

INTERNAL CONTROL MECHANISMS

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

SERVICE LEVEL AGREEMENTS (SLAs)

No.	Group	SLA Name
1	Corporate Banking Group	CBG SLA 23.3.3.1
2	Compliance Group	Compliance Group 23.3.3.1
3	Corporate Communication Group	Corporate Communication 23.3.3.1
4	Quality Group	Quality Group 23.3.3.1
5	Customer Care	Customer Care 23.3.3.1
6	Finance Group	FG 23.3.3.1
7	Human Resources	HR 23.3.3.1
8	Information Technology & Operations Group	IT & Operations 23.3.3.1
9	Personal Banking Group	PBG 23.3.3.1
10	Risk Group	Risk Group 23.3.3.1
11	Transformation Group	Transformation Group 23.3.3.1
12	Treasury	Treasury 23.3.3.1
13	CRM Application	CRM Application 23.3.3.1
14	HR Services	HRMS 23.3.3.1
15	Interactive Voice Response	IVR 23.3.3.1
16	Incident System Management	ITSM 23.3.3.1
17	Enterprise Resource Planning	ERP 23.3.3.1
18	Branches Qmatic	Qmatic 23.3.3.1
19	K2	K2 23.3.3.1

OBJECTIVES

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

Other Control Levers

357 PAM and SAM	50 WCV Points Algorithm
339 SAIB Inventory Application	349 External Forms
425 SAIB SMS Messages	333 Internal Forms
166 SOAPS	2700 Authority Statements

BUSINESS ENVIRONMENT

STAKEHOLDERS

SHAREHOLDERS

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

ENVIRONMENT AND COMMUNITY

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

VENDORS AND SERVICE PROVIDERS

- ETHICAL SOURCING STANDARDS
- COMPLAINT MANAGEMENT FRAMEWORK
- PROCUREMENT AND VENDOR MANAGEMENT POLICY
- OUTSOURCING POLICY
- PROCUREMENT AND VENDOR MANAGEMENT POLICY

BOARD OF DIRECTORS

STAFF

- CODE OF CONDUCT
- EMPLOYEE ENGAGEMENT SURVEY
- PERFORMANCE REVIEWS
- SEMI-ANNUAL ANNUAL
- RECOGNITION AND AWARDS PROGRAM
- SECURE CHANNELS FOR SUGGESTIONS AND FEEDBACK
- SAIB ACADEMY

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

SUBSIDIARIES AND ASSOCIATES

- ALISTITHMAR 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
- 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
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)

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
Principle 7: Disclosure and Transparency

Capital Market Authority (CMA)

Part 1: Preliminary Provisions
Part 2: Rights of Shareholders

- Chapter 1: General Rights
- Chapter 2: Rights Related to the Meeting of the General Assembly

Part 3: The Board of Directors

- Chapter 1: Formation of the Board
- Chapter 2: Responsibilities and Competencies of the Board
- Chapter 3: Competencies of the Chairman and the Board Members
- Chapter 4: Procedures of the Board Activities
- Chapter 5: Training, Support and Assessment
- Chapter 6: Conflicts of Interest

Part 4: Company Committees

- Chapter 1: General Provisions
- Chapter 2: The Audit Committee
- Chapter 3: Remuneration Committee
- Chapter 4: Nomination Committee
- Chapter 5: Risk Management Committee

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

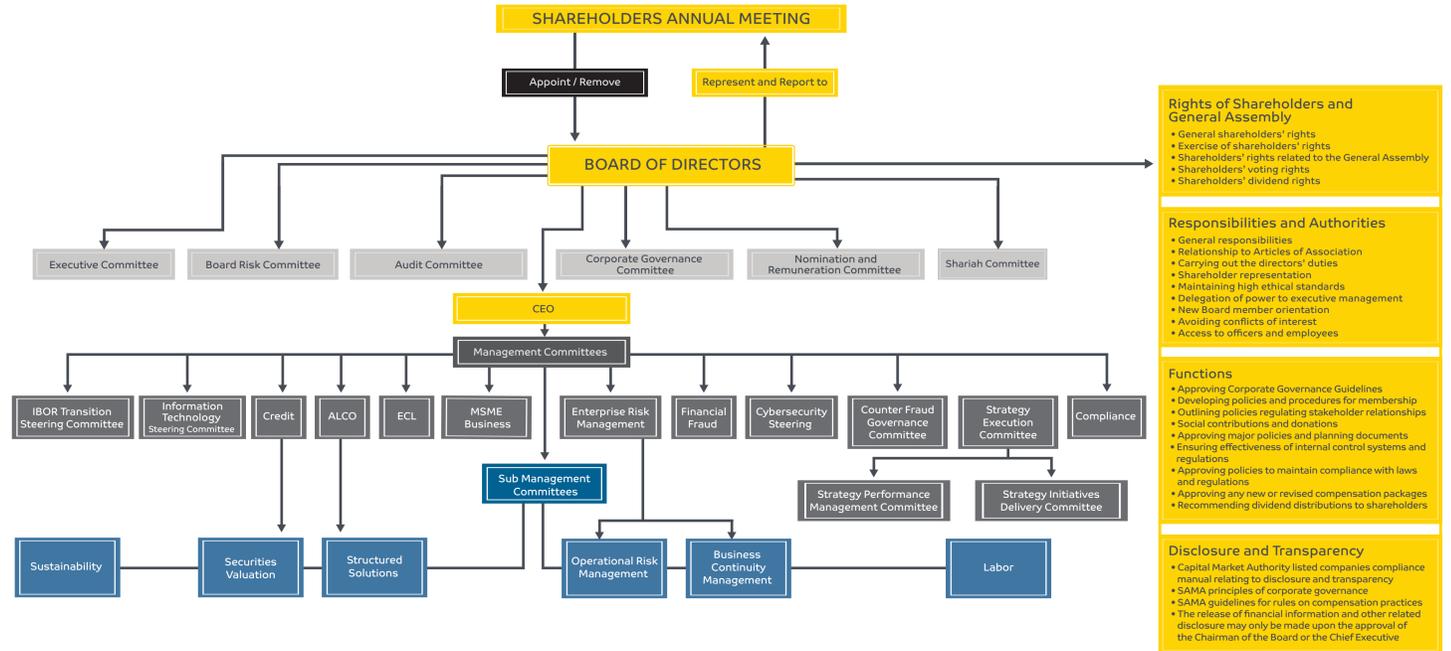
- POLICIES
- PROCEDURES
- INTERNAL CONTROL MECHANISMS
- SERVICE LEVEL AGREEMENTS
- SYSTEMS
- BALANCED SCORECARDS (BSC)
- KEY PERFORMANCE INDICATORS (KPIs)

BOARD APPROVED POLICIES WITH OWNERS

No.	Board Approved Policies	Responsible Department	Last Approval Date	No.	Board Approved Policies	Responsible Department	Last Approval Date
1	Accounting & Disclosure Policy	Finance Group	April 2022	23	Outsourcing Policy	IT & Operations	April 2022
2	Annual Profit And Capital Plan Policy	Finance Group	April 2022	24	Procurement and Vendor Management Policy	Finance Group	July 2022
3	Anti-Money Laundering & Combating Terrorist Financing Policy	Compliance	October 2023	25	Related Party Identification and Disclosure of transactions Policy	Finance Group	October 2023
4	Board and Committee Evaluation	Human Resources	December 2022	26	Risk Appetite Framework / Statement Policy	Risk	July 2022
5	Board Policy Development and Approval Policy	Corporate Governance	December 2022	27	Risk Assessment Policy Guide	Risk	July 2022
6	Business Continuity Management Policy And Framework	IT & Operations	April 2022	28	Safety and Physical Security Policy	IT & Operations	October 2022
7	Compliance Policy	Compliance	April 2022	29	Stakeholder Management Policy	Corporate Governance	October 2023
8	Consumer Protection Principles and Rules Policy	Quality	October 2022	30	Stress Testing Policy	Risk	July 2022
9	Corporate Governance Manual	Corporate Governance	December 2023	31	Tax Policy	Finance Group	December 2021
10	Credit Policy Guide	Risk	July 2022	32	Treasury Policy Guide	Treasury and Investment	October 2023
11	Anti-Fraud, Bribery & Corruption Policy	Risk	October 2023	33	Whistleblowing Policy	Compliance	October 2023
12	Human Resources Policy	Human Resources	April 2022	34	Work/Life Program Policy	Marketing	October 2023
13	IFIS Governance Framework Policy	Finance Group	April 2022	35	Conflict of Interest Policy	Corporate Governance	April 2022
14	Information Security Policy	Risk	October 2023	36	Disclosure and Transparency Policy	Corporate Governance	April 2022
15	Insurance Policy Guide	Finance Group	October 2022	37	Share Governance & Compliance Policy	Share Board	April 2022
16	Internal Audit Policy	Internal Audit	July 2022	38	Delegation of Authority Policy	Corporate Governance	December 2021
17	Internal Capital Adequacy Assessment Plan Policy	Finance Group	October 2023	39	Information Technology Master Policy	IT & Operations	July 2022
18	Investment Policy Guidelines for Subscribers & Associates	Treasury and Investment	October 2021	40	Branches Network Policy	Personal Banking Group	April 2021
19	New Products / Services Policy	Corporate Governance	October 2022	41	Board Membership Selection Criteria Policy	Corporate Governance	February 2022
20	Operational Risk Management Framework and Policy	Risk	July 2022	42	Remuneration Policy For Board, Board Committees and Executive Management	Corporate Governance	April 2021
43	Corporate Social Responsibility Policy	Marketing	February 2022				

STANDARD OPERATING AND ACCOUNTING PROCEDURES

Manual Title (Total Number 166)	Department	Approval Date	Manual Title (Total Number 166)	Department	Approval Date	Manual Title (Total Number 166)	Department	Approval Date
1 Opening of Accounts	ADU	November 2022	56 MADA Cards	Cards Business	February 2022	111 Corporate Services Department	CSO	December 2020
2 Stop Payment Orders	Products Development	August 2020	57 Banking Committees Under the Supervision of SAMA	Corporate Governance	September 2022	112 IT Service Management	IT Service Management	November 2022
3 Balance Orders	Business Support Operations	July 2021	58 Property Management and Administration Services	Administration Department	January 2023	113 Mailroom	Mailroom	August 2022
4 Account Holds	Business Support Operations	September 2022	59 SAIB Strategic Investments Subsidiaries and Associates	Strategic Investments	August 2022	114 Shariah-Compliant Structured Deposits	Treasury	August 2022
5 Reconcilable Accounts	Finance	September 2022	60 Committee Charters	Corporate Governance	August 2022	115 Mortgage Portfolio Acquisition	Products Development	October 2022
6 Cheque Book Management	Business Support Operations	June 2022	61 Payroll Processing	Business Support Operations	November 2022	116 Crisis Management Plan	Business Continuity Management	February 2023
7 Telephone Recording System	ITG	October 2023	62 Credit Rating of the Bank by External Rating Agencies	Finance	November 2022	117 Human Resources	Human Resources Department	December 2022
8 Safe Deposit Boxes	Products Development	November 2020	63 IT Project Management Office and Governance	PMO	July 2023	118 Secured Financing Program - Agricultural Development Fund	SME	November 2022
9 Cheque Clearing	Cash Center	December 2021	64 Funds Transfer Pricing	Finance	July 2021	119 Retail Risk Management	Credit Risk	November 2022
10 Letters of Guarantee	Trade Finance	November 2022	65 Issuance of Offer Letters	Products Development	August 2022	120 Safety and Security	Safety and Security	March 2022
11 Safes and Vaults, Keys and Combinations	Cash Center/Branches	February 2021	66 Escrow Accounts	Cash Management	September 2022	121 Change and Release Management (OTI)	IT Strategy & Governance	July 2022
12 Documentary Collections	Trade Finance	July 2023	67 Official Cheques - Drafts Issuance and Encashment	Branches Support Department	November 2022	122 Special Purpose Vehicle	Treasury	August 2022
13 Import Letter of Credit	Trade Finance	August 2023	68 Anti-Money Laundering and Combating Terrorist Financing	AML Unit	November 2021	123 Business Process and Procedures	Business Processes and Procedures	September 2021
14 Export Letter of Credit	Trade Finance	July 2023	69 Premium Products Referral	Private Banking	March 2021	124 Dealing with Disabled Persons	Customer Care Unit	March 2023
15 Treasury Services - Nostro Transfers	Treasury	March 2021	70 Bank Authorized Signatories in Chamber of Commerce	Corporate Governance	February 2021	125 Legal Affairs Department	Legal Affairs	February 2023
16 Murabaha Commodity Deals	Products Development	December 2021	71 Flex Transfer	Corporate Governance	June 2021	126 Management Information Systems	MIS	January 2023
17 Clean Collections - Cheques	Trade Finance	August 2022	72 Corporate Social Responsibility	Cash Management	August 2022	127 Compliance Operations	Compliance Operations	April 2020
18 Petty Cash	Procurement	December 2022	73 Processing Credit Facilities for Private Banking Clients	Private Banking	June 2021	128 Agent Banking Management	Cash Management	April 2023
19 Authorized Signatories	ADU	August 2022	74 Marketing	Marketing	August 2023	129 Private Banking Services	Private Banking	July 2020
20 Business Continuity Plan	Business Continuity Management	May 2022	75 Opening Closing and Relocating of Branches	Branches Support Department	July 2023	130 Anti-Fraud, Bribery & Corruption	And Fraud, Anti Bribery & Corruption	July 2023
21 Real Estate Loans for Individuals (Ijarah)	Products Development	December 2021	76 Oral Instructions Processing	ADU	September 2022	131 Sharia Secretariat and Control	Sharia Control	August 2022
22 Customer Care	Customer Care Unit	August 2023	77 Business-to-Business Solution	Cash Management	August 2022	132 Risk Analytics and Monitoring Department	Risk Analytics and Monitoring Department	June 2023
23 Projecting and Booking New Clients - Corporate Banking	Corporate Banking	October 2020	78 Cash and Tellers	Branches Support Department	August 2022	133 Regulatory Reporting	Finance	August 2020
24 Premises Project Management	Maintenance	February 2023	79 Operations Control	Operation Control	October 2022	134 Fees and Charges	Business Units	November 2021
25 E-Mails and Meetings Guidelines for Employees	Human Resources Department	June 2023	80 Products and Services	Business Processes and Procedures	June 2023	135 Financial Reporting	Finance	October 2020
26 Executive Management Alternate Plan	Human Resources Department	December 2021	81 E-Commerce Payment Gateway FlexPay	Transformation	October 2023	136 Proofs and Controls	Finance	September 2022
27 Internal Capital Adequacy Assessment Plan	Finance	January 2021	82 Economic Capital	Market Risk	December 2020	137 Credit Cards	Cards Business	November 2020
28 Re transferring Ownership of Real Estate Property	Corporate Governance	April 2023	83 Special Credit Unit	Special Credit Unit	January 2022	138 Regulatory Compliance	Regulatory Compliance	November 2020
29 Entertainment Expenses for Branches	Branches	March 2021	84 SABIOR and SABIID Pricing	Treasury	June 2022	139 Cards Operations	Cards Operations	January 2021
30 Automated Teller Machines (ATM)	ITG	March 2022	85 Corporate and Commercial Lending	Corporate Banking	July 2021	140 Auto Lease Financing	Products Development	December 2020
31 Initial Public Offering and Rights Issue	Treasury and Investment Operations	October 2023	86 Equity Mutual Funds, Hedge Funds and Private Equity Funds (Investments)	Treasury	June 2021	141 Taxes	Finance	January 2021
32 Customers' Segmentation	Affluent Support	July 2023	87 Fixed Income, Repo and Reverse Repo (Investments)	Treasury	July 2021	142 Monitoring and Maintenance of Accounts	ADU	November 2022
33 Disclosure of Information	Regulatory Compliance	November 2022	88 Credit Administration	Credit Administration	December 2020	143 Guidelines of Dealing with COVID-19 Pandemic	Business Continuity Management	February 2021
34 Point of Sales	Cards Business	November 2022	89 Revitalization of Treasury Products	HRMD	December 2023	144 Expected Credit Losses and Hedge Accounting	Product Control	April 2021
35 Time Deposits	Treasury and Investment Operations	March 2020	90 Premises Maintenance, Hospitality and Janitorial Services	Maintenance	April 2023	145 Loyalty Programs	Loyalty Programs	April 2021
36 Interest Rate Swap - Investment	Treasury	November 2022	91 Standing Orders	Payments	July 2020	146 SARI Transfers	Payments	June 2021
37 Direct Debits	Payments	February 2023	92 Money Market	Treasury	July 2021	147 Treasury Counterparty Collateral Management	Treasury and Investment	June 2021
38 Flex Business	Cash Management	April 2023	93 Budget Planning and Control	Finance	May 2023	148 Procurement and Vendor Management	Admin. & Support Services	October 2021
39 Customer's Power of Attorney	Credit Administration	June 2023	94 Thank You Program	Human Resources Department	February 2023	149 Multi-Currency Low Limit Corporate Card	Cash Management	November 2021
40 Special Power of Attorney Issued by SAIB	Corporate Governance	June 2021	95 Q-Matic System	Branches Support Department	March 2023	150 Quality	Quality	July 2023
41 Credit Card Issuance for Staff	Human Resources Department	December 2021	96 Archive	Archive	March 2023	151 Swift Transfers and Messages	Payments	October 2021
42 Telesales	Telesales	July 2023	97 Q17 - Capital Adequacy Reporting	Finance	August 2020	152 Branches Support	Branches Support Department	December 2021
43 SAIB - Amex Co-Branded Corporate Card	Corporate Banking	October 2021	98 Credit Facilities Under Kafalah Program	Business Banking	September 2022	153 Travel and Shopping Cards	Cards Business	November 2022
44 Flexi Click / Flexi Touch (Internet Banking for Personal Banking Customers)	Digital Banking	September 2023	99 Foreign Exchange	Treasury	April 2021	154 Management of Listed Shares and Mutual Funds	Credit Administration	November 2022
45 Approved Employers	Employers Unit	November 2021	100 Property Mortgage	Corporate Governance	October 2022	155 Cash Management and Transportation Outsourced Services	Cash Center	June 2022
46 Murabaha Real Estate Financing	Products Development	December 2020	101 Overdraft Refar Card System	CORD	September 2022	156 Payroll Prepaid Cards (EasyPay, Edu & Household)	Cards Business	September 2022
47 Credit Risk Department	CRD	December 2022	102 Conventional Structured Products - Hedging Solutions for Clients	Treasury	December 2021	157 Promissory Notes	Legal Affairs	September 2022
48 Retail Collection	Collection	August 2022	103 Teller Cash Recycler	Branches Support Department	August 2022	158 Corporate Governance	Corporate Governance	August 2022
49 Staff Finance	Human Resources Department	November 2019	104 Conventional Structured Deposits	Treasury	January 2022	159 Corporate and Commercial Shariah Compliant Financing	Corporate Banking	September 2022
50 Interactive Teller Machine	Contact Center	December 2022	105 Whistleblowing	Violation Reporting Unit	August 2022	160 FriendPAY (Agent Banking) Services	Cash Management	December 2022
51 E-Trade Service	Cash Management	November 2021	106 Shariah-Compliant Structured Hedging Solutions	Treasury	January 2022	161 Profit Sharing Investment Accounts	Products Development	April 2023
52 Customer Letters and Certificates	Credit Administration	July 2021	107 Insider Information	Corporate Governance	September 2022	162 Disclosure of Related Parties Transactions	Finance	July 2023
53 Corporate Cash Deposit Card	Cards Business	January 2020	108 SAIB Shareholder's Dividend Management	Finance	June 2021	163 Board of Directors Report	Finance	May 2023
54 Murabaha Consumer Financing	Products Development	September 2021	109 Financial Institutions	Financial Institutions	June 2021	164 Corporate Banking Group Relationship Managers Guidelines	Corporate Banking	June 2023
55 Contact Center - Flexi Call Service	Contact Center	September 2021	110 Operational Risk	Operational Risk	March 2021	165 FATCA and CRS	Accounts Monitoring Unit	November 2023
						166 Internal Audit	Internal Audit	May 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 duties of 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

- 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

ACHIEVEMENTS

RECOGNITIONS AND CERTIFICATIONS



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



King Abdulaziz Quality Award - Sixth Edition



KSA Hall of Fame Trade Finance Bank 2023



KSA Most Innovative Bank for Trade Finance Products 2023