

# CORPORATE GOVERNANCE FRAMEWORK 2026

## 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 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	FFC 25.10.2.7
8	Human Recourse	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 Recourse 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	WOW Points Algorithm
180	Procedure Manuals	368	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

### 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

### CUSTOMERS

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

### SUBSIDIARIES AND ASSOCIATES

- ALUSTITHMAR CAPITAL
- SAIB MARKETS LIMITED COMPANY
- SAUDI INVESTMENT REAL ESTATE COMPANY
- AMERICAN EXPRESS SAUDI ARABIA
- Reports:
- Semi-Annual Performance Reports to Board of Directors and Executive Committee
- Annual Report to Governance Committee
- Quarterly Performance Reports to ALCO
- YANAL FINANCE COMPANY
- ANLAK INTERNATIONAL

### 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  
• 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 6: 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

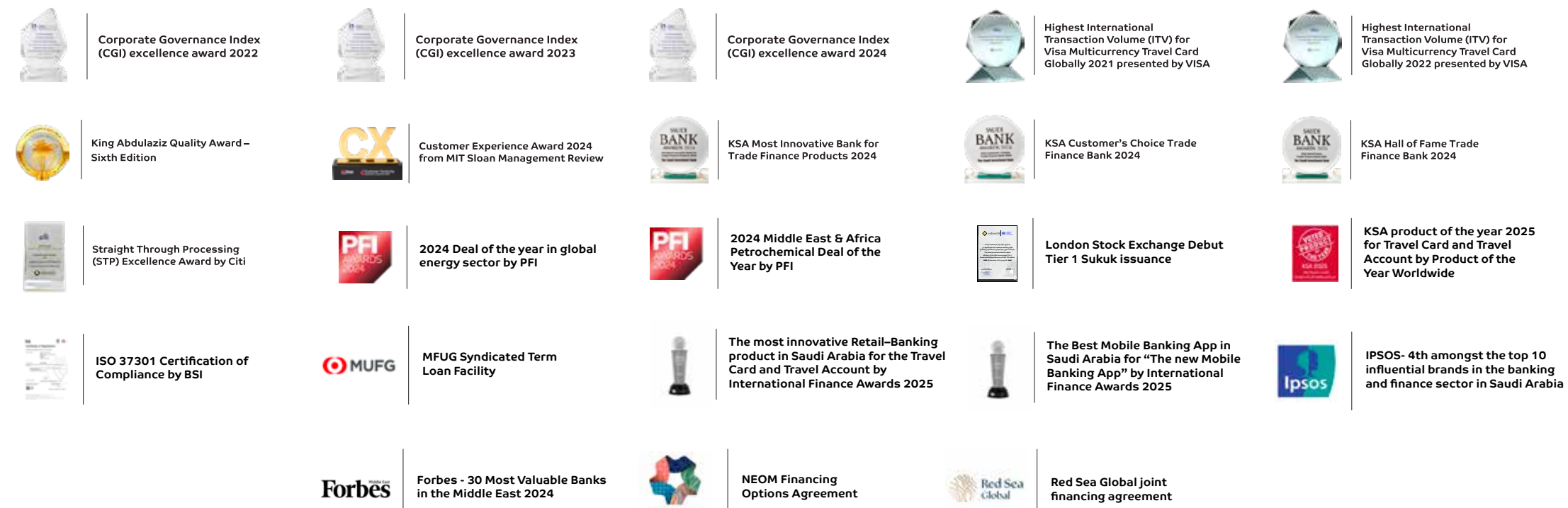
Board approved policy	Group (Owner)	Approval Date	Board approved policy	Group (Owner)	Approval Date
1 Accounting and Disclosure Policy	Finance	Apr-2024	23 Related Party Identification and Disclosure of Transactions Policy	Finance	Oct-2023
2 Annual Profit and Capital Plan Policy	Finance	Apr-2024	24 Risk Appetite Framework / Statement Policy	Risk	Jul-2023
3 Anti-Money Laundering and Combating Terrorist Financing Policy	Compliance	Oct-2023	25 Risk Management Policy Guide	Risk	Jul-2023
4 Board and Committee Evaluation	Human Resources	Dec-2024	26 Safety and Physical Security Policy	IT & Operations	Oct-2024
5 Board Policy Development and Approval Policy	Corporate Governance	Dec-2024	27 Shareholders Management Policy	Corporate Governance	Sep-2023
6 Business Continuity Management Policy and Framework	Risk	Jul-2023	28 Stress Testing Policy	Risk	Jul-2023
7 Compliance Policy	Compliance	Apr-2023	29 Tax Policy	Finance	Dec-2023
8 Consumer Protection Principles and Rules Policy	Quality and Customer Care	Oct-2023	30 Treasury Policy Guide	Treasury and Investment	Nov-2023
9 Corporate Governance Manual	Corporate Governance	Oct-2023	31 Whistleblowing and Anti-Bribery and Corruption Policy	Compliance	Oct-2023
10 Credit Policy Guide	Risk	Jul-2023	32 WaaW Loyalty Program Policy	Marketing	Oct-2023
11 Anti-Fraud Policy	Risk	Oct-2023	33 Conflict of Interest Policy	Corporate Governance	Apr-2023
12 Human Resources Policy	Human Resources	Feb-2023	34 Disclosure and Transparency Policy	Corporate Governance	Apr-2023
13 ESG Governance Framework Policy	Finance	Oct-2024	35 Share Governance and Compliance Policy	Share Governance	Apr-2023
14 Cybersecurity Policy	Risk	Oct-2024	36 Delegation of Authority Policy	Corporate Governance	Feb-2023
15 Insurance Policy Guide	Finance	Oct-2024	37 Information Technology Master Policy	IT & Operations	Oct-2023
16 Internal Audit Policy	Internal Audit	Jul-2023	38 Branches Network Policy	Personal Banking	Apr-2023
17 Internal Capital Adequacy Assessment Plan Policy	Finance	Oct-2023	39 Dividend Policy	Finance	Dec-2023
18 Investment Policy Guidelines for Subsidiaries and Associates	Treasury and Investment	Dec-2023	40 Investigative Accounts Policy and Communication Methodology	Personal Banking	Jan-2024
19 New Products / Services Policy	Corporate Governance	Dec-2024	41 Code of Conduct Policy for Board and Board committees Members	Corporate Governance	Dec-2023
20 Operational Risk Management Framework and Policy	Corporate Governance	Jul-2023	42 Agent Banking Policy	Personal Banking	Dec-2024
21 Outsourcing Policy	IT & Operations	Jul-2024	43 Model Risk Management Policy	Risk	Apr-2023
22 Procurement and Vendor Management Policy	IT & Operations	Jul-2024	44 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 Thank You Program	Personal Banking	Feb-2023
4 Account Holders	IT & Operations	Oct-2023	95 SMS System	Personal Banking	Mar-2023
5 Recordable Accounts	Finance	Nov-2023	96 Archive	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 Kufam Program	Corporate Banking	Sep-2022
8 Safe Deposit Boxes	Personal Banking	Mar-2024	99 Foreign Exchange	Treasury and Investment	Jun-2024
9 Cheque Clearing	IT & Operations	Feb-2023	100 Property and Logistics	Corporate Governance	Nov-2023
10 Letters of Guarantee	IT & Operations	Nov-2022	101 Overdraft Letter Credit System	IT & Operations	Sep-2022
11 Safe and Vault, Keys and Combinations	IT & Operations / Personal Banking	May-2024	102 Conventional Structured Products - Hedging Solutions for Clients	Treasury & Investment	Jul-2023
12 Documentary Collections	IT & Operations	Jul-2023	103 Teller Cash Recycling	Personal Banking	Mar-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 Treasury Services - Treasury Transfers	Treasury & Investment	Jun-2024	106 Structured Commodity Structured Hedging Solutions	Treasury & Investment	Jan-2023
16 Murabaha Commodity Deals	Personal Banking	Sep-2023	107 Inside Information	Corporate Governance	Sep-2022
17 Clear Collections - Cheques	IT & Operations	Jul-2023	108 SAIB Shareholder's Dividend Management	Finance	Oct-2024
18 Petty Cash	IT & Operations	Oct-2023	109 Financial Institutions	Treasury and Investment	Nov-2023
19 Authorized Signatories	IT & Operations	Aug-2023	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 (Ijarah)	Personal Banking	Nov-2024	112 IT Service Management	IT & Operations	Nov-2023
22 Customer Care	Quality & Customer Care	Nov-2024	113 Mailroom	IT & Operations	Nov-2023
23 Prospecting and Banking New Clients - Corporate Banking	Corporate Banking	Jan-2024	114 Shariah Compliance Structured Deposits	Treasury & Investment	Aug-2022
24 Premiums Pricing Management	IT & Operations	Jun-2023	115 Mortgage Portfolio Acquisition	Personal Banking	Oct-2024
25 E-Mails and Meetings Guidelines for Employees	Human Resources	Feb-2023	116 Crisis Management Plan	Risk	Feb-2023
26 Executive Management Advisory Plan	Human Resources	Apr-2023	117 Human Resources	Human Resources	Aug-2023
27 Internal Capital Adequacy Assessment Plan	Finance	Apr-2024	118 Secured Financing Program - Agricultural Development Fund	Corporate Banking	Jan-2024
28 Rethinking Ownership of Real Estate Property	Corporate Governance	Apr-2023	119 Retail Risk Management	Risk	Nov-2022
29 Entertainment Expenses Reimbursement	IT & Operations	Sep-2023	120 Safety and Security	IT & Operations	Jul-2023
30 Automated Teller Machines (ATMs)	Personal Banking	Sep-2023	121 Change and Release Management (OTD)	IT & Operations	Jul-2023
31 Initial Public Offerings and Rights Issue	IT & Operations	Oct-2023	122 Special Purpose Vehicle	Treasury & Investment	Oct-2023
32 Customer Segmentation	Personal Banking	Nov-2023	123 Business Processes and Procedures	Corporate Governance	Mar-2024
33 Disclosure of Information	Compliance	Jul-2023	124 Dealing with Disabled Persons	Compliance	Mar-2023
34 Point of Sales	Personal Banking	Jan-2023	125 Legal Affairs Department	Risk	Feb-2023
35 Time Deposits	Personal Banking	Nov-2024	126 Data Analytics and Visualization	IT & Operations	Nov-2023
36 Interest Rate Swap - Investment	Treasury & Investment	Nov-2022	127 Compliance Monitoring and Control	Compliance	Dec-2023
37 Direct Deals	IT & Operations	Feb-2023	128 Agent Banking Management	Personal Banking	Apr-2023
38 Fleet 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-2023
41 Credit Card Issued for Staff	Corporate Governance	Oct-2023	132 Risk Auditing and Monitoring Department	Risk	Jan-2023
42 Telecalls	Personal Banking	Jul-2023	133 Regulatory Reporting	Finance	May-2024
43 SAIB - Amex Co-Branded Corporate Card	Corporate Banking	Dec-2024	134 Fees and Charges	Personal Banking, Treasury & Investment, Corporate Banking	Jan-2023
44 Fleet Card (Fleet Touch) Issued for Personal Banking Customers	Personal Banking	Sep-2023	135 Financial Reporting	Finance	May-2024
45 Approved Employees	Personal Banking	Mar-2024	136 Provis and Controls	Finance	Jan-2023
46 Murabaha Real Estate Financing	Personal Banking	Jul-2024	137 Credit Cards	Personal Banking	Sep-2023
47 Credit Risk Review Department	Risk	Nov-2023	138 Regulatory Compliance	Compliance	Jan-2023
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 Interactive 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 Cash Request Card	Personal Banking	Nov-2023	144 SAEI Trainers	Jan-2024	
54 Murabaha Consumer Financing	Personal Banking	May-2024	145 Treasury Counterparty Collateral Management	Treasury and Investment	Jun-2024
55 Contact Center - Fleet Card Service	Personal Banking	Dec-2024	146 Procurement and Vendor Management	IT & Operations	Jan-2023
56 MSA Credit	Personal Banking	Feb-2023	147 Multi-Currency Loan Under Corporate Card	Personal Banking	Jan-2023
57 Banking Committees Under the Supervision of SAMA	Management/Decision Support	Aug-2023	148 Quality	Quality	Nov-2024
58 Property Management and Administration Services Department	IT & Operations	Jan-2023	149 Staff Transfers and Messages	IT & Operations	Oct-2024
59 SAIB Strategic Investments, Subsidiaries and Associates	Treasury and Investment	Oct-2023	150 Branches Sales and Support	Personal Banking	Feb-2023
60 Committees Guidelines	Corporate Governance	Sep-2023	151 Travel and Shipping Cards	Personal Banking	Apr-2023
61 Payroll Processing	IT & Operations	Nov-2023	152 Management of Listed Shares and Mutual Funds	Risk	Nov-2023
62 Credit Rating of the Bank by External Rating Agencies	Investor Relations	Mar-2023	153 Cash Management and Transportation Outsourced Services	IT & Operations	Aug-2023
63 IT Project Management Office and Governance	IT & Operations	Jul-2023	154 Payroll Prepaid Cards (EasyPay, Edu & Household)	Personal Banking	Sep-2022
64 Trade Transfer Policy	IT & Operations	Oct-2024	155 Promissory Notes	Compliance	May-2023
65 Rescission of Offer Letters	Personal Banking	Aug-2024	156 Corporate Governance	Sep-2024	
66 Escrow Accounts	Personal Banking	Sep-2023	157 Corporate and Commercial Shariah Compliant Financing	Corporate Banking	Sep-2024
67 Official Cheques - Drafts Issuance and Encashment	Personal Banking	Dec-2024	158 IIBSIS Inventory	Personal Banking	May-2024
68 Anti-Money Laundering and Combating Terrorist Financing	Compliance	Sep-2023	159 Profit Sharing Investment Accounts	Personal Banking	Jul-2023
69 Premium Products Referral	Personal Banking	Jul-2024	160 Related Party Identification and Disclosure of Transaction	Finance	Apr-2023
70 Bank Authorized Signatories in Chamber of Commerce	Corporate Governance	Feb-2024	161 Board of Directors Report	Finance	May-2023
71 Fleet Transfer	Personal Banking	Jun-2024	162 Corporate Banking Group Relationship Managers Guidelines	IT & Operations	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	Personal Banking	Apr-2024	164 MFC and CSE	Compliance	Jan-2023
74 Marketing	Marketing	Aug-2023	165 Internal Audit	Internal Audit	Jan-2023
75 Opening Closing and Relocating of Branches	Personal Banking	Jul-2023	166 Personal Data Protection and Privacy Policy Manual	Risk	Mar-2023
76 Out Instruction Processing	IT & Operations	Jun-2024	167 SAMA Tutorials	IT & Operations	Mar-2024
77 Business to Business Solution	Personal Banking	Apr-2023	168 SAMA and Other Regulatory Relations	Compliance	Mar-2024
78 Cash and Tellers	Personal Banking	Oct-2024	169 Stress Testing	Compliance	Apr-2024
79 Operations Control	IT & Operations	Oct-2023	170 Self-Supervisory Unit	Compliance	Mar-2024
80 Products and Services	Corporate Governance	Jan-2023	171 Engineering Unit	Risk	Jun-2024
81 E-Commerce Payment Gateway Flexway	Personal Banking	Oct-2023	172 Risk Control and Quality Management	Personal Banking	Oct-2024
82 Economic Capital	Risk	Oct-2024	173 Islamic Financial Statements	Finance	Oct-2024
83 Special Credit Unit	Risk	Jan-2022	174 Insurance Coverage	Finance	Oct-2023
84 SABOR and SABOP Pricing	Treasury & Investment	Sep-2023	175 Public Institutions	Personal Banking	Apr-2023
85 Corporate and Commercial Lending	Corporate Banking	Jun-2022	176 Internal Liquidity Adequacy Assessment Plan	Risk	Apr-2023
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-2023
87 Fundraising, Repo and Reverse Repo (Investments)	Treasury & Investment	Nov-2024	178 Management Reporting	Finance	Aug-2023
88 Credit Administration	Risk	Dec-2023	179 Product Control	IT & Operations	Sep-2023
89 Revaluation of Treasury Products	Risk	Oct-2022	180 Model Risk Management	Risk	Oct-2023
90 Premiums, Maintenance, Hospitality and Janitorial Services	IT & Operations	Nov-2024			
91 Standing Orders	IT & Operations	Feb-2024			

## ACHIEVEMENTS

## RECOGNITIONS AND CERTIFICATIONS



## 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.
- Instructions for Companies' Announcements, issued by the Capital Market Authority.
- Requirements for Appointments to Senior Positions in Financial Institutions Supervised by the Saudi Central Bank.
- Basel Pillar 3 Disclosure Requirements, issued by Basel Committee on Banking Supervision.
- Banks Remuneration Rules, issued by Saudi Central Bank.