



A detailed review of
GFH's approach +
methodology towards
the application of
Environmental, Social +
Governance criteria

GFH's ESG Framework rests upon three core principles of Responsibility, Nurturing and Integrity

01

GFH Operates with Responsibility

02

GFH Actively Nurtures our Talent

03

GFH Acts with Integrity

Material Topics

- _ Responsible Finance
- _ Sustainable Performance
- _ Environmental Management
- _ Community Engagement
- _ Social Responsibility
- _ Sustainable Procurement

- _ Diversity and Inclusion
- _ Health, Safety and Wellbeing
- _ Talent Attraction and Management

- _ Governance, Business Ethics and Compliance
- _ Data Privacy
- _ Risk Management
- _ Customer Experience and Relations
- _ Digitalization and Innovation

Bahrain Vision 2030

- _ Bahrain stimulates growth by enhancing productivity and skills
- _ Bahraini nationals and residents enjoy a sustainable and attractive living environment
- _ A high standard of social assistance gives all Bahrainis an equal start

- _ A predictable, transparent, and fairly enforced regulatory system facilitates economic growth
- _ All Bahraini nationals and residents have access to quality healthcare
- _ Bahrain stimulates growth by enhancing productivity and skills

- _ A predictable, transparent, and fairly enforced regulatory system facilitates economic growth
- _ Bahrain stimulates growth by enhancing productivity and skills
- _ A world-class infrastructure links Bahrain to the global economy

_ESG at GFH

The world has arrived at a crossroads to address environmental and societal issues such as climate change, poverty, and biodiversity loss as we collectively have to act in the next decades to minimise massive potential negative impacts on communities and natural life.

The way GFH conducts its business is belied by a responsibility to the communities we serve. Since our inception, GFH implemented a range of initiatives related to the environmental, social and governance (ESG) of operations and activities, aimed at affecting lasting a positive impact. To effectively manage and realise the maximum value we can obtain from such initiatives, we are advancing through to implement formalised ESG policies and frameworks.

This ESG report presents an overview of our approach towards sustainability management, including a snapshot of our ESG framework, along with our 2023 sustainability performance. This information presented covers the activities of GFH Financial Group and its portfolio.

At GFH, we are driven by the vision of discovering, innovating, and realising value potential across our business lines – and we recognize we can only do this by creating value for all of our stakeholders with a robust, sustainable business model. The ESG Framework we built is aligned with GFH's vision, values, and ESG commitments. We aim to integrate sustainability across our day-to-day activities, operations, and investment decisions.

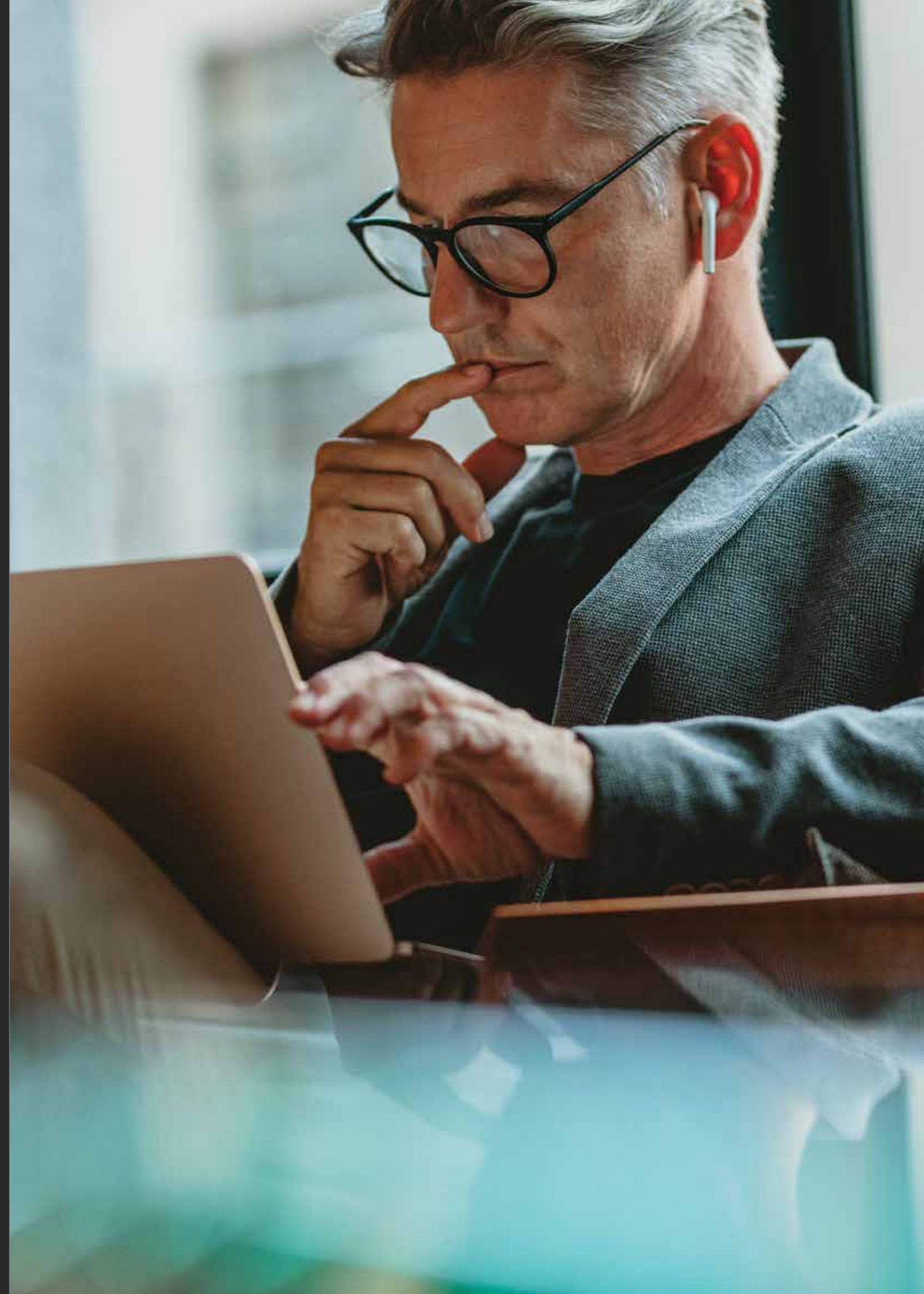
Through rigorous monitoring, responsible investment decisions and continuously improving our sustainability performance, we strive to create sustained positive impact. This will unlock value realization for us and help reach the brighter future we envision for the future.

ESG issues are a key investment consideration for GFH, and we are increasingly applying these factors as part of the underwriting and investment decision-making processes specifically as they relate to sustainability. We will continue to pursue opportunities in resilient sectors including healthcare, education, technology, and infrastructure with ESG issues as a key consideration.

These sectors are better positioned to withstand potential economic uncertainties or downturns, are resilient, and create sustainable value for the future.

Sustainable Development Goals

<p>01</p>  <p>No Poverty</p>	<p>02</p>  <p>Zero Hunger</p>	<p>03</p>  <p>Good Health and Well-Being</p>	<p>04</p>  <p>Quality Education</p>	<p>05</p>  <p>Gender Equality</p>
<p>06</p>  <p>Clean Water and Sanitation</p>	<p>07</p>  <p>Affordable and Clean Energy</p>	<p>08</p>  <p>Decent Work and Economic Growth</p>	<p>09</p>  <p>Industry, Innovation and Infrastructure</p>	<p>10</p>  <p>Reduced Inequalities</p>
<p>11</p>  <p>Sustainable Cities and Communities</p>	<p>12</p>  <p>Responsible Consumption and Production</p>	<p>13</p>  <p>Climate Action</p>	<p>14</p>  <p>Life Below Water</p>	<p>15</p>  <p>Life on Land</p>
<p>16</p>  <p>Peace, Justice and Strong Institutions</p>	<p>17</p>  <p>Partnerships for the Goals</p>			



Contribution to the SDGs

As we expand our horizons to contribute to a more sustainable future, we have taken United Nations Sustainable Development Goals (SDGs) as a guide to our ESG management. To fulfil the ambitions of the SDGs, it is vital that the business world also contributes, and we are fully committed to playing our part. In line with the sectors we operate, we have prioritised the SDGs that we can contribute to.

How We Operate Responsibly

06	07	08	11	12	13
Clean Water & Sanitation	Affordable & Clean Energy	Decent Work & Economic Growth	Sustainable Cities & Communities	Responsible Consumption & Production	Climate Change Action

How We Nurture Our Workforce

How We Act With Integrity

03	05	10	08	09	16
Good Health & Well-being	Gender Equality	Reduced Inequalities	Decent Work & Economic Growth	Industry, Innovation & Infrastructure	Peace, Justice & Strong Institutions

_ESG Focus Areas & GFH's Contributions

This special report section highlights GFH's robust ESG performance and positive trends throughout 2023.

Aligning with National Priorities

We have aligned the GFH ESG management process with the national vision of Bahrain by incorporating key components of the Bahrain Vision 2030 which outlines a sustainable path for the future. The vision sets out the Kingdom's importance on the global stage while providing insight into its unique challenges, culture, and opportunities.

Bahrain Vision 2030 Focus Areas & GFH's contributions

E	Environment	GFH is committed to protecting the Environment
S	Society	GFH is dedicated to community & Social development
G	Governance	GFH adopts best practices & good Governance

The company has implemented a range of ESG standards and activities to create a lasting positive impact on its group, investments and the markets it operates in. A summary of these activities are outlined here.

Associate Partnership with the World Economic Forum (WEF)

As part of its efforts to enhance its global footprint and forge impactful partnerships, GFH joined forces with the World Economic Forum in 2023 as an associate partner. This collaboration enables GFH's leadership to engage in the WEF's annual Davos meeting and contribute to its initiative, Shaping the Future of Financial and Monetary Systems. This initiative gathers influential figures from the world's leading organizations to tackle global challenges.

Participation in the Future Investment Initiative (FII)

The FII Institute is a renowned non-profit global foundation focused on making impactful advancements in Artificial Intelligence & Robotics, Sustainability, Healthcare, and Education. Its partners include major global and regional banking and financial players in addition to market leaders from a variety of industries. In 2023, GFH partnered with the FII Institute to drive initiatives that foster positive change and sustainable development worldwide.

Environmental Conservation Efforts

GFH is dedicated to environmental sustainability, actively participating in initiatives like the 58th Avenue tree-planting project in the Seef district on World Environment Day. Additionally, GFH launched an internal campaign to eliminate the use of single-use plastic bottles within the company, providing all employees with sustainable, high-quality recycled stainless steel water bottles to reduce plastic waste.

Support for Health and Social Impact Initiatives

GFH has been instrumental in advancing healthcare in Bahrain, notably by establishing a state-of-the-art center for prostate cancer treatment equipped with robotic surgery technology, the first of its kind in the region, highlighting GFH's commitment to leading-edge diagnostic and therapeutic innovations. Additionally, in collaboration with the Smile Foundation, GFH organized a walkathon to support pediatric cancer patients, raising funds and awareness for these resilient children.

Promotion of Sports and Healthy Lifestyles

GFH has been a strong advocate for sports and wellness, demonstrated through its sponsorship of the prestigious Ironman triathlon in Bahrain and its partnership with World Aquatics to establish the region's first aquatic sports center of excellence, which broke ground at the University of Technology Bahrain. The center will empower high-performance athletes with a combination of state-of-the-art facilities, world-class coaching and cutting-edge sports science. Furthermore, GFH sponsored the International Basketball Federation (FIBA) 3x3 Manama Masters, showcasing its commitment to enhancing Bahrain's sports infrastructure and promoting Bahrain as a premier destination for sports tourism.

Encouraging Entrepreneurial Growth

GFH Capital S.A. has expanded its efforts into Saudi Arabia by partnering with Hope Ventures, the investment arm of the Hope Fund, for the production of the entrepreneurship-themed reality show "Beban". This partnership not only supports the expansion of the show's third season into Saudi Arabia but also aligns with GFH's dedication to fostering entrepreneurship and to empowering aspiring and innovative founders and business models in harmony with Saudi Arabia's Vision 2030 for economic diversification and development.

Internship Program for Empowering Youth

GFH's comprehensive internship program provides students from international K-12 schools with practical experience in the financial sector, offering on-the-job training across multiple departments in the Group. The program is designed to prepare the youth for higher education and future employment, fostering skills that contribute to regional economic development.

_GFH's Impact on ESG

GFH Financial Group has demonstrated its commitment to Environmental, Social, and Governance initiatives in alignment with the Kingdom of Bahrain's Vision 2030 goals, with a clear aim to affect positive change for the communities it serves, locally, regionally and globally.



_Our work in minimising our environmental impact. At GFH, we operate responsibly, and are aware that building a strong and dependable business is linked to ensuring the protection of the environment. In line with our vision, we utilize innovative tools to minimize the environmental impact of our business activities. Contributing to the economic future of Bahrain, we also recognize our role to positively impact wider society and the environment. GFH's investment decision-making is in accordance with our ambition to transform the daily lives of the communities we belong to, and we aspire to act in a manner that minimizes the detrimental environmental impacts of our operations.

_Environmental



ESG Material Topics

A materiality assessment took place to provide us an understanding of our ESG Material Topics, those topics has been defined in accordance with Bahrain's Vision 2030 and UN SDGs, and in alignment with each of the ESG segment.

The Materiality Assessment Exercise identified the following material topics:

- | | |
|--------------------------------------------|----------------------------------|
| 1 Governance, Business Ethics & Compliance | 8 Health, Safety and Wellbeing |
| 2 Sustainable Performance | 9 Community Engagement |
| 3 Social Responsibility | 10 Responsible Finance |
| 4 Diversity and Inclusion | 11 Risk Management |
| 5 Customer Experience and Relations | 12 Data Privacy |
| 6 Environmental Management | 13 Digitalization and Innovation |
| 7 Talent Attraction and Management | 14 Sustainable Procurement |

ESG is not an fleeting consideration, it is part of a global, socio-political transformation. GFH understands its role in nurturing the wellbeing of the human family. In this year's report we highlight Group activities we have been undertaking to ensure our ESG journey affects lasting, sustainable change. Our business operations, from the wellbeing of staff to the impact investments have on our environment are regularly reviewed through the ESG framework.

In particular, we are committed to the following practices:

Responsible Finance

We are committed to creating sustainable wealth for our investors by diversifying our portfolio of investments, contributing to the Bahrain Economic Vision 2030. GFH commits to incorporating ESG issues into investment analysis and decision-making processes.

GFH's Business Units are responsible for taking ESG forward and ensuring its implementation across the investment portfolio where possible and practical. The Business Units shall report regular progress updates regarding the implementation of this Policy to the ESG Committee. Business Units shall analyse and set a dialogue on ESG objectives and risks before making a decision, whilst taking into account return on investments.

Sustainable Performance

We pursue a diversified asset allocation strategy to adapt to the multitude of challenges in an ever-changing macro environment whilst working closely with our stakeholders to realistically meet expectations.

We developed a strong and consistent ability to identify, successfully bring to market and capitalize on a wide range of solid investment opportunities in some of the world's most dynamic markets and sectors. This approach signifies the Group's investment insights and commitment to increase the value of its assets, and continue to achieve a solid financial performance that reflects to its investors and shareholders.

Environmental Management

We believe that tackling environmental issues, such as climate change, environmental degradation and pollution should be part of every responsible business' agenda. GFH aspires to act in a manner that minimises the detrimental environmental impacts of its operations.

We also take into account the environmental impact of our investments and financing activities, including greenhouse gas

emissions, waste management, and resource use, as well as to prioritize investment opportunities in renewable energy, low-carbon transportation, and other sustainable infrastructure projects that contribute to the reduction of greenhouse gas emissions. We will engage with our clients to encourage sustainable business practices and promote the transition to a low-carbon economy.

In-Office Recycling Program

GFH has partnered with a recycling company to arrange for recycling stations across all office floors to support responsible disposal of paper, plastic and general waste.

Elimination of Single-Use Water Bottles

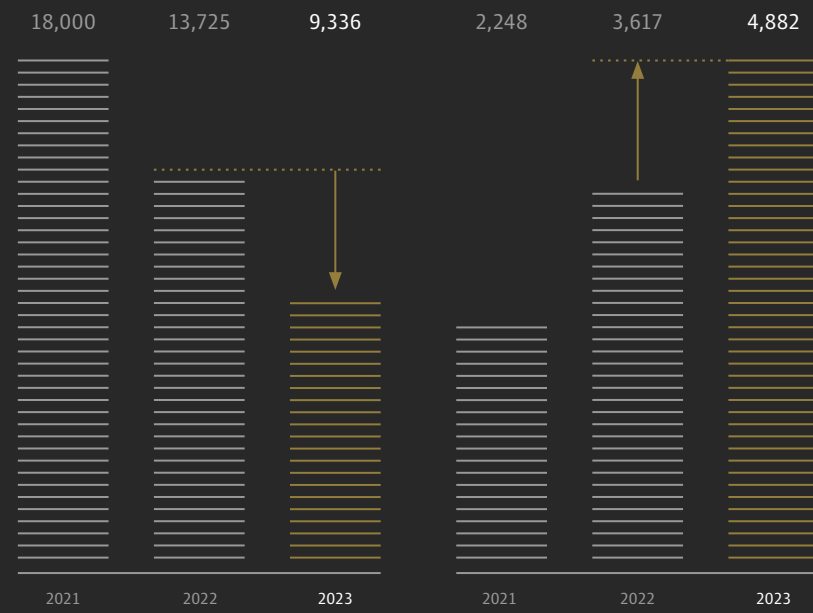
As part of our commitment to protecting the environment and focusing more on eco-friendly workplace, an internal campaign was launched where all staff has been provided with high-quality stainless steel recycled water bottles in efforts to eliminate single-use plastic bottle consumption in the office.

As part of our investment approach and its indirect impacts, we consider helping minimise the footprint of our investee companies as part of our overall responsibility. Thus, we encourage our investees to manage their environmental impacts in a systematic manner and pursue measures that continuously improve their respective environmental performances. Examples of some of the best practices adopted by GFH investee companies.

Afforestation Campaign

In line with the Group's commitment to a greener environment, GFH has been committed to raising awareness for environmental preservation and contributing to the agricultural development of the Kingdom. The Seef district's 58th Avenue project was one of the major afforestation initiatives that GFH sponsored on World Environment Day.

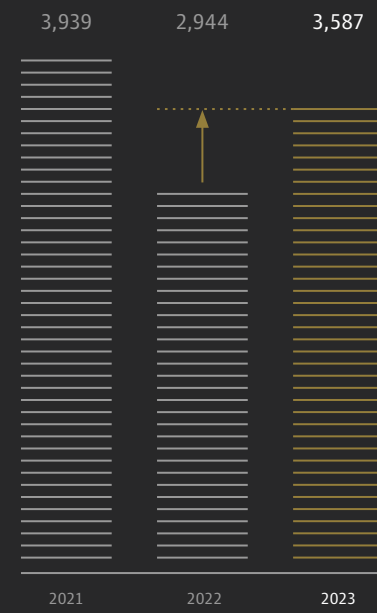
Energy Consumption



32% Reduction

Petrol Consumption
(Vehicles, Units in Litres)

Water Consumption



22% Increase

Total Water Consumption
(Units in m3)
Attributable to new ventures including new landscaping and increase in staff.



35% Increase

Electricity Consumption (office, storage, facilities, etc Units in kwh)
Attributable to new ventures including new offices and maintaining current offices.

Community Investment



12% Growth

Community Investment
units in USD

Procurement



9% Reduction

Procurement spending on local suppliers units in BHD

We strive to reduce our environmental footprint due to energy consumption by combating energy waste, raising awareness, investing in energy efficiency measures and continuously tracking our performance.

In 2023, the spending on local suppliers decreased by 9% due to consolidation of suppliers and increase in efficiency of procurement compared to 2022.

9%

Sustainable Procurement

Through the approved supplier procurement methodology, measures are being taken to reduce the amount of packaging consumed by the company. This includes but is not limited to, the reduction in consumption of plastic bottles, the distribution of company issued refillable water bottles as well as the use of non-plastic eating utensils.

We stand up for basic human rights and refrain from engaging in business ventures that violate such rights. When possible, we choose to cooperate with local suppliers to help community development and lessen negative environmental effects.

Energy Management

To reduce climate impacts and increase operational efficiency, we regard energy management as crucial. We strive to reduce our environmental footprint due to energy consumption by combating energy waste by raising awareness, investing in energy efficiency measures, and continuously tracking our performance this year's increase was attributable to new ventures including new offices and maintaining current offices.

2022

Vehicle Petrol Consumption

2023

Down 32% in 12 Months

_Petrol consumption has been reduced across the Group



GFH is committed to enhancing social well-being through strategic investments in community health, education, and inclusive growth, ensuring that our ESG practices positively impact the communities we serve.

GFH is engaged with the community it serves. We want to change how the communities we work with live their daily lives. In order to give back to the community and enhance the services offered to it, we continue to support a wide range of charitable organizations, causes, and other social infrastructure and service providers as part of our responsibilities, from educational sponsorships to medical equipment for hospitals and financial support to the disadvantaged.

_Social

<p>01</p>  <p>Commitment to Excellence</p>	<p>02</p>  <p>Innovation & Entrepreneurship</p>	<p>03</p>  <p>Empowerment</p>	<p>04</p>  <p>Teamwork</p>
<p>05</p>  <p>Knowledge & Information Sharing</p>	<p>06</p>  <p>Family & Work Responsibilities</p>	<p>07</p>  <p>Respect</p>	<p>08</p>  <p>Corporate, Social Responsibility</p>

1. Commitment to Excellence

GFH rewards excellence and gives its employees adequate and consistent opportunities for enhancing their skills between professional excellence and continuous learning.

2. Innovation & Entrepreneurship

Innovation and entrepreneurship are important facts of GFH's business culture, and as part of this culture GFH expects its employees to constantly seek new knowledge and always challenge themselves to do better in what they are already doing well, as well as providing suggestions resulting in significant improvement of business processes.

3. Empowerment

GFH trusts its employees, respects them, and believes in their integrity, and will give them the tools and skills needed to get the job done and sense of confidence needed to take initiatives, manage risks, and adapt to change. GFH requires its managers and supervisors to efficiently delegate responsibilities as required and ensure efficiency in the decision-making process.

4. Teamwork

The best solutions come from working together, therefore employees, including managers, must work cooperatively to realize GFH's objectives.

5. Knowledge & Information Sharing

At GFH, collaborative knowledge sharing among units is highly encouraged to make the most efficient and collective decisions possible within the team.

6. Family & Work Responsibilities

GFH believes that helping its employees meet their family responsibilities is compatible with the teachings of its Glorious Sharia and contributes to increased productivity. Moreover, GFH is committed to having the most progressive benefit schemes for its employees and their families.

7. Respect

GFH treats its colleagues, clients and others with whom GFH does business with respect, dignity, fairness and courtesy. Also, GFH is committed to maintaining a work environment that is free from discrimination.

8. Corporate Social Responsibility

GFH encourages the support of charitable, educational and community service activities with the efforts of the Staff Social Committee continuous initiatives.

_Our Talent Management Principles

We Nurture our Workforce

We are committed to creating sustainable wealth for our stakeholders, primarily our employees. At GFH, we believe that our employees are the key to our success. We offer advanced training and development opportunities for our employees so that they feel appreciated and valued. In addition to attracting the best talent, we strive to promote Bahrainization as well. Moreover, we are dedicated to maintaining a diverse workforce and creating a safe and positive work environment.

In particular, we are committed to the following practices:

Talent Attraction and Management

We seek the best talent to participate in a special learning journey that is intended to give chosen participants the skills and exposure they need to start a successful career

while building a talent pool of high-performance future employees. We invest in our employees' career development providing funds, time and resources for external training and development. Engaging with all employees, and regularly monitoring and assessing employee satisfaction enables the continuous identification and implementation of continuous enhancement to employees' experience.

Health, Safety and Wellbeing

We regard presenting a healthy and safe work environment as an indispensable component of a successful business. We take reasonable precautions to promote health and safety in the workplace and create safe working conditions for all employees. This includes providing adequate control of the health and safety risks arising from work activities, maintaining safe equipment and ensuring the safe handling of all equipment.

GFH's commitment to ESG principles is evident through its varied and impactful initiatives across the social spectrum, demonstrating a strong dedication to fostering community well-being, promoting health, supporting sports and lifestyles, enhancing education, and empowering entrepreneurship.

Strategic Partnerships for Global Impact

In 2023, GFH solidified its role as a catalyst for positive change by entering into strategic partnerships with the World Economic Forum (WEF) and the Future Investment Initiative (FII) Institute. These alliances are central to GFH's mission of leveraging impact investing to tackle global challenges, signifying a forward leap in facilitating significant and meaningful collaborations.

Advancing Healthcare

GFH has made significant contributions to healthcare in Bahrain. A notable achievement includes the establishment of a specialized center for prostate cancer treatment, featuring the region's first utilization of robotic-assisted surgery systems, highlighting GFH's commitment to leading-edge diagnostic and therapeutic innovations. Furthermore, in a heartfelt endeavor to support children battling cancer, GFH partnered with the Smile Foundation to organize a walkathon in September 2023, raising awareness and crucial funds for the treatment of these brave young fighters.

Promoting Sports and Active Lifestyles

GFH has actively sponsored and supported major sports events, underscoring its advocacy for sports and healthy

lifestyles. The Group's sponsorship of the Ironman triathlon in Bahrain, the first center of excellence for aquatic sports in partnership with World Aquatics, and the International Basketball Federation (FIBA) 3x3 Manama Masters reinforces its commitment to nurturing a vibrant sports culture and advancing Bahrain's sports economy. These initiatives are instrumental in promoting Bahrain as a premier destination for sports tourism.

Fostering Entrepreneurship

Expanding its horizon into Saudi Arabia, GFH Capital S.A. collaborated with Hope Ventures for the production of "Beban," a reality TV show centered on entrepreneurship. This partnership not only supports the expansion of the show's third season into Saudi Arabia but also aligns with GFH's dedication to fostering entrepreneurship in harmony with Saudi Arabia's Vision 2030 for economic diversification and development.

Empowering Future Generations through Internships

GFH's robust internship program offers students from international K-12 schools a unique opportunity to immerse themselves in the financial industry. Providing comprehensive on-the-job training across various departments, the program is designed to equip young individuals with essential skills and experiences, preparing them for successful careers and enabling them to contribute meaningfully to national and regional progress.

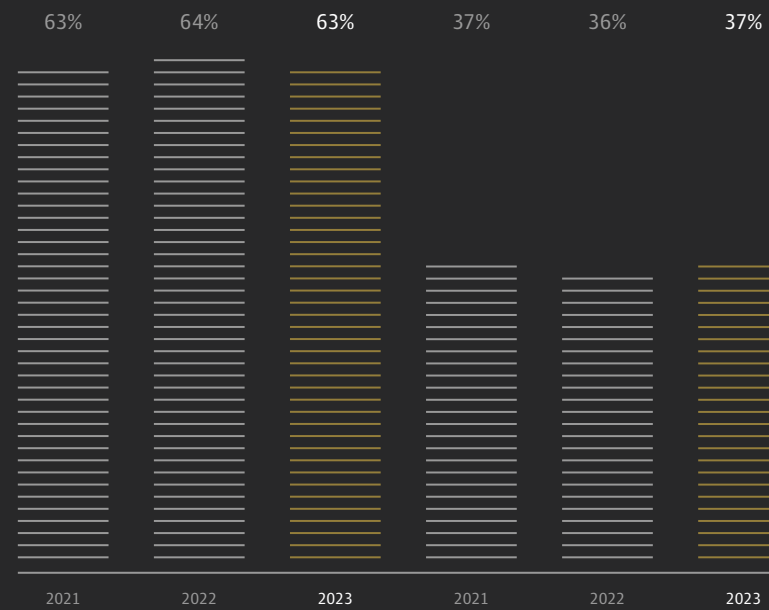
New Hires



Turnover



Workforce Gender



Gender Profile (Male)

Gender Profile (Female)

Female Leadership



Our goal at GFH is to create a supportive and inclusive work environment where our employees can thrive.

GFH increased its human capital with 162 Talented new hires in 2023.

162

30% increase in female leadership in 2023.

30%

Social Responsibility

GFH is committed to promoting human rights and responsible labor practices. We will not invest in companies that violate internationally recognized human rights standards. We will prioritize investment opportunities in affordable housing, healthcare, and education that contribute to social and economic development. GFH will consider the social impact of our investments, including job creation and the treatment of workers, when making investment decisions.

Nationalisation

In line with national agendas, GFH takes affirmative actions in hiring decisions. Employment decisions are made on merit and many other objective criteria, yet for candidates of similar calibre, this gives Bahraini citizens priority over others when making hiring decisions.

In coordination with the Bahrain Institute of Banking and Finance, we select top Bahraini prospects to undergo a unique learning journey designed to provide selected participants with the necessary tools and learning exposure to launch a successful career, while creating a pool of high-performance future talent.

Training and Development

We are aware that training and upskilling is an essential and continuous process for employees at every level to utilise their potential towards their personal development objectives and GFH's sustained success. Hence, we invest in our employees' career development, which covers providing training, providing funds, time and resources for external training and other

opportunities. GFH also provides employees with paid time off for attending training courses, exams, professional certification programs, and relevant industry conferences and events. All employees are encouraged to pursue career development opportunities. In this respect, it is among line managers' responsibilities to help employees and to ensure all employees receive fair opportunities for career development opportunities.

We provide training, instructions, and supervision for all employees in line with our Health and Safety Policy that is applicable to all our employees. We also take care of our employees' wellbeing, offering activities including sport activities and tournaments, as well as arrangements that promote work-life balance and that enhance physical and mental health in their free time and during working hours. Our goal is to create a supportive and inclusive work environment where our employees can thrive.

At GFH, our investment decision-making is in accordance with our ambition to transform the daily lives of the communities we're a part of. We are committed to creating sustainable wealth for our stakeholders, primarily our employees, investors, and the communities we serve every day. We regard building a workplace environment that fosters equality, employee wellbeing, development, and satisfaction as a crucial part of this commitment.

ESG Training in its efforts to extend robust knowledge on the importance of ESG, all employees are provided accessibility to ESG training materials, with more than 80 employees passing the ESG fundamental assessment.

2022

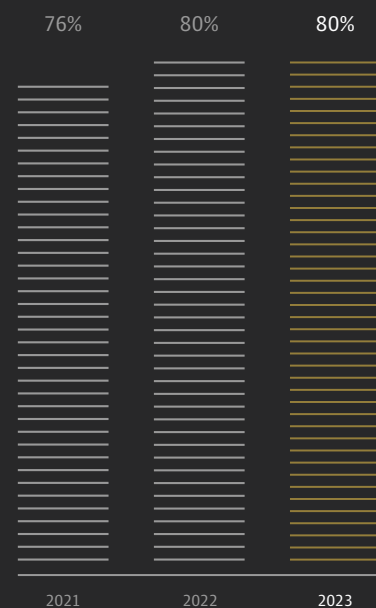
Female Leadership

2023

Up 30% in 12 Months

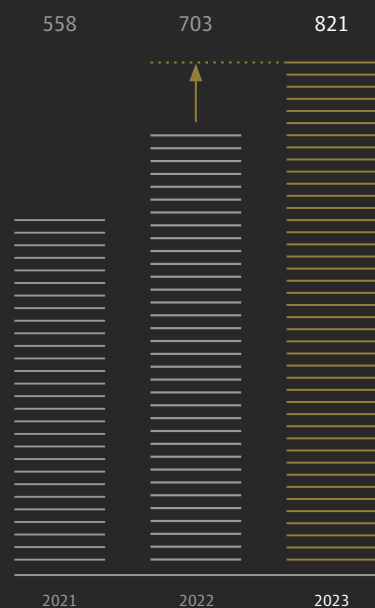
_Female leadership has increased across the Group

Nationalization



GFH stands in 80% nationalization

GFH's Total Global Workforce



17% Growth

17% increase in total global workforce.

17%

Training and Development



Average training hours (male)



Average training hours (female)

Number of Trainings Conducted



60% Growth

GFH acts with integrity

Being transparent and straightforward in how we conduct our business is integral to our culture. To operate without compromise and to continuously improve, we implement and regularly update strategies and policies that are aimed at complying with the Group's regulatory and supervisory responsibilities.

80 employees completed ESG specialized training.

80

60% increase in trainings conducted.

60%

Diversity and Inclusion

GFH is committed to maintaining an equal opportunity workplace and ensuring diversity and representation across roles and responsibilities. We strive to bridge the gender gap and commend Bahrain's leadership for emphasising the role of women in advancing Bahraini society. As we aim to balance our workforce gender ratio, we are creating more opportunities for female employees each day. We also participate in a number of initiatives and events to raise awareness around gender equality and women empowerment.

Anti-discrimination

Our Anti-discrimination Policy assures respect for the personal dignity, privacy, and personal rights of every employee. At GFH, we are committed to maintaining a workplace free from discrimination and harassment. In accordance with this, discrimination on the basis of origin, nationality, religion, race, gender, age, or engagement in any kind of verbal or physical harassment based on any of the above or any other reason is not tolerated. Employees who feel that their workplace does not comply with the above principles are encouraged to raise their concerns with the HR Department. These concerns or occurrences are dealt with in line with our Grievance Policy.



The governance of our group is a fundamental aspect of our continually improving performance.

Our ambition to achieve the highest levels of transparency, accountability and management is bolstered by our robust corporate governance framework, which is designed to support us in meeting our strategic objectives, as well as the interests of our key stakeholders.

Our Corporate Governance framework is aligned with the applicable regulatory requirements and is focussed on assisting us to successfully meet our strategic objectives, maintain steady growth and ensure we effectively serve our clients' and shareholders' interests.

Our Board of Directors has 8 members, out of which six are independent and one is non-executive Board Secretary confirmation/revision. Our Group's control functions all have direct reporting lines to the Board's Audit and Risk Committee to ensure that they carry out their responsibilities with full independence. For more information on our governance systems and relevant boards and committees, please refer to the GFH 2023 Corporate Governance Report which is included on page 6.

_Governance



GFH's Six ESG Committee Objectives

We have achieved 88% of our 2023 Internal Audit Plan.

88 %

ESG Committee

In 2022 we have formed the ESG Committee - a management level committee - to oversee the group's overall strategy pertaining to Environmental, Social and Governance aspects, in alignment with local and global regulations and standards.

The charter document of the ESG committee outlines the structure, responsibilities and authorities to ensure highest levels of governance. The members are representations from different internal departments in favor to provide a consolidated and valuable contributions to oversee and continuously develop our ESG best practices and governance.

Members of the Committee

Chief Operating Officer	Chairman of the Committee
Head of Compliance	Compliance Representative(s)
Head of Administration	Property / Administration w(s)
Head of Marketing	Corporate Communications Representative(s)
Head of Human Resources	Human Resources Representative(s)
Head of Sharia and Corporate Secretary	Sharia and Governance Representative(s)
Director - HR & ESG	Secretary of the Committee

Data Privacy

GFH Financial Group aims to use digital technologies to its fullest extent to capitalise on the endless opportunities they offer. However, we are aware of the security and confidentiality risks these new technologies present.

We regard data privacy and security as one of our crucial duties towards our clients and society as a whole for maintaining the trust in our Group, thus for the sustainability of our activities. To manage these risks effectively, we follow a comprehensive privacy framework, the GFH Data Privacy Manual, prepared and updated in accordance with international regulations and standards. This manual outlines the guidance for obtaining the informed consent and for providing the notice for collecting and processing the personal/sensitive personal data.

GFH has appointed a Data Protection Officer, who is appointed by the management (subject to Board or Board Committee approval) to oversee our compliance with applicable data protection laws, other pertinent laws, and issuances by the Data Protection Authority on data privacy, and our Manual. For promoting a privacy culture and continuously improving our privacy performance, we provide new and existing employees trainings, set data security related KPIs to monitor compliance with the data privacy requirements for relevant personnel and submit periodic reports to the Management on latest developments in legislation, training, privacy resourcing and funding, violations, and breaches if any, and results of audits on the methods and means of processing.



GFH is committed to taking a responsible approach in regards to risk management, in so doing we can ensure the continuation of positive long-term growth for all stakeholders. GFH's risk management framework adopts international best practices to deliver the highest possible level of corporate practice, governance and transparency.

Risk Management

We are committed to taking a responsible approach to risk management to ensure the continuation of positive long-term growth for all stakeholders. GFH's risk and management framework adopts international best practices to deliver the highest possible level of corporate practice, governance and transparency across all levels and departments in the business.

Customer Experience and Relations

We attach significant importance to customer satisfaction, and we always strive to improve our practices in line with their feedback from our online portal and automated satisfaction survey directed at the investors. We aim to measure our customer satisfaction on a regular basis to track and monitor methods of enhancing and improving our customers' experiences.

GFH Policies

- _ Director's Code of Conduct
- _ Conflict of Interest Policy
- _ AML, CFT & KYC Policy
- _ Whistleblowing Policy
- _ Business Continuity Plan
- _ Anti Bribery Corruption Policy
- _ Gift Policy
- _ Key person Dealing Policy
- _ Insider Trading Policy
- _ GFH Corporate Governance Policy