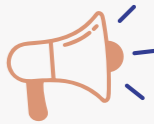
Channels for Raising Concerns and Seeking Advice



Hotlines



Digital Platforms



Direct engagement with the Compliance Department

Monitoring Effectiveness

The effectiveness of grievance and remediation mechanisms is tracked through a centralized complaints management system, supported by key performance indicators such as resolution time and satisfaction scores. Feedback is received from customers, employees, and agents. Regular reporting to management and regulators ensures continuous oversight and improvement.

3.6 Digitization, Data and Cybersecurity

As cybersecurity, data protection, and digitization become increasingly fundamental to modern business operations, GIG-Jordan integrates these elements to strengthen operational efficiency, safeguard information, and deliver more reliable and responsive services to its customers.

This section will provide a deep-dive into GIG-Jordan's cloud-based systems, automated insurance processes, paperless operations, among other initiatives that aim to improve the Company's operational efficiency while making its services more accessible and responsive. Additionally, as its digital services expand, GIG-Jordan ensures secure data protection and cybersecurity practices.

Governance of Information Technology (IT)

Acknowledging the critical role of IT governance in maintaining secure, reliable, and well-controlled digital operations, GIG-Jordan has implemented a structured IT governance framework. The framework is supported by policies and procedures that regulate the use, management, and protection of information systems across the Company. Moreover, the framework defines roles, responsibilities, approval authorities, and segregation of duties to ensure controlled and secure digital operations across all departments.

Main Policies and Standards Guiding GIG-Jordan's IT Governance Framework:

Governing GIG-Jordan's IT and digitization initiatives are supported by internationally recognized standards, regulatory frameworks and internal policies including but not limited to:

- GIG strategy (Value Chain Vandit)
- IT Department Policy
- Information Security Policies Manual
- Information Security Management Systems (ISMS) Policy
- CIS Controls Version 8 (Center for Internet Security best practices)
- Relevant requirements issued by the Central Bank of Jordan (CBJ)
- The Company's Data Protection (DPO) policy

Digital Strategy and Automation

The Information Technology (IT) Department follows a cloud-first strategy, prioritizing the migration of systems from on-premises infrastructure to cloud-based environments. This approach reduces the physical data center footprint and supports a shift from Capital Expenditure (CapEx) to a more flexible Operational Expenditure (OpEx) model. Digitization initiatives also aim to eliminate operational inefficiencies and support the transition toward a fully paperless operating model.

Key Digital Platforms

During the reporting period, GIG-Jordan strengthened its digital ecosystem through:

- Microsoft Cloud solutions—covering Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS)
- Robotic Process Automation (RPA) to streamline repetitive operational tasks.

Employee Training and Digital Capacity Building

GIG-Jordan views employee capacity building as a critical enabler of successful technology upgrades and long-term digital performance. Thus, IT-related training was provided to employees in 2025 covering several topics including but not limited to:

- Life insurance core systems
- CliQ instant payment services for electronic payments
- Digital motor policy system enhancements
- Customer relationship management systems
- Secure software development practices
- Business continuity
- Cybersecurity awareness

In addition, the in-house development team was trained on Development, Security, and Operations practices, while all employees received Microsoft Power BI training to strengthen data analytics and reporting capabilities.

Monitoring Digital Performance and Benefits

Affirming its commitment to continuous improvement, GIG-Jordan monitors the performance and outcomes of its digitization initiatives to assess impact, support continuous improvement, and maximize value creation. Digital performance is tracked through a combination of customer experience and business indicators, including the Customer Satisfaction Index (CSI), financial metrics such as net premium value generated through mobile applications, and Key Performance Indicator (KPI) dashboards that monitor the progress and effectiveness of digital projects across the Company.

Case Study: Optimizing Operations Through Digitization

GIG-Jordan has implemented several digitization initiatives to optimize its operational efficiency, service quality, and environmental sustainability. In this regard, the Company has advanced its digital transformation by adopting a cloud-first strategy, reducing reliance on on-premises infrastructure and enabling more flexible, efficient operations. Additionally, core insurance processes including policy issuance, payments, claims submission, and reimbursements, were fully digitized.

To improve speed, accuracy, and customer experience, the Company modernized its applications through cloud hosting and applied secure coding practices. Optical Character Recognition (OCR) technology for both Arabic and English languages was also introduced to improve data capture and processing accuracy.

As evidence of the aforementioned enhancements on the improvement of Company services, the Customer Satisfaction Index (CSI) has tripled during the reporting period reaching 76%. Increased service awareness and usability also led to a reduction in customer calls and direct inquiries, supported by enhancements to the Company's mobile application.

Data Protection and Information Governance

Recognizing the importance of protecting confidential and personal information in maintaining trust, regulatory compliance, and business continuity, the Company applies structured controls to safeguard confidential, personal, and business-critical information. These controls include clearly defined access rights based on job roles, robust user authentication and authorization mechanisms, periodic reviews of user privileges, and measures to prevent unauthorized access, misuse, or disclosure of sensitive data. Information security requirements apply consistently to all employees, systems, and third-party users with access to GIG-Jordan's information assets.

Key Frameworks and Principles Guiding Data Protection and Cybersecurity

- Data Protection Principles for Protecting Personal Information
- Information Security Risk Management Framework



Information Security Related Certifications

GIG is certified for ISO/IEC 27001 which is the leading international standard for establishing, implementing, maintaining, and continually improving an Information Security Management System (ISMS) to protect an organization's sensitive data by managing risks holistically across people, processes, and technology.

Data Protection Principles

Underpinning GIG-Jordan's commitment to data protection is a structured set of data protection principles. These principles apply to personal data processed within the Company's environment and cover all information systems and assets, whether managed internally or by third parties. The scope extends to all users of information assets, including employees, customers, consultants, vendors, business partners, and contractors, regardless of location.

Compliance with data protection requirements is mandatory and is overseen by the Information Security Manager, who is responsible for maintaining and approving the relevant policies and procedures. GIG-Jordan, in its role as a data processor, conducts periodic reviews to ensure continued compliance, with corrective and disciplinary measures applied where violations occur. The data protection framework is reviewed at least annually to ensure its continued effectiveness, alignment with regulatory requirements, and responsiveness to evolving information security risks.

GIG-Jordan's Data Protection Principles

GIG-Jordan applies the following data protection principles to maintain compliance, accountability, and protection of personal data:

• **Lawfulness, Fairness, and Transparency**

Personal data is processed lawfully, fairly, and transparently in line with Jordanian Personal Data Protection Law, internal information security policies, and anti-money laundering and counter-terrorism financing requirements, supported by annual ISO/IEC 27001 risk assessments.

• **Purpose Limitation and Data Minimization**

Personal data is collected for specific, legitimate purposes only and limited to what is necessary, supported by least-privilege access, segregation of duties, and access controls under the Access Management Policy.

• **Accuracy**

Data accuracy is ensured through verification procedures, including Know Your Customer (KYC) processes, to maintain reliable and up-to-date personal information.

• **Storage Limitation**

Personal data is retained only for as long as required for its intended purpose and protected through controlled access rights and encryption technologies.

• **Integrity and Confidentiality**

Technical and organizational measures are applied to protect personal data against unauthorized access, loss, or alteration, including encryption, data leakage prevention, file integrity monitoring, and secure data transfer controls.

• **Accountability**

Management oversight, clearly defined roles and responsibilities, and continuous monitoring ensure compliance with data protection requirements across departments.

Cybersecurity Risk Management and Controls

As digitization across operations continues to expand, the importance of robust cybersecurity risk

management becomes increasingly critical. Digital and cybersecurity risks are identified and assessed using specialized tools such as Microsoft Defender for endpoint and threat protection, Trend Micro for advanced threat detection, and ManageEngine for IT service and security management. Moreover, to prevent unauthorized access, protect systems, and maintain operational resilience, GIG-Jordan has implemented a range of technical and operational cybersecurity controls, including network security architectures such as firewalls, virtual private networks (VPNs), and demilitarized zone (DMZ) environments, endpoint protection tools and security agents, secure remote access controls, and continuous system monitoring to detect and prevent cyber threats.

Cybersecurity Controls and Incident Management

GIG-Jordan implements strict cybersecurity controls and structured incident management processes to minimize the impact of cyber threats, maintain system integrity, and ensure digital resilience. In this regard, the company applies the following preventive controls:

- Identity and Access Management (IAM)
- Multi-Factor Authentication (MFA)
- Security Operations Center (SOC) monitoring
- Firewalls (FW)
- Web Application Firewalls (WAF)
- Extended Detection and Response (XDR)

In case of any cybersecurity incidents, those are detected, logged, and investigated through SOC and XDR systems, while a formal Incident Management System (IMS) enables employees to report IT incidents, service disruptions, and security events. Incidents are classified, tracked, investigated, and resolved in line with defined procedures, ensuring accountability and the documentation of corrective actions and lessons learned.

Confirmed Data Breaches or Cybersecurity Incidents Recorded in 2025

0

Business Continuity, Backup and Disaster Recovery

Regular testing, backup, and recovery processes support business continuity and data recovery readiness across GIG-Jordan's operations. These include annual penetration testing and vulnerability assessments, onsite and offsite data backups. Moreover, the Company applies access controls such as Role-Based Access Control (RBAC), Privileged Access Management (PAM), and Microsoft Azure Privileged Identity Management (Azure PIM). In addition, GIG-Jordan maintains regular backup systems for critical applications and databases, comprehensive Disaster Recovery (DR) planning to ensure continuity of operations in the event of system failures or cyber incidents, and controlled recovery processes to restore systems securely and efficiently.

Future Digitization and Cybersecurity Enhancements

GIG-Jordan seeks to continue on upgrading its IT infrastructure. In this regard, it plans to implement the following initiatives:

- Expanded use of digital signatures
- Enhanced CliQ electronic payment collection
- Establishment of an enterprise Data Platform
- Deployment of a Digital Experience Platform

To further strengthen cybersecurity and data governance, planned improvements include:

- Adoption of COBIT 2019 (Control Objectives for Information and Related Technologies)
- Implementation of Network Detection and Response (NDR)
- Zero Trust Network Access (ZTNA)
- Network Access Control (NAC)
- Formal Data Governance Program
- Enforcing Microsoft Entra ID as the unified identity platform
- Secure software development practices
- Use of Jordan Payments and Clearing Company (JOPAAC) as a trusted national source for customer data verification via the Ministry of Digital Economy and Entrepreneurship (MODEE) platform

3.7 Responsible Tax Practices

GIG-Jordan is committed to responsible tax practices as an integral part of its governance framework and ethical business conduct. The Company recognizes that transparent and compliant tax practices contribute to financial stability, regulatory trust, and sustainable value creation. Accordingly, GIG-Jordan manages its tax obligations in a responsible manner that aligns with applicable laws, supports public finance systems, and reflects its broader commitment to integrity and accountability.

Tax Governance

Tax matters, including income tax and sales tax, are reviewed and assessed by an external tax consultant who provides professional oversight and guidance to ensure compliance with applicable tax regulations. Responsibility for implementing tax requirements rests within the Company, with all tax obligations managed in accordance with Jordanian tax laws. Compliance with the tax governance framework is evaluated by the external tax consultant through regular reviews of the Company's tax practices and adherence to regulatory requirements, supporting accuracy, transparency, and effective tax risk management.

While GIG-Jordan does not follow a formal tax strategy review cycle, its tax practices are continuously aligned with Jordanian tax laws, with transparency and regulatory compliance applied across all operations. At the executive level, responsibility for tax compliance lies with the Finance Department, which oversees the implementation of tax obligations, coordinates with external tax consultants, and ensures ongoing compliance with applicable Jordanian tax laws and regulations.

Tax Reporting and Assurance

Tax reports are prepared and provided to GIG-Jordan's parent company as part of internal reporting and oversight processes. These reports support transparency and internal assurance with respect to the Company's tax position and compliance status.

Stakeholder Engagement on Tax Matters

Stakeholders' views and concerns related to tax matters are addressed through direct communication with the Finance Department. Stakeholders may raise inquiries or concerns as needed, and these are handled through established internal financial channels.

Engagement with Tax Authorities

GIG-Jordan engages with tax authorities through formal and transparent communication channels. These include official correspondence, telephone communications, and the use of online government platforms and electronic services.

Public Policy Engagement on Tax

GIG-Jordan remains informed of changes in tax regulations and public policy developments. Any tax-related changes are communicated to the Company, which provides its comments and feedback through engagement with the Jordanian Insurance Companies Union, including participation in discussions and meetings as relevant.



Creating Social Value



4.1 Diversity, Inclusion and Women Empowerment

4.2 Talent Development

4.3 Responsible Partnerships

4.4 Access to Insurance and Financial Inclusion

4.5 Customer Centricity


Relevant Sustainability Strategy Objectives



Enhancing Awareness



Employee Diversity, Equity and inclusion




Employee well-being



Employee Engagement Program



Community Engagement and Philanthropy



Partnering with Global Initiatives and Institutions



Education and Advocacy



Reduce Paper Consumption

Relevant United Nations Sustainable Development Goals (UN SDGs)



SDG 1: No Poverty



SDG 3: Good Health and Well-being



SDG 4: Quality Education



SDG 5: Gender Equality



SDG 8: Decent Work and Economic Growth



SDG 10: Reduced Inequalities

Relevant Jordan Economic Modernization Vision Objectives



Create Economic Opportunities for Jordanians



Improve Day-to-Day Life for Jordanians



Apply Sustainability Principles to Quality of Life

4.1 Diversity, Inclusion and Women Empowerment

One of the major ways GIG-Jordan seeks to create social value is through providing fair and equitable work environment that nurtures empowered employees. This is reflected in GIG-Jordan's sustainability strategy which places diversity, equity, and inclusion as strategic priorities under its social pillar, reinforcing the Company's belief that inclusive workplaces are essential to sustainable success.

GIG-Jordan's governance framework establishes a strong ethical foundation that promotes equality, dignity, and respect for all employees, regardless of gender, nationality, or role. The Code of Professional Conduct explicitly prohibits discrimination, harassment, abuse of authority, and any form of unethical behavior, supporting an inclusive workplace culture grounded in fairness and integrity.

Key Human Resources Policies at GIG-Jordan:

GIG-Jordan's commitment to diversity, equity, and inclusion is embedded within its internal governance framework and human resources policies, ensuring fair treatment, equal opportunity, and a respectful workplace for all employees. Such policies include:

- Internal Company Bylaws
- Code of Professional Conduct for Employees
- Whistle-Blower Policy
- Medical Insurance Policy for Employees
- Life Insurance Benefit Policy
- Modern Slavery Policy

Equal Pay, Non-Discrimination, and Human Rights

GIG-Jordan recognizes the importance of equal pay and non-discrimination in fostering a fair, diverse, and inclusive workplace. Accordingly, the Company strictly upholds equal pay principles and ensures that employment and hiring decisions are made without discrimination. Such commitments are underpinned by the company's Recruitment, Selection, and Appointment Policy, Internal Bylaws and Incentives, as well as the Rewards Manual.

The Company's Recruitment, Selection, and Appointment Policy ensures that hiring decisions are based strictly on merit, qualifications, and job-related competencies, without discrimination based on gender, nationality, religion, or background. The policy aligns with the Jordanian Labor Law and promotes equal access to employment opportunities for women and men across all functions.

GIG-Jordan's Internal Bylaws and Incentives along with its Rewards Manual confirm that remuneration, incentives, promotions, and benefits are governed by standardized salary scales and objective performance criteria. Thus, there is no salary differentiation between men and women for comparable roles. Employee salaries are determined according to the salary scale, and the annual increases granted to some employees are based on the company's financial results and the decision of the Board of Directors.

Recorded Incidents of Discrimination or Human Rights Violations in 2025: 0

Empowering Women at GIG-Jordan

Throughout 2025, GIG-Jordan continued to advance women's empowerment through:

- Providing equal training and professional development opportunities for all employees.
- Strengthening workplace equality policies to ensure fair opportunities.
- Supporting women leadership programs to enable female employees to assume managerial roles.
- Offering flexible working hours to accommodate employees' needs.
- Participating in social responsibility programs focused on women empowerment in the community.

Employee Well-Being, Health, and Safety

Beyond safeguarding employee rights, GIG-Jordan places strong emphasis on protecting the health, safety, and overall well-being of its workforce, recognizing these elements as fundamental to sustainable performance and employee satisfaction. This commitment is guided by the Company's Employee Medical Insurance Policy and Life Insurance Benefit Policy, which provide comprehensive health and life coverage to all eligible employees regardless of gender or role.

GIG-Jordan's Employee Health and Safety Provisions

- Employee coverage under GIG-Jordan's Occupational Health and Safety Management System
- Regular medical check-ups and preventive health screenings
- Wellness programs promoting physical and mental well-being
- Mental health support, including access to counseling and stress-management resources
- Comfort and safety ensured for all employees at the workplace
- Vaccination campaigns, including seasonal preventive care
- Emergency preparedness and response measures, including holding training sessions for the relevant committees, as well as evacuation drills for employees
- Health awareness sessions and training on healthy lifestyles and workplace safety

GIG-Jordan's Employee Benefits

GIG-Jordan provides key employee benefits that support health and financial well-being. This includes medical insurance coverage for eligible employees and a 50% discount on comprehensive motor insurance for vehicles registered in employees' names, subject to vehicle type and category.

Occupational Health and Safety

GIG-Jordan maintains an Occupational Health and Safety (OHS) Management System designed to identify, assess, and manage workplace risks. The system is supported by clearly defined policies, regular training programs, incident reporting mechanisms, and continuous monitoring to ensure a safe and healthy working environment for all employees.

In its efforts to protect its employee's health and safety, GIG-Jordan conducts employee health assessments, monitors workplace hazards, manages work-related injuries, and complies with applicable health and safety regulations. Additionally, employees' feedback and input on health and safety are gathered and used to inform continuous improvements in workplace health and safety practices.

To prevent and mitigate occupational health and safety impacts, GIG-Jordan conducts proactive risk assessments, enforces safety protocols, delivers targeted training, and ensures the appropriate use of protective equipment. Incidents are thoroughly investigated, with corrective and preventive actions implemented to avoid recurrence and support continuous improvement in workplace safety performance.

Parental Leaves

In line with the Jordanian Labor Law provisions, and the relevant governing regulations, the Company provides parental leave benefits that support employees during important life milestones while ensuring continuity of employment. In 2025, a total of 27 employees took parental leave, including 19 men and 8 women. All employees who took parental leave successfully returned to work following the end of their leave period, resulting in a 100% return-to-work rate.

Supporting and Empowering Working Mothers

In line with the company's commitment to supporting its staff, and to enhance the well-being of the company's female employees, a childcare allowance has been approved for working mothers to empower and support them in achieving a balance between their professional and family responsibilities.

Table. Parental Leaves in GIG-Jordan in 2025

	Men	Women	Total
Employees Who Took Parental Leaves	19	8	27
Employees That Returned After Their Parental Leaves	19	8	27
Retention to Work After Parental Leaves Rate	100%		

Employee Inclusion

Realizing the importance of engaging with employees and addressing their concerns, GIG performs regular employee satisfaction surveys that assess engagement and workplace experience. In 2025, 62% of employees participated, with 87% reporting engagement with the Company. Additionally, GIG-Jordan promotes employee inclusion and feedback through safe whistleblowing channels.

Safe Reporting and Protection of Rights

The Whistle-Blower Policy is a critical enabler of inclusion and employee empowerment. It provides secure, confidential channels for employees to report unethical conduct, discrimination, harassment, or violations of Company policies. The policy guarantees protection against retaliation, ensuring that all employees can raise concerns safely and confidently.

Workforce Diversity

GIG-Jordan embraces diversity in the workplace, as reflected in its workforce, which spans multiple dimensions including gender, age groups, and nationalities. A detailed overview of workforce composition and diversity indicators is presented in the following tables.

During 2025, GIG-Jordan employed a total of 489 employees, all of whom are permanent staff working primarily under full-time contracts. Female employees represented 180 employees (37%), while male employees accounted for 309 employees (63%).

In addition, the Company engaged 11 trainees as non-employed workers during the reporting period.

Table. Employee Numbers

	Females	Males	Total
Number of Employees	180	309	489
Number of Permanent Employees	180	299	479
Number of Full-Time Employees	180	299	479
Number of Part-Time Employees	0	10	10

New Hires and Employee Turnover Rate

GIG-Jordan hired 116 new employees in 2025 out of whom 71 were male and 45 were female. The overall employee turnover rate reached 22%, with comparatively higher turnover observed among female employees.

Table. New Hires and Turnover Rate By Gender and Age Group

Category	Male	Female
Number of New Hires Employees	71	45
Rate of New Hires Employees	23%	25%
Number of Turnover Employees	62	42
Rate of Employee Turnover	21%	24%
Total Employees	309	180
Turnover Rate (male and female)	22%	

Gender Representation in Leadership

The following table illustrates the gender distribution within managerial and senior leadership positions. Out of 54 managers and above, 44 were men and 10 were women. Accordingly, 19% of managerial positions and above are filled by women.

Table. Employees in Managerial Level per Gender

	Year	2025
Manager and Above	Men	44
	Women	10
	Total	54

Nationality and Local Employment

As reflected in the following table, GIG-Jordan's workforce is predominantly local, with 474 Jordanian employees, representing 97% of total employment, and 15 non-Jordanian employees. Notably, all senior management positions are filled by Jordanian nationals.

Table. Employees per Nationality

	Year	2025
Nationality	Jordanian	474
	Non-Jordanian	15
	Total	489
	% Rate (Local out of Total)	97%

4.2 Talent Development

GIG-Jordan believes that sustainable growth begins with empowered people. Therefore, talent development is a cornerstone of GIG-Jordan's sustainability and human capital strategy. The Company continuously invests in employee growth, performance management, well-being, and skills development. Moreover, the Company provides structured training programs, performance appraisals, and health and safety systems.

Strategic Oversight of Human Capital Development

The CSR, Sustainable Development, and Corporate Governance Committee Charter reinforces the importance of human capital as a driver of sustainable success. The committee oversees policies related to employee development, well-being, and ethical conduct.

Employee Onboarding and Integration

The Employee Orientation Policy ensures new hires are effectively integrated into the Company through structured onboarding, covering organizational values, ethical standards, policies, and job responsibilities.

Performance Management and Career Development

All employees who joined before 1 July 2025 are subject to an annual performance appraisal process, while newer employees are evaluated at the end of their probation period. Performance indicators are set at the beginning of the year, reviewed mid-year, and assessed at year-end. In 2025, 88% of employees were covered by KPI-based performance evaluations.

Training and Skills Development

During the reporting period, GIG-Jordan implemented a comprehensive and structured training program designed to strengthen technical expertise, enhance soft skills, and reinforce awareness of regulatory, ethical, and sustainability-related topics. Training activities covered 3 main categories:

- 1. Technical training, focusing on insurance operations, digital transformation, cybersecurity, compliance, risk management, and international standards.
- 2. Soft skills training, aimed at leadership development, communication, teamwork, emotional intelligence, and personal effectiveness.
- 3. Awareness sessions, addressing areas such as anti-money laundering, data protection, sustainability (ESG), occupational health and safety, financial literacy, and information security.

These programs were delivered through a mix of internal and external channels, including industry associations, regulatory bodies, professional institutes, and in-house platforms. Training formats ranged from short awareness sessions to advanced professional certifications and intensive technical programs. The full list of training topics provided to employees during the 2025 reporting period is presented in Appendix 6.2.

Average Training Hours per Employee in 2025	25 hours
Total Training Hours Provided to Employees in 2025	1,263.74 hours

Rewards, Incentives, and Motivation

The Incentives and Rewards Manual establishes a structured system for performance-based incentives, promotions, and recognition. This framework links individual and team performance to rewards, encouraging continuous improvement, accountability, and excellence across all departments.

Succession Planning and Job Replacement

Through the Job Replacement (Succession) Policy, GIG-Jordan ensures business continuity by identifying critical roles and preparing internal talent pipelines. This policy supports knowledge transfer, leadership readiness, and long-term organizational resilience.

4.3 Responsible Partnerships

Guided by a vision to create lasting environmental and social value, GIG-Jordan embraces collaboration as a powerful catalyst for change. By partnering with leading institutions and purpose-driven organizations, the Company brings together shared ambition, collective expertise, and community insight to expand its positive impact beyond its operations.

Key Associations and Organizations in Which GIG-Jordan Maintains a Significant Presence



Kings Academy


Across the reporting period, GIG-Jordan implemented a diverse portfolio of community, environmental, health, education, cultural, and sports initiatives. Accordingly, around 31 were delivered across multiple themes, including environmental sustainability, health awareness and medical support, education and youth empowerment, sports and inclusion, humanitarian aid, and cultural and social events. All initiatives were implemented as one-day events and were often delivered in collaboration with a diverse range of partners, including civil society organizations, educational institutions, healthcare providers, sports federations, as well as local and international foundations. The events witnessed broad participation from employees across various departments. These initiatives extended beyond the workplace, positively impacting more than 4,000 members of the local community.

Sponsorships, Donations and Community Events Held by GIG-Jordan in 2025

Social and Community

Labor Day


Visited Al Zahran Park – Jabal Amman. This initiative aimed to honor and appreciate the efforts of public service workers by joining them in their work.



May

Mexico Independence Celebration

Participated in the Embassy of Mexico's celebration of the 215th anniversary of Mexico's Independence Day.



September

Social and Community

Special Event for Agents and Brokers

Hosted a special event for a group of insurance brokers, showcasing the latest innovations in insurance products and digital transformation, while emphasizing strengthened partnerships and enhanced service quality for customers.



September

Queen Alia Competition for Social Responsibility

Participated in the Queen Alia Social Responsibility Competition for school students, promoting innovation, youth engagement, and social responsibility.



December

Support of Ahmad Abu Ghanemeh Initiative

Supported an educational initiative through the purchase of 100 children's storybooks, reinforcing commitment to cultural preservation and educational empowerment.

December

Social and Community

Sponsorship of Arab Insurance Magazine

Sponsorship and advertisement placement (Seal Cover – First Page) in the Arab Insurance Magazine.

September

Insurance Brokers Association (IBA) and Jordan Insurance Federation (JIF) Conference

Participated as a Bronze Partner in the First Conference of the Jordanian Association of Insurance Companies, held at the Four Seasons Hotel.



October

Amman National School Sponsorship

Sponsored a cultural school event featuring student performances, choir, storytelling, a book fair, and a traditional food fair.

October

Ramtha Secondary School Sponsorship

Sponsored winter clothing for underprivileged students and individuals in need.

October

Abu Ubaida Promotional Materials Sponsorship

Sponsored the production of T-shirts featuring the World Cup logo and Jordanian flag with sponsor branding.



June

Social and Community

Princess Taghrid Mohammad Foundation Donation

Donation supporting a charity dinner aimed at funding social programs for underprivileged communities.



August

Palestine International Institute Sponsorship

Sponsored the 18th charity event “A Night for Palestine 19,” supporting urgent medical and humanitarian needs in Palestine (annual silver sponsorship).



February

Ramadan Iftar at Zaha Cultural Center

Collaborated with Zaha to host a special Ramadan Iftar for children, fostering inclusion and community spirit.

April

Environment

Tree Planting Event

In collaboration with the Royal Society for the Conservation of Nature, trees were planted to support sustainability.



October

Education

Aqaba Insurance Conference
(10th Edition)

Golden Sponsorship of the 10th International Insurance Conference held in Aqaba.



May

GJU Dual Studies Collaboration

Welcomed a new group of students from the German Jordanian University (GJU) as part of the Dual Studies Program. This collaboration aims to equip students with practical knowledge and skills, and to help build a qualified young generation capable of effectively entering and contributing to the Jordanian job market.



August

Health

Al-Malath Foundation for
Palliative Care Sponsorship

Participated as a Silver Sponsor at the 2025 Annual Gala Dinner.



October

Health

Pink October - Breast Cancer
Awareness Campaign

Sponsorship to the King Hussein Cancer Foundation supporting early detection and solidarity with patients and survivors.



September

Save a Life - Breast Cancer
Initiative

Fundraising initiative supporting cancer patients through t-shirt purchases in collaboration with Four Seasons Hotel Amman.



October

Health

Breast Cancer Awareness session

Organized an awareness day in collaboration with the King Hussein Cancer Center to highlight the importance of early breast cancer detection and support women on their recovery journey.



November

Royal Health Awareness Society Sponsorship

Sponsorship of a school in the 2024–2025 academic year program to become a certified healthy school.

July

King Hussein Cancer Center Donation

Donations supporting cancer patients by helping provide care and medical services.

November

Special Needs

Support of Prince Ali Bin Al Hussein Club for the Deaf

Support for travel expenses for two individuals with hearing disabilities to perform Umrah.

August

Sports

Wadi Abdoun Filed Opening Sponsorship

Sponsorship of the Wadi Abdoun Field, an initiative launched by the Greater Amman Municipality.



June

Orthodox Club Sponsorship

Sponsorship of the Ortho Challenge Swimming Competition.



January

Participation in a Sports Event at Kings Academy

Participation in the “Raw for Fun” sports event promoting health, wellness, and community engagement.



February

Nashama Almustaqbal Club Sponsorship

Sponsorship of the women's football team, promoting sports participation, empowerment, and community engagement.



November

Previous Events held by GIG-Jordan

While this report focuses on the 2025 reporting year, GIG-Jordan's sustainability story is built on foundations laid well before it through meaningful initiatives and purposeful actions whose positive impact continues to resonate today. These earlier efforts remain integral to the Company's journey, as they reflect a holistic approach to sustainability, integrating social impact, environmental responsibility, and people development.

Accordingly, during 2023 and 2024 the company strengthened social cohesion and community well-being by supporting orphans, children, underprivileged families, and vulnerable groups through recreational and open days at SOS Children's Villages, Ramadan Iftar and food distribution initiatives, humanitarian support for Gaza cancer patients. To facilitate its impact, the Company partnered with several organizations such as the Jordan Hashemite Charity Organization, Zaha Cultural Center, the Clothing Bank, and Al Malath Palliative Care Foundation.



A strong emphasis was also placed on health and well-being, with GIG-Jordan advancing mental health awareness, employee wellness, cancer prevention education in collaboration with the King Hussein Cancer Center, and national dialogue on Universal Health Coverage through conference participation and thought leadership.



Moreover, the company invested in education, knowledge sharing, and talent development by organizing technical and professional training programs including risk engineering, underwriting, and internal sales development, while supporting youth learning through science, arts, and creative writing initiatives.



Youth empowerment and sports development were further reinforced through sponsorships of school, national, and women's sports teams, alongside experiential leadership and resilience building programs.

Badminton Session Held for Employees

Golden Sponsorship of the 2023 Jordan Science and Arts Festival

Sponsorship of Mashrek School Football Team

Sponsorship of the Porsche Club Open Track Day Event

Sponsorship of Nashama Al Mostaqbal Club

Support for Jordan Wrestling Federation

Support of the "Summit of Mount Toubkal - Morocco 2023" Initiative

Participation in Al Asriyya Schools Open Day

Employee Training in Scuba Schools International-SSI Open Water Certification and Eco diving

Complementing these efforts, GIG-Jordan advanced environmental stewardship through tree planting campaigns, park maintenance initiatives, biodiversity protection, and marine conservation training.

Volunteer Work Initiative at Al-Karama Park

Tree Planting Campaign in Dibeen Forest

Participation in the "Clean Up the World 2024" campaign to support beach and seabed clean up efforts within the Aqaba Marine Reserve

At the same time, the company strengthened industry engagement and governance by participating in regional insurance forums, fostering cross company collaboration within the GIG network, and engaging with diplomatic, academic, and civil society institutions.

Participation in the "Universal Health Coverage: Between Strategy and Implementation" Conference

Sponsorship of the 18th Annual Charity Gala Organized by the Palestine International Institute

Participation in the 34th General Arab Insurance Federation (GAIF) Conference Held in Muscat, Oman

Employee Engagement

At GIG-Jordan, impact is not only measured by what the Company contributes to society, but also by how it empowers its people. The Company believes that lasting change begins from within, where employees are inspired to lead by example. Accordingly, employees are encouraged to participate in environmental and social initiatives, promoting a

culture of engagement, responsibility, and shared purpose. In parallel, GIG-Jordan organizes dedicated internal events that support employee well-being, inclusion, and connection.

Total Employee Events Held in 2025

34

In recognition of employees' contributions, GIG-Jordan conducted 34 employee engagement events throughout 2025. Event focus areas varied across a wide range, including employee engagement and well-being, health awareness, environmental protection, community outreach, national celebrations, sports and wellness activities, and social responsibility initiatives.

GIG-Jordan's Employee Events

Sales Celebration and International Certificates
Celebration recognizing top sales performers of 2024 and certified colleagues.

Number of Employees Attended 100 | February (1 day)

Charity Packages (Ramadan Food Parcels)
Distribution of charity food parcels to families in need during the month of Ramadan.

Number of Employees Attended 10 | March (1 day)

Ramadan Iftar 2025
Annual Ramadan Iftar for management and employees held at The Ritz-Carlton, Amman, fostering unity and togetherness.



Number of Employees Attended 350 | March (1 day)

Flag Raising Day
Celebration of Jordan's Flag Raising Day, honoring unity, pride, and national identity.



Number of Employees Attended 300 | April (1 day)

Labor Day 2025
Participation in a community initiative with Greater Amman Municipality workers to clean a public park.

Number of Employees Attended 50 | May (1 day)

GIG-Jordan's Employee Events

Jordan Independence Day
Celebration of Jordan's Independence Day, reflecting national pride and shared values.

Number of Employees Attended 50 | May (1 day)

Sales Performance Celebration
Recognition of top sales performers across Corporate and Retail departments.



Number of Employees Attended 100 | August (1 day)

High-school Students Celebration
Celebration honoring employees and their children for successfully passing national examinations.



Number of Employees Attended 30 | August (1 day)

GIG-Jordan's Employee Events



Bring Your Child to Work Day
Event welcoming employees and their children to the workplace, promoting work-life balance.

Number of Employees Attended 200 | August (1 day)

Healthy Environment Against Cancer Awareness

Participation with King Hussein Cancer Foundation in an awareness session for World Environmental Health Day.

Number of Employees Attended 200 | August (1 day)

Employee Farm Outing

Organized a company outing at a farm in AlSalt.



September

Amman & Aqaba Marathons 2025

Participated in both the Amman and Aqaba Marathons 2025.



October,December

GIG-Jordan's Employee Events

Hike day at Zuboud Forest – Jordanian International Athletes Association.

Organized hiking activity promoting wellness, teamwork, and outdoor engagement.



Number of Employees Attended 30 | November

General Insurance Company of the Year 2025 Celebration

Internal celebration recognizing the Company's achievement as General Insurance Company of the Year 2025.



Number of Employees Attended 350 | November

Mental Health Awareness Day

Awareness event featuring expert talks and interactive sessions on mental well-being.

Number of Employees Attended 60 | August (1 day)

GIG-Jordan's Employee Events

Free Medical Day

Complimentary medical check-ups and consultations for employees.

Number of Employees Attended 10 | October (1 day)

Coffee Day

Informal gathering encouraging team bonding and connection over coffee.



Number of Employees Attended 350 | November (1 day)

Ice Cream Day

Employee engagement activity promoting a positive and enjoyable workplace culture.



Number of Employees Attended 350 | July (1 day)

Pink October

Breast cancer awareness initiatives encouraging early detection and education.

Number of Employees Attended 350 | October (Throughout the Month)

Blue November

Men's health awareness campaign focusing on prevention and well-being.

Number of Employees Attended 350 | November (Throughout the Month)

GIG-Jordan's Employee Events



Number of Employees Attended 20 | November (1 day)

Big Sister - Little Sister Program - In Collaboration with Madrasati Initiative

Mentorship initiative connecting female employees with school girls for guidance and inspiration. The initiative consisted of a series of awareness workshops for students at Queen Zein AlSharaf Secondary School for Girls, aimed at empowering them with essential life skills and fostering leadership and responsibility.

Employee Outing Picnic

Company picnic promoting relaxation, team bonding, and morale.

June (1 day)

GIG Trip

Team trip strengthening relationships and celebrating collaboration.

Number of Employees Attended 60 | May (1 day)

Tree Planting - Royal Society for the Conservation of Nature

Tree planting initiative supporting environmental sustainability.

Number of Employees Attended 30 | October (1 day)

Badminton Events

Internal sports activities promoting fitness, wellness, and friendly competition.

Number of Employees Attended 20 | August (1 day)

GIG-Jordan's Employee Events
<div><div>Aqaba Beach Cleaning Campaign</div><div>Participation in a beach-cleaning campaign in Aqaba to protect marine life.</div></div> <div>Number of Employees Attended 5 September (1 day)</div>
<div><div>Charity Clothing Bank</div><div>Donation of clothing to families in need through a charitable clothing bank.</div></div> <div>Number of Employees Attended 20 October (1 day)</div>
<div><div>Tree Planting and Maintenance – Karama Park</div><div>Tree planting and maintenance activities to enhance community green spaces.</div></div> <div>Number of Employees Attended 15 October (1 day)</div>
<div><div>Aqaba Scuba Dive Training</div><div>Scuba diving training preparing employees for underwater clean-up activities.</div></div> <div>Number of Employees Attended 5 September (1 day)</div>
<div><div>Health Awareness Day</div><div>Health-focused event featuring expert talks and wellness activities.</div></div> <div>Number of Employees Attended 350 October (1 day)</div>
<div><div>PMP Certification Celebration</div><div>Recognition of employees who achieved PMP certification.</div></div> <div>Number of Employees Attended 10 January (1 day)</div>
<div><div>Mother's Day Celebration</div><div>Celebration honoring female employees with flowers, gifts, and a special lunch.</div></div> <div>Number of Employees Attended 180 March (1 day)</div>

4.4 Access to Insurance and Financial Inclusion

At the heart of GIG-Jordan's sustainability strategy lie 2 guiding pillars: raising awareness and advancing education and advocacy. Through these pillars, the Company seeks to empower communities by promoting financial inclusion and ensuring that its insurance solutions reach vulnerable and underserved groups. At the same time, GIG-Jordan upholds high standards of transparency and responsibility in how its products and services are communicated. Guided by internal marketing and advertising frameworks, and in full alignment with the Central Bank of Jordan's regulations (particularly the Instructions for Advertisement Controls for Financial and Banking Service Providers (No. 1 of 2025))the Company ensures that every message reflects clarity, integrity, and trust.

GIG-Jordan's Marketing and Advertising Policies and Procedures
<div><div>Marketing Policy</div><div>Advertising Policy</div><div>Marketing Department Procedures</div></div>

Financial Inclusion

As part of its commitment to customer education and social responsibility, GIG-Jordan develops and implements an annual Financial Literacy plan. This plan, formulated by the marketing team and approved by department management, outlines programs and initiatives aimed at enhancing financial awareness and knowledge among the Company's clients and the broader community.

Products and Services Information and Labeling Compliance

For its products and services information and labeling, GIG-Jordan has a set of clear guidelines as follows:

- GIG-Jordan applies strict governance standards to all advertising and promotional communications to ensure accuracy, transparency, and full disclosure of product and service information across all channels.
- All marketing content is required to present clear, complete, and balanced information, including pricing elements, applicable fees, validity periods, and key terms, enabling customers to make informed decisions.
- The Company enforces a zero-tolerance approach toward misleading, exaggerated, or incomplete claims, ensuring that communications reflect both benefits and limitations in a fair and responsible manner.
- Advertising materials are designed to be accessible and easily understood, with clear language and appropriate presentation standards applied consistently across print, digital, audio, and visual formats.
- Where multiple products or promotional offers are presented, GIG-Jordan ensures that the terms and conditions of each are clearly distinguished to avoid confusion or misinterpretation.
- Promotional campaigns involving prizes are subject to enhanced controls, including prior regulatory approvals, transparent disclosure of prize details, and safeguards to protect participant rights and privacy.
- All marketing expenditures are governed by defined approval frameworks and authority thresholds, ensuring alignment with the approved annual budget and appropriate senior-level oversight for higher-value initiatives.
- Marketing activities undergo structured internal review and approval processes, incorporating legal, compliance, and management oversight to ensure regulatory alignment and risk mitigation.
- Brand integrity is safeguarded through strict adherence to corporate branding guidelines, ensuring consistency and professionalism across all communications.
- Lifecycle management controls are in place to ensure timely updates or withdrawal of expired campaigns, responsible use of customer communication channels, and compliance with data protection requirements.
- Comprehensive documentation and archival practices are maintained to support audit readiness, regulatory reviews, and accountability across all advertising and promotional activities.

4.5 Customer Centricity

Customers are at the heart of GIG-Jordan's business and are fundamental to the Company's sustainability and long-term success. Accordingly, GIG-Jordan continuously seeks to understand and respond to customer needs by providing accessible, transparent, and responsible insurance solutions, while maintaining high standards of customer protection, data privacy, and service quality.

Customer Experience Management

The management of customer experience is overseen by the team responsible for customer services and is

guided by a set of established policies and procedures designed to ensure consistent service quality, customer protection, and effective engagement. In addition, customer experience surveys are conducted on a regular basis to gather customer feedback. Received insights are systematically reviewed and used to enhance services and continuously improve the overall customer experience.

Key Policies Guiding Customer Interactions

- Customer Retention Policy
- Customer Experience Policy

Customer Feedback and Complaint Management

GIG-Jordan engages with customers through multiple feedback and complaint channels. All feedback and complaints are recorded, monitored, and addressed in line with internal procedures to ensure effective resolution and continuous service improvement. As mentioned previously, customer satisfaction is monitored through the Customer Satisfaction Index.

Customer Complaint and Feedback Channels

- Call center
- Email
- Official correspondence
- Social media platforms
- Website
- Account manager

Transparent Customer Communication

Customers are informed about products and services through clear and transparent communication prior to policy issuance. Information is provided through policy documents, official quotations, customer service representatives, the Company's website, mobile applications, and direct/indirect communication channels.

Products, Services, and Markets Served

To address various customer needs, GIG-Jordan offers a comprehensive portfolio of insurance solutions, including medical, motor, life, property, marine, and general insurance products. The Company serves both individual and corporate customers across multiple market segments, providing tailored coverage solutions that address diverse risk and protection needs.

Sustainable and Green Insurance Solutions

In line with its sustainability commitments, GIG-Jordan offers insurance solutions that support environmentally friendly initiatives, including coverage for renewable energy projects and electric vehicles. These products contribute to the promotion of sustainable practices while meeting the evolving expectations of customers.

Health and Safety of Products and Services

Health and safety considerations are embedded in the design and delivery of GIG-Jordan's insurance products, particularly medical and life insurance. These impacts are assessed through underwriting guidelines, policy terms, and compliance with applicable regulations to ensure alignment with customer protection standards.

Recorded Incidents of Non-compliance Related to Health and Safety Impacts in 2025

0

Customer Data Protection and Privacy

Safeguarding customer information is a key priority for GIG-Jordan. The Company has recorded no complaints related to breaches of customer privacy, data leaks, thefts, or losses of customer data during the reporting period.

Recorded Complaints Related to Breaches of Customer Privacy, Data Leaks, Thefts, or Losses of Customer Data in 2025

0

Protecting the Environment



-
- 5.1 Natural Disasters and Extreme Events
 - 5.2 Energy and Water Efficiency Management
 - 5.3 Operational Environmental Impact
-

Relevant Sustainability Strategy Objectives



Reducing paper use



Using alternative power sources



Waste reduction and recycling



Carbon footprint reduction



Water conservation



Reducing air pollution

Relevant United Nations Sustainable Development Goals (UN SDGs)



SDG 6: Clean Water and Sanitation



SDG 7: Affordable and Clean Energy



SDG 12: Responsible Consumption and Production



SDG 13: Climate Action



SDG 15: Life on Land

Relevant Jordan Economic Modernization Vision Objectives



Apply Sustainability Principles to Economic Growth



Apply Sustainability Principles to Quality of Life



Improve Day-to-Day Life for Jordanians

5.1 Natural Disasters and Extreme Events

While GIG-Jordan's operations have a limited direct exposure to natural disasters and extreme environmental events, the Company recognizes the growing importance of resilience and preparedness in the context of climate change. Potential water-related risks, such as local water stress, supply disruptions, or runoff, are assessed as part of periodic operational and environmental reviews.

Moreover, risks associated with natural disasters and extreme events are systematically assessed as part of the Company's climate risk assessment framework. These risks are analyzed in depth to evaluate their potential impact on operations, assets, and business continuity, with detailed findings and mitigation measures presented in Section 2.2: ESG Risk Assessment.

5.2 Energy and Water Efficiency Management

Energy and water efficiency management are core components of GIG-Jordan's sustainability strategy, embedded within the environmental pillar to support responsible resource use. In this context, the Company has implemented a range of initiatives aimed at reducing energy and water consumption across its operations.

Water Management at GIG-Jordan

Across GIG-Jordan offices, water is primarily used for operational processes and domestic purposes. Water is withdrawn exclusively from municipal or other approved local sources and is consumed in daily operations. Wastewater is discharged through controlled systems in compliance with applicable regulations. To reduce water-related impacts, the Company continuously monitors water consumption and wastewater quality. Efficiency measures and proper drainage practices are applied to manage potential impacts such as increased demand on local water supplies or runoff.

Water-related goals and targets are defined through a structured review process that evaluates water use patterns, operational needs, and efficiency opportunities. This process takes into account applicable public policies, regulatory requirements, and local water conditions, particularly in areas experiencing water stress. Targets are reviewed periodically to ensure they remain relevant, realistic, and responsive to evolving environmental risks.

GIG-Jordan's Water Saving Initiatives

- Installation of water tap sensors to reduce unnecessary water consumption across facilities
- Quarterly maintenance of water filtration systems to ensure efficiency and water quality
- Regular cleaning of filters to maintain optimal system performance
- Periodic testing of Total Dissolved Solids (TDS) and pH levels to ensure safe water use

Water Consumption

Water consumption and discharge data are compiled using official water bills, providing a consistent and reliable basis for monitoring performance and identifying opportunities for further efficiency gains.

Total Estimated Water Consumption in GIG-Jordan Headquarters in 2025 2,400 m3

Energy Efficiency

To support its energy efficiency efforts, GIG-Jordan monitors electricity consumption, as it represents the primary source of energy use across the Company's facilities and operations. In 2025, total electricity consumption reached 808,979.11 kWh, equivalent to 2,912.32 GJ, with an average energy intensity of 1,654.35 kWh per employee. This data covers GIG-Jordan's 11 branches across Jordan.

Table. GIG-Jordan's Energy Consumption in 2025

	2025
Total Electricity Consumption (kWh)	808,979.11
Total Electricity Consumption (GJ)	2,912.32
Intensity (kWh/Employee)	1,654.35

GIG-Jordan's Energy Saving Initiatives

- Gradual replacement of conventional lighting with energy-efficient LED lights
- Introduction of electric heater timers to optimize energy consumption
- Gradual replacement of conventional air-conditioning units with inverter-based systems

Case Study: Installation of Solar Panels for the Generation of Renewable Energy

In alignment with its commitment to increasing renewable energy use, GIG-Jordan plans to install a solar photovoltaic system at its headquarters building. The project is limited to the HQ location and has a total capacity of 88.04 kWp. The system will operate as an on-grid installation, utilizing solar panels and inverters. The system is expected to be operational in 2026.

5.3 Operational Environmental Impact

Managing GIG-Jordan's operational environmental footprint is integral to its responsible business practices. This section outlines the Company's approach to minimizing environmental impacts arising from its day-to-day operations, with a focus on waste management and greenhouse gas (GHG) emissions.

GIG-Jordan's Greenhouse Gas (GHG) Emissions

To provide a transparent and consistent assessment of its carbon footprint, GIG-Jordan reports its greenhouse gas (GHG) emissions in accordance with the Greenhouse Gas (GHG) Protocol, the internationally recognized standard for corporate GHG accounting and reporting.

In 2025, the company assessed its Scope 1, 2 and 3 emissions which are defined as follows:

Scope 1 Emissions:

Covers direct emissions from sources owned or controlled by the Company this includes GIG-Jordan's fuel combustion in company-owned vehicles.

Scope 2 Emissions:

Covers indirect emissions associated with the generation of purchased electricity consumed in GIG-Jordan's operations.

Scope 3 Emissions:

Cover all other indirect emissions that occur across the Company's value chain and are not included in Scope 2. These emissions arise from activities not owned or directly controlled by GIG-Jordan.

Scope 1 Emissions

GIG-Jordan calculated its Scope 1 emissions from the operation of 7 company-owned cars during the reporting period. The total direct emissions from these vehicles amounted to 36.78 metric tons of CO₂ equivalent (mtCO₂e). When normalized against workforce size, this corresponds to an emissions intensity of 0.08 mtCO₂e per employee.

Table. GIG-Jordan's Scope 1 Emissions

	2025
Total Emissions from Company Owned Cars (mtCO2e)	36.78
Intensity (mtCO2e/Employee)	0.08

Case Study: : Electric Cars Replacement for Company Cars and Installation of Tracking Systems

As part of its efforts to reduce fuel consumption and enhance operational efficiency, GIG-Jordan launched a pilot initiative to replace conventional Company vehicles with electric alternatives while introducing vehicle tracking systems. The initiative covered two vehicles assigned to the Motor Claims Department that are charged on-site using electricity supplied through the Company's electrical meter. The transition to electric vehicles has resulted in an estimated 50% reduction in fuel consumption compared to conventional vehicles. Additionally, tracking systems have been installed in both vehicles to support route optimization, energy efficiency, safety, and maintenance planning.

Scope 2 Emissions

In 2025, Scope 2 emissions resulted from electricity use across 11 branches. Total Scope 2 emissions amounted to 285.30 mtCO₂e , with an emissions intensity of 0.60 mtCO₂e per employee.

Table. GIG-Jordan's Scope 2 Emissions

	2025
Total Scope 2 Emissions (mtCO2e)	285.30
Intensity (mtCO2e/Employee)	0.60

Scope 3 Emissions

Scope 3 emissions are usually associated with purchased goods and services, business travel, employee commuting, waste management, and other upstream and downstream activities linked to the Company's operations. In 2025, GIG-Jordan estimated selected Scope 3 emissions related to business travel and waste management. Business travel emissions were calculated for 5 economy-class flights to destinations across the Middle East and Europe, resulting in total estimated emissions of 1.8 mtCO₂e.

Table. GIG-Jordan's Scope 3 Emissions- Business Travels

	2025
Total Business Travels Emissions (mtCO2e)	1.80
Intensity (mtCO2e/Employee)	0.0038

With respect to waste management, emissions were accounted for as avoided emissions resulting from the Company's paper recycling initiatives. These efforts contributed to an estimated 12.2 mtCO₂e in avoided emissions.

Table. GIG-Jordan's Scope 3 Emissions Offset due to Waste Management

	2025
Total Avoided Emissions due to Waste Management (mtCO2e)	12.2

Waste Management at GIG-Jordan

Waste management efforts in 2025 focused primarily on waste reduction and recycling, with particular emphasis on paper recycling. Separate collection bins are used to facilitate effective segregation, resulting in reduced waste volumes and measurable savings from recycled materials.

Specifically, a total of 1,800 reams of paper were recycled during the reporting period, generating measurable environmental and economic benefits. These efforts contributed to estimated savings of 73.3 GJ of energy, and 332,000 liters of water, while also yielding 4,500 JOD in financial reimbursements from paper recycling.

For estimating impacts and GHG emissions related to paper recycling the Intergovernmental Panel on Climate Change (IPCC) 6th Assessment Report (AR6, 2023) was used as a reference as well as the ISO 14044:2006 guidelines.

Energy and Water Savings as a Result of Paper Waste Recycled

Energy (GJ)	73.3
Water (liters)	332,000

Case Study: Replacing Water Bottles with Filters

As part of its waste reduction and environmental stewardship efforts, GIG-Jordan replaced bottled drinking water with on-site water filtration systems. This initiative aims to reduce single-use plastic waste, lower overall waste generation, and support a more sustainable workplace culture.





Appendix

- 6.1 GRI Content Index
 - 6.2 GRI 3-3
 - 6.3 2025 Employee Training
 - 6.4 TopicsAmman Stock Exchange (ASE) Index
-

6.1 GRI Content Index

Statement of use	GIG has reported in accordance with the GRI Standards for the period from January 1st 2025 to December 31st 2025.
GRI Content Index - Essentials Service Statement	For the Content Index – Essentials Service, GRI Services reviewed that the GRI content index has been presented in a way consistent with the requirements for reporting in accordance with the GRI Standards, and that the information in the index is clearly presented and accessible to the stakeholders. The service was performed on the English version of the report.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	None

GRI Standard/ Other Source	Disclosure	Page number(s), direct answers, and reasons for omissions if applicable
General disclosures		
GRI 2: General Disclosures 2021	2-1 Organizational details	20-25
	2-2 Entities included in the organization's sustainability reporting	14
	2-3 Reporting period, frequency and contact point	14
	2-4 Restatements of information	There are no restatements of information as this is the first Sustainability Report for GIG-Jordan
	2-5 External assurance	GIG-Jordan did not conduct an external assurance for this report
	2-6 Activities, value chain and other business relationships	20-25
	2-7 Employees	2-7 a: 67,68 2-7 c,b: Employee data at GIG Jordan is compiled at the end of the reporting period using the Company's HR system, based on headcount records. 2-7 d: Employee data is supported by official personal identification documents, academic qualifications, training records, and previous experience certificates maintained by the HR function. 2-7 e: 67,68
	2-8 Workers who are not employees	67
	2-9 Governance structure and composition	49
	2-10 Nomination and selection of the highest governance body	51

GRI Standard/ Other Source	Disclosure	Page number(s), direct answers, and reasons for omissions if applicable
GRI 2: General Disclosures 2021	2-11 Chair of the highest governance body	2-11 a, b: The Chair of GIG Jordan's highest governance body does not hold a senior executive role within the Company.
	2-12 The role of the highest governing body in overseeing the management of economic, environmental, and social impacts	51
	2-13 Delegation of responsibilities for managing economic, environmental, and social impacts	52,53
	2-14 Role of the highest governance body in sustainability reporting	51
	2-15 Conflicts of interest	52
	2-16 Communication of critical concerns	53
	2-17 Collective knowledge of the highest governance body	Information is available in the Company's annual report via: https://gig.com.jo/en/about-us/investor-relations
	2-18 Evaluation of the performance of the highest governance body	52
	2-19 Remuneration policies	52
	2-20 Process to determine remuneration	52
	2-21 Annual total compensation ratio	2-21 a: 52 2-21 b: Annual salary increase ratios range between 3.125% and 18.75%. 2-21 c: Data on annual compensation is collected through the HR system (Shepherd), and reflected financially through the Eskadenia system.
	2-22 Statement on sustainable development strategy	29,30
	2-23 Policy commitments	2-23 a: 53 2-23 b: 53, 54 2-23 c: Policy commitments are not publically available due to confidentiality constraints. 2-23 d: 53 2-23 e: 53,54 2-23 f: 53,54

GRI Standard/ Other Source	Disclosure	Page number(s), direct answers, and reasons for omissions if applicable
GRI 2: General Disclosures 2021	2-24 Embedding policy commitments	53,54,56,65,66,67,69,89,91, 112
	2-25 Processes to remediate negative impacts	112
	2-26 Mechanisms for seeking advice and raising concerns	55
	2-27 Compliance with laws and regulations	55
	2-28 Membership associations	69
	2-29 Approach to stakeholder engagement	38,39
	2-30 Collective bargaining agreements	2-30 a,b: Employees at GIG Jordan are not covered by collective bargaining agreements; instead, employment terms and conditions are governed by the Company's Internal Bylaws and the Jordanian Labor Law.
Material topics		
GRI 3: Material Topics 2021	3-1 Process to determine material topics	40-45
	3-2 List of material topics	41,42
Natural Disasters & Extreme events		
GRI 3: Material Topics 2021	3-3 Management of material topics	111-114
Access to Insurance & Financial Inclusion		
GRI 3: Material Topics 2021	3-3 Management of material topics	111-114,89

GRI Standard/ Other Source	Disclosure	Page number(s), direct answers, and reasons for omissions if applicable
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Information is available in the Company's website via: https://gig.com.jo/en/about-us/investor-relations
	201-2 Financial implications and other risks and opportunities due to climate change	31
	201-3 Defined benefit plan obligations and other retirement plans	65,66
	201-4 Financial assistance received from government	GIG-Jordan does not receive financial assistance from the government
Responsible Partnerships		
GRI 3: Material Topics 2021	3-3 Management of material topics	111-114,69-88
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	The national minimum wage in Jordan is JOD 290 per month for both male and female employees, in line with Jordanian Labor Law. Which is followed by GIG-Jordan.
	202-2 Proportion of senior management hired from the local community	68
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	69-88
	203-2 Significant indirect economic impacts	69-88, 96-99
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	69-88
	413-2 Operations with significant actual and potential negative impacts on local communities	GIG Jordan identified no operations with significant actual or potential negative impacts on local communities during the reporting period.
Sustainable Procurement		
GRI 3: Material Topics 2021	3-3 Management of material topics	111-114, 33-37
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	37

GRI Standard/ Other Source	Disclosure	Page number(s), direct answers, and reasons for omissions if applicable
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	34
	308-2 Negative environmental impacts in the supply chain and actions taken	34-36
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	No operations or suppliers are considered to be at significant risk of child labor.
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	GIG Jordan does not operate in regions or engage suppliers where forced or compulsory labor poses a significant risk.
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	34-35
	414-2 Negative social impacts in the supply chain and actions taken	414-2 e: No supplier relationships were terminated due to social impact issues 414-2 a,b,c,d: 34-35
Ethics, Integrity & Anti-Corruption		
GRI 3: Material Topics 2021	3-3 Management of material topics	111-114,55
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	55,34
	205-2 Communication and training about anti-corruption policies and procedures	55
	205-3 Confirmed incidents of corruption and actions taken	55
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	55
Responsible Tax Practices		
GRI 3: Material Topics 2021	3-3 Management of material topics	111-114, 60,61
GRI 207: Tax 2019	207-1 Approach to tax	60,61
	207-2 Tax governance, control, and risk management	60,61
	207-3 Stakeholder engagement and management of concerns related to tax	60,61
	207-4 Country-by-country reporting	60,61

GRI Standard/ Other Source	Disclosure	Page number(s), direct answers, and reasons for omissions if applicable
Operational Environmental Impact		
GRI 3: Material Topics 2021	3-3 Management of material topics	111-114, 96-98
GRI 301: Materials 2016	301-1 Materials used by weight or volume	Information unavailable / incomplete. There are no records of the total weight or volume of materials that are used to produce and package the GIG-Jordan's primary products and services
	301-2 Recycled input materials used	Not applicable. There are no recycled input materials used to manufacture GIG-Jordan's primary products and services.
	301-3 Reclaimed products and their packaging materials	Not applicable. There are no reclaimed input materials used to manufacture GIG-Jordan's primary products and services.
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	97,98
	306-2 Management of significant waste-related impacts	98
	306-3 Waste generated	97
	306-4 Waste diverted from disposal	97
	306-5 Waste directed to disposal	Information unavailable / incomplete. There are no records of the total weight of waste directed to disposal by GIG-Jordan
Energy & Water Efficiency Management		
GRI 3: Material Topics 2021	3-3 Management of material topics	111-114, 95,96
GRI 302: Energy 2016	302-1 Energy consumption within the organization	95,96
	302-2 Energy consumption outside of the organization	96
	302-3 Energy intensity	96
	302-4 Reduction of energy consumption	96
	302-5 Reductions in energy requirements of products and services	96

GRI Standard/ Other Source	Disclosure	Page number(s), direct answers, and reasons for omissions if applicable
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	95
	303-2 Management of water discharge-related impacts	95
	303-3 Water withdrawal	95
	303-4 Water discharge	95
	303-5 Water consumption	95
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	96
	305-2 Energy indirect (Scope 2) GHG emissions	96
	305-3 Other indirect (Scope 3) GHG emissions	96.97
	305-4 GHG emissions intensity	96
	305-5 Reduction of GHG emissions	97
	305-6 Emissions of ozone-depleting substances (ODS)	Information unavailable / incomplete, There are no records of the company's emissions of ozone-depleting substances (ODS)
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Information unavailable / incomplete, There are no records of the company's emissions of Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions
Environmental Awareness		
GRI 3: Material Topics 2021	3-3 Management of material topics	111-114,73,74
Diversity, Inclusion & Women Empowerment		
GRI 3: Material Topics 2021	3-3 Management of material topics	111-114,65-68
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	68
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	66
	401-3 Parental leave	66

GRI Standard/ Other Source	Disclosure	Page number(s), direct answers, and reasons for omissions if applicable
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	63,46,48
	405-2 Ratio of basic salary and remuneration of women to men	65
GRI 406: Non- discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	65
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	GIG - Jordan does not operate in, nor source from, suppliers where the right to freedom of association or collective bargaining is at risk;
GRI 402: Labor/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	GIG - Jordan applies minimum notice periods for operational changes in accordance with Jordanian Labor Law, generally requiring at least one month's notice to affected employees.
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples	No confirmed incidents involving violations of the rights of Jordanians occurred at GIG Jordan during 2025.
ESG integration & Risk Management		
GRI 3: Material Topics 2021	3-3 Management of material topics	111-114
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	66
	403-2 Hazard identification, risk assessment, and incident investigation	66
	403-3 Occupational health services	66
	403-4 Worker participation, consultation, and communication on occupational health and safety	66
	403-5 Worker training on occupational health and safety	66
	403-6 Promotion of worker health	66
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	66
	403-8 Workers covered by an occupational health and safety management system	66

GRI Standard/ Other Source	Disclosure	Page number(s), direct answers, and reasons for omissions if applicable
	403-9 Work-related injuries	66
	403-10 Work-related ill health	One incident of work-related ill health was recorded at GIG Jordan during the reporting period, with appropriate follow-up actions taken.
Talent Development		
GRI 3: Material Topics 2021	3-3 Management of material topics	111-114
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	15,69
	404-2 Programs for upgrading employee skills and transition assistance programs	68, 114
	404-3 Percentage of employees receiving regular performance and career development reviews	68
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	Security personnel are not trained on human rights policies by GIG - Jordan, as they are not direct employees of the Company.
Customer Centricity		
GRI 3: Material Topics 2021	3-3 Management of material topics	111-114
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	91
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	91
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	91
Sustainable Insurance Products		
GRI 3: Material Topics 2021	3-3 Management of material topics	111-114, 89,90

GRI Standard/ Other Source	Disclosure	Page number(s), direct answers, and reasons for omissions if applicable
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	90
	417-2 Incidents of non-compliance concerning product and service information and labeling	There has been no incidents of non-compliance concerning product and service information and labeling during 2025
	417-3 Incidents of non-compliance concerning marketing communications	There has been no incidents of non-compliance concerning marketing communications during 2025
Corporate Governance		
GRI 3: Material Topics 2021	3-3 Management of material topics	111-114, 46-61
Data Governance & Cybersecurity		
GRI 3: Material Topics 2021	3-3 Management of material topics	111-114,56-59
Regulatory Compliance & Transparency		
GRI 3: Material Topics 2021	3-3 Management of material topics	111-114, 55
Digitization		
GRI 3: Material Topics 2021	3-3 Management of material topics	111-114, 56-59

6.2 GRI 3-3

GRI 3-3 c

Material Topics List	Policies and Commitments Related to the Material Topic
Natural Disasters & Extreme events	Risk Management Committee Policy and Charter ESG Integration & Risk Management-related policies Generators and Power Consumption Policy Facility Policy
Energy & Water Efficiency Management	Generators and Power Consumption Policy Facility Policy
Operational Environmental Impact	Facility Policy Sorting and Packaging Policy Generators and Power Consumption Policy Sustainable Procurement Policy
Environmental Awareness	Training and Development Policy
Sustainable Procurement	Procurement Policy Sustainable Procurement Policy Responsible Partnerships-related procurement clauses
Talent Development	Training and Development Policy Internship Policy Employee Orientation Policy Employee Incentives for Performance Policy Succession and Replacement Policy Key Employees Succession Plan
Diversity, Inclusion & Women Empowerment	Recruitment Policy New Employee Recruitment, Appointment and Orientation Policy HR Policy Board Members Fitness and Propriety Policy Key Employees Fitness and Propriety Policy
Customer Centricity	Customer Experience Policy Customer Retention Policy E-Services Policy Marketing Policy Advertising Standards Policy
Access to Insurance & Financial Inclusion	SMEs Policy E-Services Policy Customer Retention Policy

Material Topics List	Policies and Commitments Related to the Material Topic
Sustainable Insurance Products	Section 1.1
Responsible Partnerships	Procurement Policy Anti-Bribery, Fraud and Corruption Policy Whistle-Blower Policy Related Party Transactions Policy
Corporate Governance	Compliance and Governance Charter Policy Board of Directors Charter Board Members Remuneration Policy Board Performance Evaluation Policy Nominations and Remuneration Committee Policy and Charter Risk Management Committee Policy and Charter
Ethics, Integrity & Anti-Corruption	Anti-Bribery, Fraud and Corruption Policy Employees Code of Professional Conduct Whistle-Blower Policy Conflict of Interest Policy Related Party Transactions Policy
ESG integration & Risk Management	Risk Management Committee Policy and Charter ESG Integration & Risk Management Policy AML Policy AML / CFT Risk Assessment Methodology
Data Governance & Cybersecurity	Information Security Policies Manual ISMS Policy IT Department Policy
Regulatory Compliance & Transparency	Compliance Policy Compliance and Governance Charter Policy AML Policy Regulatory Reporting & Transparency procedures Advertising Standards Policy
Responsible Tax Practices	FP&A Policy
Digitization	E-Services Policy IT Department Policy

GRI 3-3 a,b,d,e,f

Material Topics list	Actual and potential positive and negative impacts	Involvement in negative impacts	Actions to prevent or mitigate potential negative impacts	Actions to address and remediate actual negative impacts	Actions to manage actual and potential positive impacts	Processes for monitoring action effectiveness	Goals, targets, and performance indicators	Effectiveness of actions and progress toward targets	Lessons learned and integration into policies and procedures	Stakeholder engagement
Natural Disasters & Extreme events	Section 2.2	No	Section 2.2	Section 2.2	Section 2.2	Section 2.2	Section 2.2	Section 2.2	Section 2.2	Section 2.5
Energy & Water Efficiency Management	Section 5.2	Section 5.2	Section 2.2	Section 5.2	Section 5.2	Section 5.2	Section 5.2	Section 5.2	Section 5.2	Section 2.5
Operational Environmental Impact	Section 5.3	Section 5.3	Section 5.3	Section 5.3	Section 5.3	Section 5.3	Section 5.3	Section 5.3	Section 5.3	Section 2.5
Environmental Awareness	Section 4.3, Section 5.3	Section 5.3	Section 5.3	Section 5.3	Section 5.3	Section 5.3	Section 5.3	Section 5.3	Section 5.3	Section 2.5
Sustainable Procurement	Section 2.3	Section 2.3	Section 2.3	Section 2.3	Section 2.3	Section 2.3	Section 2.3	Section 2.3	Section 2.3	Section 2.5
Talent Development	Section 4.2	Section 4.2	Section 4.2	Section 4.2	Section 4.2	Section 4.2	Section 4.2	Section 4.2	Section 4.2	Section 2.5
Diversity, Inclusion & Women Empowerment	Section 4.1	Section 4.1	Section 4.1	Section 4.1	Section 4.1	Section 4.1	Section 4.1	Section 4.1	Section 4.1	Section 2.5
Customer Centricity	Section 4.5	Section 4.5	Section 4.5	Section 4.5	Section 4.5	Section 4.5	Section 4.5	Section 4.5	Section 4.5	Section 2.5
Access to Insurance & Financial Inclusion	Section 4.4	Section 4.4	Section 4.4	Section 4.4	Section 4.4	Section 4.4	Section 4.4	Section 4.4	Section 4.4	Section 2.5
Sustainable Insurance Products	Section 1.1	Section 1.1	Section 1.1	Section 1.1	Section 1.1	Section 1.1	Section 1.1	Section 1.1	Section 1.1	Section 2.5
Responsible Partnerships	Section 4.3	Section 4.3	Section 4.3	Section 4.3	Section 4.3	Section 4.3	Section 4.3	Section 4.3	Section 4.3	Section 2.5
Corporate Governance	Chapter 3	Chapter 3	Section 2.2	Chapter 3	Chapter 3	Chapter 3	Chapter 3	Chapter 3	Chapter 3	Section 2.5

Material Topics list	Actual and potential positive and negative impacts	Involvement in negative impacts	Actions to prevent or mitigate potential negative impacts	Actions to address and remediate actual negative impacts	Actions to manage actual and potential positive impacts	Processes for monitoring action effectiveness	Goals, targets, and performance indicators	Effectiveness of actions and progress toward targets	Lessons learned and integration into policies and procedures	Stakeholder engagement
Ethics, Integrity & Anti-Corruption	Section 3.4	Section 3.4	Section 2.2	Section 3.4	Section 3.4	Section 3.4	Section 3.4	Section 3.4	Section 3.4	Section 2.5
ESG integration & Risk Management	Section 2.2	Section 2.2	Section 2.2	Section 2.2	Section 2.2	Section 2.2	Section 2.2	Section 2.2	Section 2.2	Section 2.5
Data Governance & Cybersecurity	Section 3.6	Section 3.6	Section 2.2	Section 3.6	Section 3.6	Section 3.6	Section 3.6	Section 3.6	Section 3.6	Section 2.5
Regulatory Compliance & Transparency	Section 3.5	Section 3.5	Section 2.2	Section 3.5	Section 3.5	Section 3.5	Section 3.5	Section 3.5	Section 3.5	Section 2.5
Responsible Tax Practices	Section 3.7	Section 3.7	Section 3.7	Section 3.7	Section 3.7	Section 3.7	Section 3.7	Section 3.7	Section 3.7	Section 2.5
Digitization	Section 3.6	Section 3.6	Section 2.2	Section 3.6	Section 3.6	Section 3.6	Section 3.6	Section 3.6	Section 3.6	Section 2.5

6.3 2025 Employee Training Topics

Table. 2025 Employee Training Topics

Training Type	Training Name
Technical	Introductory Workshop on Emerging Technologies and Cybersecurity
Technical	New Global Internal Audit Standards 2025
Soft Skills	Responsibility – Soft Skills Session
Awareness	Workplace Harassment Awareness Session
Soft Skills	Emotional Intelligence Awareness Session
Soft Skills	Positive Energy – Soft Skills Session
Awareness	Grooming Awareness Session
Awareness	Healthy Lifestyle Tips Awareness Lecture
Technical	DISC Personality Assessment – Discover Yourself

Training Type	Training Name
Technical	Cybersecurity Excellence Award Awareness Workshop
Soft Skills	Responsibility
Soft Skills	Mechanism of Life
Awareness	Inclusive Insurance and Customer-Centric Product Design
Awareness	Diversity and Inclusion Awareness Session
Technical	Negotiation, Debt Collection, and Receivables Management Skills for Insurance Companies
Technical	Interactive Cybersecurity Tabletop Exercise (TTX)
Technical	Online Risk Awareness Session
Soft Skills	Emotional Intelligence
Awareness	Internal IMS Core System and Workflow Orientation
Soft Skills	Stress Management
Soft Skills	Customer Service for Collections Team
Awareness	Business Continuity Planning (BCP) Awareness Session
Awareness	Sustainability, Knowledge Exchange, and Practical Experience Lecture
Awareness	IT Infrastructure Security, Policies, Procedures, and Troubleshooting
Technical	SME Bundled Products Training
Technical	Health Insurance Protection Gaps Through Digital Innovation
Soft Skills	Time Management During Ramadan
Soft Skills	Self-Discipline at Work
Soft Skills	Accepting Change and Adaptability
Technical	Enhancing Capability and Employee Retention
Technical	Specialized Training on Cybersecurity Excellence Award Standards
Soft Skills	Business Etiquette Training
Awareness	Understanding the Medical Insurance Policy
Awareness	Systems Control for Account Opening and Sanctions Screening
Technical	Practical Application of Risk Management Department Policies and Procedures
Awareness	Family Income 50-50 Product Awareness
Technical	Project Management Professional (PMP)
Awareness	Tax Declaration Awareness for FY 2024

Training Type	Training Name
Awareness	Financial Awareness Session
Awareness	Anti-Money Laundering Awareness
Awareness	Motor Insurance Cycle on Online Channels
Soft Skills	Communication Skills
Soft Skills	Public Speaking
Awareness	Mental Health Services Awareness (Arab Therapy)
Technical	Handling Medical Insurance Fraud Cases
Awareness	Marine Insurance Cycle on Online Channels
Awareness	Power BI for Business Users
Technical	Microsoft 365 Administrator
Technical	Microsoft Azure Fundamentals
Technical	Microsoft Azure Administrator
Soft Skills	Teamwork
Awareness	Science of Happiness in the Workplace
Soft Skills	Effective Leadership Skills Program
Technical	Certified Compliance Manager (CCM)
Technical	Ransomware Prevention and Cyber Threat Response
Awareness	Electronic Invoicing System and ISTD Integration
Awareness	Information Security Awareness
Technical	Automation Testing Training
Awareness	Anti-Money Laundering, Counter-Terrorism Financing, and Proliferation Prevention
Awareness	Personal Data Protection Law
Awareness	Corporate Governance and IT Governance
Technical	Web Application Modeling
Technical	Katalon QA Testing Automation
Technical	Property Insurance Fundamentals (Fire, PAR)
Technical	Medical Claims and Approval
Technical	General Insurance Fundamentals (TPL, CGL, EL, PRL)

Training Type	Training Name
Technical	Reinsurance Fundamentals
Technical	Sales Skills – Advanced
Technical	Life Group Claims
Technical	Corporate Portal Training
Technical	Insurance KPIs
Soft Skills	Personal Branding and Networking
Technical	Political Violence Insurance
Technical	International Private Medical Insurance (IPMI – BUPA)
Technical	Handling Customer Complaints
Technical	Credit Policy
Awareness	Code of Conduct
Technical	KYC and FATCA Law
Technical	Marine Insurance Fundamentals
Technical	AML and Sanctions
Soft Skills	Responsibility – MCC
Technical	Developing Solutions for Microsoft Azure
Technical	Use of Artificial Intelligence (AI) in Insurance
Technical	Advanced Life Insurance Underwriting
Soft Skills	Leadership Skills
Technical	Information Security and Cybersecurity
Technical	Financial Solvency Self-Assessment and Recovery Planning
Awareness	Security Information and Event Management (SIEM) Workshop
Technical	IFRS 17 from an Internal Audit Perspective
Awareness	Monthly Employee Contribution Program “Safety Hours”
Soft Skills	Leadership and Team Management in Insurance Companies
Technical	ASP.NET Core
Awareness	Cancer Care Insurance and Cancer Situation in Jordan
Technical	Jordanian Civil Law – Invalid Insurance Conditions
Technical	Advanced Property and Engineering Insurance Endorsements

Training Type	Training Name
Technical	Cybersecurity Bootcamp – Cyber Competent
Soft Skills	Building Trust-Based Customer Relationships
Awareness	Financial Inclusion Awareness for MSMEs
Technical	Vehicle Inspection and Insurance Assessment
Technical	Board Member Training Program
Technical	Fraud Prevention and Forgery Detection
Technical	Advanced Reinsurance Program
Technical	International AML and Counter-Terrorism Financing Standards
Technical	Medical Insurance Cost Management
Technical	Personal Data Processing for CBJ-Regulated Entities
Technical	Treaty Reinsurance Training Program
Awareness	Orientation Session – IMS Core System
Technical	Insurance-Based Building and Property Valuation
Awareness	Non-Disclosure of Confidential Information
Technical	Cross-Selling Training Program
Awareness	Financial Inclusion Awareness – Central Bank of Jordan
Awareness	Arab Forum on Compliance and Financial Crime
Technical	COBIT 2019 – Design and Implementation
Awareness	Regulatory Requirements for Compliance Departments
Awareness	Supporting Women-Owned Businesses Workshop
Technical	User Interface (UI) Design Fundamentals
Awareness	Environmental Health Awareness Campaign
Technical	Marine Insurance and General Average
Awareness	New Life System (LIRIS) Awareness
Awareness	Information Security Awareness Session
Technical	Digital and AI Innovation Event
Technical	IFRS 17 Reserving and Financial Indicators
Awareness	ESG Standards Awareness Session
Awareness	Building Evacuation Drill
Awareness	E-Invoice Orientation
Technical	Business Continuity Management Meetings

6.4 Amman Stock Exchange (ASE) Index

ESG	ESG Indicator	Measurement	GRI Standard	2025 KPI
	GHG Emissions	E1.1 Total amount, in CO2 equivalents, for Scope 1 (if applicable	GRI 305: Emissions (2016)	Scope 1: 36.78 mtCO ₂ e
		E1.2 Total amount, in CO2 equivalents, for Scope 2 (if applicable	GRI 305: Emissions (2016)	Scope 2: 285.30 mtCO ₂ e
		E1.3 Total amount, in CO2 equivalents, for Scope 3 (if applicable	GRI 305: Emissions (2016)	Scope 3 (business travel): 1.80 mtCO ₂ e; Scope 3 avoided (paper recycling): 12.2 mtCO ₂ e
	Emissions Intensity	E2.1 Total GHG emissions per output scaling factor	GRI 305: Emissions (2016)	Scope 1: 0.08 mtCO ₂ e/employee; Scope 2: 0.60 mtCO ₂ e/employee; Scope 3 (business travel): 0.0038 mtCO ₂ e/employee
		E2.2 Total non-GHG emissions per output scaling factor	GRI 305: Emissions (2016)	N/A
	Energy Usage	E3.1 Total amount of energy directly consumed	GRI 302: Energy (2016)	Total electricity consumption: 808,979.11 kWh (2,912.32 GJ) across 11 branches
		E3.2 Total amount of energy indirectly consumed	GRI 302: Energy (2016)	N/A
	Energy Intensity	Total direct energy usage per output scaling factor	GRI 302: Energy (2016)	Average energy intensity: 1,654.35 kWh/employee
	Energy Mix	Percentage: Energy usage by generation type	GRI 302: Energy (2016)	N/A
	Water Usage	E6.1 Total amount of water consumed	GRI 303: Water and Effluents (2018)	Total estimated HQ water consumption: 2,400 m ³
		E6.2 Total amount of water reclaimed	GRI 303: Water and Effluents (2018)	N/A

ESG	ESG Indicator	Measurement	GRI Standard	2025 KPI
Environment	Environmental Operations	E 7.1 Does your company follow a formal Environmental Policy? Yes, No	GRI 103: Management Approach (2016)	No, however this is part of the company's plans under its economic strategic pillar
		E 7.2 Does your company follow specific waste, water, energy, and/or recycling polices? Yes/No	GRI 103: Management Approach (2016)	No, however energy and water efficiency management are core components of GIG-Jordan's sustainability strategy, embedded within the environmental pillar to support responsible resource use. In this context, the Company has implemented a range of initiatives aimed at reducing energy and water consumption across its operations.
		E 7.3 Does your company use a recognized energy management system? Yes/No	GRI 302: Energy (2016)	No, however energy and water efficiency management are core components of GIG-Jordan's sustainability strategy, embedded within the environmental pillar to support responsible resource use. In this context, the Company has implemented a range of initiatives aimed at reducing energy and water consumption across its operations.
		Does your Board/ Management Team oversee and/or manage climate-related risks? Yes/No	GRI 102: General Disclosures (2016)	Yes (ESG is integrated into ERM and governance)
	Environmental Oversight	Does your Board/ Management Team oversee and/ or manage other sustainability issues? Yes/No	GRI 102: General Disclosures (2016)	Yes
		Total amount invested, annually, in climate-related infrastructure, resilience, and product development?	GRI 102 / 103	N/A
	Climate Risk Mitigation			

ESG	ESG Indicator	Measurement	GRI Standard	2025 KPI
Environment	CEO Pay Ratio	S1.1 Ratio: CEO total compensation to median FTE total compensation	GRI 102: General Disclosures (2016)	Confidential
		S1.2 Does your company report this metric in regulatory filings? Yes/No	GRI 102	Yes
	Gender Pay Ratio	Ratio: Median male compensation to median female compensation	GRI 405: Diversity & Equal Opportunity (2016)	Confidential
	Employee Turnover	S3.1 Percentage: Year over-year change for full time employees	GRI 401: Employment (2016)	Overall turnover: 22% (Male: 21%; Female: 24%)
		S3.2 Percentage: Year over-year change for parttime employees	GRI 401	N/A
		S3.3 Percentage: Year over-year change for contractors and/or consultants	GRI 401	N/A
	Gender Diversity	S4.1 Percentage: Total enterprise headcount held by men and women	GRI 405	Workforce: 37% women (180) / 63% men (309)
		S4.2 Percentage: Entry and mid-level positions held by men and women	GRI 405	N/A
		S4.3 Percentage: Senior and executive-level positions held by men and women	GRI 405	Managerial positions represent 11% of the total workforce. Of these management roles (Manager and above), 19% are held by women (10 out of 54 positions)

ESG	ESG Indicator	Measurement	GRI Standard	2025 KPI
Environment	Temporary Worker Ratio	S5.1 Percentage: Total enterprise headcount held by part-time employees	GRI 102	Part-time employees: 10 (≈2.0% of workforce);Trainees (non-employed workers): 11
		S5.2 Percentage: Total enterprise headcount held by contractors and/or consultants	GRI 102	N/A
	Non-Discrimination	Does your company follow a sexual harassment and/ or non-discrimination policy? Yes/No	GRI 103	Yes, Non-discrimination / whistleblowing policies are in place
	Injury Rate	Percentage: Frequency of injury events relative to total workforce time	GRI 403: Occupational Health & Safety (2018)	N/A
	Global Health & Safety	Does your company follow an occupational health and/or global health & safety policy? Yes/No	GRI 403	Yes, Occupational health & safety practices in place; Business Continuity certified (ISO 22301)
	Child & Forced Labor	S9.1 Does your company follow a child and/or forced labor policy? Yes/No	GRI 103	Yes
		S9.2 If yes, does your child and/or forced labor policy also cover suppliers and vendors? Yes/No	GRI 103	Yes
	Human Rights	S10.1 Does your company follow a human rights policy? Yes/No	GRI 103	Yes Human rights commitments/ policies are in place
		S10.2 If yes, does your human rights policy also cover suppliers and vendors? Yes/No	GRI 103	Yes

ESG	ESG Indicator	Measurement	GRI Standard	2025 KPI
Governance	Board Diversity	G1.1 Percentage: Total board seats occupied by men and women	GRI 405	100% Male
		G1.2 Percentage: Committee chairs occupied by men and women	GRI 405	100% Male
	Board Independence	G2.1 Does company prohibit CEO from serving as board chair? Yes/No	GRI 102	Yes
		G2.2 Percentage: Total board seats occupied by independents	GRI 102	44.40%
		Are executives formally incentivized to perform on sustainability? Yes/No	GRI 102	No
	Collective Bargaining	Percentage: Total enterprise headcount covered by collective bargaining agreement(s)	GRI 102	Employees at GIG-Jordan are not covered by collective bargaining agreements; instead, employment terms and conditions are governed by the Company's Internal Bylaws, the Jordanian Labor Law, and internal policies that ensure every individual receives their rightful entitlements.
	Supplier Code of Conduct	G5.1 Are your vendors or suppliers required to follow a Code of Conduct? Yes/No	GRI 102 / 103	Yes
		G5.2 If yes, what percentage of your suppliers have formally certified their compliance with the code?	GRI 102	N/A

ESG	ESG Indicator	Measurement	GRI Standard	2025 KPI
Governance	Ethics & Anti-Corruption	G6.1 Does your company follow an Ethics and/or Anti-Corruption policy? Yes/No	GRI 103	Yes
		G6.2 If yes, what percentage of your workforce has formally certified its compliance with the policy?	GRI 103	N/A
	Data Privacy	G7.1 Does your company follow a Data Privacy policy? Yes/No	GRI 103	Yes
		G7.2 Has your company taken steps to comply with GDPR rules? Yes/No	GRI 103	No
	Sustainability Reporting	G8.1 Does your company publish a sustainability report? Yes/No	GRI 102	Yes
		G8.2 Is sustainability data included in your regulatory filings? Yes/No	GRI 102	Yes
	Disclosure Practices	G9.1) Does your company provide sustainability data to sustainability reporting frameworks? Yes/No	GRI 102	Yes, the company reports are in accordance with the GRI Standards
		G9.2 Does your company focus on specific UN Sustainable Development Goals (SDGs)? Yes/No	GRI 102	Yes
		G9.3 Does your company set targets and report progress on the UN SDGs? Yes/No	GRI 102	No
	External Assurance	Are your sustainability disclosures assured or validated by a third party? Yes/No	GRI 102	No

الجانب	المؤشرات	القياس	معايير المبادرة العالمية لإعداد التقارير	مؤشر 2025
الحوكمة	سرية البيانات	(G7.1) هل تنتهج شركتك سياسة لحماية البيانات؟ نعم/لا	GRI 103	نعم
		(G7.2) هل اتخذت شركتك خطوات لتنفيذ قواعد اللائحة العامة لحماية البيانات (GDPR) ؟ نعم/لا	GRI 103	لا
	إعداد تقارير الاستدامة	(G8.1) هل تنشر شركتك تقريراً عن الاستدامة؟ نعم/لا	—	نعم
		(G8.2) هل بيانات الاستدامة مدرجة في نظام العمل الخاص بشركتك؟ نعم/لا	—	نعم
	ممارسات الإفصاح	(G9.1) هل تقدم شركتك بيانات عن الاستدامة إلى أطراف إعداد تقارير الاستدامة؟ نعم/لا	—	نعم، تقارير الشركة معدة وفقاً لمعايير المبادرة العالمية لإعداد التقارير (GRI)
		(G9.2) هل تركز شركتك على بنود التنمية المستدامة للأمم المتحدة؟ نعم/لا	—	نعم
		(G9.3) هل تضع شركتك أهدافاً وترفع تقارير عن تقدمها في تحقيق أهداف التنمية المستدامة للأمم المتحدة؟ نعم/لا	—	لا
	التأكيد الخارجي	هل يخضع طرف ثالث لتأكيد أو التحقق من صحة الإفصاحات التي تقدمها شركتك عن الاستدامة؟ نعم/لا	GRI 102	لا