

## INTERNAL CONTROL MECHANISMS

- 1 Anti-Money Laundering
- 2 Internal Audit Compliance
- 4 Risk Management
- 5 Quality Control

## SERVICE LEVEL AGREEMENTS (SLAs)

No.	Group	SLA Name
1	Corporate Governance Group	Corporate Governance 25.10.2.7
2	Corporate Banking Group	CBG SLA 25.10.2.7
3	Compliance Group	Compliance Group 25.10.2.7
4	Corporate Communication Group	Corporate Communication 25.10.2.7
5	Quality Group	Quality Group 25.10.2.7
6	Customer Care	Customer Care 25.10.2.7
7	Finance Group	FC 25.10.2.7
8	Human Resource	HR 25.10.2.7
9	Information Technology & Operations Group	IT & Operations 25.10.2.7
10	Personal Banking Group	PBG 25.10.2.7
11	Risk Group	Risk 25.10.2.7
12	Transformation Group	Transformation Group 25.10.2.7
13	Treasury	Treasury 25.10.2.7
14	CRM Application	CRM Application 25.10.2.7
15	HR Services	HRMS 25.10.2.7
16	Interactive Voice Response	IVR 25.10.2.7
17	Incident System Management	ITSM 25.10.2.7
18	Enterprise Resource Planning	ERP 25.10.2.7
19	Branch Qmatic	Qmatic 25.10.2.7
20	K2	K2 25.10.2.7

## OBJECTIVES

- EQUAL CONCERNS FOR STAKEHOLDERS
- ROLE OF KEY PLAYERS
- BALANCED OBJECTIVES
- DECISION-MAKING PROCESS
- ETHICAL APPROACH
- CLEAR ACCOUNTABILITY AND TRANSPARENCY

## Other Control Levers

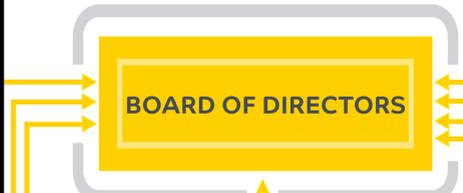
375	PAM and SAM	50	WCV Points Algorithm
180	Procedure Manuals	348	External Forms
339	SAIB Inventory Application	401	Internal Forms
425	SAIB SMS Messages	2703	Authority Statements

# BUSINESS ENVIRONMENT

## STAKEHOLDERS

### SHAREHOLDERS

- ANNUAL REPORT
- ANNUAL GENERAL ASSEMBLY
- STATUTORY AUDITORS
- COMPLAINTS HANDLING MECHANISM
- CONSTITUTIONAL RIGHTS
- DIVIDEND ENTITLEMENT
- RATING AGENCIES
- VOTING RIGHTS



### CUSTOMERS

- BRANCHES
- CONSUMER COMPLAINT UNIT
- CONSUMER PROTECTION PRINCIPLES AND RULES POLICY
- CONSUMER AWARENESS & EDUCATION
- CUSTOMER RESEARCH
- CUSTOMER SATISFACTION SURVEY
- FLEX CALL CONTACT CENTER
- MOBILE AND ONLINE BANKING
- RELATIONSHIP MANAGERS (RMs)
- SOCIAL MEDIA CHANNELS
- WEBSITE

### ENVIRONMENT AND COMMUNITY

- VOLUNTEER PROGRAM
- CORPORATE SOCIAL RESPONSIBILITY
- SPONSORSHIP
- INTEGRATED REPORT
- SUSTAINABILITY PROGRAM
- EDUCATION PROGRAM

### STAFF

- Code of Conduct Policy
- Robust and dynamic organization structures and tailored job descriptions to meet business requirements
- Organization Health survey and engagement initiatives to create motivated and engaged workforce
- Performance driven total remuneration framework
- Employee special offers and well-being initiatives
- Talent Management framework
- SAIB Academy
- Regulatory driven training and certifications
- Employee suggestions and feedback management channels

### SUBSIDIARIES AND ASSOCIATES

- ALISTHIMAR CAPITAL
- SAIB MARKETS LIMITED COMPANY
- SAUDI INVESTMENT REAL ESTATE COMPANY
- AMERICAN EXPRESS SAUDI ARABIA
- YANAL FINANCE COMPANY
- AMLAK INTERNATIONAL

Reports:

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

### LOCAL REGULATORS

- Saudi Central Bank (SAMA)
- CAPITAL MARKET AUTHORITY (CMA)
- Ministry of Commerce

### INTERNATIONAL REGULATORS

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

## CORPORATE GOVERNANCE PILLARS

### GOVERNANCE PILLARS - REGULATING AGENCIES

#### BASEL III

Principle 1: Board's Overall Responsibilities  
Principle 2: Board Qualifications and Composition  
Principle 3: Board's Own Structure and Practices  
Principle 4: Senior Management  
Principle 5: Governance of Group Structures  
Principle 6: Risk Management Function  
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

#### Saudi Central Bank (SAMA)

1<sup>st</sup> Principle: Qualifications of Board Members  
2<sup>nd</sup> Principle: Formation, Appointment and Board Affairs  
3<sup>rd</sup> Principle: Responsibilities of the Board  
4<sup>th</sup> Principle: Responsibilities of Executive Management  
5<sup>th</sup> Principle: Committees Formed by the Board  
6<sup>th</sup> Principle: Rights of Shareholders  
7<sup>th</sup> Principle: Disclosure and Transparency

#### Capital Market Authority (CMA)

Part 1: Preliminary Provisions  
Part 2: Rights of Shareholders  
Part 3: The Board of Directors  
Part 4: Company Committees  
Part 5: Internal Control  
Part 6: The Company's External Auditor  
Part 7: Shareholders  
Part 8: Professional and Ethical Standards  
Part 9: Disclosure and Transparency  
Part 10: Implementation of Corporate Governance  
Part 11: Retaining of Documents  
Part 12: Closing Provisions

#### SEVEN KEY PILLARS - SAIB

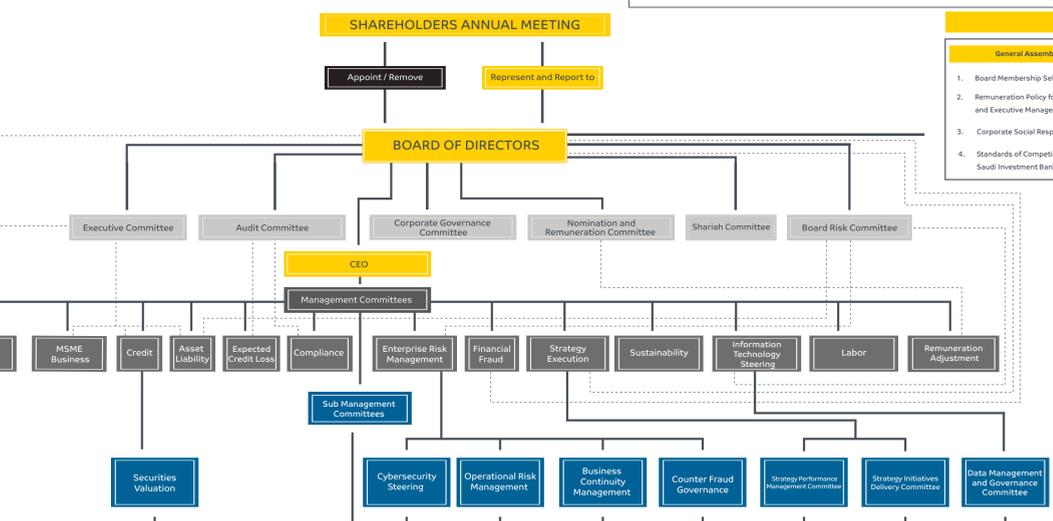
- POLICIES
- PROCEDURES
- INTERNAL CONTROL MECHANISMS
- SERVICE LEVEL AGREEMENTS
- SYSTEMS
- BALANCED SCORECARDS (BSC)
- KEY PERFORMANCE INDICATORS (KPIs)

## BOARD APPROVED POLICIES WITH OWNERS

Board approved policy	Group Owner	Approval Date	Board approved policy	Group Owner	Approval Date
1 Accounting and Disclosure Policy	Finance	Apr-2024	33 Related Party Identification and Disclosure of Transactions Policy	Finance	Oct-2023
2 Annual Profit and Capital Plan Policy	Finance	Apr-2024	34 Risk Appetite Framework / Statement Policy	Risk	Jul-2025
3 Anti-Money Laundering and Combating Terrorist Financing Policy	Compliance	Oct-2023	35 Risk Management Policy Guide	Risk	Jul-2025
4 Board and Committee Evaluation	Human Resources	Dec-2024	36 Safety and Physical Security Policy	IT & Operations	Oct-2024
5 Board Policy Development and Approval Policy	Corporate Governance	Dec-2024	37 Shareholders' Management Policy	Corporate Governance	Sep-2023
6 Business Continuity Management Policy and Framework	Risk	Jul-2023	38 Stress Testing Policy	Risk	Jul-2023
7 Compliance Policy	Compliance	Apr-2023	39 Tax Policy	Finance	Dec-2023
8 Consumer Protection Principles and Rules Policy	Quality and Customer Care	Oct-2023	40 Treasury Policy Guide	Treasury and Investment	Nov-2023
9 Corporate Governance Manual	Corporate Governance	Oct-2023	41 Whistleblowing and Anti-Bribery and Corruption Policy	Compliance	Oct-2023
10 Credit Policy Guide	Risk	Jul-2025	42 WoW Loyalty Program Policy	Marketing	Oct-2025
11 Anti-Fraud Policy	Risk	Oct-2023	43 Conflict of Interest Policy	Corporate Governance	Apr-2023
12 Human Resources Policy	Human Resources	Feb-2023	44 Disclosure and Transparency Policy	Corporate Governance	Apr-2023
13 ESG Governance Framework Policy	Finance	Oct-2024	45 Share Governance and Compliance Policy	Shareholder Services	Apr-2023
14 Cybersecurity Policy	Risk	Oct-2024	46 Delegation of Authority Policy	Corporate Governance	Feb-2023
15 Insurance Policy Guide	Finance	Oct-2024	47 Information Technology Master Policy	IT & Operations	Oct-2023
16 Internal Audit Policy	Internal Audit	Jul-2023	48 Branches Network Policy	Personal Banking	Apr-2023
17 Internal Capital Adequacy Assessment Plan Policy	Finance	Oct-2023	49 Dividend Policy	Finance	Dec-2023
18 Investment Policy Guidelines for Subsidiaries and Associates	Treasury and Investment	Dec-2023	50 Invasive Accounts Policy and Communication Methodology	Personal Banking	Jan-2024
19 New Products / Services Policy	Corporate Governance	Dec-2024	51 Corporate Governance and Compliance Policy	Corporate Governance	Dec-2023
20 Operational Risk Management Framework and Policy	Risk	Jul-2024	52 Code of Conduct Policy for Board and Board Committees Members	Corporate Governance	Dec-2023
21 Outsourcing Policy	IT & Operations	Jul-2024	53 Anti-Bribery Policy	Personal Banking	Dec-2024
22 Procurement and Vendor Management Policy	IT & Operations	Jul-2024	54 Model Risk Management Policy	Risk	Apr-2025
			55 Marketing Policy	Marketing	Apr-2023

## (Procedure Manuals) 180

Manual Title	Group (Owner)	Approval Date	Manual Title	Group (Owner)	Approval Date
1 Opening of Accounts	IT & Operations	Nov-2023	92 Money Market	Treasury and Investment	Oct-2024
2 Stop Payment Orders	Personal Banking	Jan-2024	93 Budget Planning and Control	Finance	May-2023
3 Balance Orders	IT & Operations	Sep-2024	94 Trade Stop Program	Human Resources	Feb-2023
4 Account Holders	IT & Operations	Oct-2023	95 CRM System	Personal Banking	Mar-2023
5 Reconcilable Accounts	Finance	Nov-2023	96 Archival	IT & Operations	Mar-2023
6 Cheque Book Management	IT & Operations	Oct-2023	97 Capital Adequacy Reporting	Finance	Apr-2024
7 Telephone Recording System	IT & Operations	Oct-2023	98 Credit Facilities Under Kafala Program	Corporate Banking	Sep-2022
8 Self-Deposit Boxes	Personal Banking	Mar-2024	99 Foreign Exchange	Treasury and Investment	Jun-2024
9 Cheque Clearing	IT & Operations	Feb-2023	100 Treasury Risk Management	Corporate Governance	Oct-2023
10 Letters of Guarantee	IT & Operations	Nov-2022	101 Overdraft Safe Card System	Personal Banking	Mar-2023
11 Safes and Vaults, Keys and Combinations	IT & Operations / Personal Banking	May-2024	102 Conventional Structured Products - Hedging Solutions for Clients	Treasury & Investment	Sep-2022
12 Documentary Collections	IT & Operations	Jul-2023	103 Teller Cash Receipts	Personal Banking	Nov-2023
13 Import Letter of Credit	IT & Operations	Aug-2023	104 Conventional Structured Deposits	Treasury & Investment	Aug-2023
14 Export Letter of Credit	IT & Operations	Jul-2023	105 Whistleblowing, Anti-Bribery & Corruption	Compliance	Nov-2023
15 Post-Trade Services - Treasury Transfers	Treasury & Investment	Jun-2024	106 Shariah-Compliant Structured Hedging Solutions	Treasury & Investment	Jan-2023
16 Murabahah Commodity Deals	Personal Banking	Sep-2025	107 Inside Information	Corporate Governance	Sep-2022
17 Clean Collections - Cheques	IT & Operations	Jan-2025	108 SAIB Shareholder's Dividend Management	Finance	Oct-2024
18 Post Cash	IT & Operations	Oct-2023	109 Financial Institutions	Treasury and Investment	Aug-2024
19 Authorized Signatories	IT & Operations	Aug-2022	110 Operational Risk	Risk	Dec-2023
20 Master Business Continuity Plan	Risk	Apr-2023	111 Credit Operations Review Department	IT & Operations	Apr-2024
21 Real Estate Loans for Individuals (SARs)	Personal Banking	Nov-2024	112 IT Service Management	IT & Operations	Nov-2022
22 Customer Care	Quality & Customer Care	Nov-2024	113 Mailroom	IT & Operations	Nov-2025
23 Respecting and Booking New Clients - Corporate Banking	Corporate Banking	Jan-2024	114 Shariah-Compliant Structured Deposits	Treasury & Investment	Aug-2022
24 Premium Program Management	IT & Operations	Jan-2023	115 Mortgage Portfolio Acquisition	Personal Banking	Oct-2024
25 E-Health and Medical Guidelines for Employees	Human Resources	Feb-2023	116 Crisis Management Plan	Risk	Feb-2023
26 Branches Management Alignment Plan	Human Resources	Apr-2024	117 Human Resources	Apr-2024	
27 Internal Capital Adequacy Assessment Plan	Finance	Apr-2024	118 Secured Financing Program - Agricultural Development Fund	Corporate Banking	Jan-2024
28 Refinancing Ownership of Real Estate Property	Corporate Governance	Apr-2023	119 Retail Risk Management	Risk	Nov-2022
29 Development Expenses for Branches	Personal Banking	Sep-2023	120 Safety and Security	IT & Operations	Sep-2023
30 Automated Teller Machines (ATMs)	Personal Banking	Sep-2023	121 Change and Release Management (CRD)	IT & Operations	Jul-2023
31 Initial Public Offering and Rights Issue	IT & Operations	Oct-2023	122 Special Purpose Vehicle	Treasury & Investment	Oct-2023
32 Customer's Segmentation	Corporate Governance	Nov-2023	123 Business Process and Procedures	Corporate Governance	Apr-2024
33 Disclosure of Information	Compliance	Jul-2023	124 Dealing with Disabled Persons	Quality	Mar-2023
34 Print of Sales	Personal Banking	Jan-2025	125 Legal Affairs Department	Risk	Feb-2023
35 Personal Deposits	Personal Banking	Nov-2024	126 Data Analytics and Visualization	IT & Operations	Apr-2023
36 Interest Rate Swap - Investment	Treasury & Investment	Nov-2022	127 Compliance Monitoring and Control	IT & Operations	Dec-2023
37 Direct Debits	IT & Operations	Feb-2023	128 Agent Banking Management	Personal Banking	Apr-2023
38 Firm Business	IT & Operations	Apr-2023	129 Private Banking Services	Personal Banking	Jan-2023
39 Customer's Power of Attorney	Risk	Jun-2023	130 Anti-Fraud	Jun-2023	
40 Special Power of Attorney Issued by SAIB	Corporate Governance	Oct-2024	131 Shariah Departments	Corporate Governance	Oct-2025
41 Credit Card Resource for Staff	Human Resources	Oct-2023	132 Risk Analysis and Monitoring Department	Risk	Jan-2023
42 Telecalls	Personal Banking	Jul-2023	133 Regulatory Reporting	May-2024	
43 SAIB - Amex Co-Branded Corporate Card	Corporate Banking	Dec-2024	134 Fees and Charges	Personal Banking, Treasury & Investment, Corporate Banking	Jun-2025
44 Firm Card (Firm Card Agreement Banking for Personal Banking Customers)	Personal Banking	Sep-2023	135 Financial Reporting	Finance	Mar-2024
45 Approved Employees	Finance	Mar-2024	136 Profits and Controls	Finance	Jan-2025
46 Murabahah Real Estate Financing	Personal Banking	Jul-2024	137 Credit Cards	Personal Banking	Sep-2023
47 Credit Risk Review Department	Risk	Nov-2025	138 Regulatory Compliance	Compliance	Jan-2025
48 Retail Collection	Risk	Jul-2024	139 Cards Operations	IT & Operations	Oct-2024
49 Staff Finance	Human Resources	May-2024	140 Taxes	Finance	Dec-2024
50 Invasive Teller Machine	Personal Banking	Dec-2022	141 Monitoring and Maintenance of Accounts	IT & Operations	Jan-2024
51 E-Trade Service	IT & Operations	Feb-2024	142 Expanded Credit Losses and Hedge Accounting	IT & Operations	Jun-2024
52 Customer Letters and Certificates	Risk	Jul-2023	143 Loyalty Programs	Marketing	Jan-2024
53 Corporate Card Request Card	Personal Banking	Nov-2023	144 SAIB Travelers	IT & Operations	Apr-2024
54 Murabahah Consumer Financing	Personal Banking	May-2024	145 Treasury Counterparty Collateral Management	Treasury and Investment	Jun-2024
55 Cardless Contactless - Peer-to-Peer Service	Personal Banking	Dec-2024	146 Pre-Operational and Vendor Management	IT & Operations	Jan-2025
56 NAKA Cards	Personal Banking	Feb-2023	147 Multi-Currency Card (MCC) Corporate Card	Personal Banking	Jan-2025
57 Banking Committees Under the Supervision of SAMA	Management/Decision Support	Apr-2025	148 Quality	Quality	Nov-2024
58 Product Management and Administration Services Department	Corporate Governance	Apr-2024	149 Staff Transfers and Messages	IT & Operations	Oct-2024
59 SAIB Strategic Investments, Subsidiaries and Associates	Treasury and Investment	Oct-2025	150 Branches Sales and Support	Personal Banking	Feb-2025
60 Committees Guidelines	Corporate Governance	Sep-2025	151 Travel and Shipping Cards	Personal Banking	Apr-2023
61 Rapid Processing	IT & Operations	Nov-2023	152 Management of Listed Shares and Mutual Funds	Personal Banking	Apr-2023
62 Credit Rating of the Bank by External Rating Agencies	Investor Relations	May-2025	153 Cash Management and Transportation Outsourced Services	IT & Operations	Apr-2023
63 IT Project Management Office and Governance	IT & Operations	Jul-2023	154 Retail Prepaid Cards (LayPay, Edu & Hushahid)	Personal Banking	Sep-2025
64 Funds Transfer Policy	IT & Operations	Oct-2024	155 Board of Directors Report	Finance	Nov-2023
65 Issuance of Offer Letters	Human Resources	Aug-2024	156 Provisions Note	Compliance	Jan-2025
66 E-Health Activities	Personal Banking	Sep-2023	157 Corporate Governance	Corporate Governance	Sep-2024
67 Credit Cheques - Drafts Issuance and Encashment	Personal Banking	Oct-2024	158 Financial Reporting	Finance	Sep-2024
68 Anti-Money Laundering and Combating Terrorist Financing	Compliance	Sep-2025	159 Profit Sharing Investment Accounts	Personal Banking	Apr-2023
69 Premium Products Referral	Corporate Governance	Jul-2024	160 Related Party Identification and Disclosure of Transaction	Finance	Jul-2023
70 Bank Authorised Signatories in Chamber of Commerce	Corporate Governance	Apr-2024	161 Board of Directors Report	Finance	Nov-2023
71 Firm Transfer	Personal Banking	Jul-2024	162 Corporate Banking Group Relationship Managers Guidelines	Corporate Banking	Jan-2023
72 Corporate Social Responsibility	Marketing	Sep-2023	163 Data Governance and Management	IT & Operations	Feb-2024
73 Processing Credit Facilities for Privilege Banking Clients	Marketing	Apr-2024	164 MFC and CRG	Compliance	Apr-2023
74 Marketing	Marketing	Aug-2023	165 Internal Audit	Internal Audit	Jan-2025
75 Opening Closing and Relocating of Branches	Personal Banking	Jul-2023	166 Personal Data Protection and Privacy Policy Manual	Risk	Mar-2024
76 Anti-Investor Processing	IT & Operations	Jun-2023	167 SAMA Tenders	IT & Operations	Mar-2023
77 Business to Business Solution	Personal Banking	Apr-2025	168 SAMA and Other Regulators Relations	Compliance	Mar-2024
78 Cards and Tablets	Personal Banking	Oct-2024	169 Stress Testing	Risk	Apr-2024
79 Operations Guidelines	IT & Operations	Oct-2022	170 Self-Supporting Unit	Compliance	Mar-2024
80 Products and Services	Corporate Governance	Jun-2023	171 Engineering Unit	Finance	Jun-2024
81 E-Commerce Portal Gateway Privately	Corporate Governance	Nov-2024	172 Risk Control and Quality Management	Personal Banking	Oct-2023
82 Economic Capital	Risk	Apr-2025	173 Islamic Financial Statements	Finance	Oct-2024
83 Special Credit Unit	Risk	Jan-2022	174 Insurance Coverage	Finance	Oct-2025
84 SARBOX and SABO Pricing	Treasury & Investment	Sep-2025	175 Public Institutions	Personal Banking	Jan-2025
85 Corporate and Commercial Lending	Corporate Banking	Jun-2022	176 Internal Liquidity Adequacy Assessment Plan	Risk	Apr-2025
86 Equity, Mutual Funds, Hedge Funds and Private Equity Funds (Investments)	Treasury & Investment	Apr-2024	177 ISAP Real Estate Funds Financing Framework	Corporate Banking	Jul-2025
87 Fund Home, Real Estate and Real Estate (Investments)	Treasury & Investment	May-2024	178 Management Reporting	Finance	Aug-2025
88 Credit Administration	Risk	Dec-2023	179 Product Control	IT & Operations	Sep-2025
89 Revitalization of Treasury Products	Risk	Oct-2022	180 Model Risk Management	Risk	Oct-2025
90 Premium Maintenance, Warranty and Juristic Services	IT & Operations	Nov-2024			
91 Standing Orders	IT & Operations	Feb-2024			



## General Assembly Approved Policies

General Assembly Approved Policy	Group (Owner)	Approval Date
1. Board Membership Selection Criteria Policy	Corporate Governance	Apr-2024
2. Remuneration Policy for Board, Board Committees and Executive Management	Human Resources	Apr-2025
3. Corporate Social Responsibility Policy	Marketing	Feb-2022
4. Standards of Competing with the Saudi Investment Bank	Corporate Governance	Feb-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
- Access to officers and employees

### 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

### Disclosure and Transparency

- Key Principles of Governance in Financial Institutions Under the Control and Supervision of the Saudi Central Bank
- Corporate Governance Regulations, issued by the Capital Market Authority.
- Rules on the Offer of Securities and Continuing Obligation, issued by the Capital Market Authority.
- Companies Law, issued by Ministry of Commerce.
- Implementing Regulation of the Companies Law for Listed Joint Stock Companies, issued by the Capital Market Authority.
- Instruction for Companies' Announcements, issued by the Capital Market Authority.
- Requirements for Appointments to Senior Positions in Financial