



Think
Future



NBB's Sustainability Journey

Closer to you

Licensed by CBB as a conventional Retail Bank



Beyond CSR



A Growing Ecosystem That Connects Various Stakeholders



NBB's Core Purpose Continues to Lead the Path Forward

Enriching the lives of generations throughout the last 40 years

1980

Establishment of the Donations & Contributions Fund ("DCF")

Established as a key local contributor to the well-being of the community through various supporting initiatives focused on key pillars of community including healthcare and education, amongst others

1981 - 2018

2019

Expanded the scope of Non-financial performance beyond Corporate Social Responsibility

2021

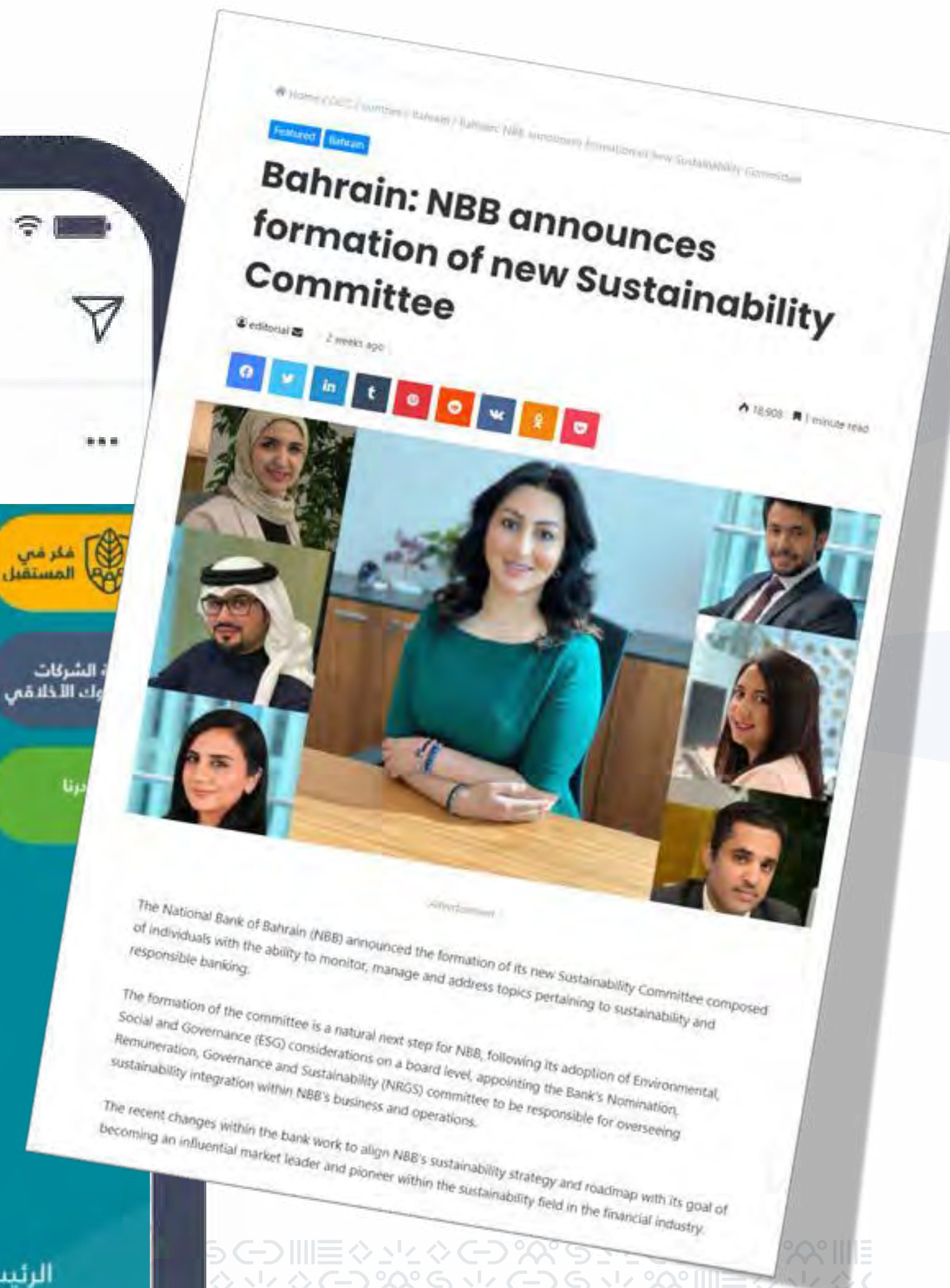
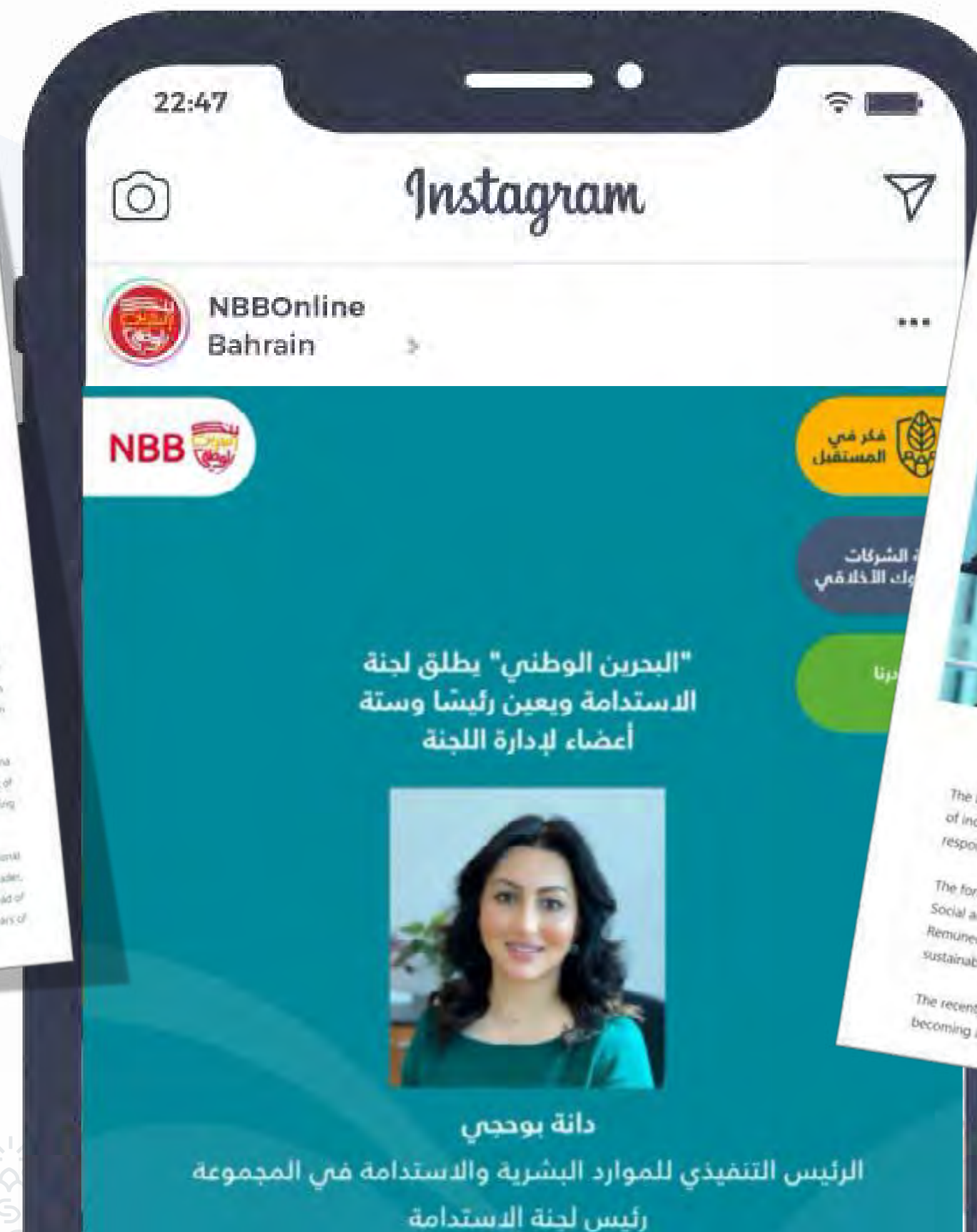
- Appointment of a Chief Sustainability Officer
- Published a fully Integrated Financial & Sustainability Report
- Official responsibility at the Board level

Dedicated Taskforce to guide the ESG integration process

2020

We believe that at NBB, our responsibility extends beyond our core business towards achieving inclusivity of all stakeholders in a sustainable manner
To emerge as a Best-in-Class Bank committed to sustainable development through responsible initiatives

Appointment of Sustainability Committee Chair & Officers



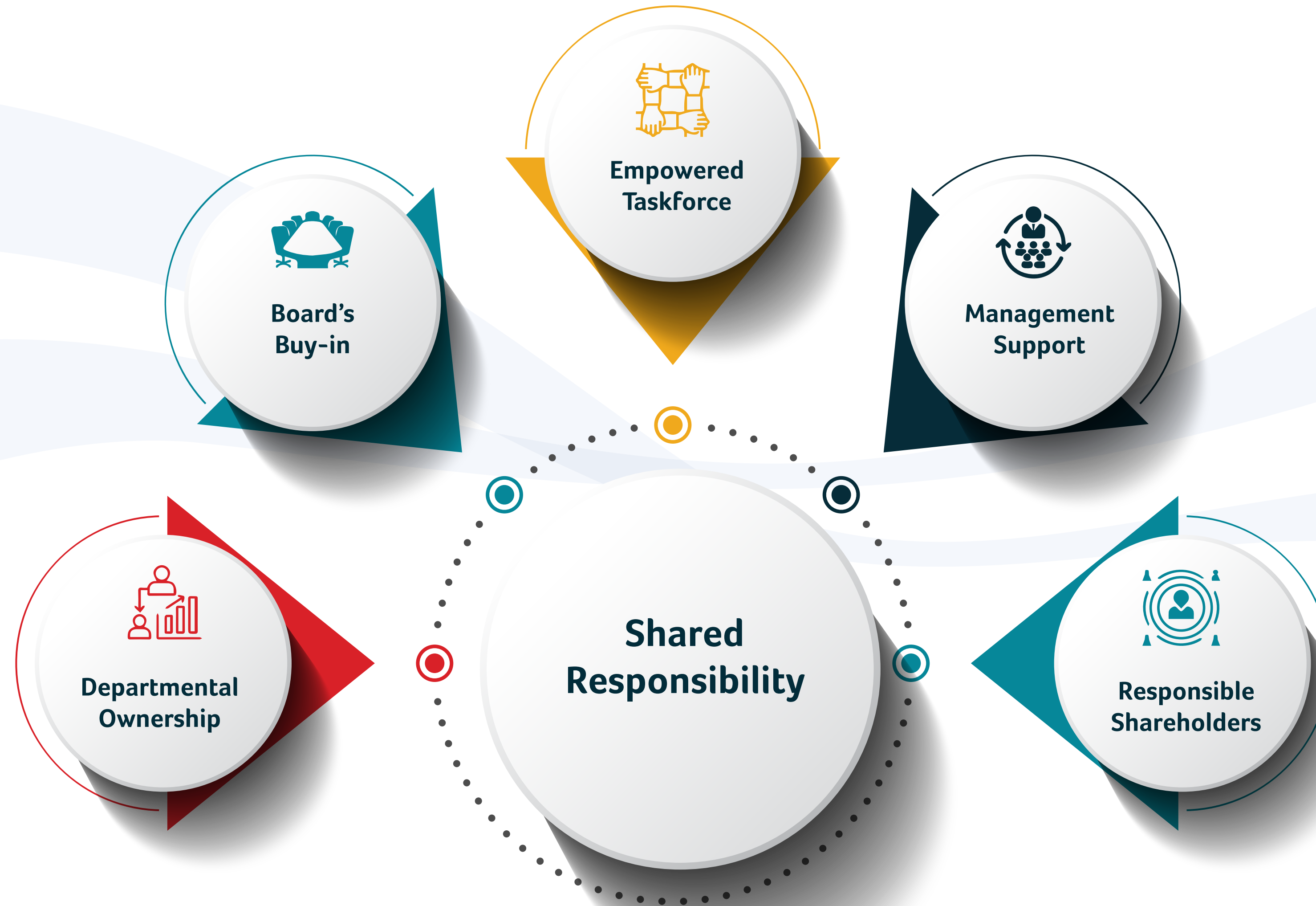
ESG Responsibilities part of the NRGs Board Committee



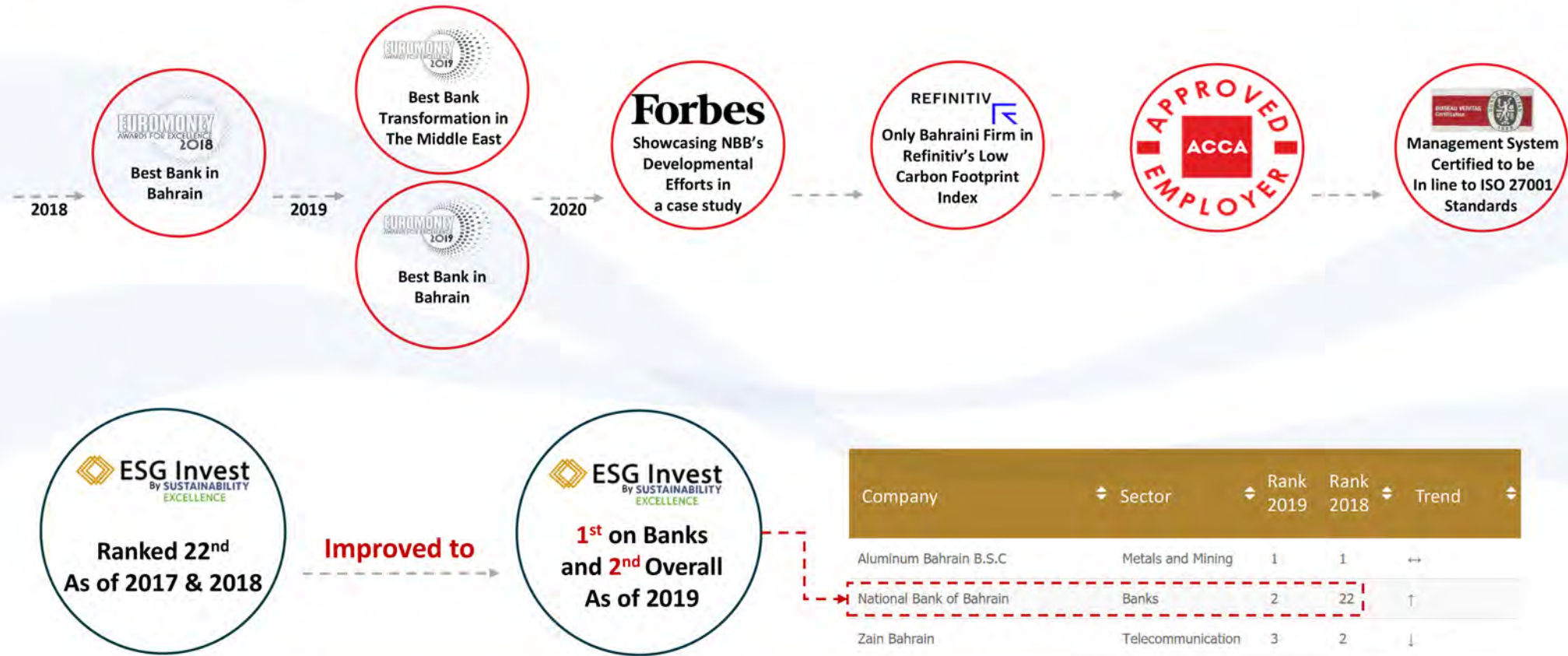
Non-Financial Reporting Video (Q1)



Inclusivity in Facing Responsibility



A Journey of Recognition



Forbes Article: <https://www.forbes.com/sites/hillennevins/2020/07/18/re-thinking-training-and-development-in-a-post-covid-world-a-case-study/#f96d15651699>

ESG Invest Full Ranking List: <https://esginvest.com/>



Sustainability in Human Capital Development

NBB's Journey



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Sustainable Human Capital

A sustainable human capital model is one that employs the **programs**, **practices** and **culture** that are most important to talent today, and simultaneously evolves with investors, customer, employers and employees alike to jointly meet the needs of tomorrow.



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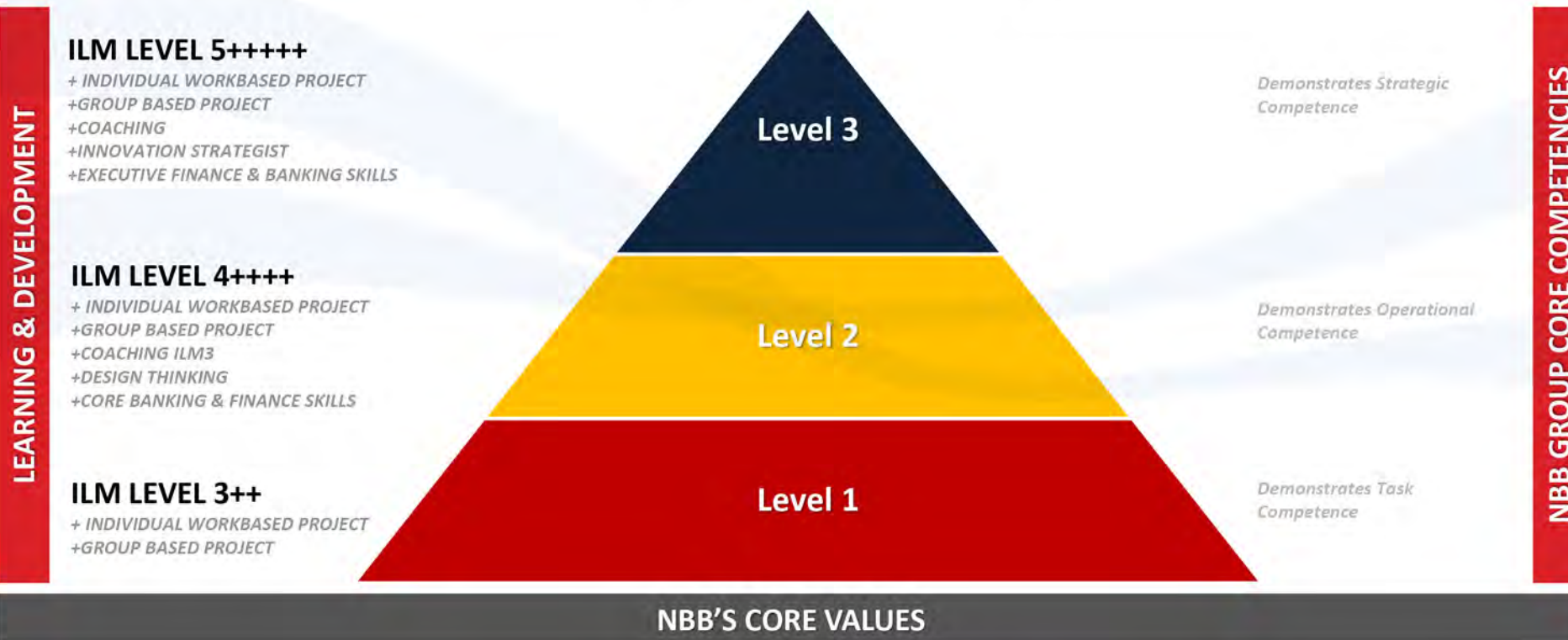
Programs

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NBB'S FUTURE LEADERS IDENTIFIED



Inspire 2.0





INSPIRE is NBB's Mentorship Program was launched as a Pilot in 2019.

Inspire was limited to NBB Rise Program pool of candidates as mentees and only executive management as mentors.

INSPIRE consisted of 65 Mentees and 27 Mentors.



Inspire 2.0

	GENERAL	QUALIFICATIONS	RISE
 MENTORS	Selected Managers from the Organization.	Selected Professionally Qualified Employees.	RISE 1 Graduates
 MENTEES	Group Employees.	Employees looking to acquire professional qualifications and show interest in specific areas of interests.	Group RISE 1 Nominations
 FORMAT	1-2-1 Mentorship	Group Mentoring & 1-2-1 Mentorship	1-2-1 Mentorship
 MATCHING PROCESS	<ul style="list-style-type: none"> Mentee's preference-based matching Optional Algorithm matching 	Mentee's preference-based matching	<ul style="list-style-type: none"> Mentee's preference-based matching Optional Algorithm matching

Data Literacy Academy



DATALITERACY
LEARN THE LANGUAGE OF DATA

NBB Group Data Literacy Academy was launched in 2021 to ensure that the Group Employees have the necessary skills in an industry that is rapidly transforming to meet the needs of the digital economy. The Academy is broken into two modules Fundamentals and Level 1, aiming to equip representatives from each and every department and unit a total of 121 Employees were nominated to take part in the academy and undergo the placement assessments out of which, 89 employees were enrolled in the Fundamentals level.

The Academy was initiated by NBB HRTD in partnership with the Data Literacy Company who translated the idea into practise, designed and delivered the program. Data Literacy was founded in 2018 and is a training and education company that's on a mission to help people learn the language of data. The trainings and assessments were designed and delivered by Ben Jones co-founder and CEO is an award-winning data visualization designer, having won first place in the 2012 Tableau Iron Viz Sports Contest as well as Crowd Favorite in the 2012 Iron Viz Biz Viz Contest. Ben led the global marketing effort for the award-winning Tableau Public platform from 2013 to 2018, driving 20X growth in monthly active users over that time period. Tableau Public is routinely named as one of the top data visualization platforms in the world.

Fundamentals (Understanding the value of data)	
Objectives	<ul style="list-style-type: none"> Concepts: Where data comes from, how it's stored & core notions about what it is and isn't Purpose: How individuals & teams put data to use to solve problems & achieve their goals
Topics	<ul style="list-style-type: none"> What is data? Sources, types & forms How data is collected and stored Averages, variation & uncertainty
Duration	<ul style="list-style-type: none"> Four Days of Training (3 Hours Per Day) Exam Certification
Eligibility Criteria	<ul style="list-style-type: none"> Employees who score 40 – 80% in their placement assessment are eligible to be enrolled in Fundamentals Level

Level 1 (Learning to see data – how to interpret the visual language of charts)	
Objectives	<ul style="list-style-type: none"> Theory: to improve trainees' knowledge of data visualization concepts and principles Practice: to increase the ability to interpret charts, graphs, maps and dashboards
Topics	<ul style="list-style-type: none"> Key traits of data literacy Reading the most common chart types How to know what questions to ask Common pitfalls to avoid Interacting with dashboards
Duration	<ul style="list-style-type: none"> Four Days of Training (3 Hours Per Day) Exam Certification
Eligibility Criteria	<ul style="list-style-type: none"> Employees must score above 80% in their placement assessment and pass Fundamentals Level Exam to progress to Level 1



NBB Group launches a Data Literacy Academy: Building 21st Century Skills for Success in the Financial Services Industry

The National Bank of Bahrain (NBB) Group has launched its own Data Literacy Academy, which will ensure that their staff have the necessary skills in an industry that is rapidly transforming to meet the needs of the digital economy.

NBB's CEO, Jean Christophe launched the Academy saying: "The Data Literacy Academy is a core element of the Group's journey towards digital transformation, the Academy aims to build sustainable skills that our employees can use to make more effective, evidence based, data driven decisions that will translate into improving organisation performance and building a pipe-line of data-literate leadership teams for the future."

Data Literacy Academy

The Data Literacy Academy is spreading into 3-phases with an objective of equipping each department with Data Analysts by 2023.



Data Driven Culture



Practices

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Internal Resourcing Philosophy

To meet the emerging resourcing requirements and to replace leavers within the Group, priority is being given to **internal employees** across the Group for better utilization of the **Group Talent**.



Resulted in



Providing Better Opportunities



Cost Management



Employees Retention



Nurturing Our Workforce



Employee Satisfaction



Career Development

Almost 50% of 2021 Resourcing Plan based on internal movement

INTRODUCTION OF SKILLSET ASSESSMENT *In line with Future Requirements*

Objectives

- 1 Assess current workforce skillset, highlight gaps, design developmental plans to upskill/reskill
- 2 Keep up with the changes caused by Automation especially towards jobs which are deemed obsolete (administrative in nature)
- 3 Keep up with the advancements in technology based tools required as part of operating within a hybrid environment
- 4 Ensure employees are prepared to seize career progression opportunities through internal mobility (IJOs).
- 5 Branch closure Strategy: to prepare employees occupying Branch related jobs to mobilize within the bank.



SKILLSET ASSESSMENT PROCESS

Soft Launch of the Skillset assessment has been introduced in Q4, 2021, however, it will be incorporated officially as part of the annual performance management process effective 2022.



SELF NOMINATING SUCCESSION - Objectives



BUSINESS CONTINUITY

Design a plan for succession and replacement for all managerial positions



INCLUSIVITY

A bottom up approach, allowing all employees the opportunity to participate where applicable



EMPOWERMENT

Providing the opportunity to all employees to have a say in their career aspiration



CULTURE ENHANCEMENT

Encourage managers & employees to have an enhanced communication with regards to gaps and career development

Self Nominating Succession - *Approach*

Self Nomination

Allows employees to express interest in being considered for more senior and/or different positions.

Effective Communication

Allows the opportunity to have conversations with the Succession role's line manager around meaningful approach towards development

Developmental Plans

Allows for early adoption of different mechanisms to achieve results (mentorship, on the job training, job rotation, formal training etc.)

Annual Revision



Career Progression



Future Opportunity



Empowered Training

To continue empowering employees to be accountable and responsible for their personal growth and development by participating in virtual trainings, enhancing the employee experience through considering careers as a journey of continuous learning, equipping employees with the necessary skills and knowledge for development while ensuring business continuity, succession opportunities for the Group as well as simultaneously improving on employee motivation & engagement across board.



NBB's Sustainability Framework





Culture

NBB's Journey



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Investors in People

"The only bank in the Middle East's to be Accredited by Investors in People"



What is Investors in People?

Investors in People is a standard for people management, offering accreditation to organizations that adhere to the Investors in People Standard. There are four levels of accreditation: Accredited, Silver, Gold and Platinum.

What does it mean?

- We are in the top 17% of Organizations Globally when it comes to Investing in People for 3-Years
- First Bank in the Middle East to be Accredited by Investors in People
- demonstrated the effectiveness of their practice in place, active engagement, and a clear demonstration of tangible positive outcomes. There are also features of high performance where aspects of NBB's strategies are well embedded and being refined and fine-tuned.
- NBB's leadership approach demonstrates trust, empowerment, and delegated authority.
- People at NBB are inspired to be on their 'A' game and work at their best.
- NBB demonstrates a true meaning of being a Great Place to Work

Local Recognition

