



# 2024 ESG REPORT

THE SAUDI NATIONAL BANK



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# Chairman Message



Welcome to SNB’s 2024 ESG report. It is my honor to share this annual report, which showcases our deep commitment to responsible business practices and sustainable development throughout our region.

As the largest financial banking institution in the KSA, we know that sustainability is a strategic imperative as well as our moral duty. Over the past three years, we have systematically embedded ESG principles and practices throughout our organization with the vision of using sustainable finance to propel our nation towards the Saudi Vision 2030 and beyond with the aim of driving positive impacts on our society, environment and nation while generating value for our bank and our stakeholders.

Building on the sustainability framework we developed in 2023, our efforts continued to focus on the four core strategic pillars that underpin our ESG strategy and inform our actions.

We were proud to build on the foundation of this framework in 2024, and to achieve notable performance progress across all four pillars.

Driven by our commitment to **accelerating the use of financial products for sustainable growth**, we capitalized on an opportunity to diversify our funding sources and attract a new pool of investors focused on sustainable investment by leveraging our sustainable finance framework to successfully issue a USD 850 million sustainable sukuk. Driven by favorable pricing terms and strong interest from international investors, the issuance was significantly oversubscribed, further cementing SNB’s leadership in sustainability and responsible finance.

To **advance the net-zero transition**, we also participated in PIF Round 4 Renewable Energy projects in support of the Public Investment Fund’s mandate to achieve 70% of the Saudi Government’s renewable energy target of 58.7 GW by 2030, and took part in a voluntary carbon credits auction, acquiring credits that are now reflected on our books and retiring a portion of these credits to offset a part of our Scope 1 and Scope 2 emissions.

To further catalyze broader climate action and sustainable transformation we also advanced our systematic efforts to decarbonize our investment and lending portfolios through a strong focus on green financing and robust climate risk management practices aligned with the Task Force on Climate-Related Financial Disclosures (TCFD).

We also advanced our efforts to lead the drive to create a thriving, inclusive economy for our region by **advocating financial empowerment and nurturing talent**. These efforts centered

on expanding access to innovative financial solutions and cultivating the next generation of sustainable finance leaders through an educated, engaged workforce. In 2024 we were also proud to be ranked as one of the largest Saudi bank in terms of the value of Kafala guarantees provided to MSME clients.

Knowing the continued strength, resilience and success of SNB is ultimately dependent upon **authentic leadership and transparency**, in 2024 we continued to focus on reinforcing our robust governance structures and policies, driving even deeper implementation of ESG principles and practices across our organization, including responsible business conduct, rigorous compliance, and ethical behavior.

As we consider our progress throughout 2024 and look to the future, we remain confident in the transformative power of finance to drive sustainability and prosperity for our nation, our region, our communities, and our organization. Thank you for supporting our journey as we work together to create a better future for all.

**Saeed Mohammed AlGhamdi**  
Chairman

# About This Report

Saudi National Bank (SNB) is focused on the highest standards of environmental, social, and governance performance (ESG). In this ESG report, we provide a transparent view of SNB's ESG performance and progress for 2024.

### Scope and Boundary

This ESG report covers the performance of all SNB's operations within the Kingdom of Saudi Arabia (KSA) for the period from 1<sup>st</sup> January, 2024 to 31<sup>st</sup> December 2024. The report also covers human capital, supply chain and electricity consumption data from the Bahrain branch.

### Forward-Looking Statements

This report includes statements that may be regarded as "forward-looking statements," reflecting how SNB intends to approach its activities. Such statements may be identified by terms like "plans," "aims," "assumes," "continues," "believes," or similar variations, as well as phrases indicating actions, events, or results that "may," "could," "should," "might," "will," or "would" occur or be achieved.

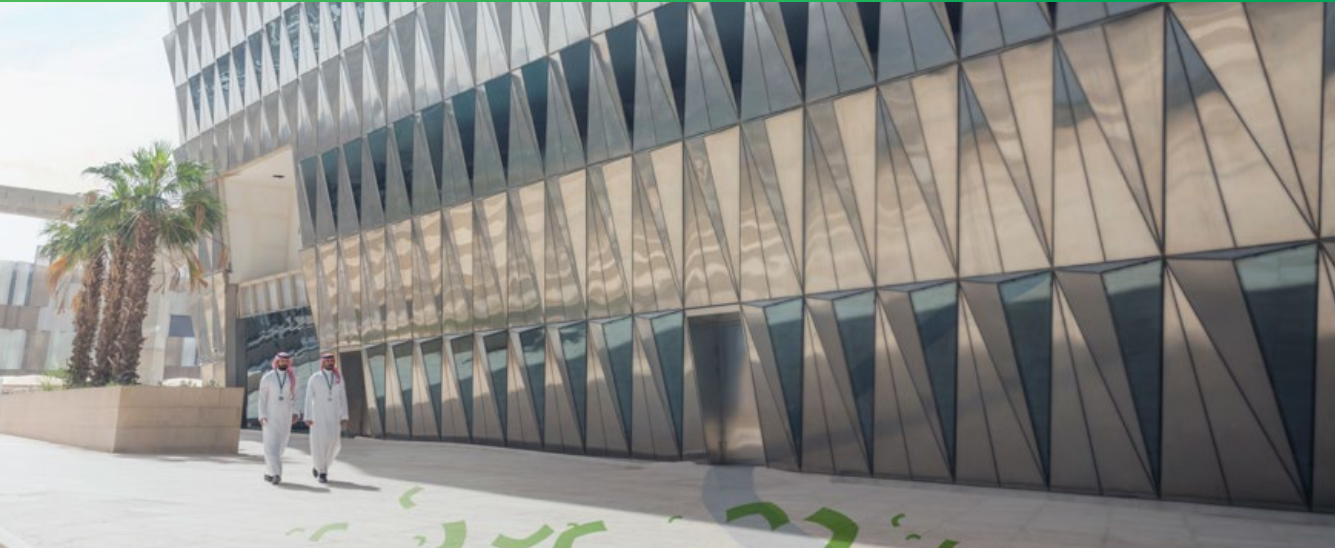
While every effort has been made to ensure the accuracy and integrity of the information in this report, forward-looking statements are inherently subject to risks and uncertainties. These factors, which are beyond SNB's control, may cause actual outcomes to differ materially from those expressed or implied in these statements. Consequently, these forward-looking statements do not constitute a guarantee of future outcomes.

### Feedback and Suggestions

SNB values all inquiries or suggestions regarding the contents of this report. To share feedback, please contact:

✉ [h.bamehriz@alahli.com](mailto:h.bamehriz@alahli.com)

☎ 012-646-3712



### Reporting Framework

This report has been prepared in accordance with the Global Reporting Initiative (GRI) standards for communicating our ESG impacts.

### Principles for Defining Report Quality

## Accuracy



Qualitative and quantitative information in this report has undergone thorough internal review, analysis, and approval. The information is sufficiently detailed to allow an assessment of SNB's impacts.

## Balance



This report addresses both positive and negative aspects of our ESG performance to provide readers with a comprehensive and transparent overview.

## Clarity



We have included a detailed description of our data gathering and analysis process to ensure accessibility and understandability of the information presented. A GRI content index is available in the Appendix.

### Our Response

## Comparability



Unless otherwise stated, the reporting boundaries within this report pertain to our operations in KSA. Our data collection approach will remain consistent for future reporting years.

## Completeness



Material topics, indicators, and the report's boundaries reflect significant ESG and economic impacts within the reporting period.

## Sustainability context



This report provides a clear description of SNB's impact in the wider context and role in supporting sustainable development.

About SNB

Originally established as the National Commercial Bank in December 1953, Saudi National Bank is the largest financial banking institution in KSA. SNB is a key financial powerhouse in the Middle East, operating through subsidiaries and affiliates across eight countries worldwide.

As a facilitator of large-scale projects and landmark transactions, SNB plays a critical role in driving the region’s economic transformation, supporting the Saudi Vision 2030 through meaningful contributions to the Kingdom’s society, economy, and environment.

Our Vision and Values

Our Vision

is to be the premier financial and banking service provider, locally and regionally, through the fulfilment of our **strategic aspirations**: to be number one in revenues, number one in profit, the best in customer service, the best digital bank, and the employer of choice.

Our Values



National Pride

We put the nation first - we exist to serve our country and its people.



Technological Prowess

We embrace technology to transform banking in KSA.



Human-centricity

We provide exemplary service - our customers deserve it.



Confidence in the Future

We encourage progressive thinking - our future depends on it.

For more information regarding our Corporate Strategy, please refer to SNB’s [2024 Annual Report](#).

Financial Performance

SNB delivered another year of solid financial performance in 2024, reflecting the strength of our diversified business model and disciplined approach to operational efficiency. Total operating income grew from ₪ 34,589 million in 2023 to ₪ 36,038 million in 2024, driven by sustained growth in our core banking activities. Net income attributable to equity holders rose to ₪ 21,193 million, marking a steady year-over-year increase, with basic earnings per share improving from ₪ 3.23 in 2023 to ₪ 3.44 in 2024.

Tax Strategy

SNB’s tax strategy is focused on optimizing tax position while upholding strict compliance with applicable regulations and aligning with global best practices. Overseen by the Head of Tax and Zakat with support from the Head of Financial

Accounting, the strategy is reviewed annually to ensure its relevance and effectiveness. To ensure full compliance, we actively engage with tax authorities as needed, and ensure updates from the Zakat, Tax, and Customs Authority (ZATCA) are regularly integrated into the strategy. Proposed legislative changes are also closely monitored.

Ethical conduct and risk management are central to our strategy and approach, with best practices in place to deter unethical behavior, and robust segregation of duties across the organization to minimize risk. We also maintain comprehensive operational controls, including preventive and detective measures, to manage tax-related risks. Evaluations and internal audits are regularly conducted to ensure consistent adherence to our established frameworks and controls.

|                                                        | Units       | 2022   | 2023   | 2024   |
|--------------------------------------------------------|-------------|--------|--------|--------|
| Revenues (total operating income)                      | ₪ million   | 33,005 | 34,589 | 36,038 |
| Operating costs                                        | ₪ million   | 11,470 | 11,280 | 12,061 |
| Employee wages and benefits                            | ₪ million   | 4,310  | 4,662  | 4,703  |
| Net income for the year attributable to equity holders | ₪ million   | 18,581 | 20,010 | 21,193 |
| Basic earnings per share                               | ₪ per share | 3.03   | 3.23   | 3.44   |
|                                                        |             |        |        |        |
|                                                        | Units       | 2022   | 2023   | 2024   |
| Zakat & income tax paid                                | ₪           | 2,548  | 2,664  | 2,521  |

Awards and Recognition

**Saudi CX Association Awards**

Best Innovation in CX - Gold Award  
Best Digital CX - Silver Award  
Best Digital Transformation (Over 500 Employees) - Gold Award

**The Green Spaces Award (Parks, Garden, Urban Forests)**

ESG Business Awards 2024, Singapore



Presented by: ESG BUSINESS

ESG BUSINESS AWARDS 2024

24 September 2024  
Marina Bay Sands, Singapore  
#ESGBusinessAwards

**National Volunteer Award for the 4<sup>th</sup> consecutive year**

National Center for Non-Profit Sector

**Strategic Donor Recognition for Housing Initiative**

Ministry of Municipalities and Housing.

**Most Innovative Retail Banking App Saudi Arabia 2024**

Global Banking & Finance Awards®

**Most Sustainable Bank**

Saudi Arabia 2025 at the International Awards 2025 - by International Investor Magazine

**MENA Digital Transformation Bank of the Year**

World Union of Arab Bankers

**Best Practices in Social Responsibility (Gold Category)**

Award for category of companies with the highest contribution to the housing sector

Honored by Ministry of Human Resources and Social Development during the 1<sup>st</sup> edition of the CSR Awards ceremony

**Best Retail Digital Bank in the Middle East and Saudi Arabia**

Global Finance Awards



**Global Finance Awards (Country Level):**

Best Integrated Consumer Banking Site - Saudi Arabia  
Best Online Product Offerings - Saudi Arabia  
Best User Experience (UX) Design - Saudi Arabia  
Best in Lending - Saudi Arabia  
Best in Innovation - Saudi Arabia



**Best Corporate Digital Banking - Global Finance:**

Best Online Cash Management Services  
Best Trade Finance Services  
Best Online User Experience (UX) Portal  
Best Integrated Corporate Banking Platform  
Best Information Security and Fraud Management  
Best Mobile Banking App  
Best SME Banking / SME Platform  
Best in Transformation

**Global Finance Awards (Middle East Level):**

Best in Lending (Consumer) - Middle East  
Best Information Security & Fraud Management - Middle East

**The Digital Banker Awards:**

Best Bank for Cash Management in Saudi Arabia  
Best Bank for Payments & Collections in Saudi Arabia  
Best Bank for Payments & Collections in the Middle East  
Best in Lending - Saudi Arabia  
Best in Innovation - Saudi Arabia



# ESG Highlights 2024

4,386

Qard Hassan to female beneficiaries, with a total value of ﷲ 22.66 million



91.94%

spending on local suppliers during 2024



99.3%

nationalization among total workforce



200,000 mangrove trees planted



Installing greywater systems in 40 mosques to support surrounding greening



50 start-ups

supported by Fintech Accelerators and incubator in partnership with MCIT



16%

female full-time employees and 57% of new hires were women



11,424

volunteered 34,951 hours





100%

100% of transactions screened for money laundering



Zero data security breaches for the last 4 years



289,441

training for total workforce, averaging 34 hours per employee\*\*



Launched LEED Gold certified flagship branch, paving the way for our future network, and SNB Head Office design is LEED Platinum V4 certified by the US Green Buildings Council.

more than 340,000

Micro, Small and Medium Enterprises (MSMEs) supported with ﷲ 66.6 billion



ﷲ 7.75 bn

total value of outstanding social assets\*



MSCI score increased to BBB from BB

BBB



ﷲ 4.038 bn

total value of outstanding green assets\*



\*Corporate assets only.

\*\*Including Bahrain branch.

ESG Strategy and Framework

In 2024 we solidified our leadership within the financial sector with a new ESG vision: to pioneer sustainable finance and propel our nation toward the Saudi Vision 2030 and beyond.

To achieve this, we are galvanizing our efforts around four strategic areas of focus: accelerating the use of financial products for sustainable growth, advancing the net zero transition, advocating financial empowerment and nurturing talent, and leading with authenticity and transparency. Underpinned by well-defined operational objectives and that are broadly aligned with KSA's national goals. These focus areas provide an enabling structure for prioritizing materially significant issues and navigating the challenges of evolving market conditions.



Materiality assessment

We updated our materiality assessment in 2022 to ensure SNB's efforts remain focused on our most critical ESG impacts. This update was driven by significant changes in the regulatory environment, shifting investor priorities, and evolving stakeholder expectations. The update included a reassessment of the potential and actual impacts of key ESG issues, incorporating valuable insights from internal and external stakeholders. The process benchmarked SNB against leading industry peers, ensuring our approach reflects the highest standards of accountability and performance.

Sustainability Governance

In 2024 we established a Sustainability Committee to enhance the integration of ESG principles throughout our business operations. With the oversight of the Executive Committee (EC), the Sustainability Committee is tasked with driving the implementation of our ESG strategies. As part of this remit, the Committee holds responsibility for identifying and communicating ESG risks and responsibilities to the EC, offering strategic insights to the Board of Directors, overseeing and refining SNB's sustainability report, championing ESG learning and development, and fostering a culture of engagement in ESG across our operations.

2023 Refreshed and Updated Priority Material Issues

|                                              |
|----------------------------------------------|
| Transparent governance and ethical conduct   |
| Sustainable financial solutions              |
| Climate change                               |
| Talent attraction, development and retention |
| Financial inclusion and empowerment          |
| Employee wellbeing                           |
| Data privacy and security                    |
| Customer relationships                       |
| Diversity, inclusion, and equal opportunity  |
| Innovation                                   |
| Community engagement                         |
| Environmental management                     |
| Responsible supply chain                     |

- High impact
- Moderate Impact
- Low Impact

# Accelerate the Use of Financial Products for Sustainable Growth

As one of the leading financial institutions in KSA, SNB has a commensurate responsibility to advance sustainable finance across our region. Guided by our Sustainable Finance Technical Working Group and Sustainability Committee, we are committed to supporting the Saudi Vision 2030 ambitions for economic development by using our financial products as catalysts for sustainable growth.

**Material Issues Covered**

- Sustainable financial solutions
- Innovation

**Saudi Vision 2030 Areas**

- Thriving Economy

**Sustainable Development Goals**



Accelerate the Use of Financial Products for Sustainable Growth

1.1 Sustainable Finance

Governed by SNB’s Sustainable Finance Technical Working Group with executive oversight from the Sustainability Committee, our Sustainable Finance Framework provides a strategic roadmap for making our financing decisions that support our own commitment to advancing a low carbon economy, and align with KSA’s Net Zero ambitions.

In response to strong investor interest and as part of our drive towards a low-carbon future, we are focused on leveraging opportunities to drive further growth in the sustainable finance sector by expanding our sustainable financing portfolio. As part of this effort, we aim to take advantage of our extensive stock of eligible assets and to maintain diverse funding sources and partnerships.

We remain focused on identifying opportunities to expand our sustainable financing portfolio, fueled by strong investor interest and our stock of eligible assets. Acknowledging the value of maintaining diverse funding sources and partnerships, we anticipate continued growth in the sustainable financing sector.

Lending

Through our Wholesale Banking Division, we use our lending program to help drive action around critical environmental concerns, climate change mitigation, and socio-economic impact. The Division is committed to supporting strategic projects such as NEOM, Qiddiya, and the Red Sea, contributing to economic growth, industry development, and sustainable social progress.

Housed within Wholesale Banking, our Corporate Finance (CF) Project Finance Program delivers tailored solutions for large-scale initiatives led by public entities or major private sector corporations with a strong focus on renewable energy and green financing.

SNB also took part in a voluntary carbon credits auction, acquiring credits that are now reflected on our books. A portion of these credits has already been retired to offset a part of our Scope 1 and Scope 2 emissions, demonstrating our commitment to reducing our environmental impact. While a secondary market for carbon credits is not yet established, we anticipate its development by 2025, further enhancing market efficiency and trading opportunities.

In addition, our corporate banking segments are working to expand our client base across diverse sectors in alignment with Saudi Vision 2030 objectives, with particular emphasis on governmental contracts and ESG-related opportunities in infrastructure, water, electricity, manufacturing, retail, and Hajj & Umrah services.

|                                            | Units     | 2022  | 2023  | 2024  |
|--------------------------------------------|-----------|-------|-------|-------|
| ESG linked funding                         | ﷲ million | 3,143 | 3,375 | 6,640 |
| Total amount of sustainable assets: Green  | ﷲ million | 1,173 | 1,519 | 4,038 |
| Total amount of sustainable assets: Social | ﷲ million | 5,985 | 7,073 | 7,751 |

Investment

Our Investment Team has continued to build on its robust and comprehensive investment process. We have further refined our collaboration among multiple stakeholders, including the Front Office, Risk to ensure a holistic evaluation of potential investments. Investment criteria include supportive ESG considerations in the context of the future performance of an investment, further to which an ESG compliant investment was deployed earlier this year.

In 2024 we capitalized on an opportunity to diversify our funding sources and attract a new pool of investors focused on sustainable investment by leveraging our sustainable finance framework to successfully issue a USD 850 million sustainable sukuk.

Driven by favorable pricing terms and strong interest from international investors, the issuance was significantly oversubscribed, further cementing SNB’s leadership in sustainability and responsible finance.

The outcome of this trade aligns with the bank’s ongoing efforts to diversify its funding mix and support broader national objectives for 2030. We are pleased to see sustained interest from international investors, driven by SNB’s commitment to investor engagement and our sustainable financing framework. This has enabled us to highlight activities that contribute to important national initiatives, positively impacting the environment and communities we serve.

— Fawaz Al-Thumairi  
Senior Executive Vice President and  
Head of Treasury Business Group

Looking ahead, SNB is committed to promoting sustainable finance in Saudi Arabia and throughout the region in ways that anticipate and address evolving market demands in alignment with the KSA’s Vision 2030 ambitions.

SNB received three prestigious accolades at the 2024 Global Banking and Markets Saudi Arabia Awards for excellence in innovation and financial leadership.

ESG Bond Deal of the Year

Global FI Sukuk Deal of the Year

Bank Treasury & Funding Team of the Year (second consecutive year)



# Advancing the Net Zero Transition

We developed a new strategic approach in the field of climate change to enable us to act as a regional catalyst and a global hub for climate finance and decarbonization initiatives. Designed in alignment with KSA climate targets, the strategy provides us with a pathway for actively pursuing the adoption of decarbonization targets and for measuring carbon emissions associated with our investment and lending activities.

**Material Issues Covered**

- Climate Change
- Environmental Management

**Saudi Vision 2030 Areas**

- Vibrant Society

**Sustainable Development Goals**



Advancing the Net Zero Transition

2.1 Climate Change

To catalyze a broader shift forwards climate action and sustainable transformation in alignment with the Saudi Vision 2030, SNB is systematically working to decarbonize our investment and lending portfolios through a strong focus on green financing and robust climate risk management practices in alignment with the Task Force on Climate-Related Financial Disclosures (TCFD). We also seek to play an active role in policy advocacy and industry collaboration to accelerate collective progress towards net zero.

In 2024 our key initiatives included the installation of solar panels at our facilities and the adoption of adopting energy-saving measures such as LED lighting, a lights-out policy, and enhancements thermal efficiency through window films and air curtains, as well as solar water heating, eco-friendly workspace redesigns, and upgrading ATMs with energy-efficient technology.

We also conducted an energy consumption analysis which identified opportunities to reduce energy consumption and costs through the implementation of a Building Management System (BMS) across 100 branches. The system enables centralized monitoring, real-time energy performance tracking, and energy-saving awareness initiatives, delivering notable benefits such as a one-year payback period, up to a 10% reduction in energy costs, lower maintenance costs, and extended equipment lifespans. Based on the success of the system, we plan to expand BMS implementation across more branches in 2025.

|                                                             | Units    | 2022       | 2023       | 2024       |
|-------------------------------------------------------------|----------|------------|------------|------------|
| Direct energy consumption                                   |          |            |            |            |
| Diesel consumption from vehicles                            | Liters   | 17,000     | 16,150     | 5,000      |
| Indirect energy consumption                                 |          |            |            |            |
| Electricity consumption (office, storage, facilities, etc.) | kWh      | 19,667,380 | 16,602,510 | 14,155,039 |
| Energy consumption                                          |          |            |            |            |
| Total energy consumption                                    | GJ       | 71,454.84  | 60,382.65  | 51,148.11  |
| Energy intensity                                            | GJ/ ₪ mn | 2.16       | 1.75       | 1.42       |

|                                  | Units                     | 2022      | 2023      | 2024     |
|----------------------------------|---------------------------|-----------|-----------|----------|
| Direct GHG emissions (Scope 1)   | tCO <sub>2</sub> eq       | 43.3      | 42.95     | 13.31    |
| Indirect GHG emissions (Scope 2) | tCO <sub>2</sub> eq       | 12,796.74 | 11,063.39 | 7,785.27 |
| Total GHG emissions              | tCO <sub>2</sub> eq       | 12,840.04 | 11,106.34 | 7,798.58 |
| GHG emissions intensity          | tCO <sub>2</sub> eq/ ₪ mn | 0.389     | 0.321     | 0.216    |

\*This data table covers JRO and KAFD buildings.

2.2 Environmental Management

Guided by our Facility Sustainability Program Policy and implemented via our environmental management system, SNB's environmental strategy is focused on energy efficiency, responsible water management, and waste reduction. We aim to achieve ISO 41001 certification for facility management at our Jeddah building by 2025.

Water and Waste Management

Because our primary water and waste impacts come from our buildings and branches, we have introduced several initiatives to reduce water consumption and improve waste management across our facilities. This includes the implementation of an advanced Building Management System (BMS) which centralizes the proactive monitoring

and efficiency optimization of water supply systems, including firefighting systems, domestic water pumps, and irrigation pumps.

We have also renewed our partnership with an e-waste recycling company to launch an e-waste and IT assets recycling project as part of our approach to managing end-of-life products and materials across the Bank. To ensure appropriate management of our day-to-day waste collection and disposal, we also collaborate with third-party waste management companies in the KAFD and JRO regions.

|                             | Units       | 2022    | 2023   | 2024   |
|-----------------------------|-------------|---------|--------|--------|
| Water Consumption           |             |         |        |        |
| Total water consumption     | m³          | 110,516 | 93,152 | 24,131 |
| Water consumption intensity | m³/employee | 14.7    | 12.4   | 10.58  |

\*This data table covers JRO and KAFD buildings.



# Advocate Financial Empowerment and Nurture Talent

Our mission is to harness finance as a catalyst for empowering all segments of society. By providing access to innovative financial solutions and cultivating the next generation of sustainable finance leaders through an educated, engaged workforce, SNB is leading the drive to create a thriving, inclusive economy for our region and beyond.

**Material Issues Covered**

- |                                              |                                             |
|----------------------------------------------|---------------------------------------------|
| Talent attraction, development and retention | Employee wellbeing                          |
| Financial inclusion and empowerment          | Diversity, inclusion, and equal opportunity |
|                                              | Community engagement                        |

**Saudi Vision 2030 Areas**

- Ambitious Nation
- Vibrant Society

**Sustainable Development Goals**



Advocate Financial Empowerment and Nurture Talent

3.1 Access to finance

As a key pillar of the Saudi economy, MSMEs play a crucial role in job creation and sustainable development, aligning with the Kingdom's vision 2030 goals. Saudi National Bank is committed to driving economic development and empowering the growth of Micro, Small, and Medium Enterprises (MSMEs). As one of the largest banks in Saudi Arabia in dealing with Kafalah program, Saudi National Bank play a pivotal role in supporting MSMEs through strategic initiatives designed to foster long-term success. This includes the establishment of specialized MSMEs financing programs, focusing on optimizing service delivery and ensuring the seamless provision of financial solutions.

Furthermore, the Saudi National Bank was recognized as the Leading Bank for Micro and Small Enterprises Funding in Biban24 Forum by the General Authority for Small and Medium Enterprises "Monsha'at". Additionally, the bank received Kafalah Program Excellence Award and the Sliver

Award and the Best Business Customer Experience at the Customer Experience Forum 2024.

The Saudi National Bank had sponsored several SME events and conferences, such as the Excellence Success Partners Award Ceremony for the Kafalah Program, the Biban Forum 2024, the Entrepreneurship World Cup, and the Franchise Market. Additionally, the bank participated in various SME activities such as Finance Week and the Commercial Franchise Tour in several regions of the Kingdom.

Financial Inclusion

A cornerstone of our ESG strategy, our approach to financial inclusion focuses on empowering women, youth, and underbanked communities to achieve their financial goals. Through our Productive Families Financing Program, we offer group microfinance loans to women for small-scale projects, helping them enter the workforce and improve their financial independence.

We are also dedicated to creating solutions that enhance family well-being. Our new My Family service (pending SAMA approval) will allow parents to open accounts for children under 15, manage dependents through a single dashboard, and schedule recurring allowances, promoting financial literacy and responsible spending habits. Our partnerships with Arabian Shield and Tawuniya Insurance companies penetrate the local insurance market, which will provide and generate new income stream.

| Total Financing by Size | Units      | 2022  | 2023  | 2024  |
|-------------------------|------------|-------|-------|-------|
| Micro                   | Percentage | 0.43  | 1.13  | 4.96  |
| Small                   | Percentage | 5.79  | 6.07  | 10.41 |
| Medium                  | Percentage | 10.22 | 9.35  | 8.63  |
| Commercial              | Percentage | 83.55 | 83.42 | 76.0  |

| Total Financing                                                                                                | Units  | 2023       | 2024       |
|----------------------------------------------------------------------------------------------------------------|--------|------------|------------|
| Number of loans outstanding qualified to programs designed to promote small business and community development | Number | 4,382      | 10,816     |
| Amount of loans outstanding qualified to programs designed to promote small business and community development | ﷲ      | 13,229,145 | 24,839,150 |
| Total number of no-cost checking accounts that are held by unbanked or underbanked customers                   | Number | 0          | 0          |

Financial literacy

Knowing the strength of our future economy depends upon the financial competence of future generations, SNB Capital is purposefully investing in a range of financial education programs that strengthen SNB Capital's brand as a provider of financial resources and knowledge while fostering meaningful engagement with the academic community.

SNB Capital conducted four free financial workshops, covering key topics such as listed companies' analysis, mutual fund allocation, and technical analysis. These workshops were designed for a broad audience seeking to enhance their financial and investment knowledge, featuring expert-led instruction.

Further strengthening financial literacy, SNB Capital launched the Increasing Financial Awareness Initiative targeting university students, equipping them with essential financial skills for both professional and personal growth. The initiative's first phase engaged six universities, including King Saud University (KSU), Prince Sultan University, Al Yamamah University, Alfaisal University, Effat University, and King Fahd University of Petroleum and Minerals (KFUPM). As a result, SNB Capital hosted four universities, benefiting over 400 students, and became the official "Financial Awareness Partner" of KSU, where SNB Capital employees will deliver on-campus lectures focused on real-life financial topics

and case studies. Additionally, SNB Capital sponsored "The Smart Investor Award," further reinforcing its commitment to empowering the next generation of investors in Saudi Arabia.

Beyond student engagement, SNB Capital is also advancing financial literacy among corporate and institutional clients. In collaboration with ELM Company and SHELL, the program has provided tailored financial education sessions to over 300 employees, equipping them with a stronger understanding of investment and savings strategies. Through these initiatives, SNB Capital continues to foster financial awareness and empower individuals across different sectors.



During the last year, we supported more than

340,000



Micro, Small and Medium Enterprises (MSMEs)

with a total of ﷲ 66.6 billion.

4,386



Qard hasan provided to female beneficiaries totaling ﷲ 22.66 million



Advocate Financial Empowerment and Nurture Talent

Continued

Accessibility

Our new Touch Card initiative we have redesigned and reimagined debit and credit cards to enhance usability and making on-the-go banking accessible for blind or visually impaired individuals. With tactile elements such as a textured edge, the innovative cards provide a practical and intuitive solution that empowers all customers to manage their finances with confidence and independence.

SNB remains committed to financial inclusion by strategically expanding its presence in underserved and economically disadvantaged regions, ensuring that our products and services are accessible to all. In 2024, the number of SNB branches in these areas increased to 55, up from 43 in 2022, reflecting our ongoing efforts to enhance banking accessibility. Similarly, the number of ATMs in these regions saw a substantial expansion, reaching 308 in 2024, compared to 101 in 2022. By prioritizing accessibility beyond densely populated and affluent areas, SNB continues to bridge financial gaps, empowering communities with essential banking services and supporting inclusive economic development.

|                                                                          | Units  | 2022 | 2023 | 2024 |
|--------------------------------------------------------------------------|--------|------|------|------|
| Number of branches in low populated and economically disadvantaged areas | Number | 37   | 43   | 55   |
| Number of ATMs in low populated and economically disadvantaged areas     | Number | 99   | 101  | 308  |



55 SNB branches and 308 ATMs

are operating in low populated and economically disadvantaged areas<sup>1</sup>, enabling access to banking services in those locations.

<sup>1</sup> A low populated and economically disadvantaged area is defined as a city with a solo branch, or a location hosting an ATM which is 100km or more from the city

3.2 Talent Attraction, Development, and Retention

We strive to be an employer of choice by attracting, developing, and retaining top talent, and fostering a culture of growth, innovation, and long-term success. Guided by our Human Resources (HR) Policy in alignment with KSA Labor Law and relevant regulatory requirements, we are dedicated to creating an inclusive, inviting workplace that enables all employees to build fulfilling careers with SNB.

Training and Development

Providing opportunities for training and development are central to our commitment to empowering employees with the skills and knowledge they need for personal growth and professional success.

Under the umbrella of our comprehensive training policies, we provide a wide range of learning opportunities through the SNB Academy, including structured learning pathways, professional certifications, hiring initiatives, and short courses. These programs are delivered across a range of formats including instructor-led sessions, online modules, simulation labs, and virtual platforms like Teams, with progress monitored through our HR Management System. A blended learning approach offers enhanced flexibility, with structured training sessions for deeper engagement.

| Workforce Composition                                                    | Units      | 2022  | 2023  | 2024  |
|--------------------------------------------------------------------------|------------|-------|-------|-------|
| Workforce size                                                           |            |       |       |       |
| Total number of employees                                                | Number     | 8,826 | 8,684 | 8,545 |
| Full-time employees                                                      | Number     | 8,730 | 8,482 | 8,342 |
| Trainees and sponsored students                                          | Number     | 66    | 174   | 174   |
| Temporary employees                                                      | Number     | 8     | 6     | 6     |
| New employees who joined the organization                                |            |       |       |       |
| Total number of new employees who joined the organization                | Number     | 113   | 468   | 384   |
| New employees hires by gender                                            |            |       |       |       |
| Female                                                                   | Number     | 22    | 168   | 221   |
| Male                                                                     | Number     | 91    | 300   | 163   |
| New employees hires by age                                               |            |       |       |       |
| Age 18-30                                                                | Number     | 51    | 362   | 338   |
| Age 31-50                                                                | Number     | 56    | 102   | 44    |
| Age 51+                                                                  | Number     | 4     | 2     | 2     |
| Employee turnover                                                        |            |       |       |       |
| Total number of employees who left the Bank                              | Number     | 1,189 | 710   | 508   |
| Total number of employees who left the organization (female)             | Number     | 199   | 111   | 88    |
| Total number of employees who left the organization (male)               | Number     | 990   | 599   | 420   |
| Percentage of employee turnover (voluntary and involuntary) <sup>2</sup> | Percentage | 13.0% | 8.2%  | 6.1%  |
| Percentage of employee turnover (voluntary only)                         | Percentage | 1.2%  | 0.8%  | 0.6%  |

<sup>2</sup> Voluntary: employees who left the bank based on their wish. Involuntary: employees who left the bank based on banks wish.

Advocate Financial Empowerment and Nurture Talent

Continued

To ensure our training and development offerings continue to match our business priorities and employee growth requirements, the SNB Academy conducts an annual Training Needs Analysis. Insights from the analysis help us evolve our future educational programming.

Training highlights for 2024 “SNB and ITQAN” included:

- 5,074 employees trained on Artificial Intelligence
- 9,083 employees trained on ESG topics
- 2,493 employees attended 13 SNB Talks conducted with strategic training partners and top executives, including a session led by the SNB CEO with 1,181 participants.
- 1,489 employees attended 14 Knowledge Sharing Sessions led by internal experts on various banking and financial topics.

73.23 hours

Average hours of training per female employee



24 hours

Average hours of training per male employee



34 hours

Average hours of training per employee



- 100+ women participated in a session on empowering working women, facilitated by a leading business school.
- Digital learning capabilities were expanded and enhanced with additional banking and financial training modules added to our digital library

SNB Academy offered a range of flagship training and professional development programs in 2024 including:

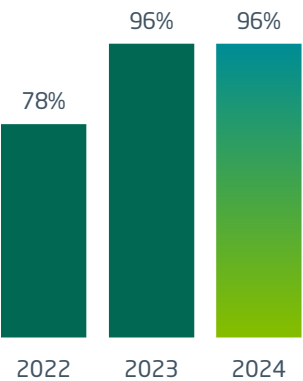
**Rowad:** In 2024, we revamped the Rowad program journey and launched six new cohorts. This flagship initiative, in partnership with reputable international providers, attracts and develops young national talent, preparing future leaders for strategic and operational roles in banking.

**Technology Structured Hiring:** Designed to equip trainees in the Technology and Digital Departments with foundational knowledge, technical expertise, and on-the-job training tailored to business needs, this program launched two cohorts in 2024, training 61 participants.

**Leadership:** To enhance strategic decision-making and leadership competencies, SNB conducted key executive-level training programs with renowned institutions and leading business schools in Europe and the United States. In 2024, 11 top executives participated, alongside 87 employees in the Leap+ program and 39 in the Effective Leadership program.

Employee satisfaction on training

(Percentage)



**Relationship Management:** Completed in 2024, this program trained 25 Relationship Managers. It provided participants with skills in credit analysis, risk management, ESG, and relationship excellence through classroom and practical training.

**Compliance and Regulatory:** The Self-Supervisory Units (SSU) Program launched one cohort in 2024 with 30 graduates. These programs, alongside mandatory SAMA certification, ensure employees have essential knowledge of banking principles, compliance, and regulatory standards.

**Enterprise Data Management:** This specialized initiative launched one cohort in 2024, training 20 participants in advanced data management and reporting capabilities.



|                                                | Units          | 2022    | 2023    | 2024    |
|------------------------------------------------|----------------|---------|---------|---------|
| Total number of training for total workforce   | Hours          | 106,043 | 259,195 | 289,441 |
| Total number of training for female employees  | Hours          | 22,021  | 90,730  | 118,344 |
| Total number of training for male employees    | Hours          | 84,022  | 168,465 | 171,098 |
| Total number of training for senior management | Hours          | 2,723   | 9,112   | 13,453  |
| Total number of training for middle management | Hours          | 32,864  | 55,282  | 56,396  |
| Average training hours per employee            | Hours/employee | 52      | 55      | 34      |

Advocate Financial Empowerment and Nurture Talent

Continued

Nationalization

SNB is advancing nationalization efforts by creating opportunities for KSA nationals to excel and contribute to the growth of SNB and the Kingdom's economy. In 2024, we continued to expand our Rowad program, aligned with our strategic goals to cultivate young Saudi talent and develop the next generation of leaders in the banking sector. The program provides participants with comprehensive knowledge of banking operations, emerging technologies, and the skills needed to address modern challenges effectively.

3.3 Diversity and Equal Opportunity

Cultivating an inclusive workplace that respects and empowers individuals from all backgrounds is core to our organizational values. From recruitment and hiring to professional development and career progression, we value the unique perspectives and skills of every employee and aim to create an environment free from discrimination, ensuring equitable access to resources, support, and opportunities for growth and success. Enhancing female representation within our workforce is a key element of this commitment.

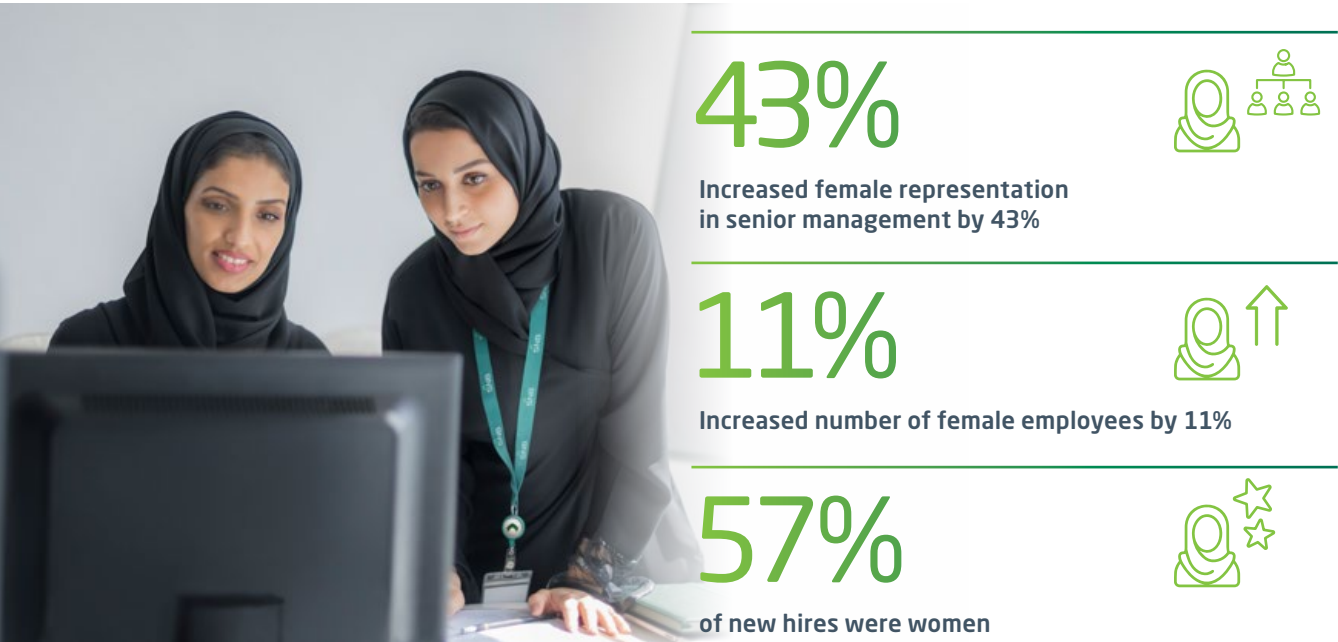
We uphold pay equity by maintaining a unified salary scale for all genders, ensuring fair and transparent compensation. To accommodate the unique needs of female employees, we also provide childcare and uniform allowances.

Non-Discrimination

SNB seeks to maintain an environment where employees can thrive regardless of their background, gender, ethnicity, or beliefs, ensuring every individual is treated with dignity and fairness. While SNB does not have a standalone human rights policy, we strictly adhere to the Labor Law and internal policies that reflect our dedication to these principles.

To promote a culture of inclusivity and mutual respect, we proactively address grievances and behavioral concerns through established mechanisms that prioritize fairness and accountability. All types of grievances are submitted through the Human Resources Management System (HRMS), where they are processed within the specified time frame in accordance with our policies and procedures. Non-behavioral grievances are resolved internally, while cases related to behavioral abuse are subject to a structured review by a dedicated committee to ensure unbiased resolution. In line with SNB's zero-tolerance stance on behavioral abuse and our commitment to reducing these practices within the organization, our policies for investigating cases of behavioral abuse apply to all employees. Our grievance process aligns with the Labor Law, and any amendments are promptly reflected in the mechanism.

We actively promote awareness among employees by sharing regular HR tips and updates to foster understanding and prevent discriminatory practices.



|                                                     | Units      | 2022  | 2023  | 2024   |
|-----------------------------------------------------|------------|-------|-------|--------|
| Nationalization                                     |            |       |       |        |
| Saudi Nationals among total full-time workforce     | Number     | 8,643 | 8,396 | 8,261  |
| Nationalization (by gender)                         |            |       |       |        |
| Female national full-time employees                 | Number     | 1,170 | 1,225 | 1,357  |
| Male national full-time employees                   | Number     | 7,473 | 7,171 | 6,904  |
| Nationalization in management                       |            |       |       |        |
| Percentage of nationalization in senior management  | Percentage | 92.3% | 91.3% | 92.55% |
| Percentage of nationalization among total workforce | Percentage | 99.3% | 99.2% | 99.3%  |
| Number of nationalities                             |            |       |       |        |
| Total number of nationalities (including KSA)       | Number     | 15    | 15    | 18     |

|                                          | Units  | 2022  | 2023  | 2024  |
|------------------------------------------|--------|-------|-------|-------|
| Workforce by gender profile              |        |       |       |       |
| Female full-time employees               | Number | 1,178 | 1,234 | 1,367 |
| Male full-time employees                 | Number | 7,552 | 7,248 | 6,975 |
| Workforce by age profile                 |        |       |       |       |
| 18-30                                    | Number | 1,435 | 1,619 | 1,426 |
| 31-40                                    | Number | 4,784 | 4,669 | 4,483 |
| 41-50                                    | Number | 2,140 | 1,944 | 2,146 |
| 51+                                      | Number | 379   | 256   | 280   |
| Workforce by employment level            |        |       |       |       |
| Full-time employees in senior management | Number | 362   | 301   | 492   |
| Female                                   | Number | 39    | 42    | 60    |
| Male                                     | Number | 323   | 359   | 432   |
| Full-time employees in middle management | Number | 2,281 | 2,383 | 2,289 |
| Female                                   | Number | 391   | 448   | 445   |
| Male                                     | Number | 1,890 | 1,935 | 1,844 |
| Full-time employee staff (other levels)  | Number | 6,095 | 5,704 | 5,567 |
| Female                                   | Number | 747   | 744   | 862   |
| Male                                     | Number | 5,348 | 4,960 | 4,705 |

Advocate Financial Empowerment and Nurture Talent

Continued

Parental leave

To promote a healthy work-life balance for parents, we offer leave benefits in full compliance with KSA Labor Law.



|                                                                                                                         | Units      | 2022  | 2023  | 2024 |
|-------------------------------------------------------------------------------------------------------------------------|------------|-------|-------|------|
| Number of employees that took parental leave                                                                            | Number     | 529   | 517   | 492  |
| Number of employees who returned to work after parental leave ended (return to work)                                    | Number     | 528   | 515   | 492  |
| Number of employees returned from parental leave who were still employed twelve months after return to work (retention) | Number     | 498   | 499   | 481  |
| Return to work rate                                                                                                     | Percentage | 99.8% | 99.6% | 100% |
| Retention rate                                                                                                          | Percentage | 94.1% | 96.5% | 98%  |

100%



Employees who returned from parental leave

98%



Retention rate for employees returning from parental leave

3.4 Employee Engagement and Wellbeing

To foster a supportive and empowering workplace environment where individuals can thrive both personally and professionally, we prioritize open communication through town hall meetings and Pulse surveys, as well as recognition programs that celebrate employee contributions.

Career Development

At SNB, our structured performance appraisal process helps us foster a performance-driven culture focused on continuous growth and development. To ensure employees receive clear objectives, regular feedback, professional development opportunities, and recognition for exceptional performance, the appraisal process involves three cycles each year:

**Goal Setting:** Establishing annual performance objectives and behavioral competencies aligned with organizational goals.

**Mid-Year Review:** Tracking progress and facilitating performance discussions between employees and managers.

**Year-End Review:** Providing comprehensive feedback to evaluate achievements and identify future development needs.

Appraisals are managed through the Performance Management System, with input from line managers and employee reviews.

Employee Benefits

SNB offers comprehensive benefits designed to help support employee well-being and financial security, including medical care, life and disability insurance, and adherence to social

insurance standards (GOSI). We continue to provide social insurance coverage and a savings scheme for retirees to encourage financial planning for retirement. Additional employee benefits include:

- Shipment of personal effects
- Annual travel tickets
- Leave salary advance
- Employee salary loans
- Preferential rates for personal finance, residential finance, and auto leasing
- Credit card benefits
- Retiree support packages

Health and Safety

Our comprehensive and proactive strategy for safeguarding the health and safety of our workforce includes elements of policy formulation, compliance, employee engagement, and training initiatives. Our efforts are directed by our Health and Safety Policy and a framework that adheres to NEBOSH qualifications, national, international, and Safety standards. The Safety and Security team, committed to these principles, manages all safety-related programs, policies, and incident evaluations. To reinforce these initiatives, we conduct regular health and safety inspections, and training aimed at empowering employees with essential knowledge regarding fundamental principles, their roles, hazard management, and reporting procedures.

SNB employees are actively engaged in safety and decision-making processes through annual bulletins, reports, consultation opportunities, and a formal, biannual joint management-worker committee meeting.

|                                        | Units  | 2022 | 2023 | 2024 |
|----------------------------------------|--------|------|------|------|
| Health and Safety                      |        |      |      |      |
| Employee recorded injuries as per GOSI | Number | 2    | 4    | 0    |

Zero



employee time lost to injuries

Zero



recordable employee injuries

Advocate Financial Empowerment and Nurture Talent

Continued

3.5 Community Engagement

Corporate Social Responsibility (CSR) is a key factor in our commitment to fostering economic empowerment, community development, and environmental responsibility. We actively support local communities through a diverse range of initiatives and partnerships designed to drive positive social impact and cultivate shared prosperity.

SNB's Ahalina Social Responsibility Programs include collaboration with non-profit organizations and communities on the implementation of sustainable projects aligned with Saudi Vision 2030.

Microfinance

Our **Productive Families Financing Program** empowers 3 to 5 women by providing microfinance solutions starts at ﷲ 4,800 up to ﷲ 12,000 per woman, enabling them to establish small businesses and promote self-employment. Operating through six branches dedicated to social responsibility in Jeddah, Riyadh, Alhasa, Hail, Buraidah, and Abha, the initiative supports women with limited incomes, cultivating a culture of work and entrepreneurship within the community.

In 2024, a total of 4,386 loans were provided to beneficiaries, amounting to ﷲ 22.66 million. Since the program's launch in 2015, a total of 35,109 loans have been granted, with a cumulative value of ﷲ 149,376,400.

Entrepreneurship

Our **Entrepreneurs Program** empowers young Saudis through accelerators and incubators that promote innovation and job creation. A key initiative within this program is the launch of two FinTech accelerators and incubator in partnership with the Ministry of Communications and Information Technology, supporting 50 startups and fostering technological advancements to position the Kingdom as a hub for innovation

Volunteerism

Our **Volunteerism Program** channels efforts into impactful community initiatives while fostering a culture of giving back:

- **General Volunteer Initiatives:** include the *Ahalina Happiness* program, with activities like *Iftar Ramadan* and *Keswa Al Eid*, supporting families in need during Ramadan and Eid. The Blood Donation Program, along with various volunteer initiatives, continues to address community needs throughout the year. In 2024, 1,212 volunteers dedicated 4,686 hours to supporting these efforts, reflecting the community's strong commitment to fostering a culture of volunteerism and social responsibility.
- **Pro Bono Volunteerism:** In 2024, 212 bank employees contributed 265.5 hours to 209 projects, this initiative benefited over 1,400 individuals and small enterprises, with an economic value of ﷲ 98,500.
- **Student Volunteer Program:** In collaboration with regional secretariats across the Kingdom and with the Ministry of Municipalities and Housing, 10,000 high school students participated in a 30-hour volunteer

program as part of their graduation requirements. These initiatives focused on environmental stewardship, including tree planting and the Visual Distortion Treatment Initiative, aimed at fostering greater environmental awareness and community engagement.

Environmental Initiatives

Aligned with Saudi Vision 2030 and the Saudi Green Initiative, SNB is advancing sustainability through key projects:

- Our **Green Mosques** initiative uses gray water recycling to irrigate over 10,000 trees while promoting water conservation. In 2024, we greened 40 mosques and reached 100 greened mosques in total.
- **Mangrove Project:** Since 2022, SNB has planted 200,000 mangrove trees annually to combat desertification, reduce air pollution, and preserve biodiversity. By 2024, the bank successfully achieved its goal of planting 600,000 trees.

Handcraft Production

In collaboration with the Heritage Commission under the Ministry of Culture, our Handcraft Production Program supports 480 artisans by providing training in design, innovation, and quality production to enhance traditional industries and national skills. The program also promotes and markets national products while supporting 314 local projects. Through diverse initiatives, multiple channels, and innovative solutions, it creates marketing opportunities for entrepreneurs, encouraging the growth and visibility of local products.

Social Investment

In partnership with the King Khalid Foundation, the Ahalina Social Investment Program empowers non-profit organizations through training, workshops, and consultations.

In 2024, the program funded 18 projects, benefiting 610 citizens, and supported 131 organizations in enhancing their capabilities in sustainable development. Additionally, it contributed to the Government Support Program, helping build the capacity of 42 organizations across different stages of government competitions and beyond. By providing essential tools, the program improves service quality, enhances financial resources through government support, and promotes long-term financial sustainability.

Housing Program

We continue our strategic partnership with the Ministry of Municipalities and Housing. Through Alahli Developmental Housing Program, which aims to provide housing units to the neediest families. 184 housing units were provided to the neediest families during the 2024 Developmental Housing Ceremony on Arab Housing Day. The houses were part of the third batch of the second phase of our partnership with the Ministry of Municipalities and Housing. By the end of 2024, we completed 914 housing units.

Community Sponsorships & Donations

SNB underscores our commitment to social responsibility through significant contributions to social impact initiatives and community causes:

- ﷲ 15 million allocated to the *Ehsan* platform to support those in need.
- ﷲ 1 million for the Disabled Children's Association through the *No to Receipt* Printing initiative.
- ﷲ 2 million sponsorship of the Global CSR Forum, driving discussions on corporate social responsibility.

| Volunteering                 | Units  | 2022  | 2023  | 2024   |
|------------------------------|--------|-------|-------|--------|
| Total hours of volunteers    | Number | 4,906 | 4,012 | 11,424 |
| Total number of volunteering | Hour   | 950   | 1,203 | 34.951 |

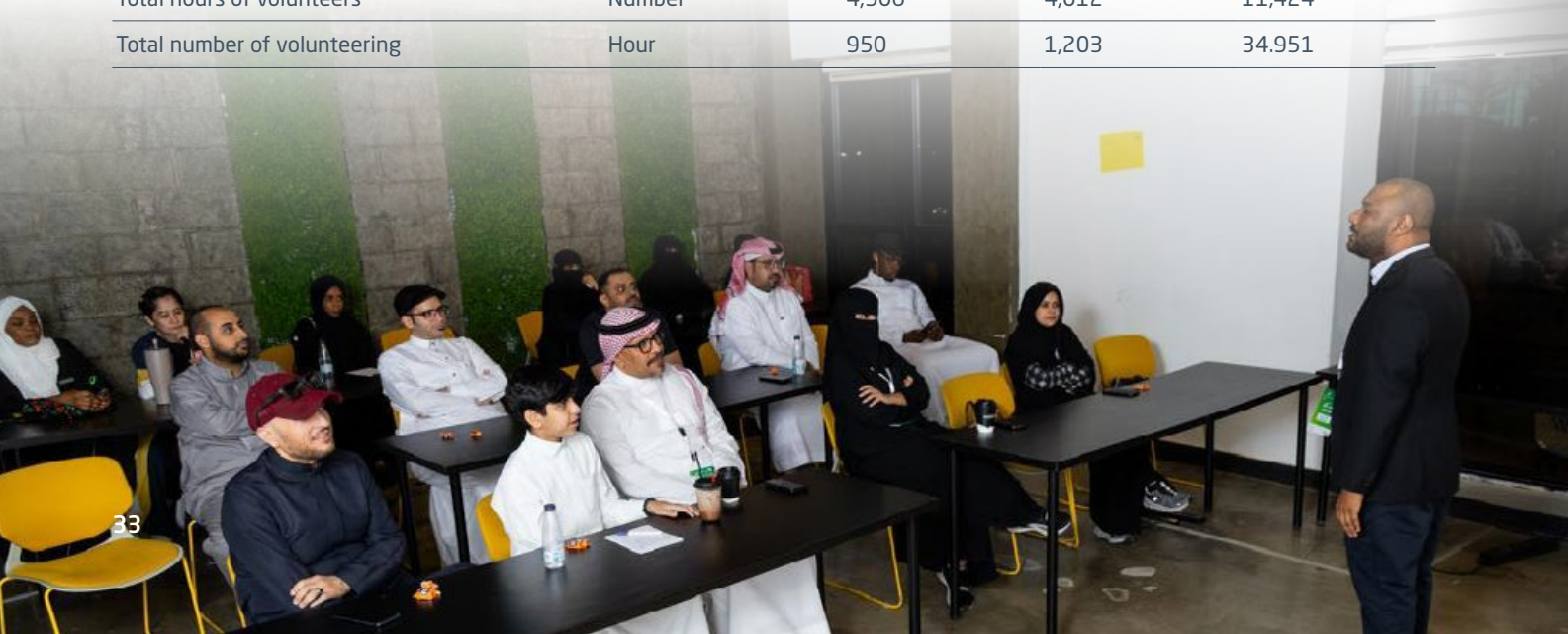
| Sponsorships                 | Units  | 2022 | 2023 | 2024 |
|------------------------------|--------|------|------|------|
| Sponsorship and Donations*   |        |      |      |      |
| Number of projects sponsored | Number | 3    | 5    | 3    |

\*Refers to the number of sponsorship & donation requests only

|                                |   |            |            |              |
|--------------------------------|---|------------|------------|--------------|
| Community Investment*          |   |            |            |              |
| Amount of community investment | ﷲ | 79,057,770 | 99,125,055 | 78,221,129** |

\*This amount covers both: all CSR Programs Budget + Sponsorship & Donations Budget

\*\* The variance in budget changes stated above is attributed to the fluctuating sponsorship and donation requests received by the bank annually



# Authentic Leadership & Transparency

Through robust governance structures and policies, we drive deep implementation of ESG principles and practices across our organization. Our leadership efforts prioritize responsible business conduct, rigorous compliance, and ethical behavior. Knowing the transformative power of finance to drive sustainability, we are also focused on integrating ESG factors as key criteria in our strategic investment and allocation decisions.

**Material Issues Covered**

- |                                            |                           |
|--------------------------------------------|---------------------------|
| Transparent governance and ethical conduct | Data privacy and security |
| Customer relationships                     | Responsible supply chain  |

**Saudi Vision 2030 Areas**

- Ambitious Nation
- Vibrant Society

**Sustainable Development Goals**



Authentic Leadership & Transparency

4.1 Governance and Ethical Behavior

Board of Directors

Our governance structure is comprised of the General Assembly, Board of Directors, Board Committees (including the Executive, Audit, Risk, Nomination and Remuneration, and Shariah Committees), and the Executive Management Team.

In 2024, the SNB Board included 11 members, with four independent members and two female members, elected per SNB's bylaws and regulatory guidelines from the Capital Market Authority and the Saudi Central Bank. Shareholders participate in the General Assembly meeting to review candidate profiles and vote for the most qualified Board members, who serve a three-year term. Selection criteria and processes are outlined in the Board Nomination Policy, Criteria and Procedures.

The General Assembly determines annual compensation for Board members, while the Board, guided by the Nomination and Remuneration Committee, sets senior executive compensation in alignment with the Bank's strategic goals. The Board also develops committee charters and evaluates their performance annually.



|                                              | Units  | 2022 | 2023 | 2024 |
|----------------------------------------------|--------|------|------|------|
| Board of Directors Composition and Diversity |        |      |      |      |
| Total number of board members                | Number | 11   | 11   | 11   |
| Total number of independent members          | Number | 4    | 4    | 4    |
| Total number of non-independent members      | Number | 7    | 7    | 7    |
| Total number of executive members            | Number | 1    | 0    | 1    |
| Total number of non-executive members*       | Number | 10   | 11   | 10   |
| Total board seats occupied by women          | Number | 1    | 1    | 2    |
| Total board seats occupied by men            | Number | 10   | 10   | 9    |

\*The total number of non-executive members includes the independent members.

For more information regarding Board of Director and Board level Committees, please refer to the 2024 Annual Report.

Responsible Business Conduct

SNB's Policies and Procedures Department, in collaboration with the Policies and Procedures Review Forum (PPRF) comprising Legal, Risk Management, Sharia Compliance, and Compliance representatives, oversees our responsible business conduct. Policy owners are responsible for ensuring awareness and effective implementation across their areas, engaging stakeholders throughout review cycles. Higher management provides guidance and oversight to integrate these commitments into business operations and relationships effectively.

Conflicts of Interest

The Board oversees the prevention of conflicts of interest for both Board members and employees. SNB employees must adhere to strict guidelines to avoid actual or potential conflicts, including refraining from external activities that could compromise their roles. Any external activities require prior approval from Human Resources. Employees are also required to act impartially with vendors and service providers to prevent favoritism and must report any conflicts of interest to the Group Chief Compliance Officer for appropriate action.

Compliance

The Compliance Group, in coordination with Business Groups, ensures the effective implementation of SNB's comprehensive compliance framework. In 2024, the Group secured regulatory approvals for five new products and services, provided over 4,000 regulatory advisories, and monitored the implementation of 3,170 regulatory mandates, reinforcing a strong culture of compliance across the Bank.

To maintain transparency and accountability, the Compliance Reporting System generates periodic reports outlining compliance status and identifying any instances of non-compliance with applicable regulations. These reports are submitted to relevant Business Group heads, the CEO, Compliance Committee, and Audit Committee for review and corrective action.

SNB also upholds a robust grievance mechanism and Whistle-blowing Policy, providing multiple confidential reporting channels, including phone lines, email, SNB's website, and internal web pages. Employees can report violations without fear of retaliation, ensuring that all grievances are addressed promptly and in accordance with policy timelines.

Reflecting SNB's commitment to regulatory adherence, the total amount of fines for non-compliance decreased by 27% in 2024 compared to the previous year, highlighting the effectiveness of the Bank's proactive compliance measures.

|                                                                                                    | Units      | 2022       | 2023       | 2024       |
|----------------------------------------------------------------------------------------------------|------------|------------|------------|------------|
| The total value of fines imposed by regulators for non-compliance                                  | ﷲ          | 33,387,875 | 22,405,750 | 16,655,400 |
| Total number of non-monetary sanctions                                                             | Number     | 0          | 0          | 0          |
| Percentage of legal and regulatory fines and settlements that resulted from whistleblowing actions | Percentage | 0          | 0          | 0          |

Authentic Leadership & Transparency

Continued

Anti-Money Laundering

SNB is committed to actively combating money laundering and terrorist financing, aligning its practices with KSA laws, international regulations, and Financial Action Task Force (FATF) recommendations. Our Board-approved Anti-Money Laundering and Combating Terrorist Financing (AML/CTF) Policy establishes strict compliance standards for all employees, overseas offices, branches, subsidiaries, and associates. Additionally, these entities must adhere to local AML/CTF regulations. Matters related to AML/CTF compliance are escalated to the Group Chief Compliance Officer and subsequently reviewed by the Compliance Committee, which meets regularly and reports key issues to the Board-level Audit Committee.

To reinforce a strong compliance culture, SNB mandates AML/CTF training for all employees, including a Culture of Compliance program covering key policy elements and an overview of the approved Sanctions Programme. Specialized training is also provided for departments such as Payment

Operations and Trade Operations, ensuring alignment with their unique compliance requirements. Senior management and employees receive additional mandatory training led by AML/CTF and sanctions specialists to stay informed on evolving regulatory expectations.

Leveraging advanced technology, SNB employs a comprehensive transaction monitoring system to detect suspicious activities across financial and non-financial transactions. The system establishes monitoring thresholds based on detailed customer profiling and historical transaction analysis, enhancing risk detection. Additionally, the dedicated sanctions screening system ensures that all relevant transactions are screened against local and international sanctions lists, reinforcing SNB’s commitment to global regulatory compliance and financial integrity.

Internal Audit

Our Internal Audit Group operates in alignment with the International Professional Practices Framework (IPPF), ensuring that our auditing practices adhere to the highest professional standards. This framework includes a Code of Ethics, emphasizing Integrity, Objectivity, Confidentiality, and Competency—principles our internal auditors uphold alongside compliance with our Code of Conduct and Work Ethics Policy.

As part of its mandate, Internal Audit includes the assessment of ESG implementation within its auditable entities. The most recent audit engagement on this aspect was conducted in

|                                                                                                     | Units      | 2022 | 2023 | 2024 |
|-----------------------------------------------------------------------------------------------------|------------|------|------|------|
| Percentage of business units analyzed for risks related to money laundering and terrorism financing | Percentage | 100% | 100% | 100% |
| Percentage of transactions screened for money laundering                                            | Percentage | 100% | 100% | 100% |

|                                                                                                                                                  | Units  | 2022 | 2023 | 2024 |
|--------------------------------------------------------------------------------------------------------------------------------------------------|--------|------|------|------|
| Total number of confirmed incidents of corruption                                                                                                | Number | 0    | 1    | 0    |
| Total number of confirmed incidents in which employees were dismissed or disciplined for corruption                                              | Number | 0    | 1    | 0    |
| Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption | Number | 0    | 1    | 0    |

August 2024, focusing on evaluating the overall governance, risk management, and controls related to ESG practices.

Our Audit Quality Assurance Function further ensures that all audit engagements conform to the IPPF’s mandatory elements, as well as SNB’s internal policies and guidelines, supported by our Internal Audit Policies, Procedures, and Manual.

The 2024 ESG audit report did not identify any critical issues as the implementation plan and ESG Governance Model was under formulation and implementation stage which was expected to be completed during 2025. Nonetheless, Internal Audit adheres to a rigorous follow-up process for addressing any observations raised, ensuring continuous improvement and accountability.

Looking ahead, ESG Financial Reporting Standards has been included in the 2025 Internal Audit Plan approved by Audit Committee and will be conducted as scheduled.

Anti-Corruption and Fraud

We have robust measures in place to combat corruption and fraud, supported by employee training, comprehensive policies, and adherence to Saudi Central Bank Standards. To mitigate risks and ensure effective control implementation to prevent fraudulent activities, regular reviews of projects, procedures, and services are conducted.

Employees also play a vital role in preventing fraud and corruption by adhering to ethical standards, participating in

training initiatives, and maintaining vigilance. Mandatory e-learning modules and awareness campaigns reinforce these efforts. Employees can report concerns through Suspicious Transaction Reports or the Whistleblowing Policy, ensuring a proactive approach to fraud and corruption prevention.

Our Board-approved Bribery and Corruption Policy applies to all employees, outlining responsibilities, identifying red flags, and defining key concepts. Monitoring corruption and fraud is embedded within our Monitoring System.

SNB continues to strengthen its fraud prevention measures, ensuring enhanced security accounts holders while minimizing fraudulent activities. To compare 2023 with 2024, the average monthly losses related to social engineering have been notably reduced by 30% with a significant increase in the total prevented fraud in 2024, showing the result of the investment in fraud technologies and promotion of maturity.

A key challenge remains card-not-present fraud, which accounted for 100% of fraudulent activity over the past three years. This underscores the importance of SNB’s ongoing efforts to enhance digital security, implement advanced fraud detection technologies, and educate customers on secure transaction practices. By continuously refining fraud prevention strategies, SNB aims to further reduce financial losses, protect customers, and uphold trust in its digital banking ecosystem.

|                                                                                                                                 | Units      | 2022         | 2023         | 2024         |
|---------------------------------------------------------------------------------------------------------------------------------|------------|--------------|--------------|--------------|
| Amount of fraudulent transaction activity (total value of account holder transactions refunded to account holders due to fraud) | ﷲ          | 3,688,867.03 | 1,650,567.64 | 1,093,419.32 |
| Percentage of activity from card-not-present fraud                                                                              | Percentage | 100 %        | 100%         | 100%         |

The figures stated above are related to online transactions (“E-Com”) and are not supported by 3D secure technology. This means that cardholders did not receive a One-Time Password (OTP) against these transactions. Moreover, the figures exclude transactions performed through mobile-payment providers.

In 2024, all transactions were screened against relevant sanctions lists, and necessary actions were taken in accordance with approved procedures.

Authentic Leadership & Transparency

Continued

Risk Management

SNB’s Risk Group oversees our approach to managing the risks inherent in our banking activities in accordance with our Risk Governance Policy, which sets forth a framework for risk identification, tolerance levels, roles, responsibilities, and management methods. The framework is continuously optimized by the Group, who works in collaboration with the Internal Audit division and individual business units, to foster a proactive risk management culture aligned with Saudi Central Bank and Basel Committee guidelines.

The Group also ensures full compliance with Board and regulatory limits, promptly addressing any breaches, enhancing risk practices, and closely monitoring portfolios with early warning systems. To amplify its efforts, the Group employs specialized expertise, policies, and tools in a coordinated approach to ensuring all risks are identified, monitored, mitigated and effectively managed within acceptable thresholds.

SNB categorizes risks into strategic, concentration, and reputational risks:

- **Strategic Risks:** Managed by aligning business objectives with measurable performance goals, ensuring balanced resource allocation, and focusing on talent management for sustained success.
- **Concentration Risks:** Mitigated through diversified portfolios and regular reviews to avoid over-reliance on specific sectors, entities, or regions.
- **Reputational Risks:** Mitigated through clear policies, ethical guidelines, and proactive measures to safeguard the Bank’s integrity during crises.

In recognition of the growing importance of **climate-related financial risks**, we are also integrating ESG considerations into SNB’s governance framework and risk management practices. As part of this effort, we are participating in initiatives led by the Saudi Central Bank’s ESG Banking Advisory Committee (EBAC) to enhance environmental and social risk management within the financial sector in Saudi Arabia.

SNB is also building a comprehensive ESG framework that incorporates climate risk into the bank’s operations. Key steps in this process include completing a gap assessment of current risk management practices against SAMA requirements and international standards and developing a high-level multi-year implementation plan to integrate climate risk capabilities. Further steps include incorporating climate risk into the bank’s risk appetite, establishing a climate risk policy, defining an operating model and governance structure, and upskilling the organization on climate risk management. We are also working to define an initial approach for measuring climate risk and embedding it into the 2025 ICAAP report.

Shariah Governance and Principles

Our Islamic Banking operations adheres to stringent supervisory restrictions set forth by SAMA to ensure compliance with Shariah principles and financial stability. This includes the Shariah Governance Framework (SGF) issued by SAMA to govern local banks’ Islamic banking transactions, defining roles and responsibilities for boards, management, and our Shariah Committee, along with other departments.

Through the Shariah Governance, Risk, and Compliance (SGRC) Department, our Shariah Division assists the Shariah Committee and Executive Management Team in safeguarding the Bank against non-compliance risks regarding Shariah principles. This department conducts regular reviews of internal control systems, assesses Shariah non-compliance risks, and enhances internal Shariah control effectiveness based on Shariah Committee rules and resolutions. In 2024, the SGRC developed and updated policies related to Shariah governance, risk, and compliance, including Shariah Non-

Compliance Risk (SNCR) Policy, and Profit-Sharing Investment Accounts Management Policy.

A Risk Management Framework for Shariah Compliant Banking has also been instituted to address various risks unique to Islamic finance, ensuring effective risk management practices across the sector. These measures reflect our commitment to upholding regulatory standards and promoting sound Islamic banking practices.

Our Shariah Division is focused on the following key projects:

1. Separating Islamic records from conventional.

The Shariah Division has assisted the Finance Group to complete the project for achieving the requirements of Article 17 of the Shariah Governance Framework by demonstrating the Bank’s ability to:

- Separate the accounting records of assets and liabilities through the specific coding mechanism for Islamic products.
- Prepare reports on monthly basis as separate financial statements to the assets.

2. Building an Islamic products repository and separating the records of subsidiaries and branches.

This Project aims to:

- Set up an Islamic product repository and identify any gaps for SNB to solve.
- Segregate of records for SNB’s subsidiaries
- Automate the preparation of islamic financial statements
- Develop of accounting treatment of profit-sharing accounts

3. Assisting the bank to develop Islamic products based on PSIA they structured on, e.g. Mudaraba /Wakalah.

4. Developing a Platform and infrastructure for managing commodity suppliers and implementing Tawarruq according to Shariah Committee guidelines.

The Tawarruq structure for both financing and investment products constitutes about 70% of the Islamic activities of SNB’s group; however, the bank has previously faced several instances of profit avoidance resulting from non-compliance with the Shariah Committee’s guidelines regarding Tawarruq. As a result, Shariah Division is working on an essential technical project to ensure the proper implementation of Tawarruq and protect the bank from the risks of non-compliance with Shariah in accordance with Shariah Committee rules

5. Using a Technical Program from SAS for Managing Governance, Risk, and Shariah Compliance

- Automating the measurement of governance, risk management, and Shariah compliance.

|                          | Year   | 2022 | 2023 | 2024 |
|--------------------------|--------|------|------|------|
| Sharia Committee Members | Number | 6    | 5    | 5    |

SNB assigns the Committee Members to screen its investments to ensure they are compliant with Shariah guidelines. The rigorous screening process involves two key criteria: industry and business activity screening, which prohibits investment in sectors such as alcohol, tobacco, and gambling, among others; and financial ratios screening, which sets limits on interest-bearing deposits, loans, and income from non-compliant sources. External consultants are engaged periodically to conduct screenings based on these guidelines.

Authentic Leadership & Transparency

Continued

During 2024, SNB's Shariah Division continued developing several key projects, some of which are outlined below:

|                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Shariah Committee approves using carbon credit for financing | The Shariah Committee has issued Resolution 112228501, endorsing SNB's utilization of carbon credits in Shariah-compliant financing or investment activities.                                                                                                                                                                                                                                                                                                 | Symposium on Islamic Banking Future                | SNB held the 16th edition of its annual symposium entitled "The Future of Islamic Banking" to discuss financing developments in financial technology, with the participation of a number of distinguished scholars' Islamic jurisprudence and economics, in addition to experts in financial technology from inside and outside the Kingdom.<br><br>The symposium discussed the latest developments in financial technology by studying the provisions of:<br><br><div><div>1. Postpaid service "Buy now, pay later"</div><div>2. Salary submission service</div><div>3. Electronic savings associations</div></div> |
| Shariah Rules Project                                        | The Shariah Advisory & Research Department has completed the 'Rules derived from the Shariah Committee resolution for SNB products.' The project included summarizing more than 1,500 Shariah Committee resolutions into 800 Shariah Rules. These rules will serve as a reference for the Shariah Advisory & Research Department, the Shariah Development Department, the Shariah GRC Department, the Shariah Audit Department, as well as other departments. |                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Islamic Overdraft                                            | SNB is developing a Shariah-compliant overdraft facility called 'Islamic Overdraft (iOD)' to address a long-standing gap in its product offerings. iOD will offer customers the flexibility to access funds within an approved overdraft limit, providing short-term standby credit while adhering to Shariah principles.                                                                                                                                     | Launch and distribute the Shariah new publications | "The Editor in the Jurisprudence of Finance, Banking, and Securities" and, "Treasury Transactions in Conventional and Islamic Banks," written by renowned Islamic scholars, and some of the bank's previous publications.                                                                                                                                                                                                                                                                                                                                                                                            |

4.2 Cyber Security and Data Privacy

The nature of our banking operations means that we create, receive, process, and store extensive amounts of information across various formats, including personal, strategic, financial, and infrastructure data. Our Information Security Management Division ensures that we handle this information with strict adherence to regulatory standards and frameworks, positioning ourselves as the market leader in data usage and protection, and earning the trust of our customers.

The Division oversees security, risk management, and compliance with relevant regulations based on a robust framework with detailed operational procedures that ensure regulatory adherence and protect SNB's information assets from unauthorized access, misuse, disclosure, alteration, loss, theft, or abuse, whether intentional or accidental.

To further safeguard customer and stakeholder data, we have implemented a comprehensive Data Privacy Policy and are actively working toward ISO 27001 certification for information security management. We are also establishing an organization-wide Data Privacy Program, which includes

education sessions for employees and customers on data collection, usage, and privacy. Relevant employees receive annual training on data privacy to maintain compliance and awareness.

As the result of these rigorous measures, SNB has experienced no data security breaches over the past three years. However, should an incident occur, our Personal Data Incident Response and Breach Management Policy ensures a swift and effective response.

Looking ahead, we are committed to regularly monitoring key information security performance indicators to support our business operations and safeguard our digital ecosystem. We further aim to maintain a competitive edge by proactively identifying and adopting innovative cybersecurity solutions while strengthening the overall security of SNB's digital infrastructure. We will also continue to cultivate a robust cybersecurity culture aligned with SNB's vision and mission, embedding values that prioritize security across all levels of the organization.



Authentic Leadership & Transparency

Continued

4.3 Customer Relationships

We welcome thousands of new customers each year, and we take pride in delivering exceptional service and support tailored to their needs. From new customers to long-term customers, we are also committed to maximizing customer satisfaction through transparent and fair communication with all our clients, ensuring their needs are met with integrity and professionalism. To achieve this aim, we focus on fostering strong, lasting relationships built on trust, clarity, and personalized service, striving to exceed expectations and enhance our clients' financial experiences at every touchpoint.

We leverage a variety of communication channels (social media, press releases, newsletters, ATM and branch screens, and traditional and digital advertisement) to ensure customers have access to clear, concise information about our sustainable banking offerings, and our Customer Service

Department is readily available to address inquiries about our products and services. Our customer engagement activities also include the promotion of financial literacy and inclusion by providing clients with practical advice and best practices to enable sustainable economic activities.

Customer satisfaction is at the heart of SNB's operations, driving our commitment to transparent, equitable, and professional communication. We prioritize building enduring relationships based on trust, transparency, and personalized service, striving to exceed customer expectations at every interaction. Welcoming hundreds of thousands of new customers annually, we take pride in delivering exceptional service and fostering meaningful connections.

To keep customers informed and engaged, we communicate across multiple channels, including social media, SMS, brochures, and our website. SNB Customer Fulfillment areas provides dedicated support, addressing inquiries about our products and services. Our commitment to excellence in customer service is reinforced by our ISO 10002:2018 & ISO 10004:2018 certifications, which ensure robust customer satisfaction and complaint management systems. Should a complaint arise, customers can file complaints or report issues such as fraud or corruption efficiently and confidentially through digital or physical channels.

4.4 Innovation and Digitalization

We aspire to be the "Best Digital Bank" by delivering exceptional digital experiences and customer service, fostering innovation, and enhancing the financial well-being of our customers. Our ambition is underpinned by an integrated digital operating model, robust IT infrastructure, and extensive digital channels.

By prioritizing speed, efficiency, accuracy, and data-driven insights, we are helping to lead the region's digital transformation, seamlessly incorporating innovation to meet the evolving needs of our customers.

We achieved numerous digital banking milestones in 2024:

- 80% of new retail clients opened accounts entirely through digital channels
- Digital sales of financing products reached 79%
- Digital migration of financial transactions achieved 99%, with non-financial transactions reaching 80%
- We launched a range of new products including multicurrency credit cards, Flexi credit cards, gaming cards, and Lak Points, diversifying the options we offer to meet customer needs.

- 85% of planned fintech integrations were completed, expanding partnerships and service offerings to provide innovative financial solutions.
- 30% of Account Information Services (AIS) use cases were implemented, granting customers enhanced access to real-time balances and transaction histories, empowering them with greater financial control.
- SNB Mobile transformed Residential Finance aftersales services by allowing customers to view and download contracts, deeds, payment schedules, and insurance policies digitally, resulting in an 80% increase in aftersales service usage and reduced branch traffic, enhancing customer transparency and control. Plans are underway to migrate remaining aftersales services to the digital platform.
- Our mobile app rating improved to 4.7, making it the top-rated banking app in Saudi Arabia.

|                                             | Units        | 2022    | 2023    | 2024    |
|---------------------------------------------|--------------|---------|---------|---------|
| Number of complaints received               | Number       | 679,000 | 582,323 | 761,861 |
| Average response rate for client complaints | Working Days | 8.4     | 5.8     | 5.3     |



Authentic Leadership  
& Transparency

Continued

Our commitment to innovation also encompasses investment in advanced fintech solutions and integrating emerging digital government services to streamline processes, lower costs, and mitigate fraud risks. For instance, our integration with the Ministry of Justice’s Nafith platform facilitates and regulates digital promissory notes, improving the efficiency of commercial transactions between individuals and institutions while contributing to our efforts to minimize our environmental footprint.

SNB has always been a pioneer in advancing digital banking services by introducing seamless, customer-centric technological solutions that eliminate the need for physical branch visits. Through SNB Corporate Channels, customers can now access full suite of Banking products and services, significantly improving accessibility and convenience, reflecting strong demand for digital banking services. Similarly, SNB has streamlined the process for 100% cash margin Letters of Guarantee (LGs) by enabling registered eCorp customers to digitally amend LG amounts and expiration dates, enhancing efficiency and reducing transactions turnaround time. Both initiatives are part of SNB’s broader strategy to deliver an exceptional digital experience, ensuring continuous improvement and innovation to maintain our leadership in digital banking prioritizing customer satisfaction and enhancing the customer experience.

4.5 Responsible Supply Chain

We employ responsible procurement and supply chain practices to support our local economy and reduce our environmental impact. Guided by our comprehensive Procurement Policy, our Procurement Department uses a thorough pre-qualification process to ensure supplier compliance with our business ethics and standards. The process involves screening vendors against databases to identify any potential red flags, such as illegal activities or sanctions, and requiring all vendors to review and sign SNB’s Supplier Code of Conduct before partnering with us.

91.94%



Percentage of spending on local suppliers is 91.94%

|                                           | Units      | 2022   | 2023   | 2024   |
|-------------------------------------------|------------|--------|--------|--------|
| Total procurement spending                | ﷲ million  | 9,652  | 11,176 | 9,199  |
| Procurement spending on local suppliers   | ﷲ million  | 8,685  | 10,445 | 8,455  |
| Percentage of spending on local suppliers | Percentage | 90.00% | 93.45% | 91.94% |
| Total number of suppliers                 | Number     | 643    | 676    | 803    |
| Total number of local suppliers           | Number     | 265    | 425    | 365    |



# Appendices

Appendix A. Stakeholder Engagement Map

We make it a priority to stay connected with our stakeholders and to foster open dialogue with the individuals and organizations crucial to our mission. Our approach includes utilizing channels such as surveys, dedicated teams, and other communication methods to ensure consistent engagement. We actively consider stakeholder feedback and interests when making decisions. If any concerns arise, we address them promptly and respectfully.

The table below gives an overview of our modes of engagement with each stakeholder group.

| Stakeholder Group          | Modes of Engagement                                                                                                         |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| Customer                   | Email<br>Customer Service Department<br>Call center<br>ATMs<br>Branches<br>Social media<br>Live chat                        |
| Employees                  | Trainings and SNB webinars<br>Whistleblowing mechanism<br>Awareness programs<br>Employee engagement surveys                 |
| Society                    | Community development programs<br>Employee volunteerism                                                                     |
| Shareholders and investors | Website<br>SNB Annual Report<br>Annual General Meetings<br>Financial results on a quarterly basis<br>Investor presentations |
| Government and regulators  | Annual General Assembly Meeting<br>External audit<br>Annual report                                                          |
| Suppliers                  | Meetings, calls, conferences, and workshops                                                                                 |

Appendix B. GRI Content Index

|                                   |                                                                                                              |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------|
| Statement of use                  | Saudi National Bank has reported in accordance with the GRI Standards for the period 01.01.2024 - 31.12.2024 |
| GRI 1 used                        | GRI 1: Foundation 2021                                                                                       |
| Applicable GRI Sector Standard(s) | Not Applicable                                                                                               |

| GRI Standard/<br>Other Source         | Disclosure                                                                       | Page Number/<br>Direct Answer | Requirement(s)<br>Omitted | Reason |
|---------------------------------------|----------------------------------------------------------------------------------|-------------------------------|---------------------------|--------|
| General disclosures                   |                                                                                  |                               |                           |        |
| GRI 2:<br>General Disclosures<br>2021 | 2-1 Organizational details                                                       | 5                             |                           |        |
|                                       | 2-2 Entities included in the organization's sustainability reporting             | 3                             |                           |        |
|                                       | 2-3 Reporting period, frequency and contact point                                | 3                             |                           |        |
|                                       | 2-4 Restatements of information                                                  | No restatements in 2024.      |                           |        |
|                                       | 2-6 Activities, value chain and other business relationships                     | 5, 6                          |                           |        |
|                                       | 2-7 Employees                                                                    | 26, 30                        |                           |        |
|                                       | 2-9 Governance structure and composition                                         | 37                            |                           |        |
|                                       | 2-10 Nomination and selection of the highest governance body                     | Refer to 2024 Annual Report.  |                           |        |
|                                       | 2-11 Chair of the highest governance body                                        | 37                            |                           |        |
|                                       | 2-12 Role of the highest governance body in overseeing the management of impacts | Refer to 2024 Annual Report.  |                           |        |
|                                       | 2-13 Delegation of responsibility for managing impacts                           | 12                            |                           |        |
|                                       | 2-14 Role of the highest governance body in sustainability reporting             | 12                            |                           |        |
|                                       | 2-15 Conflicts of interest                                                       | 38                            |                           |        |

| GRI Standard/<br>Other Source         | Disclosure                                                        | Page Number/<br>Direct Answer      | Requirement(s)<br>Omitted    | Reason                    |
|---------------------------------------|-------------------------------------------------------------------|------------------------------------|------------------------------|---------------------------|
| GRI 2:<br>General Disclosures<br>2021 | 2-16 Communication of critical concerns                           | 38                                 |                              |                           |
|                                       | 2-17 Collective knowledge of the highest governance body          | Refer to 2024 Annual Report.       |                              |                           |
|                                       | 2-18 Evaluation of the performance of the highest governance body | Refer to 2024 Annual Report.       |                              |                           |
|                                       | 2-19 Remuneration policies                                        | 37                                 |                              |                           |
|                                       | 2-20 Process to determine remuneration                            | 37                                 |                              |                           |
|                                       | 2-21 Annual total compensation ratio                              | Not disclosed.                     | Confidentiality constraints. | Due to internal policies. |
|                                       | 2-22 Statement on sustainable development strategy                | 12                                 |                              |                           |
|                                       | 2-23 Policy commitments                                           | 20, 25, 37, 38, 39, 40, 42, 44, 48 |                              |                           |
|                                       | 2-24 Embedding policy commitments                                 | 20, 25, 37, 38, 39, 40, 42, 44, 48 |                              |                           |
|                                       | 2-25 Processes to remediate negative impacts                      | 38                                 |                              |                           |
|                                       | 2-26 Mechanisms for seeking advice and raising concerns           | 38                                 |                              |                           |
|                                       | 2-27 Compliance with laws and regulations                         | 38                                 |                              |                           |
|                                       | 2-28 Membership associations                                      | Refer to 2024 Annual Report.       |                              |                           |
|                                       | 2-29 Approach to stakeholder engagement                           | 51                                 |                              |                           |
|                                       | 2-30 Collective bargaining agreements                             | Not disclosed                      | Prohibited in KSA.           |                           |
| Material Topics                       |                                                                   |                                    |                              |                           |
| GRI 3:<br>Material Topics<br>2021     | 3-1 Process to determine material topics                          | 11, 12                             |                              |                           |
|                                       | 3-2 List of material topics                                       | 11, 12                             |                              |                           |
| Economic Performance                  |                                                                   |                                    |                              |                           |

| GRI Standard/<br>Other Source                       | Disclosure                                                                                     | Page Number/<br>Direct Answer | Requirement(s)<br>Omitted           | Reason                  |
|-----------------------------------------------------|------------------------------------------------------------------------------------------------|-------------------------------|-------------------------------------|-------------------------|
| GRI 201:<br>Economic<br>Performance<br>2016         | 201-1 Direct economic value generated and distributed                                          | 6                             |                                     |                         |
|                                                     | 201-2 Financial implications and other risks and opportunities due to climate change           | Not disclosed                 | Information unavailable/incomplete. | Value not measured yet. |
|                                                     | 201-3 Defined benefit plan obligations and other retirement plans                              | 31, 32                        |                                     |                         |
|                                                     | 201-4 Financial assistance received from government                                            | Not disclosed                 | Information unavailable/incomplete. | Value not measured yet. |
| GRI 203:<br>Indirect<br>Economic<br>Impacts 2016    | 203-1 Infrastructure investments and services supported                                        | Not disclosed                 | Information unavailable/incomplete. | Value not measured yet. |
|                                                     | 203-2 Significant indirect economic impacts                                                    | 15, 16, 23, 25, 33, 34        |                                     |                         |
| GRI 207:<br>Tax 2019                                | 207-1 Approach to tax                                                                          | 6                             |                                     |                         |
|                                                     | 207-2 Tax governance, control, and risk management                                             | 6                             |                                     |                         |
|                                                     | 207-3 Stakeholder engagement and management of concerns related to tax                         | Not disclosed                 | Information unavailable/incomplete. | Value not measured yet. |
|                                                     | 207-4 Country-by-country reporting                                                             | Not disclosed                 | Information unavailable/incomplete. | Value not measured yet. |
| Community Engagement                                |                                                                                                |                               |                                     |                         |
| GRI 3:<br>Material Topics<br>2021                   | 3-3 Management of material topics                                                              | 33                            |                                     |                         |
| GRI 411:<br>Rights of<br>Indigenous<br>Peoples 2016 | 411-1 Incidents of violations involving rights of indigenous peoples                           | Not disclosed                 | Information unavailable/incomplete. | Value not measured yet. |
| GRI 413:<br>Local<br>Communities 2016               | 413-1 Operations with local community engagement, impact assessments, and development programs | 33 34                         |                                     |                         |
|                                                     | 413-2 Operations with significant actual and potential negative impacts on local communities   | Not disclosed                 | Information unavailable/incomplete. | Value not measured yet. |
| Employee Wellbeing                                  |                                                                                                |                               |                                     |                         |
| GRI 3:<br>Material Topics<br>2021                   | 3-3 Management of material topics                                                              | 32                            |                                     |                         |

| GRI Standard/<br>Other Source                                   | Disclosure                                                                                                          | Page Number/<br>Direct Answer | Requirement(s)<br>Omitted           | Reason                  |
|-----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-------------------------------|-------------------------------------|-------------------------|
| <b>GRI 403:<br/>Occupational<br/>Health and<br/>Safety 2018</b> | 403-1 Occupational health and safety management system                                                              | 32                            |                                     |                         |
|                                                                 | 403-2 Hazard identification, risk assessment, and incident investigation                                            | 32                            |                                     |                         |
|                                                                 | 403-3 Occupational health services                                                                                  | Not disclosed                 | Information unavailable/incomplete. | Value not measured yet. |
|                                                                 | 403-4 Worker participation, consultation, and communication on occupational health and safety                       | 32                            |                                     |                         |
|                                                                 | 403-5 Worker training on occupational health and safety                                                             | 32                            |                                     |                         |
|                                                                 | 403-6 Promotion of worker health                                                                                    | Not disclosed                 | Information unavailable/incomplete. | Value not measured yet. |
|                                                                 | 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | Not disclosed                 | Information unavailable/incomplete. | Value not measured yet. |
|                                                                 | 403-8 Workers covered by an occupational health and safety management system                                        | Not disclosed                 | Information unavailable/incomplete. | Value not measured yet. |
|                                                                 | 403-9 Work-related injuries                                                                                         | 32                            |                                     |                         |
|                                                                 | 403-10 Work-related ill health                                                                                      | 32                            |                                     |                         |
| <b>Data Privacy and Security</b>                                |                                                                                                                     |                               |                                     |                         |
| <b>GRI 3:<br/>Material Topics<br/>2021</b>                      | 3-3 Management of material topics                                                                                   | 44                            |                                     |                         |
| <b>GRI 418:<br/>Customer Privacy<br/>2016</b>                   | 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data                  | 44                            |                                     |                         |
| <b>Transparent Governance and Ethical Conduct</b>               |                                                                                                                     |                               |                                     |                         |
| <b>GRI 3:<br/>Material Topics<br/>2021</b>                      | 3-3 Management of material topics                                                                                   | 27-42                         |                                     |                         |
| <b>GRI 205:<br/>Anti-corruption<br/>2016</b>                    | 205-1 Operations assessed for risks related to corruption                                                           | 39, 40                        |                                     |                         |
|                                                                 | 205-2 Communication and training about anti-corruption policies and procedures                                      | 39, 40                        |                                     |                         |
|                                                                 | 205-3 Confirmed incidents of corruption and actions taken                                                           | 39, 40                        |                                     |                         |
| <b>GRI 206:<br/>Anti-competitive<br/>Behavior 2016</b>          | 206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices                               | Not disclosed                 | Information unavailable/incomplete. | Value not measured yet. |

| GRI Standard/<br>Other Source                                | Disclosure                                                                                          | Page Number/<br>Direct Answer | Requirement(s)<br>Omitted           | Reason                    |
|--------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|-------------------------------|-------------------------------------|---------------------------|
| <b>GRI 408:<br/>Child Labor 2016</b>                         | 408-1 Operations and suppliers at significant risk for incidents of child labor                     | Not disclosed                 | Information unavailable/incomplete. | Value not measured yet.   |
| <b>GRI 409:<br/>Forced or<br/>Compulsory Labor<br/>2016</b>  | 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor      | Not disclosed                 | Information unavailable/incomplete. | Value not measured yet.   |
| <b>GRI 415:<br/>Public Policy 2016</b>                       | 415-1 Political contributions                                                                       | Not disclosed                 | Not applicable.                     |                           |
| <b>Diversity, Inclusion and Equal Opportunity</b>            |                                                                                                     |                               |                                     |                           |
| <b>GRI 3:<br/>Material Topics<br/>2021</b>                   | 3-3 Management of material topics                                                                   | 39, 40                        |                                     |                           |
| <b>GRI 202:<br/>Market Presence<br/>2016</b>                 | 202-1 Ratios of standard entry level wage by gender compared to local minimum wage                  | Not disclosed                 | Information unavailable/incomplete. | Value not measured yet.   |
| <b>GRI 405:<br/>Diversity and Equal<br/>Opportunity 2016</b> | 405-1 Diversity of governance bodies and employees                                                  | 37                            |                                     |                           |
|                                                              | 405-2 Ratio of basic salary and remuneration of women to men                                        | 29                            |                                     |                           |
| <b>GRI 406:<br/>Non-discrimination<br/>2016</b>              | 406-1 Incidents of discrimination and corrective actions taken                                      | Not disclosed                 | Confidentiality constraints.        | Due to internal policies. |
| <b>Customer Relationships</b>                                |                                                                                                     |                               |                                     |                           |
| <b>GRI 3:<br/>Material Topics<br/>2021</b>                   | 3-3 Management of material topics                                                                   | 45                            |                                     |                           |
| <b>GRI 416:<br/>Customer Health<br/>and Safety 2016</b>      | 416-1 Assessment of the health and safety impacts of product and service categories                 | Not disclosed                 | Not applicable to financial sector. |                           |
|                                                              | 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services | Not disclosed                 | Not applicable to financial sector. |                           |
| <b>GRI 417:<br/>Marketing and<br/>Labeling 2016</b>          | 417-1 Requirements for product and service information and labeling                                 | Not disclosed                 | Not applicable to financial sector. |                           |
|                                                              | 417-2 Incidents of non-compliance concerning product and service information and labeling           | Not disclosed                 | Not applicable to financial sector. |                           |
|                                                              | 417-3 Incidents of non-compliance concerning marketing communications                               | 45, 46                        |                                     |                           |

| GRI Standard/<br>Other Source                            | Disclosure                                                                                               | Page Number/<br>Direct Answer                                                                             | Requirement(s)<br>Omitted               | Reason                  |
|----------------------------------------------------------|----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|-----------------------------------------|-------------------------|
| Responsible Supply Chain                                 |                                                                                                          |                                                                                                           |                                         |                         |
| GRI 3:<br>Material Topics<br>2021                        | 3-3 Management of material topics                                                                        | 47, 48                                                                                                    |                                         |                         |
| GRI 204:<br>Procurement<br>Practices 2016                | 204-1 Proportion of spending on local suppliers                                                          | 47, 48                                                                                                    |                                         |                         |
| GRI 308:<br>Supplier<br>Environmental<br>Assessment 2016 | 308-1 New suppliers that were screened using environmental criteria                                      | Not disclosed                                                                                             | Information unavailable/<br>incomplete. | Value not measured yet. |
|                                                          | 308-2 Negative environmental impacts in the supply chain and actions taken                               | Not disclosed                                                                                             | Information unavailable/<br>incomplete. | Value not measured yet. |
| GRI 414:<br>Supplier Social<br>Assessment 2016           | 414-1 New suppliers that were screened using social criteria                                             | Not disclosed                                                                                             | Information unavailable/<br>incomplete. | Value not measured yet. |
|                                                          | 414-2 Negative social impacts in the supply chain and actions taken                                      | Not disclosed                                                                                             | Information unavailable/<br>incomplete. | Value not measured yet. |
| Talent Attraction, Development and Retention             |                                                                                                          |                                                                                                           |                                         |                         |
| GRI 3:<br>Material Topics<br>2021                        | 3-3 Management of material topics                                                                        | 25-28                                                                                                     |                                         |                         |
| GRI 202:<br>Market Presence<br>2016                      | 202-2 Proportion of senior management hired from the local community                                     | 30                                                                                                        |                                         |                         |
| GRI 401:<br>Employment 2016                              | 401-1 New employee hires and employee turnover                                                           | 30                                                                                                        |                                         |                         |
|                                                          | 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees | 26                                                                                                        |                                         |                         |
|                                                          | 401-3 Parental leave                                                                                     | 31                                                                                                        |                                         |                         |
| GRI 402:<br>Labor/Management<br>Relations 2016           | 402-1 Minimum notice periods regarding operational changes                                               | SNB complies with local laws and regulations regarding providing minimum notice upon operational changes. |                                         |                         |
| GRI 404:<br>Training and<br>Education 2016               | 404-1 Average hours of training per year per employee                                                    | 27, 28                                                                                                    |                                         |                         |
|                                                          | 404-2 Programs for upgrading employee skills and transition assistance programs                          | 27, 28                                                                                                    |                                         |                         |

| GRI Standard/<br>Other Source              | Disclosure                                                                                 | Page Number/<br>Direct Answer | Requirement(s)<br>Omitted               | Reason                  |
|--------------------------------------------|--------------------------------------------------------------------------------------------|-------------------------------|-----------------------------------------|-------------------------|
| GRI 404:<br>Training and<br>Education 2016 | 404-3 Percentage of employees receiving regular performance and career development reviews | 32                            |                                         |                         |
| Climate Change                             |                                                                                            |                               |                                         |                         |
| GRI 3:<br>Material Topics<br>2021          | 3-3 Management of material topics                                                          | 19, 20                        |                                         |                         |
| GRI 302:<br>Energy 2016                    | 302-1 Energy consumption within the organization                                           | 19, 20                        |                                         |                         |
|                                            | 302-2 Energy consumption outside of the organization                                       | 19, 20                        |                                         |                         |
|                                            | 302-3 Energy intensity                                                                     | 19, 20                        |                                         |                         |
|                                            | 302-4 Reduction of energy consumption                                                      | 19, 20                        |                                         |                         |
| GRI 305:<br>Emissions 2016                 | 305-1 Direct (Scope 1) GHG emissions                                                       | 19, 20                        |                                         |                         |
|                                            | 305-2 Energy indirect (Scope 2) GHG emissions                                              | 19, 20                        |                                         |                         |
|                                            | 305-3 Other indirect (Scope 3) GHG emissions                                               | Not disclosed                 | Information unavailable/<br>incomplete. | Value not measured yet. |
|                                            | 305-4 GHG emissions intensity                                                              | 19, 20                        |                                         |                         |
|                                            | 305-5 Reduction of GHG emissions                                                           | 19, 20                        |                                         |                         |
|                                            | 305-6 Emissions of ozone-depleting substances (ODS)                                        | Not disclosed                 | Not applicable to financial sector.     |                         |
|                                            | 305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions      | Not disclosed                 | Not applicable to financial sector.     |                         |
| Environmental Management                   |                                                                                            |                               |                                         |                         |
| GRI 3:<br>Material Topics<br>2021          | 3-3 Management of material topics                                                          | 19, 20                        |                                         |                         |
| GRI 303:<br>Water and<br>Effluents 2018    | 303-1 Interactions with water as a shared resource                                         | 19, 20                        |                                         |                         |
|                                            | 303-3 Water withdrawal                                                                     | 19, 20                        |                                         |                         |
|                                            | 303-5 Water consumption                                                                    | 19, 20                        |                                         |                         |

| GRI Standard/<br>Other Source | Disclosure                                                   | Page Number/<br>Direct Answer | Requirement(s)<br>Omitted           | Reason                  |
|-------------------------------|--------------------------------------------------------------|-------------------------------|-------------------------------------|-------------------------|
| GRI 306:<br>Waste 2020        | 306-1 Waste generation and significant waste-related impacts | 19, 20                        |                                     |                         |
|                               | 306-2 Management of significant waste-related impacts        | 19, 20                        |                                     |                         |
|                               | 306-3 Waste generated                                        | Not disclosed                 | Information unavailable/incomplete. | Value not measured yet. |
|                               | 306-4 Waste diverted from disposal                           | Not disclosed                 | Information unavailable/incomplete. | Value not measured yet. |
|                               | 306-5 Waste directed to disposal                             | Not disclosed                 | Information unavailable/incomplete. | Value not measured yet. |

We also report on topics that are not covered by the GRI standards

Innovation

|                                   |                                   |            |
|-----------------------------------|-----------------------------------|------------|
| GRI 3:<br>Material Topics<br>2021 | 3-3 Management of material topics | 32, 46, 47 |
|-----------------------------------|-----------------------------------|------------|

Sustainable Financial Solutions

|                                   |                                   |        |
|-----------------------------------|-----------------------------------|--------|
| GRI 3:<br>Material Topics<br>2021 | 3-3 Management of material topics | 15, 16 |
|-----------------------------------|-----------------------------------|--------|

Financial Inclusion and Empowerment

|                                   |                                   |        |
|-----------------------------------|-----------------------------------|--------|
| GRI 3:<br>Material Topics<br>2021 | 3-3 Management of material topics | 23- 25 |
|-----------------------------------|-----------------------------------|--------|



The Saudi National Bank Tower  
King Abdullah Financial District  
King Fahd Road, 3208 Al Aqeeq District  
Riyadh 13519 - 6676  
Kingdom of Saudi Arabia  
[www.alahli.com](http://www.alahli.com)