

## INTERNAL CONTROL MECHANISMS

1. Anti-Money Laundering (AML)
2. Compliance Monitoring / Inspection
3. Internal Audit Monitoring
4. Quality Control
5. Risk Management Framework

## SERVICE LEVEL AGREEMENTS (SLAs)

No.	Group	SLA Name
1	Compliance Group	Anti-Money Laundering SLA 1.6
2	Compliance Group	SAMA Desk SLA 1.3
3	Corporate Banking Group	Cash Management SLA 1.5
4	Corporate Banking Group	Commercial Business Banking SLA 1.1
5	Corporate Banking Group	Corporate Banking SLA 1.6
6	Corporate Banking Group	Corporate Services Department SLA 1.2
7	Corporate Governance and Legal Affairs Group	Legal Affairs SLA 1.1
8	Corporate Governance and Legal Affairs Group	Special Credit Unit SLA 1.5
9	Financial Planning and Control Group	Financial Planning and Control SLA 1.7
10	Financial Planning and Control Group	Finance Group - HRD SLA 1.1
11	Financial Planning and Control Group	Finance Group - Management Reporting Unit 1.1
12	Human Resources Group	HR Operation SLA 1.2
13	Human Resources Group	HR Talent Acquisition 1.8
14	Human Resources Group	Learning and Development Unit 1.9
15	Information Security Group	Information Security SLA 1.4
16	IT and Operations Group	Branch Support Unit SLA 1.3
17	IT and Operations Group	Cash Center SLA 1.1
18	IT and Operations Group	Central Customer Resilience Department SLA 1.4
19	IT and Operations Group	Central/Verification Unit SLA 1.1
20	IT and Operations Group	Premises and Maintenance Support Services SLA 1.4
21	IT and Operations Group	Procurement Department SLA 1.2
22	IT and Operations Group	Procurement Department SLA 1.2
23	IT and Operations Group	Safety and Security Department SLA 1.9
24	IT and Operations Group	Smart Payments SLA 1.3
25	IT and Operations Group	SWIFT Payments SLA 1.4
26	IT and Operations Group	Treasury and Investment Operations SLA 1.3
27	IT and Operations Group	Opening Unit SLA 1.7
28	IT and Operations Group	Easy Pay Operations Unit SLA 1.4
29	IT and Operations Group	Electronic Banking Department 1.7
30	IT and Operations Group	Information Technology SLA 1.2
31	IT and Operations Group	Mail and Document Management SLA 1.4
32	IT and Operations Group	Personal Lending Unit SLA 1.3
33	IT and Operations Group	Trade Products Department SLA 1.2
34	IT and Operations Group	Altabeeh Capital (ICAP)
35	Other SLA's	ICAP and SIB Loans through Altabeeh Finance (CF SAMA) SLA
36	Other SLA's	ATM SLA with SAMA
37	Other SLA's	Contact Center SLA 1.8
38	Other SLA's	Contact Center - Operation - Operation SLA 1.1
39	Other SLA's	Corporate Communication - Marketing SLA 1.2
40	Other SLA's	Point of Sale 1.3
41	Other SLA's	Netel Services 1.5
42	Other SLA's	Segmentation Unit SLA 1.1
43	Other SLA's	Customer Care Unit SLA 1.3
44	Other SLA's	Operation Excellence SLA 1.2
45	Other SLA's	Voice of Customer SLA 1.1
46	Other SLA's	Research and Reporting SLA 1.1
47	Other SLA's	Consumer Collection Department 1.3
48	Other SLA's	Corporate Services Department SLA 1.2
49	Other SLA's	Credit Administration and Controls 1.9
50	Other SLA's	Credit Risk Review Department SLA 1.1
51	Other SLA's	Market Risk Management 1.4
52	Other SLA's	Retail Risk Management Department SLA 1.0
53	Other SLA's	Credit Risk Management SLA 1.6
54	Other SLA's	Fraud Prevention Detection and Investigation (FDPI) 1.1
55	Other SLA's	Operational Risk Management Department 1.7
56	Other SLA's	Financial Institutions SLA 1.4
57	Other SLA's	Treasury and Investment SLA 1.5
58	Other SLA's	Treasury and Investment Group
59	Other SLA's	Treasury and Investment Group

## Other Control Levers

371	PMS & SAM	62	WCOW Points Algorithm
274	SAIB Application Inventory	319	External Forms
406	SAIB SMS Messages	344	Internal Forms
169	SOAPs	1739	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

- AWARENESS AND VOLUNTEER PROGRAM
- CORPORATE SOCIAL RESPONSIBILITY (CSR)
- HEALTH AWARENESS PROGRAM
- ENVIRONMENT PROTECTION
- EDUCATION PROGRAMS
- SPONSOR PROGRAM
- INTEGRATED REPORT

### VENDORS AND SERVICE PROVIDERS

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

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

Reports:

- Semi-Annual Performance Reports to Board of Directors
- Quarterly Performance Reports to ALCO

### 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 Qualifications  
Principle 2: Board Composition and Appointment  
Principle 3: Board Responsibilities  
Principle 4: Board Committees  
Principle 5: Rights of Shareholders  
Principle 6: 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

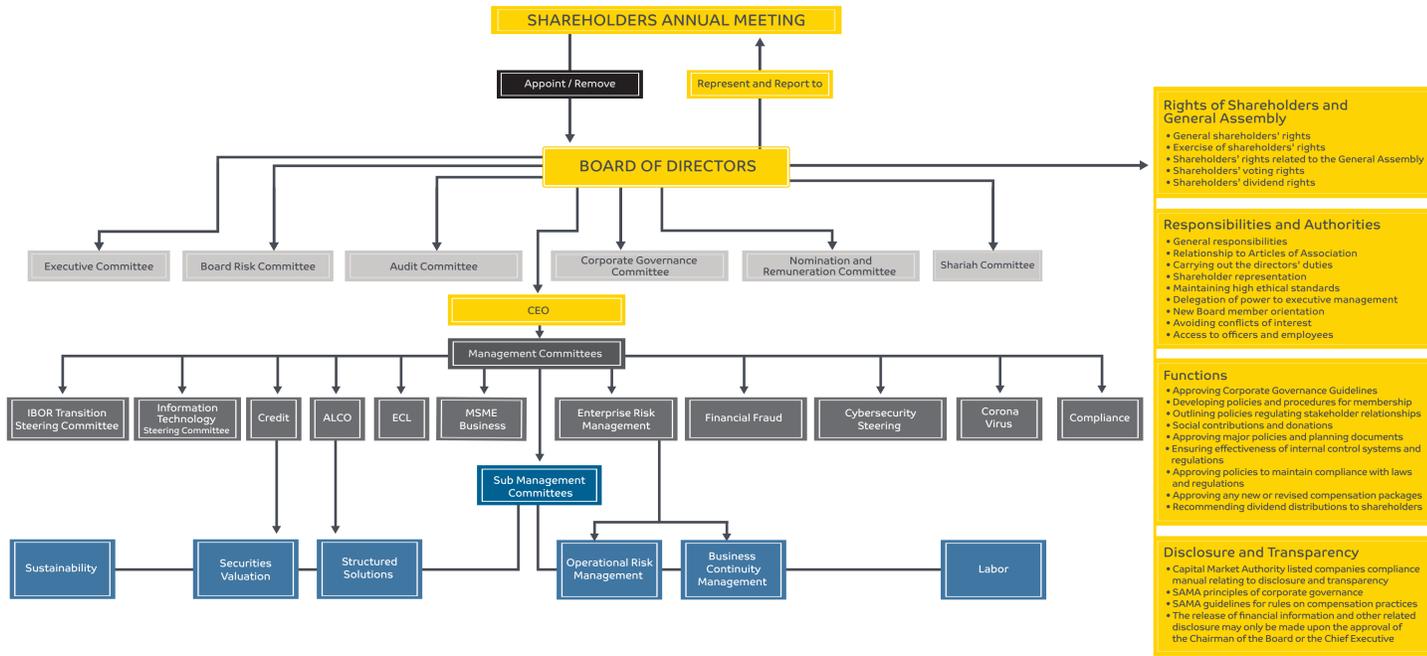
### SEVEN KEY PILLARS - SAIB

## BOARD APPROVED POLICIES WITH OWNERS

No.	Board Approved Policies	Responsible Department	Responsible Individual	No.	Board Approved Policies	Responsible Department	Responsible Individual
1	Accounting & Disclosure Policy	Finance Group	CFO	11	Outsourcing Policy	IT & IS	AGM - Admin. & Support Services
2	Annual Profit And Capital Plan Policy	Finance Group	CFO	22	Procurement and Vendor Management Policy	Finance Group	CFO
3	Anti-Money Laundering & Combating Terrorist Financing Policy	Compliance	Chief Compliance Officer	23	Related Party Identification and Disclosure of Transactions Policy	Finance Group	CFO
4	Board and Committee Evaluation	HR Group	GM HR	24	Risk Appetite Framework/Statement	HMRD	Chief Risk Officer
5	Board Policy Development and Approval Policy	Corp Governance	Chief Governance Officer	25	Risk Assessment Policy Guide	HMRD	Chief Risk Officer
6	Business Continuity Management Policy And Framework	Business Continuity	Chief Operating Officer	26	Safety and Physical Security Policy	Security & Safety	AGM - Admin. & Support Services
7	Compliance Policy	Compliance	Chief Compliance Officer	27	Stakeholder Management Policy	Corp Governance	Chief Governance Officer
8	Consumer Protection Policy	Quality	GM Quality	28	Stress Testing Policy	HMRD	Chief Risk Officer
9	Corporate Governance Manual	Corp Governance	Chief Governance Officer	29	Tax Policy	Finance Group	CFO
10	Credit Policy Guide	WARD	Chief Risk Officer	30	Treasury Counterparty Collateral Management Policy	Operations	CDO
11	Anti-Fraud Bribery and Corruption Policy and Strategy	Compliance	Chief Compliance Officer	31	Treasury Policy Guide	IT	Treasurer and Chief Investment Officer
12	Annual Reserves Policy	GM HR	GM HR	32	Whistleblowing Policy	Compliance	Chief Compliance Officer
13	ESG & Governance Framework Policy	Finance Group	CFO	33	Work/Layoff Program Policy	Loyalty Program Dept	Chief Marketing Officer
14	Information Security Policy	Cyber Security	Chief Information Security Officer	34	Conflict of Interest Policy	Corp Governance	Chief Governance Officer
15	Insurance Policy Guide	Finance Group	CFO	35	Disclosure and Transparency Policy	Corp Governance	Chief Governance Officer
16	Internal Audit Policy	Internal Audit	Chief Internal Auditor	36	Share Governance & Compliance Policy	Share Governance	Shareholder Control / Services
17	Internal Capital Adequacy Assessment Plan Policy	Finance Group	CFO	37	Delegation of Authority Policy	Corp Governance	Chief Governance Officer
18	Investment Policy Guidelines for Subsidiaries & Associates	Business Partners	Head of Business Partners	38	Social Responsibility Policy	Marketing	Chief Marketing Officer
19	New Product/Service Policy	Transformation	AGM - Transformation	39	Compliance Program	Compliance	Chief Compliance Officer
20	Operational Risk Management Framework and Policy	Operational Risk	AGM - Operational Risk	40	IT Master Policy	IT	Chief Operating Officer

## STANDARD OPERATING AND ACCOUNTING PROCEDURES

Manual Title [Total Number 149]	Owner / Group	Issue / Complete Review Date	Manual Title [Total Number 149]	Owner / Group	Issue / Complete Review Date	Manual Title [Total Number 149]	Owner / Group	Issue / Complete Review Date
1	Opening of Accounts	Operations	60	E-Trade Service	IT & Operations	117	Credit facilities Under Kafalah Program	Corporate Banking
2	Stop Payment Orders	Personal Banking	61	Customer Letters and Certificates	Risk	118	Foreign Exchange	Treasury and Investment
3	Balance Orders	Personal Banking	62	Corporate Cash Deposit Card	Personal Banking	119	Property Mortgage	Risk
4	Account Holds	Operations	63	Murabaha Consumer Financing	Personal Banking	120	Overdraft Approval - Refer Card	Corporate Banking; Personal Banking; Operations
5	Reconcilable Accounts	Financial Planning and Control	64	Contact Center - Flexx Call Service	Personal Banking	121	Conventional Structured Products - Hedging Solutions for Clients	Treasury and Investment
6	Check Book Management	Operations	65	Travel Card	Personal Banking	122	Teller Cash Recycler	Personal Banking
7	Telephone Recording System	IT & Operations	66	ATM Card Instant Issuance at Branches	Personal Banking	123	Conventional Structured Deposits	Treasury and Investment
8	Foreign Currency Notes (Stoek)	Operations	67	Banking Committees Under the Supervision of SAMA	Corporate Governance	124	Whistleblowing	Compliance
9	Safe Deposit Boxes	Personal Banking	68	Property Management and Administration Services	IT & Operations	125	Shariah-Compliant Structured Hedging Solutions	Treasury and Investment
10	Check Clearing	Operations	69	Goodly Murabaha Financing	Operations	126	Insider Information	Financial Planning and Control
11	Letters of Guarantee	IT & Operations	70	SABA Business Partners	Treasury and Investment	127	SAIB Shareholders' Dividend Management	Financial Planning and Control
12	Safes and Vaults, Keys and Combinations	Operations; Personal Banking	71	Real Estate Murabaha Financing - Commercial	Corporate Banking	128	Financial Institutions	Treasury and Investment
13	Operational Collections	IT & Operations	72	Customer Awareness and Education	Top Management	129	Operational Risk	Risk
14	Import Letter of Credit	IT & Operations	73	Sustainability Program	Marketing	130	Corporate Services Department	Risk
15	Export Letter of Credit	IT & Operations	74	My Idea Program	Quality	131	Corporate's Help Desk	Information Technology
16	Treasury Services - Nostro Transfers	Treasury and Investment	75	Committee Charters	Corporate Governance	132	Mailroom	IT & Operations
17	Murabaha Commodity Deals	Personal Banking	76	EasyShopping Card	Personal Banking	133	Shariah-Compliant Structured Deposits	Treasury and Investment
18	Clean Collections - Cheques	IT & Operations	77	Payroll Processing	Operations	134	Mortgage Portfolio Acquisition	Personal Banking
19	Petty Cash	IT & Operations	78	Credit Rating	Financial Planning and Control	135	Crisis Management Plan	IT & Operations
20	Authorized Signatories	Operations	79	Commodity Murabaha Finance	Corporate Banking	136	Human Resources	Human Resources
21	Business Continuity Plan	IT & Operations	80	IT Project Management Office and Governance	Information Technology	137	Secured Financing Program - Agricultural	Corporate Banking
22	Real Estate Loans for Individuals (Ijarat)	Personal Banking	81	Funds Transfer Pricing	Financial Planning and Control	138	Retail Risk Management	Risk
23	Annual Review of Credit Facilities at Corporate Banking	Corporate Banking	82	IC Murabaha Finance	IT & Operations	139	Safety and Security	IT & Operations
24	Customer Complaints	Top Management	83	Issuance of Offer Letters	Personal Banking	140	Change Management (ITG)	IT & Operations
25	Prospecting and Booking New Clients - Corporate Banking	Corporate Banking	84	Equity Accounts	IT & Operations	141	Special Purpose Vehicle	Treasury and Investment
26	Front-End Project Management	IT & Operations	85	Official Cheques - Drafts Issuance and Encashment	Personal Banking	142	Business Process and Procedures	Corporate Governance
27	E-Mail Guidelines for Employees	Human Resources	86	Anti-Money Laundering and Combating Terrorist Financing	Compliance	143	Dealing with Disabled Persons	Top Management
28	Business Continuity Plan for Senior Management	Human Resources	87	Premium Products Referral	Personal Banking	144	Legal Affairs Department	Risk
29	Cash Collateralized LCLs/Gs for Customers	Corporate Banking; Personal Banking	88	Bank Authorized Signatories in Chamber of Commerce	Corporate Governance	145	Management Information Systems	Financial Planning and Control
30	Internal Capital Adequacy Assessment Plan	Financial Planning and Control	89	Flexx Transfer	IT & Operations	146	Compliance Operations	Compliance
31	FundRaising - Referring Ownership of Real Estate Property	Risk	90	Corporate Social Responsibility	Marketing	147	Change Management - Transformation	Quality
32	Entertainment Policy Guide for Personal Banking and SIBs	Personal Banking	91	Processing Credit Facilities for Private Banking Clients	Personal Banking	148	Agent Banking Management	IT & Operations
33	Service Level Agreement	Quality	92	Marketing	Marketing	149	Private Banking Services	Personal Banking
34	Cash Transportation and Management	Operations	93	Opening New Branches	Personal Banking	150	Anti-Fraud Management	Compliance
35	Automated Teller Machines (ATMs)	Information Technology	94	Oral Instructions Processing	Operations	151	Sharia Secretariat and Control - اللجنة الشرعية للرقابة والتحكم	Personal Banking
36	Initial Public Offering and Rights Issue	Operations	95	Business-to-Business Solution	IT & Operations	152	Risk Analytics and Monitoring Department	Risk
37	Social Media Policy	Marketing	96	Cash and Tellers	Personal Banking	153	Regulatory Reporting	Financial Planning and Control
38	Customers' Segmentation	Personal Banking	97	Operations Control	Operations	154	Financial Reporting	Financial Planning and Control
39	Disclosure of Information	Compliance	98	Launching New Products Services and Issuing of PAM SAM CAM	Corporate Governance	155	Profits and Controls	Financial Planning and Control
40	Bill Payment Through Sealed	Operations	99	E-Commerce Payment Gateway Flexxhy	Personal Banking	156	Guidelines of Dealing with COVID 19 Pandemic - إرشادات التعامل مع جائحة كورونا	Personal Banking
41	Point of Sales	Personal Banking	100	Economic Capital	Risk	157	Cards Operations - عمليات البطاقات	Operations
42	Time Deposits	Operations	101	Special Credit Unit	Risk	158	Fees and Charges - الرسوم والعمولات	Corporate Banking; Personal Banking; Treasury and Investment
43	Interest Rate Swap - Investment	Treasury and Investment	102	SAIBOR and SAIBID Pricing	Treasury and Investment	159	Regulatory Compliance	Compliance
44	Direct Debits	Operations	103	Corporate and Commercial Lending	Corporate Banking	160	Auto Lease Financing - التمويل الآلي للسيارات	Personal Banking
45	Flexx Business	IT & Operations	104	Equity, Mutual Funds, Hedge Funds and Private Equity Funds (Investments)	Treasury and Investment	161	Taxes	Financial Planning and Control
46	Customer's Power of Attorney	Operations	105	Fixed Income, Repo and Reverse Repo (Investments)	Treasury and Investment	162	Monitoring and Maintenance of Accounts - مراقبة والحفاظ على الحسابات	Operations
47	Special Power of Attorney Issued by SAIB	Corporate Governance	106	Credit Administrations	Risk	163	Guidelines of Dealing with COVID 19 Pandemic - إرشادات التعامل مع جائحة كورونا	IT & Operations
48	Credit Card Issuance for Staff	Human Resources	107	Revaluation of Treasury Products	Risk	164	Expected Credit Losses and Hedge Accounting	Operations
49	Telexales	Personal Banking	108	Premises Maintenance, Hospitality and Janitorial Services	IT & Operations	165	Loyalty Programs	Marketing
50	SAIB - Aneka Co-Branded Corporate Card	Corporate Banking	109	Standing Orders	Operations	166	SABIE Transfers	Operations
51	Internet Banking for Personal Banking Customers	Personal Banking	110	Money Market	Treasury and Investment	167	Treasury Counterparty Collateral Management	Treasury and Investment
52	Approving Employers	Personal Banking	111	Environmental Management	IT & Operations	168	Procurement and Vendor Management	IT & Operations
53	Murabaha Real Estate Financing	Personal Banking	112	Budget Planning and Control	Financial Planning and Control	169	Swift Transfers and Messages	Operations
54	Credit Risk Department	Risk	113	Thank You Program	Human Resources			
55	Collection of Loan Delinquencies and Overdraft Accounts	Risk	114	Q-Matrix System	Personal Banking			
56	Staff Finance	Human Resources	115	Archive	IT & Operations			
57	Central Verification Manual	Operations	116	Q17 - Capital Adequacy Reporting	Financial Planning and Control			
58	Compliance Monitoring Program	Compliance						
59	Interactive Teller Machine	Personal Banking						



## OBJECTIVES

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

## ACHIEVEMENTS

### RECOGNITIONS AND CERTIFICATIONS

Best Digital Transformation Bank Saudi Arabia 2021 Intentional Finance Magazine	Best Travel Card Saudi Arabia 2021 International Business Magazine	Best Cashback Card Middle East 2021 International Business Magazine	Best Cash Management Offering Saudi Arabia 2021 International Business Magazine	Best Building Management System (BMS) Saudi Arabia 2021 International Business Magazine	Best Cash Management Bank Saudi Arabia 2021 World Economic Magazine
Best Consumer Credit Card Offering Premium Cashback Card World Economic Magazine	Best Digital Banking Saudi Arabia 2021 World Economic Magazine	Most Innovative Banking Treasury Shares Sale Initiative Global 2021 World Economic Magazine	Best Treasury Management Bank Saudi Arabia 2021 World Economic Magazine	Best Share Offering 'Treasury' Saudi Arabia 2021 International Finance Magazine	Most Innovative Financial Solutions Provider Corporate Banking Saudi Arabia 2021
Most Innovative Financial Solutions Provider Saudi Arabia 2021	Best Loyalty Program Saudi Arabia 2021	Best Digital Bank Saudi Arabia 2021	Best Secure Internet Banking Saudi Arabia 2021	Best Cash Management Bank Saudi Arabia 2021	Best Treasury Sales Initiative Saudi Arabia 2021
Best Building Management System Saudi Arabia 2021	Best Travel Card Globally		2021 Elite Quality Recognition Award for Outward Remittances		

### 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

- Developing 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