



# Review of Operations

During the past year there has been a meaningful increase in the Domestic Banking asset book, which reflects NBB's commitment to the local market, while demonstrating NBB's understanding and support for economic development within the Kingdom.



**Abdul Rahman Abdulla Mohamed**

Deputy General Manager  
Business Banking Group

### Domestic Banking

The Domestic Banking asset book saw a significant increase over the course of 2008. This increase has been a direct result of NBB's commitment to the local market and

bears strong testimony to NBB's knowledge and expertise in this area. It also significantly demonstrates NBB's support to the economic development of the Kingdom of Bahrain.

The past year witnessed some really significant achievements by the Domestic Banking Division. NBB arranged for a USD 500 million syndicated facility for Bahrain Mumtalakat Holdings Company BSC (c) (Mumtalakat). The facility is a five-year dual currency term loan with both conventional and an Islamic tranche. Under the terms of the agreement, NBB, as Mandated Lead

Manager, underwrote the entire amount and successfully syndicated the transaction to a number of leading local, regional and international financial institutions. The syndication represented the debut debt offering by Mumtalakat, which is wholly owned by the Kingdom of Bahrain government. This transaction reinforced NBB's stature as a leading institution with the ability to structure and syndicate deals originated by prominent regional institutions.

NBB was also mandated as both the Issue Manager as well as the Sole Receiving Bank for the Rights Issue of Esterad Investment Company BSC. In its role of Issue Manager and Receiving Bank for the Rights Issue, NBB clearly demonstrated its expertise, ability and knowledge to successfully undertake Capital Market transactions for Corporates, Investment Companies and Financial Institutions operating in the Kingdom.

The Bahrain Real Estate Investment Co. BSC (c) (EDAMAH) mandated NBB to arrange the finance for one of its construction projects. EDAMAH is incorporated as a closed Bahraini Joint Stock Company, formed to exclusively manage public real estate properties and land in Bahrain. EDAMAH is a wholly owned subsidiary of Bahrain Mumtalakat Holdings Company. EDAMAH is one of the largest real estate investment companies in the region with investment properties exceeding BD 900 million comprising a portfolio of industrial, commercial & residential properties spread all over the Kingdom.

To facilitate trade within the region, an agreement has been signed with Arab Trade Finance Programme, which amongst other things will assist major Bahrain exporters.

NBB has reached an agreement with the Abu Dhabi based Arab Trade Finance Programme (ATFP) to collaborate in financing trade-related transactions originated by major Bahraini exporters. Such collaboration is expected to provide additional support to the exports from Bahrain to other regional and international markets.

NBB was selected as the sole financier for the Twin Office Towers development within the compound of Diplomat Hotel (National Hotels Company). The development consists of two 30 floors towers with covered parking for the buildings.

NBB, along with a group of banks, participated in the syndication of Bahrain Commercial Facilities Company (BCFC) for a total of USD 50 million to finance the expansion of BCFC business activities. While we are closing the year during testing times for all financial institutions, given the turmoil in the international financial markets and its impact locally, we at NBB are confident that we are well positioned, to serve and support our corporate and commercial customers and at the same time look at new business opportunities on their merit and be a potential source of funding for the same.

#### Regional Banking

During 2008 Regional Banking built upon its successful record of developing business opportunities throughout the GCC states. Regional financing opportunities included providing financing for key Qatari sovereign companies, for a key Kuwaiti telecommunications company, and for Saudi petrochemical companies. A broadening base of industrial growth throughout the GCC offered NBB key banking opportunities to participate in several syndications, including a USD 1 billion Islamic Facility to MTC1 Zain in Kuwait, USD 1 billion Facility to the Qatar Investment Authority, USD 1 billion to Barwa and USD 6.7 billion to SABIC Innovative Plastics in the Kingdom of Saudi Arabia.

Regional Banking unit also organized an intensive calling program to target companies in the Riyadh market for NBB's Riyadh Branch. NBB's Riyadh Branch will give Regional Banking an opportunity to finance both Saudi-based businesses and GCC cross-border business opportunities in the Middle East's largest economy - Saudi Arabia. We also view Qatar's phenomenal growth as a significant future source of business opportunities. In other markets like Oman and Kuwait, we will continue to look for select opportunities to grow the Regional Portfolio. We welcome the future of GCC growth, and look forward to providing clients with the knowledge and expertise that comes with over 50 years of banking experience.

#### Financial Institutions and Trade Finance

FI during 2008 was part of a team that arranged a club deal of BD 58 million for Ithmaar Bank B.S.C., Bahrain. This 3-year club deal marks the diversified innovative capabilities of NBB towards implementing the Bank's long-term goal of being a major player across the economic sectors in the region. This is also in line with NBB's strategic plan for its Financial Institutions division to be part of a team that arranges and underwrites FI business in the Kingdom of Bahrain and the other Gulf States.

FI also played a major role in the syndication of the Bahrain Mumtalakat Holdings Company B.S.C. US\$ 500 million term loan facility. The syndication was successfully sold down due to the efforts of FI, which was remarkable since it was done amidst a dwindling syndication market and a challenging financial environment.





## Review of Operations

### Abu Dhabi Branch, (UAE)

Despite the global financial crisis, the United Arab Emirates economy proved resilient and continued to grow, but at a lower pace. The stimulus government package and other actions helped alleviate doubts and reassert UAE government's commitment to weather the storm, and refocus attention on growth, stability and vision objectives. Bearing this in mind Abu Dhabi Branch, while observing the global and regional crisis closely, continued to build on the excellent performance achieved in 2006 and 2007 with acceptable growth in loans and deposits that translated into impressive profitability and key performance indicators. Asset quality and customer selection criteria was maintained at the highest levels. The branch continued to exceed key performance indicators targeted in the Strategic Business Plan.

During 2008, Abu Dhabi Branch extended facilities to new corporates, participated in prestigious deals and actively pursued purchase of assets in the secondary market. The branch was successful in adding names such as Dubai Aluminum, Government of Sharjah to existing ones like Etihad Airways, Nakheel, Al-Dar Properties, Dolphin Energy and Arabian Power Company where we have sizeable participations in syndicated or club transactions at senior levels.

Retail banking business of the branch saw a revision to the credit criteria to allow for further growth, increased focus on quality borrowers and niche target while revising fees, charges and commissions to remain competitive. A new ATM was added at the branch, thereby increasing the number of ATMs to three, in an effort to improve service delivery channels, reduce teller-waiting time and enhance customer services.

Abu Dhabi Branch continued its efforts to attract UAE Nationals to be a part of the Bank. The branch has worked out a carefully planned career growth path for UAE Nationals to assume higher responsibilities while working towards a set objective of attaining the quota assigned by the Central Bank of UAE.

The Abu Dhabi branch is geared to meet the anticipated challenges of 2009. With significant changes in optimum system capability usage, enhanced automation, current procedures and the presence of high caliber staff, NBB Abu Dhabi is poised for a robust performance in the coming year.

### Riyadh Branch, (KSA)

The opening of NBB's Riyadh Branch in the Kingdom of Saudi Arabia marked a milestone in the Bank's strategy of regional expansion. This opened up a whole vista of opportunities and ensured that NBB was well on its way to becoming a regional player in this fast evolving financial market of the GCC. The branch launched an extensive contact program across the public and private sectors to develop a wide base of clientele. This program was a resounding success, as within the first few months of operation, the branch had already developed a base of 150 employers in the Kingdom.

On the corporate business front, branch personnel has initiated contacts with different business segments to seek establishment of business relationships for both deposits as well as bilateral lending opportunities. The branch has recently launched new consumer lending criteria and the initial response from the market has been very satisfactory. The branch is poised to further improve on its already commendable first 12 months of operation in the coming year.





**Hussain Al Hussaini**  
Executive Assistant General Manager  
Treasury & Investment Group

#### Treasury & Investment Group

The financial crisis, which started in the middle of 2007 with the sub prime loans in the USA, spread to more and more sectors and geographies across the world throughout 2008. The crisis accelerated from September after the collapse of a large investment bank and quickly became a credit crunch and a crisis of confidence in economies globally. Almost all the asset classes suffered due to forced selling and deleveraging. Financial deleveraging then moved through to a currency crisis and the specter of sovereign defaults in the last quarter of 2008.

Central banks, governments and regulators have been adopting policy measures, often in a coordinated manner, to minimize the systemic risk and to help the banking system avoid further deterioration. It may take some more time for normalcy to return. As the crisis unfolded, the Bank increasingly focused on maintaining liquidity at comfortable levels, while at the same time aiming to preserve capital and minimize risk in the investment portfolio of fixed income and funds.

In its fixed income portfolio consisting of senior investment grade floating rate notes and fixed rate securities, the Bank shifted investments into liquid government securities as the liquidity in the global credit markets deteriorated in 2008 and global central banks began lowering interest rates. Such a shift, and a very high level of assets diversification, helped the Bank to earn

stable returns while preserving capital. The Bank remains positioned for a slow growth, low interest rate environment in 2009.

On the investment advisory side of the business, the Bank added to its range of investment products during the first half of 2008. The Bank launched two tranches of capital protected notes based on the MENA (Middle East and North Africa) growth story. The Bank also distributed a MENA fund, without capital guarantee, which evoked a good response from investors. The Bank will launch more products when the investment climate improves.

The Bank will continue to primarily focus on liquidity until it is better able to assess the fall out of this global crisis.

On the proprietary book front, the Bank continued its conservative portfolio approach by avoiding investments in 'hot' investment ideas and by reducing exposure to asset classes that did not have an investment case anymore in the changed investment climate. It minimized the risk in the portfolio, which was also helped by the fact that the existing portfolio is well diversified and balanced. The impact of the contagion effect of deleveraging across all asset classes during the second half of 2008 was not substantial on the overall portfolio performance. Going forward, the Bank will continue its ongoing process of portfolio re-balancing so as to reduce exposure to asset classes that have an adverse risk-reward ratio and to add investments at opportune times so that the portfolio can participate in emerging opportunities.





### The renovated branches will have a modern design, queue management system and enhanced facilities to ensure an improved banking experience for our customers.

As for the Bank's money market strategy, the primary objective has been to maintain adequate liquidity, especially after the liquidity problem spiraled into a full grown solvency crisis by the end of the third quarter. The Bank will continue to primarily focus on liquidity until it is better able to assess the fall out of this global crisis. Nevertheless, despite the turmoil, the unit managed to surpass expected returns this year with the help of exceptionally prudent and tactical gapping strategies. The Bank also played a vital role in the local market through its participation in the Government of Bahrain Treasury Bill and Islamic Sukuk issues.

The year 2008 was an active year for the Treasury Sales and Customer Services Desk, which provides foreign exchange and liquidity management service to its clients. The FX dealing turnover was higher compared to previous years, due to the improved regional economic growth and strong oil prices in the first half of the year. The desk continued to offer its structured solutions to fulfill special needs of some clientele. This had a positive effect on the Bank's revenue.

Furthermore, the Bank has put more emphasis on trading in the foreign exchange spot and derivative markets. Even as volatility increased during some periods during the year, the strategy has resulted positively on the overall FX return for the year due to the use of appropriate risk mitigation techniques.



**Abdul Aziz Al Ahmed**

Executive Assistant General Manager  
Personal Banking Group

#### Personal Banking Group

Personal Banking met the various challenges of 2008 namely, heightened competition during the beginning of the year, entry of new players and the downturn in the market, especially in growth segments like mortgages. The rate reductions also affected the operating margins of the consumer assets. Operating within these transformed market parameters, Personal Banking launched new products and campaigns while streamlining existing ones in order to provide attractive products tailored to each market segment. A strategic campaign was launched to promote loan products like mortgage and expat loans, in addition to tactical promotions and campaigns on credit and debit cards and Al Watani savings. Asset pricing was rationalised to match the market and reflect rate reductions. The mortgage loan product was further fine-tuned to assist customers wishing to invest in land or property, while ensuring adequate safeguards and loan quality. A repackaged overdraft product was introduced, to allow deposit customers access to easy liquidity. Special incentive schemes were introduced that allowed borrowers to take advantage of repayment holidays and price breaks. The Bank



also offered, as a gesture of goodwill towards its valued customers, free of charge instalment deferrals for the Holy month of Ramadan and Eid, which were greatly appreciated by the vast majority of loan customers.

The division, as part of the Bank's strategic plans for the coming 10-15 years, embarked on the renovation of its branch network. The Seef Mall branch was completely renovated to a contemporary and customer friendly design. The Isa Town and North Muharraq branch also underwent extensive renovations during this period and more branches would undergo refurbishment in the coming year. The renovated branches will have a modern design, queue management system and enhanced facilities to ensure an improved banking experience for our customers. This initiative will not only have a significant impact on customer experience, but also strengthen the position of the Bank as a progressive and customer focussed institution.

As a part of its vision to take banking nearer to its customers, the division also took initiative in improving its ATM distribution network across the country. New state of the art ATMs were installed at various convenient off-site locations like Bahrain Mall, Gosi complex, Al Reem Center (Bukuwara), Hala Club (Muharraq), Muharraq Club, Saar filling station, Al Jazeera (Mahouz) and City Centre Mall. These highly visible ATMs with a unique design not only offer customers easy access to cash, but also augment the Bank's branding and image. The ATM project, to be completed over the next year, will redefine the Bank's distribution capacity and capabilities.

The division continued to leverage its professional Direct sales distribution channel during the year. By offering customers service at their door-step, the direct sales team was able to canvass business from a growing number of customers. The team has been especially effective in garnering new business from segments like mortgage loans, which require extended customer contact to close a deal.

In order to further enhance customer service, the division built on the Bank's IT infrastructure to prepare for the launch of the Bank's Internet banking channel, on the Benefit platform. This will allow customers to do most of their banking transactions remotely, from the convenience of their home or office. The upgraded infrastructure also enabled payments through the NBB debit card on the payment gateway. Top-ups and bill payments

for Zain phones were enabled through multiple channels like the ATMs and IVR. The card management system was upgraded to improve service delivery to both card customers and merchant establishments. This was significant in ensuring further growth in the Cards business. The POS network was enhanced and merchant service was augmented through a systematic calling plan and additional resources, leading to significant improvement in the acquiring volumes and higher market share for the Bank. Successful joint campaigns were run with leading merchant names like Al Hawaj and Al Helli supermarkets, which will further strengthen relationships with these merchants.



**Abdulla Abdul Rahman Hussain**  
Executive Assistant General Manager  
Customers' Service Group

#### Central Operations

The effective and efficient management of Money Laundering risk is critical to achieving success in the global financial industry. From that perspective, it has been the Bank's philosophy to enhance operational risk management in addition to Anti-Money Laundering activities. This remained, as always, a key priority for the Bank throughout 2008. Step forward, the Bank entered into a contract with one of the well-known software companies to install the latest anti-money laundering system. The project has already been set into motion and is expected to be completed by the 1<sup>st</sup> quarter of 2009. Installing the latest system in place reflects NBB's priority to meet the compliance requirements with the highest accuracy and efficiency.

Comprehensive appropriate measures were taken to ensure that the Bank was in full compliance with AML/CFT Regulations set by the Central Bank of Bahrain, and the Financial Action Task Force (FATF) 2003 Recommendations taking into consideration the best international practices in combating Money Laundering & Terrorist Financing.

The Bank won the JP Morgan Chase Bank Quality Award for the 8<sup>th</sup> consecutive year. The award was presented to the Bank for achieving high standards of efficiency in processing customer payment instructions via the Swift funds transfer system. JP



### The Bank won the JP Morgan Chase Bank Quality Award for the 8th consecutive year. It speaks volumes about NBB's payment efficiency since less than 1% of the total funds transfers monitored by JP Morgan were able to meet the criteria to qualify for this award.

Morgan Chase has presented the Quality Recognition Award to those clients who have achieved the best class level of operating excellence. It speaks volumes about NBB's payment efficiency since less than 1% of the total funds transfers monitored by JP Morgan were able to meet the criteria to qualify for this the award.

#### Information Technology

The year 2008 commenced with many key initiatives in the Information technology department of the Bank. These included upgradation of the IT Infrastructure, enhancement of customer services, compliance with regulatory authorities and also compliance with NBB's internal control. Notable projects include treasury back office replacement project whereby the Bank has selected the Sungard Quantum system to replace the existing system. The new system has a comprehensive coverage of all current & envisaged future treasury requirements and is implemented on Oracle technology with better control and security framework from an operational viewpoint. The new system is undergoing extensive testing and is targeted to go live during the 2<sup>nd</sup> quarter of 2009.

NBB has embarked on an Internet Banking Project during 2008 with The Benefit Company hosting the service as an outsourced ASP (application service provider) Model. This type of outsourced ASP service, to a great extent, obviates the intrusion and hacking risks associated with the Internet, and yet achieve all the business objectives of the Bank. The project is in its advanced stages of testing and is scheduled to go live by early 2009. Indicative services offered in the Internet will include, but not limited to, online access to customer accounts and credit cards, facility to download statements, transfer of funds across nominated accounts, local and International remittance facilities, bill payment and phone top up services, credit card payments etc.

Information technology is spearheading towards completion in the automation of Anti-Money laundering activities by introducing the 3i-Infotech's Amlock AML solution. The functionality of the product covers all delivery channels including credit cards & ATMs besides telephone banking and over-the-counter business transactions. The first and essential part of the project is targeted to go live by 1<sup>st</sup> quarter of 2009.



Further enhancements to the core banking system were achieved with a view to securing and expanding the business activities for Riyadh branch in the Kingdom of Saudi Arabia. Infrastructural pre-requisites have also begun to aid business in opening new branches in the United Arab Emirates (UAE)

The Bank has taken steps to upgrade all its relevant systems like ATM Switch, Credit Card system and other peripheral systems to comply with EMV (Euro MasterCard and Visa) standards as a pre-requisite to issue chip based credit and debit cards next year.

A new project was conceived to revamp the Human Resources system (HR System) in line with the most modern technology platform that co-exists with the rest of the systems in the Bank. This will enable the Bank to benefit from better resource management and timely execution of all day-to-day activities pertaining to Human Resources & Administration. The Point of Sales Gateway (POS Gateway) was refurbished during the year to enable credit card merchants to offer more efficient service to our credit card customers. Upgrades to our cards technology infrastructure was carried out to enable acceptance of our debit and credit cards by our web merchants through Benefit payment gateway service offering. This is an important breakthrough in the development of our payment systems network.

A pilot project was completed with The Benefit Company to build a data bank on a pre-agreed format for corporate credit customers of the Bank. Benefit will use this information to build a universal data model for all corporate customers (called Corporate Credit Bureau) within the Kingdom of Bahrain to help member banks retrieve consolidated information on customer credit lines with any bank for better credit control.

During the year, the ATM network of NBB was enhanced with many more Offsite ATM installations extending convenient banking services to our customers. During the year a project was completed to achieve mobile top up service for Zain customers. This enables Zain users to dial in to NBB's network and get their prepaid cards topped up. Similar facility was extended through ATM delivery network as well. On the infrastructural side, another significant project was put on course to fruition. This involved the revamping of the existing Email services with an external gateway to send/receive mails from outside. One phase of this project was already completed while the final phase would be completed by early 2009.



### **Khalid Ali Juma**

Executive Assistant General Manager  
Corporate Services Group

#### **Human Resources**

NBB continued to focus on career development and employee welfare during the course of 2008. Specific initiatives were undertaken to focus on learning and development opportunities for the employees on a regular basis. With Bahrainisation continuing to be a key success factor, accounting for 92% of the staff, the Bank continued to invest in grooming and developing its employees to take up managerial roles. Several staff members were promoted to managerial levels across different divisions in the Bank. The Bank has also successfully started an Executive Trainee Program as part of its succession planning. This programme is an exercise to invest in human resources and create a human capital base with required skills for the future.

Combating money laundering remained a key priority. All new and relevant existing employees were taken through comprehensive Anti-Money Laundering Training Programs. The Bank also continued its endeavour to train and develop the youth of the Kingdom. A large number of Bahraini students from various universities successfully completed their Summer Training programme across the different departments of the Bank.

NBB's commitment to the Bahrainisation programme was duly recognized by the Ministries of Labour and Social Affairs in the GCC Countries & Yemen. As a mark of this recognition, NBB was awarded a trophy at the Labour and Social Affairs Ministers 25th annual meeting in Doha, Qatar in 2008.

A new Human Resources Information System (HRIS) is currently being implemented in Human Resources Department (HRD) to streamline and automate the processes and activities. This would also enhance the services and support provided to the business and operation units of the Bank.



## Review of Operations

### Corporate Social Responsibility

We, at NBB, are dedicated to enhancing the community where we live and work. We strongly believe in the value of contributing, not only financially, but also as responsible corporate citizens of the country.

There are two dimensions to the way NBB approaches corporate social responsibility. The first is development through sustenance, which we interpret as growing our business in a socially and environmentally responsible way, while simultaneously meeting the legitimate interests of our stakeholders. The second dimension is involvement with the community. This means taking an active role and responsibility in helping local communities achieve their ambitions. We do this through a combination of financial donations and volunteer work.

We know that NBB ultimately owes its success to its customers and to the communities in which it operates. Society is increasingly demanding that businesses work in a sustainable way. We have the same opinion. Just as we are proud to be a successful part of the social fabric, we are determined to promote public inclusion, helping to bring vulnerable and under privileged groups into the vibrant social and economic interaction, the rest of us take for granted.

The Bank contributed BD 22.38 million since the inception of the Donations and Charities programme in 1980.

We are determined that the community we serve also benefits from our success and translate that determination to practice by setting aside a percentage of the Bank's annual net profit for allocation among various programmes and foundations/projects aimed at social welfare, health care and the underprivileged sections of our society. This dates back to 1980 when the Bank's Donations and Charities Programme was conceived.

In 2008, we contributed BD 1 million through our donations and charities programme, primarily directed towards health care, social welfare, supporting educational institutions including government schools, research studies and in ensuring that the less privileged among us are put on the path to a more secure future. The Bank contributed BD 22.38 million since the inception of the Donations and Charities programme in 1980.

Our employees also make significant contributions as volunteers sharing their skills, financial and business knowledge and the benefit of their experience with the student community. This includes participating in a broad range of training seminars and work shops, for the benefit of students from educational establishments, particularly those enrolled in H.H. The Crown Prince's Scholarship programme that is aimed at the development of vision and leadership capabilities among Bahrain's future government and business leaders.

Since 1957, the community has warmly welcomed us to be a part of their lives and has placed their trust in NBB. We have strived to ensure that we support the nation in its march forward. We have always endeavoured to remember, that while we have been fortunate with our success, we also need to provide for those among us who are less privileged and those with special needs to ensure a better society and a more prosperous Bahrain.



## Since 1957, the community has warmly welcomed us to be a part of their lives and has placed their trust in NBB.

We consider it an honour, our duty and our privilege, to be able to serve the community in more ways than just providing banking services.

### Major 2008 Projects

#### Crown Prince's International Scholarship Programme

In 2006 NBB joined the Crown Prince International Scholarship Programme (CPISP) as a Gold sponsor and made a commitment to contribute BD 500,000 to the programme over a five-year period. The Bank has already made an initial contribution of BD 300,000 towards the programme. The sponsorship reflects the Bank's continuing support to human resources development in the country and in particular, programmes that support Bahraini students to develop and improve their academic qualifications, including doctorate and master's degrees.

#### Charity Funds Support

2008 was the thirteenth consecutive year that the Bank has provided assistance to all the local charity funds registered with the Ministry of Social Development. During the past twelve years about BD 1,050,000 has been contributed by the Bank to the local charity funds that provide basic sustenance to poor families and under privileged people across the Kingdom. This year, during the Holy Month of Ramadan, the Bank distributed 7,700 coupons to purchase foodstuffs totaling BD 150,000. The amount was allocated to local charitable societies and organizations, who in turn distributed these coupons to those families who were in dire need for help and support.

#### Support to Government School Students

In 2008, 20,000 needy government school students benefited from the annual winter clothing donation programme. NBB allocated BD150,000 this year for the programme, which covered all government schools in the Kingdom of Bahrain.

In 2008, we contributed BD 1 million through our donations and charities programme.

On the occasion of Eid Al Adha and Eid Al Fitr, the Bank organised the purchase and distribution of gift items for occupants and staff of the NBB Home for the Aged, NBB Home for Disabled Children, Bahrain Mobility International as well as for the children in the Hope Institute for the Blind, the Saudi Bahraini Institute for the Blind and the Kindergarten of Awal Women's Society.

### Sponsorship

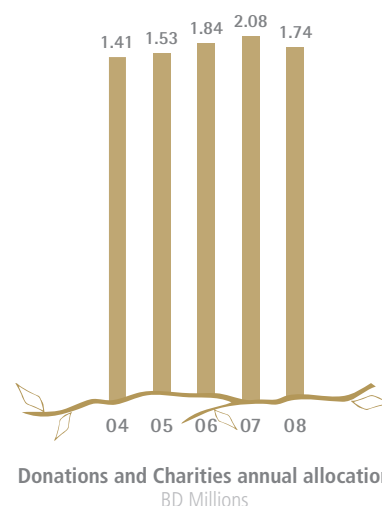
NBB has demonstrated a leading role in supporting a significant number of important activities and events. Major activities in which the Bank participated as a key sponsor during 2008 were:

#### Sports

- Bahrain Volleyball Association.
- Bahraini Disabled Sport Union.

#### Education

- 1st National Competition "Discover the Genius Within" organized by The Universal Concept of Mental Arithmetic System (UCMAS).
- Supported InJaz Bahrain.





## Review of Operations

### Social

- The Salaries Conference organized by The General Federation of Bahrain Trade Unions.
- Bahrain Security Forum and Exhibition organized by the Ministry of Interior.
- Electricity Conservation Campaign organized by the Electricity and Water Authority.

### Health

- Navigation System for Salmaniya Medical Hospital.
- Upgrading and modernizing the Military Hospital's computer systems.

### Others

- 9th GCC Banking Conference organized by the Central Bank of Bahrain.
- IMF/World Bank Meetings - Washington D.C. (Banks in Bahrain Showcase Reception) organized by the Banker's Society of Bahrain and the Economic Development Board of Bahrain.

Included among the major beneficiaries of the Donations and Charities programme this year were:

- Crown Prince's International Scholarship Program - Endowment Fund.
- Mohamed Bin Khalifa Bin Salman Al Khalifa Cardiac Centre.
- NBB Home For The Aged.
- Rehabilitation Centre for Handicapped Children.
- Al Eslah Society.
- Bahrain Cancer Society.

- Bahrain International Airport Group.
- Bahrain Philanthropic Society.
- Bahrain Red Crescent Society.
- Muharraq Social Welfare Centre.
- Royal Charity Organization.
- Bahrain Diabetes Society.
- Al Noor Charity Welfare.
- Al Rahma Centre.
- Al Sanable Orphans Care.
- Aysha Yateem Center.
- Bahrain National Heredity Anaemia Society.
- Bahrain Society for Child Development.
- Bahrain Society for Children with Behavioral & Communication Difficulties.
- Child Care Home.
- Children & Mother Welfare Society.
- Friendship Society For The Blind.
- Hope Institute for Handicapped.
- Mother & Children Information Centre.
- Public Commission For The Protection Of Marine Environment & Wild Life.
- Sultan Bin A. Aziz Centre for Hearing & Speech - Bahrain Society for Child Development.
- The Saudi Bahraini Institute For The Blind.

In addition, the Bank has made several smaller donations to deserving causes and voluntary organisations.



## Our employees also make significant contributions as volunteers sharing their skills, financial and business knowledge and the benefit of their experience with the student community.

### Major Projects

Major Projects financed, and contributions made, since the beginning of the Donations and Charities Programme.

### Health Services

- Building and equipping NBB Dair Health Centre.
- Financing and furnishing the NBB Arad Health Centre and Physiotherapy wing.
- Providing Salmaniya Medical Centre with two advanced general purpose X-rays, an ambulance, dialysis machines and a urology endoscopy system.
- New Eco Cardiogram machine for Shaikh Mohamed Bin Khalifa Cardiac Centre.
- Annual financial support to Shaikh Mohamed Bin Khalifa Cardiac Centre at the Bahrain Defence Force hospital.

### Social Welfare Schemes

- Building and furnishing the NBB Home for the Aged.
- Building and furnishing the Friendship Kindergarten for the Blind.
- Building and furnishing the NBB Home for Disabled Children and providing a bus with special equipment.
- Supplying 2 specially manufactured buses for Bahrain Mobility International and Muharraq Social Welfare Centre.
- Annual financial support to all the facilities built by the Bank.

### Educational facilities

- Construction of Administration and Registration buildings for the University of Bahrain.
- Building and furnishing the NBB Public Library in Muharraq.
- Providing the University of Bahrain with "Horizon", a fully automated library system and 2 PC laboratories, the E-learning centre in addition to annual financial support for many years.
- Contribution to the new Shaikh Isa Library.
- Installation of air conditioning in all Government primary schools.
- Annual financial support to the University Student Fund.
- Computerised library system for Women and Children Information Centre.