

CORPORATE GOVERNANCE FRAMEWORK 2024

INTERNAL CONTROL MECHANISMS

Anti-Money Laundering 2 Internal Audit

3 Compliance

19 Branches Qmatic

20 K2

4 Risk Management 5 Quality Control

BUSINESS ENVIRONMENT

CORPORATE GOVERNANCE PILLARS

GOVERNANCE PILLARS - REGULATING AGENCIES

SERVICE LEVEL AGREEMENTS (SLAs)

No.	Group	SLA Name
1	Corporate Governance Group	K2 24.10.17.2
2	Corporate Banking Group	CBG SLA 24.10.17.2
3	Compliance Group	Compliance Group 24.10.17.2
4	Corporate Communication Group	Corporate Communication 24.10.17.2
5	Quality Group	Quality Group 24.10.17.2
6	Customer Care	Customer Care 24.10.17.2
7	Finance Group	FPC 24.10.17.2
8	Human Resources	HR 24.10.17.2
9	Information Technology & Operations Group	IT & Operations 24.10.17.2
10	Personal Banking Group	PBG 24.10.17.2
11	Risk Group	Risk 24.10.17.2
12	Transformation Group	Transformation Group 24.10.17.2
13	Treasury	Treasury 24.10.17.2
14	CRM Application	CRM Application 24.10.17.2
15	HR Services	HRMS 24.10.17.2
16	Interactive Voice Response	IVR 24.10.17.2
17	Incident System Management	ITSM 24.10.17.2
18	Enterprise Resource Planning	ERP 24.10.17.2

OBJECTIVES

Qmatic 24.10.17.2

K2 24.10.17.2

EQUAL CONCERNS FOR STAKEHOLDERS

ROLE OF KEY PLAYERS

BALANCED OBJECTIVES

ETHICAL APPROACH

DECISION-MAKING PROCESS

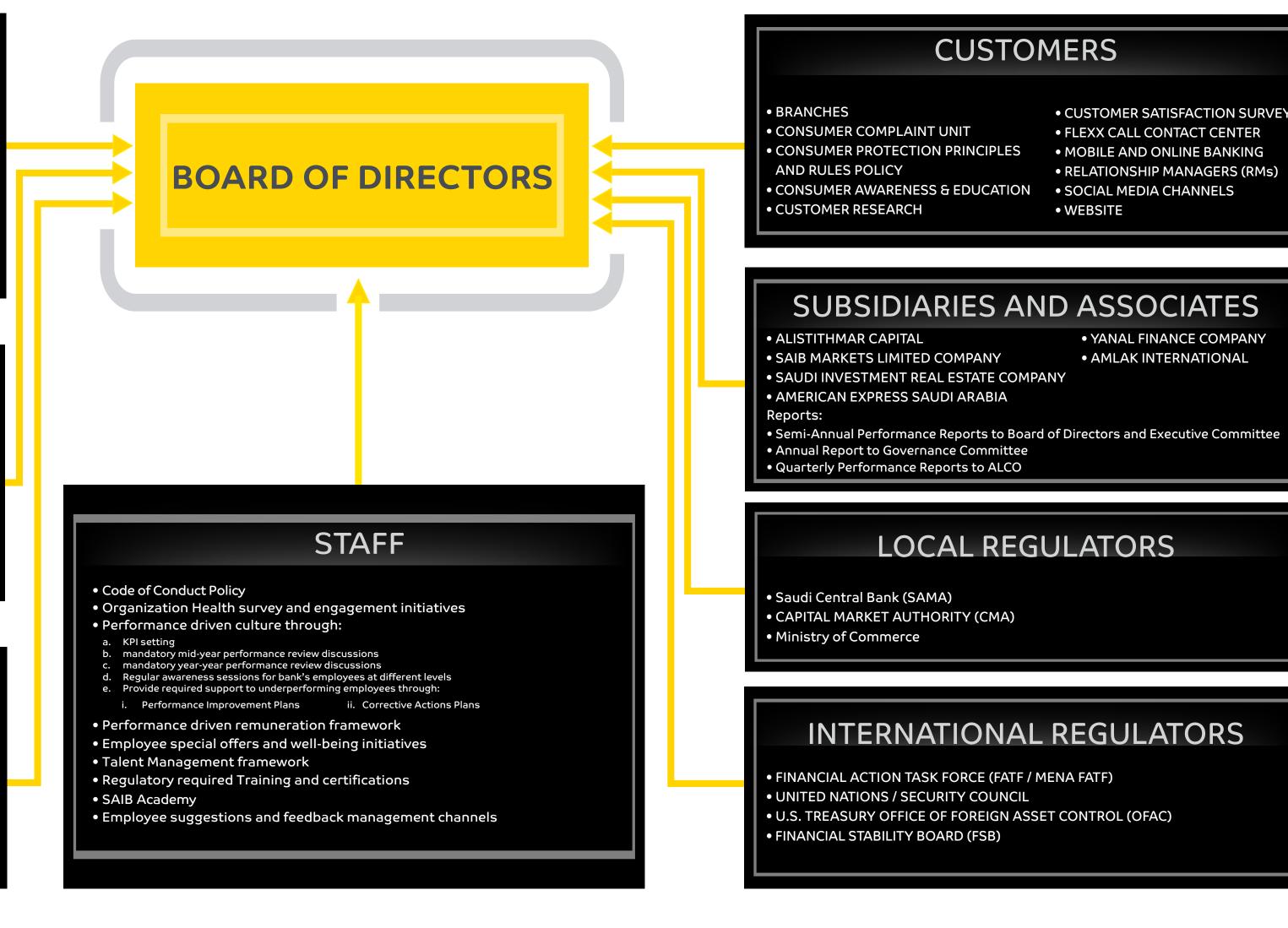
Other Control Levers

CLEAR ACCOUNTABILITY AND TRANSPARENCY

50 WCOW Points Algorithm 363 PAM and SAM SAIB Inventory Application External Forms 425 SAIB SMS Messages 376 Internal Forms 172 SOAPS 2703 Authority Statements

STAKEHOLDERS

Approval



Capital Market Authority (CMA) **BASEL III** Part 1: Preliminary Provisions Principle 1: Board's Overall Responsibilities Part 2: Rights of Shareholders Principle 2: Board Qualifications and Composition Chapter 1: General Rights Principle 3: Board's Own Structure and Practices • Chapter 2: Rights Related to the Meeting of the General Assembly Principle 4: Senior Management Part 3: The Board of Directors Principle 5: Governance of Group Structures Chapter 1: Formation of the Board Principle 6: Risk Management Function Chapter 2: Responsibilities and Competencies of the Board • Chapter 3: Competencies of the Chairman and the Board Members Principle 7: Risk Identification, Monitoring, and Controlling • Chapter 4: Procedures of the Board Activities Principle 8: Risk Communication • Chapter 5: Training, Support and Assessment Principle 9: Compliance Chapter 6: Conflicts of Interest Principle 10: Internal Audit Part 4: Company Committees Principle 11: Compensation Chapter 1: General Provisions Principle 12: Disclosure and Transparency Chapter 2: The Audit Committee Principle 13: The Role of Supervisors Chapter 3: Remuneration Committee Chapter 4: Nomination Committee

Saudi Central Bank (SAMA) Chapter 5: Risk Management Committee Part 5: Internal Control Principle 1: Board Members Qualification Part 6: The Company's External Auditor

Principle 2: Formation, Appointment and Board Affairs Principle 3: Board Responsibilities Principle 4: Responsibilities of Executive Management

Principle 5: Committees Formed by the Board

Principle 6: Rights of Shareholders Principle 7: Disclosure and Transparency

Part 11: Retaining of Documents Part 12: Closing Provisions POLICIES
PROCEDURES
INTERNAL CONTROL MECHANISMS
SERVICE LEVEL AGREEMENTS
SYSTEMS

BALANCED SCORECARDS (BSC)KEY PERFORMANCE INDICATORS (KPIs)

SEVEN KEY PILLARS - SAIB

BOARD APPROVED POLICIES WITH OWNERS

Part 7: Shareholders

Part 8: Professional and Ethical Standards

Part 10: Implementation of Corporate Governance

Part 9: Disclosure and Transparency

No	b. Board Approved Policies	Responsible Department	Last Approval Date
1	Accounting & Disclosure Policy	Finance Group	April 2024
2	Annual Profit And Capital Plan Policy	Finance Group	April 2024
3	Anti-Money Laundering & Combating Terrorist Financing Policy	Compliance	October 2024
4	Board and Committee Evaluation	Human Resources	December 2024
5	Board Policy Development and Approval Policy	Corporate Governance	December 2024
6	Business Continuity Management Policy And Framework	IT & Operations	April 2024
7	Compliance Policy	Compliance	April 2024
8	Consumer Protection Principles and Rules Policy	Quality	October 2022
9	Corporate Governance Manual	Corporate Governance	December 2023
10	Credit Policy Guide	Risk	July 2024
11	Anti-Fraud, Bribery & Corruption Policy	Risk	July 2024
12	Human Resources Policy	Human Resources	November 2024
13	IFRS 9 Governance Framework Policy	Finance Group	October 2024
14	Cybersecurity Policy	Risk	October 2024
15	Insurance Policy Guide	Finance Group	October 2024
16	Internal Audit Policy	Internal Audit	October 2024
17	Internal Capital Adequacy Assessment Plan Policy	Finance Group	October 2023
18	Investment Policy Guidelines for Subsidiaries & Associates	Treasury and Investment	December 2023
19	New Products / Services Policy	Corporate Governance	December 2024
20	Operational Risk Management Framework and Policy	Risk	July 2024
21	Outsourcing Policy	IT & Operations	July 2024
22	Procurement and Vendor Management Policy	Admin and Support Services Group (Precurement Department)	July 2024

STANDARD OPERATING AND ACCOUNTING PROCEDURES

PROCUREMENT AND VENDOR MANAGEMENT POLICY

PROCUREMENT AND VENDOR MANAGEMENT POLICY

SHAREHOLDERS

ENVIRONMENT AND COMMUNITY

VENDORS AND SERVICE PROVIDERS

CONSTITUTIONAL RIGHTS

DIVIDEND ENTITLEMENT

RATING AGENCIES

VOTING RIGHTS

INTEGRATED REPORT

EDUCATION PROGRAM

SUSTAINABILITY PROGRAM

• ANNUAL REPORT

STATUTORY AUDITORS

VOLUNTEER PROGRAM

SPONSORSHIP

CORPORATE SOCIAL RESPONSIBILITY

• ETHICAL SOURCING STANDARDS

OUTSOURCING POLICY

COMPLAINT MANAGEMENT FRAMEWORK

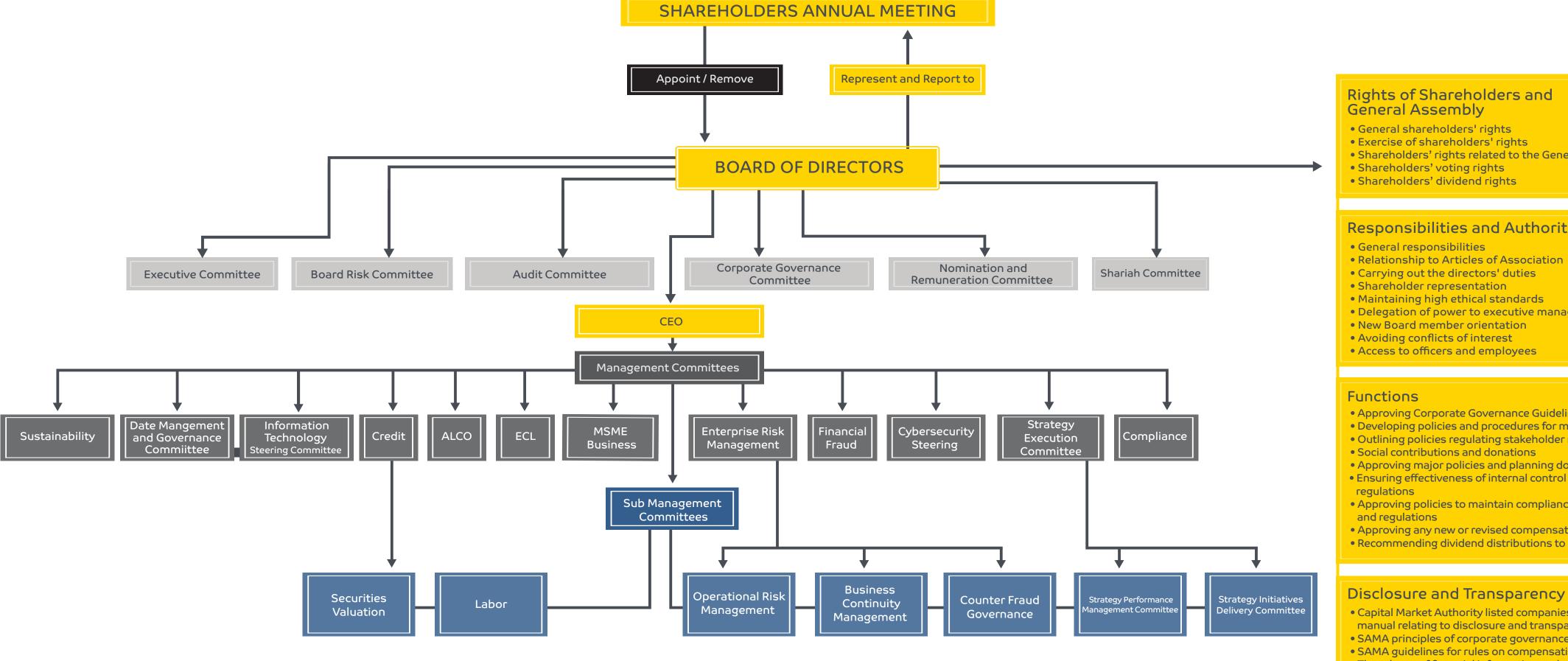
ANNUAL GENERAL ASSEMBLY

COMPLAINTS HANDLING MECHANISM

	Manual Title [Total Number 172]	Department	Approval Date		Manual Title [Total Number 172]
1	Opening of Accounts	AOU	November 2022	58	Property Management and Administration Department
2	Stop Payment Orders	Products Development	January 2024	59	SAIB Strategic Investments Subsidiaries a
3	Balance Orders	BSU - Operations	September 2024	60	Associates Committee Charters
4	Account Holds	BSU - Operations	September		
			2022 September	61	Payroll Processing Credit Rating of the Bank by External Ratin
5	Reconcilable Accounts	Finance	2022	62	Agencies
6	Cheque Book Management	BSU - Operations	June 2022	63	IT Project Management Office and Govern
7	Telephone Recording System	ITG	October 2023	64	Funds Transfer Pricing
8	Safe Deposit Boxes	Products Development	March 2024	65	Issuance of Offer Letters
9	Cheque Clearing	Cash Center	December 2021	66	Escrow Accounts
10	Letters of Guarantee	Trade Finance	November	67	Official Cheques - Drafts Issuance and End
11	Safes and Vaults, Keys and Combinations	Cash Center; Branches	2022 May 2024	68	Anti-Money Laundering and Combating Te Financing
			•	69	Premium Products Referral
12 13	Documentary Collections Import Letter of Credit	Trade Finance Trade Finance	July 2023	70	Bank Authorized Signatories in Chamber of Commerce
14	Export Letter of Credit	Trade Finance	August 2023 July 2023	71	Flexx Transfer
15	Treasury Services - Nostro Transfers	Treasury	June 2024	72	Corporate Social Responsibility
16	Murabaha Commodity Deals	Products Development	December		Processing Credit Facilities for Privilege Ba
	•	·	2021	73	Clients
17	Clean Collections - Cheques	Trade Finance	May 2022 December	74	Marketing
8	Petty Cash	Procurement	2022	75	Opening Closing and Relocating of Branch
9	Authorized Signatories	AOU	August 2022	76	Oral Instructions Processing
20	Business Continuity Plan	Business Continuity Management	November 2023	77	Business-to-Business Solution
21	Real Estate Loans for Individuals (Ijarah)	Products Development	December 2021	78	Cash and Tellers
22	Customer Care	Customer Care Unit	August 2023	79	Operations Control
23	Prospecting and Booking New Clients - Corporate	Corporate Banking	June 2024	80	Products and Services
4	Banking Premises Project Management	Maintenance	June 2023		
25	E-Mails and Meetings Guidelines for Employees	Human Resources	February	81	E- Commerce Payment Gateway FlexxPay
25	E-Mails and Meetings duidelines for Employees	Department Human Resources	2023 December	82	Economic Capital
26	Executive Management Alternate Plan	Department	2021	83	Special Credit Unit
27	Internal Capital Adequacy Assessment Plan	Finance	April 2024	84	SAIBOR and SAIBID Pricing
8	Retransferring Ownership of Real Estate Property	Corporate Governance	April 2023	85	Corporate and Commercial Lending Equity, Mutual Funds, Hedge Funds and Pr
9	Entertainment Expenses for Branches	Branches	July 2024	86	Equity Funds (Investments)
0	Automated Teller Machines (ATMs)	ITG Treasury and Investment	March 2022	87	Fixed Income, Repo and Reverse Repo (Investments)
1	Initial Public Offering and Rights Issue	Operations	October 2023	88	Credit Administration
12	Customers' Segmentation	Affluent Support	November 2023	89	Revaluation of Treasury Products
3	Disclosure of Information	Regulatory Compliance	July 2023		Premises Maintenance, Hospitality and Ja
4	Point of Sales	Cards Business	November 2022	90	Services
5	Time Deposits	Treasury and Investment	March 2024	91	Standing Orders
	•	Operations	November	92	Money Market
86	Interest Rate Swap - Investment	Treasury	2022	93	Budget Planning and Control
37	Direct Debits	Payments	February 2023	94	Thank You Program
88	Flexx Business	Cash Management	April 2023	95	Q-Matic System
39	Customer's Power of Attorney	Credit Administration	June 2023	96	Archive
10	Special Power of Attorney Issued by SAIB	Corporate Governance	June 2021	97	Q17 – Capital Adequacy Reporting
11	Credit Card Issuance for Staff	Human Resources Department	December 2021	98	Credit Facilities Under Kafalah Program
12	Telesales	Telesales	July 2023	99	Foreign Exchange
13	SAIB - Amex Co-Branded Corporate Card	Corporate Banking	October 2021	100	Property Mortgage
14	Flexx Click / Flexx Touch (Internet Banking for Personal Banking Customers)	Digital Banking	September 2023	101	Overdraft Refer Card System
15	Approved Employers	Employers Unit	March 2024	102	Conventional Structured Products - Hedgi
					Solutions for Clients
16	Murabaha Real Estate Financing	Products Development	July 2024	103	Teller Cash Recycler
17	Credit Risk Department	CRD	December 2022	104	Conventional Structured Deposits
18	Retail Collection	Collection	July 2024	105	Whistleblowing
19	Staff Finance	Human Resources Department	May 2024	106	Shariah Compliant Structured Hedging So
50	Interactive Teller Machine	Contact Center	December	107	Insider Information
			2022 Fobruary 2024	108	SAIB Shareholder's Dividend Management
51	E-Trade Service	Trade Finance	February 2024	109	Financial Institutions
52	Customer Letters and Certificates	Credit Administration	July 2023 November	110	Operational Risk
	Corporate Cash Deposit Card	Cards Business	2023	111	Credit Operations Review Department
	Murabaha Consumer Financing	Products Development	May 2024	112	IT Service Management
53	Planabana consumer rinancing				
	Contact Center - Flexx Call Service	Contact Center	September 2021	113	Mailroom
14		Contact Center Cards Business		113 114	3

	Manual Title [Total Number 172]	Department	Approval Date		Manual Title [Total Number 172]	Department	Approval Date
58	Property Management and Administration Services Department	Administration Department	January 2023	Paritually 2023 116 Crisis Management Plan		Business Continuity Management	February 2023
59	SAIB Strategic Investments Subsidiaries and Associates	Strategic Investments	August 2022	117 Human Pasourcas		Human Resources Department	December 2022
60	Committee Charters	Corporate Governance	August 2022	118	Secured Financing Program – Agricultural	Business Banking	January
61	Payroll Processing	Business Support Operations	November 2023		Development Fund	· ·	2024 November
62	Credit Rating of the Bank by External Rating	Finance	November	119	Retail Risk Management	Credit Risk	2022
	Agencies		2022	120	Safety and Security	Safety and Security	March 2022
63	IT Project Management Office and Governance	PMO	July 2023	121	Change and Release Management (ITD)	IT Strategy & Governance	July 2023
64 65	Funds Transfer Pricing Issuance of Offer Letters	Finance Employers Unit	October 2024 August 2024	122	Special Purpose Vechicle	Treasury Business Processes and	August 2022 August 2024
			September	123	Business Process and Procedures	Procedures	Adg d 31 2024
66	Escrow Accounts	Cash Management	2023	124	Dealing with Disabled Persons	Customer Care Unit	March 2023
67	Official Cheques - Drafts Issuance and Encashment	Branches Support Department	November 2021	125	Legal Affairs Department	Legal Affairs	February 2023
68	Anti-Money Laundering and Combating Terrorism Financing	AML Unit	July 2024	126	Management Information Systems	MIS	June 2023
69	Premium Products Referral	Private Banking	June 2024	127	Compliance Monitoring and Controls	Compliance Monitoring and Controls	December 2023
70	Bank Authorized Signatories in Chamber of	Corporate Governance	February 2024	128	Agent Banking Management	Cash Management	April 2023
71	Commerce Flexx Transfer	Cash Management	June 2024	129	Private Banking Services	Private Banking	March 2024
72	Corporate Social Responsibility	Corporate Social	August 2021	130	Anti-Fraud, Bribery and Corruption	Anti Fraud, Anti Bribery & Corruption	June 2023
	Processing Credit Facilities for Privilege Banking	Responsibility	August 202 i	131	Sharia Secretariat and Control	Sharia Control	August 2022
73	Clients	Privilege Banking Credit	August 2024	132	Risk Analytics and Monitoring Department	Risk Analytics and Monitoring Department	June 2023
74	Marketing	Marketing	August 2023	133	Regulatory Reporting	Finance	May 2024
75	Opening Closing and Relocating of Branches	Branches Support Department	July 2023	134	Fees and Charges	Business Units	February
76	Oral Instructions Processing	AOU	June 2024	135	Financial Reporting	Finance	2021 May 2024
77	Business-to-Business Solution	Cash Management	August 2022	136	Proofs and Controls	Finance	October 2020
78	Cash and Tellers	Branches Support	August 2022	137	Credit Cards	Cards Business	September
79	Operations Control	Department Operation Control	October 2022	137	credit cards		2023 December
80	Products and Services	Business Processes and	June 2023	138	Regulatory Compliance	Regulatory Compliance	2023
		Procedures		139	Cards Operations	Cards Operations	January 2021
81	E- Commerce Payment Gateway FlexxPay	Transformation	October 2023	140	Taxes	Finance	January 2021
82	Economic Capital	Market Risk	March 2024	141	Monitoring and Maintenance of Accounts	AOU	January 2024
83	Special Credit Unit	Special Credit Unit	January 2022	142	Expected Credit Losses and Hedge Accounting	Product Control	June 2024
84	SAIBOR and SAIBID Pricing	Treasury	June 2022	143	Loyalty Programs	Loyalty Programs	June 2024
85	Corporate and Commercial Lending Equity, Mutual Funds, Hedge Funds and Private	Corporate Banking	June 2022	144	SARIE Transfers	Payments	June 2024
86	Equity Funds (Investments)	Treasury	April 2024	145	Treasury Counterparty Collateral Management	Treasury and Investment	June 2024
87	Fixed Income, Repo and Reverse Repo (Investments)	Treasury	May 2024	146	Procurement and Vendor Management	Admin. & Support Services	October 2021
88	Credit Administration	Credit Administration	December 2023	147	Multi-Currency Low Limit Corporate Card	Cash Management	November 2021
89	Revaluation of Treasury Products	MALMRD	December	148	Quality	Quality	July 2023
	Premises Maintenance, Hospitality and Janitorial		2023	149	Swift Transfers and Messages	Payments	October 2021
90	Services	Maintenance	April 2023	150	Branches Support	Branches Support	December 2021
91	Standing Orders	Payments _	February 2024	151	Travel and Shopping Cards	Department Cards Business	February 2022
92	Money Market	Treasury	July 2021	152	Management of Listed Shares and Mutual Funds	Credit Administration	November
93	Budget Planning and Control	Finance Human Resources	May 2023 February	152			2022
94	Thank You Program	Department	2023	153	Cash Management and Transportation Outsourced Services	Cash Center	June 2022 September
95	Q-Matic System	Branches Support Department	March 2023	154	Payroll Prepaid Cards (EasyPay, Edu & Household)	Cards Business	2022
96	Archive	Archive	March 2023	155	Promissory Notes	Legal Affairs	September 2022
97	Q17 – Capital Adequacy Reporting	Finance	April 2024	156	Corporate Governance	Corporate Governance	September
98	Credit Facilities Under Kafalah Program	Business Banking	September 2022	157	Corporate and Commercial Shariah Compliant	Corporate Banking	2024 September
99	Foreign Exchange	Treasury	June 2024		Financing		2022 December
100	Property Mortgage	Corporate Governance	October 2022	158	FRIENDI PAY	Cash Management	2022
101	Overdraft Refer Card System	CORD	September 2022	159	Profit Sharing Investment Accounts	Products Development	April 2023
102	Conventional Structured Products - Hedging	Treasury	December	160	Related Party Identification and Disclosure of	Finance	July 2023
	Solutions for Clients	Branches Support	2021	161	Transaction Board of Directors Report	Finance	May 2023
103	Teller Cash Recycler	Department	August 2022	162	Corporate Banking Group Relationship Managers	Corporate Banking	June 2023
104	Conventional Structured Deposits	Treasury	January 2022	163	Guidelines FATCA and CRS	Accounts Monitoring Unit	November
105	Whistleblowing	Violation Reporting Unit	August 2022	164	Internal Audit	Internal Audit	2023 May 2022
106	Shariah Compliant Structured Hedging Solutions	Treasury	January 2022	165	Date Governance and Management	ITG	February
107	Insider Information	Corporate Governance	September 2022	166	Personal Date Protection and Privacy	Cybersecurity	2024 March 2024
108	SAIB Shareholder's Dividend Management	Finance	October 2024	167	Policy Manual SAMA Tanfeeth	SAMA Tanfeeth Unit	November
109	Financial Institutions	Financial Institutions	August 2024	168	SAMA and Other Regulators Relations	SAMA Relations Unit	2023 March 2024
110	Operational Risk	Operational Risk	December 2023	169	Stress Testing	Enterprise Risk Management	March 2024
111	Credit Operations Review Department	CSD	April 2024	170	SLMG - SAIB Lending and Monitoring Guidelines	Risk Analytics and Monitoring Department	May 2024
112	IT Service Management	IT Service Management	November 2022	171	Self-Supervisory Unit	Self-Supervisory Unit	April 2024
113	Mailroom	Mailroom	2022 August 2022	172	Engineering Unit	Engineering Unit	June 2024
114	Shariah-Compliant Structured Deposits	Treasury	August 2022				

Products Development October 2022



Rights of Shareholders and General Assembly General shareholders' rights Exercise of shareholders' rights • Shareholders' rights related to the General Assembly Shareholders' voting rights Shareholders' dividend rights Responsibilities and Authorities General responsibilities Relationship to Articles of Association Carrying out the directors' duties Shareholder representation Maintaining high ethical standards Delegation of power to executive management New Board member orientation Avoiding conflicts of interest Functions Approving Corporate Governance Guidelines Developing policies and procedures for membership Outlining policies regulating stakeholder relationships Social contributions and donations • Approving major policies and planning documents Ensuring effectiveness of internal control systems and regulations Approving policies to maintain compliance with laws and regulations Approving any new or revised compensation packages Recommending dividend distributions to shareholders

Capital Market Authority listed companies compliance

SAMA guidelines for rules on compensation practices

• The release of financial information and other related

disclosure may only be made upon the approval of

the Chairman of the Board or the Chief Executive

manual relating to disclosure and transparency

SAMA principles of corporate governance

ACHIEVEMENTS

RECOGNITIONS AND CERTIFICATIONS



Corporate Governance Index (CGI) excellence award 2021



Corporate Governance Index (CGI) excellence award 2022



Highest International Transaction Volume (ITV) for Visa Multicurrency Travel Card Globally 2021 presented by VISA



Highest International Transaction Volume (ITV) for Visa Multicurrency Travel Card Globally 2022 presented by VISA



KSA Hall of Fame Trade Finance Bank 2024



KSA Most Innovative Bank for **Trade Finance Products 2024**



KSA Customer's Choice Trade Finance Bank 2024



Customer Experience Award 2024 from MIT Sloan Management Review



King Abdulaziz Quality Award -Sixth Edition



Straight Through Processing (STP) Excellence Award by Citi