

SUSTAINABILITY

REPORT
2022



المصرف









**POSITIVE
COMMUNITY
IMPACT**

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2022 Sustainability Performance Highlights

 Responsible Banking Operations	 Sustainable Finance	 Environmental Impact	 Empowering our People	 Positive Community Impacts	 Governance, Ethics and Risk Management
23 Branches	11,676 Finance products granted to young people (up to 25 years old)	Investments in energy-efficient projects	765 Full-time employees	21 Branches accessible by wheelchair users	Development of an ESG Policy framework
178 ATMs	115,422 New cards issued	15,300 Kg of paper recycled	The average training hour per employee increased from 35.18 in 2021 to 37.68 in 2022	~115 ATMs accessible by wheelchair users	Sustainability Management Committee reporting to the Board
24,833 Training hours in Information Security Awareness	89% Of the total SME customers are digitally active	E-WOQOD fuel portal to reduce fuel consumption	30.5% Of our workforce are Qatari nationals	21,264 SME customers	1,635 Training hours on Anti-Money Laundering and Prevention of Terrorism Financing
38,720 Hours of training on consumer protection	24,753 Finance products granted to women	Employees took part in "International Coastal Clean-up Day"	26% Female employees	QAR 1,047,097 thousand the financing portfolio to SMEs	ESG Board dedicated training
77% Digitally active customers (registered on the QIB mobile application)	Green Car financing	Engaged in the planting of 1,000 trees	38 Nationalities	471 Students participated in the "Quran recitation contest"	32 Internal audits conducted
1,236 Engaged a total of local suppliers				QAR 109,816,110 invested towards 11 community projects	

Message from Our Chairman

I am proud to present to you our third Sustainability Report for Qatar Islamic Bank (QIB) for the fiscal year 2022, encapsulating our strategy, commitments and strides toward a sustainable and inclusive future.

In 2022, we maintained our leadership in the Qatari banking sector, holding the top position as the largest Islamic bank and the largest private bank in the country, achieving a net profit of QR 4,005 million and a total income of QR 9 billion, both of which are the highest on record.

Despite the on-going global uncertainties and emerging challenges, Environmental, Social, and Governance (ESG) principles are increasingly becoming integral to our mission. In 2022 we further accelerated our transformative vision and invested in new technologies and innovation, particularly in digital banking. Our digital transformation enhances our operational efficiency, reduces our environmental impact and has been instrumental in driving retail asset growth and significantly improving customer experience. In parallel, sustainable practices in line with our Islamic core values, lead to improved operational efficiency, risk management, stakeholder trust, financial stability and growth.

On the environmental front, our focus is still to reduce our own carbon footprint and support Qatar's transformative path toward a more sustainable and greener future through the development of Shari'a-compliant and green financing products and services, further facilitating a low-carbon, sustainable economy.

We remain committed to the advancement and well-being of our employees, customers and the wider community, through the development of initiatives that promote a diverse, inclusive and engaging work environment. We support our customers and particularly Small Medium Enterprises (SMEs), youth and women through bespoke financial solutions, while we also create a positive impact on local communities by focusing on financial literacy and initiatives that improve their overall quality of life.

In terms of governance, we continue to work toward enhancing our corporate governance structures and policies in alignment with best international practices while being committed to further enhancing the incorporation of ESG principles in our business strategy and investment decisions.

As we reflect upon our journey so far, we understand that it is an evolving landscape. We look ahead with optimism and resilience, knowing that our commitment to sustainability, ESG and our distinct Islamic principles can be a source of inspiration to all of us, leading the Bank into an exciting, forward-looking more sustainable and inclusive future.

Thank you for your continued trust and support.



Sheikh Jassim Bin Hamad Bin Jassim Bin Jaber Al Thani
Chairman
Qatar Islamic Bank

“ QIB has maintained its leading position in the local banking sector and continued to be the largest private bank and the largest Islamic bank in Qatar with an undeniable commitment to sustainability. Being the first Qatari bank to adopt the Equator Principles, is a major milestone and signals our dedication to further strengthen our customer-centric approach while serving our strategic vision toward sustainable growth. ”

Message from Our Group CEO

I am delighted to welcome the third edition of Qatar Islamic Bank's sustainability report for 2022, a report that brings forward all the significant strides we have made on our sustainability journey. We are very proud of what we have achieved so far but we are aware of the challenges lying ahead.

This year, we managed to further cement our position as the largest Islamic bank and the largest private bank in Qatar, while remaining the third largest institution in the Qatar Stock Exchange and the second largest institution in the financial sector with a market cap of QR 43.9 billion at the end of 2022. Our overall strategy ensures that sustainability becomes an inherent part of our business, facilitating a balance between profitability and purpose in full alignment with our Islamic values and tradition. During this year, we have been steadily advancing toward a comprehensive incorporation of ESG principles horizontally within the entire organization and our subsequent strategy, taking into consideration the United Nations' Sustainable Development Goals (SDGs) and the Qatar National Vision as well as international best practices with the view to further solidify our financial profile.

Our Corporate Governance Model, based upon the principles of transparency, accountability, responsibility, justice and equality, enhances our sustainability efforts. During 2022, we invested in the development of a Sustainability Policy framework and the establishment of a Sustainability Management Committee, reporting to the Board. Under our Governance, Ethics and Risk Management framework, we are unwavering in our commitment to these values which aid us in striving for continuous improvement and high performance.

Our responsible and customer-centric banking operations allow us to utilize advanced technology with the view to modernizing and introducing innovative products and services, whilst protecting customers' privacy and data security. With 77% digitally active customers registered on the QIB mobile application, 115,422 new cards issued and 89% of the total SME customers digitally active, the future will remain digital and innovative. We continue to actively endorse projects and organizations that are dedicated to delivering enduring benefits to the environment, society and the economy through our sustainable finance portfolio, with nearly QAR 3.28 billion dedicated to Green Assets Portfolio and QAR 1.4 billion allocated to our Social Assets Portfolio. This year, we further incorporated ESG risks at every step of the risk management process. In preparation for adopting the Equator Principles, we deployed an ESG evaluation toolkit to support teams assess ESG risks and opportunities across its portfolio of services and products. In parallel, we have consistently supported our SME customers, students and the youth by large offering customized services and products. In 2022, 11,676 financial products were granted to young people (up to 25 years old) and 24,753 to women. In total, we invested QAR 1,047,097 in critical financing for SMEs.

We continued focusing upon the development and wellbeing of our people by cultivating an inclusive and fair work environment that fosters motivation, engagement and learning. We strive to create job opportunities especially for the Qatari youth and currently 30.5% of our workforce are Qatari nationals. This year, we devoted an average of 39,508 training hours and integrated ESG training into our training curriculum.



Bassel Gamal,
Group CEO
Qatar Islamic Bank

Finally, we are committed to keep on creating a positive community impact through diverse investments, sponsorships, volunteer initiatives and activities that promote health, education, culture and sports. This year we supported the emblematic Qatar World Cup, an inspiration to both our people within the Bank as well as to the wider nation and the communities which we serve daily.

On behalf of the QIB family, I would like to thank all of you and each one of you for your efforts during this extraordinary journey. Together, we are advancing toward a more sustainable, brighter, prosperous and equitable future for all.

“Our sustainability journey would have never become a reality without the continuous efforts of a dedicated team at QIB that has been working relentlessly to achieve our vision to become “the most customer-centric and efficient bank in Qatar” while delivering sustainable results and value to all our stakeholders”

A photograph of a modern office interior. In the foreground on the right, a large green potted plant sits in a silver, corrugated metal container. To the left, a wooden reception desk is visible. The background shows office cubicles with glass walls and a window with blinds. The ceiling has recessed lighting fixtures. The floor is covered in a dark, textured carpet. A white rectangular frame is centered over the image, containing the text.

ABOUT QATAR ISLAMIC BANK (QIB)

1.1 Our Story

Qatar Islamic Bank (QIB) was established in 1982 as Qatar's first Islamic financial institution and it is now the largest private bank in the country, with 23 branches, more than 170 ATMs and around 40% of the total assets of domestic Shari'a-compliant

banks. Rated A+ by Capital Intelligence (CI), A1 by Moody's and A- by Fitch. QIB is also the second largest of all banks in Qatar, with a market share of just over 11% of assets, financing and deposits.



A Customer-Centric Bank

We operate a modern branch network throughout Qatar, with key branches featuring distinctive centers with specialized relationship managers, focused on servicing specific customer

segments: private banking centers, affluent banking centers, as well as ladies only banking centers, working continuously to digitalize all our operations.

A Shari'a Compliant Stable Group

We are a stable group covering all segments of the financial markets, including individuals, government institutions, large corporations and SMEs providing innovative Shari'a-compliant banking solutions. The Group has a stake in several Qatari Shari'a-compliant financial services companies,

including QInvest, an investment banking subsidiary, its affiliates Damaan Islamic Insurance Company – Beema – (Takaful solutions provider) and Al Jazeera Finance (Consumer Finance Company).



International Presence - Local Identity

Our established presence in key markets enables us to serve the cross-border needs of our customers and help us be focused on geographies with high interest in Islamic banking services. QIB-UK is a subsidiary established in 2008 covering the financial needs of Qatari individuals and companies in the United Kingdom in addition to our presence in Lebanon through Arab Finance House and our branch in Sudan. Our

growth strategy is based on our strong customer relationships and strong engagement with the local community. We are fully aligned with Qatar's National Vision 2030 and the government's commitment to investing in the country's infrastructure, the diversification of the economy and the development of a diverse and sustainable private sector.



Headquarters in Doha



QIB's shares are listed on the Qatar Stock Exchanges



Established in **1982**



Largest private bank in Qatar



Market share of **11%** of assets, financing and deposits



Qatar's first Islamic financial institution



500,000 individual, retail and corporate customers across Qatar



A wide range of banking and financial products and services



A network of **23** branches and offices and **178** ATMs and CDMs (31 December 2022)



The balance of QIB's shareholders comprise prominent Qatari individuals, families and institutions



The Qatar Holding LLC ("QIA") is the single largest shareholder of QIB



QIB profit grew by **12.7%** to reach **QAR 4,005 million** in 2022



Holds **40%** of the total assets of domestic Shari'a-compliant banks in its portfolio



A-rated banking and financial institution, rated:
 ·A1 by Moody's
 ·A+ by Capital Intelligence (CI)
 ·A-by Fitch

VISION

A leading, innovative and global Islamic bank adhering to the highest Shari'a and ethical principles; meeting international banking standards; partnering with the development of the global economy and participating in the advancement of the society.

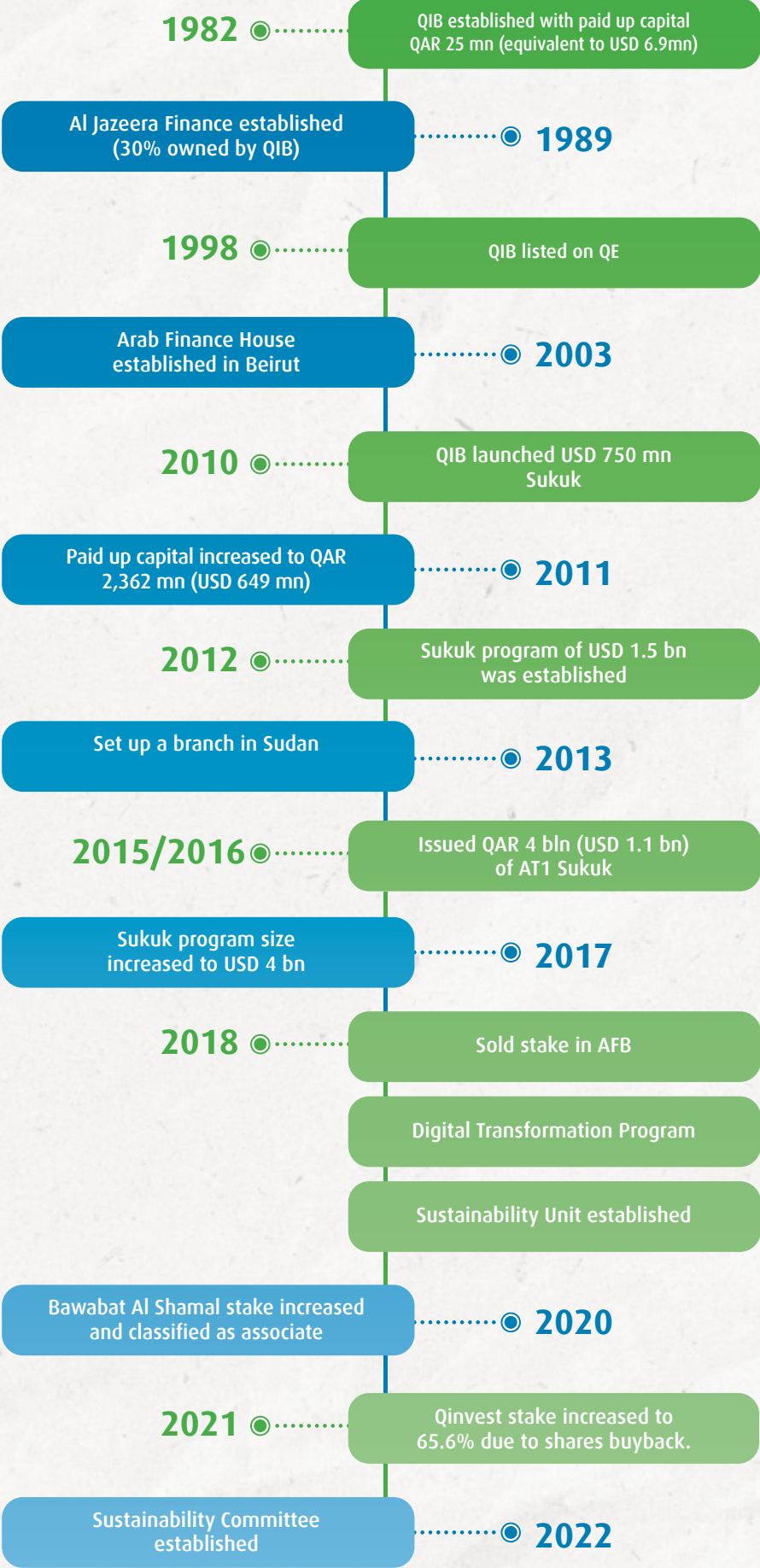
MISSION

- To provide innovative Shari'a-compliant financial solutions and quality services to our customers.
- To maximise returns for our shareholders and partners.
- To nurture an internal environment of qualified professionals and cutting-edge technology.

VALUES

- Integrity
- Transparency
- Justice
- Cooperation and Teamwork
- Loyalty and Commitment
- Excellence

Key Milestones of Our Journey

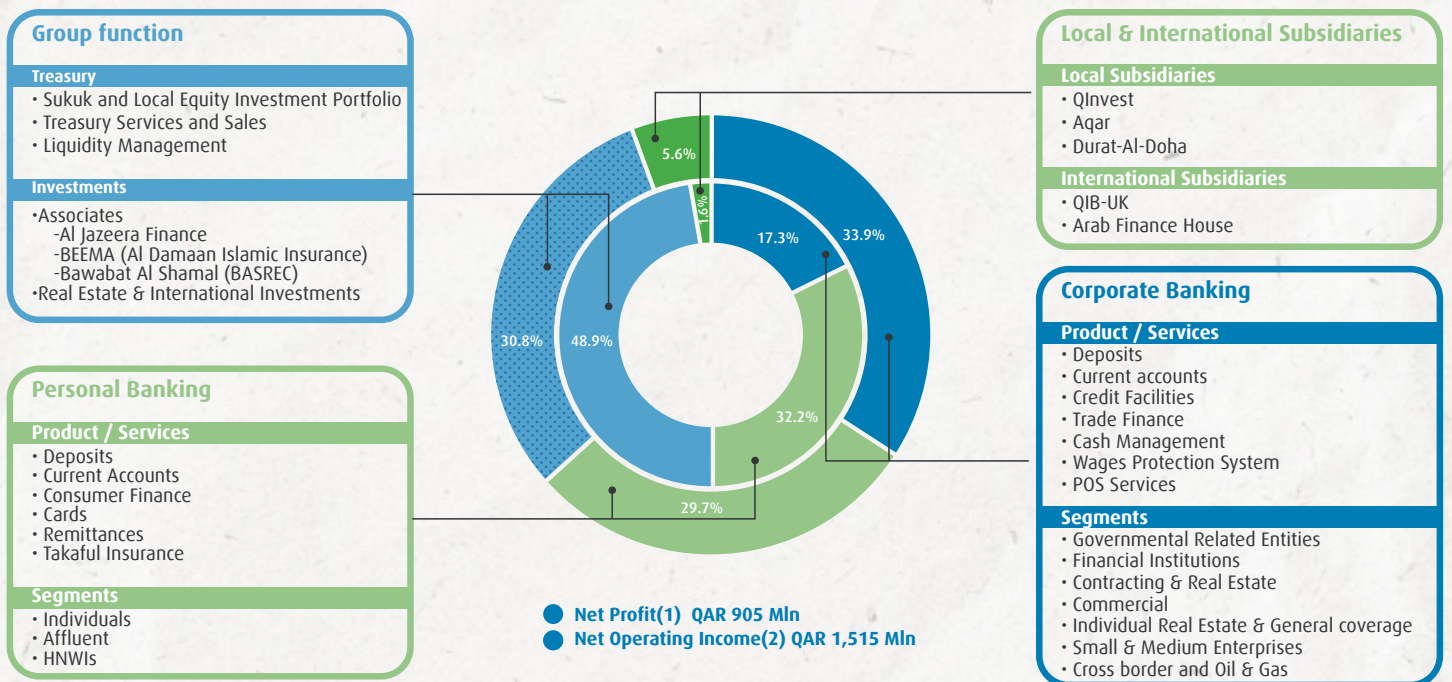


1.2 Our Financial Products

Our Shari'a-compliant banking products and services are the base of our offering's portfolio. In addition to Group functions, we offer a comprehensive range of products and services through 2 main business groups: personal banking and

corporate (wholesale) banking. All our products and services are approved by a committee comprising of General Managers of all units and chaired by our Group CEO.

Business Units Overview – Revenue & Profit Diversification



(1)Net Profit: Net Profit Attributable to Equity Shareholders for the period ended 31 Mar 2023.









(2)Net Operating income: total income net of profit to unrestricted investment account holders and share of Sukuk holders profit + income from discontinued operations for the period ended 31 Mar 2023.




1.3 Our Financial Performance













Over the years, we managed to maintain a steady profit growth, with an 11% increase in total assets, making us the fifth largest Islamic bank in the world by assets. More information about our

2022 financial performance can be found on our website and our annual report.

Financial Performance Indicators	2022	CAGR (%) for the Past 5 years, 2018 - 2022
 Total assets (in thousands QAR)	184,000,625	4.7%
 Total financing Assets (in thousands QAR)	119,284,576	3.9%
 Total deposits (in thousands QAR)	122,370,894	5.0%
 Net operating income (in thousands QAR)	6,381,833	9.1%
 Net profit for the year attributable to equity holders of the Bank (in thousands QAR)	4,005,203	9.8%
 Return on equity (%)	17.8%	
 Return on assets (%)	2.1%	
 Cost to income ratio (%)	17.4%	

Value of Financing Portfolio by Size (QAR in thousands)	2020	2021	2022
 Corporate and institutional banking *Restatements of information	95,263,506*	103,955,563*	94,183,452

Value of Financing Portfolio by Region (QAR in Thousands)	2020	2021	2022
Qatar	89,774,652	98,472,508	112,177,084
Middle East and Northern Africa	537,082	315,222	1,115,974
Others	3,875,247	3,645,645	5,991,518

(QAR in Thousands)	2020	2021	2022
 Direct Economic Value Generated			
 Total revenue	7,957,972	8,129,873	8,967,838
 Economic Value Distributed			
 Total expenses	4,926,345	4,567,251	4,933,401
 Operating costs	1,091,607	1,085,230	1,112,248
 Dividends paid to shareholders	945,173	1,358,686	1,476,833
 Total wages and benefits paid	657,358	650,211	636,652
 Donations and sponsorships	76,628	88,882	100,130
 Community investment as a % of pre-tax profit (%)	3%	3%	3%
 Economic Value Retained			
 Profit for the year attributable to equity holders of the Bank	3,065,115	3,555,296	4,005,203
 Total equity attributable to equity holders of the Bank	18,303,527	20,735,729	23,257,253

1.4 Corporate Memberships

At QIB, we want to remain on top of all the latest developments that affect our business. During this reporting period, we continued to participate as members in important organizations,

associations and alliances with an international or regional focus, including:



1.5 Awards and Recognitions

The collective work and efforts of our people are reflected in the awards and recognitions we receive every year. These awards highlight the considerable progress we have made as a leading banking institution in the Middle East and provide us with the incentive to move forward. In 2022, we have received

more than 40 prominent awards and recognitions from highly regarded international publications, such as Global Finance and Forbes.

Banking Awards



Islamic Banking Awards



Digital Banking Awards



Leadership Awards



Sector Awards



Euromoney Market Leaders Rankings



The Banker Rankings



Forbes Top 100 Listed Companies in the Middle East



Citibank



Ministry of Labor





**SUS
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QIB**

Our Approach

As an Islamic bank, we are endowed with a responsibility that goes beyond and above economic profit alone; and for that reason, sustainability is deeply entrenched in our values, purpose and strategic direction, reflecting our constant effort to support financial, environmental and social development as well as contribute to improving people's livelihoods. Under this context, we are committed to integrating ESG criteria into our operations, policies, practices and financial activities, particularly through our sustainable finance portfolio of services and products. Our Sustainability Policy governs all our aspirations and actions.

As outlined in our Sustainability Policy, QIB:

- Manages environmental and social risks during project financing stages.
- Aligns Risk Appetite Framework with Sustainability Policy and QIB's strategies.
- Develops a standard framework for tracking sustainability in the QIB's portfolio.
- Provides Shari'a-compliant sustainable finance services.
- Trains internal teams to assess ESG risks and opportunities.
- Assists SMEs and micro enterprises' growth with financial access.
- Encourages QIB subsidiaries to develop their own ESG-based frameworks.

2.1 Islamic Finance and Sustainability: Parallel Paths

Shari'a constitutes the foundation for Islamic finance, which mandates financial instruments and transactions to comply with Shari'a principles such as the prohibition of interest (riba), excessive uncertainty (gharar), gambling (maysir) and investments in unethical industries, such as alcohol, tobacco and weapons, as well as the preference for asset-based transactions - where money has real value, as opposed to market speculation.

By adhering to the Shari'a principles, Islamic finance fosters equitable wealth distribution, responsible investment and financial inclusion; thus, inherently promoting sustainability, while contributing positively to sustainable development. In

parallel, financial instruments such as Sukuk (Islamic bonds), have been used to finance sustainable development projects, including renewable energy and infrastructure. Nowadays, Islamic assets are projected to grow up to nearly \$3.7 trillion by 2024.










As a responsible Islamic bank and in line with our ethos, we ensure that the principles of Islamic finance and sustainability are always upheld across our services and products' portfolio; while we are committed to investing in sustainable assets and activities, in support of the Qatar National Vision 2030 and the United Nations Sustainable Development Goals (UNSDGs).

Responsible Investment:

Being Shari'a compliant, we commit to an exclusion list of non-Shari'a-compliant activities.

Our exclusion list comprises of:

- Credits that violate any laws of the country.
- Credits or investments in non-Shari'a-compliant businesses including gambling, alcohol and pornography.
- Investments in non-Shari'a-compliant equities or equity funds.
- Credits to clients in countries that are engaged in war or countries which are unstable and susceptible to civil riots or similar events.
- Credits to customers whose integrity or moral character is questionable.
- Credits to regulators or members of Shari'a supervisory bodies, unless allowed by a regulatory body for its management and staff.
- The Bank is restricted from granting any finance to external auditors or their families unless fully cash secured basis.
- Credits to persons and entities listed in the sanctions list.

Synergies between Islamic Finance and Sustainable Development	Link to UNSDGs
Objectives of Islam (Maqasid al-Shari'a) include the establishment of equality among people	
Zakat: Muslims' obligatory almsgiving to those in need	
Prohibition of interest ("riba") in financial transactions as well as practices of negative screening and exclusion from investing or providing loans for certain industries and sectors such as weapons, gambling, tobacco etc: <ul style="list-style-type: none"> - Encourages responsible lending behavior - Reduces the risk of worsening indebtedness of debtors - Contribute to poverty reduction and investments in green projects 	  
Islamic social finance investments generate returns and create value for the wider communities (i.e., education, healthcare, welfare and infrastructure for those in need)	   

2.2 Our Sustainability Framework

We have strategically integrated sustainability into our organizational strategy, governance structures and operations. Our framework ensures ongoing alignment with emerging risks, regulatory guidelines, global frameworks, national priorities as well as business mandates. Simultaneously, our framework ensures full compliance with Shari'a and the highest ethical principles, aligning with international banking standards. Key professionals from various departments are consistently offering guidance and input for its growth, according to the structures we have established. As a key player in social, environmental and economic development, we are committed to making a positive impact.

Our Sustainability Framework is based on 5 main pillars:

- 1. Sustainable Finance:** Sustainable investments, products and services that finance national sustainable growth, support the transition to a green economy and provide critical funding for the empowerment of small and medium enterprises.
- 2. Responsible Banking Operations:** Continuous progress toward digitalization through the development of innovative products and services, commitment to customer experience, data security and privacy protection.

- 3. Governance, Ethics and Risk Management:** Robust governance and compliance framework in place with the view to strengthening economic performance and creating a culture of transparency while remaining committed to continue integrating ESG criteria in risk management.
- 4. Positive Community Impacts:** Through our numerous sponsorships, community development programs and volunteering actions, we support and empower local communities.
- 5. Empowering Our People:** We design policies and initiatives that promote a fair, diverse, inclusive and fulfilling working environment for all our employees to help them grow and thrive.



Sustainable Finance

- Sustainable Investments & Financing
- Supporting SMEs

Empowering Our People

- Workforce Development & Wellbeing
- Localization

Responsible Banking Operations

- Customer Relationships
- Digitalization & Innovation
- Data Privacy & Security
- Direct Environmental Impact
- Responsible Procurement & Supply Chain

Positive Community Impacts

- Community Support & Investments
- Financial Inclusion & accessibility



Governance, Ethics & Risk Management

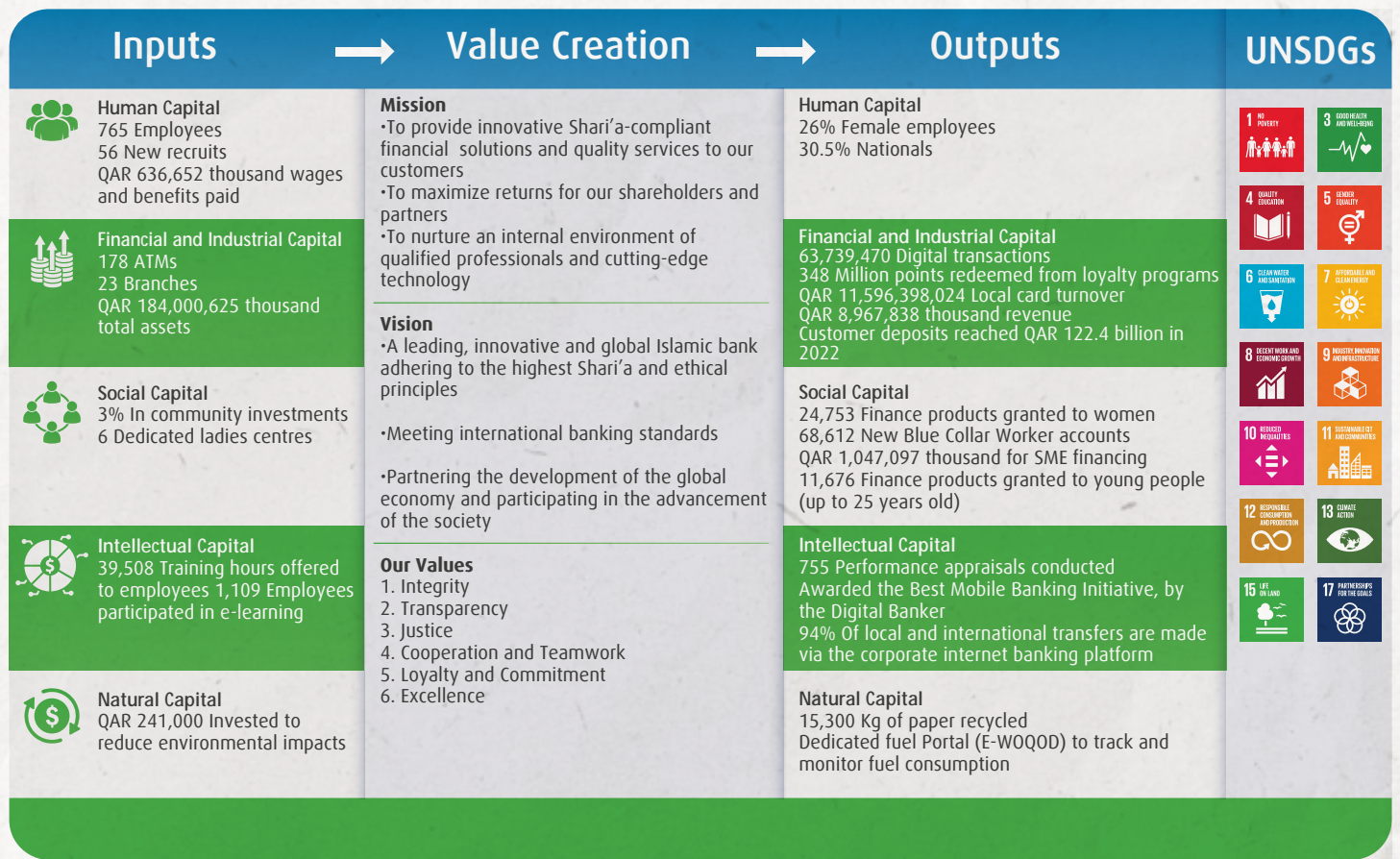
- Governance, Ethics, Compliance, & Risk
- Financial & Economic Performance



QNV - Qatar National Vision 2030

SDGs - Sustainable Development Goals

2.3 Value Creation










At QIB we are aligned to the United Nations Sustainable Development Goals (UNSDGs) and have incorporated all applicable aspects of the Qatar National Vision 2030 and the Qatar National Environment as well as Climate Change Strategy (QNE) into our overall sustainability strategy. Being one of the

largest private banks in the country, we develop initiatives that are inspired by the UNSDGs and the national vision, ensuring that sufficient funding is channeled to the development of projects and initiatives that contribute to their achievement.

2.4 Stakeholder Engagement

At QIB, we have a wide network of different internal and external stakeholders, identified as important to our operations and processes, with whom we engage as required in an open and transparent dialogue. We make the effort to listen to

their feedback, concerns and interests whilst responding as effectively as possible to their evolving needs and expectations.

Stakeholder Group	Needs and Expectations	Methods of Engagement	Our Response	Frequency of Engagement
 Customers	<ul style="list-style-type: none"> - Compliance with Islamic/Shari'a principles - Competitive rates and fees - Efficient and proactive customer channels - Friendly and responsive customer service - Digital banking services - Data security - Innovative products and services - COVID-19 response 	<ul style="list-style-type: none"> - Reports - Website - Customer service channels - Social media 	<ul style="list-style-type: none"> - Enriched the services of the corporate internet banking Platform for our corporate customers - Launched the corporate Mobile App - Effectively digitalized a vast number of everyday banking services on our retail platforms - Enabled digital banking operations to reduce branch visits, in line with COVID-19 regulations and best practices 	Daily engagement
 Employees	<ul style="list-style-type: none"> - Fair compensation - Fostering a diverse and inclusive work environment - Skills upgradation and training programs - Recognition/rewards - COVID-19 response 	<ul style="list-style-type: none"> - Trainings - Policies - Surveys - Reports - Internal communication – mailers 	<ul style="list-style-type: none"> - Our policies and procedure support our employees, safeguard a diverse environment, recognize talent and our compensatory practices are among the best in the industry - Conducted training sessions virtually - Communicated best practices to ensure health, safety and wellbeing - Facilitated remote working with the provision of necessary equipment 	Regular engagement
 Shari'a Supervisory Board	<ul style="list-style-type: none"> - Compliance of QIB operations with Islamic Shari'a principles - Earnings from sources prohibited by Shari'a are disposed of to charitable causes 	<ul style="list-style-type: none"> - Reports - Financial statements - Shari'a audit process - Shari'a approval for new products and services 	<ul style="list-style-type: none"> - Operations and financial statements do not contradict with the provisions of Islamic Shari'a - Continuance of Shari'a-compliant operations 	Regular engagement
 Shareholders and investors	<ul style="list-style-type: none"> - Strong balance sheet and profitability growth - Transparency and disclosure - Strong risk management - Strong market position 	<ul style="list-style-type: none"> - Reports - Financial statements - Board meetings - Annual General Assembly meetings - Website 	<ul style="list-style-type: none"> - Sustained financial performance over the years - Delivered dividends - Transparently communicated opportunities, risks and performance - Formal communication through reports and meetings - Updated the risk management framework with ESG based risk considerations (as per Equator Principles) 	Regular engagement
 Local Community	<ul style="list-style-type: none"> - Financial literacy and inclusion - Sponsorships of initiatives in health, education, sports and the environment 	<ul style="list-style-type: none"> - Volunteering - Donations - Campaigns - Website 	<ul style="list-style-type: none"> - Conducted the "How Money Works" Program effectively via digital channels - Founded a campaign to raise community awareness of COVID-19 - Blood donation initiative - FIFA World Cup initiatives 	Regular engagement
 Regulators	<ul style="list-style-type: none"> - Compliance with legal and regulatory requirements by the Qatar Central Bank, Qatar Stock Exchange, and Qatar Financial Markets Authority - Strong risk management and governance 	<ul style="list-style-type: none"> - Audits - Internal control and risk management systems - Committees - Reports - Public disclosures - Website 	<ul style="list-style-type: none"> - Full compliance with applicable national/ international laws and regulations - Abided by national regulatory guidelines and mandates swiftly and effectively - Upgraded a comprehensive suite of AML/CFT policies and procedures 	Regular engagement
 Suppliers and Other Business Partners	<ul style="list-style-type: none"> - Timely payments - Open communication channels - Fair and respectful processes 	<ul style="list-style-type: none"> - Audits - RFPs and clear scope of work - Change requests 	<ul style="list-style-type: none"> - Terms of payments schedules - Primarily engaged local suppliers for procurement - Clear and transparent agreements 	Ongoing engagement

2.5 Our Materiality Assessment

Creating a balance between the factors derived from regional/international sector guidance and the aspirations of our relevant stakeholder groups, has been the approach of our materiality assessment process for the year 2022. We further review our material topics regularly to ensure they accurately reflect our strategic priorities while responding to the expectations of our stakeholders. For this exercise, in parallel with a consultation process, we also took into consideration a wide range of external sources including global frameworks, standards and guidelines legislation, best practices, internal

strategies and policy documents, national Vision best practice sustainability standards, including the GRI Standards, SASB, TCFD recommendations, rating agencies feedback, etc.

The findings of our materiality assessment are presented in our materiality matrix below.

Methodology

The materiality analysis was conducted in 2 steps:

Step 1	Step 2
Identification and Review	Confirmation
<p>We undertook a thorough review of potential material topics concerning our stakeholders' expectations.</p> <p>We revisited our stakeholders' groups to ensure inclusivity and that internal and external groups are identified and considered.</p> <p>We looked at the identified topics and their mapping as well as reviewed the rated material issues in terms of their perceived importance.</p> <p>We considered all stakeholders that have an impact on us and are impacted by QIB's decisions, taking into account:</p> <ul style="list-style-type: none"> • Review of peer companies, industry standards. • Employee feedback. • Input from the Management Committee. • Recent regulatory changes, relevant international and national level standards and guidelines. • Internal business strategy, policies and ambitions. 	<p>We ensured the list of material topics captures and is inclusive of all stakeholder perspectives. Following the recent materiality exercise, we have a tested methodology to capture the views of our stakeholders, consider their priorities and confirm their inclusion in our sustainability strategy.</p> <p>QIB confirmed that the materiality matrix and the identified topics continue to cover the needs of stakeholders and organizational aspirations.</p>

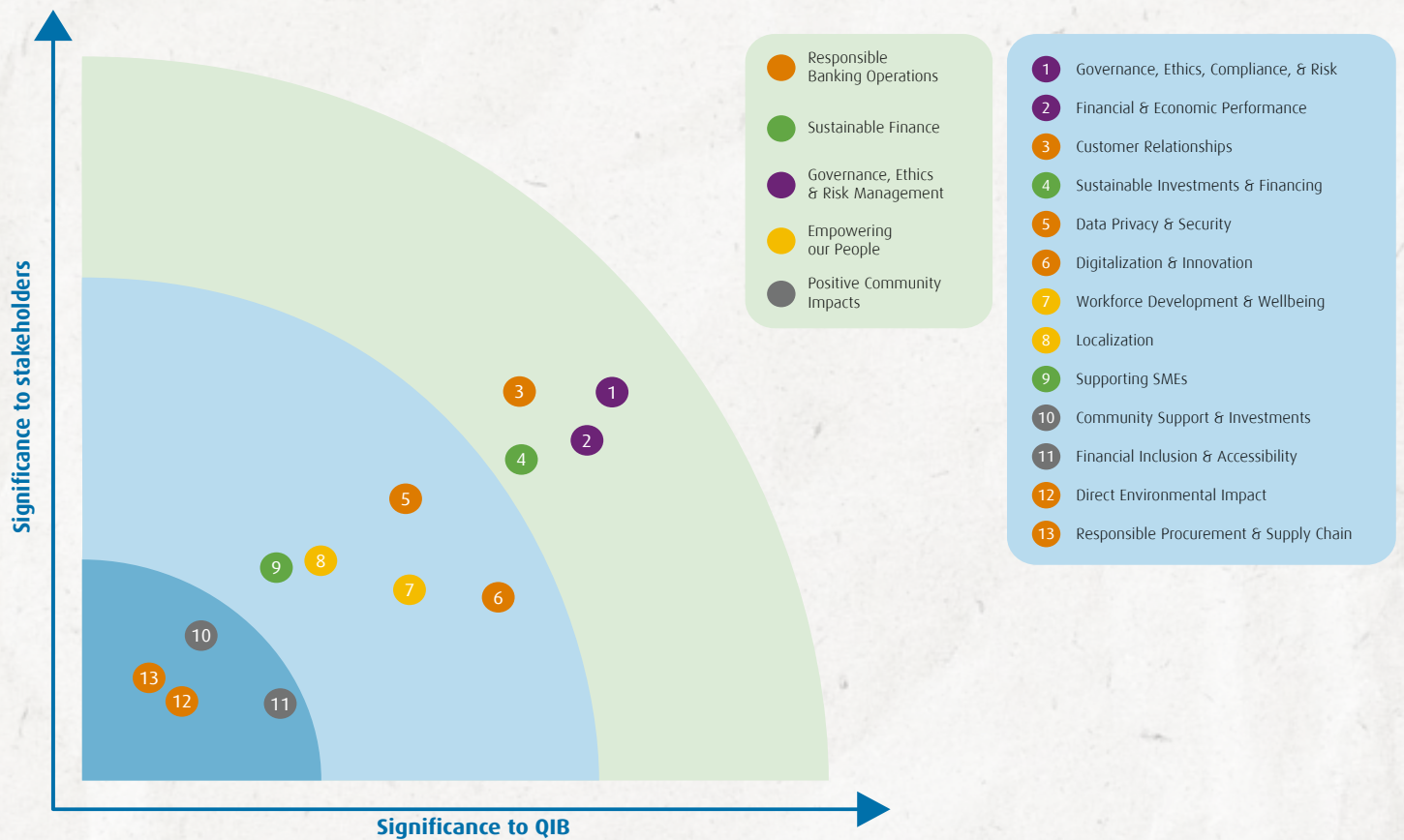
Key Findings

We reconfirmed the 13 priority topics in line with our strategic vision for the future. Topics such as ethics, corporate governance and risk, our economic performance, our relations with our customers, as well as sustainable investment and financing are among the top 4 most important topics for the Bank, showcasing our inherent human-centric character and our focus on promoting a culture of ethics and compliance alongside economic performance and sustainability.
















1. **Governance, ethics, compliance and risk**
2. **Financial and economic performance**
3. **Customer relationships**
4. **Sustainable investment and financing**
5. **Data privacy and security**
6. **Digitalization and innovation**
7. **Workforce development and wellbeing**
8. **Localization**
9. **Supporting SMEs**
10. **Community support and investments**
11. **Financial inclusion and accessibility**
12. **Direct environmental impact**
13. **Responsible procurement and supply chain**















Under this framework, we continue to group all the identified topics according to the category that is relevant to our business. Accordingly, we continue to follow the following 5 main categories which include:

- Responsible banking operations
- Sustainable finance
- Governance, ethics and risk management
- Empowering our people
- Positive community impacts



2.6 Our Contribution to the UNSDGs





Priority Area	Material Topic	Relevant Strategy Pillars	How we Contribute	UNSDGs
Most Important	Governance, ethics, compliance and risk	Governance, ethics and risk management	We have developed and implemented: <ul style="list-style-type: none"> • An ESG governance structure with clear lines of reporting and responsibilities • A Framework for fighting financial crime • Have a Sustainability Policy framework in place • A dedicated Sustainability Policy was adopted to define our approach toward relevant issues 	
	Financial and economic performance	Governance, ethics and risk management	We continue to deliver long-term, sustainable financial growth <ul style="list-style-type: none"> • QAR 8,967,838 thousand revenue • Concrete policies to monitor and manage our risks and opportunities within our operation such as a Whistleblowing Policy, an Anti-Bribery and Anti-Corruption Policy to enhance transparency, ethics and compliance 	
	Customer relationships	Governance, ethics and risk management	A customer-centric approach to services and complaint management <ul style="list-style-type: none"> • We operate a dedicated complaint management system through the incorporation of digital solutions and tools • We undertook a customer satisfaction survey that measured the level of appreciation and impact on overall satisfaction for channels, products and services 	
	Sustainable investments and financing	Sustainable finance	<ul style="list-style-type: none"> • A Sustainable finance framework deployed to serve as guidance for our offerings into sustainable finance • We continuously work toward integrating (ESG) factors into our investment decisions so as to finance the transition to a green economy by supporting sustainable projects and companies (i.e., renewable energy, green building, public health and food security projects) • Our ESG Due Diligence toolkit helps us classify corporate customers and projects into High, Medium, Low – categories, based on the guidance provided by the European Bank of Reconstruction and Development (EBRD) risk categorization 	     
Very Important	Data privacy and security	Responsible Banking Operations	The confidentiality of our stakeholder’s personal information is ensured via our advanced internal systems allowance for data protection and security <ul style="list-style-type: none"> • 24,833 Training hours in information security awareness 	
	Digitalization and innovation	Responsible Banking Operations	Our digital transformation strategy intends to modernize our offerings, improve profitability and deliver new and innovative products to our customers <ul style="list-style-type: none"> • 63,739,470 digital transactions completed 	
	Workforce development and wellbeing	Empowering Our People	Our goal is to create a fair and inclusive working environment where employees remain engaged and thrive <ul style="list-style-type: none"> • 39,508 Training hours • 177 Training events conducted • 1,109 Employees participated in e-learning • 98.7% Of employees received a performance and career development review in 2022 	    

Priority Area	Material Topic	Relevant Strategy Pillars	How we Contribute	UNSDGs
Important	Localization	Empowering Our People	We strengthen Qatar's human capacities by developing employment opportunities for the national population <ul style="list-style-type: none"> • 56 New hires • 30.5% Nationalization among the total workforce • 44.6% The percentage of new Qatari employees in 2022 	 
	Supporting SMEs	Sustainable Finance	We support local SMEs and start-ups to promote the local economy <ul style="list-style-type: none"> • 24,753 Finance products granted to women • 68,612 New Blue Collar Worker accounts • QAR 1,047,097 thousand for SME financing • 11,676 Finance products granted to young people (up to 25 years old) 	 
	Community support and investments	Positive Community Impacts	Through our investments and programs, we contribute to the creation of positive community impact <ul style="list-style-type: none"> • 3% In community investments • Our CSR initiatives support local communities especially during Ramadan • Our involvement in emblematic national initiatives such as the Qatar World Cup promotes national development as well as national economic and social growth 	   
	Financial inclusion and accessibility	Positive Community Impacts	We provide planning and management education to the disadvantaged community. <ul style="list-style-type: none"> • Our Financial Literacy Program "How Money Works" has an important positive social impact upon local communities • 1,512 Bedaya accounts supporting university students • 6 Dedicated ladies centres 	 
	Direct environmental impact	Responsible Banking Operations	We are committed to minimizing our environmental impact through the implementation of responsible management <ul style="list-style-type: none"> • QAR 241,000 was invested to reduce environmental impacts • 15,300 Kg of paper recycled • Dedicated fuel Portal (E-WOQOD) to track and monitor fuel consumption 	 
	Responsible procurement and supply chain	Responsible Banking Operations	We engage with our suppliers to manage risks and enhance our positive impacts through the promotion of responsible procurement practices <ul style="list-style-type: none"> • 902 Suppliers audited • QAR 398 million spending on local suppliers while engaging 1,236 Local supplier 	 

Our Contribution to Qatar National Vision 2030

The Qatar National Vision 2030 promotes an ambitious national agenda of sustainable growth that focuses simultaneously on the human, environmental, social and economic development of the country. Under the Vision's framework, we are providing

critical finance to a wide range of projects with an estimated value of QAR 6.91 billion to contribute to the success of our national endeavor.

Qatar National Vision 2030	How We Contribute	
<p>Human Development</p>  <p>Development of all Qatar people to enable them to sustain a prosperous society.</p>	<p>Through our Operations:</p> <ul style="list-style-type: none"> • Job creation opportunities • Education, training and development opportunities for employees • Financial inclusion and financial literacy programs help the local youth 	<p>Through Projects and QIB Portfolio Exposure:</p> <ul style="list-style-type: none"> • One project: Access to education (QIB Exposure QAR 30,418,000) • 50 projects: Employment generation and SMEs (QIB Exposure QAR 1,378,700,359)
<p>Social Development</p>  <p>Development of a just and caring society based on high moral standards, and capable of playing a significant role in the global partnership for development.</p>	<p>Through our Operations:</p> <ul style="list-style-type: none"> • Financial literacy projects • Community/ CSR projects • Hiring of females and people of disabilities • Inclusive policies that support diversity and equality 	<p>Through Projects and QIB Portfolio Exposure:</p> <ul style="list-style-type: none"> • Funding for projects that strengthen food supplies, food security and promotion of healthcare • Financial assistance (QAR 151 million) for the building of Container Terminal 2 at Hamad Port, Qatar's main seaport, to ensure continuous food supplies • The Ministry of Public Health (MoPH), supported by QIB, was able to secure medical supplies for Qatar • 2 Projects- Healthcare. QIB Exposure (QAR 37,354,000)
<p>Economic Development</p>  <p>Development of a competitive and diversified economy capable of meeting the needs of, and securing a high standard of living, all its people both for the present.</p>	<p>Through our Operations:</p> <ul style="list-style-type: none"> • Financial growth • Achievement of economic targets • Long-term business health and viability 	<p>Through Projects and QIB Portfolio Exposure:</p> <ul style="list-style-type: none"> • QIB's client, Qatar Electricity and Water Company (QEWC), manages Greenfield power and water projects, as part of financing power generation and water desalination projects • The Istisna Ijara facility, worth QAR 290 million, was used to finance these sustainable initiatives
<p>Environmental Development</p>  <p>Management of the environment such that there is harmony between economic growth, social development and environmental protection.</p>	<p>Through our Operations:</p> <ul style="list-style-type: none"> • Positive direct environmental impact via reduction of plastic and paper consumption 	<p>Through Projects and QIB Portfolio Exposure:</p> <ul style="list-style-type: none"> • Financing of 5 green building projects with an exposure of QAR 3,690,852,000. All the buildings financed received green building certifications • One project with QIB Exposure QAR 21,106,000, was into recycling and pollution and prevention control

Our Contribution to Qatar's National Environment and Climate Change Strategy Plan

Being aware of our important role as a financier of national development, we fully support our country's efforts to achieve the ambitious targets under the Climate Change Strategy Plan that aims to safeguard Qatar's natural environment for future

generations. Our Sustainability Framework reflects our ESG priorities and is aligned with the Climate Change Strategy Plan and guides us to respond and address the major environmental challenges.

Qatar Climate Change Strategy Plan (QNE)	How We Contribute
<ul style="list-style-type: none"> • GHG emissions and air quality • Biodiversity • Water • Circular economy and waste management • Land use 	<p>At QIB, we:</p> <ul style="list-style-type: none"> • Identified ESG-related risk factors and consider them when determining lending outcomes • Continue broadening our digital operational purview, thus significantly reducing the use of paper and energy usage • Continue to finance systematic transition to a green economy by supporting sustainable projects and companies (i.e., renewable energy) • Operate a financing portfolio, with an allocation of almost QAR 1.75 billion in renewable energy related projects and QAR 3.7 billion in Green Buildings (i.e., five projects on green buildings with QIB Exposure reaching (QAR): 3,690,852,000) • Are continuously reducing energy usage. Motion sensors have replaced all lights to LED to reduce energy usage and greenhouse gas emissions across our 23 branches • Support the organization of Smart City Expo Doha 2022 showcasing cutting-edge technology • Supported the "Plant Million Trees" initiative by the Ministry of Municipality • Support water conservation initiatives through partnerships such as with the Qatar Electricity and Water Company (QEWAC) • Are involved in major water desalination projects via participating in the Tarsheed Initiative, a national initiative promoting water efficiency by installing tap aerators and motion Sensors in Qatari households and workplaces • We follow sustainable and integrated management for all water resources





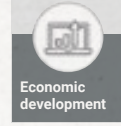
**ROB
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**COR
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NANCE**

Our Approach

Having a strong and effective governance framework in place, allows us to operate safely and securely- in compliance with applicable laws and regulations; while strengthening economic performance, ethical practices and fostering a culture of transparency. Under our Governance, Ethics and Risk Management framework, we remain committed to the values of accountability, responsibility, justice, and equality. We strive to continuously improve our performance, to create, share and increase value for all our stakeholders. Our Corporate Governance Report, available on our website, outlines our approach and describes how we are governed.

Guiding Principles



QNV Pillar



UNSDGs



Chapter Highlights

ESG governance structure with clear lines of reporting and responsibilities	Set up of a Fighting Financial Crime framework
Sustainability Management Committee reporting to the Board	Development of a Sustainability Policy framework
32 Internal audits conducted	1,635 Training hours on Anti-Money Laundering and Prevention of Terrorism Financing
Classification of exposures based on risk	

3.1 Our Corporate Governance Framework

Our Corporate Governance Framework outlines the activities, responsibilities, policies and procedures for managing and monitoring compliance, ethics and risks across the Bank. QIB's commitment to apply the right Corporate Governance rules is based on its belief that these rules constitute an integral part of its culture in managing its daily strategic activities. Further, in addition to consolidating its own culture in terms of companies and establishments, Corporate Governance practices aim at improving the Bank's internal and external controls.

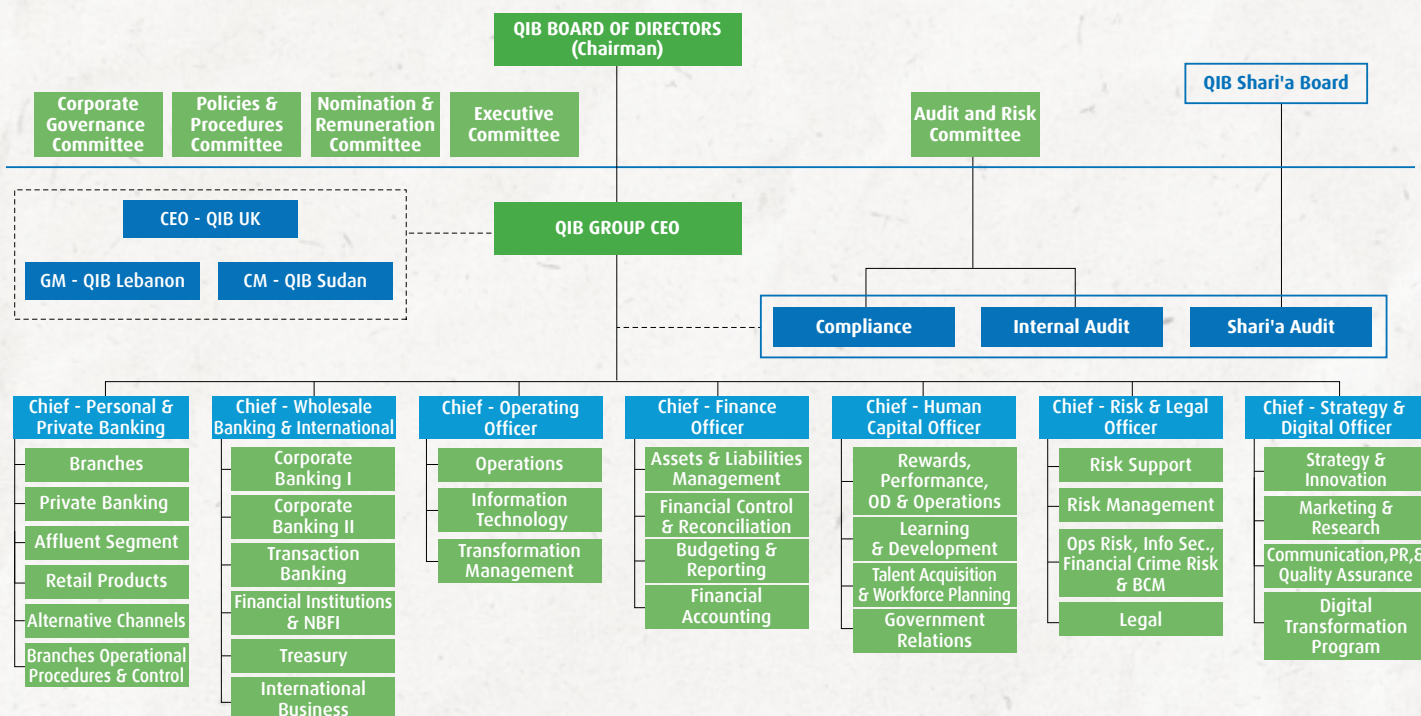
All our policies are regularly reviewed following the national laws, regulations issued by regulatory authorities, the Qatar Central Bank (QCB) and international guidelines such as the anti-money laundering and counter-terrorist financing (AML/CFT), FATF recommendations, Wolfsburg principles as well as papers issued by the Basel Committee on Banking Supervision, US Patriot Act (against terrorism) FATCA and CSR measures to prevent the use of offshore accounts and corporate structures designed to illegitimately avoid paying domestic tax, amongst others.

For more information on our corporate governance approach:
<https://www.qib.com.qa/en/investorrelations/corporate-governance/>

3.2 Our Organizational Structure

While complying with the mandate laid down by Islamic Shari'a values and honoring our commitments toward our stakeholders, the organizational structure at QIB reflects a robust corporate governance framework model that includes

clear lines of responsibility, control functions, checks and balances, codes of conduct, policies and procedures to enhance accountability, transparency and integrity at all levels.



QIB Governance Code

QIB's Governance Code establishes the necessary regulations that reduce and mitigate conflicts of interest, operating a control mechanism that meets international standards while ensuring accountability for the Bank's performance and impacts. The Bank incorporates in its Governance Code the best international standards and practices in line with the governance instructions issued by Qatar Central Bank under the Commercial Companies Law No. 8 of 2021 and its amendments

as well as the Governance Code for Listed Companies and Legal Entities issued by Qatar Financial Markets Authority.

Key principles include:

- Transparency
- Accountability
- Fairness and equality

More details can be accessed [here](#).

Shari'a Supervisory Board

Our Shari'a Supervisory Board (SSB) is responsible for upholding the principles of Islamic finance. As an independent authority, including scholars ("Ulémas") who are specialized in Islamic finance in banking and trade transactions, the SSB meets at least 4 times during the year to ensure that the Bank's activities,

namely its operations, products and services, fully comply to the rules and principles of the Islamic Shari'a. In parallel, the dedicated Shari'a Audit Department, examines, monitors and reports on the Bank's activities for Shari'a compliance.

Role of the Shari'a Supervisory Board (SSB)

Offer advice and Islamic orientation to the Bank's Management when requested
Review auditors' reports against the basic ethical principles of Islamic Shari'a
Ensure compliance of contracts, dealings and transactions with the Islamic Shari'a
Review the Bank's marketing tools and campaigns in accordance with the Islamic Shari'a
Ensure that revenues and income through sources proved to be incompatible with Islamic Shari'a is redirected toward benevolent spending channels

For more information on the Shari'a Supervisory Board visit:







<https://www.qib.com.qa/en/sharia-board/>

and <https://www.qib.com.qa/wp-content/themes/qib/images/Board-of-DirectorsCharter.pdf>

QIB's Board of Directors

The Board of Directors is entrusted with the responsibility to direct, supervise, monitor and control the Bank's strategic vision and operations as well as support the Chairman and the Group's CEO in their role, while delivering sustainable value to shareholders and stakeholders. Our Board Nominations

Policy ensures that all candidates are identified, assessed and selected on a "best fit" basis in full alignment with standards and requirements set by the Qatar Central Bank (QCB), the Qatar Financial Markets Authority (QFMA) and the Commercial Company Law.

Board Diversity and Independence	2020	2021	2022
 Executive members of the Board of Directors*	5	5	5
 Non-executive members of the Board of Directors**	4	4	4
 Female members of the Board of Directors	0	0	0
 Male members of the Board of Directors	9	9	9
 Independent members of the Board of Directors	0	0	0
 Non-independent members of the Board of Directors	9	9	9

*Executive Board member is a member of one of the Board's committees but not a part of the executive management team.

**Non-Executive member is not a member of any of the Board's committee that is involved in any management responsibilities within the Bank including, but not limited to, committees on facilities, investment, treasury or any other executive committee

There have been changes in the composition of the Board in Q1 of 2023. Namely, 2 independent members, including a female member, have been appointed to the Board.

For updated information on the Board nomination, visit:

<https://www.qib.com.qa/en/investorrelations/board-nomination/>

For more information on the Board of Directors, visit:

<https://www.qib.com.qa/wp-content/themes/qib/images/Board-of-DirectorsCharter.pdf>

For outcomes of all Assembly General Meetings of QIB shareholders, visit:

<https://www.qib.com.qa/en/investorrelations/general-assembly/>

3.3 ESG Governance Structure at QIB

Considering the preponderant role that ESG and sustainability play in our strategic direction and vision for the future, setting up a system of internal ESG governance is of utmost importance.

Our ESG governance structure will allow us to analyze ESG risks and opportunities at all levels of decision-making at the Bank.

Body/Committee in QIB	Roles and Responsibilities regarding ESG Topics
Board of Directors	<ul style="list-style-type: none"> Responsible for overseeing ESG risks/opportunities Approves the company's sustainability policies and sets the ESG risk appetite in line with the Bank's strategic objectives Provides organizational direction
Sustainability Management Committee Dedicated to sustainability, chaired by the CEO and comprised of members of the executive team and department heads	<ul style="list-style-type: none"> Reports directly to the Board of Directors Responsible for setting the Bank's sustainability strategy, monitoring the sustainability performance and suggesting updates and additions to the Sustainability Policy, among other responsibilities
Sustainability Working Group It comprises of managerial focal points from each business function within QIB	<ul style="list-style-type: none"> Responsible for implementing new projects and initiatives related to ESG as a part of their managerial responsibility Responsible for internal ESG reporting to the Sustainability Management Committee Contributes to the Annual Sustainability Report Collects and shares key ESG topics with the committee
Other Business/Support Functions	<ul style="list-style-type: none"> All relevant business departments are responsible for ensuring alignment with the Bank's sustainability policies and tracking sustainability performance

Board Oversight: QIB's committees

The Board of Directors is supported by a robust structure comprised of 5 committees that report directly to the Board:



The Executive Committee

- Coordinates the activities of all divisions and subsidiaries and discusses common issues related to QIB.
- Supports the implementation of QIB's strategy and vision.
- Approve credit facilities and limits that fall within authorities.



The Corporate Governance Committee

- It is an independent committee emanating from the QIB's Board of Directors.
- Acts as the official representation for communication between the Board and the Bank Management in the governance-related issues and matters.
- It assumes the responsibility of duly overseeing and monitoring the corporate governance principles, directives and practices within the Bank.



The Policies and Procedures Committee

- Studies, prepares and develops strategies, objectives, policies, systems, plans, budgets and work procedures.
- Monitors practices and performance versus approved business standards, strategy and budgets.



The Audit and Risk Committee

- Reviews financial control, internal control and risk management framework and systems.
- Establishes risk appetite and monitors overall portfolio while reviewing the effectiveness of the system to monitor compliance with laws/regulations.
- Oversights of internal and external (including financials) audit processes.



The Remuneration, Nomination and Benefits Committee

- Determines senior staff rewards and privileges.

The role of the above committees is crucial as they enhance QIB's internal structure, strengthen management mechanisms and assist the Board in designing the business strategy of the company.

Both the QIB's Board of Directors and the Senior Executive Management team are committed to upholding the highest standards of corporate governance.

Sustainability Management Committee

The Sustainability Management Committee, headed by our Group Chief Executive Officer, has the goal of overseeing the sustainability strategy and performance of the Bank regularly, while being responsible for:

- Drafting and enacting the sustainability committee charter.
- Providing strategic oversight and the initiation of strategy, policy and action plans on matters relating to sustainability and to recommend actions to improve ESG performance.
- Drawing together subcommittees/task groups as and when needed to deliver sustainability strategies, policies and action plans.
- Overseeing the delivery of the sustainability strategy, policy and action plans, monitoring and reviewing the related projects and initiatives and reporting progress to the Board of Directors.
- Supporting Risk Management in prioritizing and assessing ESG factors relevant to QIB.
- Developing an ESG dashboard with key KPIs to be monitored on a quarterly basis and set targets with the support of relevant business/ support functions.
- Updating the Board of Directors regularly.

3.4 Compliance, Audit and Reporting

Banks operate within a constantly challenging environment due to increasing regulatory pressures and market fluctuations. At QIB, we focus on promoting a culture of compliance, ethics and transparency, in alignment with the highest standards, national and international regulations, which reflect our Islamic values and principles. We have thus, developed and operated a set of policies enabling us to manage multiple risks, measure and achieve our sustainability targets and comply with national and international legislative requirements.

- The Compliance Unit ensures that the business operates in compliance with all applicable laws and regulations.
- The Audit Unit prepares and submits quarterly reports on the control and supervision procedures over financial affairs, investments, risk management and ICS implementation.



449 Customers

were rejected due to compliance reasons in 2022

Our Key ESG Policies

Our Sustainability Framework is based on a solid interconnected system of policies, procedures and guiding documents. Fundamental policies include **our Sustainability Policy, Anti - Discrimination Policy, Diversity Policy, Human Capital**

Policy, Responsible Marketing Policy, Data Privacy and Security Policy, Anti-bribery and Anti-Corruption Policy, Credit Risk and Investment Policy and AML/CFT Policy.

Anti- Bribery and Anti-Corruption Policy

At QIB, we have a zero-tolerance approach to bribery and corruption and are committed to acting fairly, honorably, with integrity and honesty in all our business dealings and relationships, wherever we operate. In this regard, we also have a dedicated Financial Crime Compliance unit to mitigate financial crime.

of the OECD and the U.S. Foreign Corrupt Practices Act (FCPA), our Financial Crime Compliance Framework and our Anti-Corruption Policy promotes sound and transparent business practices with the view to combating attempted and actual acts of bribery and corruption.

<https://www.qib.com.qa/en/investorrelations/sustainability/anti-bribery-anti-corruption/>

Consistent with all local regulations in Qatar and international benchmarks on anti-corruption - such as the recommendations

Training on Anti-Bribery and Anti-Corruption

 Training hours	2246
 Participants	1123

Training on Anti-money Laundering/Counter-terrorism Financing (AML/CFT)



 Training hours	1,668
 Participants	479

Whistleblowing Policy

At QIB, we are aware of having a platform that encourages employees to report improper or corrupt behaviors as this promotes a culture of transparency and anti-corruption within the organization. Our Whistleblowing Policy focuses on reporting concerns or wrongdoing such as unlawful and improper payments and breaches of internal policies. It encourages our

employees to report any suspected illegal activities, unethical behavior, or policy violations without fear of retaliation. It describes the process for reporting; the protection provided to whistle-blowers' identity, and the investigation and resolution procedures, ensuring the validity and confidentiality of the evaluation.

Internal Compliance Monitoring and Reporting

	2020	2021	2022
 Number of inquiries, complaints or issues received by the whistleblower team through email, an internal monitoring or reporting system	0	4	1
 Percentage of inquiries, complaints or issues received by the whistleblower team through email, an internal monitoring or reporting system that were substantiated	0	100%	100%





3.5 Strengthening Internal Systems

At QIB, we align to best practices and international standards. As such, the International Professional Practices Framework (IPPF) promulgated by the IIA, a trustworthy, global, guidance-setting body, is the conceptual framework that provides internal audit professionals worldwide with authoritative guidance organized in the IPPF as mandatory guidance and recommended guidance.

During the reporting period, the internal audit team focused on delivering the annual internal audit plan for 2022 which this year included monitoring and auditing areas that were excluded during the pandemic, such as the international subsidiaries. Aligned with the Bank's priorities, the Internal Audit has integrated in the audit universe, ESG topics, which will be further enriched in the next years.

Internal audits by department

Scope	Number of Audits	Number of Findings
 In branches	20	31
 In Bank divisions	12	139
Total	32	170

Internal audits by category

Categories	Number of Audits	Divisions/ Departments Audited
Quality	1	Strategy divisions
Regulatory requirement	1	Information technology
Other	30	Branches/wholesale and personal banking group/operations group/risk group
Total	32	

Fighting Financial Crime at QIB

At QIB, we take every possible measure to contribute toward tackling financial crime. During the reporting period, we focused on:

- Developing a dynamic and sustainable governance model to identify, assess, monitor, control and report all kinds of financial crime risks that the Bank may be exposed to.
- Raising awareness regarding our regulatory obligations, ensuring that all stakeholders are aligned to the appropriate policies and processes that ensure compliance.
- Taking corrective actions to prevent the recurrence of incidents of noncompliance, violations or breaches.
- Providing a practical approach toward financial crime compliance, i.e., creation and adequacy of risk registers, developing control environment, compliance reviews and management reporting.
- Minimizing loss corresponding to any financial crime incident.
- Strengthening management oversight and decision-making related to financial crimes.

Our Enterprise Fraud Risk Management (EFRM) Unit closely monitors and enhances Use Cases (UCs) to reduce false positive alerts and improve efficacy. It provides valuable advice to all employees to help create an antifraud culture in the Bank.

During 2022, we managed to complete the following:

- Conducted a Bank wide AML/CFT risk assessment exercise.
- Enhanced the product/service AML CFT risk assessment framework.
- Updated existing compliance PnPs to cover the risk based approach.
- Reviewed our Compliance Targeting Operating Model (CTOM).

3.6 Risk Management Process at QIB

QIB defines the maximum level of risk in a stand-alone internal risk appetite framework policy, which is reviewed and approved by the Board of Directors and management on an annual

basis, considering developments in the business environment, stakeholder requirements and strategy. The QIB risk appetite framework is divided into 3 dimensions:

Risk Appetite Framework

Unacceptable risks	They are risks toward which the Bank has zero-tolerance. They are derived from the Shari'a principles of regulatory and reputational risks.
Acceptable quantitative risks	Risks that can be explained by hard numbers like credit rating, capital cushion/buffer and loss tolerance/limit. Quantitative risk appetite is set using target rating numbers, debt/equity ratio and credit policies.
Acceptable qualitative risks	Risks are defined using policies and guidelines. Qualitative risk appetite is set using the Bank's Liquidity Policy, Credit Policy, operational risk guidelines and new business and product review, among others.

ESG Risk Analysis and Classification

At QIB, we take into consideration ESG risks at every step of the risk management process. Some ESG risks are unacceptable because they go against government regulations or the Shari'a principles such as investing in alcohol, tobacco or gambling industries. Other ESG risks such as environmental liabilities and social litigations can translate into credit risk or underperformance.

Under this framework, we have updated our Credit and Investment Policy, thus formalizing our approach to ESG integration in lending and investments and overseeing ESG risks and opportunities that are inherent to our portfolio companies and investments.

ESG Evaluation Toolkit

In its preparation toward adopting the Equator Principles, QIB has deployed an ESG evaluation toolkit to support teams assess ESG risks and opportunities across its portfolio of services and products. All new corporate finance requests at the Bank are assessed, in alignment with the International Finance Corporation's (IFC) performance standards, for their ESG risks. All corporate clients and investments identified as medium or high risk by the ESG risk classification matrix are reviewed through the QIB ESG Due Diligence toolkit which qualifies and quantifies key ESG factors. QIB's ESG toolkit assesses 17 ESG criteria, including environmental management certifications, human rights commitments and measures, anti-corruption conduct as well as allegations screening. Where applicable, the project's ESG score is also calculated. The project is assessed in alignment with the International Finance Corporation's (IFC) performance standards. QIB may engage with the client, requesting additional documents relevant to ESG. These documents include, but are not limited to, Environmental and Social Impact Assessment studies (EIAs), Environmental and Social Action Plans (ESAPs), Environmental Management Plans (EMPs) and evidence of stakeholder engagement.

The ESG ratings are conducted internally and reviewed by the Credit Review Department and the Credit and Investment Committee.

Our ESG Risk Classification Matrix helps us Minimize Risk.

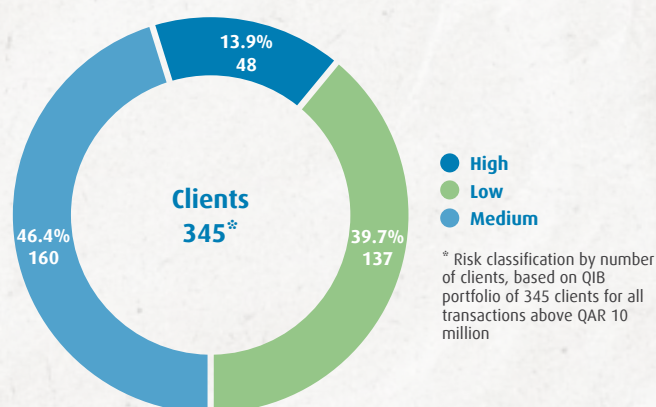
At QIB, we are utilizing the ESG Due Diligence toolkit to classify corporate customers and subsequent projects with finance exceeding QAR 250 MM into High, Medium, Low - categories based on the European Bank of Reconstruction and Development (EBRD) risk categorization. In addition to leveraging the EBRD risk classification to inform on the risk classification of each project, we have also developed a risk classification Matrix that is embedded within QIB ESG Due Diligence toolkit, informed by the Equator Principles* to support the project risk classification categorization. This risk classification matrix supports QIB in adjusting the project risk classification by considering project specific issues, location, the significance of impact and reversibility of the impact of the project.

**We leverage the Equator Principles to identify and categorize ESG risks for Equator Principles applicable projects or project related corporate financing (stated amount for reference only, not binding as QIB was not an EP signatory in 2022). QIB officially adopted the Equator Principles in June 2023.*

Lending and Investment Portfolio

In May 2023, we have reviewed our lending and investment portfolio from an ESG perspective and as a result, there was an enhancement of understanding of ESG risk exposure in our lending and investment portfolio:

Sector Rating (According to ESG EBRD)



Sustainability Portfolio of
QAR 5.16 billion

3.7 The Task Force on Climate-Related Financial Disclosures Mandate



Qatar Islamic Bank appreciates the mandate of the Task Force on Climate-related Financial Disclosures (TCFD) and has a robust understanding of its significance in taking proactive measures to address climate-related risks and opportunities. As a responsible financial institution, we are fully conscious of the important role we can play in supporting the transition to a more sustainable economy and we are committed to integrating climate considerations into our business strategy and decision-making processes. In alignment with our values, our framework and internal operating systems, we are already taking action to integrate within our risk management processes and measurement systems all related considerations.

Governance: At the heart of our commitment to climate-related financial disclosures is our governance model. QIB's Board of Directors recognizes that climate-related risks and opportunities are integral to our business strategy. The Board with the assistance of the Sustainability Management Committee provides oversight and direction for climate-related risks and opportunities. They ensure these considerations are included in our corporate governance framework and integrated into our broader strategic objectives. The Sustainability Management Committee reports directly to the Board, comprises of members with diverse backgrounds, understanding of environmental sustainability and deep expertise in financial risk management. This committee is responsible for setting the Bank's related policies, reviewing our climate-related performance and providing strategic guidance on managing climate-related risks and opportunities. The committee meets regularly (once every quarter), to assess progress and update policies as needed,

ensuring we stay at the forefront of climate risk management best practices.

Strategy: We recognize the immediate and long-term impacts of climate change and we have incorporated climate-related considerations into our strategic planning. We have identified potential physical risks like extreme weather events that could disrupt our operations or those of our customers, as well as transition risks including regulatory changes or shifts in market sentiment that could affect the Bank's investments. Our Sustainability Framework clearly identifies our impact and the role we play. We have recently updated our Credit and Investment Policy and integrated ESG in lending and investments, thus, overseeing ESG risks and opportunities that are inherent to our portfolio companies and investments. Furthermore, we are actively exploring the opportunities arising from the transition to a low-carbon economy. These range from financing renewable energy projects and green buildings to promoting circularity and other eco-friendly businesses in alignment with Qatar's National Vision 2030. As an Islamic Bank, our finance and investment principles are guided by Islamic values that promote sustainability and fairness. The integration of TCFD recommendations into our strategy is a natural and critical extension of our commitment to these values.

Risk Management: Our commitment to risk management extends to the identification and management of climate-related financial risks. We have deployed an ESG evaluation toolkit to support the assessment of ESG risks in our credit portfolio, in alignment with the International Finance

Corporation's (IFC) Performance Standards. We have also developed a risk classification matrix that is embedded within our ESG Due Diligence toolkit, informed by the Equator Principles to support the credit risk classification categorization. In addition to quantitative risk assessment, we also engage with customers to understand their exposure to climate risks and their strategies for managing these ESG-based risks.

Metrics and Targets: In line with the TCFD recommendations, we are in the process of setting clear metrics and targets to measure our exposure to climate-related risks and to track our progress toward a sustainable, low-carbon business model. We are exploring key performance indicators that are most relevant to our operations and strategy, which include both risk metrics (like the carbon intensity of our portfolio) and opportunity metrics (like the volume of green financing). We currently utilize KPIs and metrics provided by the GRI Standards and the SASB Standards and we also utilize the Qatar Stock Exchange (QSE) ESG Disclosure Guidance for listed companies. We are committed to setting targets and action plans to reduce our own operational carbon footprint, in line with the Sustainable Development Goals. This will also lead to improvements in energy efficiency, reductions in resource consumption and sustainability-related innovations within our organization.

Through this commitment to TCFD's principles, we seek to strengthen our resilience in a world impacted by climate change, while also seeking opportunities to support the transition to a greener and more sustainable economy. We understand that addressing the challenges posed by climate change requires a sustained commitment over the long term. QIB is prepared to take the necessary steps and make the necessary investments to ensure that we are a part of the solution to this global challenge.

Future Actions

Moving forward, we intend to focus on the following actions:

- **Upgrading our Compliance Suite.**
- **Further strengthening our Electronic Suspicious Transactions Reporting Tool and Client Risk Profile Tool (CRP).**
- **Kick off the implementation of Compliance Assurance Plan 2023.**
- **Roll out a Compliance and AML CFT Training Plan 2023.**
- **Becoming signatories to the Equator Principles in 2023.**



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Our Approach

At QIB, we are committed to responsible banking and we operate within a well-defined set of policies that guide our corporate behavior and conduct, underpinned by our Islamic values and our strong ethical culture. In parallel, dedicated to our transformative digital journey, we are committed to continuously progress toward digitalization by developing innovative products and services of the highest quality and standards, while working closely with all our stakeholders to strengthen customer experience and ensure data security and privacy leaving no one behind. To achieve the level of quality we are aiming at, we engage our whole value chain and being aware of our supply chain impacts, we strive to incorporate sustainability/ESG criteria in all our procurement policies and contracts.



Chapter Highlights

13,661,000 Cash withdrawals from the ATM network	77% Digitally active customers (registered on the QIB mobile application)
63,739,470 Digital transactions completed amounting to QAR 120,267.2 million	Engaged a total of local 1,236 suppliers
86% Customer satisfaction	902 Suppliers audited
QAR 398 Million spending on local suppliers	24,833 Training hours in Information Security Awareness

4.1 Digitalization and Innovation

At QIB, we have embarked on a company-wide digital transformation journey with more products and services now available over our digital channels, in line with Qatar’s National Vision 2030. Digitalization helps optimize our internal processes and channels, increase the efficiency of operations, enhance customer experience, strengthen security and data protection while improving our environmental footprint and increasing overall efficiencies. Our recent investments in digital banking technology have been a catalyst to retail asset growth and improved efficiency across the Bank while strengthening customer experience.

QIB Mobile App, as well as a corporate customer specific Mobile App, internet banking platforms for retail and corporate clients, multi-functional ATMs, an Interactive Teller Machine (ITM) and an award-winning call center.

A Customer-Centric Digital Transformation Strategy

Our digital transformation strategy is based upon innovative services and features for each customer segment to create a seamless experience promptly thus placing the customer at the epicenter of all our actions. Our brand new omni-channel digital platform for both retail and corporate customers renders all our key products and services simpler, faster and more convenient for customers. In parallel, we have accelerated investments in digital channels providing services through the award-winning

2.2 Million
Average logins to QIB Mobile App monthly

63,739,470 *
Digital transactions completed amounting to QAR 120,267.2 million

*Including local transactions within QIB

4.2 Digital Strategy and Initiatives

We are working continuously to enhance our digital infrastructure to improve our overall operations as well as deepen and broaden channels for products and services. Toward this direction:

- We added new digital functionalities, new intelligent tools and optical character recognition technologies to improve the capabilities of systems and processes, support our customers and decrease the impact on the environment.
- We regularly assess the quality of our processes, by implementing quality assurance methodologies and regular audits.
- We emphasize on operational risk side and use dedicated software to monitor operational issues and conduct controls with the view to better safeguard our overall operational ecosystem.



Digitally Active Customers (Registered on the QIB Mobile Application)

77% Overall

76% Retail

89% Tamayuz

66% Private banking

39% Corporate banking

24,000 Customers opened accounts digitally

Retail Banking
445,410* people

Corporate Banking
22,544** people

*Including blue collar worker segment

**At least 1 active product

4.3 Responsible Customer Relations

At QIB, we build long-term relationships of trust with all our customers while our systems and policies are developed to offer the best customer service.

Enhancing Customer Experience

Our commitment to improving our customers' experience is exemplified by our utilization of advanced digital technologies and our continued engagement with them. We strive to analyze and monitor their feedback to enhance our products and services portfolio and meet their increasing expectations. Specifically, we have taken the following measures:

- Simplified our banking processes through digital solutions such as mobile banking, corporate internet banking, POS, and SoftPos. This allows us to serve our customers 24/7.
- Deployed a **Complaint Management Policy** that addresses customer feedback and concerns. Our policy ensures that all complaints and disputes are dealt with quickly, clearly, objectively and fairly, in compliance with legal and regulatory requirements. As per the policy, QIB aims to resolve 100% of all customer complaints within 3 working days. Complaints that are not resolved within 3 working days are escalated to the respective General Managers.
- Established a Centralized Customer Care Unit that effectively manages customer complaints. This unit monitors all processes to ensure timely resolution of complaints and issues in weekly and monthly reports. The Bank offers a 24/7 "Live Chat" feature through which customers can directly contact a customer service representative to resolve any issue, query or request support.
- Implemented a bespoke recognition program under the name "ABSHER". The loyalty program is accessible through the QIB Mobile App at anytime from anywhere.
- The QIB Board has an oversight of all complaint reviews including follow up results.

Managing Customer Complaints

At QIB, we ensure that all customer complaints and disputes are treated fairly, quickly, clearly and objectively, preserving our reputation. Our policy lays out rules for handling disputes, whether written or verbal and customer complaints related to any product or service. It is designed to regulate customer complaints concerning banking services provided efficiently and professionally, adhering to all current legal and regulatory requirements.

With the view to reducing customer complaints, we have:

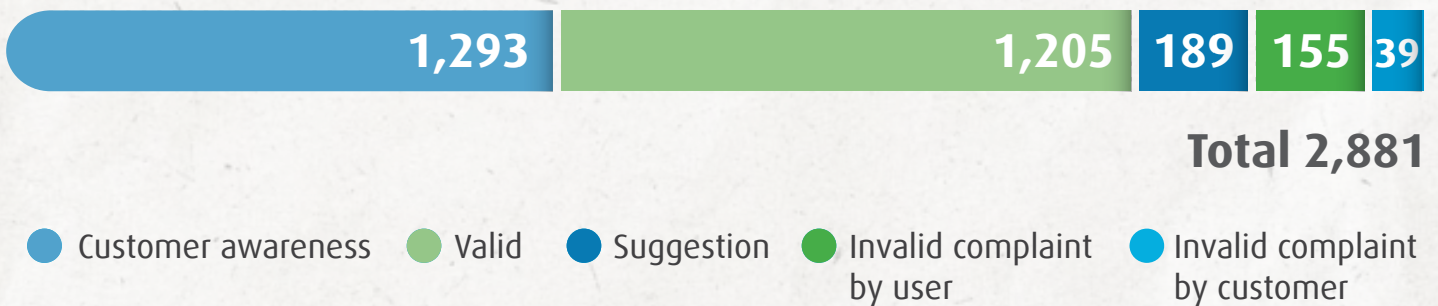
- Invested in digital solutions and encouraged customers to use digital channels to minimize manual errors.
- Adopted a dedicated complaint management system (Unison) that has been introduced to focus on complaints and resolutions.
- Utilized an automated SMS by complaint ticket number, to monitor the resolution of complaints more effectively. Complaints that are not resolved within 3 working days are escalated to the respective GM as per our GCEO's directions.
- Encouraged employees to participate actively in complaint resolution.
- Increased the number and frequency of our frontline staff's training courses.
- Improved internal communication and collaboration among all departments to address the root cause of every complaint. Under this context, a monthly complaint MIS report is circulated to top management for scrutiny.
- Mandated sharing of the full complaint log with the operational risk management and audit for their further investigation and assessment.

Line	Year	Total Number of Answered Calls	Average Call Duration	Abandonment Rate %
Mass Line	2022	1,074,167	03:27	6%
	2021	1,049,412	03:36	6%
Tamayuz and Private Line	2022	127,942	03:49	0%
	2021	89,228	03:52	1%

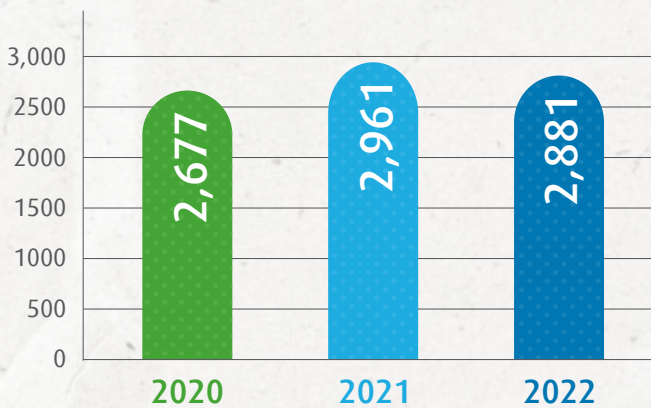
Daily Operations at the QIB Call Centre:

- Considered the first point of contact for our customers for support regarding our services and products.
- Respond to basic inquiries as well as perform transactions.
- Available to all customers (retail and corporate) and prospect customers on 24/7 basis.
- Located in Al Rayyan branch with a capacity of 72 seats and a DR Site in Al Khor with a capacity of 25 seats.
- Daily interaction via inbound calls, outbound calls, emails and SMS as well as a fully functional IVR.
- 3 main lines for retail customers: Mass, Tamayuz and private banking customers as well as a dedicated Marketing line and an exclusive corporate line.
- Manned with 50 inbound agents split among 4 general teams and 1 team dedicated to VIP Lines.
- Includes a dedicated training officer, quality assurance team, follow up team and an operations team.

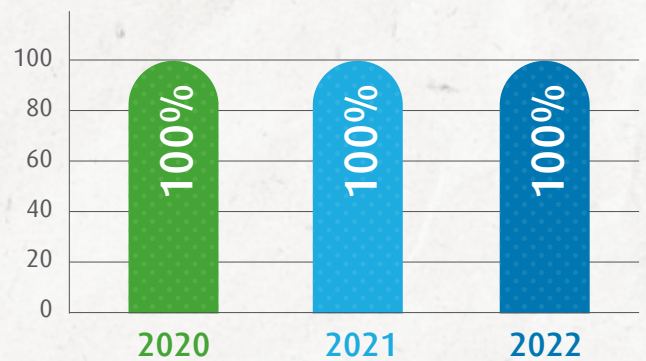
Complaints by Category



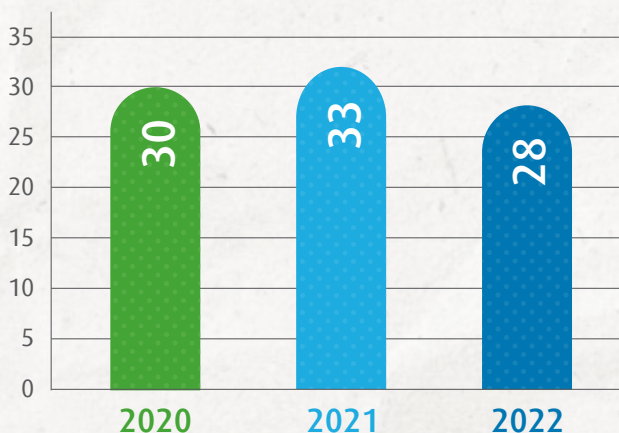
Number of customer complaints filed with QIB



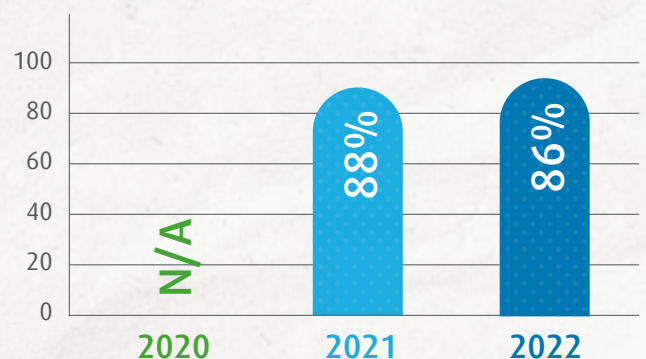
Percentage of customer complaints filed with QIB



Number of customer complaints filed with QCB



Overall customer satisfaction



4.4 Data Privacy and Cybersecurity

Data Privacy

At QIB, we take our customer's data privacy and cybersecurity seriously. Following the national legislation, we take all appropriate technical and operational measures to ensure the secure collection, storage, management and processing of personal data and to prevent accidental loss or destruction and unauthorized and/or illegal access to data, use, modification or disclosure.

QIB has a robust Data Privacy and Security Policy in place. The policy covers all relevant aspects in detail, including mandates on the type of information collected, consent requirements, information storage and protection and customers' rights, among others.

Key points of the Data Privacy and Security Policy include:

- Raising awareness: Qatar Islamic Bank has launched an information security customer awareness campaign designed to deliver information security tips available on its website.
- Security control: Qatar Islamic Bank deploys One Time Password (OTP), double factor authentication and 3D functionalities to ensure security while carrying out online transactions. QIB conducts simulation exercises and dry runs to test its cyber security infrastructure and related operations.

QIB further uses a new fraud detection system to detect fraudulent or suspicious transactions and deploys adequate measures to ensure customer data privacy and security.

QIB conducts regular internal and external audits to ensure the effectiveness of its data privacy processes. These audits are conducted by qualified professionals and assess various aspects of data privacy, including data collection, storage, processing and sharing practices. By conducting these audits on a regular basis, QIB proactively identifies any gaps or areas for improvement, allowing for prompt corrective actions to be taken. This commitment to ongoing monitoring and evaluation reinforces the company's dedication to protecting the privacy and confidentiality of personal information and maintaining compliance with applicable data protection regulations.

During 2022, we had no internal or external recorded data breaches, no customers were affected and no Personally Identifiable Information (PII) leaked into the public domain.

Promoting Cybersecurity

Operating in a challenging environment, we remain vigilant regarding cyber attacks. Our Information Security department focuses on strong anti-fraud and cyber threat controls, as most customer transactions happen over digital platforms. Our advanced breach and fraud detection techniques and monitoring tools identify suspicious activity and prevent data losses, helping us to contain security breaches and maintain the integrity and quality of our operations. QIB also runs an Attack Simulation Assessment annually. We perform a 24/7 Threat Hunting/Threat Monitoring Program to proactively monitor our Bank's critical assets. In addition, every six months, all staff and contractors participate in our mandatory Information Security e-learning on cybersecurity.

"Continuous Vulnerability Assessment" Program Helps us Identify and Address Cyber Threats.

This program tracks and evaluates vulnerabilities within our infrastructure and applications. It allows us to collaborate with relevant stakeholders, follow up on relevant industry resources, regulatory intelligence vulnerability information and remediation plans to minimize the risk of attack. The program complements our external security assessments.

Data Security Awareness Raising Practices at QIB

At QIB, we invest in educating our employees, customers, contractors and other stakeholders regarding data protection and data security topics. Toward that direction, we:

- Organize mandatory Information Security e-learning sessions (on data privacy, data protection, etc.) twice a year.
- Support customers via our social media pages and monthly awareness SMSs.
- Operate a "Security Tips" page on our website, informing stakeholders and the wider community regarding safe online banking, mobile banking, ATM banking while we keep on offering practical advice with the goal of identity and avoid theft.




Information Security Awareness



Training hours
24,833



Participants
1,111

Fraudulent Transaction Activity		2020	2021	2022
 Amount of fraudulent transaction activity (total value of account holder transactions refunded to account holders due to fraud) (QAR)	OpRisk Net Loss (In Thousands)	0	10	0
	Chargeback Cases*	QAR 980	QAR 1,267	QAR 14,522.10
 Percentage of activity from card-not-present fraud (%)		100%	100%	90.31%
 Percentage of activity from card-present and other fraud (%)		0	0	9.69%

*Restatement of information

During 2022 there were no:

- Significant instances of non-compliance with laws and regulations (11 minor events were recorded, leading to fines of a total monetary value of QAR 33,800).
- Loss due to compliance reasons as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice or other related financial industry laws or regulations.
- Monetary sanctions for non-compliance with environmental legislation.

2022 Initiatives on Information Security

The Bank-wide "Identity and Access Management Program" provides a 360-degree view of employee- contractor access to the Bank's systems.

The cybersecurity operations centre is using in-house and service provider support to monitor and report any attempts to breach the Bank's security systems or any other unusual activity. The controls yielded "zero" security issues identified, during the FIFA World Cup.

During the FIFA World Cup, we have intensified the security for "work from home", by implementing rigorous security controls for our staff and contractors during the work from home period. The controls yielded "zero" security issues identified during the FIFA World Cup.

The Data Privacy Program is an on-going Bank- wide project which was launched through the organization of Data Privacy Deep Dive Workshops where data privacy gap assessments were conducted for all business units.

4.5 Responsible Communications



At QIB, we make every effort to interact with our clients and customers in the most responsible manner, ensuring that our marketing communications do not include harmful, illegal, immoral, irresponsible or misleading content.

Respecting our Islamic values system, we work tirelessly to prevent predatory lending practices, which might involve fraudulent behaviors carried out by providing financing to borrowers at high costs, stripping borrowers of equity or placing them in a lower credit-rated Financing to the financier's benefit. Through our Responsible Customer Relation Policy, we reinforce our commitment to transparent, responsible, fair and ethical marketing practices.

At QIB, responsible communications and marketing is overseen by the board and it is further integrated in our training programs.




For more information on our Responsible Customers Relations Policy please see: <https://www.qib.com.qa/en/investorrelations/sustainability/responsible-customer-relations/>

4.6 Responsible Procurement and Supply Chain

At QIB, we adhere to the strictest compliance rules and voluntary internal standards with regard to selecting and assessing our suppliers and vendors based on regular audits and assessments. To better control our supply chain and minimize risks we take specific initiatives. In parallel, we continue to promote localization giving precedence to local suppliers with the view to support local jobs, reduce emissions and foster partnerships with the local community.

Our initiatives:

- We have in place a Vendor Management Policy.
- All vendors and suppliers are informed of and abide by our “Vendor Management Policy”.
- All our suppliers undergo internal audits based on environmental and social criteria (i.e., providing a self-risk assessment and an audit report) in line with our overall sustainability strategy in terms of digitalization orientation, paperless and green direction.
- All contracts must include a reference to adherence to the supplier code of conduct.

Local Suppliers	2020	2021	2022
 Total number of local suppliers engaged	1,253	1,359	1,236
 Procurement spending on local suppliers (million QAR)	353	369	398
 Total procurement spending (million QAR)	363	388	494

Suppliers Audit	2020	2021	2022
 Number of suppliers that are subject to audit	770	824	902
 Number of suppliers identified as having significant actual & potential negative impacts	1	0	0
 Suppliers with which improvements were agreed upon as a result of the audit	760	816	889
 Suppliers with which relationships were terminated as a result of the audit	1	0	0

Future Actions

Moving forward, we intend to focus on the following actions:

- Optimize our retail banking through digitization while considering the population growth (both Qatari nationals and expatriates).
- Improve and enhance the integration of automation and digital processes into our procurement and sourcing policies.
- Develop and deliver specialized training in ethical marketing.



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Our Approach

As a leading Islamic bank in the MENA region, we are committed to driving positive change through sustainable finance. We firmly believe in the integration of ESG criteria into our financing activities, as we recognize the pivotal role sustainable finance plays in supporting national and international sustainable development goals. To ensure comprehensive ESG evaluation, we are implementing our ESG toolkit, while simultaneously developing our Sustainable Finance Framework. By 2023, we aim to adopt the globally recognized Equator Principles, further reinforcing our dedication to responsible banking practices. With a large customer base and numerous transactions, we strive to maintain close relationships with our clients, consistently providing them with sustainable options tailored to their needs. As we progress into 2023, we are excited to unveil our upcoming plans and initiatives that will continue to advance sustainable finance in the region.

Guiding Principles

 Economic development	 Social development	 7 AFFORDABLE AND CLEAN ENERGY	 8 DECENT WORK AND ECONOMIC GROWTH
 Environmental development		 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	 13 CLIMATE ACTION

QNV Pillars UNSDGs

Chapter Highlights









23 Branches in Qatar	115,422 New cards issued
178 ATMs	68,612 New Blue Collar Worker accounts
11,676 Finance products granted to young people (up to 25 years old)	Preparations to adopt the equator principles
~115 ATMs accessible by wheelchair users	24,753 Finance products granted to women
21,264 SME customers	89% Of the total SME customers are digitally active



5.1 Sustainable Investments and Financing

At QIB, we are committed to designing sustainable investment tools; with the view to helping our customers grow as well as manage risk while we contribute to tackling climate change and supporting the sustainable development of the national economy. In line with the Qatar National Vision, we provide

critical financing and tools for promoting sustainable growth through projects that focus on renewables, green buildings, circular economy and energy efficiency while empowering the entrepreneurship of youth and women.

Sustainable Financing*	2020	2021	2022	
			Number of Active Projects	2022 (Value in QAR billion)
 Financing portfolio of projects contributing to the QNV and SDGs (in QAR billion)	6.76	6.76	60	6.91
 Financing portfolio of projects related to renewable energy (in QAR billion)	1.68	1.68	1	1.75
 Financing portfolio of green buildings (in QAR billion)	3.9	3.9	5	3.69
 Financing portfolio of projects that support pollution prevention and control (in QAR billion)	N/A	0.0215	1	0.0211
 Financing portfolio that promotes access to essential services (e.g. healthcare and education) (in QAR billion)	N/A	0.378	3	0.07
 The SME numbers to (in QAR billion)	1.07	1.52		1.04
 Number of SME customers	18,320	20,885		21,264
 Financing portfolio for SME and microenterprise customers (%) or total portfolio	0.82%	1.20%		0.89%

*Updated as on 31 March 2023

We have further identified a total of 59 eligible deals with environmental and social benefits that can be financed under a Green, Social and Sustainability Deposit/Sukuk.

5.2 Digital Banking

In line with the UNSDGs, the Qatar National Vision 2030 and the National Energy and Climate Change Strategy, at QIB, our pursuit is to design products and services to help our customers manage numerous risks while moving toward more sustainable practices or business models and ultimately

- decarbonization. During this reporting period, we continued focusing on enhancing our digital transformation strategy and expanding our portfolio of innovative products and services designed to respond to the evolving needs of our customers while improving customers' experience.

Digital Products and Services

Essential Banking



Retail Digital Onboarding: Opening of new account within minutes through digital onboarding on QIB's Mobile App



Corporate Digital On-boarding: Apply for opening the corporate account through the QIB Corporate website without the need for paperwork



Instant Finance: Instant access via mobile banking or in QIB branches



Instant credit card: Instantly apply, get approval and instantly activate and start using the card digitally while waiting for the physical card to be delivered

Personal Finance



Personal Finance Disbursal against FD: An end-to-end digital pathway on QIB's Mobile App, allowing customers to receive funds immediately, once they accept the Terms and Conditions using a one-time SMS password



EMI Postponement: Instant deferral of monthly instalments on personal finance, via Mobile App, is a new service launched during the pandemic to support our customers. Once again, QIB is the first Qatari Bank to offer this service remotely



Merging Offline and Online Experience: A digital, paperless finance/credit card application journey that starts from direct sales/branch sales team and ends on QIB's Mobile App

Remittance



For Existing Customers:

Multiple Remittance Corridors: Remit money in 60 seconds to beneficiaries of participating banks in Jordan, Pakistan and the Philippines without paperwork



Visa Direct: Remit money fast to beneficiaries in more than 27 countries without paperwork through QIB's Mobile App



Direct Remit: Instant money transfers to India, Jordan, Pakistan and the Philippines with the view to expand the program soon in other countries

Contactless Payment



Contactless Debit Cards: Contactless transactions (no PIN required) when using QIB debit cards



Apple Pay: Safe and convenient online payment feature that utilizes Touch ID and Face ID for safety during online shopping. Digital credit card can be added to customer's Wallet or iOS phones



Samsung Wallet turns a Samsung device into a digital wallet, letting customers use their QIB Debit, credit and prepaid cards on the device to pay virtually everywhere contactless payments are accepted



mPay Digital Wallet provides a cashless and cardless payment gateway within Qatar through the Qatar Mobile Payment (QMP) network

Support Services



Zaki (Smart) We are the first Qatari Bank offering an algorithmically virtual/smart assistant which allows customers to get assistance with their inquiries 24/7 remotely



Video Banking: During the application process for instant finance, customers can connect to a QIB service agent via the QIB Mobile App and get real-time, efficient guidance. (To be expanded in more services)



Our Visa Consumer Authentication services render e-commerce payment functions by cards more secure for all cardholders with VCAS services. We intend to improve our authorizations across all online 3D secured transactions while improving customer experience



MT 940: Corporate customers can now receive MT 940 reports digitally instead of having to print swift reports














During this reporting period, personal banking continued to deliver significant growth through the adoption of a prudent approach in terms of credit, superior value proposition, best-in-class products and ease of banking as well as renewed emphasis on digitalization and promotion of electronic

banking functionalities. We have thus, managed to become the leading personal bank in Qatar by investing in digital technologies and direct channels to serve all client segments, while providing differentiated offerings to affluent and high-net-worth (HNWI) clients.

2022 Key Achievements

- Qatar's first digital card is enabling customers to perform online purchases securely, as well as adding it to Apple Pay, Google Pay™ and Samsung Wallet without the need to have a physical card.
- **Growing Deposits:** A recurring, unique digital deposit account encouraging long-term saving habits to the deposit holders as they can choose to place a fixed amount each month for a period ranging from 2 years to 10 years in Qatari Riyals or US Dollars.
- **Flexi CD:** A digital certificate of deposit in Qatari Riyal and US Dollar with one, two and three-year tenors which provides customers with the flexibility to make partial redemptions with no charges for up to 50% of the total value of the deposit.
- **Mobile Banking Discreet Mode:** a feature that allows customers to hide their account details, card balances and deposits, when using the QIB Mobile App in public locations.
- FIFA World Cup™ mobile banking-only promotion, in collaboration with Visa, through which customers could instantly avail a host of specific products and card designs and win FIFA World Cup tickets and related merchandize.
- Integration of the unique Bedaya student account digital onboarding on the Mobile App.
- Easy Payment Plan (EPP)
- Instant Finance against Deposit
- New Ijara investment products for private banking customers
- Instant credit card against deposits

2022 Services

	• Google Pay
	• Samsung Wallet
	• School fee payments
	• Visa direct service allows customers to transfer funds from their banking account to overseas Visa debit, credit or prepaid cards through the QIB Mobile App (in 7 additional countries)
	• Easy Cheque Clearing
	• Activation of dormant account
	• Utility bill payment with cards
	• Link delink debit cards
	• Bedaya student account onboarding
	• Expansion of Absher Loyalty Program: Air miles points exchange amongst others
	• Extending CRM capabilities to better manage key business priorities e.g., Attrition tracking
	• Cheque book requests of private banking customers
	• CAD exception handling

Green Car Financing Encourages QIB's Customers to Purchase Electric Cars

Our new Green Car Financing Program reiterates our on-going efforts to integrate sustainability into our offerings, products and services and promote further sustainable practices. The program offers financing options with special profit rates and exclusive benefits for existing and new customers, during the holy month of Ramadan to encourage customers to purchase electric cars. More in detail, the program includes competitive profit rates starting from 3.65% (1.91% flat) on cars and 3% on electric cars. Moreover, customers applying for Auto Finance will receive a free credit card for the first year, in addition to a comprehensive insurance rate of 1.8% as well as a 3-month grace period from the finance tenure for Qatari nationals and up to a 2-month grace period for residents. The promotion was available for new and used cars from authorized dealers, for existing and new QIB Customers available for both Qatari citizens and residents.

The Green Car Financing Program was initiated as a pilot project in 2021 and 2022 to assess its effectiveness. Building upon the valuable insights gained during the testing period, we are pleased to announce that starting in 2023, the program will be available throughout the entire year. This expansion reflects

our commitment to promoting environmentally-friendly transportation options and providing accessible financing solutions for customers seeking to purchase green vehicles.

Qatar Airways Avios Points

Our Qatar cobranded card allows customers to earn Avios points on each spend. These Avios points can then be redeemed against flight bookings and other redemption options by the privilege clubs. Launched Digital Cards Visa and Mastercard in 2022.

Launch of "Discreet Mode" First Of its Kind Feature in Qatar on a Mobile App

The launch of an innovative, new, first-of-its-kind "Discreet Mode" feature on our intuitive Mobile App, allows customers to hide their account and card balances, deposits and financial details when using the QIB Mobile App in public locations, thus increasing protection and privacy while further enabling them to be in control of their finances.

5.3 Supporting SMEs to Grow and Evolve

SMEs are integral to the economic development and growth of Qatar, as they constitute more than 90% of registered companies. Of these, a further 90% are local businesses. To boost the sector and promote the evolution of SMEs, the government has actively encouraged banks to offer funding solutions to entrepreneurs, who seek to start or scale their businesses.

Toward this direction, we are committed to continue supporting the sector through programs such as Al Dhameen and Qatar's

Central Bank's National Response Guarantee Program (NRGP), a national stimulus program, which helps companies respond effectively to the current operating environment and set the right foundations for future growth. In parallel, we remain focused on servicing SMEs across all business sectors through advanced digital channels and solutions. We are also the first Islamic bank in Qatar to have launched a dedicated mobile banking app for SMEs to facilitate seamless digital interactions and launch more innovative solutions designed specifically to make banking products more accessible to SME customers.

Number of Micro, Small and Medium Enterprises (MSME) Customers	2020	2021	2022
Total number of SMEs	18,320	20,885	21,264
Value of Financing Portfolio by Country (QAR in Thousands)			
Qatar	1,076,534	1,522,232	1,047,097

QIB and QDB Sign New "Al Dhameen" Program Agreement

In 2022, we signed a new Al Dhameen Program Agreement, a program sponsored by Qatar Development Bank (QDB). Al Dhameen program targets small and medium-sized companies and encourages banks such as QIB to finance projects, to attract promising start-ups and small and medium-sized companies seeking financing to develop their businesses. In 2022, QDB announced the launch of a new version of the 'Al Dhameen' program for micro-enterprises, for the first time in the country, which will contribute to the development of the national business system in terms of access to financing and will also provide new financial channels for guarantees for micro-enterprises in co-operation with partner financial institutions. This program is one more example of our alignment with the Sustainable Development Goals and our commitment to integrating sustainability principles into the way we operate.



5.4 Financial Inclusion and Accessibility

At QIB, in line with the UNSDGs and Qatar’s National Vision for human development without exclusions, we invest through our products and services in accessibility and financial inclusion programs as well as targeting low-income and disadvantaged individuals, the unbanked population, in addition to catering

to all irrespective of gender, age, ethnicity, marital status, nationality, religion or profession. Apart from having QIB branches and ATMs located in less economically privileged areas, we ensure that our services are accessible to all regardless of their level of familiarity with banking services.

Ladies Banking Proposition

At QIB, our goal is to empower women to take charge of their financials and we operate specialized ladies banking centers all around Qatar to ensure that women are served at their utmost convenience and comfort by a dedicated and skilled team of female staff. Our ladies banking proposition also offers exclusive, tailored packages to meet every woman’s banking needs.

6 Dedicated ladies centres

Bedaya accounts opened by university students

235 in 2021

1,512 in 2022

Eligible for opening a Bedaya account are all students above 18 years old with a valid ID or passport (Qataris and expats). In 2022, Bedaya accounts have increased significantly, as we operate 1,512 accounts now, compared to 235 accounts in 2021, showcasing the popularity of this specialized service offered by the Bank amongst university students.

QIB Introduces Bedaya Student Account Onboarding to its Award-Winning Mobile App

In 2022, we have integrated the Bedaya student account onboarding on the award winning QIB Mobile App. Bedaya is an initiative within the framework of the Bank’s Environmental, Social and Governance (ESG) Program, which provides university students the ability to open a unique bank account digitally, along with a preapproved credit card, while enabling them to start getting acquainted to a spectrum of banking products and services.

Help Students Open Their First Bank Accounts

University students can now quickly and easily open their first banking account and get a Misk savings account, debit card and an opportunity to win cash prizes as they can get more familiarized with various banking products and services. They can also receive a Student Credit Card (a special QIB product) and a new onboarding Mobile App digitally.

The number of student accounts reached 2,642 in 2022.

Our Financial Literacy Program “How Money Works” is Run for the Fourth Consecutive Year.

The extension for the fourth consecutive year of our Financial Literacy Program “How Money works?”, our annual Financial Literacy Program on money management for students in secondary schools and in Qatar University, in collaboration with INJAZ Qatar, highlights the program’s overall success and impact upon the community. The program sessions are designed to introduce secondary school and first year university students to best practices related to earning money, budgeting, expenditure planning, saving and investment, in addition to banking security standards and personal finance protection. In 2022, our program successfully reached a total of 503 students, with 60% being female and 40% male. This achievement contributed to the overall impact of the program, benefitting a cumulative total of 2,132 students from 82 Qatari high schools and universities since its inception in 2018. The program was supported by 8 volunteers, 3 of which were QIB employees.

During 2022 we had 524 participants in our financial literacy initiatives. Our portfolio expansion also includes products for

customers with vulnerabilities, as detailed in the Accessibility and Inclusion chapter.





Domestic Workers Digital Accounts

As per Qatar’s Ministry of Labor and Social Affairs (MoLSA), we have introduced QCB’s Wages Protection System (WPS) a specialized banking services for Blue Collar Workers to ensure timely wages transfer and manage their finances efficiently. Our digital banking solution allows them to open a bank account through the Mobile App at no cost and even with zero balance.

100% of corporate salary payments are made online.


Instant Remittances through our Mobile App

Our Mobile App now facilitates instant remittances worldwide. Our customers can send money to over 200 countries through Western Union Money Transfer 24/7 without having to visit our branches, helping all locals and expats to connect with the global economy.

Financial Accessibility and Inclusion	2020	2021	2022
 Number of blue-collar worker accounts	187,804	208,011	276,623
 Number of student accounts	1,077	1,441	2,642
 Number of domestic worker accounts	175	1,330	4,417
 Number of participants in financial literacy initiatives for individuals with limited previous banking experience	829	838	524

Future Actions

- To fully integrate ESG criteria into our assessments to guide our financing decisions in responsible investments.
- To expand our finance solutions portfolio to meet the emission-reduction needs of our customers across all sectors.
- To develop a Sustainable Finance Framework to help us shift critical funding to those businesses and projects with an environmental and social orientation especially SMEs.

A close-up photograph of several overlapping green leaves, showing detailed vein patterns. A white rectangular border is centered on the page, containing the text 'OUR ENVIRONMENTAL IMPACT' in white, bold, uppercase letters.

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Our Approach

QIB strives to reduce its own direct environmental impact in line with Qatar’s National Vision 2030 and the national Climate Plan. We consistently track and monitor our environmental footprint, including CO2 emissions, water consumption and waste generation across all operations as well as set clear targets for their progressive reduction. We are committed to enhancing our environmental performance and protecting the natural environment, recognizing the significance of robust climate change mitigation efforts.



Chapter Highlights

Investments in energy-efficient projects (installation of LED lights and sensors)	15,300 Kg of paper recycled
Dedicated fuel Portal (E-WOQOD) to track and monitor fuel consumption	Internal investments to reduce our environmental impacts
	Measurement of GHG emissions

6.1 Direct Environmental Impact

The Bank is committed to its Sustainability Policy in ensuring that no harm should come to the environment through the performance of its operations. In keeping with this commitment, the Bank endeavors to ensure that all employees comply with the following environmental mandate:

1. Conduct business in an environmentally responsible manner.
2. Comply with all applicable ecological laws and regulations.
3. Notify the Board of any pertinent environmental issues and assess the Board’s participation in such issues.
4. Control environmental impacts and the prevention of, or mitigating pollution, including progress toward a paperless environment.

In alignment with the SDGs, the environmental pillar of the Qatar National Vision 2030 and the National Climate Change Plan (QNE), at QIB, we focus on the following topics with the view to improving our environmental performance and reducing our overall environmental footprint:

- Energy and resource efficiency.
- Water and waste reduction.
- Reduction of greenhouse gas emissions.

6.2 Energy and GHG Emissions

In alignment with the Qatar National Vision 2030, our energy reduction and resource efficiency improvement actions include amongst others process redesign, conversion and retrofitting of equipment, operational changes and staff training. Our energy reduction and resource efficiency improvement activities, carried out annually, include process redesign, conversion and retrofitting of equipment, operational changes and staff training.

One major initiative we undertook was the gradual replacement of all high-power consuming lights with LED and the installation of motion sensors. LED lights were installed in all our premises including the head office, the 23 branches and the ATMs. We achieved an overall investment of approximately ~300k over a 5-year period.

In addition to that, we:

- Introduced eco-friendly specifications with regard to the installation of materials and equipment in our branches as well as in our newly executed projects defined as green and sustainable.
- Digitized our PO and Payment process, whereby all PO and payments requests' approval workflow is conducted digitally, with an investment of QAR 90,000.
- Implemented a seat sharing concept for some departments including IT and Operations with an investment of




QAR 151,000. This action led to significant savings on consumables, water consumption, garbage, energy, transportation, etc.

- Installed electrical lighting circuits' switches in C Ring Road, leading to an overall reduction of power consumption for the whole building. The KWh variance can only be calculated after the first-year cycle has passed. We noticed minor savings on the utility bills due to overall low rates of electricity.
- Certified our Vendôme Mall branch according to the GSAS standard, following the GSAS Interiors certificate obtained for interiors. This action led to an overall reduction of paper, ink and energy use by the Premises and Projects Department.

The E-WOQOD Fuel Portal

Our Fuel Portal (E-WOQOD) allows us to track and monitor the fuel consumption of the whole fleet on regularly. QIB promotes efficient transportation of employees to reduce environmental impacts and promotes the use of renewable energy sources by encouraging the shift toward a low carbon economy. QIB monitors its fleet fuel consumption through their Fuel Portal (E-WOQOD) which allows them to keep track of all fueling of their fleet via detailed reports generated for each vehicle plate number.

Energy Consumption 2022

 Electricity consumption (kWh)	10,786,697
 Petrol consumption (vehicles) (liters)	23,985
 Diesel for own vehicles (liters)	490

Carbon Footprint

	2020	2021	2022
Direct GHG emissions (Scope 1) (tons of CO2eq)	24.63	51.20	57.04*
Indirect GHG emissions (Scope 2) (tons of CO2eq)	4,157.738	4,341.107	6,665.10

Emission Factors

- Petrol: 8.78 kg CO2 per gallon
- Diesel: 10.21 kg CO2 per gallon
- Electricity: 0.62 kg CO2/kWh

Fuel consumption was calculated from invoices.



*In 2022, there has been an increase in direct GHG emissions which is due to the return to the office policy that was implemented horizontally in the Bank after a long period of hybrid work in the previous years.

6.3 Water Management



Our efforts to reduce water usage are proven challenging because most of our branches are inside shopping malls with shared amenities, whose water usage we cannot control.

However, we have introduced the use of many water efficiency tools such as tap aerators and motion sensors to be able to improve our performance in this regard

Water Consumption	2020	2021	2022
 Total water consumption (m3)	17,179	10,372	14,082
 Water consumption intensity (m3 / total employees)	20.60	13.10	18.4

At QIB we are also involved in major water desalination projects in line with Qatar National Vision and the National Climate Change Plan (QNE). Qatar Electricity and Water Company (QEWC) being one of our key clients manage water supply and water

conservation projects. We are partnering with the Tarsheed initiative, a national initiative of Qatari General Electricity and Water Corporation (Kahramaa) promoting energy and water efficiency for Qatari households, workplaces and individuals.

6.4 Waste Management






Our ethics guide us regarding the responsible use of air conditioning, the prioritization of low-energy lighting, the integration of the principles of recycling in terms of reduction, reuse and recycling waste and materials. In parallel, we strive to encourage staff engagement in recycling and waste reduction programs, to minimize paper use, reduce printing and encourage digital, instead of paper delivery.

Furthermore, our strategy on digital transformation is expected to lead to a significant swift in digitalizing all our processes and services, thus, improving customer experience while reducing the need for physical branch visits and accordingly generating less waste.

Total Paper Consumption (kg)	2020	2021	2022
	1,000	3,000	3,565

The difference in total paper consumption between the years can be attributed to the discrepancies caused by the COVID-19 pandemic and the closure of offices. With the implementation of remote work arrangements and increased reliance on digital

communication, the need for printed documents and physical paperwork significantly decreased. As a result, there was a noticeable reduction in paper consumption during the period when offices were closed or operating with limited capacity.

Waste Management (Kg)	Waste Diverted from Disposal	Waste Directed to Disposal	Total Weight of Waste Generated
 Paper	15,300	-	15,300
 IT products	55	-	55
 Printer cartridges	-	1,840	1,840
 Old equipment*	-	36,300	36,300
 Total waste	15,355	38,140	53,495

*ATMs, office equipment, furniture and IT equipment

Waste Management	2020	2021	2022
 Total paper recycled (kg)	35,300*	36,900*	15,300
 Total waste produced (tons)	25	96	36.3
 Total IT products recycled (tons)	2	2	0.06
 Printer cartridges (number)	820	1,900	1,840
 Fluorescent light tubes (tons)	1	0.2	0
 Personal computers (tons)	12	4	0

*Restatement of information

6.5 Protection of Biodiversity



At QIB, we are aware that while as a bank we may not be directly exposed to biodiversity risks, our lending and investment practices may have a substantial impact and vulnerability

to biodiversity. The topic of biodiversity is considered a key topic in our ESG assessment of our portfolio companies. This assessment informs QIB's investment decision-making, credit appraisal process and engagement strategy.

Future Actions

At QIB, moving forwards, we intend to:

- Switch fully to LED lights with 3-to-5-year lifetime.
- Increase the use of recycled materials as much as possible including recycled coffee cups, recycled coffee capsules, recycled water bottles and the use of multifunction printers (MFP) to save paper.
- Adopt more eco-friendly business cards.
- Encourage all our vendors and suppliers to supply recycled materials in the Bank's procurement process.
- Develop a Biodiversity Policy.

A photograph showing several hands of different skin tones holding each other in a circle, symbolizing unity and support. The background is a soft-focus green bokeh, suggesting an outdoor setting with trees. The text is overlaid on a central white rectangular area.

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Our Approach

At QIB, we always strive to create positive social impact not only for our people, but also for the wider communities in which we operate and serve through our offerings and financial products. We thus, develop policies and initiatives that promote a healthy and fulfilling work environment for our employees to grow and we encourage giving back to the community culture, through our numerous sponsorships, community development programs and volunteering actions.

Related UNSDGs

QNV Pillar SDGs

















Chapter Highlights	
56 New hires	765 Full-time employees
39,508 Training hours	98.7% Of employees received a performance and career development review
177 Training events conducted	30.5% Nationalization among total workforce
1,160 Participations in employee trainings	44.6% The percentage of new Qatari employees in 2022
	38 Different nationalities in the workforce



7.1 Empowering Our People

Our employees' professional development, engagement and wellbeing remain a priority to us as they help us better serve our customers, clients and the wider communities while evolving our company's reputation and brand. Guided by our mission and Islamic values and in line with the UNSDGs and the Qatar National Vision, we are committed to creating an inclusive, diverse and equal workplace for all employees, allowing them to expand their skills and thrive at all levels.








To manage our Human Resources capabilities most effectively, we have developed key policies and processes focusing on human capital, learning and development, grievances, health and safety; in compliance with the local labor laws (which are further aligned to the 6 conventions of the International Labour Organization (ILO), ratified by the State of Qatar).



Workforce Overview	2020	2021	2022
 Total workforce	835	792	765
 Full-time employees	835	792	765
 Top management employees	24	25	26
 Middle management employees	234	229	249
 Lower-management employees	547	519	472
 Non-management employees	30	19	18
 Trainees and sponsored students	28	16	40
 Number of nationalities	36	36	38
 Employees age 18-30	95	82	71
 Employees age 31-50	584	572	552
 Employees age 51+	156	138	142
 Male employees	623	578	565
 Female employees	212	214	200
 Female employees in lower management	181	182	159
 Female employees in middle management	30	31	40
 Female employees in top management	1	1	1





Human Resources by Age 2022

	18-30	31-50	51+	Total
♂ Men	26	405	134	565
♀ Women	45	147	8	200
Total	71	552	142	765

Years of Service	Number			%	
	Men	Women	Total	Men	Women
Less than 1 year	23	7	30	76.67%	23.33%
1-10 years	265	135	400	66.25%	33.75%
11-20 years	198	51	249	79.52%	20.48%
21-30 years	64	5	69	92.75%	7.25%
31-41 years	15	2	17	88.24%	11.76%
Total	565	200	765		

New Employee Hires	2020	2021	2022
 Total New Employee Hires	17	17	56
 Total New Employees by Age			
 Age 18-30	11	1	34
 Age 31-50	5	15	19
 Age 51+	1	1	3
 Total Employees by Gender			
 Male	7	16	28
 Female	10	1	28

Employee Turnover	2020	2021	2022
 Total employees turnover	56	60	50
 Senior management	2	0	2
 Middle management	12	16	8
 Lower management	32	42	39
 Non-management employees	10	2	1
 Contract staff	0	0	0
 Employee turnover (voluntary and involuntary)	6.70	7.4	6.24
 Employee turnover (voluntary)	28	40	44
 Age 18-30	4	6	4
 Age 31-50	16	29	31
 Age 51+	8	5	9
 Male	18	28	30
 Female	10	12	14
 Top management	2	0	2
 Middle management	6	8	7
 Lower management	17	31	34
 Non-management employees	3	1	1
 Employee turnover (voluntary) (%)	3.35	4.95	5.75

Employee Turnover 2022	
 Resignations	40
 Retirements	3
 Involuntary	6
 Other	1
Total	50

Employee Turnover by Age and Hierarchy 2022

Involuntary	18-30	31-50	51+	Total
 Top management employees	0	0	0	0
 Middle management employees	0	1	0	1
 Lower-management employees	0	5	0	5
 Non-management employees (staff)	0	0	0	0
 Contract staff	0	0	0	0
Total	0	6	0	6

7.1.1 Employee Development and Wellbeing

Attracting, retaining and developing the best talent and being able to contribute to the national efforts for human development and progress is very important for all of us at QIB. In this direction, we make every effort to create a meaningful, challenging and rewarding working environment promoting employee engagement, lifelong learning through upskilling and reskilling programs and coaching programs, career advancement opportunities and a wide range of benefits. We are also utilizing all available technological tools and policies to ensure that our employees' performance is monitored and assessed objectively while comprehensive feedback is provided regularly.

Promoting Wellbeing at Work

Our well-being philosophy is based upon the concept that our employees may have diverse aspirations and needs; and hence one size fits all may not be the right approach. Employee well-being also means feeling good in one's workplace, being appreciated by peers and superiors as well as having a feeling of purpose. Therefore, we design and implement policies and initiatives that promote their work purpose, their mental health and their work-life balance, provide job clarity and personal as well as professional development to help them lead fulfilling careers and thrive not only as employees but also as individuals. We incorporate technological innovations and new concepts around the future of work, to ensure the best possible work environment and culture for our people.

7.1.2 Employee Volunteerism

As ambassadors of our sustainability commitments and advocates of our values and principles, all our employees are encouraged to actively participate in volunteering

initiatives, social and environmental activities and community development work programs.

QIB Employees Take Part in Beach Cleaning Drive

On the occasion of the "International Coastal Clean-up Day" we organized, in collaboration with the Ministry of Municipality, a beach cleaning initiative. The event, which was part of our CSR initiatives, took place at Al-Khor Beach with the active participation of our people from all levels within the Bank. The goal was to raise awareness about the negative effects of littering on our beaches and water bodies; and the importance of protecting the surrounding environment and its rich biodiversity.



Employees' Engagement in the Financial Literacy Program "How Money Works?"

Designed to raise awareness about finance and business as well as inspire future generations, our financial literacy program "How Money Works?" launched in partnership with the non-for-profit INJAZ, provides also a platform for the Bank's employees to actively engage to the program as volunteers.

In 2022, a total of 3 volunteers from the Bank participated in managing the program's sessions over the last 3 academic years.

Training on Financial Literacy

 Training hours	5,119
 Participants	524

7.1.3 Diversity and Equal Opportunities

According to our policies and processes and in line with our mission and values, at QIB we take actions of discrimination, bullying or harassing others very seriously, ensuring that all our employees are treated equally regardless of their age, race, religion, gender, disability or marital status. We thus promote initiatives that empower women, assisting our female colleagues to pursue their professional goals and develop their skills. Anyone found to be discriminating, bullying or harassing others will face disciplinary action that can escalate to termination. Across our management levels, we have a female representation of about 26%, showcasing our continuous commitment to incorporating greater gender diversity in our workforce.

Apart from promoting equal representation and inclusion of women in our workforce, we strive to incorporate inclusion policies for other under-represented groups such as people with disabilities.



Male to female salary ratio
0.92

7.1.4 Grievance Mechanism

At QIB, our Official Grievance Process allows people to share their concerns via a well-structured grievance mechanism that oversees any grievance filled. The process ensures that a Grievance Investigation is opened, where a Grievance

Committee is established to dissect each complaint and impose the appropriate penalties in line with QIB's Human Capital Policy and procedures. There were no grievances filed in 2022.

Grievances	2020	2021	2022
Number of grievances filed in the reporting period	4	0	0
Number of these grievances addressed or resolved	4	0	0

7.1.5 Training and Career Development

At QIB, we invest in the development of our employees' skills and talents, encouraging them to keep on evolving and

innovating. Toward that direction, we utilize the following policies, tools and systems:



Our Learning Policy provides the basis and a guide for the development of our training programs.



Our Comprehensive Learning Management System assists us to manage all employee training sessions and initiatives.



Our Learning and Development Program focuses on the design of specific training courses based on participants' functions, responsibilities and employment levels. This program offers both a business-focused and an individual development-focused curriculum, where both technical and soft skills are covered.



Our learning tools utilize a wide array of online and in-person capacity building methods, such as a combination of physical workshops, conferences, e-learning and webinars to help develop our workforce's capabilities. Finally, we also provide our employees with extensive coaching and mentoring support that results in a bespoke career development plan.







We further support our employees to enroll into external training courses that lead to certifications.

In connection to customer service and to improve our customer's complaints/communication the monthly report is also sent to the Learning and Development Team to ensure necessary staff training is given to prevent future complaints.



Training	2020	2021	2022
 Total training delivered (hours)	32,734	27,865	28,825
 Top management employees (hours)	3,255	2,102	187
 Middle management employees (hours)	7,192	7,894	8,346
 Lower management employees (hours)	14,000	17,300	20,226
 Non-management employees (hours)	8,287	1,569	66
 Male employees (hours)	24,895	20,482	20,034
 Female employees (hours)	7,839	7,383	8,791
 Average training per employee (avg. hours)	39.2	35.18	37.68
 Senior management employees (avg. hours)	27.82	119.30	7.19
 Middle management employees (avg. hours)	28.53	80.84	33.52
 Lower management employees (avg. hours)	28.74	31.22	42.85
 Non-management employees (avg. hours)	35.11	49.03	3.67
 Male employees (avg. hours)	29.77	35.37	55.64
 Female employees (avg. hours)	30.62	37.10	43.96

Employees who Received at Least One Training	Employees	Outsourced	Total
 Male	574	310	884
 Female	204	72	276
Total	778	382	1,160

Training Events by Means of Delivery	Number of Events	Overall Training Attendance			Training Hours Delivered		
		Total	QIB Employees	Outsourced Employees	Total	QIB Employees	Outsourced Employees
 E-learning	105	1,123	755	368	33,641	21,750	11,891
 Classroom	92	714	527	187	9,135	7,075	2,060
Total	197	1,837	1,282	555	42,776	28,825	13,951

ESG Training

In 2022 we developed a new e-learning module, for all employees, dedicated to increasing awareness around key Sustainability and ESG topics. This training was deployed through our learning management system in 2023 and was made mandatory for all employees.

In parallel, we organized dedicated ESG training sessions for the Board of Directors. We further organized training for respective teams on conducting ESG Due Diligence using our ESG toolkit and on the adoption of the Equator Principles.

ESG Training 2022

Type of Training	Participants	Training Goals
Specialized ESG training for the Board	Board of Directors	<ul style="list-style-type: none"> . Ensure a top-down approach and a deeper understanding of ESG integration and key ESG topics like risk management, responsible marketing and customer protection . Remain aligned with the demands of institutional investors, ESG rating agencies and TCFD requirements
ESG E-learning	All Employees	<ul style="list-style-type: none"> . To cascade the principles of ESG and sustainability in the Bank, informing them of the Bank's initiatives and engaging them to be part of the general vision and action plan
ESG Due Diligence toolkit	<ul style="list-style-type: none"> . Relationship Managers . Credit Risk Team 	<ul style="list-style-type: none"> . To establish the necessity of embedding ESG-based parameters in our credit risk assessment . To familiarize the relevant teams with the aspects of ESG covered in our ESG Due Diligence and the kind of information that clients with new finance requests will have to furnish
Adoption of Equator Principles	<ul style="list-style-type: none"> . Wholesale Banking Group . Risk Group . Strategic Group 	<ul style="list-style-type: none"> . To create an awareness, among the relevant teams, on the Equator Principles . To implement the changes/upgrades that have been introduced in our banking processes in alignment with the EP guidelines



Performance Reviews








All our full-time employees who have completed the mandatory 6-month probation, are eligible for performance reviews so they can gain valuable insights into their performance and improve upon any gaps accordingly.

QIB Performance Rating

5	Outstanding	Above 125%
4	Exceeds expectations	Up to 125%
3	Meets expectations	Up to 100%
2	Partially met	Up to 75%
1	Not met expectations	Below 50%

QIB human capital policy & procedures

Performance Rating	Performance Criteria
4 Exceeds expectations	Maximum 20% of employees
3 Met expectations	Maximum 55% of employees
2 Partially met expectations	Maximum 10% of employees
1 Not met expectations	5% of employees



Performance Reviews*	2020	2021	2022
 Percentage of employees who received a performance and career development review	83.41%	92.6%	98.7%
 Top management employees	23	24	24
 Middle management employees	216	217	248
 Lower management employees	405	490	464
 Non-management employees	30	18	19
 Male employees	523	551	557
 Female employees	151	198	198

7.1.6 Employee Benefits

At QIB, we have an attractive benefits program. Our employees have access to supplementary remuneration packages and bonuses according to their level and position, as well as

additional benefits that contribute to the improvement of their living conditions, their wellbeing and facilitate their professional development.

Type of Employee Benefits

 Life insurance	 Retirement provision
 Health care (medical insurance)	 Stock ownership
 Maternity leave	 Social allowance (Qatari and GCC employees)
 Relocation allowance	 Club membership
 Patient escort leave	
 Haji leave	 Umrah leave
 Annual airfare ticket	 Education allowance
 Furniture allowance	 Performance bonus
 Sick leave (fully paid for 14 Days)	 Emergency leave
 Annual leave	 Study leave
 Bereavement leave	 Marriage leave

During this reporting period, we continued offering:

- Medical insurance for all employees and their families.
- Life insurance to all employees that cover up to 12 times their basic salary in the event of death due to accidents or illnesses or total disability.
- A fully paid maternity leave of 50 days, including pre and

postnatal periods to all expecting mothers upon their completion of one year of service at QIB. In 2022, we saw 100% return to work and retention rates for our new mothers.

- Social allowance, relocation allowance as well as Haji and Umrah leave.

Employee Incentive	2020	2021	2022
Percentage of total remuneration for covered employees that is variable and linked to the number of products and services sold	11.1%	11.6%	11.3%



Total monthly employee wages and benefits in
QAR 22,275,092 (USD 6,117,850)

Maternity Leave	2020	2021	2022
Number of female employees that took parental leave	11	14	14
Number of female employees who returned to work after parental leave ended (return to work)	11	14	14
Number of female employees returned from parental leave who were still employed twelve months after return to work (retention)	11	14	13
Return to work rate (%)	100%	100%	100%
Retention rate (%)	100%	100%	92.9%

7.1.7 Health and Safety

As conditions of work greatly affect the quality of life of our employees and their families, the provision of a productive and secure work environment is an important element for human development and well-being. At QIB, we are committed to creating a culture of health and safety that exceeds the highest working standards, safeguards fair working conditions as well as ensures our employees' sound mental health.

At QIB, we take every meaningful action to safeguard the health, safety, security and welfare of all our employees. We also make sure that visitors to the Bank's premises are not exposed to health and safety risks either. In this regard:

- **Medical care and insurance:** We offer safety and full medical care and health insurance through a renowned insurance provider to all permanent staff.
- **Risk management:** We have a policy in place that helps us identify hazards, assess and manage risks accordingly such as plans for firefighting, in addition to our Crisis and Disaster Management Policies. QIB conducts regular health risk assessments to identify potential workplace hazards, assess exposure levels and evaluate the impact on employee health. These assessments help us proactively address health risks, implement preventive measures and monitor the effectiveness of our control strategies.

- **Compliance with regulations:** We comply with all applicable health and safety regulations and standards. We stay updated with evolving health guidelines and legislation to ensure that our practices align with the latest requirements. Our commitment to regulatory compliance forms the foundation of our health risk management approach.
- **Employee engagement and communication:** We actively engage our employees in health and safety matters, fostering a culture of responsibility and ownership. We encourage open communication channels, anonymous reporting mechanisms and regular feedback sessions to identify health concerns and improvement opportunities. We strive to create a supportive and inclusive environment where employees feel empowered to raise health-related issues, including mental health and welfare related issues.

During this reporting period, we continued to protect our employees by adopting a remote working strategy in the initial part of the year, when the COVID prevention measures were in place. We ensured that virtual meeting tools and VPN access were provided during the stay-at-home period, allowing our staff to transition to remote working without compromising performance.

7.1.8 Localization

In line with Qatar’s national vision, at QIB, we are determined to contribute actively to the human development of our country

by empowering our people especially youth and by offering career opportunities to Qatari nationals.

QIB’s Emerging Banker Program offers Professional Opportunities to Young Qataris

Through our Emerging Banker Program, we encourage local talent, including University graduates to work in the private banking sector while being able to attract, train and retain the best talent. The program offers a wide range of initiatives, such as intensive learning programs, department rotation, professional certification and mentoring sessions, to help young professionals kick start their careers. Graduates who pass the final graduate assessment, managed by our Human Capital Group, are offered a permanent position at the Bank. Qatari nationals are encouraged to apply for any available roles via our careers portal.

To date, 30.5% of our total workforce is comprised of Qatari nationals.





QIB Honored by the Ministry of Labour for its Localization Efforts

Our efforts to promote localization, including our interventions toward empowering Qatari youth have been recognized by the Ministry of Labour (MoL), in line with its wider aspiration to reward top performing companies and entities localizing jobs in the private sector. The award reiterated our commitment to attract qualified national talent in various posts within the Bank by equipping them with the right tools, helping them enhance their capabilities and build their professional careers.



Percentage of new Qatari employees in 2022

44.6%

Nationalization (Qatar)	2020	2021	2022
 Nationalization of top management (%)	17%	16%	19%
 Nationalization among total workforce (%)	27%	27%	30.5%
 Total number of national employees	221	212	233
 Number of female national employees	144	138	151



7.2 Empowering the Community

In line with the Qatar National Vision, the UNSDGs and our strategic priorities as an Islamic organization, our responsibility toward the prosperity and the growth of our communities is of utmost importance to all of us. Under this context, we utilize direct investments, sponsorships and volunteer programs to achieve our social and environmental aspirations as reflected in our Corporate Social Responsibility strategy, thus striving to make a real difference in improving the lives of people all over the country.

Our community support is focused on the following pillars:

- Education
- Culture
- Health
- Sports (through sponsorships)
- Donations for humanitarian activities



7.2.1 Community Investments

Investing in the economic and social developments of our communities is of utmost importance to all of us at QIB as it also adheres to our Islamic principles as well as our corporate vision. To ensure compliance with Qatar’s national vision, the UNSDGs and to respond to the real needs of society, we have a number of internal KPIs that we review, update and track

continuously to measure the effectiveness of our community programs and adjust the overall strategy accordingly.



In 2022 we have invested 18% more in our community in comparison to 2021.

Community Investments	2020	2021	2022
 Number of projects sponsored	7	8	11
 Amount of community investment (QAR)	81,873,377	92,856,835	109,816,110
 Number of volunteers	41	30	50



7.2.2 Our Social Responsibility Actions

At QIB, we consider ourselves accountable to the society in which we operate, and we thus must contribute to the prosperity and advancement of local communities.

Our Commitment to Promoting Financial Literacy Amongst the Community

Financial literacy contributes to tackling poverty and social inequalities while giving people, especially marginalized communities and social groups the ability to better control their lives and finances.

Toward that direction, our Financial Literacy Program "How Money Works" has an important positive social impact on local communities, as it reflects our mission and commitment to educating the younger generations and empowering Qatari youth with the basics of financial and business management.

Since its launch in 2018, the program supported 1,629 secondary school and university students from 82 institutions in Qatar.

Other actions during this reporting period:

- We participated in the career fair held at Qatar Banking Studies and Business Administration Secondary School for Boys and Girls on financial literacy.
- We contributed an article to the school's magazine on adopting good saving habits.

Active Participation in the 4th IFSB Innovation Forum

Under the patronage of the Qatar Central Bank (QCB), the Qatar Financial Centre (QFC) together with the Islamic Financial Services Board (IFSB), this year's forum, themed "Innovations for Sustainability and Regulation of Financial Services" took place on Wednesday, 14 September 2022 in Qatar.

QIB's management team and employees have been actively involved and present at the event.

The forum provides a platform for market players operating in the IFSI to showcase their most recent innovations and developments in the areas of sustainable finance, FinTech and banking supervision. It also sets the stage for regulators to discuss and share insight and experiences on the potential risks and opportunities arising from these developments and to discuss effective supervisory and regulatory approaches to ensure the stability of the IFSI, while continuously supporting the road toward innovation-driven Islamic finance solutions to address sustainability-related issues.

Our social contributions during the holy month of Ramadan

We continued to support and sponsor numerous projects during the Holy month of Ramadan, such as:

- The "Quran Recitation Contest" for the third consecutive year, organized by Ahmed Bin Mohamed Secondary School for Boys, under the supervision of the Ministry of Education and Higher Education in partnership with the Ministry of Endowment and Islamic Affairs. In this year's edition, 471 students participated from 191 schools, both male and female from various age groups.
- The "Ramadan of Hope" Iftar project, in collaboration with the Qatar Charity's (QC) in support of low-income community members and workers in industrial areas.
- The "Ramadan and Safe Driving" Campaign, through which we distributed Iftar meals to drivers across Qatar during the pre-Iftar rush hour.
- During the celebration of Garangao, which lies at the heart of our community efforts to preserve the Qatari culture and heritage, we distributed gifts to children through our branches in malls.

Our Environmental Initiatives

- As part of the Ministry of Municipality's initiative to plant 1 million trees in Qatar by 2030, in alignment with the objectives of the Qatar National Vision 2030 (QNV) and Qatar's Sustainability Week, we have been engaged in the planting of 1,000 trees.
- We have signed a cooperation agreement with the Qatari start-up, Loop Mobility, to promote sustainable mobility and encourage the public to use eco-friendly alternatives to personal cars as a means to reduce their carbon footprint and mitigate the effects of climate change. Under the context of this cooperation, we intend to place QIB branded e-scooters in strategic points that are commuter-friendly including Doha, Lusail, Al Waab, Al Aziziya, Al Sudan and around metro stations.
- We have sponsored the 9th edition of the Qatar International Agricultural Exhibition (AgriteQ), and the 3rd edition of Qatar International Environmental Exhibition (EnviroteQ), which was held between 10th and 14th March 2022 at Doha Exhibition and Convention Center (DECC) under the context of our on-going effort to further integrate environmental, social and governance-related practices at the core of our operations while raising awareness on the importance of agricultural development, the protection of the environment and adhering to sustainability at the national level in line with the Qatar National Vision.

Raising Awareness for Public Health and Well Being

As part of our CSR Program, we announced our active support for the Qatar Cancer Society (QCS) to help raise awareness about the importance of the early detection to prevent the risk of cancer. In parallel, we supported fundraising activities for those cancer patients who are unable to bear the cost of treatment. This sponsorship reflects our overall commitment to give back to the community as well as create positive contributions to major causes that affect society.

Awareness Campaign on the Occasion of the National Sports Day

On this occasion of the National Sports Day that aims to promote a healthy lifestyle among community members, we hosted a wide range of diverse activities for both our employees and customers, encouraging them to adopt an active and healthy lifestyle. The awareness initiative featured messages across the Bank's offices encouraging staff and customers to remain physically active as well as a series of tips and polls on the Bank's Social Media platforms, in addition to engaging competitions offering them the chance to enter a draw to win vouchers from Sports Corner and Adidas. Furthermore, during the campaign, we launched the Buy One Get One Health and Fitness offer on our QIB-MyBook application to encourage customers to subscribe to gyms and adopt a healthy lifestyle.

During the campaign, we also distributed around 1,000 branded thermal water bottles to all employees, encouraging them to remain hydrated and environmentally conscious by reducing plastic waste.

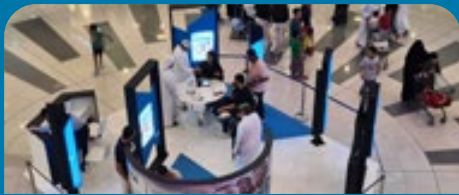
Qatar the Spotlight: Supporting Qatar's Hosting of the World Cup

The year 2022 was a historic year for Qatar and QIB, as it witnessed the FIFA World Cup Qatar 2022 on home soil. The world's largest sporting event provided an opportunity to introduce Qatar's culture and traditions to the rest of the world and QIB was able to commemorate this historic occasion with customers, employees and the community.

Sustainability was placed at the center of the design, preparation and delivery of the FIFA™ World Cup 2022 in Qatar. In line with the national Vision, the tournament intended to leave a legacy across key areas such as infrastructure, environment, social development and entrepreneurship. Our overall goal at QIB was to be part of this national achievement by bringing this unique experience to all our customers and stakeholders, highlighting important values such as the sportsmanship spirit, the principle of collaboration and the feeling of national pride. We have been gearing up for this milestone with a series of exciting activities, events and a campaign designed for customers and employees, as well as the community and visitors to Qatar, in partnership with VISA.

Volunteering During the World Cup

In line with the Bank's dedication to promoting sports and an active lifestyle within the community, our employees have wholeheartedly embraced their role as enthusiastic participants in the various activities of the World Cup event. Leading the way, our marketing team has taken charge of the volunteering committee and organized a dedicated team of 7 volunteers, while an additional 10 volunteers from the administration and security teams have provided invaluable on-the-ground support to the organizers. During all matches, there have always been a high number of lounge occupancy attendees from employees, customers as well as selected media and influencers who covered the event.



Interactive Stands

We set up interactive stands, accessible to all visitors in 3 places, starting from Villaggio Mall, Place Vendôme and Festival City. The stands gave the mall's visitors the opportunity to participate in games and interactive videos while learning more about the Bank's offerings and the Limited-Edition FIFA World Cup Qatar 2022™ Visa Cards.



#HowWeDoItInQatar Campaign

The campaign's goal was to show the world how Qatar celebrated local traditions that set it apart from the rest of the world. Under this campaign, we:

- Launched 3 videos to introduce some of the traditions and interactions that define the welcoming hospitality of Qatar and the Middle East.
- Collaborated with renowned Qatari football player Abdulkarim Hassan. His billboards have taken over key locations across Qatar with slogans that applaud Qatar's efforts in organizing the first World Cup in the Arab world and cheer for the National Football Team for its debut in the biggest football tournament in the world.
- Decorated our branches and launched fun and interactive activities for the public that showcase Qatar's identity to our visitors.



"Spend and Win" Campaign at Doha Festival City

The campaign encouraged our cardholders to use their Visa cards at Doha Festival City, as part of our on-going efforts to further reward our customers with tickets for the FIFA World Cup Qatar 2022™ Final. Through the activation, we managed to match tickets to date for all categories including Group Stage, Round 16, Quarter Finals, Semi Finals and Final, which also included hospitality packages in collaboration with Visa.



Building the Largest Soccer Ball Mosaic

At QIB, we are proud to be part of this endeavor, setting a new world record in terms of building the largest soccer ball mosaic (flag), hosted at Doha Festival City's newly opened Arena. The flag measured 11 meters in length and was 28 meters wide, made with more than 6,000 maroon and white soccer balls that reflect Qatar's flag colors.



Special Competition with Many Prizes for QIB's Customers

With the view to share the excitement of the FIFA World Cup™ with our customers, we offered them the opportunity to win exciting prizes and create memorable moments through an exclusive competition in partnership with VISA. We invited our customers to guess the match result, engaging and interacting with the general public with a chance to win numerous cash prizes.

A close-up photograph showing several pairs of hands holding small, vibrant green basil seedlings in dark, rich soil. The hands are positioned around the plants, suggesting a collective effort in gardening or agriculture. The background is softly blurred, focusing attention on the hands and the young plants. The overall scene conveys a sense of care, growth, and community.

ABOUT THIS REPORT

Qatar Islamic Bank 2022 Sustainability Report is the third Sustainability Report issued by Qatar Islamic Bank (QIB or the Bank). It provides an overview of our Environmental, Social and Governance (ESG) performance, presents our formal approach and frameworks in identifying and managing the most important ESG impacts as identified by the Bank and its stakeholders.

Reporting Period

The report covers the calendar year from January 1st to December 31st, 2022. Information from previous years is provided when necessary.

Report Scope and Boundary

The report covers the sustainability approach, priorities, activities, performance and achievements of our operations in the realm of sustainability in Qatar only. Unless specified, information on QIB subsidiaries are not included in this report. The report does not include activities or performance of our suppliers, contractors or partners, unless otherwise stated. Financial data is expressed in Qatari Riyals (QAR). QIB's business operations in Qatar represent 94% of the total group revenue.

Reporting Frameworks and Guidelines

As part of our commitment to transparency and international best reporting practices, the report references international frameworks and sustainability standards, including the GRI Standards, AA1000 Standards, the United Nations Sustainable Development Goals (UNSDGs), the Qatar National Vision 2030 (QNV 2030) and the Qatar Stock Exchange (QSE) ESG Disclosure Guidance for listed companies.

Report Content

The content of the report covers areas that are vital to our business and stakeholders. We work tirelessly to manage and respond to these challenges while ensuring the provision of quality services to our customers and protection of our employees' well-being. The report content has been reviewed and approved by the CEO and the Board of Directors.

External Assurance

We did not commission independent assurance of our Sustainability Report. The content of the report is to the best of our knowledge and abilities accurate and correct. We apply the reporting principles; accuracy, balance, clarity, comparability, completeness, sustainability context, timeliness and verifiability to ensure the quality and proper presentation of the information disclosed in the Sustainability Report, in line with our systems, policies, procedures, risk management and strategy.

Feedback

Your feedback is important to us.

Feel free to email us at:

Communications@qib.com.qa

Investorrelation@qib.com.qa

GRI content index

Statement of use	Qatar Islamic Bank (QIB) has reported in accordance with the GRI Standards for the period January 1 st 2022- December 31 st 2022.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	Not applicable

GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021	2-1 Organizational details	8
	2-2 Entities included in the organization's sustainability reporting	83
	2-3 Reporting period, frequency and contact point	83 Report published annually Report published in August 2023
	2-4 Restatements of information	13, 46, 62
	2-5 External assurance	83
	2-6 Activities, value chain and other business relationships	8, 12-14, 20, 48
	2-7 Employees	66, 67
	2-8 Workers who are not employees	68, 69
	2-9 Governance structure and composition	30-32
	2-10 Nomination and selection of the highest governance body	QIB Corporate Governance Report 2022 pg. 14 Board Nomination
	2-11 Chair of the highest governance body	31 Charter of the Board of Directors
	2-12 Role of the highest governance body in overseeing the management of impacts	32, 33, 36, 38, 39 Charter of the Board of Directors
	2-13 Delegation of responsibility for managing impacts	33
	2-14 Role of the highest governance body in sustainability reporting	32, 33
	2-15 Conflicts of interest	30 QIB Annual Report 2022 pg. 34, 35
	2-16 Communication of critical concerns	34, 59, 70
	2-17 Collective knowledge of the highest governance body	73 QIB Annual Report 2022 pg. 24-26
	2-18 Evaluation of the performance of the highest governance body	Charter of the Board of Directors
	2-19 Remuneration policies	Charter of the Board of Directors QIB Annual Report 2022 pg. 85
	2-20 Process to determine remuneration	Charter of the Board of Directors QIB Annual Report 2022 pg. 85
	2-21 Annual total compensation ratio	Disclosures 2-21-a, 2-21-b and 2-21-c omitted owing to confidentiality constraint

GRI STANDARD	DISCLOSURE	LOCATION
	2-22 Statement on sustainable development strategy	5, 6
	2-23 Policy commitments	30, 33, 37, 48
	2-24 Embedding policy commitments	30, 33, 35-39, 48
	2-25 Processes to remediate negative impacts	45, 59, 70
	2-26 Mechanisms for seeking advice and raising concerns	34, 45, 70
	2-27 Compliance with laws and regulations	45, 46 QIB Corporate Governance Report 2022 pg. 6 QIB Annual Report 2022 pg. 41-46
	2-28 Membership associations	14
	2-29 Approach to stakeholder engagement	21
	2-30 Collective bargaining agreements	Collective bargaining agreements are not applicable in Qatar
	Material Topics	
GRI 3: Material Topics 2021	3-1 Process to determine material topics	22
	3-2 List of material topics	22, 23
	Economic Performance	
GRI 3: Material Topics 2021	3-3 Management of material topics	13, 14, 18-20, 36, 37
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	14
	201-2 Financial implications and other risks and opportunities due to climate change	38, 39, 51
	Market Presence	
GRI 3: Material Topics 2021	3-3 Management of material topics	25, 18-20
GRI 202: Market Presence 2016	202-2 Proportion of senior management hired from the local community	25, 65, 77
	Indirect Economic Impacts	
GRI 3: Material Topics 2021	3-3 Management of material topics	18-20, 78
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	78-81
	203-2 Significant indirect economic impacts	17, 18, 26
	Procurement practices	
GRI 3: Material Topics 2021	3-3 Management of material topics	18-20, 48
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	48

GRI STANDARD	DISCLOSURE	LOCATION
Anti-corruption		
GRI 3: Material Topics 2021	3-3 Management of material topics	18-20, 33, 34
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	33
Energy		
GRI 3: Material Topics 2021	3-3 Management of material topics	18-20, 26, 27, 60
GRI 302: Energy 2016	302-1 Energy consumption within the organization	60
	302-3 Energy intensity	Energy used (GJ/employee): 49.22
Water and effluents		
GRI 3: Material Topics 2021	3-3 Management of material topics	18-20, 61
GRI 303: Water and Effluents 2018	303-5 Water consumption	61
Biodiversity		
GRI 3: Material Topics 2021	3-3 Management of material topics	18-20, 63
GRI 304: Biodiversity 2016	304-2 Significant impacts of activities, products and services on biodiversity	63, 69
Emissions		
GRI 3: Material Topics 2021	3-3 Management of material topics	18-20, 26, 27, 59, 60
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	59, 60
	305-2 Energy indirect (Scope 2) GHG emissions	59, 60
Waste		
GRI 3: Material Topics 2021	3-3 Management of material topics	18-20, 62
GRI 306: Waste 2020	306-3 Waste generated	62
	306-4 Waste diverted from disposal	62
	306-5 Waste directed to disposal	62
Supplier environmental assessment		
GRI 3: Material Topics 2021	3-3 Management of material topics	18-20, 48
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	48
	308-2 Negative environmental impacts in the supply chain and actions taken	48

GRI STANDARD	DISCLOSURE	LOCATION
Employment		
GRI 3: Material Topics 2021	3-3 Management of material topics	18-20, 66-69
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	67-69
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	75
	401-3 Parental leave	76
Occupational health and safety		
GRI 3: Material Topics 2021	3-3 Management of material topics	18-20, 76
GRI 403: Occupational Health and Safety 2018	403-4 Worker participation, consultation, and communication on occupational health and safety	76
	403-6 Promotion of worker health	76
	403-9 Work-related injuries	Total number of injuries and fatal accidents (contractors, employees): 0
Training and education		
GRI 3: Material Topics 2021	3-3 Management of material topics	18-20, 71-74
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	72
	404-2 Programs for upgrading employee skills and transition assistance programs	73
	404-3 Percentage of employees receiving regular performance and career development reviews	74
Diversity and equal opportunity		
GRI 3: Material Topics 2021	3-3 Management of material topics	18-20, 31, 33, 70
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	31, 66-70
	405-2 Ratio of basic salary and remuneration of women to men	70
Local communities		
GRI 3: Material Topics 2021	3-3 Management of material topics	18-20, 78
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	78-81

GRI STANDARD	DISCLOSURE	LOCATION
Supplier social assessment		
GRI 3: Material Topics 2021	3-3 Management of material topics	18-20, 48
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	48
	414-2 Negative social impacts in the supply chain and actions taken	48
Marketing and labeling		
GRI 3: Material Topics 2021	3-3 Management of material topics	18-20, 31, 33, 48
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	31, 33
	417-2 Incidents of non-compliance concerning product and service information and labeling	47
	417-3 Incidents of non-compliance concerning marketing communications	47
Customer privacy		
GRI 3: Material Topics 2021	3-3 Management of material topics	18-20, 33, 45-47, 54

Qatar Stock Exchange (QSE) Indicators	2020	2021	2022
Environment			
Any legal or regulatory responsibility for an environmental impact? Yes/No	No	No	No
Does the company publish and follow an environmental policy? Yes/No	No	No	Yes (Sustainability Policy)
Energy used (GJ/employee)	42.28	46.54	49.22
Percentage of renewable energy used (%)	0	0	0
Specify the primary source of energy used by the company	Electricity	Electricity	Electricity
The total volume of water recycled/reused in m ³ by the organization per year	N/A	N/A	N/A
Total amount of energy used (GJ)	35,301	36,858	39,618.24
Total greenhouse gas emissions (tons)	4,182.37	4,392.31	6,722.14*
Total waste produced (kg)	25,000	96,000	53,495*
Total water use (m ³)	17,179	10,372	14,082
Social			
Average hours of training per employee (hours)	39.2	35.18	37.68*
Disclosure and adherence to a Human Rights Policy? Yes/No	Yes	Yes	Yes
Does the company prohibit the use of child or forced labor throughout the supply chain? Yes/No	Yes	Yes	Yes
Does the company publish and follow a policy for occupational and global health issues? Yes/No	Yes	Yes	Yes
Employee turnover rate (%)	6.70	7.4	6.24
Employee wages & benefits (USD million)	180.44	178.14	174.42
Nationalisation rate (%)	27	27	30.5
Number of grievances about human rights issues filed, addressed and resolved	0	0	0
Pre-tax profits invested in the community (%)	3	3	3

Social

Spending on locally-based suppliers (%)	97	95	80.6
Total number of injuries and fatal accidents (contractors)	0	0	0
Total number of injuries and fatal accidents (employees and contractors)	0	0	0
Total number of injuries and fatal accidents (employees)	0	0	0
Total workforce (FTE)	835	792	765*
Women in the workforce (%)	25	25	26

Corporate Governance

CEO pay ratio	N/A	N/A	N/A
Disclosure of the voting results of the latest AGM. Yes/No	No	Yes	Yes
Does the company publish and follow a Bribery/Anti-Corruption Code? Yes/No	Yes	Yes	Yes
Does the company publish and follow a Supplier Code of Conduct? Yes/No	Yes	Yes	Yes
Does the company publish and follow an Ethics Code of Conduct? Yes/No	Yes	Yes	Yes
Executive compensation linked to performance indicators. Yes/No	Yes	Yes	Yes
Female directors on the board (%)	0	0	0
Independent directors on the board (%)	0	0	0
Median male salary to median female salary (%)	0.88**	0.81**	0.92
Role separation of Chairman and CEO. Yes/No	Yes	Yes	Yes

Corporate Governance

Sustainability report published. Yes/No	Yes	Yes	Yes
Use a firm in third-party assurance of non-financial information. Yes/No	No	No	No

* Inconsistencies identified with reported information in the QIB Annual Report 2022 and in the QIB Corporate Governance Report 2022:

- GHG Emissions: Different emission factors were used during the development of the aforementioned documents.
- Waste produced: Changes occurred in the scope of the measurements.
- Average hours of training: Changes occurred in the total training hours and the average numbers were recalculated.
- Total workforce: Trainees and sponsored students (40) not included here.
- Male to female salary ratio: Changes occurred in the calculation methodology.

** Restatements of information



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