

172 SOAPS

2 Inte	i-Money Laundering ernal Audit npliance	<ul><li>4 Risk Management</li><li>5 Quality Control</li></ul>		
SEI	RVICE LEVEL AG	REEMENTS (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	SHAREHOL	DEF
11	Risk Group Transformation Group	Risk 24.10.17.2 Transformation Group 24.10.17.2		
12 13	Treasury	Treasury 24.10.17.2		
13	CRM Application	CRM Application 24.10.17.2	ANNUAL REPORT	• CO
14	HR Services	HRMS 24.10.17.2	ANNUAL GENERAL ASSEMBLY	• DI\
16	Interactive Voice Response	IVR 24.10.17.2		
17	Incident System Management	ITSM 24.10.17.2	STATUTORY AUDITORS	• RA
18	Enterprise Resource Planning	ERP 24.10.17.2	COMPLAINTS HANDLING MECHANISM	• VO
19	Branches Qmatic	Qmatic 24.10.17.2		
20	K2	K2 24.10.17.2		
20	EQUAL CONCERNS F ROLE OF KE BALANCED (	CTIVES FOR STAKEHOLDERS EY PLAYERS	<b>ENVIRONMENT AND</b> • VOLUNTEER PROGRAM • CORPORATE SOCIAL RESPONSIBILITY • SPONSORSHIP	<ul> <li>INTEG</li> <li>SUSTA</li> <li>EDUCA</li> </ul>
20	OBJEC EQUAL CONCERNS F ROLE OF KE BALANCED (	CTIVES FOR STAKEHOLDERS EY PLAYERS	<ul> <li>VOLUNTEER PROGRAM</li> <li>CORPORATE SOCIAL RESPONSIBILITY</li> </ul>	• INTEG • SUST/
20	OBJEC EQUAL CONCERNS F ROLE OF KE BALANCED (	CTIVES FOR STAKEHOLDERS EY PLAYERS OBJECTIVES KING PROCESS	<ul> <li>VOLUNTEER PROGRAM</li> <li>CORPORATE SOCIAL RESPONSIBILITY</li> </ul>	• INTE( • SUST
	EQUAL CONCERNS F ROLE OF KE BALANCED O DECISION-MAR ETHICAL A	CTIVES FOR STAKEHOLDERS EY PLAYERS OBJECTIVES KING PROCESS	• VOLUNTEER PROGRAM • CORPORATE SOCIAL RESPONSIBILITY • SPONSORSHIP	• INTEC • SUST • EDUC
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	OBJEC EQUAL CONCERNS F ROLE OF KE BALANCED ( DECISION-MAR ETHICAL A CLEAR ACCOUNTABILIT	CTIVES COR STAKEHOLDERS COR STAKEHOLDERS	<ul> <li>• VOLUNTEER PROGRAM</li> <li>• CORPORATE SOCIAL RESPONSIBILITY</li> <li>• SPONSORSHIP</li> <li>• SPONSORSHIP</li> </ul>	• INTER • SUST • EDUC
	OBJEC EQUAL CONCERNS F ROLE OF KE BALANCED ( DECISION-MAR ETHICAL A CLEAR ACCOUNTABILIT	CTIVES COR STAKEHOLDERS COR STAKEHOLDERS	<ul> <li>• VOLUNTEER PROGRAM</li> <li>• CORPORATE SOCIAL RESPONSIBILITY</li> <li>• SPONSORSHIP</li> <li>• SPONSORSHIP</li> <li>• SPONSORSHIP</li> <li>• ETHICAL SOURCING STANDARDS</li> </ul>	• INTER • SUST • EDUC
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2703 Authority Statements

## **STANDARD OPERATING AND ACCOUNTING PROCEDURES**

Manual Title [Total Number 174]	Department	Approval	Manual Title [Total Number 174]	Department	Approval	Manual Title [Total Number 174]	Department	Approval
		<mark>Date</mark> November			Date	Mandal Inte [Iotal Number 174]		Date
1 Opening of Accounts	AOU	2022	58 Property Management and Administration Services Department	Administration Department	January 2023	116 Crisis Management Plan	Business Continuity Management	February 2023
2 Stop Payment Orders	Products Development	January 2024	59 SAIB Strategic Investments Subsidiaries and Associates	Strategic Investments	August 2022	117 Human Resources	Human Resources Department	December 2022
3 Balance Orders	BSU - Operations	September 2024	60 Committee Charters	Corporate Governance	August 2022	118 Secured Financing Program – Agricultural Development Fund	Business Banking	January 2024
4 Account Holds	BSU - Operations	September 2022	61 Payroll Processing	Business Support Operations	November 2023	119 Retail Risk Management	Credit Risk	November
5 Reconcilable Accounts	Finance	September 2022	62 Credit Rating of the Bank by External Rating Agencies	Finance	November 2022	120 Safety and Security	Safety and Security	2022 March 2022
6 Cheque Book Management	BSU - Operations	June 2022	63 IT Project Management Office and Governance	РМО	July 2023	121 Change and Release Management (ITD)	IT Strategy & Governance	July 2023
7 Telephone Recording System	ITG	October 2023	64 Funds Transfer Pricing	Finance	October 2024	122 Special Purpose Vechicle	Treasury	August 202
8 Safe Deposit Boxes	Products Development	March 2024	65 Issuance of Offer Letters	Employers Unit	August 2024	123 Business Process and Procedures	Business Processes and Procedures	August 2024
9 Cheque Clearing	Cash Center	December	66 Escrow Accounts	Cash Management	September 2023	124 Dealing with Disabled Persons	Customer Care Unit	March 2023
10 Letters of Guarantee	Trade Finance	2021 November	67 Official Cheques - Drafts Issuance and Encashment	Branches Support Department	December 2024	125 Legal Affairs Department	Legal Affairs	February 2023
		2022	68 Anti-Money Laundering and Combating Terrorism Financing	AML Unit	July 2024	126 Management Information Systems	MIS	June 2023
11 Safes and Vaults, Keys and Combinations	Cash Center; Branches	May 2024	69 Premium Products Referral	Private Banking	June 2024	127 Compliance Monitoring and Controls	Compliance Monitoring and Controls	December 2023
12 Documentary Collections	Trade Finance	July 2023	70 Bank Authorized Signatories in Chamber of Commerce	Corporate Governance	February 2024	128 Agent Banking Management	Cash Management	April 2023
13 Import Letter of Credit 14 Export Letter of Credit	Trade Finance Trade Finance	August 2023 July 2023	71 Flexx Transfer	Cash Management	June 2024	129 Private Banking Services	Private Banking	March 2024
15 Treasury Services - Nostro Transfers	Treasury	June 2024	72 Corporate Social Responsibility	Corporate Social	August 2021	130 Anti-Fraud, Bribery and Corruption	Anti Fraud, Anti Bribery & Corruption	June 2023
16 Murabaha Commodity Deals	Products Development	December	73 Processing Credit Facilities for Privilege Banking	Responsibility Privilege Banking Credit	August 2024	131 Sharia Secretariat and Control	Sharia Control	August 202
17 Clean Collections - Cheques	Trade Finance	2021 May 2022	7.5 Clients 74 Marketing	Marketing	August 2024	132 Risk Analytics and Monitoring Department	Risk Analytics and Monitoring Department	June 2023
18 Petty Cash	Procurement	December		Branches Support	_	133 Regulatory Reporting	Finance	May 2024
19 Authorized Signatories	AOU	2022 August 2022	75 Opening Closing and Relocating of Branches	Department	July 2023	134 Fees and Charges	Business Units	February 2021
20 Business Continuity Plan	Business Continuity	November -	76 Oral Instructions Processing	AOU	June 2024	135 Financial Reporting	Finance	May 2024
	Management	2023 November	77 Business-to-Business Solution	Cash Management Branches Support	August 2022	136 Proofs and Controls	Finance	January 202
21 Real Estate Loans for Individuals (Ijarah)	Products Development	2024 November	78 Cash and Tellers	Department	August 2022	137 Credit Cards	Cards Business	September 2023
22 Customer Care Prospecting and Booking New Clients - Corporate	Customer Care Unit	2024	79 Operations Control	Operation Control	October 2022	138 Regulatory Compliance	Regulatory Compliance	December 2023
23 Banking	Corporate Banking	June 2024	80 Products and Services	Business Processes and Procedures	June 2023	139 Cards Operations	Cards Operations	October 202
24 Premises Project Management	Maintenance Human Resources	June 2023 February	81 E- Commerce Payment Gateway FlexxPay	Transformation	October 2023	140 Taxes	Finance	December 20
25 E-Mails and Meetings Guidelines for Employees	Department	2023	82 Economic Capital	Market Risk	March 2024	141 Monitoring and Maintenance of Accounts	AOU	January 2024
26 Executive Management Alternate Plan	Human Resources Department	December 2021	83 Special Credit Unit	Special Credit Unit	January 2022	142 Expected Credit Losses and Hedge Accounting	Product Control	June 2024
27 Internal Capital Adequacy Assessment Plan	Finance	April 2024	84 SAIBOR and SAIBID Pricing	Treasury	June 2022	143 Loyalty Programs	Loyalty Programs	June 2024
28 Retransferring Ownership of Real Estate Property	Corporate Governance	April 2023	85 Corporate and Commercial Lending Equity, Mutual Funds, Hedge Funds and Private	Corporate Banking	June 2022	144 SARIE Transfers	Payments	June 2024
29 Entertainment Expenses for Branches	Branches	July 2024	Equity Funds (Investments)	Treasury	April 2024	145 Treasury Counterparty Collateral Management	Treasury and Investment	June 2024
30 Automated Teller Machines (ATMs)	ITG Treasury and Investment	March 2022	87 Fixed Income, Repo and Reverse Repo (Investments)	Treasury	May 2024	146 Procurement and Vendor Management	Admin. & Support Services	January 202
31 Initial Public Offering and Rights Issue	Operations	October 2023 November	88 Credit Administration	Credit Administration	December 2023	147 Multi-Currency Low Limit Corporate Card	Cash Management	January 202
32 Customers' Segmentation	Affluent Support	2023	89 Revaluation of Treasury Products	MALMRD	December 2023	148 Quality	Quality	November 2
33 Disclosure of Information	Regulatory Compliance	July 2023 November	90 Premises Maintenance, Hospitality and Janitorial Services	Maintenance	November 2024	149 Swift Transfers and Messages	Payments	October 20
34 Point of Sales	Cards Business	2022	91 Standing Orders	Payments	February 2024	150 Branches Support	Branches Support Department	December 2021
35 Time Deposits	Products Development	March 2024	92 Money Market	Treasury	October 2024	151 Travel and Shopping Cards	Cards Business	February 2022
36 Interest Rate Swap - Investment	Treasury	November 2022	93 Budget Planning and Control	Finance	May 2023	152 Management of Listed Shares and Mutual Funds	Credit Administration	November 2022
37 Direct Debits	Payments	February 2023	94 Thank You Program	Human Resources Department	February 2023	153 Cash Management and Transportation Outsourced Services	Cash Center	June 2022
38 Flexx Business	Cash Management	April 2023	95 Q-Matic System	Branches Support Department	March 2023	154 Payroll Prepaid Cards (EasyPay, Edu & Household)	Cards Business	Septembe 2022
39 Customer's Power of Attorney	Credit Administration	June 2023	96 Archive	Archive	March 2023	155 Promissory Notes	Legal Affairs	Septembe 2022
40 Special Power of Attorney Issued by SAIB	Corporate Governance	October 2024	97 Q17 – Capital Adequacy Reporting	Finance	April 2024	156 Corporate Governance	Corporate Governance	Septembe
41 Credit Card Issuance for Staff	Human Resources Department	December 2021	98 Credit Facilities Under Kafalah Program	Business Banking	September 2022	157 Corporate and Commercial Shariah Compliant	Corporate Banking	2024 Septembe
42 Telesales	Telesales	July 2023	99 Foreign Exchange	Treasury	June 2024	Financing		2022 December
43 SAIB - Amex Co-Branded Corporate Card	Corporate Banking	December 2024	100 Property Mortgage	Corporate Governance	October 2022	158 FRIENDI PAY	Cash Management	2022
44 Flexx Click / Flexx Touch (Internet Banking for Personal Banking Customers)	Digital Banking	September 2023	101 Overdraft Refer Card System	CORD	September 2022	159 Profit Sharing Investment Accounts	Products Development	April 2023
45 Approved Employers	Employers Unit	March 2024	102 Conventional Structured Products - Hedging Solutions for Clients	Treasury	December 2021	160 Related Party Identification and Disclosure of Transaction	Finance	July 2023
46 Murabaha Real Estate Financing	Products Development	July 2024	103 Teller Cash Recycler	Branches Support	August 2022	161 Board of Directors Report	Finance	May 2023
47 Credit Risk Department	CRD	December 2022	104 Conventional Structured Deposits	Department Treasury	January 2022	162 Corporate Banking Group Relationship Managers Guidelines	Corporate Banking	June 2023
48 Retail Collection	Collection	July 2024	105 Whistleblowing	Violation Reporting Unit	August 2022	163 FATCA and CRS	Accounts Monitoring Unit	Novembe 2023
49 Staff Finance	Human Resources Department	May 2024	106 Shariah Compliant Structured Hedging Solutions	Treasury	January 2022	164 Internal Audit	Internal Audit	May 2022
50 Interactive Teller Machine	Contact Center	December	107 Insider Information	Corporate Governance	September 2022	165 Date Governance and Management	ITG	February 2024
51 E-Trade Service	Trade Finance	2022 February 2024	108 SAIB Shareholder's Dividend Management	Finance	October 2024	166 Personal Date Protection and Privacy Policy Manual	Cybersecurity	March 202
52 Customer Letters and Certificates	Credit Administration	July 2023	109 Financial Institutions	Financial Institutions	August 2024	167 SAMA Tanfeeth	SAMA Tanfeeth Unit	Novembe 2023
53 Corporate Cash Deposit Card	Cards Business	November	110 Operational Risk	Operational Risk	December 2023	168 SAMA and Other Regulators Relations	SAMA Relations Unit	March 202
		2023	111 Credit Operations Review Department	CSD	April 2024	169 Stress Testing	Enterprise Risk Managemen	
54 Murabaha Consumer Financing	Products Development	May 2024	112 IT Service Management	IT Service Management	November	170 SLMG - SAIB Lending and Monitoring Guidelines	Risk Analytics and Monitorir Department	ng May 202
55 Contact Center - Flexx Call Service	Contact Center	December 2024	113 Mailroom	Mailroom	2022 August 2022	171 Self-Supervisory Unit	Self-Supervisory Unit	April 202
56 MADA Cards	Cards Business	February 2023	114         Shariah-Compliant Structured Deposits	Treasury	August 2022	172 Engineering Unit	Engineering Unit PBG Control and	June 202
57 Banking Committees Under the Supervision of	Corporate Governance	September	115 Mortgage Portfolio Acquisition	Products Development	October 2022	173 PBG Control and Quality Manage	Quality Manage	Decembe 2024
SAMA		2022		Troduces Development	0000001 2022			



# **BUSINESS ENVIRONMENT**

## **STAKEHOLDERS**







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



KSA Most Innovative Bank for Trade Finance Products 2024

# **CORPORATE GOVERNANCE PILLARS**

#### **GOVERNANCE PILLARS - REGULATING AGENCIES**

Principle 7: Disclosure and Transparency	Р
	P
Principle 5: Committees Formed by the Board	Р
Principle 4: Responsibilities of Executive Management	P
Principle 3: Board Responsibilities	P
Principle 2: Formation, Appointment and Board Affairs	P
Principle 1: Board Members Qualification	P
Saudi Central Bank (SAMA)	
Principle 13: The Role of Supervisors	
Principle 12: Disclosure and Transparency	
Principle 11: Compensation	P
Principle 10: Internal Audit	
Principle 9: Compliance	
Principle 8: Risk Communication	
Principle 7: Risk Identification, Monitoring, and Controlling	
Principle 6: Risk Management Function	
	Р
	P
Principle 1: Board's Overall Responsibilities	P
	Principle 7:       Risk Identification, Monitoring, and Controlling         Principle 8:       Risk Communication         Principle 9:       Compliance         Principle 10:       Internal Audit         Principle 11:       Compensation         Principle 12:       Disclosure and Transparency         Principle 13:       The Role of Supervisors <b>Saudi Central Bank (SAMA)</b> Principle 1:       Board Members Qualification         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

### CUSTOMERS

• CONSUMER COMPLAINT UNIT • CONSUMER PROTECTION PRINCIPLES • CONSUMER AWARENESS & EDUCATION • SOCIAL MEDIA (

 CUSTOMER SATIS FLEXX CALL CON MOBILE AND OI RELATIONSHIP WEBSITE

## SUBSIDIARIES AND ASSOC

 YANAL FINAL SAIB MARKETS LIMITED COMPANY AMLAK INTERNATIONAL

• SAUDI INVESTMENT REAL ESTATE COMPANY AMERICAN EXPRESS SAUDI ARABIA

• Semi-Annual Performance Reports to Board of Directors and Executive Committee • Annual Report to Governance Committee

LOCAL REGULATORS

• CAPITAL MARKET AUTHORITY (CMA)

#### INTERNATIONAL REGULATORS

• FINANCIAL ACTION TASK FORCE (FATF / MENA FATF) UNITED NATIONS / SECURITY COUNCIL • U.S. TREASURY OFFICE OF FOREIGN ASSET CONTROL (OFAC)

No.	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 2023
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

# **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 2022 presented by VISA



King Abdulaziz Quality Award – Sixth Edition



BANK AWARDS 2024 Rad Contemport Chains Tradit Theorem Contemport The Saudi Investment Bank

KSA Customer's Choice Trade Finance Bank 2024



KSA Hall of Fame Trade Finance Bank 2024



- 38 Branches Network Policy
- 39 Dividend Policy
- 40 Inoperative Accounts Policy and Communication Methodology 41 Code of Conduct Policy for Board and Board Committees
- Members
- 42 Agent Banking Policy 43 Board Membership Selection Criteria Policy
- 44 Remuneration Policy for Board, Board Committees and Senior Management 45 Corporate Social Responsibility Policy

Rights of Shareholders and General Assembly

Marketing

Finance Group

Personal Banking Group

Corporate Governance

Personal Banking Group

Corporate Governance

Corporate Governance

• General shareholders' rights • Exercise of shareholders' rights • Shareholders' rights related to the General Assembly Shareholders' voting rights Shareholders' dividend rights

December 2023

January 2024

December 2023

December 2024

April 2024

April 2024

February 2022

- **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

• Access to officers and employees

- Functions
- Approving Corporate Governance Guidelines • 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

Disclosure and Transparency • Capital Market Authority listed companies compliance

manual relating to disclosure and transparency • SAMA principles of corporate governance • 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

Corporate Governance Index (CGI) excellence award 2023

> Customer Experience Award 2024 from MIT Sloan Management Review

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