

## **Burgan Bank Announces 89% Participation Rate in the Great Place to Work® Employee Engagement Survey**

*Confirming its commitment to human capital investment and providing an inspiring work environment that fosters employees' growth and career development*

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*Mr. Ali Akbar, Deputy General Manager –  
Human Resources and Development for  
the Group at Burgan Bank*

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### **Kuwait, 7 January 2025**

Attesting to its steadfast commitment to remaining a top employer of choice in Kuwait, Burgan Bank revealed that 89% of its staff participated in its Great Place to Work® (GPTW) employee engagement survey, an impressive rate by international standards. The survey showcases the Bank's numerous efforts to foster effective communication with its employees, recognize their crucial role in achieving strategic goals, and cultivate a work environment that promotes creativity and innovation to align with the aspirations of both employees and the Bank.

“Being certified as a Great Place to Work® isn't a one-time achievement but a commitment to our employees to constantly evaluate and elevate every aspect of their work experience, providing them with the work environment that fulfills their aspirations for personal and professional development,” commented Mr. Ali Akbar, Deputy General Manager – Human Resources and Development for the Group at Burgan Bank. “Guided by a vision of investing in human capital as a cornerstone of success and sustainable growth, the Bank adopts the best international practices

in human resources and remains dedicated to evolving as an institution that attracts top talent and empowers them to strive for excellence.”

“In line with the Bank’s core values, particularly transparency, the survey results were shared with employees and carefully analyzed to identify strength points as well as areas for improvement. Based on these findings, the Bank is committed to developing actionable short-term and long-term plans aimed at enhancing the work environment, boosting employee engagement, and improving job satisfaction, ultimately contributing to an elevated quality of service for our customers,” added Mr. Akbar.

It serves to note that Burgan Bank is the first bank in Kuwait to be certified as a Great Place to Work<sup>®</sup>, reflecting its steadfast commitment to providing an inspiring work environment that fosters employee growth on a personal and a professional level. Guided by its comprehensive strategy, the Bank prioritizes the development of human capital while promoting transparency, cooperation and innovation. It focuses on implementing programs and initiatives designed to elevate the work environment, strengthen employee loyalty, and encourage excellence. These efforts solidify the Bank’s position as a leader in the local banking sector and are reflected in the outstanding banking experience it provides to customers, in accordance with international standards.

### About Burgan Bank

Established in 1977, Burgan Bank is a Kuwait-based conventional bank with a significant focus on the corporate and financial institution sectors. From its earliest days, the Bank has significantly sought to diversify its offering to cater to its growing retail and private banking customer base.

Burgan Bank has majority-owned subsidiaries, collectively known as the “Burgan Bank Group”, in the MENAT region. This Group is supported by one of the largest branch networks across the region and includes: Gulf Bank Algeria – AGB (Algeria), Tunis International Bank – TIB (Tunisia), and Burgan Bank Turkey. Furthermore, Burgan Bank has a presence in the UAE through its corporate office, Burgan Financial Services Limited.

The Bank has continuously improved its performance over the years, through an expanded revenue structure, diversified funding sources, and a strong capital base. The adoption of state-of-the-art services and technology has positioned it as a trendsetter in the domestic market and within the MENA region. Moreover, Burgan Bank’s brand has been built on a foundation of real values – trust, commitment, excellence, and progression – which serve as a reminder of the high standards to which the Bank always aspires. In fact, the Bank’s core philosophy of ‘Driven by You’ is the foundation on which its products and services are continuously developed.

Burgan Bank has achieved the LEED v4.1 O+M: EB Gold Certification for its Head Office in Kuwait City. The Bank has also obtained the ISO/IEC 27001: 2022 Information Security Management Systems certificate (ISMS), ISO /IEC 27701:2019 Privacy Information Management Systems (PIMS), ISO/IEC 20000-1: 2018 Information Technology Service Management System (ITSMS) and was re-certified with the prestigious ISO 9001:2015 Quality Management System (QMS), making it one of the few banks in the GCC and Kuwait to receive such certification for five consecutive times. At the same time, the Bank has the distinction of being the only Bank in Kuwait to have won the JP Morgan Chase Quality Recognition Award for twenty consecutive years. Moreover, in a testament to its dedication to the development of its human capital, Burgan Bank is the first bank in Kuwait to be certified as a Great Place to Work<sup>®</sup>, earning the distinct honor in 2023.



Burgan Bank is a majority-owned subsidiary of KIPCO (Kuwait Projects Company), one of the largest holding companies in the MENA region.