

ACE Gallagher Insurance Brokers W.L.L. ESG Report

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CEO Message

On behalf of ACE GALLAGHER (AG) Insurance Brokers, I am proud to present our first Environmental, Social, and Governance (ESG) report—an important milestone in our journey toward greater accountability and sustainable business practices.

As a broking company, we recognize our role in shaping a more responsible and resilient financial ecosystem. This report reflects our commitment to transparency, ethical conduct, and long-term value creation for our clients, employees, and stakeholders.

Looking ahead, we are determined to build on this foundation—embedding ESG principles into our strategy, fostering a culture of inclusion and integrity, and contributing to Bahrain's national vision for sustainable development

Simon Fisher

CEO

About This Report

This report is intended to demonstrate AG's commitment to responsible insurance practices and sustainable development. It serves as a comprehensive overview of our organization's sustainability initiatives, strategies and performance, presenting our approach to integrating environmental, social, and governance considerations into our operations, risk management, and decision-making processes. This report covers data for the 2024 financial year, covering data and practices relevant only to AG.

By adhering to the Central Bank's guidelines, we aim to enhance transparency and accountability, while also addressing the expectations of our stakeholders, including customers, investors, and the broader community.

ACE Gallagher

AG's Vision, Mission and Objectives

- Vision: To be one of the top three insurance brokers in Bahrain
- Mission: To provide comprehensive insurance solutions, offer exceptional service and create lasting partnerships with our stakeholders.
- Values:
 - ✓ "Transparency: We take pride in being transparent"
 - ✓ "Agility: Rapidly serve customers' needs"
 - ✓ "Persistence: Having the drive to win and make things happen for our customers"
 - ✓ "Human Centricity: Taking utmost care of employees and customers"
- Strategic objectives:
 - ✓ Short-medium-long term strategy: Digital automation and to be one of the top 3 brokers in Bahrain
 - ✓ Key strategic organizational objectives: Sales growth, diversification of offering, digital automation, improve company culture
 - ✓ Organizational KPIS defined to measure progress on these strategic objectives: Sales growth by 20%, Customer retention >85%, Employee retention >95%

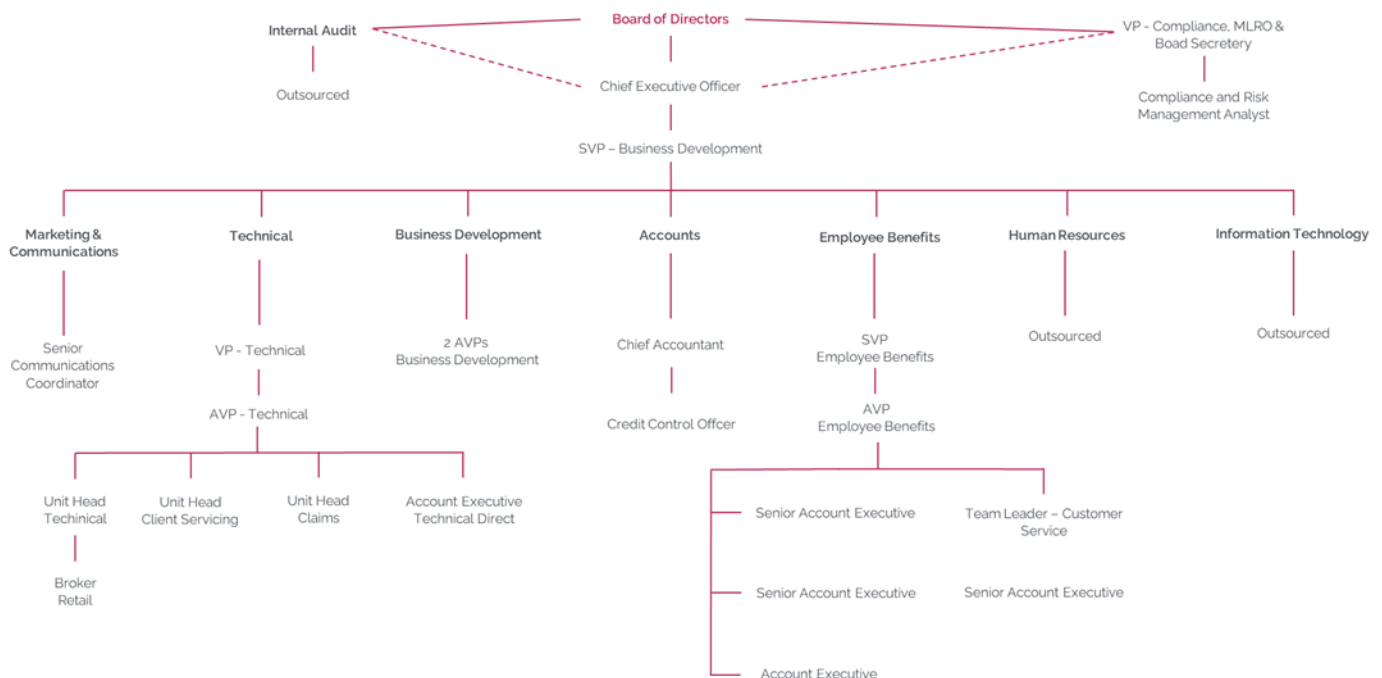
Organizational Structure

AG's organization structure has been designed to provide oversight and accountability across its various branches while ensuring consistency and allowing for tailored committee functions.

Overseeing this structure is the Board of Directors, which provides strategic oversight and direction throughout the organization.

Reporting directly to the Board of Directors is the CEO, who is responsible for the day-to-day operations of the organization.

Supporting the CEO are key functions such as compliance and risk functions which play a critical role in maintaining the organization's integrity and accountability.



Stakeholder engagement

At AG, we interact with a range of internal and external stakeholders who are critical to the success of our business and to the successful implementation of our sustainable vision. The table below demonstrates our understanding of the importance of our stakeholders and the most frequent methods of interaction with each.

Stakeholder Group	Key Discussion Points	Channels of Communication
Clients	- Risk profiling - Gap identification - Insurance needs - Tailored solutions - Policy management - Claims support & follow-up - Renewals & claims servicing - Market trends	- Face-to-face meetings - Phone & email - Client portal - WhatsApp & LinkedIn - Account management - Service-level meetings - Policy review reports - Gap analysis reports - Email and on-site visits - Webinars & workshops - Newsletters - RFP
Insurance Companies	- Commission structures (Incentive/bonus Schemes) - Product availability - Underwriting criteria - Claims cooperation & service quality	- Partnership agreements - Regular check-ins - Joint workshops - Email & shared platforms
Employees	- Employee satisfaction & engagement - Training & development - Performance & incentives - Sales targets - Health & safety - Diversity & inclusion - HR Policies	- Emails & Surveys - Events - Pop up calls & internal newsletters - Intranet - Performance reviews - ACE Gallagher Academy - HRMS - Employee Handbook
Regulators	- Licensing & compliance - Reporting - AML & KYC requirements - Complaints resolution	- Regulatory submissions - Formal letters & email - Audit reports
Local Community	- CSR initiatives - Job creations	- CSR reports - social media - Community events - Partnerships with NGOs
Shareholders	- Financial performance - Risk management - Growth strategy - ESG performance	- Annual general meetings (AGMs) - Investor reports - Quarterly financial statements - Direct communication (email, meetings)

Sustainability at Ace Gallagher

At AG, we are committed to proactively advancing our sustainability agenda. Recognizing the critical importance of Environmental, Social, and Governance (ESG) factors, we have integrated sustainability into the core of our operations. Our ongoing efforts aim to not only meet current standards but also to capitalize on emerging opportunities in the sustainability landscape, ensuring long-term value creation for our stakeholders.

Identifying what's Important

To ensure a focused approach to sustainability, we have developed a high-level materiality assessment that identifies and prioritizes the most significant environmental, social, and governance issues impacting our organization and stakeholders.

Process of topic identification

The process of identifying material topics for AG's sustainability strategy involved a systematic and inclusive approach that engaged various stakeholders and considered both internal and external factors. Initially, a comprehensive review of industry standards, regulatory requirements, and best practices was conducted to establish a foundational understanding of sustainability issues relevant to AG, and weightage was assigned to reflect the importance of these areas to our stakeholders.

Stakeholder identification

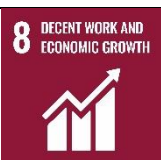
This was followed by stakeholder engagement, where input was gathered from employees, customers, and community members through surveys and workshops about the potential impact of various sustainability topics on the organization's operations and reputation.

The insights gained from these interactions helped to highlight the concerns and expectations of different stakeholder groups and fed into the subsequent materiality assessment.

Prioritization and finalization of topics

The materiality assessment was complemented by benchmarking against peers and industry leaders to ensure alignment with emerging trends and expectations. Ultimately, the identified material topics were prioritized based on their significance to both the business and its stakeholders.

Material topics

ESG	Topic	UN SDG alignment
Governance	Business Ethics and Integrity	
Environmental	Climate Change Vulnerability	
Social	Training and Development	
Governance	Pay and Incentives	
Social	Talent Attraction and Retention	
Governance	Cyber Risks and Data Privacy	
Governance	Responsible Use of Data	
Governance	Board Composition	

Governance	Organisational Accounting		
Governance	Tax Transparency		
Governance	Risk & Crisis Management		
Governance	Sustainable Finance and Responsible Investing	 	

Ace Gallagher's Sustainability Program

The "Ace Gallagher Community – AG make an impact " Sustainability Program forms the basis of our approach to corporate social responsibility, encompassing both internal and external initiatives aimed at fostering positive change within communities and the environment. This program is structured around four key pillars:

1. AG makes life impact – focused on blood donation drives
2. AG makes bright impact – providing support for orphanages
3. AG empowerment impact – empowering women in the workforce
4. AG makes green impact – enhancing a cleaner environment

Alignment with the UN SDGs:

ACE Gallagher's sustainability program, 'AG Community – AG make an impact' is built on four pillars, mapped against 4 of the United Nation's Sustainable Development Goals (UNSDGs):



AG's sustainability initiatives have been designed to align with the United Nations Sustainable Development Goals (SDGs):

- 5 (Gender Equality)
- 3 (Good Health and Well-Being)
- 4 (Quality Education)
- 12 (Responsible Consumption and Production).

Internally, the company focuses on SDG 5 (Gender Equality) by actively recruiting more women and providing development and training opportunities for female employees. In support of SDG 3 (Good Health and Well-Being), AG has initiated a Health and Wellness program consisting of emails and webinars with the aim of raising awareness and initiating clients, members and C-suite and HR managers to different health and wellness topics. Additionally, the company is dedicated to SDG 12 (Responsible Consumption and Production) by implementing measures to reduce and recycle office plastic and paper use. Externally, AG champions SDG 4 (Quality Education) by supporting the education of orphans, reinforcing its commitment to fostering inclusive communities.

Alignment with Bahrain Economic Vision 2030:

AG's sustainability initiatives are also closely aligned with the objectives of Bahrain's Economic Vision 2030 – AG's practices seek enshrine the principles of competitiveness, fairness and sustainability, which underpin the purpose of the country's strategy and medium-term objectives over the next 5 years

Specifically, AG's business practices align with the following elements of the Bahrain Economic Vision 2030:

- 1 Striving to enhance Bahrain's position in the global economy by increasing productivity and fostering a competitive business environment. Encouraging innovation and the development of a skilled workforce
- 2 Focusing on long-term economic growth without compromising the environment or the well-being of future generations. Emphasizing the development of human capital, education, and innovation
- 3 Aiming to provide equal access to education, healthcare, and social support. Ensuring equal opportunities for all citizens, promoting transparency and fairness in both public and private sectors.

Roadmap for implementation

The initiatives under the "AG Community – AG make an impact" program will be implemented gradually to ensure they produce an effective impact and are accommodated appropriately.

Years 1-2

Implementation of the following activities:

- Internal/external campaign (health and wellness program, recycling, orphanages)
- Instalment of recycle bins
- Preparation of volunteer activities (orphanages)
- Donation of money with the matching investment concept for orphanages
- Donation of clothes, shoes, toys and books for children
- Donation of electronics (computers, laptops, printers...)
- Reporting

Years 3-5

Implementation of the following activities:

- Plant trees
- IT – data centers, Technology, tech/energy suppliers, green office
- HR – D&I, women employment, people of determination
- Compliance – requests / audits of vendors & suppliers
- Operations activities
- Finance – reporting`



AG makes bright impact

Under the banner of "AG Makes Bright Impact," Ace Gallagher is committed to supporting the education and well-being of orphans, in alignment with SDG 4. The company has partnered with 2 orphanages in Bahrain to facilitate a range of activities and donations. Employees are encouraged to participate by donating time, gently used clothes, toys, and books, or by contributing financially to support food and educational needs for orphans. Notably, Ace Gallagher matches employee contributions, reinforcing the company's commitment to community support. Employees who engage in these activities can earn the #AGBrightImpact badge, symbolizing their contribution to making a positive difference. The initiative also includes a partnership with the Tree of Life Social Charity Society and Royal Humanitarian Foundation in Bahrain, further enhancing community engagement.



AG empowerment impact

The "AG Empowerment Impact" initiative is dedicated to promoting gender equality and empowering women within the organization, in line with SDG 5. Ace Gallagher has identified star female employees across various departments to participate in a specialized female development program. This program is designed to foster diversity, equity, and inclusion (DE&I) while ensuring business continuity. Selected participants will follow a structured career progression plan, equipping them with the skills and support needed to thrive in their roles and become catalysts for positive change within the company and beyond.



AG makes green impact

In pursuit of environmental sustainability, the "AG Makes Green Impact" initiative aligns with SDG 12, focusing on reducing and recycling office plastic and paper use. The program includes the installation of recycling bins in the office. Employees are encouraged to actively participate in recycling efforts through awareness campaigns and the use of segregation bins. The initiative also emphasizes the importance of recycling at both work and home, with actions such as removing regular office bins during the launch week to reinforce the message. Progress will be monitored through reports from recycling providers, ensuring transparency and accountability in the company's sustainability efforts. Communication strategies for this initiative include email updates, in-office signage, a dedicated tracking board, and LinkedIn outreach.

Milestone 1:

- Install recycle bins

Milestone 3:

- Donate money and/or volunteer work with orphanages
- (donation of funds, clothes, toys, & books)

- Press Release for Sustainability
- (donation of funds, clothes, toys, & books + donation of free meals)

Milestone 2:

- Issue first Sustainability Report

Milestone 4:

Environment

AG's environmental initiatives include the installation of recycling bins in our office. AG has partnered with eBin Shop to handle the recyclable waste generated in their office. The waste management company collects plastic and paper from the AG office, with a primary focus on recycling or reuse. The office produces a monthly report detailing the weight of recycled and collected paper and plastic per month.

Social

AG's social initiatives focus on partnering with orphanages in Bahrain to organize various activities and donations supporting orphans through monetary donations matched by the organization, as well as yearly contribution of clothes, shoes, toys, and books. Additionally, the program encourages volunteer activities that engage employees in meaningful community service.

Social Initiatives - Highlights:

The AG Bright Impact initiative contributed to the donation of 1130 BD, divided as follows:

- Donating 780 BD to "Tree of Life Social Charity Society" to fund a lunch for 60 orphans.
- Donating 350 BD to "Tree of Life Social Charity Society" to cover the kindergarten tuition fees for two 4year old children.

Occupational Health & Safety

Alongside its social initiatives, AG has implemented thorough Health and Occupational Safety Procedures and Guidelines to prioritize the well-being of its employees. These guidelines include vital protocols such as general evacuation procedures, response plans for fires and earthquakes, bomb threat protocols, and emergency medical procedures, all designed to protect staff during critical incidents. The document also specifies office safety regulations and provides essential emergency contact numbers and office information, ensuring that employees are well-informed and ready to respond effectively in emergencies.

Health & Wellbeing

At AG, we prioritize the health and wellbeing of our employees and clients through a comprehensive range of initiatives designed to address both physical and mental health needs.

In 2024, we launched a comprehensive health and wellness program to promote the well-being of our workforce and employee benefits clients. Each month, we shared emails focused on health topics relevant to specific days or months, such as building mental resilience, managing financial stress, and healthy eating, creating widespread awareness about these important health topics. Additionally, we hosted four Health and Wellness webinars: three for our Employee Benefit members and one for C-suite and HR Managers of our clients, focusing on the intersection of AI and wellness. This initiative aimed to introduce valuable health and wellness resources, empower clients, patients and employees with knowledge, and foster a healthier, more resilient community.

AG also seeks to encourage health and wellbeing in the community by sponsoring the annual Football Tournament for the Tree of Life Social Charity Society, and by sponsoring the 2024

St. Christopher's Festival Fayre, supporting the vibrant community of St. Christopher's School. This initiative is part of our ongoing commitment to fostering education, community engagement, and positive impact among future generations.

Training and employee development

Performance Management Process

At AG, the Performance Management Process (PMP) is a systematic approach designed to enhance the effectiveness of the organization by improving employee performance. This policy outlines our commitment to managing employee performance through a structured framework that includes setting clear objectives, conducting performance reviews, providing constructive feedback, and developing personalized development plans. By aligning individual goals with organizational objectives, the PMP fosters continuous improvement and enhances overall productivity.

The policy promotes transparency and motivation among employees, enabling them to understand their roles and responsibilities in the evaluation process and their career development. It also aids in identifying and addressing performance gaps effectively, ensuring that all employees have the support they need to succeed.

Sustainability and ESG Awareness

In addition to performance management, AG conducts awareness sessions focused on sustainability and ESG principles. These sessions are designed to educate employees about the importance of sustainability in the workplace and the role they can play in promoting responsible practices. By equipping our workforce with knowledge and understanding of ESG issues, we aim to cultivate a culture of sustainability that aligns with our organizational values and objectives. To support sustainability awareness, we present our efforts to our team, holding meetings and broadcasting emails to keep employees updated on our sustainability focus points, initiatives and CSR events.

Diversity and equal opportunity

AG, through the "AG empowerment Impact" pillar of the sustainability program as well as through commitments from our organization, aims to enhance diversity and equal opportunity by undertaking various initiatives such as:

- Recruiting more women across the company
- Develop and train women across the company

Talent attraction & Retention

AG is committed to attracting and retaining top talent through a strategic Chairman Retention Plan designed to reward our best-performing employees. This plan goes beyond the standard contractual or annual bonuses by offering a long-term financial incentive that becomes payable after a minimum number of years of continuous service. By targeting high achievers, the Chairman Retention Plan aims to encourage these selected employees to

remain with the company for an extended period. This initiative not only motivates employees to consistently demonstrate their best performance to qualify for the financial rewards but also benefits the organization by ensuring that we retain our most valuable talent. Ultimately, this approach fosters a stable and high-performing workforce, contributing to the long-term success of AG.

- The **Star Producer Award** honors the best producer each quarter per office. Recipients who achieve their targets, secure new clients with significant premiums, maintain high retention rates, and ensure timely collections are awarded every quarter.
- The **Champion Award** is a peer-to-peer recognition program that annually rewards employees who embody our core values, foster a sense of belonging, and lead by example. Winners are announced during Culture Day, highlighting their exceptional service and positive attitude.
- Additionally, our **Service Awards** celebrate employees' long-term commitment, with symbolic remuneration offered at milestones of 5, 10, 15, 20, 25, 30, 35, and 40 years of service. These awards collectively underscore our appreciation for the invaluable contributions of our team members

Community

Employee Engagement and Recognition

AG is dedicated to fostering positive labor management and relations by actively engaging employees in meaningful programs that recognize their contributions. Through initiatives such as the #AGLifeImpact, #AGGreenImpact, and #AGBrightImpact badges, we encourage participation in impactful activities that not only benefit the community and environment but also strengthen the relationship between the company and its employees.

This recognition system promotes a collaborative and motivated work environment, where employees feel valued and empowered to contribute to the company's success.

Governance

AG's governance practices seek to enhance transparency and accountability across the organization and ensure adherence to ethical standards of business, while optimizing our operations to meet our financial targets.

Business ethics

HR policy Handbook

AG is dedicated to promoting a culture of ethical behavior and integrity throughout the organization, as demonstrated by the creation of a comprehensive HR policy handbook for employees. This handbook delineates essential responsibilities and general guidelines that govern employee conduct. It includes a variety of policies, such as equal opportunity employment, the hiring of relatives, and different leave provisions, including emergency, compassionate, marriage, maternity, paternity, and pilgrimage/Hajj leaves. Furthermore, the handbook outlines performance appraisal policies, compensation structures, benefits, grievance procedures, and disciplinary actions, ensuring that all employees understand their rights and responsibilities in the workplace.

Conflicts of interest

Employees are required to proactively manage conflicts of interest, which may arise from financial or other interests that could impair objectivity or create unfair advantages. Key principles include maintaining integrity, respecting confidentiality, and acting honestly and fairly. Employees are encouraged to seek guidance from senior management or legal advisors when uncertain about potential conflicts. It is imperative that personal interests do not interfere with duties to clients or the employer, and that employees avoid situations where competing interests may arise. Ethical behavior also entails declining unlawful or improper activities, ensuring objectivity in judgments, and refraining from accepting inappropriate gifts or hospitality. Confidential information must be safeguarded and disclosed only with proper consent or legal obligation. Employees are expected to act within their competence, provide accurate information, and resolve ethical conflicts through established internal channels or whistleblowing procedures when necessary.

Code of Conduct

Complementing the HR policy handbook, AG has also established a Code of Ethics and Conduct that reinforces the organization's commitment to ethical practices. This code emphasizes key values such as responsibility and integrity in professional conduct, adherence to legal and regulatory requirements, and the demonstration of competence and due care in all business dealings. At AG, we uphold the highest standards of business ethics and integrity, recognizing that our reputation is built on the trust and confidence of our clients, employees, and stakeholders. Our commitment to ethical conduct is reflected in our comprehensive Code of Ethics and Conduct, which serves as a guiding framework for all employees in their professional duties. This Code emphasizes the importance of fairness, objectivity, honesty, and acting in the best interests of both clients and the company.

Whistleblowing

AG has implemented a comprehensive Whistleblowing Policy and Procedure aimed at encouraging employees to report malpractice and illegal activities or omissions in the workplace. This policy covers not only personal employment concerns but also serious issues such as criminal acts, fraud, and breaches of legislation. To streamline the reporting process, the policy provides an internal mechanism for employees to raise concerns, either within the organization or externally. Designated Officers, including the Line Manager, Office Manager, HR Manager, President & CEO, and Chairman of the Board, are responsible for managing reports made under this procedure. The process begins with an initial interview conducted by a designated officer, who ensures the whistleblower's anonymity is protected throughout the investigation. After the interview, the designated officer prepares a statement from the employee and submits the findings to the highest-ranking individual in the office. An investigation is then conducted, and appropriate actions are taken based on the results. The whistleblower is kept updated on the outcomes, promoting a culture of transparency and accountability within the organization.

Recruitment and Succession

Recruitment Policy and Procedures Guidelines

Our Recruitment Policy and Procedures Guidelines establish a fair and consistent approach to selecting suitable and competent candidates for employment. The policy ensures equal access to employment opportunities for all individuals, emphasizing the selection of candidates based on knowledge, skills, experience, and cultural fit. This commitment to equitable recruitment practices reflects our dedication to fostering a diverse and inclusive workforce.

Succession Planning Policy and Guidelines

Succession Planning is an essential process at AG, aimed at systematically identifying, assessing, and developing talent to ensure continuity in critical positions within the company. This ongoing process is integral to business continuity, enabling us to identify successors for key leadership roles. Succession Planning is part of a broader strategic framework that encompasses resource allocation, skills analysis, and career development, ensuring that we have the right people in the right roles at the right time.

Awards & Certifications:

AG has been handed an award of thanks and appreciation from the Royal Humanitarian Foundation in Bahrain for its initiatives supporting the education of orphans. In addition, AG received a letter of thanks from Tree of Life Social Charity Society for the monetary donations to support 2 children's education/ tuition fees, as well as the donations of toys, clothes, and books to children in need.

CBB Disclosures

The following statistics and data are aligned with the ESG metrics in CBB’s 2023 “ESG Reporting Guidelines” document.

Environment

CBB Topic	Component	Unit	Response
E.1: Environmental Oversight	The company should describe its management and board oversight on climate related risks and opportunities.	Statement /Description	Currently, AG's technical team is primarily responsible for the interpretation of climate-related risks and opportunities as they relate to the business. The Board is notified of any significant effects of these risks and opportunities, although this area has not yet been thoroughly explored. As AG further develops its approach to sustainability, the board will be more comprehensively informed and involved in how AG manages the impact of climate-related risks and opportunities both on the business and the operations of AG.
E.2: Energy Consumption	The company should provide information on both direct and indirect energy usage. Direct Energy usage refers to energy that is generated and used on property owned or operated by the company. Indirect	megawatt hours (MWh) or gigajoules (GJ) or multiples	AG is committed to transparency in reporting its energy consumption, encompassing both direct and indirect energy usage. Direct energy usage includes energy generated and consumed on properties owned or operated by the company. For the reporting period, this amounted to 6,000 units of fuel, costing \$450. Indirect energy usage, which refers to energy generated externally and supplied by utilities, includes 56 units of electricity, costing \$562.5. By providing detailed insights into both direct and indirect energy consumption, the company aims to enhance its

	energy usage refers to energy that is generated elsewhere, such as through utilities, but is used by the company.		sustainability practices and reduce its overall energy footprint.
E.3: Energy Intensity	The company should report total annual energy usage per output scaling factor (such as sales or revenue).	gigawatt-hours (GWh) per million BHD/USD or multiples	Not Applicable for 2024
E.4: Energy Mix	The company should provide a breakdown of its energy consumption by source.	Percentage (%)	AG is in the process of compiling a detailed breakdown of our energy consumption by source and anticipate being able to provide this information in next year's report.
E.5: Green House Gas (GHG) Emissions	The company should report its total Green House Gas Emissions	metric tons of CO2 or equivalent	AG is actively working on collecting the data required to report our total Green House Gas Emissions and expects to include this information in next year's disclosure.
E.6: Emission Intensity	The company should report annual GHG emission scaled by a relevant scaling factor (such as size (e.g. m2 floor space), employment (e.g. headcount) and	metric tons of CO2 or multiples per unit of scaling factor	AG is in the process of determining our annual GHG emissions and will scale it by relevant factors. AG aims to present this data in next year's report.

	monetary units (e.g. revenue or sales).		
E.7: Climate Risk Mitigation	The company should describe its climate risk identification process, assessment, management processes, and report annual investment in infrastructure, resilience, and product development.	Statement / Description and monetary value in BHD/USD	AG relies on its robust insurance policy to mitigate losses resulting from natural catastrophe. Additionally, AG offers insurance intermediation services to clients seeking coverage for climate-related risks and assists them in settling claims with insurers. AG does not anticipate that its business operations will have negative environmental or social consequences.
E.8: Water Usage	The company should report the total annual amount of water withdrawn, consumed, recycled.	cubic meters (m3) or equivalent	For the reporting period, the total annual amount of water consumed by the organization was 287.22 cubic meters (m ³), with an associated cost of \$80.78.
E.9: Waste Generation	The company should report the total weight of waste generated and a description of its waste disposal method.	Statement /Description and weight in metric tons or equivalent.	In 2024, the company collected a total of 301.3 kg of paper, 21 kg of plastic, and 2 kg of aluminum cans for recycling. Our waste management partner collects these recyclables on a monthly basis and provides us with detailed reports. To further enhance our waste management practices, we have developed an internal tool that calculates the average weight of recyclable waste per employee per office. This initiative helps us monitor and improve our recycling efforts.
E.10: Emission Targets	The company should provide a description of emission targets set, and steps taken to achieve them, including	Statement/Description	AG is currently in the process of establishing its emission targets and the associated steps to achieve them, including energy conservation measures and aims to provide a comprehensive description of these targets in next year's disclosure.

	energy conservation measures.		
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Social

CBB Topic	Component	Unit	Response
S.1: Total Workforce by sex, age-group, and employment type	The company should report the composition of its total workforce by sex, employment type and age group.	Amount and Percentage (%)	AG currently comprises of 26 full-time employees, 8 of which are female, accounting for 31% of the workforce. AG's workforce is diverse, including 15% of employees under the age of 30, and 85% of employees between the ages of 30 and 50.
S.2: Child and Forced Labour	The company should provide a statement of policies it applies to prohibit child/and or forced labour within the company, and if it considers policies that prohibit that same for their suppliers and/or vendors.	Statement/Description	AG complies with local labour laws regarding employment of minors/juveniles. Policies: HR Related policies Commitments: All commitments are identified in the relevant policies. Goals and targets: To comply with all applicable laws/regulations. Responsibilities: Management is responsible for the implementation. Specific actions, such as processes, projects, programs, initiatives and frequency at which the board is informed about any issues concerning child and or/forced labour relating to the company: There are no specific process/projects/program/initiative in this regard.

S.3 Employee Turnover	The company should report the total annual turnover (whether voluntary or involuntary) categorized by sex and age group.	Amount and Percentage (%)	In 2024, AG's workforce saw a turnover of 1 female employee and she was between 30 and 50 years of age.
S.4: Gender Pay Ratio	The company should report the median total compensation for men compared to the median total compensation for women (as a ratio).	Ratio	AG has calculated the median total compensation for women compared to the median total compensation for men (as a ratio) at -9.76%
S.5: Health and Safety	The company should report the total number of injuries and fatalities that occurred, lost days due to work injury and a description of occupational health and safety measures.	Amount and Description	In 2024, no injuries and fatalities or lost days due to work injury occurred. Our Health & Safety procedures and guidelines, including emergency response instructions were developed and disseminated to protect the safety of our employees as well as foster a healthy and safe work environment for ourselves, customers and guests who may visit our office.
S.6: Non-Discrimination	The company should provide a description of its harassment and/or non-discrimination policy.	Statement /Description	AG is committed to providing equal employment opportunities and ensuring non-discriminatory practices in all its activities. Discrimination based on race, color, religion, national origin, citizenship, sex, age, disability, or any other protected characteristic is strictly prohibited. Our equal employment opportunity policy encompasses all aspects of employment, including recruitment, promotion, termination, compensation, benefits, transfers, and social and recreational activities.

			In accordance with applicable laws, AG provides reasonable accommodations for the known physical or mental limitations of qualified individuals with disabilities. This accommodation is made unless they impose an undue hardship on the Company or pose a direct threat to the health or safety of the individual or others. A qualified individual with a disability is defined as someone who, with or without reasonable accommodation, can meet the selection criteria and perform the essential functions of the job they hold or seek.
S.7: Nationalization	The company should report on the number and percentage of national employees, as well as initiatives to increase nationalisation.	Amount and Statement/Description	AG complies with the requirements of the Bahraini Law on nationalization. Our workforce is currently comprises of 14 nationals, accounting for 54% of our total workforce.
S.8: Community Investment	The company should provide detailed information on the scope and impact of its community investment activities, as well as the amount invested in the community as a percentage of company revenue.	Description and Percentage (%)	During the reporting period, AG has contributed \$2800 to community investment activities. We are dedicated to giving back to our communities by organizing activities and donations for orphans aged 6 to 12, promoting sustainable education, growth, and development. In Bahrain, our investments included a fun outing to Luna Park for 20 orphans with supermarket vouchers, a breakfast outing with orphans, and sponsoring nursery tuition fees for two children for the academic year 2024-2025. Additionally, AG invests in community activities, with the amount invested reported as a percentage of company

			revenue to highlight the scope and impact of its community contributions.
S.9: Human rights	The company should provide a description of its policy on human rights.	Statement /Description	AG adheres to standards of human rights. It fully complies with applicable labor laws and regulations in all jurisdictions where it operates. AG's board and management ensure adherence to these laws, which may be subject to country, regional, or industry-level regulations and policies. AG has established HR-related policies that also cover suppliers and vendors. All commitments are outlined in these policies, with the primary goal of complying with all applicable laws and regulations. Management is responsible for implementing these policies.
S.10: Management Composition/Diversity	The company should report the percentage of male to female metrics broken down by various organizational levels.	Percentage (%)	AG reports the gender distribution across various organizational levels. At the entry level, there are six employees, with an equal split of 50% male (3 employees) and 50% female (3 employees). At the mid-level, there are 17 employees, comprising 71% male (12 employees) and 29% female (5 employees). At the senior/executive level, there are three employees, all of whom are male, representing 100% of this level.
S.11: Development and Training	The company should report on the average hours of training that its employees have undertaken during the reporting period.	Percentage (%)	AG offers a mix of both commercial and soft skills training to its employees. On average, males at AG spent 44.53 hours a year doing trainings, representing 2.41% of their total working time in a year. On average, females at AG spent 56.60 hours a year doing these trainings, representing 3.06% of their total working time in a year.

Governance

CBB Topic	Component	Unit	Response
G.1: Board Composition	The company should report the composition of the Board categorized by directors, such as the chairman, executive directors, non-executive directors, and independent nonexecutive directors.	Statement/Description	The Company's Board comprises three members: two executive directors and one independent director. Among them, one is a female board member, representing 33.3% of the Board. All members are considered executives according to the CBB Rulebook definition. The tenure of each board member continues until death, resignation, or termination of appointment by the appointing partner. All board members are appointed rather than elected.
G.2: Collective Bargaining	The company should report on the total enterprise headcount covered by collective bargaining agreements (Unions) and the process in which employees' contracts with their employers determine their terms of employment.	Description and amount	AG is currently in the process of gathering data on the total enterprise headcount covered by collective bargaining agreements and the processes involved in determining employees' terms of employment. AG aims to provide this information in next year's disclosure.
G.3: Whistleblowing	The company should provide a description of the mechanisms used to discuss and report on behavior.	Statement / Description	AG is dedicated to maintaining the highest standards of service and ethical conduct. To support this, it encourages freedom of speech and the use of internal mechanisms for reporting any malpractice or illegal acts by employees, superiors, or ex-employees. Designated officers for handling such concerns include the Line Manager, Compliance Officer, CEO, and Chairman of the Board. If concerns are not raised with the Line Manager, the designated officer will conduct a confidential initial

			interview to understand the issue. The whistleblower will be asked about their preference for anonymity and reassured about protection from reprisals. They can choose to make a written or verbal statement, and a summary of the interview will be agreed upon by both parties. The designated officer will then report to the most senior person in the organization for further investigation. If the concern involves the most senior person, it will be reported to the Chairman of the Board, who may initiate an external investigation.
G.4: Data privacy	The company should Report if it follows a Data Privacy policy and if the company has taken steps to comply with Personal Data Protection Law (PDPL) rules.	Statement / Description	AG's Data Protection and Privacy Policy aligns with the Personal Data Protection Law (PDPL), ensuring responsible processing of personal data. Key elements include adherence to data protection principles, valid legal grounds for processing, rights of data subjects, data security measures, breach notification protocols, third-party compliance, and international data transfer safeguards. A designated Data Protection Officer oversees compliance. AG has published a Privacy Notice and Cookie Policy, implemented security measures, and conducted employee training. The company ensures third-party compliance through strengthened contracts and ongoing assessments. Continuous improvement efforts focus on enhancing monitoring and reporting mechanisms.
G.5: Disclosure Practices	The company should provide a description of its sustainability disclosure practices.	Statement / Description	AG aims to include this information in next year's report.

G.6: Conflict of interest	The company shall describe the processes for the highest governance body to ensure that conflicts of interest are prevented and mitigated.	Statement / Description	To ensure conflicts of interest are prevented and mitigated, AG has implemented a structure and process for its highest governing body. This governance body contains controlling shareholders and cross-shareholding with suppliers and other stakeholders. This body is governed by conflict-of-interest policy and the applicable laws and regulations regarding conflict of interest. Furthermore, all details pertaining to related parties, their relationships, nature, transactions, and outstanding balances are disclosed in the audited financial statements of each entity.
G.7: Supplier Code of Conduct	The company should report if it has established a Supplier Code of Conduct.	Statement / Description and Percentage (%)	AG does not have a supplier code of conduct, and 0% of our suppliers are engaged to comply with the company's code of conduct and the compliance assessment mechanism.
G.8: Incentivized Pay	The company should describe the processes for incentivizing executives to perform sustainably.	Statement / Description	AG aims to include this information in next year's disclosure.
G.9: Ethics & Anticorruption	The company should describe its policy on ethical conduct and anti-corruption.	Statement / Description and Percentage (%)	100% of the workforce has formally certified its compliance with the policy. This certification process involves employees warranting their adherence to applicable anti-corruption laws relevant to the AG's operations and specific contracts. Employees must ensure they do not consent to or authorize any form of bribery or unlawful payments to officials, employees, political parties, or candidates to influence decisions. This warranty extends to government officials, regulatory body employees, and public organization officials. Employees represent that no unlawful

			payments or transfers will be made to obtain business through extortion, kickbacks, or other improper means. Violating these terms may result in legal prosecution by the Company to recover incurred legal fees due to the employee's wrongdoing
G.10: Assurance	The company shall describe the processes by which its sustainability disclosures are assured or validated.	Statement / Description	AG doesn't have the process to do third party assurance of their sustainability disclosures and aims to consider including this practice in the coming years.

Purpose Statement

Why are we preparing the report?

Through this report, we aim to assess our current impact, identify opportunities for improvement, and set the foundation for long-term value creation for our clients, partners, and the wider community.

Future ambitions

Looking ahead, we aspire to embed ESG considerations into every facet of our operations, champion responsible broking practices, and contribute meaningfully to Bahrain's vision for a more resilient and sustainable financial sector.