بنك الجزيرة
aljazira bank

Wealth that Builds **Sustainable Impact**

2025 Sustainability Report Aljazira Bank

" My primary goal is to create an exemplary and leading nation in all aspects, and I will work with you in achieving this endeavor "

Custodian of the Two Holy Mosques
King Salman bin Abdulaziz Al Saud

" Our real wealth lies in the ambition of our people and the potential of our younger generations "

His Royal Highness Prince
Mohammed bin Salman bin Abdulaziz Al Saud
Crown Prince and Prime Minister

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Wealth that Builds Sustainable Impact

This theme presents a vision of wealth as a growing value, one that extends beyond the present moment to create lasting impact, strengthening over time and serving as a foundation for what comes next. This belief is reflected in the Bank's theme for the 2025 Sustainability Report, "Wealth that Builds Sustainable Impact," which captures an approach that connects growth with responsibility, links value with impact, and translates sustainability into clear practices, decisions, and measurable results.

Building on the Bank's master brand slogan, "Wealth Grows Here," the concept of wealth is broadened to encompass a wider impact, one reflected in empowering individuals, enhancing resource efficiency, strengthening governance, and reinforcing trust with customers, society, and stakeholders. In this sense, sustainability is embedded at the core of the Bank's business and the way it manages priorities and opportunities, reinforcing the resilience of growth, the breadth of impact, and the long-term sustainability of value.

About this Report

We are pleased to present Aljazira Bank's fourth annual Sustainability Report, covering the financial year from 1 January 2025 to 31 December 2025 (FY2025). Our sustainability reporting journey began with the launch of our inaugural Sustainability Report in 2022, in which we highlighted our expanding corporate activities and the Bank's growing role in addressing the needs of society and the environment, while delivering sustainable value through its core business.

With the support of our shareholders and stakeholders, we continue our commitment to full transparency through this edition of Aljazira Bank's Sustainability Report for FY2025. This report serves as a voluntary disclosure of the progress achieved across key performance indicators and initiatives implemented in line with the Bank's sustainability strategy, supporting our customers' success, enhancing long-term value for stakeholders, and contributing to the Bank's sustainable growth.

The report has been approved by Aljazira Bank's Board of Directors and has been prepared in accordance with the Global Reporting Initiative (GRI) Standards.

01. Where Growth Begins

Chairman's Message

Eng. Abdulmajeed bin Ibrahim Al-Sultan
Chairman of the Board - Aljazira Bank

In our fourth Sustainability Report, we are pleased to reflect a more mature phase in Aljazira Bank's ambitious journey, where our theme "Wealth that Builds Sustainable Impact" moves beyond intent into practice, linking growth with responsibility and translating value into lasting impact across what we do.

Dear Stakeholders,

It is my pleasure to present Aljazira Bank's fourth Sustainability Report for 2025, reaffirming our steadfast commitment to sustainability objectives that are firmly aligned with Saudi Vision 2030 and the Financial Sector Development Program. With the start of the new Board cycle (2025-2027), we continue to strengthen governance and transparency as core enablers of trust and long-term value creation for our shareholders, customers, and wider society, while maintaining our focus on building a resilient and future-ready institution.

The Board of Directors continues to place strong emphasis on oversight, ensuring that environmental and social considerations remain closely embedded within the Bank's strategic priorities. In this context, the Sustainability and Social Responsibility Committee has played an active role in advancing this agenda by tracking progress, reviewing key initiatives, and supporting the evolution of relevant policies. During the year, the Committee reviewed the Bank's sustainability progress in detail and endorsed priorities that will further strengthen the sustainability agenda and guide its implementation through 2026.

Our commitment to Islamic Shariah remains a foundational principle of our operating model, ensuring that ethics, fairness, and responsible growth continue to shape decision-making across the Bank. In 2025, Aljazira Bank progressed its transition from foundational development to operational maturity, taking important steps to strengthen its environmental and sustainable finance capabilities. This included establishing a baseline for greenhouse gas (GHG) emissions and initiating the first regulatory inventory process, alongside advancing the development of a Sustainable Finance Framework to support environmentally aligned financing in the years ahead. At the same time, circular economy initiatives were embedded across our operations, with recycling rates doubled through the Recycling Vending Machine (RVM) program, while the digitization of more than 10 million documents helped conserve natural resources, including hundreds of trees and thousands of gallons of water.

This year also marked significant progress in advancing sustainability across core banking activities. Approved green credit facilities reached ⃁ 7 billion, of which ⃁ 4 billion was utilized, supporting key sectors such as renewable energy, wastewater treatment, and carbon capture.

Beyond banking, the "Khair Aljazira Le Ahl Aljazira" program continued to deliver meaningful social impact, with cumulative revolving amounts in the Qard Hasan portfolio exceeding ⃁ 116 million, enabling more than 15,000 productive families to move toward greater financial independence. We also continued to invest in building a learning organization that places our people at the center of progress, supported by external recognition, including the Corporate Governance Index Excellence Award 2024 and the Best Workplace Award 2025.

In closing, I would like to extend my sincere appreciation to our customers, shareholders, regulatory authorities, and employees for their continued trust and support. We look forward to building on the progress achieved and continuing our sustainability journey with determination and resolve, ensuring that the wealth we build today becomes the sustainable impact we take pride in tomorrow.

CEO Message

Mr. Naif bin Abdulkareem AlAbdulkareem
CEO and Managing Director - Al-Jazira Bank

Aljazira Bank derives its concept of success from its proven ability to deliver sound financial growth that translates into sustainable impact, supporting the aspirations of our customers and our community, as embodied in this year's theme.

Dear Stakeholders,

With confident steps and God's guidance, Aljazira Bank continued its balanced growth trajectory in 2025, delivering strong performance across both financial and non-financial dimensions. While recording a 22% increase in net income, we successfully integrated sustainability objectives as an integral part of our five-year transformation strategy, demonstrating that commitment to responsibility is the strongest driver of sustainable profitability.

2025 was a year of significant progress in the Bank's digital journey. Digital transformation evolved from a technical option into an effective enabler for financial inclusion and expanded impact. Driven by our mobile-first approach, the digital acquisition rate for new customers reached 88%. We also achieved a fourfold increase in digital SME acquisitions through the enhanced Aljazira Amaal platform, positioning us among the leading banks supporting entrepreneurship in alignment with Saudi Vision 2030.

Parallel to our leadership in digital solutions, we continued to strengthen our organizational health by investing in our most valuable asset: our people. In 2025, our employee engagement score rose to 73%, and the Bank received the Best Workplace Award, reflecting the maturity of a corporate culture grounded in learning, innovation, and inclusion. We further reinforced stakeholder confidence through a robust control framework, highlighted by our compliance with the Payment Card Industry Data Security Standard (PCI DSS) v4.0 and the activation of the Data Privacy Office, ensuring the highest standards of protection for our customers' wealth and data.

Looking ahead, Aljazira Bank remains committed to advancing our 42 strategic initiatives, with heightened focus on resource optimization, digital innovation, and operational excellence. This ensures that the value we create today continues to generate sustainable impact for generations to come.

Meet Aljazira Bank

Aljazira Bank is a Saudi public joint stock company established under Royal Decree No. M/46. the Bank commenced operations on 16 Shawwal 1395H (corresponding to 21 June 1975), following its acquisition of the branches of the National Bank of Pakistan in the Kingdom. It operates under Commercial Registration No. 4030010523, issued on 29 Rajab 1396H (corresponding to 9 October 1976), with its headquarters located in Jeddah. The Bank's issued and fully paid-up capital amounts to ⃁ 12.813 billion, divided into 1,281.25 million shares with a nominal value of ⃁ 10 per share.

Today, Aljazira Bank stands as one of the established pillars of the Kingdom's banking sector, offering an integrated suite of comprehensive banking solutions serving retail, corporate, and institutional clients, in addition to treasury and investment services. This is underpinned by a robust Shariah governance framework that ensures all products, services, and operations remain fully compliant with Islamic principles, thereby strengthening trust among customers and stakeholders.

Aljazira Bank continues its journey of responsible growth within a highly competitive Saudi banking landscape, maintaining a careful balance between operational discipline, risk management, and customer experience enhancement. This is supported by a resilient operating model and expanding digital capabilities that enhance efficiency and reinforce the long-term sustainability of its performance.

Developed Brand Identity

Before the end of the year, Aljazira Bank launched a developed brand identity that reflects its strategic evolution and future direction. The refreshed identity is anchored on the slogan, "Wealth Grows Here," reinforcing our ambition to support wealth creation while delivering integrated financial solutions that enable individuals, entrepreneurs, and institutions to grow and succeed. This marks a significant milestone in the Bank's strategic journey, reflecting our continued focus on creating long-term value aligned with Saudi Vision 2030.

Our Purpose

Enriching lives through financial well-being.

Our Value

We innovate for the future; we succeed through partnership.

Bank's Activities

The Bank's activities consist mainly of the following business lines:

Retail Sector	Retail deposits, credit, and investment products for individuals.
Corporate and Institutional Banking Sector	Financing, deposits, and other credit products for corporate clients, institutions, and small and medium enterprises.
Treasury	Capital markets services, foreign exchange, trading, and treasury operations.
Brokerage and Asset Management	Brokerage services in equities and asset management, (including the activities of the Bank's subsidiary Aljazira Capital.)
Other	Investments in associates, inter-segment income, and elimination of expenses and gains from the sale of properties.

2025 Highlights

Performance Highlights

In 2025, Aljazira Bank delivered strong financial results, underpinned by a diversified business model and a resilient operating strategy. Net income rose by 22% to ⃁ 1,505 million, supported by disciplined growth in the financing portfolio and continued expansion in fee-based services. This momentum also lifted total operating income by 18% to ⃁ 4,464 million, while total assets grew by 11% to ⃁ 165.9 billion. The Bank continues to build on these outcomes while keeping its sustainability priorities firmly in focus.

Customer Deposits

2025

⃁ 115.4 billion

Growth:

7%

2024

⃁ 108.2 billion

Total Assets

2025

⃁ 165.9 billion

Growth:

11%

2024

⃁ 149.1 billion

Total Liabilities

2025

⃁ 144.1 billion

Growth:

9%

2024

⃁ 131.7 billion

Net Financing

2025

⃁ 110.9 billion

Growth:

14%

2024

⃁ 96.9 billion

Saudization Rate

2025

96%

(sustained)

2024

96.49%

Net Income Before Zakat and Income Tax

2025

⃁ 1,786 million

Growth:

27%

2024

⃁ 1,405 million

Total Employees

2025

2,311 employees

2024

2,139 employees

Female Employees

2025

429 employees

Growth:

24%

2024

344 employees

Net Income After Zakat and Income Tax

2025

⃁ 1,506 million

Growth:

22%

2024

⃁ 1,231 million

ESG Highlights

The green financing portfolio exceeded ⃁ 4 billion, directed toward financing projects in renewable energy, emissions management, water treatment, recycling, and the circular economy.

Paper-light transformation was strengthened through the archiving and recycling of around 10 million documents, helping improve operational efficiency and reduce environmental impact.

Recycling rates doubled, compared to the previous year, as part of efforts to improve resource management and reduce operational waste.

An annual target was adopted to reduce energy consumption by 2%, supported by energy-efficiency initiatives, such as electric vehicle charging stations, reuse of electronic devices, and the expansion of flexible work and employee shuttle transport programs.

Facility operations efficiency was improved, contributing to a 5% reduction and utility costs, alongside the deployment of waste-sorting bins in main buildings.

The Bank obtained ISO 14001 (Environmental Management) and ISO 45001 (Occupational Health & Safety) certifications, reaffirming its commitment to international standards in facility management and workplace environment.

An advanced automated model was developed to monitor customers' financial and non-financial behavior, enhancing 31 monitoring scenarios automatically, strengthening compliance and risk management efficiency, and reducing manual intervention.

Shariah governance was strengthened through the issuance of 21 Shariah rulings and the completion of four quarterly audit reports, with 100% closure of Shariah observations.

More than 268 policies, procedures, and banking products were reviewed, and 746 advertising and marketing materials were approved to ensure alignment with Shariah and regulatory controls.

40 youth skills development projects were delivered, benefiting 3,252 young men and women, including vocational training, AI programs, and the promotion of national crafts.

31 initiatives were launched to empower persons with disabilities, benefiting 4,422 beneficiaries, focused on training, rehabilitation, social inclusion, and employment support.

33 initiatives were supported to develop the non-profit sector, benefiting 9,462 beneficiaries, including programs to enhance NGO capabilities and institutional sustainability.

The social impact of the Qard Hasan portfolio expanded, with total recycled (revolving) amounts exceeding $ 116 million, benefiting more than 15,000 productive families.

The Bank strengthened its knowledge contribution to Islamic finance through publishing nine scientific publications and organizing a specialized seminar with sector experts and researchers.

Participation in the Riyadh International Book Fair as the first bank to take part in the event, distributing 4,500 copies of specialized Islamic finance publications.

Community partnerships were expanded with government, private, and non-profit entities, including the Ministry of Human Resources and Social Development, Ehsan Platform, and SME support programs, to enhance sustainable developmental impact.

Awards and Honors

Forbes	Aljazira Bank ranked among the Top 100 Listed Companies in the Middle East 2025
Brand Finance	Aljazira Bank ranked among the Top 50 Most Valuable Brands in Saudi Arabia 2025
Digital Banker	Best Digital Account Opening Experience in Saudi Arabia 2025 Excellence in Innovation: Retail Banking Customer Service 2025 Exceptional Growth in MSME Banking 2025 Best Retail Bank in the Kingdom 2025
Saudi Customer Experience Awards	Best User Experience (UX) Award 2025
GTR	Best Islamic Finance Bank in the Kingdom 2025
Airline Economics	Deal of the Year 2025: Middle East and Africa (Murabaha facility for Flynas)
Informatica	Excellence in Data and Artificial Intelligence Award 2025

Corporate Governance Center, King Faisal University	Corporate Governance Index Excellence Award 2024
Credit & Collection Summit	Excellence in Collection and Compliance 2025
Kafalah Program	Kafalah Award for Outstanding Performance 2025
Ministry of Human Resources and Social Development	Labor Award for Best Student and Graduate Training Program among Large and Mega Enterprises Highest Number of Social Initiatives Award 2025 Corporate Social Responsibility Award 2025
Neighborhood Centers Association	Recognition for Outstanding Contribution to the Makkah Region Community
Cultural Development Fund	Strategic Partner Award: Year of Handicrafts 2025
Uptime	Tier 2 DR and Tier 3 Certifications

Saudi Vision 2030 Alignment

Aljazira Bank contributes to the objectives of Saudi Vision 2030 by aligning its strategy with the national transformation priorities and the Financial Sector Development Program. This is reflected in a business model that enhances financial inclusion, supports private sector growth, and advances the digital transformation of banking services.

The Bank continues to empower small and medium enterprises, develop national talent, and expand the adoption of digital financial solutions, while embedding sustainability principles across its operations and products. It also strengthens its developmental role through support for the non-profit sector and participation in national and knowledge-based initiatives in Islamic finance, contributing to a more diversified and sustainable economy and reinforcing long-term value creation for society and the national economy.

02. How We Grow Responsibly

Operating Environment

During 2025, amid a dynamic operating environment shaped by global economic developments and accelerating local transformation, Aljazira Bank further strengthened its position as a key contributor to Vision 2030 objectives.

Globally, the economy demonstrated relative resilience, recording growth of 3.2%, despite continued volatility in oil markets, where average prices ranged between USD 75 and USD 80 per barrel.

At the domestic level, Saudi Arabia's non-oil sector maintained strong momentum, supported by Vision 2030's flagship projects. Inflation remained stable, ranging between 2.0% and 2.3%, among the lowest globally, supporting purchasing power and reinforcing investor confidence.

The Fintech sector also gained significant traction, achieving growth of 20% to 25%, with the number of licensed fintech companies exceeding 200. Adoption of cashless solutions continued to accelerate, as point-of-sale and e-commerce transactions grew by up to 20%. In this context, the Bank further strengthened its digital leadership in response to these shifts.

From a regulatory perspective, the Personal Data Protection Law (PDPL) entered its full mandatory implementation phase in 2025. This coincided with the issuance of new regulations by the Saudi Central Bank (SAMA) and the Capital Market Authority (CMA) to enhance disclosure of Environmental, Social, and Governance (ESG) standards, further positioning compliance and transparency as central pillars of banking operations.

Operationally, the Bank continued to strengthen its core banking capabilities across retail, corporate, and digital banking. The Corporate and Institutional Banking Group further expanded its support for small and medium enterprises (SMEs), with the SME portfolio recording growth of 24%. At the same time, digital innovation continued to enhance accessibility and service delivery efficiency across the Bank's platforms. Above all, our people remain a fundamental pillar of Aljazira Bank's journey toward sustained progress.

Strategic Direction

Building on this positive environment, Aljazira Bank was able to turn challanges into opportunities for sustainable growth, in line with the year's slogan, "Wealth that Builds Sustainable Impact":

Green Financing	As green sukuk issuance in the Kingdom exceeded USD 10 billion, the Bank expanded its sustainable finance portfolio, with approved credit facilities reaching ⃁ 7 billion, alongside 180% year-on-year growth in utilized assets.
Digital Enablment	The Bank reinforced its "mobile first" approach, with digital adoption among new customers reaching 88%, while SME acquisition through digital channels increased fourfold.
Human Capital	In line with the national priorities to reduce unemployment (7.5%) and increase women's participation (35%), the Bank achieved an overall Saudization rate of 97.0%. Female representation within the permanent workforce rose to 18.6%, and the Bank was recognized with the "Best Workplace Environment" award for 2025.
Governance and Privacy	The Bank activated a Data Privacy Office and achieved full compliance with the PDPL in response to increasingly stringent regulatory requirements. It also obtained certification under the Payment Card Data Security Standard V 4.0 (PCI DSS), reinforcing the security of customer's wealth and data.

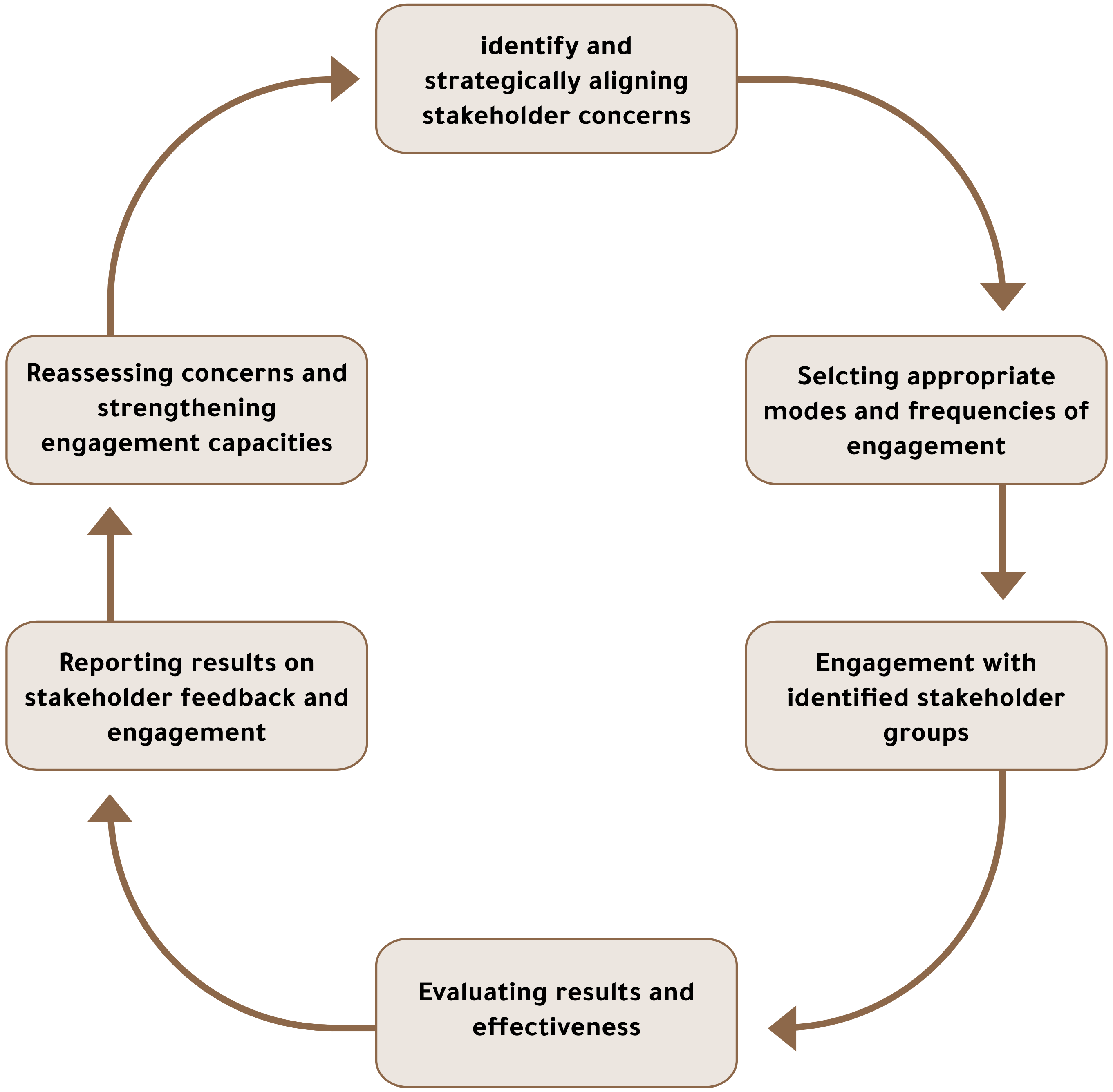
Stakeholder Engagement

Aljazira Bank recognizes that wealth creation is incomplete without active stakeholder participation, as continuous dialogue enables the Bank to channel this wealth into a lasting impact that directly addresses their needs and aspirations.

Having identified key internal and external stakeholder groups who impact and influence the Bank's operations as well as our strategic decision-making, Aljazira Bank also understands the significance in understanding the expectations as well as concerns of these various groups for the continued success of the Bank, both in terms of financial and non-financial performance. We actively engage with our stakeholder groups by facilitating open, transparent, and constructive dialogue in order to gain a deeper understanding of their priorities and expectations. The Bank encourages stakeholders to convey their opinions on our approach to sustainability, and build trust and credibility with each stakeholder group, identifying and managing potential or existing concerns.

Our stakeholder engagement process is continuous, and prioritizes feedback of our constituents, including shareholders, in order to shape our decisions and our approach to disclosures. We value the long-term relationships we have formed with our stakeholders over the years, and continue to strengthen our mutually beneficial partnerships by understanding and effectively addressing key stakeholder topics of concern.

Stakeholder Engagement Process



Stakeholder Engagement Process in Aljazira Bank

Stakeholder group	Engagement mechanisms & frequency	Key topics in 2025
Shareholders/ Investors	- Annual General Assembly - Annual - Extraordinary General Meetings - As required - Annual Report - Annual - Sustainability Report - Annual - Shareholder Services Division - Continuous - Interim Financial Statements - Quarterly - Investor Presentations and Earning Calls - Quarterly - One-on-One Discussions and Meetings - As required - Road Shows - Annually - Press Conferences and Releases - As required - Announcements made via the Saudi Exchange - As required	- Financial Performance - Shareholder Returns - Governance - Risk Management - Sustainability Disclosure - Business Continuity - Sustainable Financing Portfolio Expansion - Initiating a Greenhouse Gas (GHG) Emissions Inventory
Customers	- Online Banking - Continuous - Branches/Service Centers/ ATMs - Continuous - Customer Visits - As required - Social Media - Continuous - Conventional Media (Advertisements) - As required	- Service Speed and Quality - Access to Financial Services - Improving Financial Literacy - Improved Digital Channels - Awareness of Sustainability Matters - Data Privacy and Full Compliance with PDPL - Digital Empowerment of SMEs
Employees	- Induction Program - Once at the point of onboarding - Internal Communication - Continuous - Training Programs - As planned and as required - Special Staff Events - Continuous - Performance Appraisals - Annual - Employee Surveys - Annual	- Career Progression - Knowledge and Capacity Development - Diversity, Equity, and Inclusion - Remuneration and Benefits - Awareness of Sustainability Matters - Employee Engagement and Workplace Enhancement - Increasing Female Representation in the Permanent Workforce
Communities	- Special Awareness Events - As required - Public Events - As required - Website - Continuous - Press Releases - As required - Social Media - Continuous - Community Service Initiatives through the "Khair Aljazira Le Ahl Aljazira" Program - Continuous	- Community Empowerment - Awareness on Sustainability Matters (Social and Environmental) - Financial Inclusion
Regulators / Policymakers	- Consultations - As required - Extraordinary General Meetings - As required - General Assembly Meetings - Annual - Annual Report - Annual - Sustainability Report - Annual - Announcements made via the Saudi Exchange - As required	- Compliance with Directives and Regulations - Financial Performance - Achieving Record Saudization rate (97.0%) - Sustainability Disclosure - Alignment with Saudi Vision 2030 - Complying with SAMA's New Sustainability Disclosure Standards

Materiality Assessment

Aljazira Bank understands the need to identify and address matters that are most important to our key stakeholders as well as our business. Our materiality assessment and resulting stakeholder outreach is a dynamic and ongoing process that is guided by the Global Reporting Initiative (GRI) Standards; we identify material topics through a Bank-wide assessment across all operations, which gives us insight to stakeholder concerns, market demands, business risks, and opportunities that greatly influence our decision-making, as well as our ability to create long-term value.

We continued to assess identified material concerns with industry research and peer analysis, conducting in-depth desktop research on market trends while integrating regular feedback from key stakeholders, to prioritize matters of greater concern to them. During the development of our inaugural sustainability report, we identified and finalized eight material topics that are most important to our stakeholders as well as our business. We then applied an internal lens to align these material topics with Aljazira Bank's eight Sustainability Key Performance Indicators (KPIs).

There were no major changes carried out to the Aljazira Bank materiality topics or materiality matrix during the year in review, with the Bank continuing to measure its progress against the identified materiality topics throughout the year.

Aljazira Bank Materiality Assessment Process

1) Identification of Material Topics

Based on expert consultancy, desktop research, data analysis, and stakeholder feedback

2) Prioritizing and Mapping of Material Topics

Based on impact and importance to both stakeholder and the Bank

3) Integration of Topics into Sustainability KPIs

To ensure alignment of the Bank objectives with stakeholder expectations

Umbrella KPIs: Introduce Sustainability Maturity Index

Key performance indicator 1

Improve environmental footprint

Key performance indicator 2

Incorporation of ESG criteria into lending and investment evaluation

Key performance indicator 3

Enhance digital channels

Key performance indicator 4

Develop two new climate pledges

Key performance indicator 5

Improve financial literacy among customers

Key performance indicator 6

Improve sustainability awareness

Key performance indicator 7

Improve Islamic Banking and Shariah knowledge amongst employees

Key performance indicator 8

Improve diversity, equity, and inclusion

Materiality Topics of Aljazira Bank

	Materiality Topic	Relevant Stakeholders	Key performance indicator
Direct Environmental Footprint	Minimizing the environmental impact of our own activities is a prerequisite of responsible operations, prioritized by the Bank and discussed as a material topic by a growing segment of environmentally conscious customers as well as regulators. This materiality topic drives our efforts to minimize our own resources use. In 2025, the Bank took a pivotal step by initiating its first regulatory greenhouse gas (GHG) emissions inventory, establishing precise operational boundaries and emissions baselines, thereby laying the groundwork for future emissions reduction plans.	· Customers · Employees · Communities · Regulators / Policymakers · Shareholders / Investors	**Key performance indicator 1** Improving environmental footprint **Groups:** Technology and Operations Group / Sustainability and Social Responsibility Group / Human Capital and Corporate Support Group **Key performance indicator 4** Developing two new climate pledges **Group:** Sustainability and Social Responsibility Group
Responsible Financing	We focus on introducing products and services that take into account the most pressing financial needs of our stakeholders. This also ensures effective screening of projects and proposals, covering environmental, social, and governance (ESG) criteria. This commitment was reflected in 2025 through the growth of sustainable financing assets by more than 180%, with total approved credit facilities reaching ⃁ 7 billion, of which ⃁ 4 billion has been deployed towards green and sustainable projects.	· Customers · Regulators / Policymakers · Shareholders / Investors	**Key performance indicator 2** Incorporation of ESG criteria into lending and investment evaluation **Groups:** Retail Banking Group / Corporate and Institutional Banking Group / Treasury Group / Enterprise Risk Management Group
Compliance and Transparency	Operating in accordance with national and international regulations and legislation, policies, standards and codes of conduct underpins our license to operate. In 2025, the Bank achieved a 127% completion rate of its internal audit plan, reinforcing the highest standards of integrity and transparency.	· Regulators / Policymakers · Shareholders / Investors	**Umbrella KPI** Introducing Sustainability Maturity Index **Group:** Sustainability and Social Responsibility Group **Key performance indicator 2** Incorporation of ESG criteria into lending and investment evaluation **Accountable Groups:** Retail Banking Group / Corporate and Institutional Banking Group / Treasury Group / Enterprise Risk Management Group

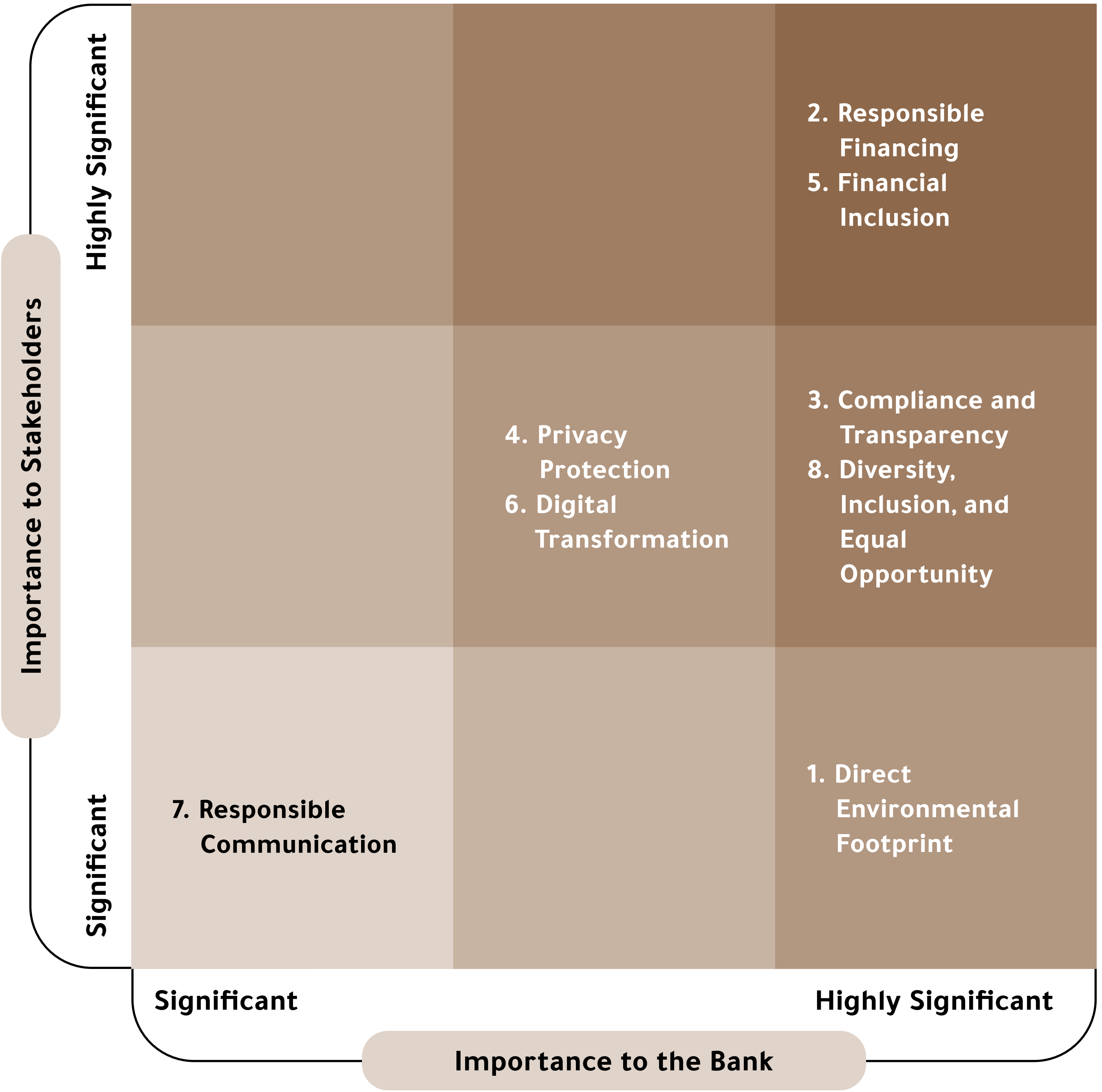
	Materiality Topic	Relevant Stakeholders	Key performance indicator
Privacy Protection	Protecting customer and other key stakeholder data is a fundamental right and requirement, particularly with the growth of digital banking, requiring robust security procedures and systems. In 2025, the Bank activated its Data Privacy Office and achieved full compliance with the PDPL, while also obtaining Payment Card Industry Data Security Standard version 4.0 (PCI DSS v4.0) certification, resulting in zero customer data breaches recorded throughout the year.	· Customers · Regulators / Policymakers	**Key performance indicator 2** Incorporation of ESG criteria into lending and investment evaluation **Groups:** Retail Banking Group / Corporate and Institutional Banking Group / Treasury Group / Enterprise Risk Management Group / Customer Experience and Protection Division
Financial Inclusion	We continue our role as a key partner and a major contributor to achieving the ambitious goals of Saudi Vision 2030, including financial inclusion, by ensuring that financial products and services remain accessible and affordable to all. We also continue to raise customer awareness on how to make the best use of these products and services, as part of our efforts to strengthen financial literacy.	· Customers · Communities · Regulators / Policymakers	**Key performance indicator 2** Incorporation of ESG criteria into lending and investment evaluation **Group:** Retail Banking Group/Corporate and Institutional Banking Group/ Treasury Group/ Enterprise Risk Management Group **Key performance indicator 5** Improving financial literacy among customers **Group:** Customer Experience and Protection Division
Digital Transformation	Digitalization remains a key customer expectation, and Aljazira Bank continues to focus and invest in digital products and services that drive significant operational and resource efficiencies across the Bank's business lines, while expanding access to financial products and services. In 2025, the Bank achieved a record milestone with 88% digital penetration among new customers and a fourfold increase in SME acquisition through digital channels, further strengthening efficiency and financial inclusion.	· Customers	**Key performance indicator 3** Enhance digital channels **Group:** Technology and Operations Group

	Materiality Topic	Relevant Stakeholders	Key performance indicator
Responsible Communication	We believe it is our responsibility as a leading financial institution and key enabler of Saudi Vision 2030, to raise awareness among our key stakeholders - mainly our employees - on our approach towards planning and implementing Sustainability initiatives, and our progress towards delivering on our promises. We also consider it our duty to exert more effort towards improving Islamic Banking and Shariah knowledge among our employees, so that they can strengthen our reputation and trustworthiness as a Shariah-compliant Bank by serving our customers better.	• Employees • Regulators / Policymakers	**Key performance indicator 6** Improving sustainability awareness **Group:** Sustainability and Social Responsibility Group **Key performance indicator 7** Improving Islamic Banking and Shariah knowledge amongst employees **Group:** Shariah Group
Diversity, Inclusion, and Equal Opportunity	We support diversity and inclusion in a way that reflects the character and evolving needs of the communities we serve across the Kingdom. In 2025, female representation in permanent staff increased to 18.6% (up from 16.1% in 2024), while overall Saudization reached 97.0%. This reflects our commitment to empowering national talent and fostering a motivating workplace, recognized with the "Best Workplace Environment" award in 2025.	• Employees	**Key performance indicator 8** Improving diversity, equity and inclusion **Group:** Human Capital and Corporate Support Group

Materiality Matrix

Each materiality topic has been mapped onto our Materiality Matrix, rated from significant to highly significant in importance:

Materiality Matrix of Aljazira Bank



	Significant		Highly Significant
Highly Significant			2. Responsible Financing 5. Financial Inclusion
		4. Privacy Protection 6. Digital Transformation	3. Compliance and Transparency 8. Diversity, Inclusion, and Equal Opportunity
Significant	7. Responsible Communication		1. Direct Environmental Footprint

Management Approach

To ensure our sustainability efforts remain aligned with our business strategy and stakeholder expectations, we prioritize material topics to allocate the Bank's resources more effectively. As shown in the Materiality Topics table above, Aljazira Bank links each material topic to the relevant sustainability key performance indicators (KPIs) and assigns ownership to the appropriate Group or functional Unit Heads responsible for implementing and monitoring those KPIs.

Our Sustainability Journey

At the core of Aljazira Bank's business is a long-standing commitment to creating sustainable value for all stakeholders. Guided by Islamic Shariah principles, the Bank has consistently considered the social impact of the banking products and services offered to customers over the years, while working to minimize any potential adverse impacts that may arise from its activities. Aljazira Bank has also contributed to national community development projects and empowered people across the Kingdom through high-impact social and environmental initiatives. In parallel with strengthening its own professional teams through capability development, the Bank continued to empower young men and women through vocational training programs and other initiatives, helping bridge skills gaps in the labor market and enabling broader participation in the growth and diversification of the Kingdom's economy.

In this fourth annual Sustainability Report, Aljazira Bank continues to document its sustainability journey and highlight its role as a responsible national financial institution that contributes to the sustainable development of communities and to the resilience and diversification of the Saudi economy. The report provides an overview of the Bank's sustainability approach, which is closely linked to the material topics most relevant to its stakeholders. Following Board approval in 2022, the Bank established a sustainability framework and committed to publishing an annual Sustainability Report, guided by the objective of creating long-term value by conducting its business in a balanced and responsible way, for the benefit of the nation, society, and the wider world.

Sustainability Governance Structure

The Sustainability and Social Responsibility Group has a direct administrative reporting line to the Board's Sustainability and Social Responsibility Committee, in addition to a dotted-line reporting relationship to the CEO for ongoing guidance and direction. The Group includes a dedicated Sustainability Division. The Board of Directors also provides direct oversight of the Sustainability and Social Responsibility Committee and continues to guide the Bank's overarching sustainability objectives.

Sustainability Framework

Aljazira Bank's overarching strategy is grounded in clear vision and objectives aimed at delivering three sustainable outcomes:

1. Improving our Economic Health

Through core financial ratios such as Cost-to-Income (C/I), Cost of Funds (CoF), Return on Assets (RoA), and Return on Equity (RoE). In 2025, this was further strengthened through 180% growth in sustainable finance assets, with approved facilities reaching ⃁ 7 billion.

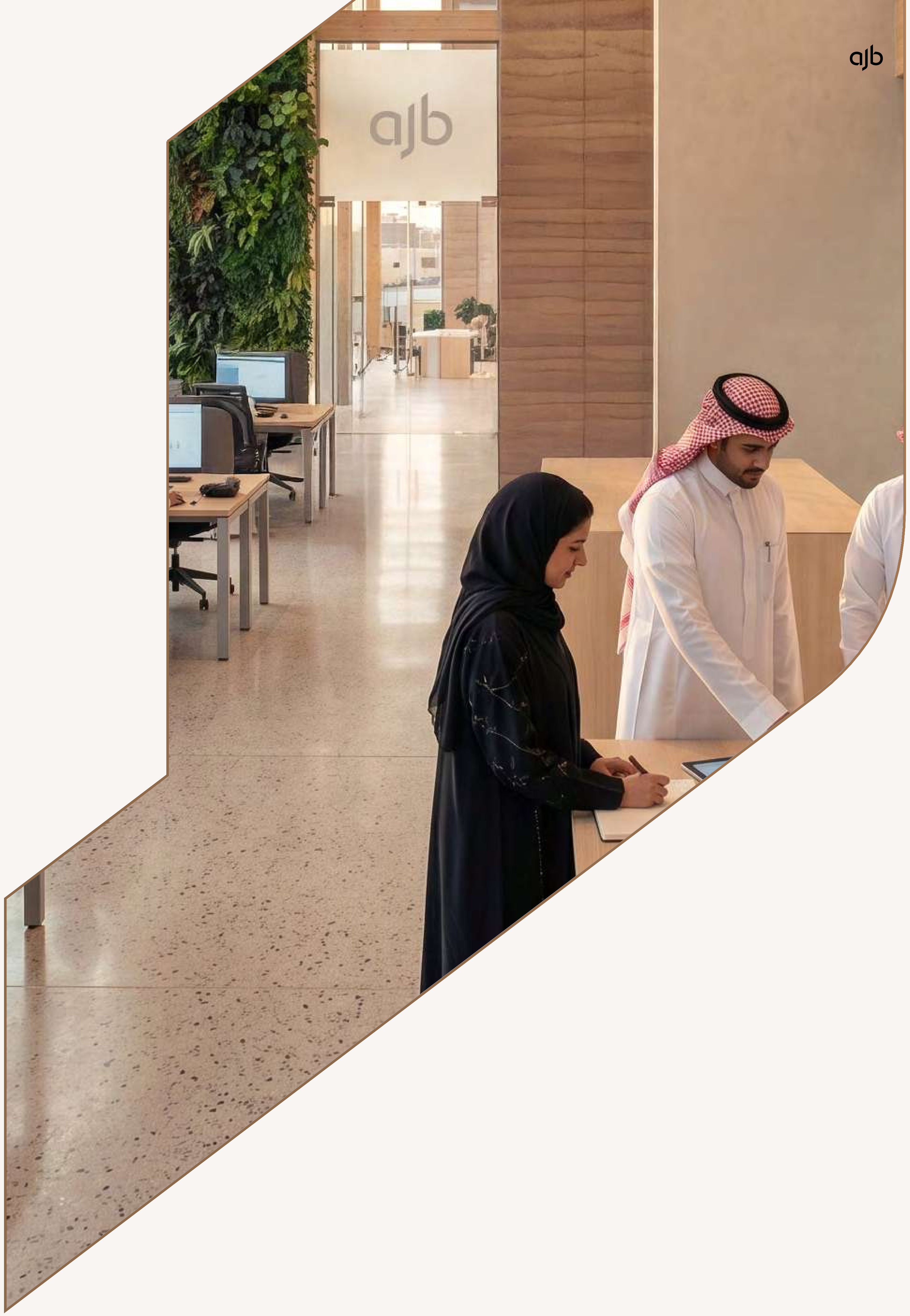
2. Improving our Organizational Health

By strengthening culture and values, and by positioning the Bank as an employer of choice for top talent. In 2025, these efforts were recognized through the "Best Workplace Environment" award, alongside an employee engagement score of 73%, and an increase in female representation in permanent staff to 18.6%.

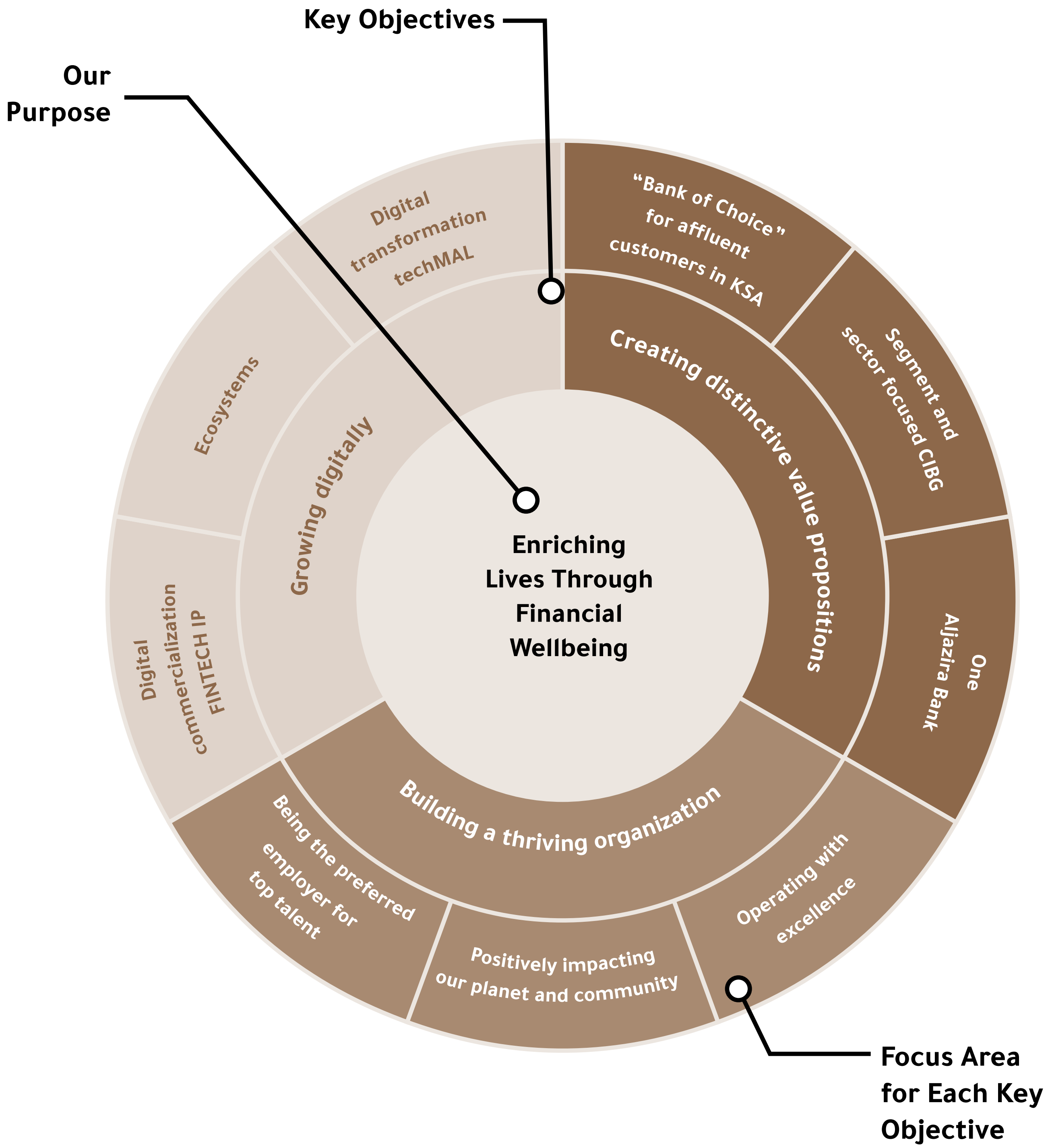
3. Improving our Customer Experience

By strengthening brand value and delivering exceptional digital experiences that enhance customer advocacy, as reflected through the Net Promoter Score (NPS). In 2025, this was demonstrated by 88% digital penetration among new customers, and a fourfold increase in SME acquisition through digital channels.

Following the Bank's five-year strategy refresh in 2023, a clear transformation agenda was established, supported by 42 strategic initiatives with defined execution timelines across the short, medium, and long term. In 2025, the Bank continued delivering these initiatives with stronger focus on "Digital Growth" and "Building a Thriving Institution," successfully achieving its foundational digital transformation targets.



Purpose and Objectives of Aljazira Bank



Building on our objective to integrate sustainability standards into our banking operations, four core sustainability pillars were defined under the Bank's Sustainability Framework. These pillars are designed to enable Aljazira Bank to support economic growth, create greater value, and deliver broader business impact. In 2025, we further strengthened the pillar focused on positive environmental and social impact by initiating our first organizational Greenhouse Gas (GHG) inventory and expanding the Qard Hasan portfolio.

In addition, we mapped the Bank's key strategic focus areas to the sustainability pillars to maximize collaboration, integration, and a holistic approach across the stakeholders and roles involved in our sustainability journey. This reflects our strong commitment to supporting and developing the national economy and contributing to the ambitious goals of Saudi Vision 2030, with 2025 marking tangible progress in empowering national talent, as reflected in an overall Saudization rate of 97.0%.

Mapping of Sustainability Framework

		Sustainability Pillars	Purpose Mapping	Strategic Objectives	UN SDG Mapping
Creating Distinctive Value Propositions	Retail Affluent Bank Segment and Sector Focused CIBG One Aljazira Bank	**Sustainability Pillar 01:** Sustaining Value Creation of / by Our Core Business	1 2 3 4 5 6 7	Providing access to finance through a growing portfolio of banking products and services, to increase economic participation and financial inclusion Leveraging digital innovation, digitized banking systems and infrastructure to promote digital financial inclusion and self-service banking Evolving as a learning organization by revamping work culture, providing training and development, accelerating digitization, and enhancing employee experience.	8 9
Growing Digitally	Digital Commercialization Commercialization Ecosystems Digital Transformation	**Sustainability Pillar 02:** Socially Responsible Banking	7 8 9	Innovation and development of Shariah compliant products and increasing Shariah knowledge among employees and customers Preventing financial crime with zero-tolerance for bribery, corruption and fraud, and ensuring privacy protection for customers Promoting and exemplifying diversity and equal opportunity in employment Sourcing from local vendors to create sustainable livelihoods	9 10
Building a Thriving Organization	Continuous Learning and Development	**Sustainability Pillar 03:** Environmentally Responsible Banking	4 5 8	Monitoring and minimizing the Bank's carbon footprint through responsible and optimized consumption of our resources, and the management of waste Directing of capital flows and investments towards highly impactful green projects Incorporation of environmental criteria in credit evaluation Improve institutional knowledge on climate change mitigation, adaptation and impact reduction	12 13
	Positively Impacting Our Planet and Our Community Customer Obsessed Through Our Conduct	**Sustainability Pillar 04:** Impact Beyond Banking	8	Supporting social entrepreneurship through advocacy, financial assistance and financial literacy to promote creativity, innovation and economic growth Stewardship of external environmental and community initiatives Partnerships with international and local organizations to achieve social and environmental objectives	8 10 11

03. Protecting the Resources that Power Growth

Resource Efficiency

Resource efficiency at Aljazira Bank reflects a disciplined operational approach that balances the requirements of growth and the expansion of operational and digital infrastructure with the rationalization of consumption and the reduction of waste.

This approach is grounded in proactive planning, strengthened control mechanisms, and enhanced operational efficiency across the headquarters and branch network, supporting performance sustainability while reducing the environmental footprint associated with the Bank's operations.

In 2025, the Bank continued to strengthen its energy and water management practices while expanding its paperless transformation through improved document lifecycle management. Digitization, archiving, and secure destruction initiatives contributed to reducing reliance on paper-based documentation, generating environmental benefits as part of the Bank's efforts to improve resource efficiency and support circular economy principles.

The Bank also maintained a practical approach to water consumption management through a hybrid supply model aligned with infrastructure requirements and local regulations. This was supported by conservation measures, including enhanced control tools, smart usage technologies, and internal awareness initiatives, reinforcing consumption efficiency and ensuring operational continuity.

A. Energy Consumption and Efficiency

Energy management remains a key pillar of operational efficiency at Aljazira Bank, given its direct link to service continuity, network expansion, and the acceleration of digital transformation. In line with the report's theme, "Wealth that Builds Sustainable Impact," the Bank manages energy as a resource through planning and disciplined controls, ensuring the required level of operational performance while containing environmental impact and costs within defined parameters.

In 2025, savings against the baseline reached 8.2%. Total electricity bills amounted to ⃁14,688,061.68, compared to ⃁14,031,549.33, reflecting an increase of 4.7%. This limited change reflects a combination of factors, including operational growth, digital infrastructure requirements, and seasonal considerations, while maintaining disciplined cost management through internal plans aimed at controlling consumption and improving efficiency.

2025 Highlights

⃁ 14,688,061.68

Total electricity bills (2025)

4.7%

Annual increase of specified considerations

approximately 8.2%

Savings vs. baseline

Automated lighting systems, HVAC optimization, panel timers, fuel-efficient generators, and annual baseline setting

Ongoing operational initiatives

Monthly Electricity Bill Performance

Month	2024 Bills (⃁)	2025 Bills (⃁)	Baseline - Budget	Savings 2025 - baseline
January	873,545.92	825,369.73	⃁ 996,093.47	⃁ 170,723.74
February	898,984.62	884,327.03	⃁ 1,025,100.91	⃁ 140,773.88
March	787,376.65	769,060.36	⃁ 897,835.73	⃁ 128,775.37
April	885,383.22	930,226.00	⃁ 1,009,591.40	⃁ 79,365.40
May	1,062,130.30	1,176,152.53	⃁ 1,211,133.88	⃁ 34,981.35
June	1,354,010.13	1,393,147.37	⃁ 1,543,960.80	⃁ 150,813.43
July	1,424,052.53	1,559,101.96	⃁ 1,623,829.27	⃁ 64,727.31
August	1,640,478.44	1,700,754.07	⃁ 1,870,617.02	⃁ 169,862.95
September	1,545,790.52	1,721,307.15	⃁ 1,762,645.57	⃁ 41,338.42
October	1,387,041.09	1,506,674.73	⃁ 1,581,625.59	⃁ 74,950.86
November	1,186,650.65	1,189,724.63	⃁ 1,353,122.88	⃁ 163,398.25
December	986,105.26	1,032,216.12	⃁ 1,124,443.48	⃁ 92,227.36
Total	**14,031,549.33**	**14,688,061.68**	**⃁ 16,000,000.00**	**⃁ 1,311,938.32**

Note: Bills increased noticeably during the summer months (July-September), consistent with higher cooling loads during periods of elevated temperatures, while consumption continued to remain within internal planning parameters.

Key Drivers of Year-on-Year Change in 2025

The limited year-on-year change in electricity bills during 2025 is attributed to several operational and structural factors, most notably:

Expansion of digital infrastructure	Continued digital transformation initiatives, increasing server and technology equipment loads, and higher data processing requirements driven by technology-enabled banking services.
Operational growth	Increased utilization across the branch network and administrative facilities, alongside higher activity levels associated with business expansion.
Seasonal and climatic impact	Higher cooling requirements during the summer months and increased HVAC loads during extended periods of high temperatures.
Business continuity requirements	Deployment of fuel-efficient generators in key branches to support operational resilience, alongside enhanced backup systems and readiness measures.

Baseline Planning: Strong Cost Control Despite Growth Pressures

In anticipation of upward pressure on electricity consumption driven by growth and digital transformation, Aljazira Bank adopted a structured approach in 2025 to establish an annual electriciy budget baseline, developed based on:

- Historical consumption patterns
- Tariff-related forecasts
- Expected seasonal climate variations

2025 Performance vs. Baseline

⃁ 16,000,000

2025 baseline total

⃁ 14,688,061.68

2025 actual total bills

⃁ 1,311,938.32

Savings vs. baseline

approximately 8.2%

Below baseline

Indicator significance:
This reflects the Bank’s ability to contain costs within internal planning parameters, even amid factors that increase operational load.

Energy Efficiency Initiatives in 2025

The Bank continues to implement a range of operational initiatives across the headquarters and branch network to enhance load efficiency and reduce unnecessary consumption:

Initiative	Scope of Implementation	Status	Operational Impact
Automated lighting systems	Headquarters and branch network	Ongoing	Reduced unnecessary operation
HVAC control optimization	Headquarters and branch network	Ongoing	Improved load efficiency
Panel timers/external lighting timers	Headquarters and branch network	Ongoing	Reduced consumption during peak periods
Fuel-efficient generators	Key branches	Ongoing	Improved fuel efficiency and supported continuity
Annual baseline setting	Bank-wide	Ongoing	Strengthened expenditure control and planning

Renewable Energy Opportunities and Technical Infrastructure Efficiency

As part of the Bank's long-term approach to improving environmental performance, Aljazira Bank began exploring renewable energy opportunities, including assessing the feasibility of installing solar panels at selected Bank-owned buildings. In parallel, upgrades to data center infrastructure and the ongoing shift toward private cloud computing contributed to improved energy efficiency and more sustainable technology operations, reducing the overall carbon footprint associated with the Bank's expanding digital activities.

Toward Consumption Intensity Metrics and Emissions Inventory

In 2025, the Bank initiated preliminary discussions to develop its first corporate GHG emissions inventory, aimed at defining organizational and operational boundaries, identifying emissions sources, and establishing data collection methodologies. Developing this inventory will enable the Bank in future reporting cycles to:

- Introduce standardized activity data
- Develop intensity metrics (such as consumption per branch / employee / square metre)
- Support tracking of Scope 1 and Scope 2 emissions through a more mature measurement and disclosure pathway

The Bank's forward plan focuses on:

- Continuing to maintain expenditure below baseline levels
- Using the emissions inventory baseline to begin tracking Scope 1 and Scope 2
- Introducing energy intensity indicators once the baseline is completed and measurement methodologies are standardized

B. Water Optimization

Water is a vital resource for operational continuity, and its efficient management represents a key element in delivering sustainable impact within the Kingdom's operating environment. At Aljazira Bank, water optimization efforts are grounded in a combination of operational controls, infrastructure enhancements, and internal awareness, ensuring responsible water use while maintaining compliance with municipal and environmental requirements.

During 2025, total water bills amounted to ⃁351,793, compared to ⃁302,923 in 2024, representing an annual increase of approximately 16%. This increase was primarily driven by structural pricing changes across the Kingdom, including updates to national water tariffs, wastewater charges, and consumption tier thresholds, in addition to fluctuations in seasonal demand, which typically affects usage during warmer periods.

2025 Highlights

⃁ 351,793

Total water bills
(2025)

16%

Year-on-year
change vs. Baseline

Supply and discharge model

Hybrid model with no material changes compared to 2024

Compliance

No cases of non-compliance related to water discharge or wastewater management during 2025

Optimization focus areas

Flow regulators, sensor-based fixtures, internal awareness, and operational improvements

Monthly Water Bill Performance

Month	2024 Bills (⃁)	2025 Bills (⃁)	Change/ Baseline	2025 Savings/ Increase (⃁)
January	18,887	26,961	-42.75%	(8,074.31)
February	19,263	27,903	-44.85%	(8,639.85)
March	25,372	24,959	1.63%	412.82
April	22,300	21,820	2.15%	480.24
May	35,590	29,966	15.80%	5,624.00
June	24,694	22,792	7.70%	1,901.98
July	24,898	28,089	-12.81%	(3,190.62)
August	25,794	31,474	-22.02%	(5,679.61)
September	24,632	27,199	-10.42%	(2,567.34)
October	25,216	31,501	-24.93%	(6,285.19)
November	31,555	28,443	9.86%	3,112.28
December	24,722	50,686	-105.03%	(25,964.21)
Total	**302,923**	**351,793**	**16%**	**(48,869.81)**

Note: Certain months recorded noticeable increases in bills, reflecting the impact of tariff and consumption tier changes, in addition to seasonal demand.

Supply and Discharge Model: Operational Continuity with Clear Compliance

Aljazira Bank continued to operate under its hybrid water supply and discharge model, with no material changes compared to 2024:

- **Urban locations (branches and facilities within cities):** connected to the National Water Company network for supply and discharge.
- **Non-urban locations:** rely on water tanks and wastewater holding tanks, depending on local infrastructure availability and regulatory requirements.

This model supports operational continuity while maintaining compliance with relevant municipal and environmental standards.

Water Optimization Initiatives in 2025

As part of its continuous improvement journey, the Bank implemented and maintained a range of practical initiatives focused on reducing unnecessary consumption and enhancing usage control:

Initiative	Scope of Implementation	Status	Impact
Water flow regulators	Restrooms in branches and administrative facilities	Ongoing	Reduced flow rates and unnecessary consumption
Automated fixtures (sensor-based taps)	Headquarters and selected branches	Ongoing	Limited excessive usage and improved consumption control
Employee awareness initiatives	Bank-wide	Ongoing	Promoted a culture of responsible water use
Hybrid supply model	Bank-wide	Ongoing	Ensured efficient water availability aligned with infrastructure conditions and compliance

Compliance and Risk Managment

No cases of non-compliance related to water discharge or wastewater handling were recorded during 2025, reflecting the Bank's adherence to operating procedures and controls aligned with municipal and environmental compliance requirements.

The Bank continues to strengthen its water optimization pathway through:

- Expanding the deployment of consumption control tools across priority locations
- Enhancing preventive maintenance to reduce waste and leakage
- Developing more precise measurement indicators once consumption volume data (m^3) becomes available in future reporting cycles

C. Paper Reduction & Digitization Impact

Reducing reliance on paper represents a practical pathway to enhancing resource efficiency and reflects an important step toward leaner operations with a lower physical footprint. At Aljazira Bank, this effort forms part of a broader direction to embed digitization across document lifecycle management, translating operational improvements into measurable environmental impact.

Paperless Transformation: Large-scale Digitization and Effective Archive Management

Building on the progress achieved in 2024, when paper consumption was reduced by approximately 1.5 tonnes, Aljazira Bank continued to strengthen its digitization and document lifecycle initiatives throughout 2025. During the reporting period, the Bank:

Digitized
10.8 million
pages

Processed
1,240
archive boxes

This was delivered through an ongoing initiative focused on document digitization and secure shredding initiative. These efforts reduced reliance on paper-based documentation, enhanced operational efficiency, and supported the Bank's direction in advancing circular economy principles and improving resource efficiency.

2025 Highlights

10.8 million
pages digitized
during 2025

1,240
archive boxes processed as part of the digitization and shredding initiative

Measurable environmental benefits:

45,000 kWh
of energy saved

32,000 kg
of CO_2 emissions avoided

218,000 gallons
of water saved

529
trees preserved

Paper Waste Management: Structured Collection, Secure Shredding, and Responsible Recycling

In 2025, the Bank continued to enhance its paper waste management methodology within the digitization and shredding initiative through:

- Structured collection of documents in line with clear internal procedures
- Secure shredding to ensure data protection and compliance with governance requirements
- Responsible recycling to divert paper away from landfill pathways, supporting the Bank's circular economy objectives

This approach improved document processing efficiency and strengthened archiving-related workflows, while expanding the initiative's impact across the Bank's network.

Print Controls and Advancing "Low-Paper Banking"

As part of responsible paper management, Aljazira Bank continued to implement centralized print controls, alongside broader digitization efforts aimed at reducing reliance on physical archiving. These controls contribute to:

- Limiting unnecessary printing
- Strengthening governance over document handling
- Supporting the gradual shift toward low-paper banking operations, enhancing operational environmental performance

Network-wide Impact

During 2025, Aljazira Bank advanced its paper reduction efforts through Bank-wide, centralized archiving and digitization initiatives, moving beyond pilot programs limited to selected branches. As a result, the impact extended across the entire network, including Fawri branches, through reduced reliance on physical documentation and strengthened digital document lifecycle management.

In the coming year, the Bank will continue to progress along this pathway through:

- Expanding the digitization of priority documents
- Strengthening and scaling print controls
- Continuing to enhance document lifecycle management to deliver greater environmental impact and further reinforce compliance and governance

Waste Management

Aljazira Bank's waste management reflects a structured operational approach focused on minimizing waste and enhancing the efficiency of handling day-to-day waste streams across the headquarters and branch network. This approach is based on tracking key waste streams where possible and applying clear collection and processing practices, thereby supporting continuous improvement in operational environmental performance.

During 2025, the Bank continued to enhance its waste management practices across integrated streams, including paper and plastic, through effective partnerships with external cleaning service providers to ensure proper disposal in designated municipal bins in accordance with local regulations. Efforts also included strengthening internal awareness of the importance of waste reduction by highlighting the collective impact of recycling initiatives among employees, helping embed responsible disposal habits and encouraging greater participation in the Bank's environmental programs to reduce its operational footprint.

In parallel, electronic waste (e-waste) and IT assets received dedicated attention under structured asset lifecycle management procedures, ensuring safe handling, data protection, and compliance with relevant requirements while also leveraging reuse or recovery opportunities through partners where available.

Waste Streams and Management Approach

Aljazira Bank manages waste across its operational footprint, including the headquarters, branch network, and administrative facilities, through an approach that balances day-to-day operational requirements with waste reduction and resource efficiency. This approach is based on identifying key waste streams and linking each stream to an appropriate handling method, whether through source reduction (such as reducing paper through digitization), recycling, or regulated disposal in coordination with certified service providers.

During 2025, the following waste streams were identified and managed across the Bank's operations:

- Paper
- Plastic
- Aluminum
- E-waste
- Mixed municipal waste

Mixed Municipal Waste: A Consistent and Compliant Approach

With regard to general municipal solid waste, Aljazira Bank continues to manage collection and disposal activities through contracted cleaning service providers covering headquarters and branches. Waste is transported to designated municipal bins or local collection systems depending on infrastructure availability and in line with relevant regulatory requirements. No material changes were recorded in the Bank's municipal waste disposal approach in 2025 compared to 2024.

Recycling Partners and Collection Approach

In 2025, Aljazira Bank continued to strengthen its recycling practices by contracting licensed waste management and recycling service providers that comply with municipal requirements. This ensures that collection and processing activities are carried out in accordance with local environmental and waste management regulations. This approach reflects the Bank's commitment to directing recyclable waste to responsible treatment channels and reducing the volume sent to landfill.

Throughout the year, recyclable materials were collected across the Bank's operational sites, with quantities documented and transferred to service providers for processing in line with approved procedures.

Recycled Quantities in 2025

Materials Recycled	Quantity (kg)
Plastics	2,156
Cardboard	3,430
Paper	645
Aluminum	33
Total waste diverted to recycling	6,264

The total waste diverted to recycling includes additional materials within the scope of collection and processing by service providers, beyond the categories detailed above.

Environmental Impact of Recycling

Recycling activities generated measurable environmental benefits in 2025, including:

15.38 m³

Landfill space saved

7,120 kg

CO_2 emissions reduced

35,250 kW

Energy saved

104

Trees preserved

42,700 gallons

Water saved

Branch and Headquarters Initiatives

In 2025, Aljazira Bank continued to strengthen internal awareness around waste minimization and reinforce sorting and recycling practices through targeted communications and interactive initiatives. These efforts aimed to engage employees and connect sustainability with day-to-day workplace behaviors. As a result, recycling evolved from a standalone activity into a recurring operational practice, reflecting growing environmental awareness across the workforce.

Recycling Vending Machine (RVM) Program: Participation-Driven Sorting

As part of its 2025 initiatives, Aljazira Bank launched the Recycling Vending Machine (RVM) program to promote circular economy practices and encourage responsible sorting in the workplace. The program provides a simple, technology-enabled way to recycle plastic bottles and aluminum cans at Bank locations. It delivered strong results, reflecting growing employee engagement and environmental awareness.

RVM Results in 2025:

88,442

Total items processed

383

Average daily collection

Active participants

243 registered users

(with a notable increase in registrations throughout the year)

Strong employee participation also generated tangible environmental benefits that support the Bank's waste reduction objectives. Most notably, the initiative helped save 15.38 m³ of landfill space, reducing the Bank's operational footprint and supporting the Kingdom's broader direction toward sustainable resource management.

Reducing Plastic Through Digital and Virtual Cards

In parallel with sorting and recycling initiatives, Aljazira Bank continued in 2025 to promote the adoption of digital and virtual cards as part of its broader digital transformation strategy. This approach helps reduce reliance on physical card issuance, and the associated plastic consumption, while also lowering lifecycle impacts linked to production and transportation.

While the volume of "avoided plastic" has not yet been quantified, expanding the uptake of digital solutions supports material efficiency and strengthens the transition toward more sustainable and agile financial services.

E-waste and IT Asset Management

E-waste is one of the most sensitive waste streams in the banking operating environment, given its direct link to data protection and compliance requirements, in addition to its environmental impact. Accordingly, Aljazira Bank applies a structured approach to managing the lifecycle of IT assets, ensuring optimal use of equipment throughout its operational life, followed by secure decommissioning and environmentally compliant disposal in line with regulatory requirements.

In 2025, the Bank continued to manage e-waste responsibly across its operations to reduce the environmental impact associated with end-of-life digital equipment. This is supported by an integrated IT asset lifecycle management framework covering monitoring, deployment, maintenance, decommissioning, and certified disposal. The scope includes computers, servers, monitors, printers, payment devices, and network equipment, all handled through approved vendors that comply with national regulatory requirements for recycling and material recovery.

The Bank also maintained its practice of securely wiping all equipment prior to disposal to protect data integrity, before transferring it to certified recycling partners for processing. This approach supports the Kingdom's broader direction toward responsible materials management and helps prevent hazardous components from entering landfills.

Extending Asset Lifespans and Strengthening Circularity Before Decommissioning

The Bank applies operational practices that help reduce premature equipment replacement, including:

- Preventive maintenance in line with approved plans
- Controlled asset deployment to optimize utilization across locations and operational needs
- Replacing components when needed to maintain performance efficiency and extend asset lifespan before decommissioning

Vendor Buy-Back Policies

Building on the approach introduced in 2024, Aljazira Bank has implemented mandatory buy-back policies for certain IT assets through international vendors (such as HP and IBM) to ensure the safe and responsible disposal of unusable equipment. This mechanism helps the Bank track assets through to final closure, strengthening compliance and reducing the risk of improper handling or unregulated leakage of e-waste.

Decommissioning and Disposal Controls: Documentation, Data Protection, and Compliance

Aljazira Bank continues to apply a structured process for disposing of decommissioned IT assets, which includes:

- Secure data wiping before any device is transferred
- Using certified recycling partners to handle equipment in line with applicable regulations
- Full documentation of disposal activities, including verification, follow-up, and updates to asset records
- Aligning procedures with internal controls and relevant environmental and regulatory requirements

Aljazira Bank IT Asset Disposal Process

Step 01 | Receive and Review the Disposal Request

- Receive and assess the disposal request.
- Initiate disposal procedures once approved, or reject the request if requirements are not met.

Step 02 | Execute Disposal Actions

- Coordinate with the asset owner to ensure data is removed in line with approved standards and policies.
- Reallocate components that may still have operational use.

Step 03 | Post-Disposal Verification

- Verify that assets have been disposed of through approved channels and that equipment was handled appropriately.
- Approve and track the disposal process to ensure documentation is complete and implementing parties comply with requirements.

Step 04 | Update the Asset Record

- Update the asset status to "Disposed."
- Attach disposal documentation to the asset record.

Step 05 | Validate Accurate Recording in the Asset Register

- Confirm the asset status is correctly set to "Disposed."
- Confirm disposal documentation is properly attached to the relevant asset records.
- Prepare a "Discovery Report" to confirm that the devices listed for disposal have been disposed of in practice.

Step 06 | Notify Fixed Asset Management

- Notify the Fixed Asset Management team of successful disposal completion.

Green Project Financing

Green project financing is one of the key avenues through which Aljazira Bank supports the transition toward a more efficient and sustainable economy, by directing funding to projects with clear environmental impact that help address climate-, resource-, and infrastructure-related challenges. This approach is anchored in a long-term view that links financing to lasting outcomes, and supports sectors and projects that improve energy and water efficiency while accelerating the shift toward cleaner, more efficient solutions.

The Bank's approach in this area focuses on developing a green financing portfolio underpinned by clear eligibility logic, transparent measurement of approved facilities and utilized amounts, and a diversified funding focus. This includes projects such as renewable energy, wastewater treatment, waste management, carbon capture, and other initiatives that support national priorities and strengthen operational sustainability across both economic and environmental dimensions.

ajb's Green Financing Portfolio Vision and Approach

In 2025, Aljazira Bank continued to strengthen its green financing portfolio through the Corporate Banking Group, directing funding toward sectors and projects with clear environmental impact that align with the goals of Saudi Vision 2030 and the Saudi Green Initiative. This approach reflects the Bank's conviction that green financing goes beyond supporting individual projects; it represents a structured pathway to expand sustainable finance exposure and build a portfolio that supports the Kingdom's transition toward a more energy- and resource-efficient economy.

During the year, the Bank exceeded its internal target of 10% annual growth in sustainable finance assets, achieving year-on-year growth of more than 180%. While this progress builds on the 2024 trajectory, it also reflects a qualitative shift in approach, from project-level participation to a more structured expansion of sustainable finance exposure. This momentum will be further supported in the coming years through the Sustainable Finance Framework currently under development.

Total Approved Facilities and Utilized Amounts

Aljazira Bank's green financing portfolio recorded clear growth in both approvals and utilization in 2025, as follows:

- Total approved green credit facilities: **⃁ 7 billon**
- Total utilized amount: **⃁ 4 billion**

This utilization represents a tangible increase compared to 2024, when utilization stood at ⃁ 1.8 billion. The uplift reflects both portfolio expansion and stronger deployment of financing into environmentally aligned projects across priority sectors.

Types of Green Projects Financed

In 2025, Aljazira Bank's green financing portfolio supported projects across key areas that help improve environmental performance and enhance resource efficiency, including:

- Renewable energy generation
- Carbon capture and treatment
- Wastewater management and treatment
- Waste collection and recycling

Financing was primarily deployed within the Kingdom of Saudi Arabia, across industrial and infrastructure-related sectors that contribute to stronger environmental performance and the transition toward more sustainable solutions. Most facilities were structured as corporate credit facilities aligned with medium- to long-term project financing needs, with a domestic geographic focus that supports national sustainability priorities.

2025 Initiative: "Go Green" to Promote Low-Emission Mobility

As part of developing green products and initiatives, Aljazira Bank launched the "Go Green" campaign in 2025 in collaboration with Lucid Motors, offering exclusive electric vehicle (EV) financing options for Bank employees. The initiative encourages environmentally friendly mobility choices, supporting the Kingdom's shift toward low-emission transportation and contributing to national efforts to reduce air pollution and greenhouse gas emissions.

Go Green campaign features and supporting actions include:

0% profit rate and flexible financing terms of 2, 3, and 4 years, with no down payment.

Hosting interactive test-drive events at the Bank's administration facilities in Riyadh and Jeddah, introducing employees to clean mobility technologies.

Installing EV charging stations at selected Bank facilities in Riyadh, Jeddah, and Khobar, enabling employees and customers and supporting the transition toward cleaner energy.

These steps contribute to a more sustainable transport ecosystem in the Kingdom and represent a foundational phase for expanding retail green financing offerings over the medium term.

Capital Markets: Green Bonds and Sustainable Finance Instruments

As of 2025, Aljazira Bank has not issued green bonds or other sustainable finance instruments in the capital markets. However, the ongoing development of the Sustainable Finance Framework represents a foundational step to strengthen classification methodologies and transparency, and to position the Bank for potential future participation in sustainable finance instruments as they align with its priorities and market requirements.

Environmental Criteria in Credit Evaluation and Climate Awareness

Integrating environmental considerations into credit evaluation is an important step toward strengthening the quality of financial decision-making, reducing risks linked to environmental impacts, and supporting long-term sustainability. In this context, Aljazira Bank is focused on reinforcing an approach that connects credit evaluation to the ability of businesses and projects to manage their environmental and operational risks, helping direct financing toward more efficient activities that align with national priorities.

In parallel, the Bank continues to raise institutional climate awareness by building knowledge and capabilities related to climate change mitigation, adaptation, and impact reduction. This pathway supports broader measurement and analysis, improves the quality of future disclosures, and strengthens the Bank's readiness to respond to increasing expectations around climate risk and sustainable finance.

Incorporating Environmental Criteria into Credit Evaluation

In 2025, Aljazira Bank adopted a gradual approach to introducing environmental considerations into credit deliberations through guidance questions embedded within the Credit Policy. These questions serve as a supporting tool for discussion and validation during credit evaluations, helping strengthen decision quality and raise awareness of environmental risks associated with financed activities.

At this stage, the integration of sustainability factors into credit underwriting is not mandatory across all portfolios, and as of 2025 the Bank has not adopted a standalone sustainability risk rating framework or an obligatory scoring mechanism. The Bank continues to assess enhancement opportunities in this area in coordination with the Credit Management Group, supporting a phased strengthening of methodologies in line with market developments and regulatory expectations.

Supporting Controls: Shariah-Based Risk Governance

Within the Bank's risk management framework, financing is subject to Shariah compliance review, ensuring the exclusion of non-permissible sectors and reinforcing disciplined financing practices aligned with integrity and responsibility. This framework supports the development of a more robust and well-governed portfolio, particularly across Corporate Banking exposures.

Strengthening Environmental Data Governance in 2025

Alongside operational environmental initiatives and green project financing, Aljazira Bank focused in 2025 on strengthening the supporting foundations of environmental data governance by improving data consolidation and enhancing coordination between the Risk, Credit, and Sustainability teams, in line with evolving regulatory expectations across the Saudi banking sector. A key learning from the year was the need to improve the consistency of environmental data capture to support future intensity-based metrics and strengthen climate-related disclosures, paving the way for a gradual shift from primarily operational environmental management toward more structured, portfolio-level integration of environmental considerations in upcoming reporting cycles.

Raising Institutional Awareness on Mitigation, Adaptation, and Impact Reduction

In 2025, Aljazira Bank continued to invest in sustainability capability building and strengthen institutional awareness of climate-related topics, recognizing this as a key enabler of higher-quality internal dialogue and the gradual advancement of practices. Capability-building efforts included training programs focused on environmental, social, and governance practices, foundational courses on sustainable development, and the integration of ESG modules into training pathways, thus supporting early awareness of responsible banking principles among Bank employees.

In addition, members of the Board participated in awareness sessions organized and/or led by regulatory authorities to deepen their understanding of evolving requirements and expectations, helping align institutional direction with national and regulatory priorities.

Advancing the Climate Pathway: Ongoing Foundational Steps

During the reporting period, Aljazira Bank continued to strengthen the early foundations of its climate approach. While the Bank did not adopt a format net-zero commitment or conduct climate scenario analysis this year, sustainability considerations remained embedded in relevant business and financing discussions, particularly those aligned with national priorities under Saudi Vision 2030 and the Saudi Green Initiative. The Bank is gradually advancing its approach through several foundational steps, including:

- Developing a Sustainable Finance Framework
- Initiating its first GHG Assessment

These efforts contribute to building the internal capabilities, data, and governance needed to support a more structured approach to climate-related risk management and sustainable finance over the long term.

04. Growing Wealth for People and Communities

Responsible Banking Through Our Core Business

At Aljazira Bank, social impact is a direct outcome of a banking approach rooted in doing business the right way. When individuals are enabled to access financing, when small enterprises are supported in growing their businesses, and when capital is directed toward projects that strengthen the national economy, the result is not a separate social responsibility agenda; it is the essence of banking performance that creates wealth with enduring impact on people and communities.

In 2025, this direction deepened and progressed beyond foundation-building into value realization. Digital transformation matured into a fully embedded service model, the green financing portfolio expanded significantly, and SME economic empowerment programs delivered measurable outcomes, reflecting a tangible advancement in translating strategy into real-world impact.

Impact in Numbers

88% of new customers were acquired digitally, alongside **fourfold** growth in SME customer acquisition and over **40%** growth in digital individual account openings.

⃁ 7 billion in approved green financing facilities, with sustainable finance portfolio growth exceeding **180%** year-on-year, and utilized amounts totaling **⃁ 4 billion** to support renewable energy, recycling, and water treatment projects.

+24% growth in the SME portfolio, supported by a **262%** increase in point-of-sale (POS) customers and a **165%** rise in deployed POS devices.

2025 marked a year of operational maturity, during which digitalization progressed from early development into measurable customer value. Aljazira Business became a fully integrated platform delivering end-to-end customer journeys, from account opening to payments and financing, without the need to visit branches, making banking services more accessible to individuals and SMEs across the Kingdom. In parallel, the Bank strengthened its sustainable finance direction through a more structured approach, expanding its support for strategic sectors aligned with Saudi Vision 2030. At the same time, Aljazira Bank reinforced its capital resilience through successful sukuk issuances, further shaping the profile of a Bank that translates strategic priorities into meaningful impact for its customers and society.

Aljazira Capital: Leadership in Investment and Value Creation

In coordination with Aljazira Bank's wealth management teams, Aljazira Capital (AJC) supports clients in achieving their investment objectives through tailored portfolio management, structured investment products, and enhanced access to financial markets. In 2025, Aljazira Capital continued to strengthen its asset and wealth management platform, supported by favorable market conditions and strong investor demand.

Global Recognition and Awards in 2025:
Aljazira Capital received several prestigious awards reflecting its commitment to delivering high-quality Shariah-compliant investment solutions, including:

Best Equity Research House in Financial Markets

Most Innovative Shariah-compliant Investment Institution (as recognized by The Global Economics)

Most Innovative Fund Award: Aljazira Open-Ended Private Credit Fund

Most Innovative Shariah-Compliant Fund Award

Most Innovative Real Estate Fund Manager - Saudi Arabia 2025 - International Finance Awards

These recognitions reaffirm Aljazira Capital's position as a key pillar within Saudi Arabia's financial sector and its ability to translate investment excellence into sustainable wealth creation.

Expanding Access to Finance and Financial Inclusion

Aljazira Bank views broader access to financial services as fundamental driver of meaningful social impact. The value of banking is only fully realized when it reaches those who genuinely need it.

In 2025, this commitment deepened through expanded products, channels, and service segments that translated financial inclusion into tangible, lived reality.

How Aljazira Bank Expanded Access to Services and Products to Strengthen Participation and Inclusion

When Banking Becomes accessible to Everyone

In 2025, Aljazira Bank expanded its ecosystem of products and services to reach wider segments and reduce barriers to access through integrated digital and physical solutions:

Service	Description	Target Segment
Digital Account Opening	Fully digital onboarding in under three minutes without visiting a branch, serving customers in remote areas and first-time users.	Individuals and SMEs
Aljazira Business Platform	An integrated digital platform covering accounts, liquidity management, payments, collections, trade, POS financing, payroll services, Kafalah-backed facilities, and fully digital account opening.	Corporates and SMEs
Shariah-Compliant Retail Financing	Personal finance, home finance, and auto leasing with flexible repayment plans, covering more than 180 off-plan projects and housing agreements with employers.	Individuals and middle-income households
POS and Payroll Financing	Working capital financing lines digitally linked to POS and payroll cash flows.	Merchants and SMEs
Fawri App and Remittance Ecosystem	Instant transfers, bill payments, and government services, with improved remittance economics through Ria Money Transfer.	Expatriate workers and low-income segments
Inclusive Access Channels	Adapted ATMs, ramps, elevators, and digital features designed to support users with visual and hearing impairments.	Persons with disabilities

From the First Interaction to Real Impact

Behind every number is a human story: a small business owner securing financing in record time, or a family moving closer to the dream of homeownership through a smoother, more accessible journey. In 2025, these stories shifted from isolated successes into everyday experiences, reflecting the depth of transformation Aljazira Bank has delivered in how customers access banking services.

Digital account opening	Individuals can now open accounts digitally without visiting a branch, expanding access for youth, first-time banking customers, and residents of remote areas. This journey was recognized through an external award for best digital onboarding experience, in recognition of its speed, simplicity, and inclusivity.
From idea to fully digital account	Entrepreneurs and SMEs became able to open accounts and access financing digitally through the Aljazira Business platform, supporting 24% growth in the SME portfolio and making formal banking more accessible to smaller businesses.
A faster path with broader reach	Partial automation of the “Tharaa” investment mortgage process, flexible repayment plans, and the inclusion of more than 180 off-plan projects helped accelerate the home financing journey, particularly for employees supported through five new housing agreements with employers, expanding access for more families to achieve homeownership.

Target Segments Focus

Four Segments, One Consistent Impact

In 2025, Aljazira Bank strengthened its focus on four core segments aligned with sustainable growth priorities and the objectives of Saudi Vision 2030:

1. Broad base of retail customers

The Bank focused on mass-market retail customers and first-time banking clients through a nationwide branch and ATM network, supported by expanding digital channels that extend access beyond geographic limitations.

2. SMEs and enterpreneurs

Through the Aljazira Business platform, SMEs gained access to an integrated set of solutions including account opening, financing, and cash flow management, reducing entry barriers and supporting business resilience across growth stages.

3. Corporated and the public sector

The Bank continues its commitment to strengthening financing for strategic sectors such as housing, renewable energy, logistics, mining, and technology, a key driver of national economic diversification and long-term competitiveness.

4. Persons with disabilities

As part of its commitment to full inclusion, Aljazira Bank continued to provide adapted access channels, including modified ATMs, ramps, elevators, and digital features designed to ensure an equitable experience for all society segments.

Progress in Numbers

The Bank's retail customer base exceeded one million customers, with 85% representing mass-market segments. Digital account opening delivered fourfold growth in SME customer acquisition and more than 40% growth in individual accounts, raising the share of digitally acquired new customers to 88%.

Personal finance sales reached ⃁ 5.7 billion, exceeding the target by 108%, while 2,421 customers obtained home financing totaling ⃁ 2.3 billion. Within the SME segment, unfunded trade business grew by 32%, bringing total unfunded exposures to ⃁ 21.1 billion.

The SME portfolio grew by 24%, while POS services expanded to 1,276 customers and 5,746 terminals. Total POS devices increased from 25,140 to 30,886, representing 22.8% growth.

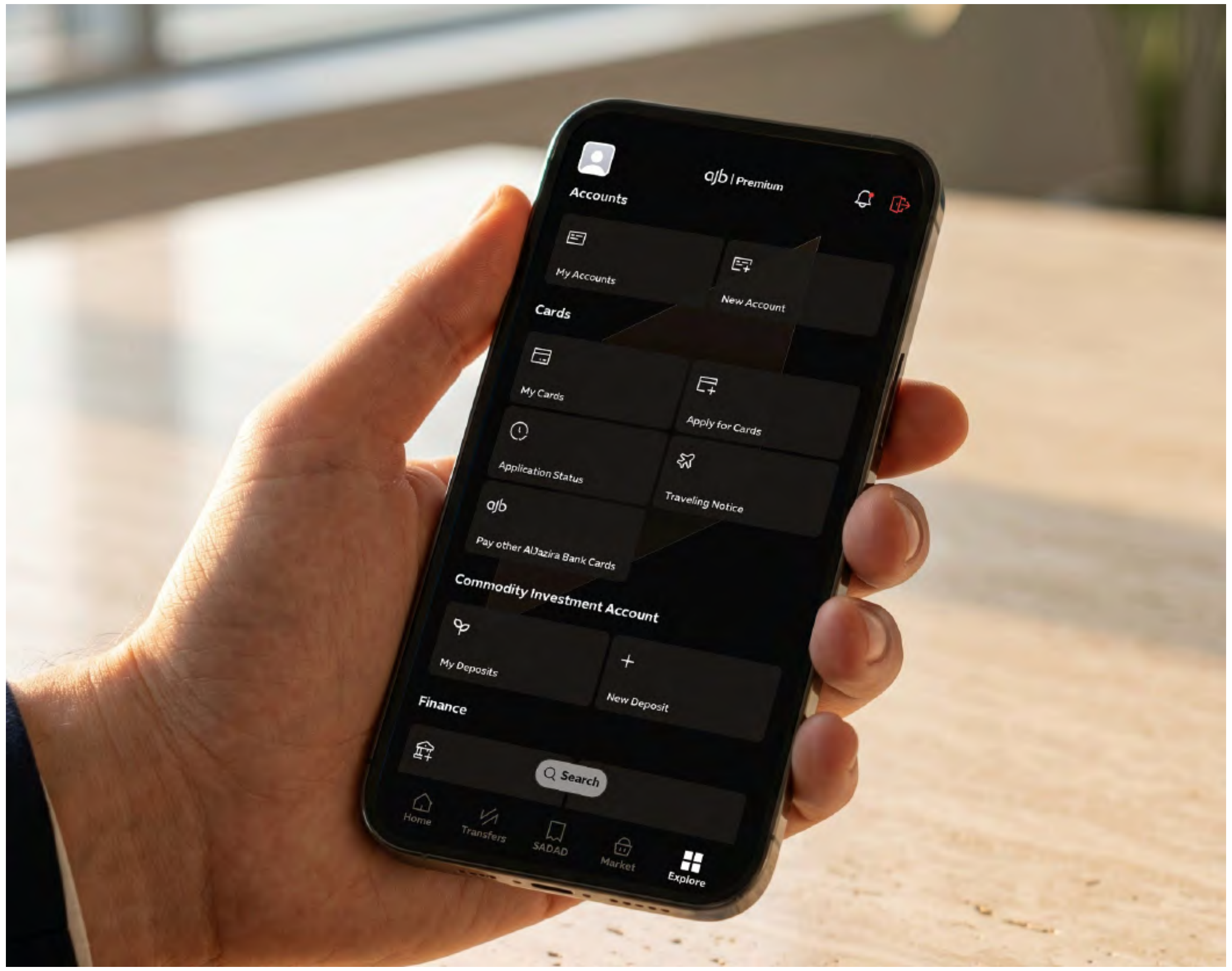
The Bank's network, comprising 73 branches, 565 ATMs, and 26,949 POS devices, provides nationwide coverage extending into remote areas and ensuring access to banking services for all.

As banking reaches those who were once beyond its reach numbers begin to turn into opportunities, and opportunities into real wealth that strengthens individuals and communities.

Digital Financial inclusion and Self-Service Banking

Just a few years ago, banking often meant visiting a branch, completing paper forms, and waiting for approvals.

Today, supported by the integrated digital ecosystem built by Aljazira Bank, customers can open an account in less time than it takes to prepare a cup of coffee, businesses can manage their full financial operations from a mobile screen, and entrepreneurs can monitor cash flows in real time, without leaving their desks. This transformation is the result of the Bank's sustained and structured investment in digitalization over several years. In 2025, these efforts matured into a fully integrated digital service model that brings customers closer to what they need and turns financial inclusion into a practical reality embedded in everyday life.



Digitization as a Driver of Inclusion and Accessibility

When Technology Removes Barriers

Aljazira Bank strengthened its digital leadership through an advanced solutions ecosystem, anchored by the launch of the Aljazira Business platform. The platform provides seamless mobile and web access, covering digital account opening, payments, and collections, shifting the customer journey from a branch-dependent model into an end-to-end digital experience.

In addition, the Bank introduced fully digital onboarding with no branch visit and no paperwork, completed in under three minutes, opening the door to new customers, youth segments, and residents of remote areas. The Bank also launched the updated Fawri application, offering instant transfers, bill payments, and government services, alongside enhancements to POS and e-commerce settlement capabilities to support the shift toward smoother digital payment experiences.

Aljazira Bank was among the leading Saudi banks in enabling Google Pay and Samsung Pay, providing customers with a secure and fast mobile payment experience. The Bank further enhanced its service ecosystem by integrating its CRM platform and enabling live chat, delivering a multi-channel self-service model supported by a unified customer view across all digital touchpoints.

These initiatives aim to elevate customer experience and strengthen financial inclusion by building a centralized, customer-focused view that enables proactive responsiveness across all service channels.

Performance Highlights

+400%

growth in corporate customer acquisition through the enhanced Aljazira Business platform

+38%

annual growth in total financing transactions

+120%

growth in international transactions

Reduction in software operating costs through infrastructure upgrades, from

⃁ 112 million

to

⃁ 90 million

Governance of the Digital Agenda Under the Technology and Operations Group

Aljazira Bank's digital agenda is managed through a structured approach under the oversight of the Technology and Operations Group, ensuring alignment between digital transformation initiatives, business priorities, and regulatory requirements.

This oversight is anchored in a clear framework of seven pillars, which collectively form the foundation of the Bank's digital transformation strategy.

The Seven Pillars of the Digital Transformation Agenda

Pillars Building a Future-Ready Digital Bank

Pillar	Update
01 Data Program	· Expansion of self-service analytics across Corporate, Treasury, and Finance segments · Delivery of five high-impact applications leveraging artificial intelligence to enhance customer experience · Launch a GenAI-ready operating model
02 Core System Modernization	· Completion of upgrades to core banking and treasury systems · Improved stability and scalability · Full readiness for digital product migration
03 Payments	· Material progress in developing the Payment Hub · Achievement of key deployment milestones · Enhanced readiness for future payment standards
04 CRM Platform	· Full integration with Genesys platform · Unified customer views across channels · Strengthened corporate banking and sales capabilities · Omnichannel CRM integration
05 techMAL Lab	· Expansion of rapid prototyping and hackathon-driven implementation · High ratings across app stores · Faster delivery cycles
06 Integration Modernization	· Enablement of eight new corporate digital journeys · Enhanced readiness for open banking · Expanded support for SMEs and corporates
07 Infrastructure Modernization	· Expansion of the private cloud · Establishment of a production-equivalent disaster recovery environment · Planning for a three-site architecture to strengthen resilience

Three Success Stories

Digital Account Opening Ecosystem - Toward Integrated Financial Inclusion

Vision and Objectives	Removing barriers to access and strengthening digital financial inclusion across all segments of society, aligned with the objectives of the Financial Sector Development Program.
Implementation	Full automation of the customer journey for individuals and SMEs, reaching full operational readiness in 2025.
Impact	• SME customer acquisition increased fourfold • Digital individual account opening grew by more than 40% • Digitally acquired new customers reached 88% • Service completion time reduced to under three minutes
Added Value	Immediate access to Shariah-compliant banking services for youth, new customers, and residents of remote areas, while reducing reliance on paper throughout the onboarding journey.

Aljazira Business Platform - A Fully Integrated Digital Hub for Corporates and SMEs

Vision and Objectives	Providing a unified digital environment that supports business growth and strengthens financial management efficiency for corporates and SMEs.
Implementation	Comprehensive platform redesign, with activation of automated tools for payments, collections, and trade, and completion of customer migration by mid-2025.
Impact	• Customer base grew by more than 400% • International transactions increased by more than 120% • Total financial transactions rose by 38% annually
Added Value	Greater ease of doing business and improved cash flow management, alongside higher efficiency in cross-border operations for SMEs and corporates.

Cloud Infrastructure and Disaster Recovery Modernization - Operational Resilience for the Future

Vision and Objectives	Strengthening the Bank's digital infrastructure to ensure service continuity and safeguard customer data, while adopting technology solutions with a lighter environmental footprint.
Implementation	Expansion of the private cloud and establishment of a production-equivalent disaster recovery environment capable of absorbing peak operational demand in 2025, alongside the launch of planning for a three-site architecture to strengthen resilience and reduce duplication.
Impact	• Improved recovery time objectives (RTO) • Reduction in software operating costs from ⃁ 112 million to ⃁ 90 million
Added Value	Stronger service continuity for customers, a more efficient and lower-impact technology foundation, and closer alignment with regulatory business continuity requirements.

Building a Learning Organization & Employee Experience

Aljazira Bank's employee experience efforts focus on creating a workplace that promotes continuous learning, embeds a clear performance culture, and supports engagement and empowerment at all levels. This approach is rooted in the belief that the quality of the internal experience, from attraction and onboarding through development and leadership, directly influences service quality, operational resilience, and long-term performance sustainability.

This section highlights the Bank's culture transformation journey and the related measurement indicators and supporting practices, alongside the culture cornerstones and values-embedding efforts, as well as training and capability development programs. It also illustrates how culture is translated into day-to-day practices that shape behavior, strengthen performance, and build belonging in an evolving workplace.

Culture Transformation Story and Evidence-Based Outcomes

In 2024, Aljazira Bank completed its three-year Culture Transformation Program, which helped embed shared values, strengthen leadership alignment, and reinforce professional behaviors across the Bank's business lines.

In 2025, the focus shifted from "transformation" to consolidation and activation. The Human Capital Group deepened cultural adoption through structured engagement channels, strengthened leadership dialogue, enhanced governance frameworks linked to people practices, and expanded capability-building initiatives. These efforts aligned with the Human Capital Roadmap 2022-2028 and the objectives of the Human Capability Development Program under Saudi Vision 2030.

Throughout 2025, the Bank sustained transformation momentum by expanding employee engagement mechanisms and deepening management-employee dialogue through structured participation channels. Progress was guided by the long-term Human Capital plan (2022-2028), which sets the Bank's ambition to strengthen its position as an employer of choice for top national talent, while driving continuous improvements in employee experience and governance frameworks.

This approach delivered tangible improvement in internal experience indicators in 2025, reflecting stronger experience management, effective governance, and a growing employee voice and participation:

Metric	2025	2024
Employee Engagement Score	73%	64%
Employee Survey Participation Rate	93%	90%
Turnover Rate	12.22%	12.75%
Employee Case Management Resolution Rate	94%	–

Culture Pillars and Values

Following the completion of the culture transformation, the Bank's 2025 focus shifted toward reinforcing behaviors rather than redesigning them, ensuring that values move from a defined "framework" into day-to-day practice. The values framework was activated through sustained leadership engagement and structured internal communication platforms, including:

Regular CEO-led direct dialogue sessions to strengthen communication and transparency.

Ongoing leadership dialogues to reinforce consistency and clarify expectations across levels.

Interactive storytelling initiatives that bring culture to life through employee stories and experiences, such as:

- A Minute with a Colleague
- Between Two Colleagues
- Talents

Organizing more than 42 cultural and social events to strengthen belonging, collaboration, and organizational cohesion.

These initiatives were directed toward embedding values into performance management and everyday leadership practices, clarifying expected behaviors and deepening a sense of belonging.

Training and Capability Development

In 2025, Aljazira Bank took an important step toward becoming a "learning organization" by enhancing its training systems and expanding access to digital learning. New partnerships with leading global and local institutions, such as INSEAD, Alfaisal University, and the Financial Academy, further supported the development of world-class capabilities and continuous growth opportunities for employees.

Training Indicators

Metric	2025	2024
Training Man-Days	16,123	15,481
Training Hours	88,592	84,814
Number of Courses / Sessions	169 courses/383 sessions	180 courses/363 sessions
Average Training Hours per Employee	32	31.9
Digital Training Hours	6,563	3,702

Leadership Development and Succession Planning

In 2025, leadership development and succession planning advanced through structured programs targeting executives, managers, and emerging leaders. Key initiatives included:

30

participants in the Elevate Leadership program for Vice President level

37

participants in the Elevate Leadership program for Senior Managers.

40

participants in the Leadership Development Program in partnership with INSEAD.

31

graduates of the Mini MBA program.

Technical Capability Building and Innovation

Technical and innovation capability-building initiatives in 2025 included:

Training

534

employees through the Design Thinking Ambassadors program

21

participants in the AI Champions program.

59

Operations Managers in the Technical Skills Program.

40

Private Banking employees in the Capital Investment Programme.

More than

200

employees completed nine digital specialization courses.

Capability Building in Sustainability and Compliance

Capability building in environmental, social, and governance practices was expanded through targeted programs, with relevant modules integrated into training pathways. Compliance-related training also remained embedded within the annual calendar, with full completion across required programs.

Recognition and Employer Brand

2025 reflected continued progress in the Bank's profile as a supportive workplace. Aljazira Bank was recognized as one of the organizations offering one of the best workplace environments during the year, reflecting the strength of its employee value proposition, governance maturity, and cultural development.

The Bank also continued to run the Badge Your Expertise program as a flagship recognition initiative, supporting 69 high-performing employees in obtaining professional certifications aligned with structured career pathways. Strengthened succession and talent identification frameworks further reinforced internal recognition and positioned the Bank as an attractive employer.

Diversity and Inclusion

Aljazira Bank's approach to diversity and inclusion is centered on building a workplace that promotes equal opportunity, respects differences, and invests in talent across diverse backgrounds and capabilities.

This is enabled through policies and practices that ensure fairness in recruitment and development, encourage meaningful participation, and reinforce a professional culture grounded in respect, commitment, and responsibility.

This section outlines the Bank's diversity and inclusion policies, alongside workforce diversity indicators and inclusion programs aimed at strengthening women's participation, empowering persons with disabilities, and creating a more accommodating workplace for employees' needs. It also reflects the Bank's commitment to continuously advancing its practices in line with regulatory requirements and evolving stakeholder expectations.

D&I policies and workforce diversity indicators

Aljazira Bank continues to foster a workplace built on equal opportunity, non-discrimination, and merit-based advancement and development, in line with Saudi labor regulations. In 2025, diversity, inclusion, and equal opportunity remained a material sustainability topic, supported by strengthened policies and practices that promote a stable and fair work environment. The Bank also enhanced its violation-reporting mechanisms to improve transparency and strengthen the handling of any potential cases.

At the indicator level, 2025 showed continued progress in workforce diversity, alongside the Bank's ongoing commitment to localization objectives.

Metric	2025	2024
Total Employees	2,311	2,139
Male Employees	1,882	1,795
Female Employees	429	344
Total Permanent Staff	2,311	2,139
Permanent Staff - Male	1,882	1,795
Permanent Staff - Female	429	344
Female Representation (Permanent Staff)	18.6%	16.1%

A Stable Environment and Enhanced Reporting Mechanisms

In 2025, the Bank continued to strengthen its violation-reporting mechanisms to improve procedural clarity and enable timely handling of any potential cases, within a preventive framework that supports stable employee relations. No discrimination cases, major grievances, or labor disputes were reported during the year, reflecting the effectiveness of preventive controls and a stable workplace environment.

Inclusion Programs

In 2025, Aljazira Bank continued to advance inclusive workplace practices through an integrated approach that spans recruitment, development, and empowerment, alongside ongoing efforts to make the work environment more responsive to employees' needs. Key inclusion pathways included:

Strengthening Women's Participation and Leadership Pathways

- Applying merit-based recruitment and promotion practices to support equal opportunity.
- Targeted initiatives to enable female talent participation in high-impact projects.
- Mentorship programs and development and leadership pathways to strengthen readiness and empowerment.

Empowering Persons with Disabilities and Enhancing Accessibility

- Enhancing accessibility across facilities through ramps, elevators, and suitable equipment.
- Providing accessible ATMs and inclusive digital features to improve usability and expand access.

Health, Wellbeing, and Psychological Safety

- Delivering the "Your Health Matters" program through health awareness activities and fitness challenges.
- Achieving tangible outcomes through the "Weight Loss Challenge", with the leading participant recording a 32 kg weight loss.
- Strengthening social connection by organizing more than 42 cultural and social events, including national and religious celebrations.

Occupational Health and Safety

- Achieving strong performance with zero workplace injuries or lost-time injuries recorded in 2025.
- Aligning with international standards by implementing an Occupational Health and Safety Management System in line with ISO 45001, as well as Saudi Central Bank guidelines, and establishing a dedicated unit to ensure the safety and security of employees, assets, and customers.
- Appointing a fire safety officer in each branch, ensuring participation in mandatory first aid and fire fighting training.
- Training contracted security personnel on the Bank's Code of Conduct to ensure professional and ethical engagement before starting branch duties.
- Conducting regular safety surveys, assessments, and internal audits to measure the effectiveness of security measures and departmental performance, with periodic reviews and continuous updates of evacuation plans and emergency procedures.
- Providing an internal medical clinic offering treatment, consultations, and periodic check-ups, alongside initiatives that promote physical wellbeing, such as step challenges.
- Monitoring workplace-related health cases by referring employees to hospital when needed, and preparing case reports that may require supportive actions (e.g., allocating an appropriate parking space).
- Circulating periodic surveys across departments to gather feedback, and sharing regular internal awareness messages on occupational health and safety topics.
- Maintaining open and transparent channels for employees to report safety concerns and receive ongoing preventive guidance.

Sourcing Locally to Support Sustainable Livelihoods

Aljazira Bank's local procurement approach reflects the Bank's practical role in supporting the national economy and strengthening supply chain resilience by directing spend toward local suppliers whenever feasible, thus helping stimulate economic activity and create more sustainable livelihoods within the Kingdom.

This approach is underpinned by a clear governance model for vendor management, overseen by the Procurement and Contract Management function within a structured Vendor and Supplier Management Framework. Contractual requirements set expectations for suppliers across business conduct, regulatory compliance, labor and human rights standards, information security, and governance practices. The Bank also applies a phased approach to supplier screening and risk management, from initial pre-qualification to due diligence, followed by ongoing monitoring and annual evaluation, with enhanced focus on core suppliers to ensure performance quality and compliance.

Local Sourcing and Supplier Assessment Approach (GRI 414)

In 2025, Aljazira Bank continued to embed responsible procurement practices across its sourcing activities, reflecting its commitment to ethical supply chains, local economic development, and more sustainable livelihoods within the Kingdom. Procurement activities are managed through the Procurement and Contract Management function under a structured Vendor and Supplier Management Framework, ensuring clear roles and a consistent approach to supplier engagement across different categories and sectors.

All suppliers are subject to contractual requirements under the Master Service Agreement (MSA), which sets clear obligations related to labor and human rights standards, ethical conduct, regulatory compliance, information security, and governance practices. Within this framework, the Bank prioritizes engagement with local suppliers wherever feasible, aligning with national localization objectives and supporting the growth of local enterprises and small and medium-sized enterprises (SMEs), while maintaining controls that safeguard service quality and supply continuity.

To ensure supplier alignment with environmental, social, and governance expectations, the Bank applies a phased screening and oversight process covering three main stages:

First: Pre-Qualification and Onboarding

New suppliers are required to:

- Sign a Non-Disclosure Agreement (NDA).
- Accept the terms of the Master Service Agreement (MSA), including requirements related to labor and human rights, ethical conduct, and regulatory compliance.

Second: Risk Assessment and Due Diligence

The Bank conducts risk-based due diligence to mitigate operational, financial, regulatory, and reputational risks. Core suppliers, representing around 20% of the supplier base, are subject to enhanced due diligence that includes deeper environmental and social considerations.

Third: Ongoing Monitoring and Annual Evaluation

Supplier performance is monitored on an ongoing basis across key dimensions, including:

- Service quality and performance
- Risk management practices and maturity
- Financial stability
- Compliance with disclosure and reporting requirements

The Bank also applies an annual supplier evaluation model to assess performance and align suppliers with environmental, social, and governance expectations. Non-compliance cases are escalated through clear management channels, with corrective actions applied as needed, including termination of the contractual relationship where warranted.

Strengthening Supplier Engagement and Partnerships

As part of its efforts to enhance supplier relationships and improve service quality, Aljazira Bank continued in 2025 to strengthen engagement through regular vendor briefings that bring suppliers together with internal stakeholders. These sessions are used to introduce new products and services and to discuss opportunities for improvement. They are managed through structured oversight mechanisms that set clear expectations, documentation requirements, performance monitoring approaches, and escalation pathways.

These practices, together with the Bank's continued focus on local suppliers, support capability development across the supply chain and strengthen efficiency. This, in turn, improves service quality and supply continuity, while contributing to more sustainable livelihoods across different regions of the Kingdom.

Local Spending Metrics

The distribution of spend toward local suppliers reflects the Bank's continued focus on strengthening national supply chains and enhancing their resilience. In 2025, Aljazira Bank's total procurement spend reached ⃁ 1,071 million, of which ⃁1,000 million was directed to local suppliers, equivalent to 93.43% of total spend.

Supplier and Local Spending Metrics:

Metric	2023	2024	2025
Number of Local Suppliers	416	445	438
Total Procurement Spend (⃁ million)	996	948	1,071
Spend on Local Suppliers (⃁ million)	928	887	1,000
Share of Total Spend Directed to Local Suppliers (%)	93.32%	93.52%	93.43%

Corporate Social Responsibility

CSR Achievements in 2025

In 2025, Aljazira Bank's CSR efforts centered on pivotal programs that transformed strategic intent into tangible community value, through empowerment mechanisms designed for lasting impact, expanded access to cultural and knowledge resources, and capability-building initiatives aligned with the skills of tomorrow.

Pathways	Beneficiaries	No. of Projects
Youth Empowerment and Rehabilitation	3,252	40
Empowerment of Persons with Disabilities	4,422	31
Empowerment of the Nonprofit Sector	9,463	33
Innovation and Entrepreneurship	310	5
Environment and Sustainability	4,339	7
High-Impact Community Programs	5,310	14
Khair AlJazira for AlJazira Staff (Ikhaa)	21	
Interest-Free Loan Portfolio	750	1 agreement

Total Number of Projects
131

Total Beneficiaries
27,867

Covers All Regions Within Saudi Arabia
13
Regions

Recognition

In 2025, Aljazira Bank's community contributions were acknowledged through national-level awards and formal honors,

reflecting the Bank's alignment with the Kingdom's social priorities, reinforcing that CSR is being delivered in ways that are visible, valued, and impactful.

Awards in 2025

1) Corporate Social Responsibility Award (Corporate Category)
Awarded by the Ministry of Human Resources and Social Development in recognition of the Bank's CSR leadership and social impact.

2) Highest Number of Social Initiatives Award
Awarded by the Ministry of Human Resources and Social Development in recognition of the Bank's leadership in the volume of CSR initiatives delivered.

Honors in 2025

1. Recognized by H.E. Mr. Ayman Al-Sayari, Governor of SAMA, for Aljazira Bank's contribution, represented by Eng. Abdulmajeed bin Ibrahim Al Sultan, Chairman, to supporting the establishment of the Autism Center of Excellence.

2. Honored by Her Highness Princess Nouf bint Mohammed bin Abdullah Al Saud during the Saudi ADHD Association (Ishraq) Success Partners recognition ceremony.

3. Honored by H.H. Prince Abdulrahman bin Abdullah bin Faisal Al Saud during the Tarawouf Orphans Care Association ceremony titled "Tarawouf Joy", in recognition of the Bank's support to the association's programs.

4. Honored by H.R.H. Prince Dr. Faisal bin Mishaal bin Saud Al Saud, Emir of Al-Qassim, at Qasr Al-Tawhid, as part of the Osrah Association initiative aimed at empowering youth and young women.

5. Recognized by H.R.H. Prince Saud bin Naif bin Abdulaziz Al Saud as a Success Partner of the Saudi Cancer Society during the launch forum of the #Eastern_Pink_17 campaign.

6. Honored by H.R.H. Prince Faisal bin Mishaal bin Saud, Emir of Al-Qassim, as a Success Partner of the Wahat Al-Wafa Association for the Elderly in Unaizah.

7.Honored by H.R.H. Prince Abdulilah bin Abdulrahman bin Nasser Al Saud for the Bank's support to the Speech and Language Disorders Association, during the event held for World Stuttering Day in Riyadh.

05. Trust is Built Here

Governance Structure & Oversight

Under the oversight of the Board of Directors and the Risk function, and with the start of the new Board cycle (2025-2027), Aljazira Bank's governance framework continues to reinforce the Bank's reputation as a banking institution that places accountability, transparency, and ethics at the core of its business. Strong internal controls and a mature risk management framework have helped strengthen the confidence of investors and the wider public. The Bank remains committed to open communication and to maintaining high levels of transparency for shareholders through annual reporting and ongoing dialogue.

In 2025, the Bank marked a new chapter of governance and compliance excellence, achieving meaningful progress that reflects the maturity of its control environment. Internal Audit received a "Generally Conforms" rating under the new Global Internal Audit Standards and delivered 127% of the approved audit plan. The Bank also strengthened data governance and privacy through full alignment with the Personal Data Protection Law (PDPL) and the activation of the Data Privacy Office, helping protect customers' information assets.

The Bank further reinforced its cyber resilience by achieving PCI DSS Version 4.0 certification and renewing its SWIFT certification, reaffirming ongoing commitment to leading international and Saudi regulatory standards. This disciplined approach to institutional excellence, recognized in prior years through corporate governance awards, continues to support the sustainability and growth of the Bank's business in 2025 and beyond.

Ethical Conduct and Control Excellence

In 2025, ethical conduct remained a core pillar of the Bank's operations, with strengthened awareness of the Code of Conduct, enhanced escalation channels, and reinforced anti-money laundering and counter-terrorist financing practices. Privacy protection and information security also received significant strategic focus. The Bank strengthened its compliance with the Personal Data Protection Law (PDPL) and enhanced its cybersecurity capabilities by elevating security controls and conducting structured governance and compliance reviews.

The year also marked a notable step forward in oversight. Internal Audit expanded its supervisory scope by establishing a dedicated division for IT and Information Security Audit, ensuring more comprehensive coverage of emerging technology domains. In parallel, business continuity capabilities were strengthened through crisis management simulation exercises and continuous improvements in operational resilience, helping safeguard stakeholder interests under all circumstances.

Board of Directors

Eng. Abdulmajeed bin Ibrahim Al Sultan
Chairman of the Board

Mr. Mohammed bin Saad bin Dawood
Vice Chairman of the Board

Mr. Naif bin Abdulkareem AlAbdulkareem
Board Member

Mr. Mohammed bin Abdulkarem Al Nafea
Board Member

Mr. Abdulmohsen bin Mohammed Al Sheikh
Board Member

Mr. Sultan bin Abdulaziz AlHamidi
Board Member

Mr. Saad bin Ibrahim AlMushawah
Board Member

Mr. Ibrahim bin Abdulaziz AlShaia
Board Member

Mr. Abdulaziz bin Muteb AlRasheed
Board Member

Executive Management

Mr. Naif A. AlAbdulkareem
Chief Executive Officer and Managing Director

Mr. Sami J. Al Mehaid
SVP. Head of Corporate and Institutional Banking Group

Mr. Mohammed A. Al Mousa
SVP. Head of Retail Banking Group

Mr. Ibrahim A. Al Omar
SVP. Chief Operations Officer

Mr. Hani A. Araki
SVP. Head of Treasury Group

Mr. Hani S. Noori
SVP. Chief Financial Officer

Mr. Faisal M. Al Mansour
SVP. Head of Human Capital, Corporate Strategy and Support Group

Mr. Osama K. Al Ibrahim
SVP. Chief Risk Officer

Mr. Hamad I. Al Issa
SVP. Chief Compliance and AML Officer

Mr. Yazid A. Al Mobty
SVP. Chief Credit Officer

Mr. Nasser A. Al Ageel
SVP. Chief Internal Audit Officer

Mr. Sultan S. Al-Qahtani
SVP. Board Secretary and Head of Corporate Governance Group

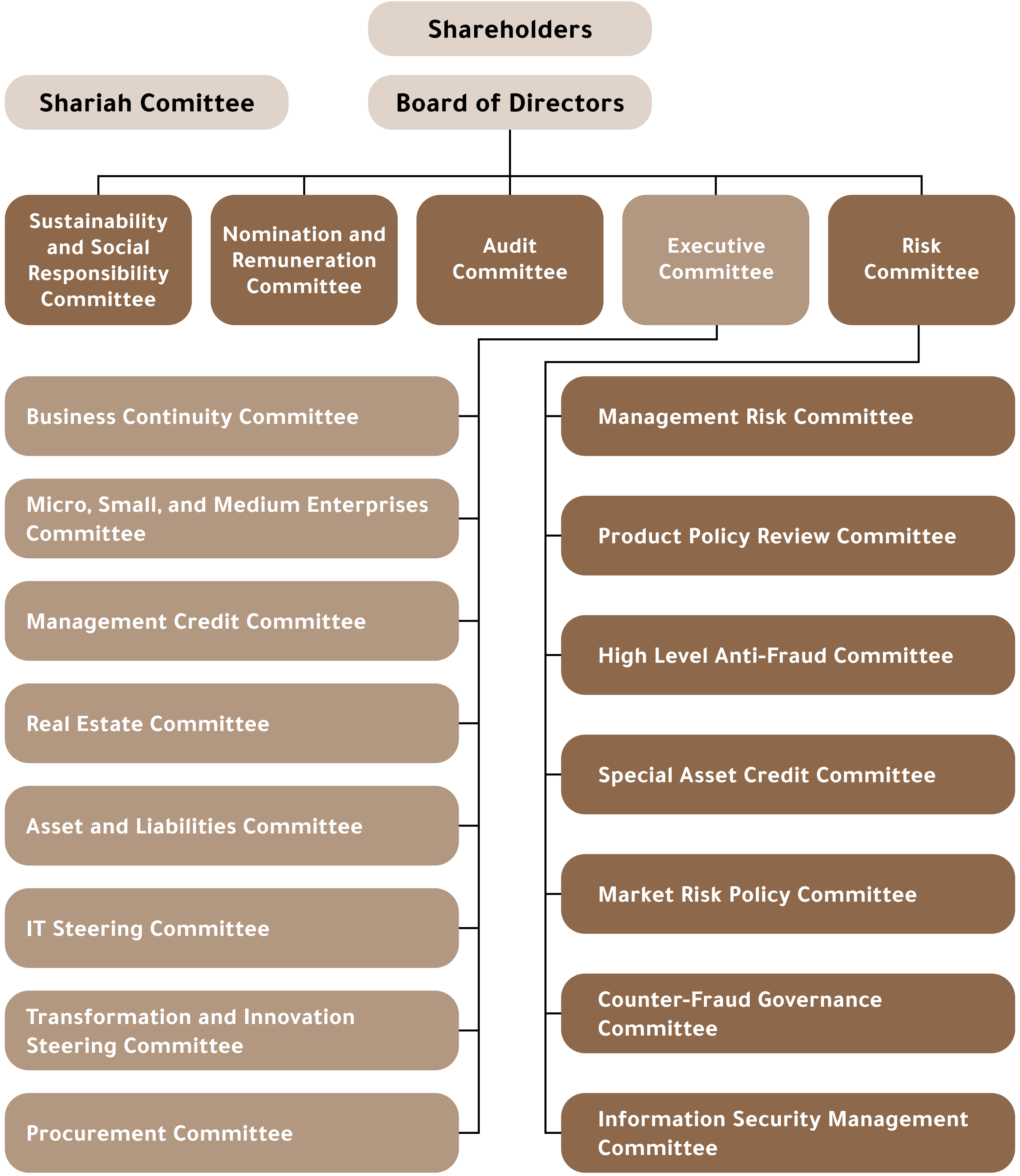
Mr. Bader S. Al Boqami
SVP. Head of Marketing and Customer Excellence Group

Dr. Fahad A. Al Elayan
SVP. Head of Shariah Group and Head of Sustainability & Social Responsibility Group

Mr. Badr A. Al-Rashodi
VP. Head of Customer Experience and Protection Division

Board Committees

Overview of Governance Structure at Aljazira Bank



The governance structure is also based on a series of governance empowerment factors that ensure achievement of required clarity and good discipline of governance, namely: institutional value, design of organizational structure, procedures and policies, the delegation of authority matrix, as well as effective communication at internal and external levels.

Board Subcommittees

The Bank's Board of Directors formed its Board subcommittees and appointed committee chairs for the new cycle running from 1 January 2025 to 31 December 2027, with no changes to the core mandates and authorities.

1. Board Executive Committee

Within the authorities delegated to it, the Executive Committee oversees the implementation of the strategy and policies set by the Board and the Risk function, monitors the Bank's performance, recommends the budget and the annual business plan for the financial year, and ensures proper implementation of Board policies. It also monitors the effectiveness of internal control standards and policies. The Committee held 10 meetings in 2025.

Key 2025 matters and evidence: The Committee discussed the Bank's brand refresh project presentation and recommended that the Board approve the lease of the "SIMAH" building opposite the current Head Office building to support operational expansion.

2. Audit Committee

The Audit Committee plays a key role in supporting the Board in fulfilling its oversight responsibilities in relation to the integrity of the Bank's financial statements, the independence and qualifications of external auditors, the effectiveness of disclosure controls and procedures, the effectiveness of internal and external audit, and the adequacy of internal accounting systems and financial controls. The Committee also oversees Compliance and assesses its alignment with ethical policies and controls, as well as the Kingdom's regulatory and supervisory requirements. The Committee held 6 meetings in 2025.

Key 2025 matters and evidence: Approving the recommendation to reappoint PricewaterhouseCoopers (PwC) and appoint KPMG as the Bank's external auditors, and approving the Internal Audit strategic plan for 2025-2028.

3. Nomination and Remuneration Committee

The NRC is responsible for recommending Board nominations in line with approved policies and criteria, conducting annual reviews of required skill sets, and reviewing Board structure. Its responsibilities also include ensuring members' independence and developing and reviewing remuneration and compensation policies for Board members and senior executives. The Committee held 3 meetings in 2025.

Key 2025 matters and evidence: The Committee recommended the appointment of the Chief Information Security Officer and reviewed the semi-annual report on localization of technical and sensitive roles, submitting it to the Board in accordance with Saudi Central Bank instructions.

4. Risk Committee

The Risk committee supports the Board in fulfilling its oversight responsibilities for risks related to the Bank's business, including credit, market, liquidity, reputation, operational, fraud, and strategic risks. Its role focuses on oversight and review of the Bank's risk capacity and tolerance through comprehensive analysis, the formulation of relevant policies, and reporting. The Committee held 9 meetings in 2025.

Key 2025 matters and evidence: The Committee reviewed risk reports submitted by the Risk function on the Bank's overall risk position and discussed the 2025 Internal Capital Adequacy Assessment Process (ICAAP) plan.

5. Sustainability and Social Responsibility Committee

The Committee is responsible for developing policies and procedures related to social responsibility programs and supporting the Board in fulfilling its responsibilities through the "Khair Aljazira for the People of Aljazira" program. It also works to address obstacles to sustainability programs, establish strategic partnerships, and provide an enabling environment to prepare youth and persons with special needs for the labor market. The Committee held 4 meetings in 2025.

Key 2025 matters and evidence: Signing a Qard Hasan portfolio agreement of ⃁ 15 million with the Sulaiman Al Rajhi Development Finance Foundation, and directing the continuation of support for beneficiaries of the Fund for Martyrs, the Injured, Prisoners, and the Missing.

6. Shariah Committee

This independent committee is responsible for overseeing compliance of all transactions and policies with Islamic Shariah principles, ensuring procedures align with these principles, issuing rulings on relevant Shariah matters, and issuing an annual report on the Bank's level of compliance. The Committee held 4 meetings in 2025.

Key 2025 matters and evidence: Approving Shariah controls for advertisements prepared by the Shariah Compliance function, and approving the disbursement of "purification" amounts during the year.

Privacy Protection

Commitment to Customer Privacy and Related Performance Indicators

Aljazira Bank continues to embed privacy protection as a core governance commitment by strengthening enterprise information security, activating the Data Privacy Office, and aligning with the Personal Data Protection Law (PDPL). In 2025, the Bank focused on integrating the concept of "privacy by design" into systems and processes that handle personal data, supported by oversight practices including reviews of Records of Processing Activities (RoPA) and Privacy Impact Assessments (PIAs) for relevant systems.

During 2025, no customer data breaches or leaks were recorded, and no reportable privacy incidents occurred. Any privacy-related reports or events, where applicable, were addressed in accordance with approved procedures, ensuring closure and follow-up within a clearly defined control framework.

2025 Highlights

- Zero cases of breach or leakage of customer data that require reporting to the regulatory authorities
- Zero privacy incidents that require reporting to the regulatory authorities
- Activation of Data privacy Office and strengthened alignment with PDPL
- Implementation of processing record reviews and privacy impact assessments for relevant systems

Data Governance and Privacy Protection Policies

In 2025, Aljazira Bank adopted a structured approach to strengthening data governance and privacy protection, supported by annual reviews of policies and standards related to the legislation issued by the National Data Management Office to ensure updated controls and sustained compliance. Policies and standards reviewed during the year included the following:

- Data Classification Guidelines
- Data Architecture Policy
- Data Classification Policy
- Data Governance Guidelines
- Data Governance Policy
- Data Privacy and Protection Guidelines
- Data Privacy and Protection Policy
- Data Quality Policy
- Data Sharing Policy
- Data Storage and Retention Policy
- Document and Content Management Policy
- Metadata Management Policy
- Open Data policy
- Reference and Master Data Policy

Governance and Ownership

Data governance and privacy in 2025 were anchored in the role of the Data Privacy Office as the function responsible for overseeing compliance with the PDPL, coordinating the integration of privacy across business processes, and monitoring Privacy Impact Assessments and Records of Processing Activities reviews. The Office also launched a privacy awareness plan and a privacy compliance plan, in addition to developing multiple procedures to standardize the methodology for collecting, using, storing, and retaining personal data.

Ownership and oversight of the relevant policies are jointly shared between the Data Privacy Office (DPO) and Enterprise Information Security (EIS), with updates approved through the Bank`s established governance channels. Compliance is monitored through formal compliance reviews and a control environment supported by the governance, risk, and compliance (GRC) framework.

Awareness and Training: Data Privacy as Part of Enterprise Compliance

In 2025, privacy and cybersecurity awareness formed a mandatory component of employee development programs and compliance-related training. Targeted awareness initiatives were delivered through collaboration between the Data Privacy Office and Enterprise Information Security to familiarize employees with PDPL principles, responsible data handling practices, and Records of Processing Activities requirements. These efforts were further supported through cybersecurity awareness activities embedded within the Human Capital training calendar, focusing on responsible digital behavior, secure use of systems, and protection against social engineering risks.

Cyber Resilience and Information Security

Aljazira Bank continues to strengthen its cyber resilience and information security framework as a critical enabler of business continuity and the protection of data and digital services, particularly amid accelerating digital transformation and the growing reliance on electronic channels. This agenda is led by Enterprise Information Security through an operating model focused on continuous monitoring, risk assessment, and strengthening control effectiveness, ensuring secure and uninterrupted operation of critical systems and services.

Security Operations Center Monitoring and Strengthening Governance, Compliance, and Cyber Risk

During 2025, cybersecurity operations focused on enhancing governance and oversight through:

- **Annual review of information security governance**
- **Annual compliance reviews**
- **A structured annual risk assessment plan,** strengthening enterprise-wide risk visibility

Continuous monitoring was further enhanced through the introduction of:

- **Quarterly testing of cybersecurity key performance indicators and key risk indicators (KPI/KRI), strengthening monitoring effectiveness and performance measurement**
- **Partial automation of governance workflows through a supporting Governance, Risk, and Compliance (GRC) tool, improving procedural consistency and control effectiveness**

In parallel, the Bank strengthened the concept of "security by design" through:

- Systematic cybersecurity reviews across projects
- Quarterly user access reviews
- An annual penetration testing plan, supporting enhanced protection of applications and infrastructure.

Vulnerability Assessment and Incident Response

Vulnerability Management

In 2025, the Bank adopted a proactive approach to vulnerability management through:

- **An annual vulnerability scanning plan** covering infrastructure and applications
- **An annual penetration testing plan** to validate the effectiveness of security controls
- **Quarterly access privilege reviews** to ensure application of the principle of least privilege and reduce the risk of misuse or privilege escalation

The GRC tool also supported the tracking of remediation actions through standardized workflows, strengthened oversight reporting, and enhanced closure and follow-up efficiency.

Incident Response

Incident response in 2025 was governed by approved procedures that ensure incidents are logged, validated, investigated, and closed in line with the Bank's standards. Aljazira Bank reported that no customer data breaches or leaks were recorded during 2025, and that all reported events were addressed and closed in accordance with defined processes, reflecting the maturity of controls related to privacy and cybersecurity.

Supporting enhancements to cyber resilience during the year also included strengthening the use of threat intelligence, improving early detection capabilities and supporting prioritization of response and remediation actions.

Information Security Certifications and Standards

In 2025, Aljazira Bank further strengthened its alignment with international security standards through obtaining two key certifications:

- **Certification of compliance with PCI DSS v4.0,** confirming the strength of controls protecting cardholder data and the payments environment
- **Renewal of certification under the SWIFT Customer Security Controls Framework (CSCF),** reflecting continued adherence to global requirements for secure financial messaging

Information Security Engineering and Controls

The Information Security Engineering and Controls function is responsible for user identity and access management across all the Bank systems and subsidiaries. It ensures the implementation of all security controls and establishes the necessary safeguards to manage critical encryption mechanisms across the Bank's payment channels. The function is also responsible for the security administration of payment and interbank settlement systems, in line with all requirements of the Saudi Central Bank (SAMA). In addition, the function contributes to the design and implementation of security controls for new systems and sites, coordinates and develops security programs, evaluates security effectiveness, and recommends appropriate information security systems and solutions. The Information Security Engineering and Controls function also supports the management and governance of all credentials, encryption keys, and security certificates across relevant information assets (such as SWIFT, SARIE, Mastercard, and Visa).

Fraud Prevention

Fraud Prevention

In 2025, Aljazira Bank continued to strengthen its anti fraud management framework by enhancing its fraud monitoring and deepening coordination between units of departments and investigation teams. This contributed to improving the Bank's ability to detect fraud risks and reduce their financial impact on customers and the Bank, particularly across digital channels. These developments build on prior enhancements that supported the shift toward more efficient, technology-enabled processes with faster response and resolution.

Threat Intelligence

The Bank continued to meet threat intelligence requirements under its cyber resilience program in 2025, leveraging intelligence insights to support proactive monitoring of emerging threats and prioritization of response and remediation actions. These analytical insights are also utilized within vulnerability scanning plans, penetration testing activities, and the broader enterprise risk assessment process, enabling stronger focus on the most material risks affecting banking services and customer data protection.

Ethical Business Practices

Ethics Framework, Anti-Bribery and Anti-Corruption Measures, Disclosure Channels, and Transparency

Aljazira Bank continues to apply its Code of Conduct as the primary reference governing ethical behavior, professional integrity, and responsible decision-making across all functions. The Code sets clear expectations related to avoiding conflicts of interest, combating corruption, ensuring fairness in customer dealings, and complying with labor regulations in the Kingdom. The Code remained fully active and implemented throughout 2025, with no material changes compared to the disclosures reported in 2024. Awareness programs related to ethical conduct also continued through employee onboarding and periodic awareness communications.

In line with the Bank's zero-tolerance approach toward bribery, corruption, and financial misconduct, Aljazira Bank applies an integrated set of anti-corruption and fraud controls, including:

- **Mandatory disclosure** of conflicts of interest
- **Segregation of duties** to reduce the risk of misuse
- **Investigation procedures for suspected fraud cases**
- **Compliance oversight** to ensure effective implementation and adherence

Integrity, anti-fraud, and ethical conduct training also remained embedded within employee development programs during the year.

Whistleblowing and Reporting Mechanisms

Aljazira Bank is committed to providing multiple reliable and confidential channels for reporting misconduct and raising concerns, reinforcing transparency and supporting a workplace culture grounded in accountability. During 2025, the Bank continued to operate several reporting channels, including:

- **Tawasul portal**
- **A dedicated whistleblowing hotline**
- **A confidential reporting email address**
- **Direct reporting** to regulatory authorities and/or relevant control functions

These channels are available to employees, as well as external stakeholders where applicable. The Bank also continued to formally implement its whistleblower policy, with no material complaints, discrimination cases, or major violations recorded during 2025.

Protection Safeguards: Confidentiality and Non-Retaliation

The whistleblower policy, together with the Code of Conduct, reinforces a protection framework that ensures confidentiality and non-retaliation in all cases of reporting misconduct or raising concerns. Reports may be submitted anonymously through approved channels (hotline, email, or portal) and are handled exclusively by authorized parties with restricted access rights to case-related information.

Investigations are managed under documented procedures that preserve confidentiality and prevent any adverse or retaliatory action against employees who report concerns in good faith. Multi-layer governance, through the involvement of Human Capital, Compliance, and the Audit Committee, further strengthens and sustains these safeguards.

How do we protect the whistleblower?

Confidentiality of information

Anonymous reporting

Restricted access

Documented investigation procedures

Oversight and monitoring

Internal Audit

The Internal Audit Group at Aljazira Bank continues to provide independent assurance on the effectiveness of governance, risk management, and internal control systems across all business segments and functions of the Bank. The Group adopts internationally recognized internal audit methodologies and standards, operating under a risk-based annual audit plan aligned with the Bank's Three Lines of Defense model. The scope of internal audit activities covers governance processes, operational and financial controls, compliance activities, as well as technology and information security environments, in addition to the key enterprise risk management frameworks.

The Group operates under the oversight of the Audit Committee, supported by a quality assurance and continuous improvement program that enhances professional alignment and operational efficiency, alongside periodic external assessments in accordance with relevant requirements and standards.

2025 Key Highlights

2025 marked a series of qualitative advancements in internal audit capabilities, reflecting the expanding scope of technology and cyber-related risks and further strengthening the Bank's readiness within an increasingly dynamic operating environment. Key developments included:

- **Technology and Cybersecurity-Focused Structural Enhancement:** The Information Technology and Information Security audit function was separated into an independent unit, enabling sharper focus and deeper coverage of technology risks and cybersecurity challenges.
- **Enhanced Efficiency in Audit Plan Execution:** The Group completed 28 audit engagements against 22 planned assignments, achieving an execution rate of 127%, reflecting operational agility and the ability to respond effectively to emerging risks.
- **Alignment with Global Standards:** The Group attained an "Generally Conforms" rating under the updated Global Internal Audit Standards, reflecting a strong level of professional maturity and adherence to best practice requirements.
- **Strengthening Professional Capabilities:** The Bank continued its investment in internal audit capabilities, with the majority of auditors holding specialized professional certifications.

Internal audit activities conducted during 2025 did not result in any material findings, reinforcing the strength of the internal control environment and the stability of the governance and compliance framework. Routine observations, where applicable, continued to be managed through established closure and corrective action processes within the Bank.

Risk Management

Aljazira Bank adopts a robust, transparent, and prudent approach to risk management, continuing to invest in building an infrastructure capable of proactively identifying, assessing, measuring, and controlling risks at an enterprise level. With the commencement of the new Board cycle (2025-2027), management maintains close oversight of key and emerging risks to safeguard financial stability and reinforce investor and stakeholder confidence.

The Bank's risk framework encompasses a comprehensive set of policies addressing all dimensions of risk to ensure alignment with its business objectives. Within this structure, the Risk Group plays a central role in managing credit, market, liquidity, operational, and information security risks, ensuring that exposures remain within approved risk appetite thresholds.

2025 Key Highlights:

In 2025, Aljazira Bank further strengthened its institutional resilience through deeper integration of Environmental, Social, and Governance (ESG) considerations within its risk appetite framework. Key developments included:

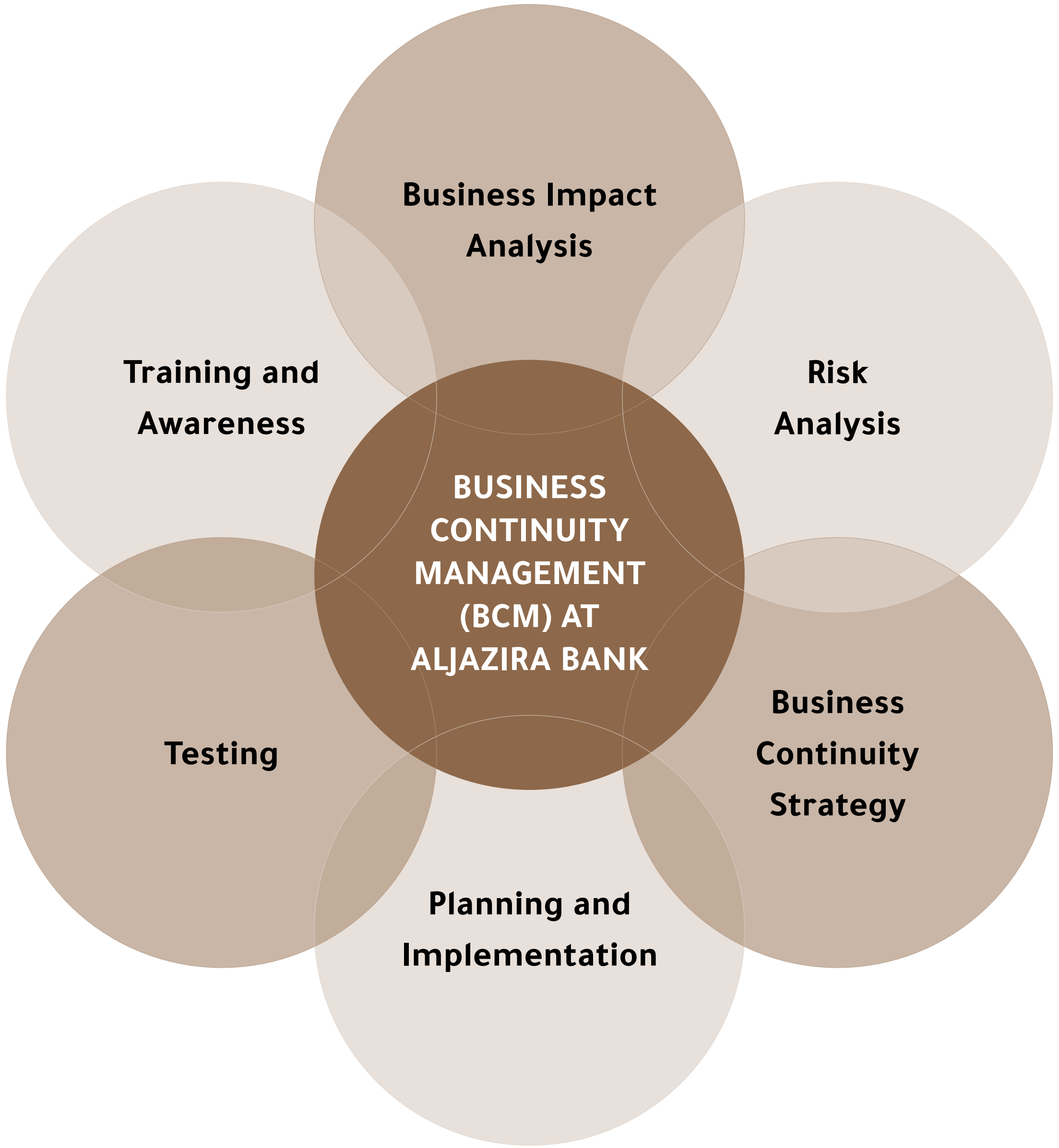
- **Governance of Emerging Risks:** Oversight of integrating climate-related risk and opportunity assessments into the Bank's enterprise-wide risk assessment methodologies, alongside the initiation of its first greenhouse gas (GHG) emissions inventory, ensuring readiness for future disclosure requirements.
- **Enhancing Financial Resilience:** Review and approval of frameworks designed to reinforce the Bank's financial strength and its capacity to withstand economic shocks, with a continued emphasis on proactive capital planning.
- **Oversight of Digital and Cyber Risk:** Close coordination with Information Security and Data Privacy functions to ensure that technology risk controls remain up-to-date and responsive to evolving cyber threats and emerging regulatory developments in the Kingdom.

Business Continuity and Disaster Recovery

Aljazira Bank's Business Continuity Management (BCM) function applies systematic procedures that enable the Bank to continue operating and sustain vital processes following any unforeseen incidents that may cause failure of critical assets and disrupt business. To further strengthen resilience, the Bank continues to activate the role of the Business Continuity Management committee (BCM Committee), of the approved management committees for 2025, to monitor business continuity and disaster recovery performance.

The Business Continuity Management operates in accordance with the relevant regulations issued by the Saudi Central Bank and in alignment with local and international standards, and leading BCM best practices. In line with SAMA requirements, a Crisis Management Plan (CMP) has been defined, approved, and implemented. The CMP sets out the guidance to be followed by the Bank's CEO and Executive Management Team in the event of any major disruption or threat to the Bank's activities, to ensure effective crisis management and safeguard the safety and wellbeing of all internal and external stakeholders. The CMP also includes criteria for declaring a crisis, guidance on crisis management testing, the Crisis Management Team (CMT) members, and their roles and responsibilities.

BCM Program Scope



2025 Year Update

Aljazira Bank's BCM program remains ongoing and is regularly reviewed by relevant internal and external stakeholders. In 2025, this approach was complemented by a strong focus from the Technology and Operations Group on maintaining the highest levels of Service Availability and ensuring secure, uninterrupted operations across all critical systems to support the Bank's accelerating digital transformation. This integration strengthens the Bank's readiness to respond to and manage adverse events and reduce their impacts, while also enhancing performance, reputation, and compliance with regulatory requirements.

Accounting Standards and Reporting Integrity

The Bank maintains its books of account and records in a proper and accurate manner. Aljazira Bank's consolidated financial statements have been prepared in accordance with International Financial Reporting Standards (IFRS) as endorsed in the Kingdom of Saudi Arabia, and other standards and pronouncements issued by the Saudi Organization for Chartered and Professional Accountants (SOCPA), in compliance with the Banking Control Law, the Companies Law in the Kingdom of Saudi Arabia, and the Bank's By-Laws.

Regulatory Transparency References

The Board of Directors' Annual Report for 2025 serves as the primary, standalone reference for fulfilling all detailed regulatory disclosure and transparency requirements and is available through the Bank's website and the Tadawul platform.

06. Appendices

Appendices

GRI Content Index

Statement of use: Aljazira Bank has reported the information cited in this GRI content index for the period starting 1 January 2025 to 31 December 2025, with reference to the GRI Standards.

GRI 1 used: GRI 1: Foundation 2021

Table 34

GRI Standard
GRI 2 General Disclosures 2021

Disclosure	Pages
2-1 Organizational details	Page 14: Meet Aljazira Bank
2-2 Entities included in the organization's sustainability reporting	Page 7: About this Report
2-3 Reporting period, frequency and contact point	Page 7: About this Report
2-4 Restatements of information	N/A
2-5 External assurance	This Sustainability Report is not externally assured
2-6 Activities, value chain, and other business relationships	Page 14: Meet Aljazira Bank
2-7 Employees	Page 102: Building a Learning Organization & Employee Experience Page 108: Diversity and Inclusion
2-8 Workers who are not employees	Page 108: D&I Policies and Workforce Diversity Indicators
2-9 Governance structure and composition	Page 124: Governance
2-10 Nomination and selection of the highest governance body	Page 129: Nomination and Remuneration Committee
2-11 Chair of the highest governance body	Page 125: Board of Directors
2-12 Role of the highest governance body in overseeing the management of impacts	Page 128: Overview of Governance Structure at Aljazira Bank
2-13 Delegation of responsibility for managing impacts	Page 45: Sustainability Governance Structure

GRI Standard
GRI 2 General Disclosures 2021

Disclosure	Pages
2-14 Role of the highest governance body in sustainability reporting	Page 7: About this Report Page 128: Overview of Governance Structure at Aljazira Bank Page 125: Board of Directors
2-15 Conflicts of interest	Page 129: Nomination and Remuneration Committee
2-16 Communication of critical concerns	Page 30: Stakeholder Engagement
2-17 Collective knowledge of the highest governance body	The Annual Board of Directors Report 2025 published separately by Aljazira Bank in compliance with regulatory requirements contains greater detail of the Bank's highest governing body, including its collective knowledge as requested under this topic. The Bank's BOD Report 2025 can be found at: https://ir.aljazirabank.com.sa/media/og2hubkb/ajb-bod-report-2025-en.pdf
2-18 Evaluation of the performance of the highest governance body	The Annual Board of Directors Report 2025 published separately by Aljazira Bank in compliance with regulatory requirements contains greater detail of the Bank's highest governing body, including the evaluation of the Board's performance. The Bank's BOD Report 2025 can be found at: https://ir.aljazirabank.com.sa/media/og2hubkb/ajb-bod-report-2025-en.pdf
2-19 Remuneration policies	Page 30: Stakeholder Engagement
2-20 Process to determine remuneration	Page 30: Stakeholder Engagement
2-21 Annual total compensation ratio	Not disclosed due to confidentiality constraints
2-22 Statement on sustainable development strategy	Page 10: Chairman's Message
2-23 Policy commitments	Page 136: Ethical Business Practices
2-24 Embedding policy commitments	Page 136: Ethics Framework, Anti-Bribery and Anti-Corruption Measures, Disclosure Channels, and Transparency
2-25 Processes to remediate negative impacts	Page 137: Whistleblowing and Reporting Mechanisms

Table 34

GRI Standard
GRI 2 General Disclosures 2021

Disclosure	Pages
2-26 Mechanisms for seeking advice and raising concerns	Page 137: Whistleblowing and Reporting Mechanisms
2-27 Compliance with laws and regulations	Page 142: Accounting Standards and Reporting Integrity
2-28 Membership associations	N/A
2-29 Approach to stakeholder engagement	Page 30: Stakeholder Engagement
2-30 Collective bargaining agreements	N/A

GRI Standard
GRI 3 Material Topics 2021

Disclosure	Pages
3-1 Process to determine material topics	Page 34: Materiality Assessment
3-2 List of material topics	Page 36: Materiality Topics of Aljazira Bank
3-3 Management of material topics	Page 43: Management Approach

GRI Standard
GRI 201 Resource Efficiency

Disclosure	Pages
201-1 Direct economic value generated and distributed	Page 54: Resource Efficiency
201-2 Financial implications and other risks and opportunities due to climate change	Page 84: Environmental Criteria in Credit Evaluation and Climate Awareness
201-3 Defined benefit plan obligations and other retirement plans	Not disclosed due to confidentiality constraints

GRI Standard
GRI 202 Market Presence 2016

Disclosure	Pages
202-1 Ratios of standard entry level wage by gender compared to local minimum wage	Not disclosed due to confidentiality restrictions

GRI Standard
GRI 203 Indirect Economic Impacts 2016

Disclosure	Pages
203-1 Infrastructure investments and services supported	Page 20: ESG Highlights
203-2 Significant indirect economic impacts	Page 112: Sourcing Locally to Support Sustainable Livelihoods

GRI Standard
GRI 204 Procurement Practices 2016

Disclosure	Pages
2041- Proportion of spending on local suppliers	Page 114: Local Spending Metrics

GRI Standard
GRI 205 Anti-corruption 2016

Disclosure	Pages
205-1 Operations assessed for risks related to corruption	Page 136: Ethical Business Practices
205-2 Communication and training about anti-corruption policies and procedures	Page 136: Ethical Business Practices
205-3 Confirmed incidents of corruption and actions taken	Page 136: Ethical Business Practices

GRI Standard
GRI 207 Tax 2019

Disclosure	Pages
207-1 Approach to tax	The Annual Board of Directors Report 2025 published separately by Aljazira Bank in compliance with regulatory requirements contains greater detail of the Bank's statutory payments. The Bank's BOD Report 2025 can be found at: https://ir.aljazirabank.com.sa/media/og2hubkb/ajb-bod-report-2025-en.pdf
207-2 Tax governance, control, and risk management	The Annual Board of Directors Report 2025 published separately by Aljazira Bank in compliance with regulatory requirements contains greater detail of the Bank's statutory payments, and key risks faced by the bank. The Bank's BOD Report 2025 can be found at: https://ir.aljazirabank.com.sa/media/og2hubkb/ajb-bod-report-2025-en.pdf

GRI Standard
GRI 302 Energy 2016

Disclosure	Pages
302-1 Energy consumption within the organization	Page 55: Energy Consumption and Efficiency
302-4 Reduction of energy consumption	Page 55: Energy Consumption and Efficiency
302-5 Reductions in energy requirements of products and services	Page 55: Energy Consumption and Efficiency

GRI Standard
GRI 303 Water and Effluents 2018

Disclosure	Pages
303-1 Interactions with water as a shared resource	Page 61: Water Optimization
303-3 Water withdrawal	Page 61: Water Optimization
303-4 Water discharge	Page 61: Water Optimization
303-5 Water consumption	Page 61: Water Optimization

GRI Standard
GRI 306 Waste 2020

Disclosure	Pages
306-1 Waste generation and significant waste-related impacts	Page 70: Waste Management
306-2 Management of significant waste-related impacts	Page 70: Waste Management
306-3 Waste generated	Page 70: Waste Management
306-4 Waste diverted from disposal	Page 70: Waste Management
306-5 Waste directed to disposal	Page 70: Waste Management

GRI Standard
GRI 308 Supplier Environmental Assessment 2016

Disclosure	Pages
308-1 New suppliers that were screened using environmental criteria	Page 112: Sourcing Locally to Support Sustainable Livelihoods
308-2 Negative environmental impacts in the supply chain and actions taken	Page 112: Sourcing Locally to Support Sustainable Livelihoods

GRI Standard
GRI 401 Employment 2016

Disclosure	Pages
401-1 New employee hires and employee turnover	Page 103: Culture Transformation Story and Evidence-Based Outcomes
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Page 30: Stakeholder Engagement

GRI Standard
GRI 402 Labor/ Management Relations 2016

Disclosure	Pages
402-1 Minimum notice periods regarding operational changes	Not disclosed due to confidentiality constraints

GRI Standard
GRI 403 Occupational Health and Safety 2018

Disclosure	Pages
403-1 Occupational health and safety management system	Page 110: Inclusion Programs
403-2 Hazard identification, risk assessment, and incident investigation	Page 110: Inclusion Programs
403-3 Occupational health services	Occupational Health Services include identifying and assessing workplace risks, implementing mitigation plans, and training employees in safety procedures, emergency and evacuation protocols, incident management, investigation, and recurrence prevention.
403-4 Worker participation, consultation, and communication on occupational health and safety	Page 110: Inclusion Programs
403-5 Worker training on occupational health and safety	The Bank provides specialized Occupational Health and Safety (OHS) training programs for employees, supported by selected practical sessions on first aid and fire response procedures.

GRI Standard
GRI 2 General Disclosures 2021

Disclosure	Pages
403-6 Promotion of worker health	Page 110: Inclusion Programs
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	The Bank fosters a safe and healthy work environment by providing dedicated relaxation and rest areas equipped with modern amenities that support employee well-being and help alleviate workplace stress. The Bank also maintains communication channels to enable employees to raise inquiries or submit complaints when needed.
403-8 Workers covered by an occupational health and safety management system	This includes the Bank's full-time employees (FTEs), contract employees, contractors, outsourced personnel, visitors, and trainees.
403-9 Work-related injuries	Work-related injuries are defined as any physical or psychological harm sustained by an employee, whether directly or indirectly resulting from the work environment or during the performance of job duties. All cases requiring medical attention at the clinic are recorded, investigated to determine root causes, and addressed through corrective actions to mitigate risks and prevent recurrence.
403-10 Work-related ill health	Page 110: Inclusion Programs

GRI Standard
GRI 404 Training and Education 2016

Disclosure	Pages
404-1 Average hours of training per year per employee	Page 106: Training and Capability Development
404-2 Programs for upgrading employee skills and transition assistance programs	Page 102: Building a Learning Organization & Employee Experience
404-3 Percentage of employees receiving regular performance and career development reviews	Page 102: Building a Learning Organization & Employee Experience

GRI Standard
GRI 405 Diversity and Equal Opportunity 2016

Disclosure	Pages
405-1 Diversity of governance bodies and employees	Page 108: Diversity and Inclusion

GRI Standard
GRI 406 Non-discrimination 2016

Disclosure	Pages
406-1 Incidents of discrimination and corrective actions taken	Page 108: Inclusion Programs

GRI Standard
GRI 410 Security Practices 2016

Disclosure	Pages
410-1 Security personnel trained in human rights policies or procedures	Page 111: Occupational Health and Safety

GRI Standard
GRI 413 Local Communities 2016

Disclosure	Pages
413-1 Operations with local community engagement, impact assessments, and development programs	Page 116: Corporate Social Responsibility

GRI Standard
GRI 414 Supplier Social Assessment 2016

Disclosure	Pages
414-1 New suppliers that were screened using social criteria	Page 112: Sourcing Locally to Support Sustainable Livelihoods

GRI Standard
GRI 418 Customer Privacy 2016

Disclosure	Pages
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Page 131: Privacy Protection

Glossary and Definitions

Term	Abbreviation	Definition
Sustainability	Sustainability	Sustainable development that meets present needs without compromising the ability of future generations to meet their own needs, covering environmental, social, and economic dimensions
Environmental, Social, and Governance	ESG	A set of standards used to assess an organization's performance and impact to ensure responsible and sustainable growth
Global Reporting Initiative	GRI	An international organization that provides leading global standards for sustainability reporting to ensure transparency and comparability
Greenhouse Gas Inventory	GHG Inventory	The process of defining organizational and operational boundaries and identifying emission sources generated from the Bank's operations
Personal Data Protection Law	PDPL	The Saudi regulation governing the processing of personal data to ensure privacy and protect individual rights
Internal Capital Adequacy Assessment Process	ICAAP	A regulatory process ensuring that the Bank maintains sufficient capital to cover all material risks
Small and Medium Enterprises	SMEs	Enterprises whose revenues and size fall within nationally defined thresholds, which the Bank seeks to support and empower
Payment Card Industry Data Security Standard version 4.0	PCI DSS	A global standard that ensures the robustness of controls to protect cardholder data and the payment environment
Net Promoter Score	NPS	A global metric used to assess customer satisfaction, loyalty, and overall experience with the Bank's services
Recycling Vending Machine	RVM	Smart devices that encourage employees to sort and recycle plastic and metal waste through interactive mechanisms
Circular Economy	CE	A model aimed at minimizing waste and optimizing resource use through recycling and extending asset life cycles
Internal Audit	IA	An independent function that provides assurance and advisory services to improve governance, risk management, and control processes
Baseline	Baseline	A reference point against which resource budgets (such as energy) are set and actual performance is measured
Stakeholders	Stakeholders	Individuals or groups that affect or are affected by the Bank's operations, including shareholders, customers, and employees
Materiality	Materiality	The process of identifying material topics that reflect significant economic, environmental, and social impacts of the Bank

ajb بنك الجزيرة
aljazira bank

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