

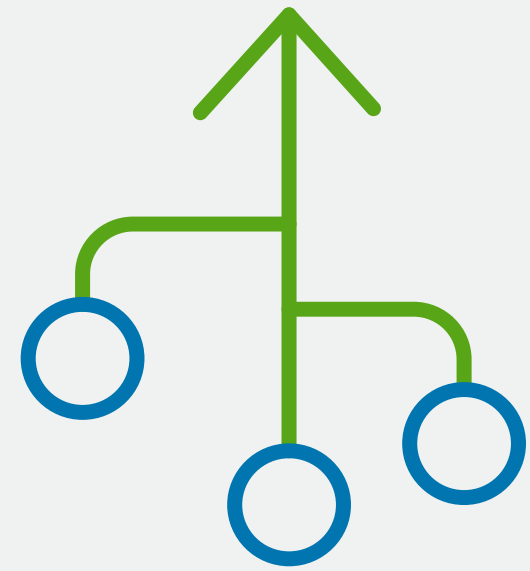


# Sustainability Report 2023

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### Responsible Banking Operations



**23** Branches

**180** ATMs

**17,506** Training hours in Information Security Awareness

**83%** Digitally active retail customers (QIB mobile application, excluding WPS)

**1,261** Total of local suppliers Engaged

**14,700 Kg** of paper recycled

### Empowering our People

**801** Full time employees

**40.7** average training hours per employee

**30%** Of our workforce are Qatari nationals

**29%** Female employees

**38** Nationalities



### Governance, Ethics and Risk Management

**2** independent Board members including a female member, inducted in the Board of Directors

**Updated the Sustainability Policy** to include climate risks

**Robust Sustainability governance** structure with dedicated committees

**8,435** Training hours on Anti-Money Laundering and Prevention of Terrorism Financing

**ESG Board** dedicated training on the key ESG topics relevant for QIB including: ESG risk management, climate change, data privacy, responsible marketing, business ethics, and access for financial services

**38** Internal audits conducted



### Positive Community Impacts

**21** Branches accessible by wheelchair users

**All indoor** ATMs accessible by wheelchair users

**18,500** SME customers

**QAR 1.45 bn.** financing portfolio to SMEs

Introduced a transaction based **carbon emission tracker** functionality in the QIB Mobile Banking Application

**Financial Inclusion** (YOY growth in number of accounts by type)

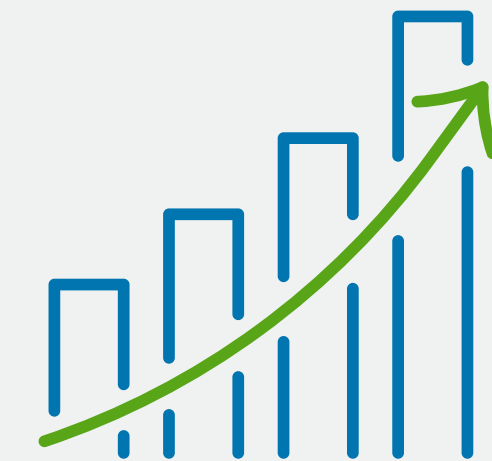
**16.4%** in minor accounts

**16%** in blue-collar worker accounts

**26%** in student accounts

**85%** in domestic worker accounts

### Sustainable Finance



Launched the **Sustainable Products Framework**

**First Sustainable Deposit** Launched

**QAR 1.16 bn.** finance products granted to young people (up to 25 years old)

**42%** Of the total SME customers are digitally active

**Green Car** financing

Investments in **energy efficient** projects

# ESG Performance Highlights

# Message from Our Chairman

"I am pleased to introduce you to the fourth edition of Qatar Islamic Bank's Sustainability Report, for the year 2023."

Our commitment to sustainability has been tightly woven with our values as a responsible Islamic bank, ensuring that the principles of Islamic finance and sustainability are fully integrated into our business model in line with the Global Sustainable Development Goals (SDGs) and the Qatar National Vision 2030.

This year, we introduce three new members to our board, two of whom are independent and each bringing a wealth of experience and insight to our esteemed institution. Notably, this appointment marks a historic moment as we welcome our first female board director, a testament to our dedication to gender diversity and inclusion. With their unique perspectives and expertise, I am confident that these new additions will contribute immensely to our strategic decision-making processes and uphold our commitment to excellence in governance.

We have driven positive change and sustainable growth through our products and services, effective corporate governance, and proactive engagement with our people and the community. By streamlining our services and processes and accelerating our bank-wide digital transformation program, we proudly

maintained our longstanding position as the first and largest Islamic bank in Qatar, the fifth largest Islamic bank in the world and the largest private bank in the country, while also remaining the third largest institution in the Qatar Stock Exchange. Thanks to our steady profit growth over the past years and our stable long term credit rating, we now have approximately 36% of total assets of listed Islamic banks in Qatar and we operate a modern national branch network with key branches serving a wide array of customer segments while continuing to digitalize our operations.

**"We have worked systematically to strengthen our responsible operations and governance models, to enhance human development and promote sustainable finance and financial inclusion, while making every effort to monitor more effectively and reduce our environmental footprint. We are the first bank in Qatar to adopt the Equator Principles"**



while launching our Sustainable Products Framework to integrate Environmental, Social, and Governance (ESG) criteria into our financing. We have been expanding our policies and organizational structures with a view to ensuring transparency and accountability across our operations, paying special attention to managing ESG and particularly climate risks. We partnered with the Gulf Organisation for Research and Development (GORD) to promote sustainable projects and help mitigate the impacts of climate change through green products and services.

All these milestones would not have been possible without the dedication and commitment of our team and the support of our Board of Directors as well as our customers' trust and loyalty. The year further saw our work in the field of sustainability, getting recognised by global publications - Forbes, Euromoney and Global Finance.

Moving forward, our aim is to revolutionize Islamic banking by focusing on digitalization, innovation, and sustainability, prioritizing our customers and the community; in complete adherence to the Third Qatar National Development Strategy 2024-2030.

We are proud of this year's sustainability milestones and achievements, while being aware of the challenges laying ahead and our continuous efforts to instil a culture of transparency, responsibility and climate resilience across our organisation.

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

# Message from Our Group CEO

"The publication of our fourth Sustainability Report further reiterates our commitment to placing sustainability at the core of our business. This year, we remained committed to our pledge to contribute to sustainable growth and positive community impact."



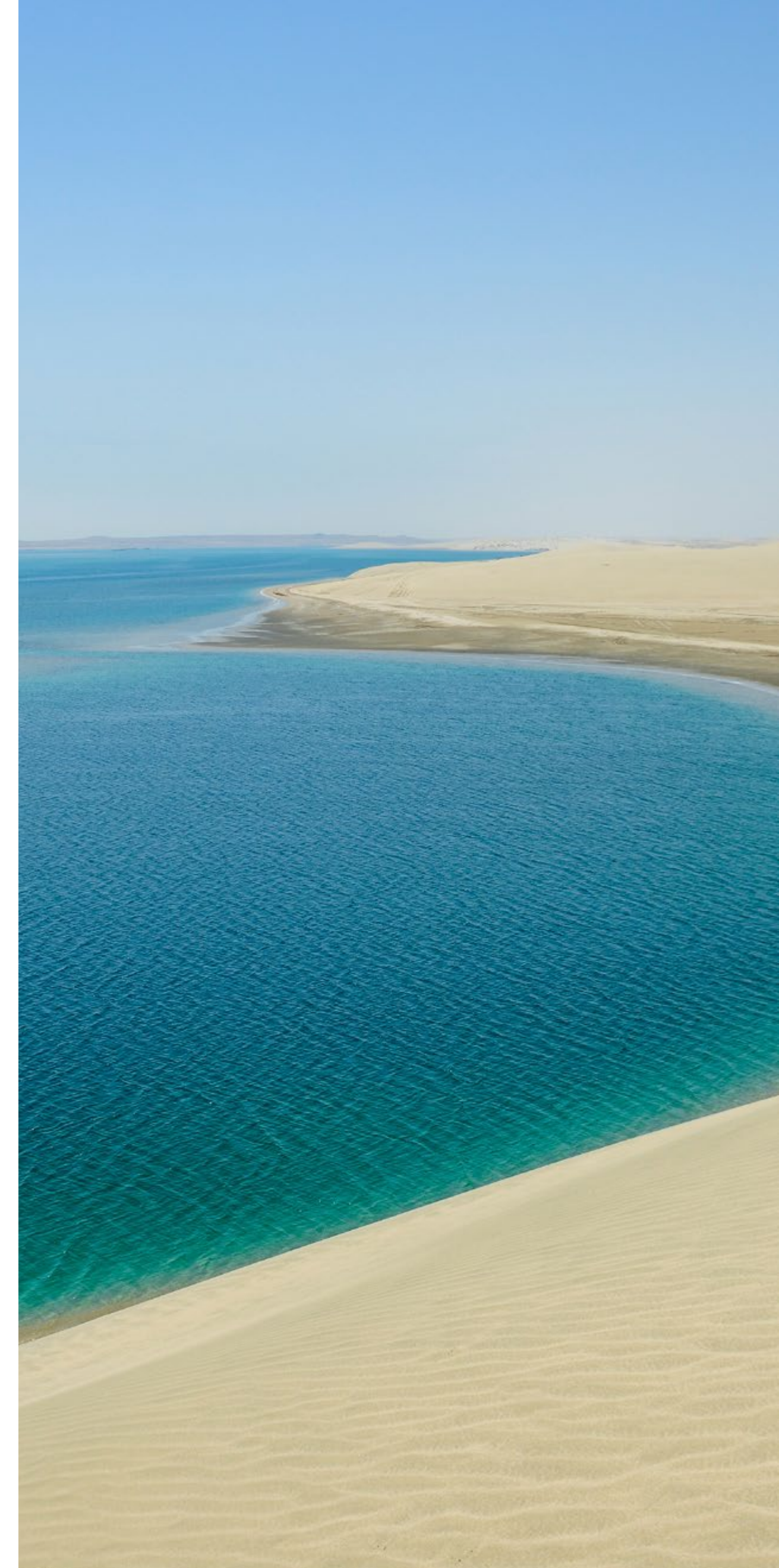
It has been a significant year for Qatar Islamic Bank, not only in terms of financial growth but also as far as our commitment to promoting responsible banking and sustainable finance. We are thus proud of our current achievements while we remain conscious of all the challenges lying ahead and our own responsibility to further intensify our efforts. Through leveraging technology, we have spearheaded financial market innovation, introducing advanced and innovative products and services to fulfil our customers' banking requirements while systematically integrating sustainability into our business operations and investing in positive social impact at the community and people's level.

**"In 2023 we became the first bank in Qatar to adopt the Equator Principles. The year saw us launch our first Sustainable Finance product, a Sustainable Deposit and a Transaction based Carbon Tracker feature in QIB mobile banking app, for our retail customers to monitor the carbon footprint of their expenditure."**

We initiated our first 100% recycled credit card with the goal of reducing our ecological footprint while encouraging customers to make eco-conscious choices in their financial transactions. These initiatives further validate our strategic vision, customer-focused approach, and commitment to reshape the banking landscape in Qatar and beyond.

At the **corporate governance, ethics and risk management level**, we have strengthened our organizational structures placing sustainability at the centre of our strategy. We have updated our Sustainability Policy to include climate risks, while engaging closely with our clients on the assessment of ESG risks, for all new finance requests, utilizing our ESG Due Diligence toolkit deployed to assess all new finance requests. We have also initiated a consultation for the potential solutions available in the market for financed emission calculation and climate risk assessment of our portfolio.

At the **responsible operations and services level**, during 2023, we laid renewed emphasis on transparency and accountability, strengthening information security across our organization. We have reinforced our data privacy and cybersecurity initiatives, enhanced customer relations, while expanded our sustainable procurement and responsible supply chain practices, through engaging with a total of local 1,261 suppliers, spending 378 mm. on local suppliers and auditing 587 suppliers.





Being cautious also of our **own environmental impact**, we intend to expand all current practices and actions that help us monitor our environmental footprint while saving energy and cut emissions, such as the installation of motion sensors that have been already replacing conventional lights to LED in all our branches, our landmark Digitalisation Program that has already led to significant savings in reduction of energy as well as paper usage reduction across the organisation and the launch of the 100% recycled cards, to name a few. Tools such as our Fuel Portal (E-WOQOD) allow us to track and monitor the fuel consumption of our fleet accurately on a regular basis.

In the direction of facilitating **sustainable finance**, our aim is to continue investing in large national infrastructure projects such as green buildings, water conservation programs and diverse renewable energy related plans, in line with the Qatari national vision and the Global Sustainable Development Goals while also supporting SMEs under our financial inclusion strategy. We proudly launched our first sustainable finance instrument, the Sustainable Deposit. This year, we registered QAR 7.44 bn. on sustainable assets and 1.45 bn. in SME financing, granting QAR 4.68 bn. finance to women, while facilitating the opening of 1,640 new Bedaya accounts in support of university students as well as 44,065 New Blue Collar Worker accounts.

With regards to **our people and our relations with local communities**, we continued to invest in our employees' professional development and overall wellbeing, though various learning and development as well as engagement programs with the view to attracting and retaining the best talent in the country, laying emphasis on local hiring in line with the National Qatar Vision. This year, we devoted 53,551 hours to employee training, including ESG-tailored courses while 1317 employees participated in e-learning sessions. We have also increased by 8% compared to last year, our community investment projects as part of our continuous support towards social, sports, charitable and community engagement actions and initiatives.

As we move forward, our focus will remain on embedding sustainable practices into all aspects of our operations, ensuring that we continue to provide value not only to our shareholders and customers but also to the community at large - in alignment with the Third Qatar National Development Strategy towards achieving the Qatar National Vision 2030. We are excited about the future and are committed to leading the way in sustainable banking in Qatar and beyond.

Thank you for your continued trust and support.

Warm regards,

**Bassel Gamal**  
**Group Chief Executive Officer**  
**Qatar Islamic Bank**



# 1

## About Qatar Islamic Bank (QIB)

### Our story

Established in 1982 as Qatar's first Islamic financial institution, Qatar Islamic Bank (QIB) has been evolved into the largest private bank in the country, with 23 branches, 180 ATMs and around 36% of the total assets of domestic Shari'a-compliant banks.

Rated AA- in Long-Term Foreign Currency Rating (LT FCR), by Capital Intelligence (CI), A1 in Long-term Deposit Rating by Moody's and A- in Credit Rating by Fitch, at QIB we have a market share of just over 11% of assets, financing and deposits and we operate a modern national branch network with key branches serving a wide array of customer segments such as private banking centers, affluent banking centers, as well as ladies only banking centers while working continuously to digitalize all our operations.

As a Shari'a Compliant Stable Group, we cover all segments of the financial markets, including individuals, government institutions, large corporations and SMEs, providing innovative Shari'a-compliant banking solutions, while having 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).



As a **customer-centric Bank** with an international presence and a strong local identity, we base our growth strategy on the strengthening of our customer relations and our continuous engagement with the local community, making every effort to contributing to the 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.

**International presence Local idnetity**

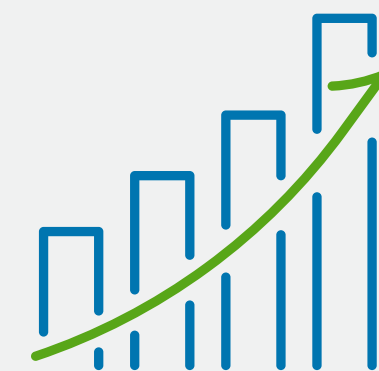
Our long-established presence in key markets enables us to serve the cross-border needs of our customers and to stay focused on geographies with high demand for Islamic banking services. QIB-UK, established in 2008 as a subsidiary, is covering the financial needs of Qatari individuals and companies in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



- Headquarters in **Doha**
- Established in **1982**
- **Largest** private bank in Qatar
- A network of **23 branches** and offices and **180 ATMs** as 31 December 2023



- **500,000** individual, retail and corporate customers across Qatar
- A **wide range** of banking and financial products and services
- QIB profit grew by **7.5%** to reach **QAR 4,305 million** in 2023



- Market share of **11%** of assets, financing and deposits
- The Qatar Holding LLC (“QIA”) is the **single largest shareholder** of QIB
- QIB’s shares are listed on the **Qatar Stock Exchanges**
- The balance of QIB’s shareholders comprise prominent **Qatari** individuals, families and institutions



- Holds **36%** of the total assets of domestic Shari’a-compliant banks in its portfolio

- Qatar’s **first and the largest** Islamic financial institution



- **A1** by Moody’s
- **AA-** by Capital Intelligence (CI)
- **A** by Fitch



### Mission

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



### Vision

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



### Values

- Integrity
- Transparency
- Justice
- Cooperation and teamwork
- Loyalty and commitment
- Excellence



# Key Milestones of Our Journey

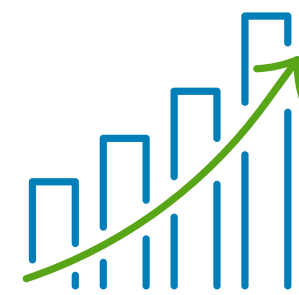


**1982**

QIB established with paid up capital QAR 25 mm. (equivalent to USD 6.9mm.)

**1998**

QIB listed on Qatar Stock Exchange



**2011**

Paid up capital increased to QAR 2,362 mm. (USD 649 mm.)



**2013**

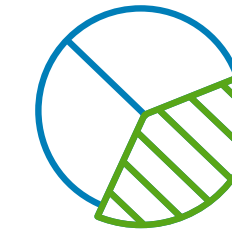
Set up a branch in Sudan

**2016**

Migration to new Core Banking System

**2018**

- Sold stake in AFB
- Launch of the Digital Transformation Program
- **Sustainability Unit established**



**2021**

Qinvest stake increased to 65.6% due to shares buyback.

**2023**

- QIB becomes a Signatory of the Equator Principles
- Adoption of a Sustainable Products Framework
- Launch of QIB's first Sustainable Finance product, a Sustainable Deposit
- Launch of a Transaction based Carbon Tracker feature in QIB's mobile banking app for retail customers

**1989**

Al Jazeera Finance established (30% owned by QIB)



**2010**

QIB launched USD 750 mm. Sukuk

**2012**

Established Sukuk program of USD 1.5 bn



**2015/2016**

issued QAR 4 bn. (USD 1.1 bn.) of AT1 Sukuk

**2017**

Sukuk program size increased to USD 4 bn.

**2020**

Bawabat Al Shamal stake increased and classified as associate

**Publication of the 1<sup>st</sup> Sustainability Report**



**2022**

Creation of QIB's Sustainability Committee

## 1.2 Our Financial Products

Our offerings include several Shari'a-compliant banking products and services as well as a comprehensive range of products and services portfolio, catering to Retail Customers, Corporate Clients, Government entities, Financial Investors, etc.

A dedicated committee, **the New Product Committee**, comprising of General Managers of all units and chaired by the **Chief Strategy Officer**, approves of all our products and services as per sharia, compliance, legal and risk guidelines. The committee's mandate also includes **monitoring the implementation of all projects** related to the development and roll out of products and services as well as enhancements to existing products and services. The process is further governed by our **New Product & Services Development Policy**, which ensures that due consideration is given to the various risks arising from the implementation and roll out of the proposed products, activities, processes or systems before they are assumed, and then monitors for changes in those risks throughout the lifetime of the product in line with the policy.

QIB adheres to all applicable regulatory mandates issued in this regard, including those applicable to marketing and employee training on new products and services. QIB makes sure impact and risk assessment are being incorporated into every new product development.

## 1.3 Our Financial Performance

We are the fifth largest Islamic bank in the world by assets thanks to our steady profit growth over the past years, with an 11% increase in total assets. For more information about our 2023 financial performance, you can visit our website or consult our annual report here

[www.qib.com.qa/wp-content/uploads/2024/06/QIB-Annual-Report-2023.pdf](http://www.qib.com.qa/wp-content/uploads/2024/06/QIB-Annual-Report-2023.pdf)

Financial Performance Indicators	2022		2023	
	Performance	CAGR (%) 2018 - 2022	Performance	CAGR (%) 2019 - 2023
Total assets (in thousands QAR)	184,000,625	4.7%	189,157,099	4.7%
Total financing Assets (in thousands QAR)	119,284,576	3.9%	122,380,843	3.9%
Total deposits (in thousands QAR)	122,370,894	5.0%	120,834,520	5.0%
Net operating income (in thousands QAR)	6,381,833	9.1%	6,521,408	9.1%
Net profit for the year attributable to equity holders of the Bank (in thousands QAR)	4,005,203	9.8%	4,305,205	9.8%
Return on equity (%)	17.8%		17.3%	
Return on assets (%)	2.1%		2.3%	
Cost to income ratio (%)	17.4%		17.1%	

### Value of Financing Portfolio by Size (QAR in thousands)



Corporate and institutional banking

2021	2022	2023
103,955,563*	94,183,452	96,966,178



Personal banking

2021	2022	2023
24,981,646	26,885,229	28,070,409

### Value of Financing Portfolio by Region (QAR in thousands)

#### Qatar

2021	2022	2023
98,472,508	112,177,084	115,053,618

#### Middle East and Northern Africa

2021	2022	2023
315,222	1,115,974	1,119,866

#### Others

2021	2022	2023
3,645,645	5,991,518	6,207,359



Economic Value	2021	2022	2023
<b>Direct Economic Value Generated</b>			
Total revenue (in Thousands QAR)	8,129,873	8,967,838	11,116,021
<b>Economic Value Distributed</b>			
Total expenses (in Thousands QAR)	4,567,251	4,933,401	6,815,146
Operating costs (in Thousands QAR)	1,085,230	1,112,248	1,117,230
Dividends paid to shareholders (in Thousands QAR)	1,358,686	1,476,833	1,713,126
Total wages and benefits paid (in Thousands QAR)	650,211	636,652	655,990
Donations and sponsorships (in Thousands QAR)	88,882	100,130	111,570.8
Community investment as a % of pre- tax profit (%)	3%	3%	3%
<b>Economic Value Retained</b>			
Profit for the year attributable to equity holders of the Bank	3,555,296	4,005,203	4,305,205
Total equity attributable to equity holders of the Bank	20,735,729	23,257,253	25,391,762

## 1.4 Memberships and Partnerships

With the goal to remain on top of all the latest developments in our sector, we are members of leading organizations, associations and alliances with an international or regional focus, including:



### Partnering with GORD to Drive Sustainability and Climate Change Mitigation

In 2023, we signed a Memorandum of Understanding with the **Gulf Organisation for Research and Development (GORD)**, a leading climate change think tank in the region, with the view to promoting sustainable projects and helping mitigate the impacts of climate change through green products and services. This collaboration serves as a testament to the **bank's proactive approach** in mitigating environmental issues and driving positive change.



## 1.5 Participation in Conferences and Summits

During this reporting period, QIB participated in a wide range of conferences, Summits and other sectoral events with the view to contributing to the important debates taking place within the banking sector.



## 1.6 Awards and Recognitions

During 2023 we received 3 prominent awards/recognitions for Sustainability from highly acclaimed national and international organizations and reputable news and media outlets. These recognitions reflect the collective efforts of our people and the progress we have made throughout the years.

### The Banker - Bank of the Year Awards



Bank of the Year in Qatar

### The Banker - Islamic Banking Awards



Best Islamic Bank in the Middle East

### Euromoney - Awards for Excellence



- Best Islamic Bank in Qatar
- Best Bank for Sustainability (ESG) in Qatar

### Euromoney - Market Leaders



- Market Leader - Islamic Finance
- Market Leader - Digital Solutions
- Market Leader - ESG
- Highly Regarded - CSR
- Highly Regarded - Corporate Banking

### Global Finance (World's Best Bank Awards and World's Best Financial Institution Awards)



- Best Bank in Qatar
- Best Islamic Financial Institution in Qatar

### Global Finance World's Best Digital Banks



- Best Islamic Digital Bank in Qatar
- Best Consumer Digital Bank in Qatar
- Best User Experience (UX) Design in the Middle East
- Best Online Product Offerings
- Best User Experience (UX) Design in Qatar
- Best Information Security and Fraud Management
- Best in Social Media Marketing and Services
- Best Innovation and Transformation

### Forbes Middle East - Sustainability List



- QIB was listed in Forbes Middle East Sustainability List

### Forbes Middle East



- 2nd most valuable bank in Qatar
- 3rd top listed company in Qatar and top listed private sector
- 4th most valuable Islamic bank in the Middle East

### VISA



- First Visa Direct Launch in Qatar
- First Digital Only Credit Card Launch in Qatar

### Meed



- Best Retail Bank
- Excellence in Customer-Centricity and Mobile Banking

### EMEA



- Best Islamic Bank in Qatar
- Most Innovative Bank in the Middle East
- Best Product Launch in the Middle East

### The Asset Triple A



- Digital Bank of the Year
- Best Retail Mobile Banking Experience
- Best Online Banking Experience
- Best Mobile Banking Application

### Islamic Finance News (IFN)



- Best Islamic Bank in Qatar
- Most Innovative Bank in Qatar
- Best Retail Bank in Qatar

### The Asset Triple A Islamic Finance Awards



- Islamic Bank of the Year
- Best Retail Bank
- Best Islamic SME bank

### The Asian Banker



- Best Retail Bank in Qatar
- Best SME Bank in Qatar
- Most Efficient Bank in the World with 17.4% Cost-to-Income Ratio



Katara Green Hills - park in Doha, Qatar

# 2

## Sustainability at QIB

### Our story

At QIB, our responsibility goes beyond and above economic profit alone, and sustainability has evolved to an integral part of our value system, purpose and strategic direction. As a responsible Islamic bank, we ensure that the principles of Islamic finance and sustainability remain integrated into our business model, through the development of our sustainable finance strategy and portfolio of services and products while we are actively contributing to the Qatar National Vision 2030 and the United Nations Sustainable Development Goals (SDGs).

## 2.1 Islamic Finance and Responsible Banking

As Islamic assets are projected to grow up further in the coming years, adhering to the Shari’a principles fosters a more equitable society and economy through wealth distribution, responsible investment, and financial inclusion, contributing directly to sustainable development. In addition, financial instruments such as Sukuk (Islamic bonds), are important at financing sustainable development projects including renewable energy and green buildings.



**In recognition to our inherent Islamic nature, all our services and products are in line with the Shari’a principles, in full synergy with Sustainability principles and the SDGs.**

## Islamic Finance and Responsible Investment

### Alignment with Shari’a principles

#### Prohibition of:



Interest (**riba**)



Excessive uncertainty (**gharar**)



Gambling (**maysir**)



Investments in unethical industries, such as **Alcohol, tobacco and weapons**

#### Exclusion list of non-Shari’a compliant activities

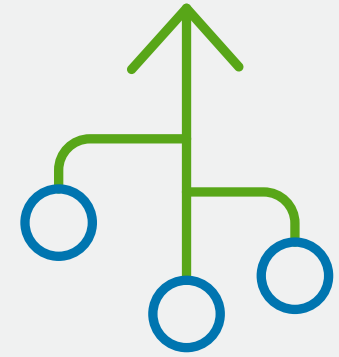
- **Credits or investments in** non-Shari’a-compliant businesses including gambling, alcohol and pornography and that violate any laws of the country
- **Credits to:**
  - Clients in countries that are engaged in war or countries which are unstable and susceptible to civil riots or similar events
  - Customers whose integrity or moral character is questionable
  - Regulators or members of Shari’a supervisory bodies, unless allowed by a regulatory body for its management and employees
  - Persons and entities listed in the sanctions list
  - Investments in non-Shari’a-compliant equities or equity funds

Synergies with Sustainability	Link to SDGs
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.:	 
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

At QIB, we strategically integrate sustainability within our organization across our operations and governance structures, allowing us to remain vigilant of all emerging risks and opportunities, and on top of all the latest regulatory guidelines, global frameworks, national priorities as well as business mandates and stakeholder expectations. As such, **the bank's impacts are mapped against the seventeen (17) SDGs**, ensuring that environmental, social and governance (ESG) factors encapsulate all the initiatives, projects, and strategies. In parallel, we operate in full compliance with Shari'a as well as the highest ethical principles and international banking standards.

### Responsible Banking Operations



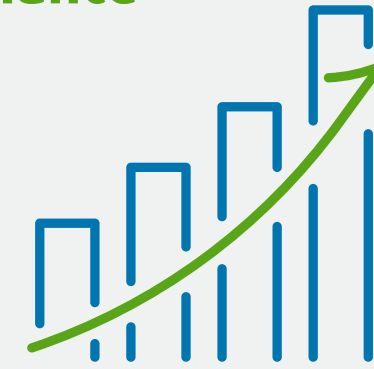
**Fostering digitalization** through innovative products and services, commitment to customer experience and data security and privacy protection. Regular monitoring and reduction of our environmental footprint as well as incorporation of environmental, governance and social criteria into our purchasing and procurement policies.

### Empowering our People

Promotion of a fair, diverse, inclusive, and fulfilling **working environment** for all our employees through programs and initiatives that promote health and safety, a learning culture as well as employee well-being and engagement.



### Sustainable Finance



Sustainable investments, products and services that **finance national sustainable growth**, support the transition to a green economy and provide critical funding for sustainable and green projects and the empowerment of small and medium enterprises. (SMEs).

### Governance, Ethics and Risk Management

Strong economic performance via a **robust governance and compliance framework** that integrates ESG criteria in risk management and promotes a culture of transparency.



### Positive Community Impacts

Active **support of local communities** through our wide array of sponsorships, community development programs and volunteering actions.



## Environmental Considerations

Being increasingly aware of the social and environmental implications of climate change, we are integrating environmental aspects into our Banking Operations and across our Sustainable Finance strategic pillars.

### In this direction, we:

- Develop targeted actions and initiatives that help us monitor our direct environmental impact and emissions and set targets for reducing our environmental footprint across our value chain.
- Ensure that our sustainable finance portfolio is gradually incorporating an expanded offering of sustainable and green financial products and instruments with the view to contribute to the financing of the green economy in line with the Qatar National Vision.

## Our role in promoting sustainable growth at regional and national level

As a key player in financing the transition to more sustainable business models and projects, we are committed to making a positive impact in our economy while contributing to the empowerment and progress of our society.

Our sustainability plans are aligned to the United Nations SDGs, the four pillars of the Qatar National Vision 2030 as well as the guidance laid down by the Qatar National Environment and Climate Change Strategy (QNECCS).

During 2023, we took into consideration the Third National Development Strategy for the State of Qatar 2024-2030 which outlines the plan for the next phase of Qatar's development's journey. Being one of the largest private banks in the country, our goal is to ensure that sufficient funding is channeled to the development of projects and initiatives that contribute to the achievement of our national goals.

The Qatar Financial Market Authority (QFMA) and the Qatar Stock Exchange (QSE) have been encouraging listed companies to adopt and report on their ESG actions. The Qatar Central Bank (QCB) in particular, has issued the Third Financial Sector Strategic Plan in 2023, that advances cooperation with Qatar Development Bank, fosters economic diversification through green financing while encouraging the adoption of environmental and social measures in corporate codes of governance among the regulators and the issuance of green bonds.

At QIB, we are monitoring developments and working closely with the QCB to ensure that our products and services as well as our strategy, priorities and initiatives are all contributing to our national goals.



QNV - Qatar National Vision 2030

SDGs - Sustainable Development Goals

## 2.3 Value Creation

### Inputs

#### Human Capital

801 Employees  
39 New recruits  
QAR 656mm wages and benefits paid

#### Financial and Industrial Capital

QAR 87.4 bn. finance for corporates and small business  
180 ATMs  
23 Branches  
QAR 189 bn. total assets

#### Social Capital

3% In community investments  
6 Dedicated ladies centres  
18,500 SME customers

#### Intellectual Capital

53,551 Training hours offered to employees  
832 Employees participated in e-learning

#### Natural Capital

QAR 7.44 bn.  
sustainable assets portfolio

### Value Creation

#### Mission

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

#### Vision

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

#### Our Values

1. Integrity
2. Transparency
3. Justice
4. Cooperation and Teamwork
5. Loyalty and Commitment
6. Excellence

### Outputs

#### Human Capital

29% Female employees  
30% Nationals

#### Financial and Industrial Capital

QAR 11,116,021 thousand Turnover  
165 mm. Digital transactions completed  
99% Retail transactions are Digital  
95% Corporate Transactions (Transfers & Remittances) are Digital  
Customer deposits reached QAR 120.83 bn. in 2023  
15% increase in Local and 20% increase in Foreign - Card Turnover compared to previous year

#### Social Capital

4.68 bn. Personal Finance disbursed to women  
44,065 New Blue Collar Worker accounts  
QAR 1.45 bn. SME financing portfolio  
QAR 1.16 bn. finance products granted to young people (up to 25 years old)

#### Intellectual Capital

783 Performance appraisals conducted  
Awarded the Best Islamic Digital Bank in Qatar, by Global Finance  
7% YoY increase in the number of active Mobile App Active users

#### Natural Capital

Portfolio exposure to:  
Coal - 0%  
Mining Sector - 0%  
Oil & Gas Sector - 3%  
14.7 tons of paper recycled

### SDGs



## 2.4 Our Contribution to the SDGs

Material Topic	How we contribute	SDGs
<b>Governance, ethics, compliance and risk</b>	<ul style="list-style-type: none"> <li>ESG Governance Framework to fight financial crime</li> <li>ESG Policy framework</li> <li>Dedicated Sustainability Policy</li> </ul>	
<b>Financial and economic performance</b>	<ul style="list-style-type: none"> <li>Strong profitability with net profit at QAR 4,305 mm. growth of 7.5% vs Dec 2022.</li> <li>Robust Risk Management Framework in place</li> <li>Policies to monitor and manage risks and opportunities such as Whistleblowing, Anti-Bribery and Anti-Corruption policies along with Code of Governance and Code of Conduct</li> </ul>	
<b>Customer relationships</b>	<ul style="list-style-type: none"> <li>Dedicated complaint management system through digital solutions and tools</li> <li>Annual customer satisfaction surveys</li> <li>QIB Mobile App and the newly introduced Lite version</li> </ul>	
<b>Sustainable investments and financing</b>	<ul style="list-style-type: none"> <li>Sustainable Products Framework</li> <li>New Sustainable Products - Sustainable Deposit, launched in 2023</li> <li>Gradual integration of ESG factors into our investment decisions including climate risk</li> <li>ESG Due Diligence toolkit deployed to assess all new finance requests</li> </ul>	
<b>Data privacy and security</b>	<ul style="list-style-type: none"> <li>Advanced internal systems allowance for data protection and security</li> <li>17,506 Training hours in information security awareness</li> </ul>	
<b>Digitalisation and Innovation</b>	<ul style="list-style-type: none"> <li>Digital transformation strategy implementation</li> <li>3 mm monthly logins to the QIB Mobile App</li> </ul>	
<b>Workforce development and wellbeing</b>	<ul style="list-style-type: none"> <li>53,551 Training hours</li> <li>376 Training events conducted.</li> <li>832 Employees participated in e-learning</li> <li>100% eligible employees received a performance and career development review in 2023</li> </ul>	
<b>Localization</b>	<ul style="list-style-type: none"> <li>30% Nationalization among the total workforce</li> <li>"Emerging Banker Program" for young Qataris</li> </ul>	
<b>Supporting SME's</b>	<ul style="list-style-type: none"> <li>Critical support to SMEs and start-ups</li> <li>QAR 1.4 bn. financing portfolio for SMEs</li> </ul>	
<b>Community support and investments</b>	<ul style="list-style-type: none"> <li>8% increase in community investments</li> <li>Community support during the Ramadan</li> <li>Initiatives dedicated to empowering youth and children.</li> <li>Promoting a healthy and active lifestyle through supporting sport initiatives across the country</li> </ul>	
<b>Financial inclusion and accessibility</b>	<ul style="list-style-type: none"> <li>Financial Literacy Program "How Money Works" support local communities</li> <li>1,640 new Bedaya accounts supporting university students opened in 2023.</li> <li>6 dedicated ladies banking centres</li> </ul>	
<b>Direct Environmental Impact</b>	<ul style="list-style-type: none"> <li>QAR 7.44 bn. sustainable assets portfolio</li> <li>14,700 kg of paper recycled</li> </ul>	
<b>Responsible procurement and supply chain</b>	<ul style="list-style-type: none"> <li>587 Suppliers audited.</li> <li>QAR 378 mm. spending on local suppliers while engaging 1,261 local suppliers</li> <li>Introduction of 100% Recycled PVC cards</li> </ul>	

## 2.5 Our contribution to the Qatar National Vision 2030 and the National Environment and Climate Change Strategy Plan

As a financial institution, we have a critical role to play towards the implementation of QNV 2030, the ambitious national agenda of sustainable growth with a focus on the human, environmental, social and economic development of the country. In parallel, our sustainability priorities are fully aligned with the country's set targets under the Climate Change Strategy Plan, to respond to major environmental challenges while preserving Qatar's natural environment for future generations.

During the reporting period,

### National Vision 2030

- QIB's Sustainable Assets Portfolio, comprising of assets that contribute to the Qatar's National Vision 2030, reached up to **QAR 7.44 bn.**



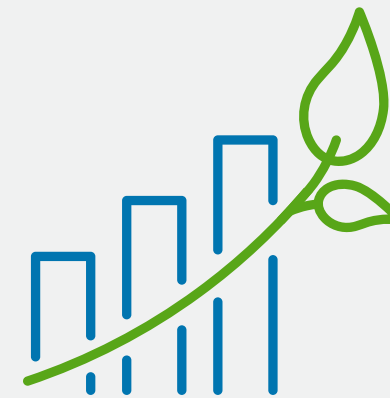
- QIB became **first Bank in Qatar** to officially adopt the Equator principles, which has been a significant milestone for the Bank, demonstrating our continuous commitment to promoting sustainability as an organization.



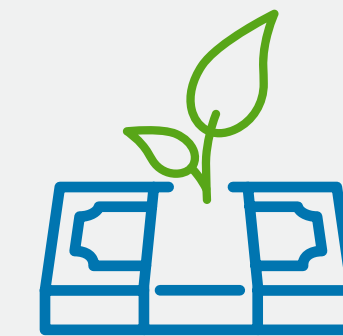
- By adhering to rigorous environmental and social standards in project finance, the bank ensures that its investments align with the **principles of sustainable development** outlined in QNV2030, thus contributing to the preservation of Qatar's natural resources and the well-being of the community.
- The bank continues to engage with its clients on the **assessment of ESG Risks**, for all new finance requests.



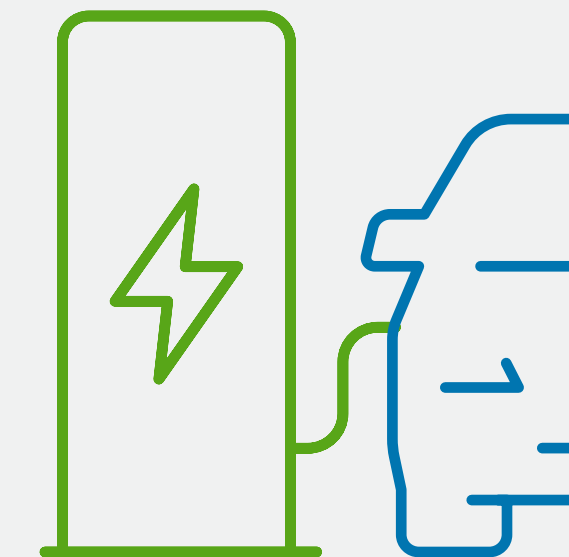
- QIB conducted exhaustive trainings for all employees, the senior management and Board Members on **Sustainability and ESG based risks** (including Climate Risks)



- QIB initiated a consultation for the potential solutions available in the market for **Financed Emission Calculation** and **Climate Risk Assessment** of the portfolio



- QIB launched its first sustainable finance instrument – **Sustainable Deposit**


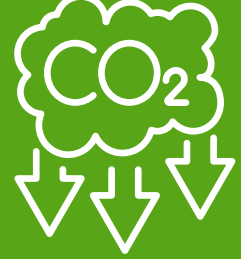

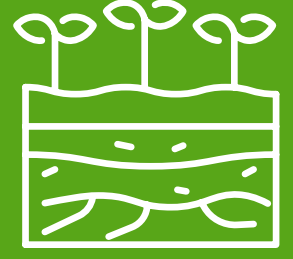




- QIB encourages the purchasing of **Electric Vehicles**

## Qatar National Vision 2030

Levels of Development	Human Development	Social Development	Economic Development	Environmental Development
<b>Operational level</b>	<ul style="list-style-type: none"> <li>• Job creation amongst Qatari nationals (<b>Qatarisation</b>)</li> <li>• Ongoing <b>L&amp;D Programs</b></li> <li>• Financial inclusion and financial literacy programs <b>targeting the local youth.</b></li> <li>• <b>Young professionals'</b> program</li> <li>• <b>Long term partnership</b> with Qatar University</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Financial literacy</b> projects</li> <li>• <b>Community/ CSR</b> initiatives</li> <li>• Empowering and providing employment to <b>women and people of disabilities</b></li> <li>• <b>Inclusive policies</b> that support diversity and equality</li> <li>• <b>QAR 1.45 bn.</b> for SME financing</li> <li>• <b>QAR 1.16 bn.</b> of finance granted to young people (up to 25 years old)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Financial growth:</b> In the last 10 years, QIB has registered a 2.4 times growth in assets, 3.3 times growth in net profit and 211% growth in market capitalization.</li> </ul>	<ul style="list-style-type: none"> <li>• Continuous reduction of plastic and paper consumption through a <b>digital transformation plan</b> <ul style="list-style-type: none"> <li>▪ <b>14,700 Kg</b> of paper recycled.</li> <li>▪ Launched the <b>100% recycled</b> PVC Marriott Bonvoy Co-branded Credit Cards</li> </ul> </li> </ul>
<b>Projects and Portfolio exposure level</b>	<ul style="list-style-type: none"> <li>• Access to education (QIB Exposure QAR 30,418,000): <b>50 projects</b></li> <li>• <b>80% of exposures</b> valued 10 MM and above, are categorised as low or medium risk as per EBRD Risk classification</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Financial assistance</b> (QAR 151 mm.) for the building of Container Terminal 2 at Hamad Port, to ensure continuous food supplies</li> <li>• The Ministry of Public Health (MoPH), supported by QIB, <b>secured medical supplies</b> for Qatar</li> <li>• <b>2 Projects- Healthcare.</b> QIB Exposure (QAR 37,354,000)</li> </ul>	<ul style="list-style-type: none"> <li>• Qatar Electricity and Water Company (QEWC), our client, manages <b>Greenfield power and water projects</b>, as part of financing power generation and water desalination projects</li> <li>• The <b>Istisna Ijara facility</b>, worth QAR 290 mm., was used to finance these sustainable initiatives</li> </ul>	<ul style="list-style-type: none"> <li>• Financing of <b>5 green building</b> projects with an exposure of QAR 4 bn.</li> <li>• All the buildings financed received <b>green building certifications.</b></li> <li>• One project with QIB Exposure <b>QAR 21,107,000</b> was into recycling and pollution and prevention control</li> </ul>


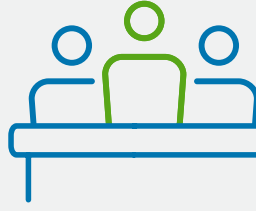


# National Environment and Climate Change Strategy Plan (QNE)

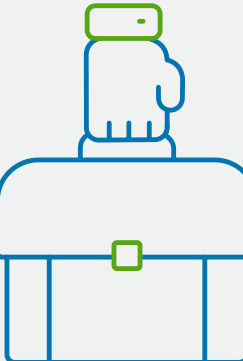

 <b>Environmental Areas</b>	 <b>GHG emissions and air quality</b>	 <b>Biodiversity</b>	 <b>Land use</b>	 <b>Circular economy and waste management</b>	 <b>Water</b>
<ul style="list-style-type: none"> <li>• <b>First Bank in Qatar</b> to adopt the Equator Principles</li> <li>• QIB considers <b>ESG-related risk factors</b> when determining lending outcomes.</li> <li>• <b>Investing in digitalisation</b> throughout our operations to reduce paper and energy usage.</li> </ul>	<ul style="list-style-type: none"> <li>• Financing major <b>water desalination</b> projects</li> <li>• Involved in the <b>Tarsheed Initiative</b>, a national initiative promoting water efficiency by installing tap aerators and motion Sensors in Qatari households and workplaces</li> <li>• <b>Water conservation</b> initiatives through partnerships such as with the Qatar Electricity and Water Company (QEWC)</li> <li>• Sustainable <b>integrated management</b> for all water resources</li> </ul>		<ul style="list-style-type: none"> <li>• Providing critical funding for the <b>transition to a green economy</b> by supporting sustainable projects and companies</li> <li>• To save energy, installed motion sensors and replaced all lights to LED to <b>reduce energy usage and GHG emissions</b> across our 23 branches</li> </ul>		



## 2.6 Stakeholder Engagement

At QIB, we value the views and seek the input of our diverse internal and external stakeholders. We engage with them in a regular and systematic way, utilizing a variety of engagement tools, while responding as effectively as possible to their evolving needs and expectations.

Stakeholder Group	Main Methods of Engagement	Our Response	Engagement
 <b>Customers</b>	<ul style="list-style-type: none"> <li>• Sustainability and other Reports</li> <li>• Website</li> <li>• Customer service channels</li> <li>• Social media</li> <li>• Other advertisements</li> </ul>	<ul style="list-style-type: none"> <li>• Services of the corporate internet banking Platform for our corporate customers</li> <li>• Launched the corporate Mobile App</li> <li>• Effectively digitalized a vast number of everyday banking services on our retail platforms</li> </ul>	Daily
 <b>Employees</b>	<ul style="list-style-type: none"> <li>• Trainings</li> <li>• Policies</li> <li>• Surveys</li> <li>• Sustainability and other Reports</li> <li>• Internal communication/campaigns</li> </ul>	<ul style="list-style-type: none"> <li>• Training and Development sessions and programs</li> <li>• Policies on health, safety</li> <li>• Wellbeing initiatives</li> </ul>	Daily
 <b>Shari'a Supervisory Board</b>	<ul style="list-style-type: none"> <li>• Sustainability and other Reports</li> <li>• Financial statements</li> <li>• Shari'a audit process</li> <li>• Shari'a approval for new products and services</li> </ul>	<ul style="list-style-type: none"> <li>• Operations and financial statements do not contradict with the provisions of Islamic Shari'a</li> <li>• Continuance of Shari'a compliant operations</li> </ul>	Regular
 <b>Shareholders and investors</b>	<ul style="list-style-type: none"> <li>• Formal communication through reports and meetings including the Sustainability Report</li> <li>• Various publicly available Policies and Frameworks</li> <li>• Financial statements</li> <li>• Sustainability and other Reports</li> <li>• Board meetings</li> <li>• Annual General Assembly meetings</li> <li>• Website</li> </ul>	<ul style="list-style-type: none"> <li>• Sustained financial performance over the years</li> <li>• Delivered dividends</li> <li>• Transparently communicated opportunities, risks and performance</li> <li>• Risk management framework with ESG based risk considerations as per the Equator Principles</li> </ul>	Regular

Stakeholder Group	Main Methods of Engagement	Our Response	Engagement
 <p><b>Local Community</b></p>	<ul style="list-style-type: none"> <li>• Sponsorships of initiatives in health, education, sports and community support</li> <li>• Volunteering</li> <li>• Donations</li> <li>• Campaigns</li> <li>• Website</li> </ul>	<ul style="list-style-type: none"> <li>• Health awareness campaigns to the wider public</li> <li>• Community support during Ramadan</li> <li>• Long term partnerships</li> <li>• “How Money Works” Program targeting community</li> <li>• Blood donation initiatives</li> </ul>	Regular
 <p><b>Regulators</b></p>	<ul style="list-style-type: none"> <li>• Audits</li> <li>• Internal control and risk management systems</li> <li>• Committees</li> <li>• Reports</li> <li>• Public disclosures</li> <li>• Website</li> <li>• Sustainability and other Reports</li> </ul>	<ul style="list-style-type: none"> <li>• Full compliance with applicable national/international laws and regulations</li> <li>• Abided by national regulatory guidelines and mandates swiftly and effectively</li> <li>• Upgraded a comprehensive suite of AML/CFT policies and procedures</li> </ul>	Regular
 <p><b>Suppliers and Other Business Partners</b></p>	<ul style="list-style-type: none"> <li>• Audits</li> <li>• RFPs and clear scope of work</li> <li>• Sustainability and other Reports</li> <li>• Change requests</li> </ul>	<ul style="list-style-type: none"> <li>• Terms of payments schedules</li> <li>• Primarily engaged local suppliers for procurement</li> <li>• Clear and transparent agreements</li> </ul>	Ongoing

## 2.7 Identifying where to focus

Every year, we undertake a review of our materiality process and results, to identify new topics or reconfirm existing material topics. This allows us to review accordingly our sustainability strategy and related activities.

### Our materiality assessment methodology allows us to:

- ✓ Identify new topics.
- ✓ Review existing topics.
- ✓ Verify and confirm existing topics.

### Under this context, we consider internal and external factors, including:

#### Internal

- Our overall strategic **business priorities**
- Expectations of **internal stakeholders**
- Internal **strategies** and policy documents
- **Corporate Governance** structures
- Management **strategic direction**

#### External factors

- **Latest trends and developments** within the sector
- Goals set by the **Qatar National Vision 2030**
- Expectations of all our **external stakeholders**.
- **Industry peer review** and sector best practices
- **Standards and Guidelines**
- **Regulatory developments** at national and international level

During this reporting period, our goal was to create a balance between developments in the sector and the regional and international level and the aspirations of our relevant stakeholder groups, thus reviewing our material topics accordingly.

### We undertook an exercise in 2 steps:

## Step 1

### Identification and Review

- ✓ Conducted a thorough review of potential material topics concerning our stakeholders' expectations.
- ✓ Revisited our stakeholders' groups to ensure inclusivity.
- ✓ Analyzed the identified topics and reviewed the rated material issues in terms of their perceived importance.

## Step 2

### Confirmation

- ✓ Ensured that the list of our material topics considers our stakeholder's expectations as well as their diverse perspectives with the view to reconfirm their inclusion in our sustainability strategy.
- ✓ The organization has provided the necessary approvals of the identified topics.

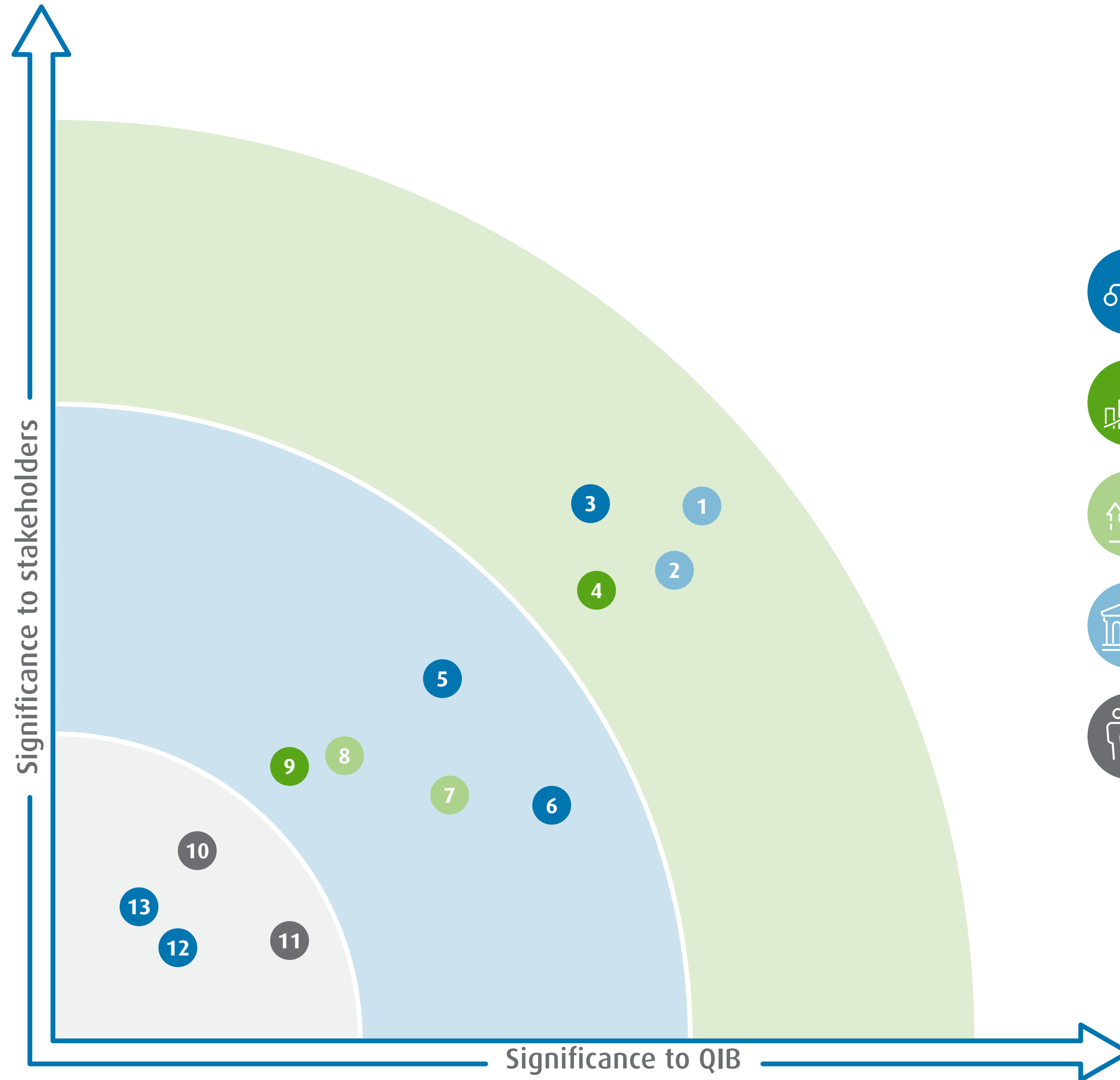
### Material topics

During this reporting period, we reconfirmed our 13 priority topics in line with our strategic vision and our business objectives for the future. Topics such as ethics, corporate governance and climate change 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 SME's**
10. **Community support and investments**
11. **Financial inclusion and accessibility**
12. **Direct environmental impact**
13. **Responsible procurement and supply chain**

These topics are mapped against our Sustainability Framework key pillars: **Responsible banking operations, Sustainable finance, Governance, ethics and risk management, Empowering our people and Positive community impacts.**



-  **Responsible Banking Operations**
-  **Sustainable finance**
-  **Empowering our People**
-  **Governance, Ethics and Risk Management**
-  **Positive Community Impacts**

- 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 SME's
- 10** Community support and investments
- 11** Financial inclusion and accessibility
- 12** Direct environmental impact
- 13** Responsible procurement and supply chain



Desert at sunrise, morning glow over dunes just out of Doha, Qatar.

# 3

## Corporate Governance

### Our approach

At QIB, our aim is to promote accountability and transparency in our business, with the view to safeguarding all our stakeholders. Our Governance framework allows us to operate effectively according to the highest ethical standards, in full compliance with all the applicable laws and regulations. In this way, we ensure a robust economic performance, promote a culture of transparency while remaining committed to the values of accountability, responsibility, justice, and equality.

### Chapter Highlights

- Framework on **Fighting Financial Crime**
- **Board composition:** 2 new independent members including a female member inducted
- **Sustainability Policy** includes climate risk management
- All new finance requests assessed via **ESG Due Diligence toolkit**
- Dedicated Sustainability Management Committee reports to the Board Nomination and Governance Committee on sustainability plans and progress

#### SDGs



#### QNV Pillar



### 3.1 Corporate Governance Framework

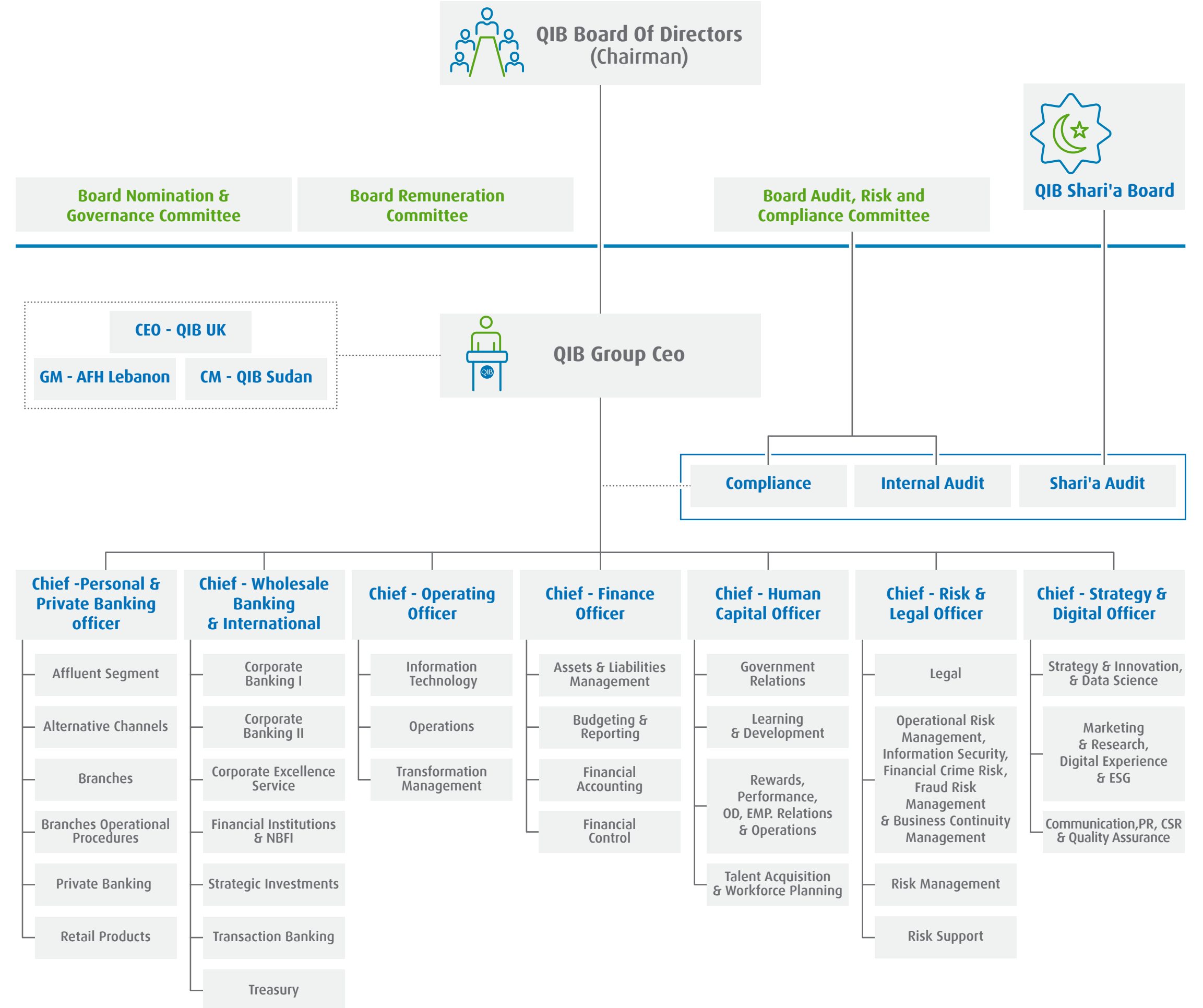
Our Corporate Governance Framework outlines the responsibilities, codes, policies and procedures for monitoring and managing compliance, ethics and risks across the organization and improving our control mechanisms.

Our policies are regularly reviewed in alignment to national laws and all subsequent regulations issued by the regulatory authorities in alignment to international recommendations, guidelines, policies and practices such as:

- The **Qatar Central Bank** (QCB) mandates
- **Anti-money laundering and counter-terrorist** financing (AML/CFT)
- **FATF** recommendations
- **Wolfsburg principles and papers** issued by the Basel Committee on Banking Supervision US Patriot Act (against terrorism) FATCA
- **CSR measures** to prevent the use of offshore accounts and corporate structures designed to illegitimately avoid paying domestic tax, amongst others. (QIB provides training for the relevant employees on avoiding tax evasion)

For more information on our corporate governance approach, you can consult our Corporate Governance Report:  
<https://www.qib.com.qa/en/investorrelations/corporate-governance/>

### 3.2 Organizational Structure



## Governance Code

### Our Governance Code:

- **Incorporates the principles** of transparency, accountability, fairness and equality
- **Establishes the necessary regulations** that reduce and mitigate conflicts of interest
- **Operates a control mechanism** that meets international standards
- **Ensures accountability** for the Bank’s performance and impacts

The Code incorporates the leading 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.

## Shari’a Supervisory Board

Our Shari’a Supervisory Board (SSB) is responsible for upholding the principles of Islamic finance. It is an independent authority and includes scholars (‘Ulémas’) who are specialized in Islamic finance in banking and trade transactions. The SSB meets at least 4 times a yearly to ensure that the Bank’s activities, namely its operations, products and services, are fully compliant 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:

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

## Board of Directors

The Board of Directors is responsible for providing direction, supervising, monitoring and controlling the Bank’s strategic direction, alignment with its vision and operations. It supports the Chairman and the Group’s CEO in delivering sustainable value to shareholders and all stakeholders.

### In Q1 2023, QIB Board underwent important changes with addition of 2 Independent Members, including a female member

Role	Name	Independence *	Gender
Chairman	Sheikh/Jassim Bin Hamad Bin Jassim Bin Jaber Al Thani	Non-independent	Male
Vice Chairman	Mr. Abdullatif Bin Abdullah Al Mahmoud	Non-independent	Male
Vice Chairman	Mr. Mohamed Bin Issa Al Mohannadi	Non-independent	Male
Member	Mr. Abdul Rahman Abdullah Al Abdul Ghani	Non-independent	Male
Member	Mr. Mansour Mohamed Abdul Fattah Al Musleh	Non-independent	Male
Member	Mr. Abdullah Bin Saeed Al Eidah	Non-independent	Male
Member	Mr. Nasser Rashid S. Al-Kaabi	Non-independent	Male
Member	Sheikh/ Khalifa Bin Thani Bin Abdulla Al Thani	Non-independent	Male
Member	Sheikh/ Jassim Faisal Qassim Thani Al Thani	Non-independent	Male
Member	Sheikha/ Hanoof Bint Thani Bin Faisal Bin Thani Al Thani	Independent	Female
Member	Mr. Nasser Abdullah Saad Al Mahmoud Al Shareef	Independent	Male

\* All members in the current Board are Non-Executive members.

The Board Nominations Policy ensures that candidates to the Board 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



### Executive members of the Board of Directors\*

5 in 2021 5 in 2022 0 in 2023



### Non-executive members of the Board of Directors\*\*

4 in 2021 4 in 2022 11 in 2023



### Female members of the Board of Directors

0 in 2021 0 in 2022 1 in 2023



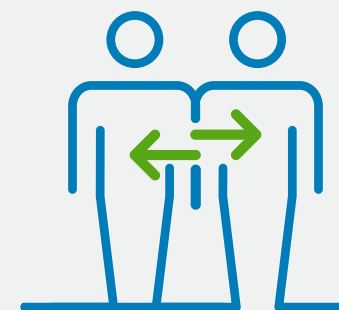
### Male members of the Board of Directors

9 in 2021 9 in 2022 10 in 2023



### Independent members of the Board of Directors

0 in 2021 0 in 2022 2 in 2023



### Non-independent members of the Board of Directors

9 in 2021 9 in 2022 9 in 2023

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

Our ESG governance structure supports the Bank to identify, analyze, prioritize, and act on ESG impacts, risks and opportunities at all levels of decision-making.

Body/Committee	ESG related Roles and Responsibilities
<b>Board of Directors</b>	<ul style="list-style-type: none"> <li>Responsible for overseeing ESG risks/opportunities – including but not limited to climate, data privacy and security, business ethics risks, code of conduct, financial products, diversity and inclusion, and complaint review oversights.</li> <li>Approves the company’s sustainability policies and sets the ESG risk appetite in line with the Bank’s strategic objectives.</li> <li>Provides organizational direction.</li> </ul>
<b>Sustainability Management Committee</b> Dedicated to sustainability, chaired by the CEO and comprised of members of the executive team and department heads.	<ul style="list-style-type: none"> <li>Reports directly to the Nomination and Corporate Governance Committee.</li> <li>Ensure oversight of ESG risk management in financing activities.</li> <li>Responsible for setting the Bank’s sustainability strategy, monitoring the sustainability performance and suggesting updates and additions to the Sustainability Policy, among other responsibilities.</li> </ul>
<b>Sustainability Working Group</b> It comprises of managerial focal points from every business function	<ul style="list-style-type: none"> <li>Responsible for implementing new projects and initiatives related to ESG as a part of their managerial responsibility.</li> <li>Responsible for internal ESG reporting to the Sustainability Management Committee.</li> <li>Contributes to the Annual Sustainability Report</li> <li>Collects and shares key ESG topics with the committee.</li> </ul>
<b>Business/Support Functions</b>	<ul style="list-style-type: none"> <li>All relevant business departments are responsible for ensuring alignment with the Bank’s sustainability policies and tracking sustainability performance.</li> </ul>

## Sustainability Management Committee

### Reports directly to the Nomination and Corporate Governance Committee.

The Committee assumes, and is accountable for, the following duties and responsibilities:

- Drafts and enacts the sustainability committee charter.
- Provides strategic oversight and the initiation of strategy, policy and action plans on matters relating to sustainability and to recommend actions to improve ESG performance.
- Draws together subcommittees /task groups to deliver sustainability strategies, policies and action plans
- Oversees the delivery of the sustainability strategy, policy and action plans, monitoring and reviewing the related projects & initiatives and reporting progress to the Board of Directors
- Supports Risk Management in prioritizing and assessing ESG factors relevant to QIB



Group CEO, Chairman  
 Chief Strategy & Digital Officer, Member  
 GM Wholesale Banking Group, Member  
 GM Personal Banking Group, Member  
 Chief Financial Officer, Member  
 Chief Risk Officer, Member  
 Chief Operating Officer, Member  
 Head of Human Capital Group, Member  
 AGM, Communications & Quality Assurance, Member  
 Head of Marketing & Research, Member &  
 Secretary of the Committee

## 3.4 Board Oversight

### QIB's Committees

The Board of Directors is supported by a robust structure comprised of 3 committees that report directly to the Board. The role of the 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. The Board of Directors and the Senior Executive Management team are committed to upholding the highest standards of corporate governance.

### Committees & their Roles

### Committee Members

#### Nomination and Corporate Governance Committee

This committee:

- Acts as the official representation for communication between the Board and the Bank Management in the governance-related issues and matters.
- Its mission is the official representation of communication between the Board of Directors and the Bank's management on issues and matters related to governance and nominations, and to establish specific foundations for evaluating the performance of the Board and senior employees in the executive management.
- The **Committee** is headed by an independent chair.

- Sheikha/ Al Hanouf Thani Faisal Al Thani, **Chairman**
- Sheikh/ Jassim Faisal Qassim Faisal Thani Al-Thani, **Vice-Chairman**
- Sheikh/ Khalifa bin Thani bin Abdullah Al Thani, **Member**
- Head of Strategy, Innovation, Business Planning and Intelligence Planning, Secretary of the Committee

#### Compensation, Remuneration and Benefits Committee

The Committee:

- Drafts the policy for granting rewards and incentives that covers all rewards, bonuses and incentives for the Chairman of the Board, Board members, and all officials of the Bank, including the Chief Executive Officer and the Bank's employees, and obtains approval of said policy by the Board.
- It lays down the specifics for the annual evaluation of the Board and senior Executive Managers performance, ensuring compliance with the rules and policies of rewards in accordance with Governance instructions (Principle 7).

- Mr. Nasser Rashid S. Al-Kaabi, **Chairman**
- Mr. Abdullatif Bin Abdullah Al Mahmoud, **Vice-Chairman**
- Mr. Abdul Rahman Abdullah Al Abdul Ghani, **Member**
- Mr. Mansour Mohamed Abdul Fattah Al Musleh, **Member**
- Secretary of the Board of Directors, Secretary of the Committee

Committees & their Roles	Committee Members
<p><b>Audit, Risk Management and Compliance Committee</b>                      The Committee is mainly responsible for assisting the Board in fulfilling its oversight responsibilities with regard to the Bank activities. It includes:</p> <ul style="list-style-type: none"> <li>• Submitting financial reports, managing actual risks and AML/CFT risks</li> <li>• Handling internal control systems</li> <li>• Effectively performing internal and external audit functions</li> <li>• Applying the procedures adopted for monitoring compliance with applicable laws and regulations.</li> <li>• The <b>Committee</b> is headed by an independent chair</li> </ul>	<ul style="list-style-type: none"> <li>• Mr. Nasser Abdullah Saad Al Mahmoud Al Shareef, <b>Chairman</b></li> <li>• Mr. Mohamed bin Issa Al Mohannadi, <b>Vice Chairman</b></li> <li>• Mr. Abdullah Saeed Al-Eidah, <b>Member</b></li> <li>• Manager of the Internal Audit, Secretary of the Committee</li> </ul>

### 3.5 Standards and Certifications 2023

Certifications and Standards	Issuing Body	Description
Governance Code for Companies & Legal Entities Listed on the Main Market	Qatar Financial Markets Authority	Based on the best international and regional codes of governance such as the governance principles developed by: <ul style="list-style-type: none"> <li>• The Group of Twenty (G20) and the Organization for Economic Cooperation and Development (OECD) issued in 2015 that includes the relevant principles of International Organization of Securities Commissions (IOSCO);</li> <li>• The Bank for International Settlements (BIS) issued in 2015</li> <li>• The International Association of Insurance Supervisors (IAIS)</li> <li>• The International Corporate Governance Network (ICGN) issued in 2014</li> <li>• The unified guiding principles of corporate governance for companies listed on the GCC financial markets issued in 2012.</li> </ul>
Corporate Governance Guidelines	Internal	Based on Basel Committee on Corporate Governance principles for banks, and publication issued by the OECD

### 3.6 Compliance, Audit and Reporting

At QIB, we make every effort to promote a culture of compliance, ethics and transparency, in alignment with our Islamic values and principles, the highest standards and national and international regulatory developments. Under this context, we develop and implement a set of policies that enable us to manage multiple risks and to measure our sustainability targets.

- 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.

**During 2023**, there were **zero fines** associated with fraud, insider trading, anti-trust, anti-competitive behaviour, market manipulation, malpractice, or other related financial industry laws or regulations. QIB further complies by **Qatar’s Commercial Company Law**, limiting the appointment of an auditor for a period **longer than 5 years**.



In the reporting year, there was no **Non-Audit engagement** with the financial statements external auditor and hence, **the percentage of Non-Audit fees** out of total Audit fees paid to the financial statements external auditor **was 0**.

### 3.7 Key Policies

Our fundamental frameworks which are based on a solid interconnected system of policies, procedures and guiding documents, ensure that our responsible and sustainable operations are all in alignment with national regulations but also that are in line with best international practices, beyond compliance and further have the oversight of our Board of Directors:

- Key Policies**
- Anti-bribery and Anti-Corruption Policy
  - Customer Due Diligence Policy
  - Responsible Marketing Policy
  - CRS and FATCA Policy
  - AML/CFT Monitoring Policy
  - Credit Risk and Investment Policy
  - Anti - Discrimination Policy
  - Diversity Policy
  - Human Capital Policy
  - Data Privacy and Security Policy

- Key Frameworks**
- Sustainability Policy Framework
  - Compliance Governance Framework
  - Financial Compliance Framework
  - Sustainable Products Framework
  - Fighting Financial Crime
  - Risk Appetite Framework
- 

- Our Sustainability Policy guides our decisions, actions and allows us to:**
- Manage environmental and social risks during project financing stages.
  - Align Risk Appetite Framework with Sustainability Policy and QIB’s strategies.
  - Develop a standard framework for tracking sustainability in the QIB’s portfolio.
  - Provide Shari’a compliant sustainable finance services.
  - Train internal teams to assess ESG risks and opportunities.
  - Assist SMEs and micro enterprises’ growth with financial access.
  - Encourage QIB subsidiaries to develop their own ESG based frameworks.



### Anti- Bribery and Anti-Corruption

The financial sector thrives on trust and transparency. In this context, robust Anti-Bribery and Anti-Corruption (ABAC) practices are essential for institutions like QIB. ABAC safeguards ensure ethical business conduct by preventing the offering or acceptance of bribes to gain an unfair advantage. These practices not only uphold legal compliance but also foster a culture of integrity, crucial for building strong relationships with clients and stakeholders. By prioritizing ABAC, QIB demonstrates its commitment to responsible banking and protects its reputation as a trustworthy financial partner.

With a zero-tolerance approach to bribery and corruption, at QIB, we are committed to acting fairly, honourably, with integrity and honesty in all our business dealings and relationships, in all the markets where we operate.

Our dedicated Financial Crime Compliance unit is responsible for identifying and mitigating financial crime, while 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, in line with all local regulations in Qatar and international benchmarks on anti-corruption - such as the recommendations of the OECD and the U.S. Foreign Corrupt Practices Act (FCPA). QIB undertakes regular bribery, corruption, and business ethics risk assessments and the same is updated to our Board.

For more information visit:

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

Training	Training on Anti-Bribery and Anti-Corruption	Training on Anti-money Laundering/Counter-terrorism Financing (AML/CFT)
Training hours	1,438	8,435
Number of Participants	256	1,115

## Whistleblowing

Our Whistleblowing policy facilitates the confidential reporting of concerns or wrongdoing such as unlawful and improper payments and breaches of internal policies and encourages our employees to report any suspected illegal activities, unethical behaviour, or policy violations without fear of retaliation, thus promoting a culture of transparency, anti-corruption, and preventing conflict of interest within the organization. The policy 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. QIB whistleblower programme is available in both Arabic and English and is communicated to QIB's employees.


Internal Compliance Monitoring and Reporting	2021	2022	2023
Number of inquiries, complaints or issues received by the whistleblower team through email, an internal monitoring or reporting system	4	1	4
Percentage of inquiries, complaints or issues received by the whistleblower team through email, an internal monitoring or reporting system that were substantiated	100%	100%	100%

## Conflict of Interest

QIB manages conflicts of interest in line with its Corporate Governance Framework and Code of Business Conduct and Ethics. To comply with the regulatory requirements set out by Commercial Companies Law, Qatar Central Bank guidelines and Qatar Financial Markets Authority (QFMA) Corporate Governance Code, QIB has put the necessary controls and measures in place to identify potential conflicts and address them accordingly.

QIB has adopted a comprehensive policy to address conflicts of interest, so that the Bank is able to identify actual and potential instances and manage them fairly and appropriately; to prevent any situation affecting adversely the interests of the bank, its shareholders, and all stakeholders. The Bank's Conflicts of Interest Policy outlines all details and relevant implementation mechanisms.

In addition, QIB has an Insider Trading Policy to set forth the standards of insider trading and prohibit the trading of the Bank's securities based on the use of material non-public information, and where applicable, the disclosure of such transactions.



**Conflict of Interest Training**

**454** Training Hours

**227** Participants

## 3.8 Strengthening Internal Systems

At QIB, we utilise best practices and international standards, such as the International Professional Practices Framework (IPPF), a conceptual framework that provides internal audit professionals worldwide with authoritative guidance, organized in the form of mandatory and recommended guidance. We have a set of Risk Assessment Criteria (RAC) which are used to consistently evaluate risks and determine the impact and likelihood characteristics and include anti-corruption and fraud risk factors (e.g.: fraud, executive misconduct, money laundering, or antitrust violations).

As part of our commitment to transparency and accountability, we conduct regular audits of our ethics standards to ensure compliance and identify areas for improvement. These audits are conducted at least once every three years by independent third-party firms with expertise in ethical compliance and corporate governance.

### QIB has introduced specialised trainings on topics such as:

Association of Certified Anti-Money Laundering Specialists (ACAMS) certificate - Risk Assessment, AML & CTF Role-Based Training, Enhanced Due Diligence, Corporate Remediation Program, Enterprise Fraud Management System, Trade-Based Money Laundering, International Sanctions Compliance, Virtual Currency and Block chain, Business Continuity Management, Code of Conduct, Performance Management etc. to be imparted to relevant staff.



QIB has further **deployed broad based trainings** on business ethics (scope covering AML & CFT, Anti-Bribery and Anti-Corruption, Whistle blowing, etc.) **for all employees** (full-time and part-time), **contractors and third parties** (on need basis, as relevant).

## Key achievements in 2023

### We managed to:

- **Execute all the audits** outlined in the audit plan.
- **Enhance Internal Audit core processes** and build technology and automation capabilities.
- **Develop data-driven coverage** auditing approach within the Bank.
- **Enhance reporting** to Senior Management and Audit Committee.
- **Evaluate the effectiveness of fraud** prevention measures within the Bank via:
  - Ensuring that policies and programs are in place that address potential fraud.
  - Reviewing and assessing the procedural guides, apply consistent and best practice approaches to fraud control.
  - Continuous Testing.
  - Ensuring effective segregation of duties to reduce the risk of fraud and collusion and secure a confidential method (e.g. 'Whistle blowing' facility) for employees to report possible fraud and investigate any cases accordingly.

Internal Audits	Number of Audits	Number of Findings
Branches Audit	22	73
Bank Departments / Divisions	13	157
Others	3	45
<b>Total</b>	<b>38</b>	<b>275</b>

Internal Audits	Number of Audits	Bank's Division/Function	Auditing Frequency
Regulatory Requirement	1	Compliance Division / Related Parties	Annually
Governance	1	Compliance Division / Related Parties/ Regulatory reports	Annually
Other	35	Wholesale banking /Personal Banking Group/Operations and IT Group/International Subsidiaries & Affiliated Entities/ Finance Group/Treasury/Human Capital Group	As per Audit Plan

### Future Actions:

- **Upgrading** QIB Compliance Suite
- **Further strengthening** the Electronic Suspicious Transactions Reporting Tool and Client Risk Profile Tool (CRP)
- **Kick off the implementation** of the Compliance Assurance Plan

## Tackling Financial Crime at QIB

### During 2023, with the view to tackle financial crime, we continued to focus our efforts on:

- Strengthened our sustainable governance model that allow us to identify, assess, monitor, control and report all kinds of financial crime risks we 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.

### Key achievements during this reporting period included:

- Bank-wide AML/CFT Risk Assessment Exercise in the aftermath of the development of the enterprise Risk Assessment methodology.
- Established a risk-based Framework to assess the existing product and services from AML/CFT perspective.
- AML/CFT Risk Appetite Statement in line with the QIB's existing Enterprise Risk Strategy.
- Introduction and monitoring of AML/CFT Key Risk Indicators.
- Compliance Management Information template for overseas branches and subsidiaries.
- Compliance Assurance Plan to kick start the assurance function.
- Conducted AML/CFT self-risk assessment for all of the bank's products/services.
- Initiated the deployment of New compliance suite based on AI and machine learning.

### 3.9 Risk Management

Identifying, monitoring and managing traditional as well as non-traditional risks, such as liquidity risks, cyber risks, operational risks and also ESG risks is becoming increasingly important. Under this context, our internal Risk Appetite Framework defines the maximum level of risk, taking into consideration developments in the business environment, stakeholder requirements and strategy. Reviewed and approved by the Board of Directors and management on an annual basis, our Risk Appetite Framework, is divided into 3 dimensions:

**Risk Appetite Framework:**

- 1. Unacceptable risks**  
They are risks toward which the Bank has zero-tolerance, derived from the Shari’a principles of regulatory and reputational risks
- 2. 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
- 3. 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

The financial sector is undergoing a critical transformation as a new set of risks gains prominence: ESG risks. These factors go beyond traditional financial metrics, encompassing a company’s impact on the environment, its social practices, and its overall governance structure. For institutions like QIB, effectively evaluating and managing ESG risks is essential. These factors can significantly influence a borrower’s long-term financial health and reputation, ultimately impacting QIB’s own portfolio stability. By integrating a robust ESG risk assessment framework, QIB can make informed lending decisions that promote sustainability and mitigate potential risks for both the bank and its borrowers.

At every step of the risk management process, ESG risks are considered and analysed accordingly. There are ESG risks that are classified as unacceptable as they go against government regulations and the Shari’a principles such as investing in alcohol, tobacco or gambling industries. Other ESG risks such as environmental liabilities and social litigations can be translated into credit risk or underperformance. The Bank assesses all new corporate finance requests for their ESG risks, in alignment with the International Finance Corporation’s (IFC) performance standards. All corporate clients and investments identified as medium or high risk by the ESG risk classification matrix are reviewed through the QIB’s ESG Due Diligence toolkit which qualifies and quantifies key ESG factors.

### ESG Evaluation Toolkit: Assessing Sustainability Across Financing

QIB’s commitment to sustainable banking practices extends to its lending portfolio. The bank’s robust ESG due diligence toolkit evaluates potential borrowers against a comprehensive set of environmental, social, and governance (ESG) criteria. These criteria encompass critical sustainability aspects, ensuring QIB finances projects and companies aligned with responsible business practices.



#### In-Depth Analysis for Informed Decisions:

For each ESG criterion, QIB’s toolkit delves into the borrower’s (corporate or project entity) documented commitments and implemented measures. This analysis provides a clear picture of the borrower’s approach to sustainability. Additionally, the toolkit incorporates allegation screening to identify any potential ESG-related controversies.

By employing this comprehensive ESG due diligence toolkit, QIB fosters sustainable growth while mitigating potential environmental and social risks within its lending portfolio.

Each project is assessed in alignment with the International Finance Corporation’s (IFC) performance standards and where applicable, the project’s ESG score is also calculated. We also may engage with the client, requesting additional documents relevant to ESG which include but are not limited to:

- **Environmental and Social Impact Assessment studies (EIAs)**
- **Environmental and Social Action Plans (ESAPs), Environmental Management Plans (EMPs)**
- **Evidence of stakeholder engagement**

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

### ESG Risk Classification Matrix: How we minimize Risk

Our ESG Due Diligence toolkit helps us 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. Embedded within QIB’s ESG Due Diligence toolkit is a risk classification Matrix which is informed by the Equator Principles with the goal to support the project risk classification categorization. It helps us adjust the project risk classification by considering parameters such as project specific issues, location, the significance of impact and reversible character of the impact. Currently, only exposures above QR 250 mm. and rated High or medium utilise the toolkit and in all other occasions EBRD rating is used. We have established clear thresholds for escalating ESG risks, enabling timely identification and mitigation of potential issues. Through ongoing monitoring and reporting, we remain dedicated to integrating ESG principles into our business practices and driving sustainable value for all stakeholders.



### QIB adopts Equator Principles and joins global efforts towards Sustainable Banking

Qatar Islamic Bank (QIB) has become the first bank headquartered in Qatar to adopt the Equator Principles, by joining the Equator Principles Association (EP Association), a globally recognized benchmark framework for determining, assessing, and managing environmental and social risk in bank financed projects. This demonstrates our commitment to sustainable banking practices and aligns with leading global standards. As an Equator Principles Financial Institution (EPFI), we have now updated our risk management framework to comply with the Equator Principles, allowing it to monitor environmental, social, and governance (ESG) risks associated with new project finance requests. This effort not only enhances risk-awareness among customers but also provides an opportunity for engagement to mitigate potential risks.

### Lending and Investment Portfolio

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

Risk Classification	2022		2023	
	By number of clients	By exposure	By number of clients	By exposure
High	48	13.9%	48	20%
Medium	160	46.4%	160	29%
Low	137	39.7%	136	51%
<b>Clients</b>	<b>345</b>		<b>344*</b>	

\* Risk classification by number of clients, based on QIB portfolio of 344 clients for all transactions above QAR 10 mm.

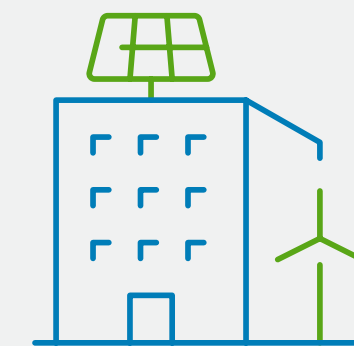


Financing portfolio of **QAR 5.5 bn.**



Exposures of QAR 10 mm. and above constitute **81%** of total portfolio

#### Financing portfolio of projects in line with QNV & SDGs



**Green Buildings**  
**QAR 4,089.02 MM**

Green Buildings as per “Identification of New deals with Environmental and Social Benefits”



**Pollution prevention and control**  
**QAR 21.10 MM**

1 client



**Access to essential services (i.e. healthcare and education)**

**QAR 149.82 MM**

87 clients listed under sectors, Education, Medical and Health and Pharmacy\*

\* Derived from full client base (Unlike Risk Classification Rating derived from QAR 10 mm. and above exposures)

Treasury investments in sustainable finance instruments (including environmental / social deposits or sukuks)	2023
Number of treasury investments	5
Total amount of such investments	QAR 49 mm.

## 3.10 Task Force on Climate-Related Financial Disclosures Mandate

In today's dynamic financial landscape, emerging risks like climate change pose significant challenges for institutions like QIB. Climate risk refers to the potential financial losses, disruptions, and reputational damage caused by the evolving climate. This encompasses extreme weather events like floods and droughts, as well as long-term changes in temperature and sea levels. The potential impact on banks is multifaceted, ranging from damage to loan collateral due to natural disasters to disruptions in critical infrastructure that could affect loan repayments. By proactively addressing climate risk through robust environmental, social, and governance (ESG) practices, QIB can safeguard its financial stability and contribute to a more sustainable future.

**Qatar Islamic Bank (QIB)** embraces the mandate of the Task Force on Climate-related Financial Disclosures (TCFD), recognizing the importance in proactively addressing climate-related risks and opportunities. As a responsible financial institution QIB recognizes its pivotal role in supporting the transition to a more sustainable economy and we are committed to integrating climate considerations into our strategy, decision-making processes, in alignment with our values, framework, internal operating systems and national sustainability priorities. We are already taking action to integrate within our risk management processes and measurement systems all related considerations.

**Governance:** QIB's governance structure is designed to ensure effective oversight of climate-related issues. The bank has established a robust and multi-tiered governance structure, with a dedicated Sustainability Unit at its core. This unit serves as the focal point for sustainability initiatives

within the bank and works in conjunction with a Sustainability Working Group, comprising representatives from all relevant departments across the organization. To maintain oversight and strategic alignment, the Sustainability Unit reports the progress on the Sustainability Strategy to the Sustainability Management Committee. This committee, is headed by the Group CEO, emphasizing the high-level commitment to sustainability at the executive level. The Sustainability Management Committee plays a pivotal role in setting the bank's sustainability goals, strategies, and monitoring progress. 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. Further up the hierarchy, **the Board Nomination and Governance Committee supervises the bank's sustainability strategy and receives updates on climate risks, with all board members trained on ESG issues.** In 2023,

the Bank conducted a training on ESG risks (including climate-based risks) for its newly elected Board members.

**Strategy: QIB has incorporated climate-related considerations into its strategic planning. It identifies potential physical risks such as extreme weather events and transition risks like regulatory changes or shifts in market sentiment that could affect the Bank's investments.** The bank's updated Credit and Investment Policy integrates ESG considerations in lending and investments, overseeing risks and opportunities inherent in the bank's operation. **Additionally, QIB explores opportunities in the transition to a low-carbon economy, aligning with Qatar's National Vision 2030 and Islamic principles promoting sustainability.** 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. Climate-related issues are considered by the board and board committees when reviewing and guiding strategy, major plans of action, risk management policies, annual budgets, and business plans. The bank is further considering climate risk integration across the organization for 2024 and has initiated consultations with relevant parties in this regard. Monitoring and oversight of progress against goals and targets for addressing climate-related issues are ongoing, although system integration and goal setting are still in progress.

**Risk Management:** In assessing climate-related risks and opportunities, QIB utilizes various metrics and targets aligned with its strategy, risk appetite and risk management process. The bank has introduced the ESG Due Diligence (EDD) Process for all new finance requests, monitoring completion rates of EDD questionnaires for respective clients. GHG emissions and associated metrics are

provided for historical periods, with scope 1 & 2 data available since 2020. The bank also discloses GHG emissions for its lending and financial intermediary activities, in line with industry standards. 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, and with direct involvement of Group Credit Risk in our ESG due diligence processes. A risk classification matrix is embedded within the ESG Due Diligence toolkit, aligned with the Equator Principles to support the credit risk classification categorization. In addition, QIB engages with customers to understand their exposure to climate risks and strategies for mitigation, ensuring a proactive approach to risk management.

**Metrics and Targets:** In line with TCFD recommendations, QIB is setting clear metrics and targets to measure its exposure to climate-related risks and track progress toward a sustainable, low-carbon business model. The bank utilizes key performance indicators provided by industry standards 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, rating agencies guidance, the SDGs and we also utilize the Qatar Stock Exchange (QSE) ESG Disclosure Guidance for listed companies. Our QIB Mobile App promotes sustainable choices, tracking emissions reduction. We use

the ESG Due Diligence Process for new finance requests, aiming for satisfactory completion percentages. GHG emissions data is available since 2020, with scope 3 emissions under consideration.

**Overall, we are committed to strengthening resilience against climate change and supporting the transition to a greener economy. The bank recognizes the importance of sustained efforts in addressing climate challenges and is prepared to make the necessary investments to contribute to a sustainable future.**



## Future Actions

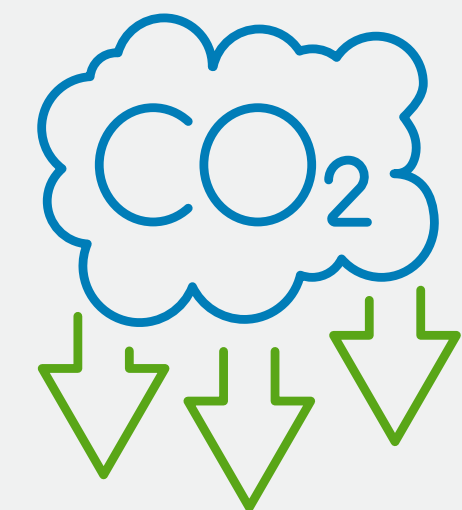
Moving forward, we intend to focus on the following actions:



- **Integration of climate risks** across the Bank (including relevant policies, processes, roles and responsibilities)



- **Measurement of Scope 3 emissions**, primarily financed emissions, is under consideration for 2024



- **Setting of targets** once baseline data on Scope 3 is established



Aspire Park in Doha, Qatar

# 4

## Responsible Banking and Services Operations

### Our approach

At QIB, our commitment to responsible banking is reflected in our strategic direction and our well-defined set of policies that guide corporate behavior and conduct, bolstered by our Islamic values and our strong ethical culture. To achieve our ambitious targets, we invest in the acceleration of our digital transformation through innovative products and services and work closely with all our stakeholders to strengthen customer experience and ensure data security and privacy. In parallel, with the goal to reduce our environmental impact, we systematically monitor our environmental footprint, set clear targets for the future, and incorporate sustainability/ESG criteria in all our procurement policies and contracts, while we continue to engage with our entire supply and value chain.

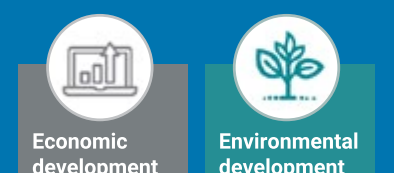
### Chapter Highlights

- **165 mm.** digital transactions completed
- **86%** overall customer satisfaction
- **61%** Digitally active customers
- **QAR 378 mm.** spending on 1,261 local suppliers
- Dedicated fuel Portal (**E-WOQOD**) to track and monitor fuel consumption
- Investment of **~300k in LED** (5-year period)

#### SDGs



#### QNV Pillars




## 4.1 Digitalization and Innovation


Having embarked on a company-wide digital transformation journey with more products and services now available through our digital channels, at QIB, we have made progress on enhancing customer experience and embracing digital innovation, by expanding our digital features while prioritizing customer-centric approaches and digital innovation.

### A Customer-Centric Digital Transformation Strategy

Digitalization helps us increase the efficiency of operations, enhance customer experience, strengthen security and data protection and better monitor our environmental impact.



**3 mm.**  
average logins to QIB Mobile App monthly



**Digital transactions completed**  
**165 mm.**  
\*Including local transactions within QIB

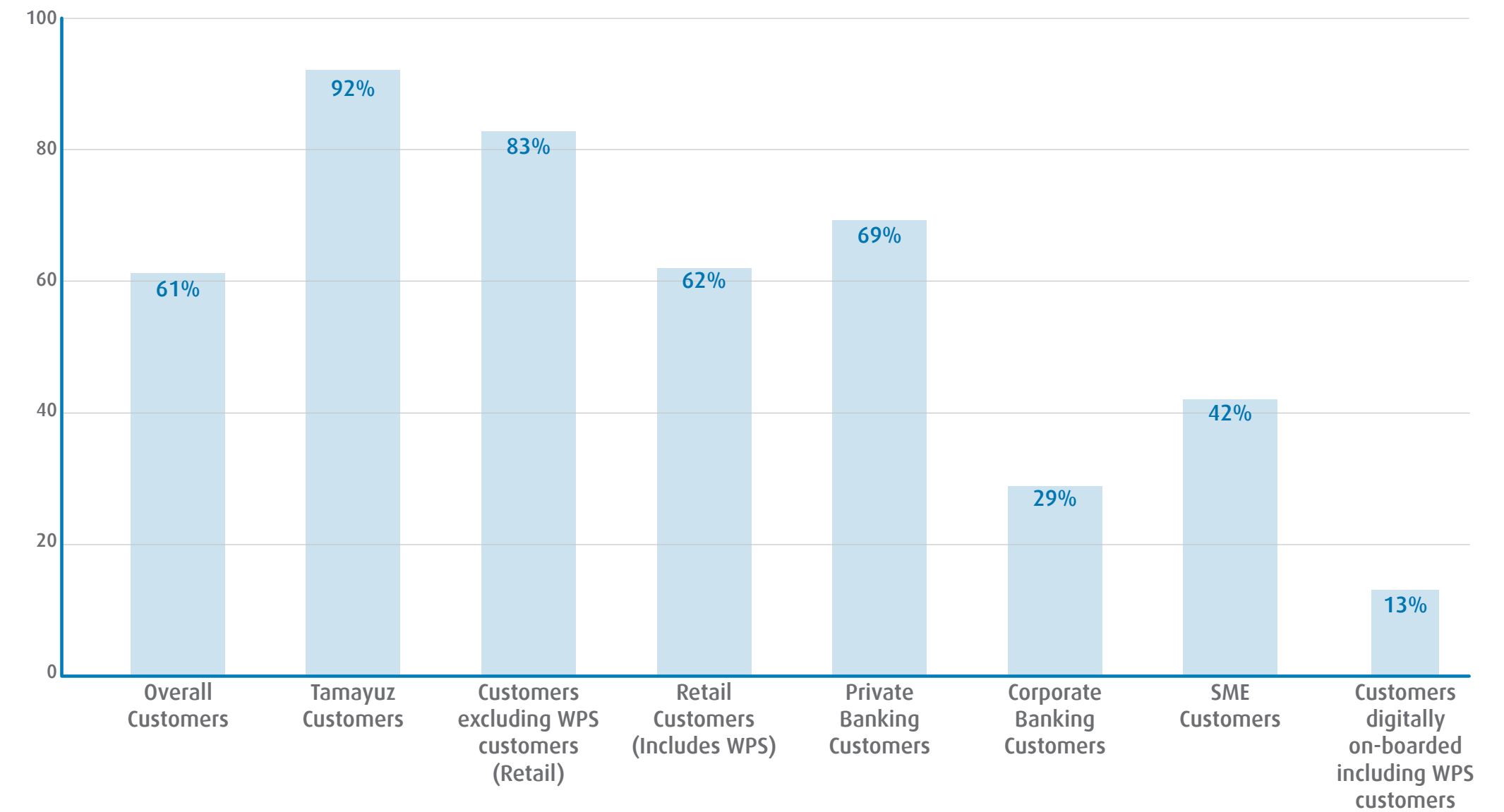
## 4.2 Digital Strategy and Initiatives

During this reporting period, we continued to invest in our digital infrastructure in order to improve our overall operations while expanding the channels for products and services.

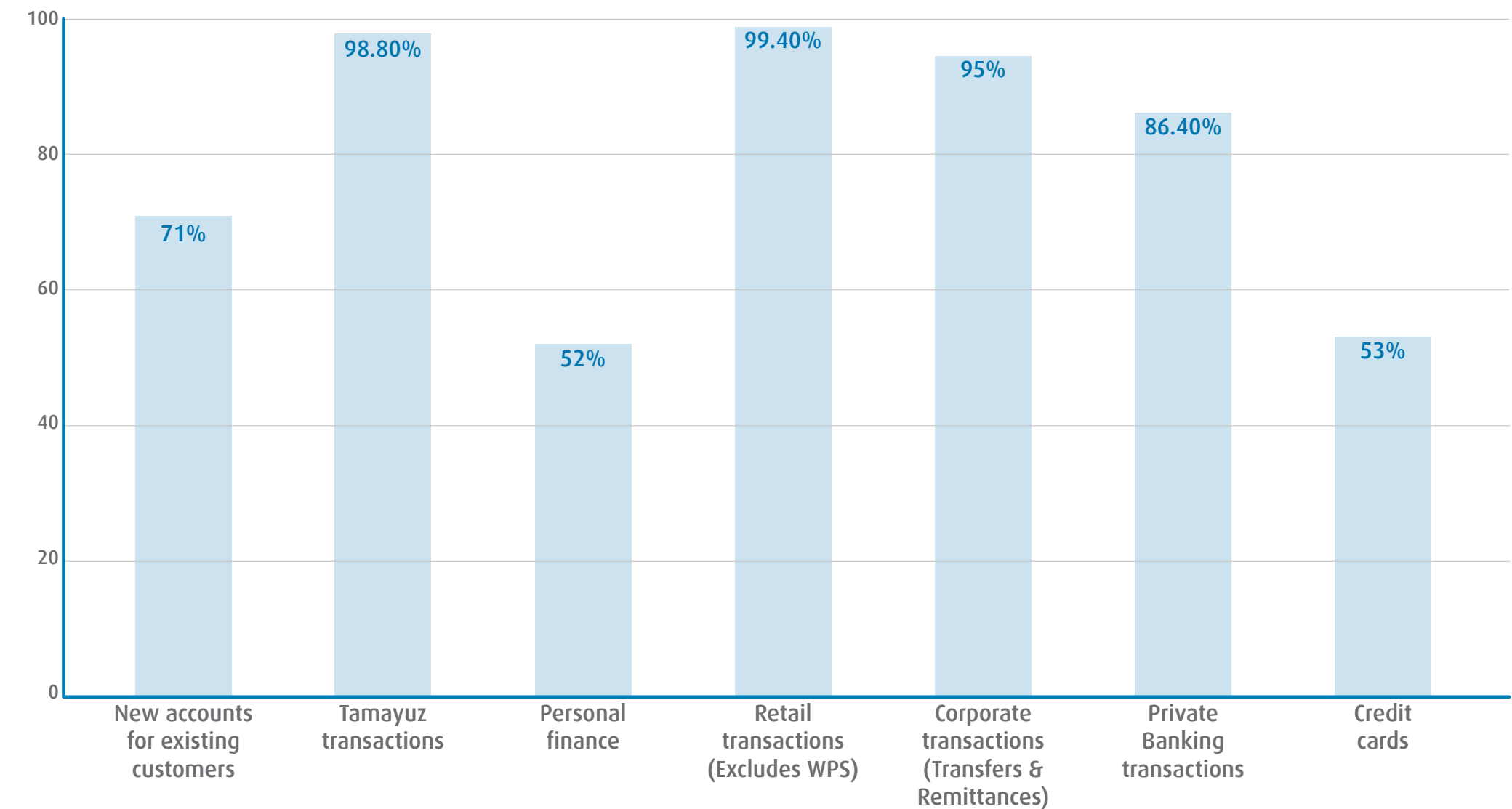
### Towards this direction, we continued to:

- Invest in adding 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.
- Regularly assess the quality of our processes, by implementing quality assurance methodologies and regular audits.
- 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



### Digital Transactions



In 2023, we continued our digitalization efforts focusing on streamlining our process and increasing automation while encouraging customers to switch to online banking and reducing paper consumption from transactions.

**QIB Mobile Banking App**



**3 mm.**  
Total monthly logins to the QIB Mobile App

**7%**  
Increase in Mobile App active users

**In a nutshell:**

- ✓ Delivered 48% increase in volume
- ✓ Automated salary transfer
- ✓ Utilised Wage Protection System (WPS) for employer registration and users' creation while allowing employers to transfer salaries more efficiently
- ✓ Qatar ID and passport verification through Optical Character Recognition (OCR)
- ✓ Corporate Internet Banking payments without manual intervention
- ✓ Complete solution for Direct debit, targeting corporate customers

**Major Projects with the Supreme Judiciary Council (SJC)**

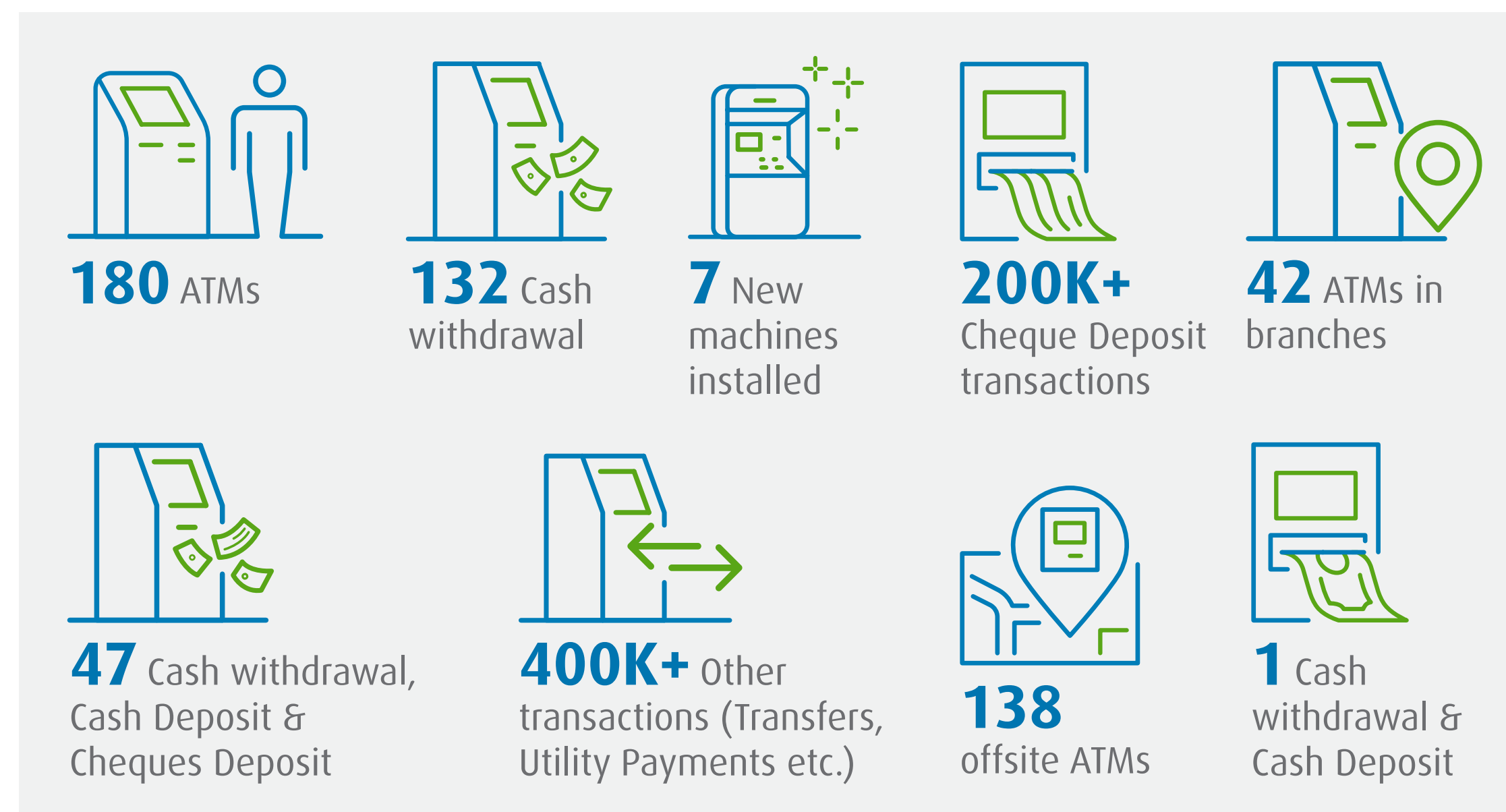
- ✓ Legal Automation Project from QCB
- ✓ Debit card project in terms of transferring the monthly allowances for divorced and widows

**4.3 Responsible Customer Relations**

At QIB, our intention is to build long-term relationships of trust with all our customers and be able to offer the best customer service through a robust and solid set of systems and policies and well-trained employees.

**Enhancing Customer Experience**

To cater to evolving customer preferences for digital platforms, at QIB, we are making every effort to optimize our customer experience through digital innovation, namely the introduction of contactless, personalized, and diverse digital payment options.



ATM transactions in 2023	Number	Value (QAR mm.)
Cash withdrawal transactions	13,458,310	24,638.91
Cash deposit transactions	1,767,581	10,216.45

**Our actions in a nutshell:**

- ✓ **Simplification of our banking processes** through mobile banking, corporate internet banking, POS, and SoftPos
- ✓ Our loyalty program “**ABSHER**”, is accessible through the QIB Mobile App anytime
- ✓ Our Complaint Management Policy in place.
- ✓ Commitment to **resolving 100%** of all customer complaints within 3 working days.
- ✓ Centralized **Customer Care Unit** to manage customer complaints.
- ✓ **24/7 “Live Chat”** feature with direct access to a customer service representative
- ✓ **The Board** oversees all complaint reviews

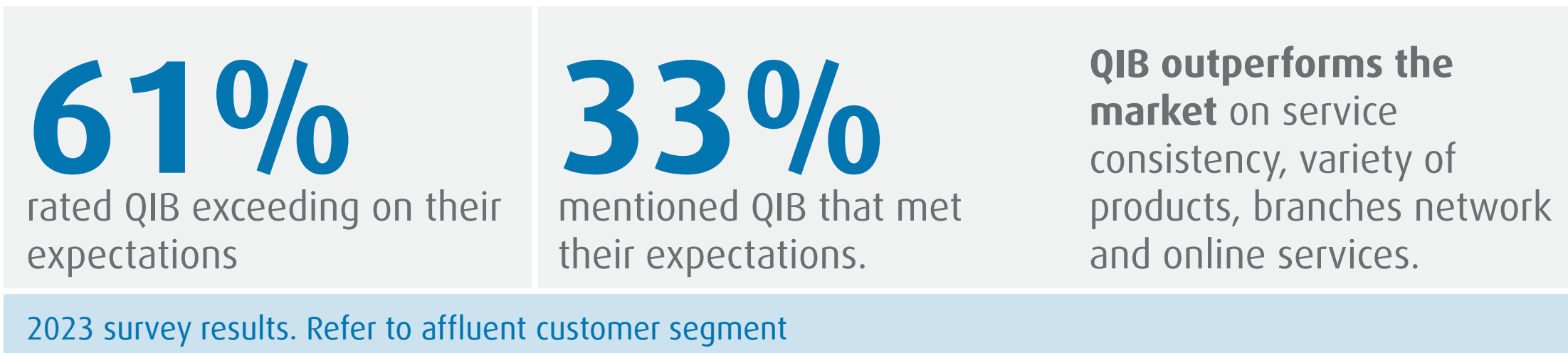
### Standards and Certifications

Our financing documentations are all developed in line with the Loan Market Association (LMA) standards or local regulations.

Name of standard and/or certification	Description of the Standard's scope
Vendome Mall Branch has achieved the Global Sustainability Assessment System (GSAS) certification for interior works.	Sustainability standard for design, construction and operations
Mesaieed Data Centre has achieved Tier-3 certification from Uptime Institute for "Design" & "Constructed Facility".	Certifies the Data Centre for reliability and overall performance.
<ul style="list-style-type: none"> <li>• Design of Branches and ATM fit-outs is developed by licensed Grade A consultants.</li> <li>• Construction is carried out by licensed Grade A contractors</li> </ul>	<ul style="list-style-type: none"> <li>• Design and Construction Permits are in line with municipal regulations</li> <li>• Consultants follow relevant discipline standards, Municipal regulations and Qatar Construction Specifications</li> <li>• Design and construction contracts are governed by the Qatari laws for industry standard contractual and legal requirements</li> </ul>

### Managing Customer Feedback

At QIB, we ensure that all customer feedback, complaints and disputes are treated fairly, quickly, clearly and objectively, preserving our reputation. Our policy, designed to regulate customer feedback, lays out specific rules for handling disputes, whether written or verbal, as well as complaints related to any product or service.



### With the view to improve customer satisfaction, we continued to:

- Invest in digital solutions
- Utilize our complaint management system (Unison).and our automated SMS by complaint ticket number, to monitor resolution of complaints
- Transfer all the complaints that are not resolved within 3 working days to the respective General Managers
- Encourage employee participation in complaint resolution
- Improve internal communication and collaboration among all departments
- Have in place a mandate sharing process of the full complaint cycle

Line	Year	Total Number of Answered Calls	Average Call Duration	Abandonment Rate %
Mass Line	2023*	1,176,817	03:35	10%
	2022	1,074,167	03:27	6%
	2021	1,049,412	03:36	6%
Tamayuz and Private Line	2023*	155,292	03:41	0.8%
	2022	127,942	03:49	0%
	2021	89,228	03:52	1%

\* The variation in data for 2023 can majorly be attributed to the KYC Updating Project undertaken by the bank.

### Daily Operations at the QIB Call Centre

Considered the first point of contact for our customers for support regarding our services and products, our Call Centre:

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



Complaints by Category	2022	2023
Customer awareness	1,293	1,105
Valid	1,205	1,465
Suggestion	189	146
Invalid complaint by user	155	194
Invalid complaint by customer	39	13
<b>Total</b>	<b>2,881</b>	<b>2,923</b>

Complaints	2021	2022	2023
Number of customer complaints filed with QIB	2,961	2,881	2,923
Percentage of customer complaints resolved by QIB	100%	100%	100%
Number of customer complaints filed with QCB	33	28	38
Overall customer satisfaction	88%	86%	86%

## 4.4 Data Privacy and Cybersecurity

In the ever-evolving digital age, data privacy and cybersecurity have become critical emerging risks for financial institutions like QIB. Data privacy risk refers to the potential for unauthorized access, misuse, or loss of sensitive customer information. This can lead to financial penalties, reputational damage, and even legal repercussions. Cybersecurity risk, on the other hand, focuses on the vulnerabilities within a bank’s digital infrastructure. Cyberattacks can disrupt vital financial services, steal sensitive data, and erode customer trust. These combined risks can significantly impact QIB’s financial stability and overall business operations. By implementing robust data privacy and cybersecurity measures, QIB protects its customers’ information, mitigate financial losses, and maintain a strong reputation in the digital landscape.

### Data Privacy

QIB’s Board Audit, Risk & Compliance Committee has an oversight on all issues regarding data privacy and safety. In accordance with the national legislation, at QIB we take every action to ensure the secure collection, storage, management and processing of personal data and to prevent accidental loss or destruction and unauthorized and/or illegal data access use, modification or disclosure. Our robust Data Privacy Strategy covers mandates on the type of information collected, consent requirements, information storage and protection and customers’ rights, among others. At QIB we have a new fraud detection system installed to detect fraudulent or suspicious transactions and we conduct internal and external audits by qualified professionals at least once every two years basis to ensure the effectiveness of the data privacy processes and to proactively identify any gaps or areas for improvement.

QIB’s approved Data Privacy Strategy covers information on the data privacy program and operations and aligns with all applicable regulatory requirements of the QCB. In 2022, we established a bank-wide Data Privacy Programme, beginning with Data Privacy Deep Dive workshops. Data privacy gap assessments were conducted for all business units based on Qatar’s Personal Data Privacy and Protection Law [PDPPL].

#### Our Bank’s Data Privacy Strategy document broadly covers:

- Data Privacy Principles
- Data Privacy Program Governance
- Privacy Awareness & Training

Special provisions address data sharing with third parties, data retention, and key measures to respond in cases of privacy incidents. Operating in a highly regulated sector, we are required to retain information in accordance with QCB’s data retention requirements.

Data sharing is duly covered by specific Data Protection Agreements (DPA) with the respective suppliers and business partners, tailored to each engagement and our Terms & Conditions, which include relevant clauses and are part of the consent process in customer forms. The DPA makes it mandatory for all such suppliers or business partners to allow for and contribute to audits, including inspections.

To ensure the security of our systems, QIB teams undertake data discovery at periodic intervals to identify the presence of personally identifiable information [PII] and sensitive data, whose intellectual property resides across the Bank’s environment. Personal/sensitive customer and employee data at rest are stored in our Bank’s databases with the highest encryption standards—Oracle’s Transparent Data Encryption (TDE). In the event of a breach, a number of core activities are undertaken as per our Data Privacy Strategy.

### Vulnerability Assessment

Penetration tests are conducted bi-annually, while Vulnerability Assessments are carried out monthly. QIB’s Payment Card Industry Data Security (PCI-DSS) program was established in June 2023 to obtain PCI-DSS Certification. This is a three-year program covering 2022-2024. The Bank completed the PCI-DSS external assessment in 2023 and obtained the certification for the latest PCI-DSS 4.0 Standard.

This certification applies across all QIB operations. The scope includes Card Business, Cards IT, Card Operations, Operations & IT, Physical Security and Information Security that are spread across our Bank’s premises covering HO all other offices and Branches.

All responsibilities pertaining to the Data Privacy Role were handled by the Head of Information Security.

#### 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.

During 2023, we had no internal or external recorded data breaches, no customers were affected and no Personally Identifiable Information (PII) leaked into the public domain.

### Cybersecurity

Dealing with sensitive customer and transactional data renders banks prone to cyber-attacks. To mitigate these risks, we are increasingly adopting enhanced cybersecurity solutions specifically tailored for banking systems. Our Information Security department focuses on strong anti-fraud and cyber threat controls. Similarly, 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. Our continuous Vulnerability Assessment program tracks and evaluates vulnerabilities within our infrastructure and applications, allowing us to identify and address cyber threats.

 <p><b>Annual Attack Simulation Assessment</b></p>	<p><b>24/7</b> Threat Hunting/Threat Monitoring Program to proactively monitor our Bank’s critical assets</p>	<p>Mandatory <b>Information Security e-learning session</b> on cybersecurity for all staff (including contract staff), every six months</p>
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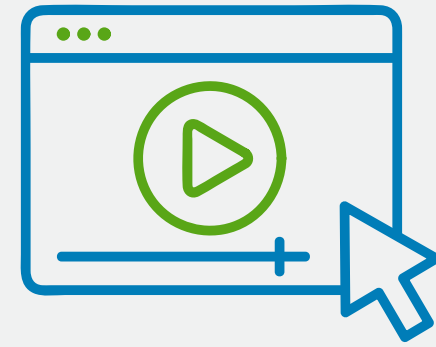


## Data Security Awareness Raising Practices

At QIB, we continued to educate our employees, customers, contractors and other stakeholders regarding data protection and data security topics, through various activities and tools:



- Organization of Mandatory **Information Security e-learning sessions** (on data privacy, data protection, etc.) twice a year for all employees.
- Social media pages and monthly awareness SMSs for **supporting customers**. The frequency is higher for more vulnerable customers.

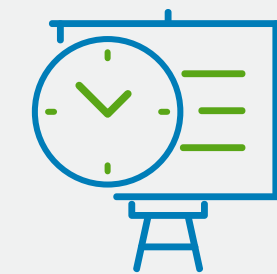


- **“Security Tips”** page on our website, including information about safe online banking, mobile banking, ATM banking and practical advice to identify and avoid theft.
- The Bank-wide **“Identity and Access Management Program”** provides a 360-degree view of employee- contractor access to the Bank’s systems.



- 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.

## Information Security Awareness



**Training hours**  
**24,833** in 2022  
**17,506** in 2023



**Number of Participants**  
**1,111** in 2022  
**1,156** in 2023

## Fraudulent Transaction Activity

2023

Chargeback cases (number)	8,127
Total value of transactions, refunded to account holders due to chargeback cases (QAR)	5mm.
Cases of card-not-present fraud (number)	7,998
Cases of card-present and other frauds (number)	129
Percentage of activity from card-not-present fraud (%)	98%
Percentage of activity from card-present and other fraud (%)	2%

## 4.5 Responsible Communications

We adhere to the standard practices related to communication as stated by Qatar Central Bank and Ministry of Commerce & Industry. Also, as a public listed Company, we strictly follow Qatar Stock Exchange & QFMA Disclosures guidelines and instructions. Our Marketing & Communication Policy outlines all the required regulatory and ethical requirements.

All our marketing campaigns follow a robust governance structure, and are required to be approved through a series of validations which include Shari’a, Compliance, Management, QCB and MoCI approvals.

As a responsible organization and in respect to our Islamic values, we take every action to ensure that our marketing communications do not include harmful, illegal, immoral, irresponsible, or misleading content. The Board takes an active role in overseeing responsible communications and marketing while we have integrated those aspects in our training modules.

Guided by our Responsible Customer Relation Policy, our efforts are focused on preventing predatory lending practices, which might involve fraudulent behaviors.

For more information on our Responsible Customers Relations Policy:

<https://www.qib.com.qa/en/investorrelations/sustainability/responsible-customer-relations/>

## 4.6 Our Direct Environmental Impact

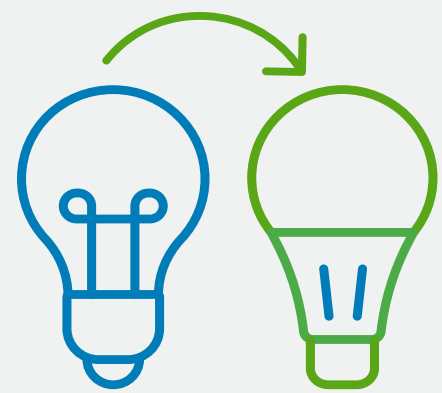
In alignment with the SDGs, the environmental pillar of the Qatar National Vision 2030 and the National Climate Change Plan (QNE), we are committed to improving our environmental performance and safeguard our natural ecosystems. We thus focus our actions and initiatives on the following topics as reflected in our Sustainability Policy:

1. Energy and resource efficiency.
2. Water and waste reduction.
3. Reduction of greenhouse gas emissions.

### 4.6.1 Energy and GHG Emissions

At QIB, we work systematically towards reducing our energy consumption and improving resource efficiency, through process redesign, conversion and retrofitting of equipment, operational changes and employee training amongst others.

#### Our key energy advancements include:



- Replacement of conventional lighting and installation of **LED type lights**.
- Overall **investment of ~300k** over a 5-year period
- **Building Management Systems (BMS)** in 5 premises namely intelligent solutions that enable remote monitoring and scheduling of operating hours
- **Eco-friendly** material specifications.
- Seating and floor plan design for effective management of **seating capacity**.

- Installation of **energy efficient air conditioning** units.
- Non-essential lights and air-condition **are switched off** or run at minimal usage.
- All maintenance related issues are processed, monitored, and closed out using **digital technology**.
- Planned **preventative maintenance** for electromechanical assets to ensure efficient functioning of the equipment and prolonged life.



Having as a goal to improve the efficient transportation of our employees, our recently launched **Fuel Portal (E-WOQOD)** allows us to track and monitor the fuel consumption of our fleet on a regular basis, via detailed reports generated for each vehicle plate number.

Energy Consumption	2022	2023
Electricity consumption (kWh)	10,786,697	10,194,655
Petrol consumption (vehicles) (litres)	23,985	37,466.30
Diesel for own vehicles (litres)	490	271.93

Carbon Footprint	2021	2022	2023
Direct GHG emissions (Scope 1) (tons of CO2eq)	51.20	57.04	87.75*
Indirect GHG emissions (Scope 2) (tons of CO2eq)	4,341.107	6,665.10	4,995.38

\*In 2023, 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.

Emission Factors	2023
Petrol (CO2 per gallon)	8.78 kg
Diesel (CO2 per gallon)	10.21 kg
Electricity (CO2/kWh)	0.49 kg

#### Fuel consumption was calculated from invoices.

At QIB, we operate with a total of approx. **1,100 employees** (full time and outsourced) in multiple corporate offices and branches. The average occupancy efficiency of our premises is between 12 ~ 17 m<sup>2</sup> per employee.

## 4.6.2 Water Management

Improving our water management is critical in our effort not only to reduce our environmental footprint but make a significant contribution to the ambitious goals set by the Qatar National Vision 2030 and the National Climate Change Plan (QNE). **Despite ongoing challenges due to the location of our branches inside shopping malls with shared amenities, whose water usage we cannot control, we make considerable effort to utilize water efficiency tools such as tap aerators and motion sensors to be able to improve our water management performance as a whole.** The year 2023 further saw the installation of smart water meters at our facilities, leading to more precise calculation of our actual consumption.

Water Consumption	2021	2022	2023
Total water consumption (liters)	10,372	14,082	21,134
Water consumption intensity (liters / total employees)	13.10	18.4	26.38

## 4.6.3 Waste Management

At QIB, we continue to work to incorporate sustainable waste management practices into our operations, in line with the Qatar National Vision 2030 and the National Climate Change Plan (QNE). We focused on the integration of the principles of reduction, reuse and recycling waste and materials. We continue to encourage our staff to participate in various recycling and waste reduction engagement programs, to minimize paper use, reduce printing and shift to digital, instead of using paper.

**Through our digitalization strategy, we intend to create a significant swift in digitalizing all our processes and services, generating less waste while improving customer experience.**

**Total Paper Consumption (kg)**

**3,000**    **34,225\***    **32,496**

in 2021    in 2022    in 2023

\* Restatement of information



Waste Management (Kg)	2022			2023		
	Waste Diverted from Disposal	Waste Directed to Disposal	Total Weight of Waste Generated	Waste Diverted from Disposal	Waste Directed to Disposal	Total Weight of Waste Generated
Paper*	15,300	-	15,300	14,700	-	14,700
IT products	55	-	55	718	-	718
Printer cartridges	-	1,840	1,840	-	-	-
Old equipment*	-	36,300	36,300	-	33,700	33,700
<b>Total waste</b>	<b>15,355</b>	<b>38,140</b>	<b>53,495</b>	<b>15,418</b>	<b>33,700</b>	<b>49,118</b>

\*Regarding paper waste, at QIB, we have installed a separate bin in all our offices which is used to segregate recyclable paper. Accordingly, the municipality collects and recycles the designated paper waste.

Waste Management	2021	2022	2023
Total waste produced (tons)	96	53.5	49.12
Total paper recycled (tons)	36.9	15.3	14.7
Total IT products recycled (tons)	2	0,06	0.72
Printer cartridges (number)	1,900	1,840	1,675
Fluorescent light tubes (tons)	0.2	0	0
Personal computers (tons)	4	0	0

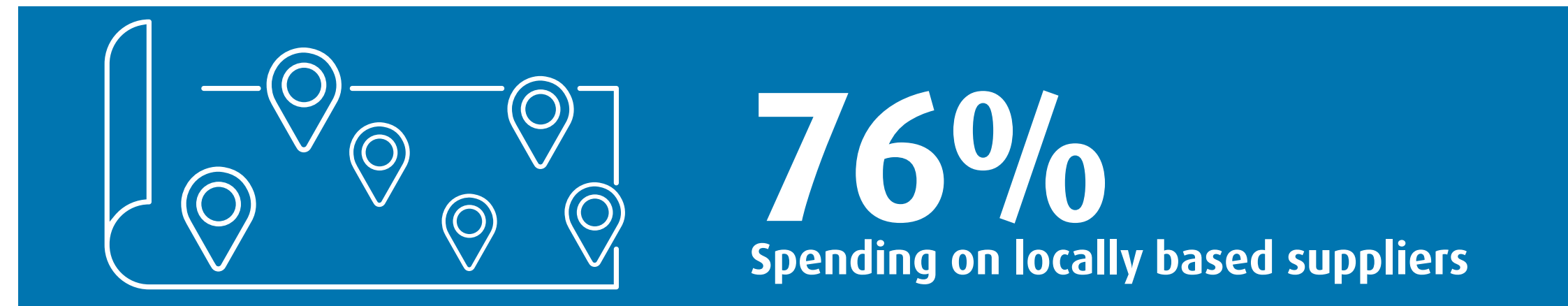
## 4.6.4 Protection of Biodiversity

Biodiversity and the protection of our natural ecosystems is an important topic that is rising to the top of the regulatory agenda. At QIB, we are conscious of the fact that our lending and investment practices may have a substantial impact and vulnerability to biodiversity. Therefore, we consider biodiversity to be a topic in our ESG assessment that informs QIB's investment decision-making, credit appraisal process and engagement strategy.

## 4.7 Responsible Procurement and Supply Chain

At QIB, we adhere to strict rules and voluntary internal standards regarding our supply chain, as we strive to ensure responsible behaviours. We have set certain sustainability related criteria and conduct assessments when selecting our suppliers and vendors and when reviewing their performance.

To support the local economy, we continue to give precedence to local suppliers under the framework of our localisation strategy in our effort to support local jobs, reduce emissions and foster partnerships with the local community.



**Our procurement policy has been adjusted to respond to evolving digitalized environmental taking into consideration subsequent sustainability targets. Thus, during this reporting period:**

- **Vendor Management Policy** reviewed.
- **E-Procurement** process in place utilising an online platform to manage tenders.
- Vendors and suppliers must abide by our **Vendor Management Policy** and are currently required to provide ESG requirements upon engaging with the Bank.
- All suppliers undergo internal audits based on **environmental and social criteria** (i.e., providing a self-risk assessment and an audit report)
- All contracts to include a **reference to adherence** to the supplier code of conduct.



Local Suppliers	2021	2022	2023
Total number of local suppliers engaged	1,359	1,236	1,261
Procurement spending on local suppliers (mm. QAR)	369	398	378
Total procurement spending (mm. QAR)	388	494	499

Suppliers Audit	2021	2022	2023
Suppliers that are subject to audit (number)	824	902	587
Suppliers identified as having significant actual and potential negative impacts (number)	0	0	2
Suppliers with which improvements were agreed upon as a result of audit (number)	816	889	6
Suppliers with which relationships were terminated as a result of audit (number)	0	0	0

### Moving forward



- Develop and expand our **e-Procurement policies** whereby all tenders will be passed through an online platform.



- Plan to introduce **eco-friendly alternatives** in consumables, wherever available.



- Intensify our efforts around our **Go Green Actions** namely using less paper through the digitalization of our services.



- Hiring a **Data Privacy Officer**, in the Bank's Information Security Department in early 2024.



Al Khor Island, also known as Jazirat bin Ghanim northeast coast of Qatar.

# 5

## Sustainable Finance

### Our approach

At QIB, in recognition of the pivotal role sustainable finance plays in supporting national priorities and international sustainability goals, we remain committed to driving positive change in our economies and societies through sustainable finance. Demonstrating dedication to responsible banking practices, we continue to work systematically towards integrating ESG criteria into our financing activities, we have adopted the globally recognized Equator Principles and made considerable progress towards implementing our ESG toolkit and our Sustainable Finance Framework.

### Chapter Highlights

- **QAR 7.4 bn.** financing portfolio of projects contributing to the QNV and SDGs
- Issuance of **Sustainable Deposit**
- First-of-its-kind **Carbon Emission Tracker** on Card spend
- **1<sup>st</sup> Qatari bank** to adopt the Equator Principles
- Launch of the **Sustainable Products Framework** to integrate ESG criteria into financing
- **QAR 49 mm.** invested in ESG related securities

#### SDGs



#### QNV Pillars



## 5.1 Sustainable Investments and Financing

With a large and diversified customer base, our aim is to help our customers grow, manage risk more efficiently and capitalize on new opportunities more effectively. We thus provide a range of sustainable financing tools, tailored to their needs contributing in parallel to tackling climate change and supporting the sustainable development of the national economy. In line with the Qatar National Vision, we play an instrumental role in providing critical financing and tools to sustainable projects such as renewables, green buildings, circular economy and energy efficiency while empowering the entrepreneurship potential of youth and women.

Sustainable Financing	2021		2022		2023
	Value (QAR bn.)	Number of Active Projects	Value (QAR bn.)	Number of Active Projects	Value (QAR bn.)
Financing portfolio of projects contributing to the QNV and SDGs	6.76	60	6.91	58	7.44
Financing portfolio of projects related to renewable energy	1.68	1	1.75	1	1.80
Financing portfolio of green buildings	3.9	5	3.69	5	4.10
Financing portfolio of projects that support pollution prevention and control	0.0215	1	0.02	1	0.02
Financing portfolio that promotes access to essential services (e.g. healthcare and education)	0.378	3	0.07	3	0.09

ESG related securities are one of the criteria for the selection of the securities and we are still in the preliminary process. The **ESG financial products** are still in an embryonic phase in the Qatari market compared to conventional products. However, there is an opportunity for future growth.



In 2023 we invested in **USD 13.5m in ESG related securities** in liquid assets equivalent to QAR 49MM. **Beginning of 2024**, we have further invested **QAR 30MM** in liquid assets, and are continuing to invest in ESG Sukuks assessing new Islamic ESG products on the market.

### Sustainable Products Framework

Our Sustainable Products Framework outlines the principles, standards, and guidelines for issuing Sustainable Products. The Framework defines the environmental and social categories and themes for eligible sustainable financing and investments. We will use the Framework as a guide to formulate thematic Sustainable Finance Products that align with designated utilization of funds under the eligible Green/Social Categories that have a clear sustainability purpose, including but not limited to Sustainable Deposits/Accounts. As expected, the Framework reflects trends and practices which have developed in the sustainable finance market globally and in the Middle East and are integral to the understanding of the context and intent behind the investments.

For more information regarding our Sustainable Products Framework:

<https://www.qib.com.qa/wp-content/uploads/2024/02/QIB-Sustainable-Products-Framework.pdf>



## 5.2 Digital Banking

Our digital transformation grows strong and we expand our portfolio of innovative products, while improving our customers' experience. Our goal is to design and offer products and services that help our customers manage risk but also encourage a shift towards more sustainable business models and practices.

### Digital Products and Services

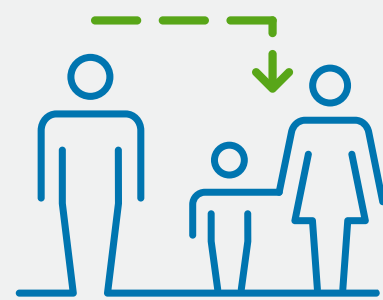
We provide a wide range of products and services through the following categories:



• Essential Banking



• Personal Finance



• Remittance



• Contactless Payment



• Support Services

Cards Issued	As of 2023
Debit Cards	666,229
Credit Cards	120,175
Business Cards (Debit/Credit)	14,237
Prepaid Cards	33,408
GIFT Card	23,105
<b>Total</b>	<b>857,154</b>

Cards Turnover	2023 (QAR thousand)	% of increase from 2022
Local Turnover	13MM	15%
International Turnover	3MM	20%

**Digitally Active Customers**

# 61%

**Overall**



In 2023, a total of

# 51

enhancements were rolled out as part of **Retail Mobile Banking** releases.

### Key Features



• Visa Direct launched to New Corridors



• MyBook on Mobile App



• Digital Credit Card



• QIB Marketplace



• Travel Mode



## Personal Banking

Personal banking continues to be a significant segment of our business portfolio, through our credit approach, superior value proposition, best-in class products with emphasis on digitalization.

In 2023 we remained a 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**.

During 2023, we continued to focus on creating more digital, user and environmentally friendly options for our customers by launching new digital features:

<b>Direct Remittance</b>	Egypt, UK and Bangladesh - Instant Transfer to these countries
<b>QIB Marketplace</b>	ecommerce Platform within MB
<b>Himyan Debit Card</b>	QCB Driven Debit Card
<b>Minor Account Opening</b>	
<b>Easy Payment Plan</b>	Flexible Repayment Plan
<b>Card on File &amp; Stop Payments</b>	Manage your Visa Card Subscriptions
<b>Temporary/Permanent Limit Increase</b>	Alter your Card Limits as required
<b>Credit Card Upgrade</b>	Upgrade your Credit Card based on eligibility
<b>Digital Credit &amp; Debit Card</b>	View Your Card within MB
<b>MyBook</b>	Loyalty & Reward Platform within MB
<b>Carbon Emission Tracker</b>	Track your Carbon Footprint based on Spending
<b>Travel Mode</b>	Travel Related Features within MB
<b>Mobile Number Change</b>	Change your primary Mobile Number associated with the Bank via MB
<b>Marriott Credit Card</b>	Cobranded Credit Card
<b>Secure Key</b>	Alternative to OTP for MB
<b>Salary Advance</b>	Easy Finance based on Salary (digital only product)
<b>Real Time Payments "FAWRAN"</b>	Easy transfer feature within Qatar via MB

For more information regarding our digital products and services:  
<https://www.qib.com.qa/en/personal/>

## Customer ratings for the QIB Mobile App



Google Playstore: 4.4



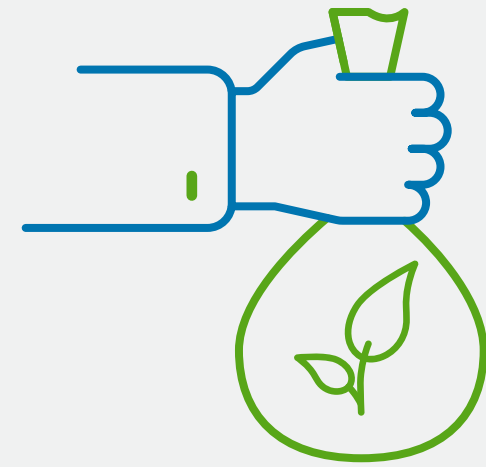
Apple Store: 4.6



## New products and noteworthy additions to our existing offerings in 2023:

<b>Lite App</b>	A first-of-its-kind, simplified version of the QIB Mobile App, available in multiple languages, which sets new standards for instant payments and simplified transfers at affordable rates for all but specifically our blue collared customers
<b>QIB Marketplace</b>	An e-commerce platform integrated within a mobile banking app, allowing customers to bank and shop in one place.
<b>Marriott Bonvoy QIB Credit Cards</b>	Qatar's first hospitality credit cards seamlessly incorporate Marriott's loyalty program into the QIB digital platform, providing a unified interface for easy management
<b>Travel Mode option</b>	Designed for frequent travellers, offering features such as Travel Takaful, instant finance for travel expenses, temporary credit limit increases, live exchange rate updates, and more, enhancing the travel experience.
<b>Growing Deposit</b>	A unique digital deposit account encouraging long-term saving habits, over 10 years, first in the country
<b>Secure Key</b>	An advanced authentication system replacing traditional SMS-based OTP, providing faster and more secure transaction verification through PIN or biometric authentication.
<b>Visa Direct</b>	A remittance service in partnership with Visa, allowing near real-time fund transfers to overseas Visa cards in 57 countries.
<b>Digital Credit Card</b>	Qatar's first digital credit card designed for secure online purchases and compatibility with digital wallets and was expanded to cover all cards.

Finance granted in 2023	Economic value (QAR bn.)
Finance granted to young people (up to 25 years old)	1.16
Finance granted to women	4.68
Finance granted for housing	1.04



### Launch of a new Sustainable Deposit

In 2023, we launched a **Sustainable Deposit**, a product designed to prioritize sustainable finance and align with the objectives of a low-carbon future. It is an innovative fixed-term option and additionally a Shari’a compliant absolute Mudaraba product, tailored for corporates looking to responsibly invest their funds. This launch reiterated our commitment to sustainability by exclusively allocating funds to environmentally and socially responsible projects and investments. The Sustainable Deposit strategically focuses **on sectors that contribute positively to environmental and social causes**, such as renewable energy, green buildings, clean transportation, education, healthcare, food security, community development and financial inclusion, among others, guided by our sustainable products framework, in alignment with the United Nations’ Sustainable Development Goals and Qatar National Vision 2030. Given the rising interest of investors in sustainable products and the Bank’s strategic priority to contribute to Qatar’s green and sustainable transformation, significant potential is expected from offering a Shari’a compliant sustainable deposit scheme, capable of attracting considerable demand from our customers.

**So far we have raised QAR 1.4 bn. for the same.**



### Recyclable cards

Aiming to move away from traditional plastic credit and debit cards to **environmentally friendly recyclable** ones, our recent launch of our first 100% recycled credit card further emphasizes our commitment to reducing our ecological footprint while encouraging customers to make eco-conscious choices in their financial transactions. All new **QIB Corporate Debit and Credit Cards** are being made with **100% recycled plastic**. The Marriott Bonvoy Cards were QIB's first card offering to be made from 100% recyclable PVC.

## ecolytiq VISA

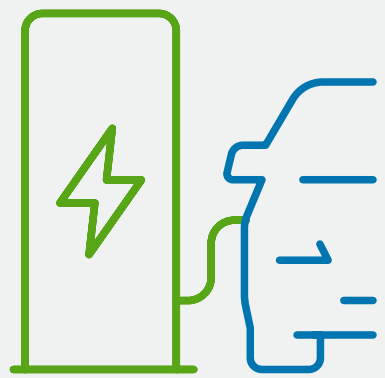
### First-of-its-Kind Carbon Emission Tracker on Card Spend

In partnership with **Visa and ecolytiq** (a global company providing sustainability service solutions), we have added an innovative feature to our Mobile App, namely the introduction of the Carbon Emission Tracker Feature which gives the ability to calculate and account for our carbon footprint originating from our retail banking customer card spends. This feature sets a new standard in Qatar and the broader region and reinforces our commitment to reshaping the digital banking landscape with a focus on sustainability and environmental awareness.

The Carbon Emission Tracker feature aims to encourage environmentally friendly card spend behaviour among our customers, raising awareness about the carbon emissions associated with every card transaction and encourage customers to embrace more eco-friendly financial activities.

#### Key features include:

- environment friendly card spending tips
- tracking of cumulative monthly carbon footprint
- compare with the previous months carbon emission values
- refine customer profile based on individual lifestyle, which will help to see a more accurate carbon footprint impact.



### Green Car Financing

Our Green Car Financing Program during the holy month of Ramadan offers different vehicle financing options with special profit rates and exclusive benefits for existing as well as new customers, with the view to encourage customers to purchase electric vehicles.

The program further demonstrates our commitment to **integrate sustainability into our offerings**, products and services and particularly to promote environmentally friendly transportation options and exclusive financing solutions for customer seeking to purchase green vehicles.

### Our Loyalty Programs:

- **Absher Loyalty Points** were offered Credit, Charge all spends and Debit Cards for international purchases.
- **Avios Loyalty Points** were offered to Qatar Airways Co-Brand Cardholder spends.
- **Marriott Bonvoy Points** were offered to Marriott Co-Brand Cardholder spends.



## 5.3 Supporting SMEs

With more than 90% of local businesses registered as SMEs companies in Qatar, SMEs are integral to the economic development and growth of the country. At QIB, we continue to support 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.

Furthermore, we design products and services that serve the needs of SMEs such as advanced digital channels and solutions, while being the first Islamic bank in Qatar to have launched a dedicated mobile banking app for SMEs to facilitate seamless digital interactions. In 2023 we supported further our SME customers through various new products such as SoftPOS, POS financing, TF, deposits, FX exchange, and remittance, amongst others.

Number of Micro, Small and Medium Enterprises (MSME) Customers	2021	2022	2023
Total number of SMEs	20,885	21,264	18,500*
Value of Financing Portfolio by Country (QAR in Thousands)	2021	2022	2023
Qatar	1,522,232	1,047,097	1,452,635.9

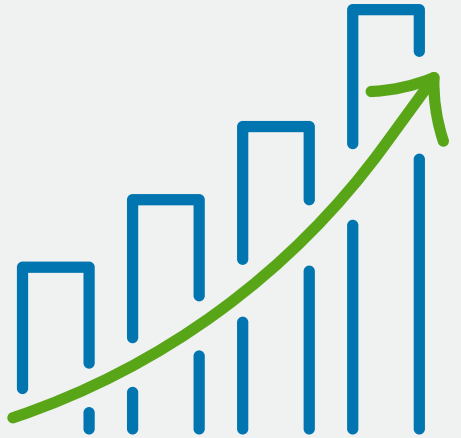
\*The reduction in total customers is due to KYC/AML updating exercise to comply with QCB and closing of non-compliant accounts.





**18,500**  
SME Customers

**Financing portfolio for SMEs**  
**QAR 1,452,635,913**

**3%**   
**Increase in the number of SME customers in 2023**

**11.8%**  
**Percentage of SMEs and microenterprises in the total financing portfolio**

**QDB**  
بنك قطر للتنمية  
QATAR DEVELOPMENT BANK



**‘Al Dhameen’ Program Agreement between QIB and QDB**

The program sponsored by Qatar Development Bank (QDB) targets **small and medium-sized companies** and encourages banks to finance projects, to attract promising start-ups and small and medium-sized companies seeking financing to develop their businesses. Launched for the first time in the country, the ‘Al Dhameen’ program for micro-enterprises, provides access to financing and new financial channels for guarantees for micro-enterprises in co-operation with partner financial institutions. Supporting this program further reiterates our commitment to integrating sustainability principles into our overall strategy.

Al Dhameen Program	2022	2023
Number of Enterprises Supported	26	21
Amount of Finance granted (QAR in Thousands)	71,008	58,915

**5.4 Financial Inclusion and Accessibility**

At QIB, we invest in products and services that promote accessibility and foster financial inclusion particularly amongst low-income and disadvantaged individuals, the unbanked population irrespective of gender, age, ethnicity, marital status, nationality, religion, or profession in line with the principles and the goals of the SDGs and the Qatar’s National Vision for human development without exclusions. Under this context, we strategically place branches and ATMs in less economically privileged areas, and we take every possible action to ensure that our services are accessible to all regardless of their level of familiarity with banking services.

Total Number of Customers	Active Customers*
Retail Banking	476,025**
Corporate Banking	23,104

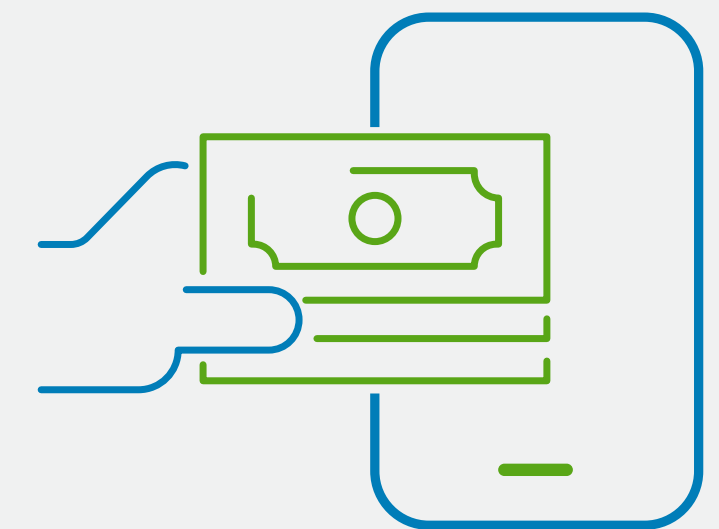
\* At least 1 active product  
\*\* Including 182,683 customers from Wages Protection System segment

**Domestic Workers Account**

In line with the Qatar Central Bank promotion of financial inclusion and digital banking solutions, at QIB we have introduced the Domestic Workers Account, which allows domestic workers to download the QIB Mobile App and complete the account in just a few steps.

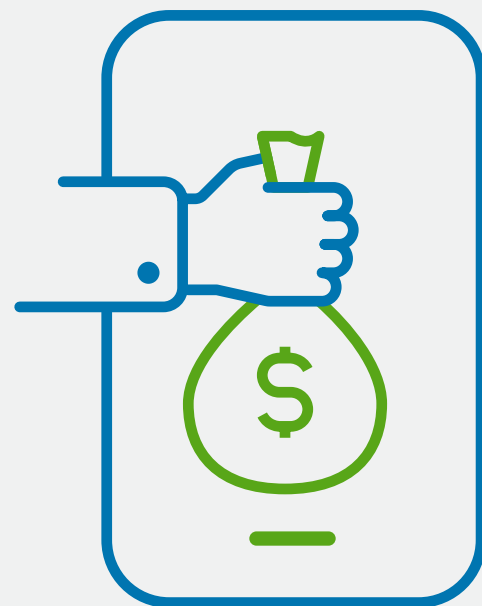
**The App’s benefits include:**

- Free Debit Card
- No Minimum Balance
- Payments at Points of Sale and Cash Withdrawal from ATMs around the globe
- Local and International Transfers
- Salaries can be transferred directly to the Account



### Wages Protection System

As per Qatar’s Ministry of Labour 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.

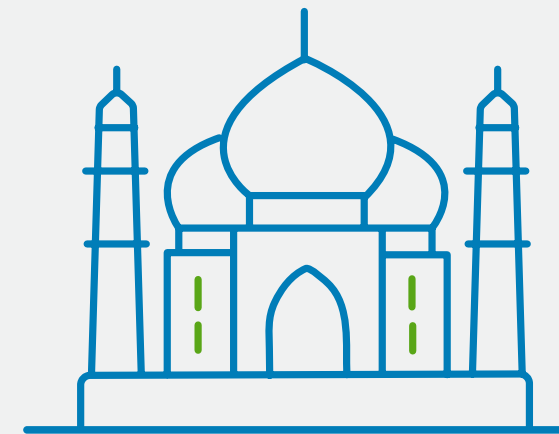
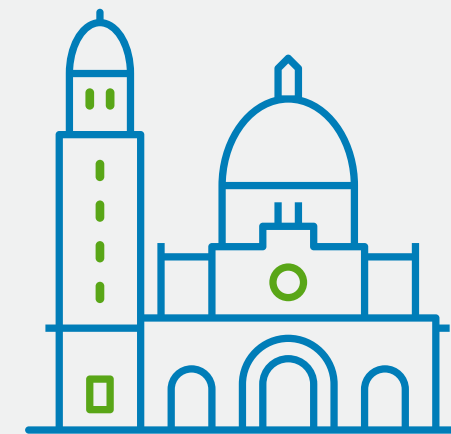
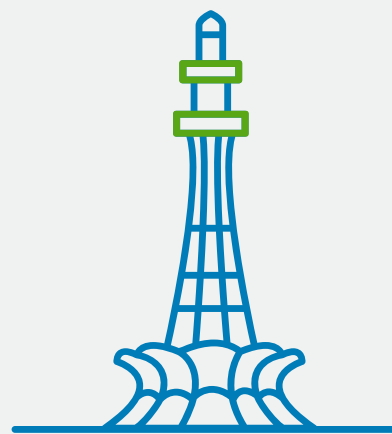
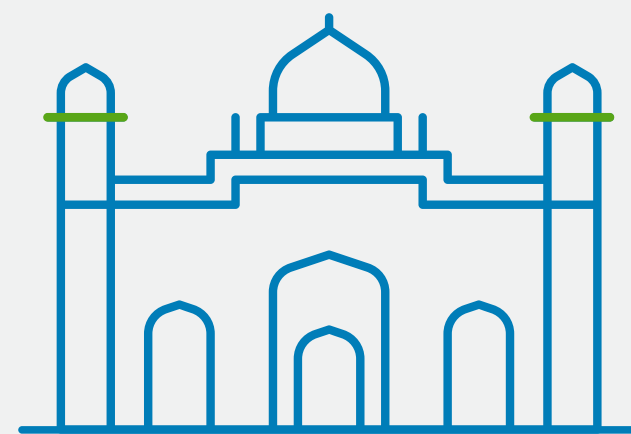
QIB is committed to enhancing the **transfer experience** for its customers by introducing a cutting-edge SWIFT copy feature. This advanced tool offers full transparency and insight into international transfers, allowing users to view the SWIFT message generated for their transactions directly on the Mobile App.

Additionally, QIB has extended its Visa Direct service to 26 more countries, providing customers with the latest and most advanced banking technology. With this streamlined remittance experience, customers can easily transfer funds from their banking accounts to Visa debit, credit, or prepaid cards, delivering near real-time transfers to recipients’ Visa cards overseas. This secure and efficient service offers a simple solution for international money transfers, helping customers provide for their loved ones abroad.

In addition, our direct remit service allows all QIB Mobile App registered customers to make instant money transfers to the major expat destinations on the spot.

#### The Direct remit service has enabled its reach to major countries:

- United Kingdom
- Egypt
- Jordan
- India
- Pakistan
- Philippines
- Bangladesh



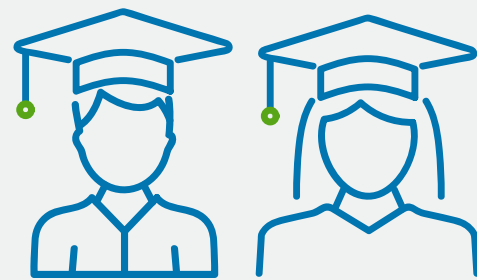
### The Lite App Launch fosters our commitment to financial inclusion

In recognition of the **diverse and multicultural fabric** of the Qatari community, the Lite App is designed to break down language barriers and empower a wide range of low-income earners to manage their finances conveniently and securely. This simplified version of the QIB Mobile App sets new standards for instant payments and simplified transfers at affordable rates, reiterating our commitment to financial inclusion, fostering greater access to financial services for low-income workers.

**The Lite App is now available in 8 languages (English, Arabic, Hindi, Bangla, Urdu, Nepali, Malayalam and Tagalog) to support financial inclusion.**

### The Bedaya Account

With the view to contribute to youth empowerment, we continue to operate the 'Bedaya Account', offering the first Digital account for university students along with a Credit card. Eligible for opening a Bedaya account are all students above 18 years old with a valid ID or passport including Qataris and expats. During this reporting period, the Bedaya accounts continued to increase in popularity.

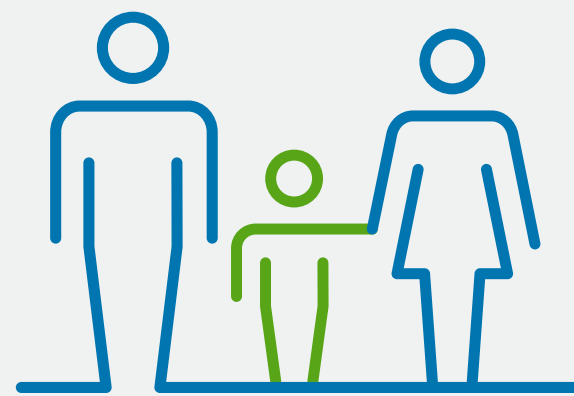


**Bedaya accounts opened by university students**

**235** in 2021    **1,512** in 2022    **1,640** in 2023

### The Minor Savings Account

Simplifying banking for parents and guardians, the Minor Savings Account streamlines the process of opening accounts for minors with just a few taps through the QIB Mobile App, while providing the facility to managing the account through the app.



**Minor Savings Account**  
Total number of accounts

**19,381** in 2021    **21,256** in 2022    **24,750** in 2023

### Ladies Banking Proposition

With the goal to encourage women to be in full control of their financials, our ladies' banking proposition is designed to meet every woman's banking needs including exclusive and tailored made packages. Under this context, we operate specialized ladies banking centers all around Qatar to allow women to be served at their utmost convenience and comfort by a dedicated and skilled team of female employees.



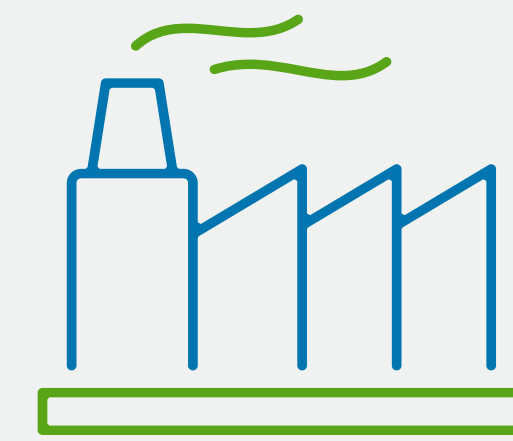
Financial Accessibility and Inclusion	2021	2022	2023
Number of blue-collar worker accounts	208,011	276,623	320,688
Number of student accounts	1,441	2,642	3,320
Number of domestic worker accounts	1,330	4,417	8,161

### Moving forward

We are exploring new technologies to further promote automation and digitisation



• We are assessing potential new **Sustainable Islamic Products** and Services



• We plan to attract SMEs from the **ESG sector**



• **Eco-friendly** credit and debit cards, crafted from 100% recycled materials



# 6

## Empowering our people

### Our approach

At QIB we always strive to create and maintain a positive culture for our people and thus, develop policies and initiatives that promote a safe, balanced and fulfilling work environment for all our employees while contributing to their development and wellbeing.

### Chapter Highlights

- **53,551** Training hours
- **QAR 656 mm.** in employee wages and benefits
- **4.2%** Voluntary employee turnover rate
- **801** Full time employees
- **29%** Women in the workforce
- **30%** Nationalization

#### SDGs



#### QNV Pillar



## 6.1 A safe, inclusive, and engaged workforce

Guided by our corporate mission and Islamic values and in line with the SDGs and the Qatar National Vision and in full compliance with the local labour laws and, we invest in our employees' continuous professional development, engagement, and wellbeing. We provide the best tools to better serve our customers and the surrounding communities while strengthening our company's reputation and brand.

Our key Human rights policies and processes focusing on human capital management, learning and development, grievance, health and safety are aligned to the **6 conventions of the International Labour Organization (ILO)** as ratified by the State of Qatar.

Workforce Overview	2021	2022	2023
<b>Total workforce</b>	<b>792</b>	<b>765</b>	<b>801</b>
Full-time employees	792	765	801
Top management employees	25	26	27
Middle management employees	229	249	246
Lower-management employees	519	472	475
Non-management employees	19	18	17
Trainees and sponsored students	16	40	36
Number of nationalities	36	38	38
Employees age 18-30	82	71	101
Employees age 31-50	572	552	552
Employees age 51+	138	142	148
Male employees	578	565	568
Female employees	214	200	233
Female employees in lower management	182	159	166
Female employees in middle management	31	40	40
Female employees in top management	1	1	1

Human Resources by Age 2023	18-30	31-50	51+	Total
Men	33	396	139	568
Women	68	156	9	233
<b>Total</b>	<b>101</b>	<b>552</b>	<b>148</b>	<b>801</b>

Years of Service	Number			%	
	Men	Women	Total	Men	Women
Less than 1 year	22	17	39	56.41%	43.59%
1-10 years	205	137	342	59.94%	40.06%
11-20 years	266	73	339	78.47%	21.53%
21-30 years	49	4	53	92.45%	7.55%
31-41 years	26	2	28	92.86%	7.14%
<b>Total</b>	<b>568</b>	<b>233</b>	<b>801</b>		

New Employee Hires	2021	2022	2023
<b>Total New Employee Hires</b>	<b>17</b>	<b>56</b>	<b>39</b>
<b>New Employees by Age</b>			
Age 18-30	1	34	21
Age 31-50	15	19	17
Age 51+	1	3	1
<b>New Employees by Gender</b>			
Male	16	28	22
Female	1	28	17

Employee Turnover	2021	2022	2023
<b>Total employees' turnover voluntary and involuntary</b>	<b>60</b>	<b>50</b>	<b>35</b>
Senior management	0	2	1
Middle management	16	8	10
Lower management	42	39	18
Non-management employees	2	1	6
Contract staff	0	0	0
Employee turnover (voluntary and involuntary)	7.4	6.24	4.35
<b>Employee turnover (voluntary)</b>	<b>40</b>	<b>44</b>	<b>34</b>
Age 18-30	6	4	12
Age 31-50	29	31	17
Age 51+	5	9	5
Male	28	30	25
Female	12	14	9
Top management	0	2	1
Middle management	8	7	10
Lower management	31	34	17
Non-management employees	1	1	6
Employee turnover (voluntary) (%)	4.95	5.75	4.22

## Employee Turnover 2023



## Employee Turnover 2022



Employees Turnover 2023	18-30	31-50	51+	Total
Men	6	15	5	26
Women	6	3	0	9
<b>Total</b>	<b>12</b>	<b>18</b>	<b>5</b>	<b>35</b>
Top management employees	0	1	0	1
Middle management employees	0	6	4	10
Lower-management employees	8	10	0	18
Non-management employees (staff)	4	1	1	6
Contract staff	0	0	0	0
<b>Total</b>	<b>12</b>	<b>18</b>	<b>5</b>	<b>35</b>

### 6.1.1 Employees Development and Wellbeing

At QIB, we make every effort to create a meaningful and rewarding working environment that promotes employee engagement, lifelong learning, and career advancement opportunities together with a wide range of employee schemes and benefits. Attracting, retaining, and developing the best talent remains a top priority for us and towards that direction we design policies and initiatives that promote employee’s overall well-being, purpose, mental health, and work-life balance, incorporating technological innovations to ensure the best possible collaboration amongst our people.

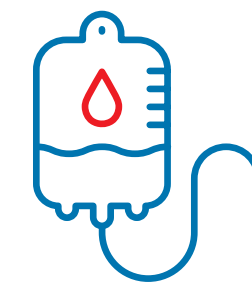


### 6.1.2 Employee Volunteering

Employee participation in various volunteering social and environmental activities and community development programs promotes engagement and bonding giving them the opportunity to become ambassadors of our sustainability commitments, while contributing to important social causes.

In the reporting year, employees at the QIB Head Office, volunteered for two blood donation programs.

Date	Registered*	Donated*
February 2023	69	39
December 2023	77	54



\*Few of the employees who registered for the drive could not donate their blood as they did not meet the applicable health or travel criteria. Approximately, 450ml blood was donated per person.

### 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?” provides also a platform for the Bank’s employees to actively engage in the program as volunteers.

### 6.1.3 Diversity and Equal Opportunities

Our policies and initiatives ensure that all our employees are treated equally, regardless of their age, race, religion, gender, disability, or marital status while we take seriously any allegations or actions of discrimination, bullying or harassing others. We continue to commit to incorporating greater gender diversity in our workforce through targeted initiatives that assist and empower our female colleagues to pursue their professional goals and develop their skills. Across our management levels, we have a female representation of 29%, and we make a constant progress to expand our inclusion policies to other underrepresented groups such as people with disabilities.

2023 Median Male to Female salary ratio:

0.93



Compensation Data	2022	2023
Median male salary	19,422.50	19,925.50
Median female salary	21,077	21,337

### 6.1.4 Grievance Mechanism

At QIB, we facilitate individuals to voice their concerns through our **Official Grievance Process**, a meticulously designed mechanism that addresses grievances comprehensively. This process entails a Grievance Investigation, during which a dedicated Grievance Committee is formed to thoroughly review each complaint. Penalties, as outlined in our Human Capital Policy and procedures, are imposed in accordance with the findings of the investigation.



0 grievances filed in 2023

Grievances*	2021	2022	2023
Number of grievances filed in the reporting period	0	0	0
Number of these grievance addressed or resolved	0	0	0

\*including business ethics and human rights related grievances


## 6.1.5 Training and Career Development

At QIB, we invest in the professional evolution of our employees, through our various learning and development, upskilling and reskilling and coaching programs as outlined in our Learning and Development Policy. To promote capacity building amongst our employees while considering all the latest trends and developments related to our business sector, our job specific training modules are organized and developed around the following themes and topics:

- **Organic Resilience**, namely training sessions that respond to each department needs and business goals the overall operational procedures and regulatory requirements with the view to reducing transaction errors, increasing productivity, and improving efficiency.
- **Change Management**, in terms of educating our employees regarding our strategic priorities and business transformation actions and areas of focus moving forward.
- **Skills and capacity** development sessions on various topics including the development of soft and hard skills.
- **Special Induction sessions** on topics that are important to the way we work and operate such as awareness raising regarding our Code of Conduct, ethics and various policies.
- **Qatarisation/Youth Development** in terms of training programs that intend to attract local talent.

QIB Organizational Capability Curriculum	Seat Time Delivered (Hours)	Seats Trained
Talent Management Program	646	168
Communications Skills	1,695	92
MS Excel	12	1
HR Excellence in Banking	24	4
Finance and Accounting for nonfinancial	25	1
Service Excellence	240	12
Islamic Banking	2,434	1,217
<b>Total</b>	<b>5,076</b>	<b>1,495</b>

To ensure continuous improvement, we prioritize the dispatch of our monthly complaints report to the Learning and Development Team. This ensures that our staff receives ongoing training in effectively handling complaints, thereby enhancing our overall complaint management processes.



**Young Professionals Program**

The Bank makes a considerable effort to invest in youth development and empowerment with the view to attracting young professionals. Over the past few years, we have been collaborating with **various educational institutions, mainly Qatar University**, our long-term partner, to attract the best undergraduate talent directly from college to our business. In parallel, we also offer numerous **training opportunities** on a case-by-case basis to employees who want to pursue a postgraduate course.

**Key tools and actions include:**



- **Comprehensive Learning Management System** in place
- Combining **online and in-person training methods** such as physical workshops, conferences, e-learning and webinars
- **Coaching and mentoring** sessions
- **Bespoke** career development plans
- **External training courses** that lead to certifications




Employee Training	2022*	2023
<b>Total training hours delivered</b>	<b>42,776</b>	<b>53,551</b>
Top Management employees	187	346
Middle management employees	8,346	9,752
Lower management employees	20,226	23,682
Non-management employees (Staff and Outsource)	14,017	19,771
Male employees	31,436	37,715
Female employees	11,340	15,836
<b>Average training hours per employee</b>	<b>36.9</b>	<b>40.7</b>
Senior management employees	6.9	13.3
Middle management employees	33.4	35.7
Lower management employees	40.6	45.2
Non-management employees (Staff and Outsource)	36.4	40.0
Male employees	35.7	38.7
Female employees	40.6	46.3
* Restatement of information		

Employees who Received at Least One Training*	2022	2023
Male	884	975
Female	276	342
<b>Total</b>	<b>1,160</b>	<b>1,317</b>
*QIB employees, outsourced employees and contract employees included		

Training by Means of Delivery*	Number of Events	Overall Training Attendance	Training Hours Delivered
E-learning	35	832	2,160
Online	161	1,182	35,319
Classroom	180	728	16,072
<b>Total</b>	<b>376</b>	<b>2,742</b>	<b>53,551</b>
* QIB employees, outsourced employees and contract employees included			



During this reporting period, we remained committed to investing in sustainability training for both our employees and the Board of Directors. This initiative aimed to raise awareness and emphasize the integral role of sustainability in our ongoing transformation efforts. Through these training sessions, employees were equipped with knowledge of ESG-related KPIs and concepts, recognizing the pivotal role of ESG in the Banking sector.

In more detail,

- Our **e-learning module on sustainability** became compulsory for all our employees, covering a wide array of aspects including ESG risk management, product offering and marketing, key ESG indicators, QIB’s sustainability strategy, and individual responsibilities in the bank’s sustainability journey.
- We conducted a series of **sustainability-related training sessions** for all staff and Board members, ensuring that every team member is empowered to drive the bank’s commitment towards attaining a sustainable future.
- We conducted specialized training for the Board of Directors, focusing on governance requirements aligned with **global ESG best practices** to enable them to navigate the complexities of ESG-related risks.
- We organized a special training for the **wholesale Banking relationship managers** focusing on the risk assessment of new finance requests and adherence to the newly adopted Equator Principles, using the bank’s ‘ESG toolkit’ for new finance due diligence.

Training on Sustainability			
Topic	Training participants	Training duration	Total training hours delivered
ESG Toolkit Refresher Trainings	39	4	156
Sustainability at QIB (e-learning)	907	2	1,814

### Our 2023 ESG training initiatives build on our 2022 efforts:

- **Specialized ESG training for the Board of Directors:** Ensure a top-down approach and a deeper understanding of ESG integration and key ESG topics, including ESG rating agencies and TCFD requirements.
- **ESG E-learning for all Employees:** Empower employees and cascade the principles of ESG and sustainability in the Bank.
- **ESG Due Diligence toolkit for the Relationship Managers and the Credit Risk Team:** Embed ESG parameters in our credit risk assessment, ESG coverage in Due Diligence, adoption of Equator Principles.

### Performance Reviews
















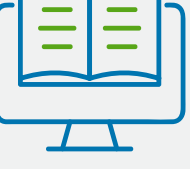
Improving the performance of our employees is important for their evolvement and for that reason we provide comprehensive feedback on a regular basis, utilizing also technological tools to ensure that our employees' performance is monitored and assessed objectively. Our full-time employees who have completed the mandatory 6 months' probation are eligible for performance reviews.

Performance Reviews	2021	2022	2023
Percentage of employees who received a performance and career development review	92.6%	98.7%	100%*
Male employees	551	557	579
Female employees	198	198	204

\* The total number of eligible staff were 783 (the remaining were still in their 6-month probation period)

## 6.1.6 Employee Benefits

All our employees have access to a comprehensive benefits program that encompasses supplementary remuneration packages and bonuses tailored to their level and position. Additionally, they receive additional benefits aimed at enhancing their living conditions, promoting their well-being, and facilitating their professional development.

Type of Employee Benefits	
 Life Insurance	 Performance Bonus
 Health care (Medical Insurance)	 Haji leave
 Retirement Provision	 Umrah leave
 Social allowance (Qatari & GCC Employees)	 Education Allowance
 Relocation allowance	 Bereavement Leave
 Club Membership	 Marriage Leave
 Annual Airfare Ticket	 Patient Escort Leave
 Furniture Allowance	 Study Leave

### Key benefits include:

- 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 2023, 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	2021	2022	2023
Percentage of total remuneration for covered employees that is variable and linked to the number of products and services sold	11.6%	11.3%	100%*

**Total monthly employee wages and benefits**  
**QAR 22,606,669.17 (USD\$ 6,209,344)**

Maternity Leave	2021	2022	2023
Number of female employees that took parental leave	14	14	12
Number of female employees who returned to work after parental leave ended (return to work)	14	14	12
Number of female employees returned from parental leave who were still employed twelve months after return to work (retention)	14	13	12
Return to work rate (%)	100%	100%	100%
Retention rate (%)	100%	92.9%	100%

## 6.1.7 Health and Safety

At QIB, we take every possible action to safeguard the health, safety, security and welfare of all our employees, in line with all the applicable regulations and standards on fair working conditions, making sure that the visitors to the Bank’s premises are not exposed to health and safety risks either.

- Regular **health risk assessments** to identify exposure levels
- **Full medical care** and health insurance to all permanent staff
- Regular **monitoring of all health and safety guidelines** and legislation
- Open **communication channels**, in health and safety matters

• Identification of hazards, assess and manage risks accordingly such as plans for firefighting, in addition to our **Crisis and Disaster Management Policies**

### Workforce Safety



**0**  
**Total number of injuries and fatal accidents**



## 6.1.8 Localization

In line with Qatar’s national vision, we make every effort to contribute actively to the human development of our country by empowering our people especially youth and by offering career opportunities to Qatari nationals.

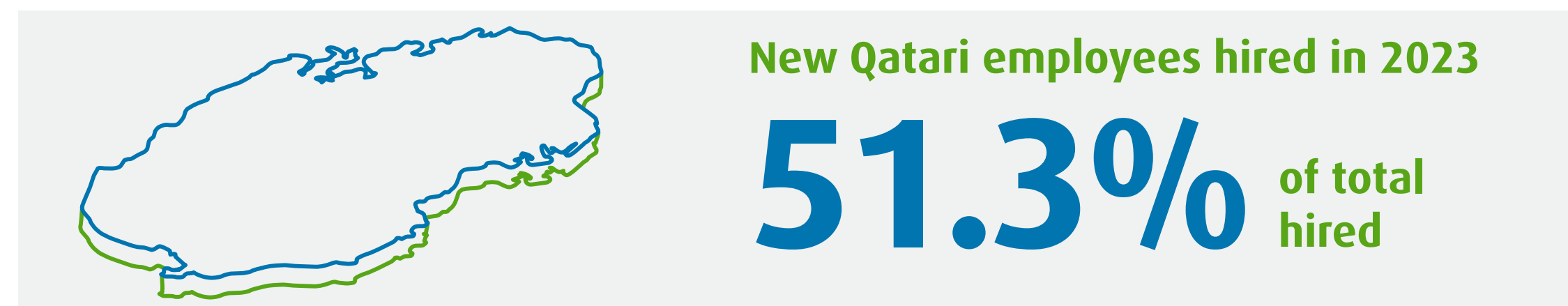
### QIB’s Emerging Banker Program offers Professional Opportunities to Young Qataris

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.

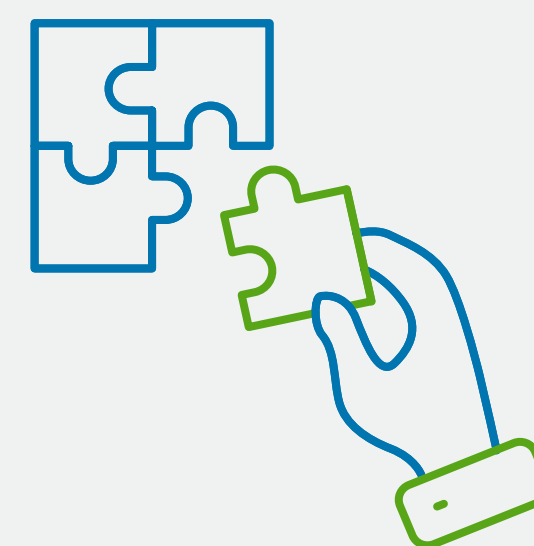
The program offers a wide range of initiatives, such as intensive learning programs, department rotation, professional certification and mentoring sessions, to help young professionals kick start their careers. Graduates who pass the final graduate assessment, **managed by our Human Capital Group**, are offered a permanent position at the Bank. Qatari nationals are encouraged to apply for any available roles via our career’s portal.



Nationalization (Qatar)	2021	2022	2023
Nationalization of top management (%)	16%	19%	19%
Nationalization among total workforce (%)	27%	30%	30%
Total number of national employees	212	233	233
Number of female national employees	138	151	153



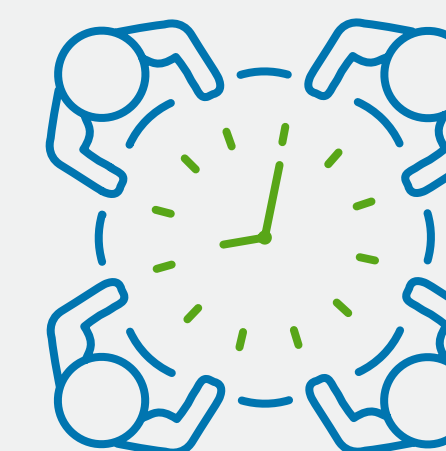
### Moving forward



- Fulfil all **training requests** on time.



- Improve relevance and alignment of **training solutions** to business goals.



- Reduce the total cost of **ownership of training** to increase delivery capacity.



Golf Club, Doha, Qatar during the sunset.

# 7

## Creating Positive Social Impact

### Our approach

At QIB we invest in the prosperity of our communities through our numerous community development programs and volunteering initiatives, in line with national priorities and international best practices.

### Chapter Highlights

- 2 Blood donation campaigns
- Launch of the **Lite App** in 8 languages to support financial inclusion
- Sponsoring **sports events** and partnerships with universities
- **QAR 119,070,777** in community investments
- Provision of **daily Iftar meals** for up to 400 persons reaching out to a total of 12,000 persons
- **Long term partnerships** with Qatar University to empower youth through financial literacy programs including but not limited to youth from vulnerable populations (i.e. scholarship holders, women, and people with disabilities)

#### SDGs



#### QNV Pillar



## 7.1 Creating value for our communities

Committed to make a real difference in improving the livelihoods of our communities, we ensure that all available tools such as direct investments, sponsorships and volunteer programs are fully utilised towards achieving our social and environmental aspirations. Our Corporate Social Responsibility strategy is in line with the Qatar National Vision, the SDGs and our strategic priorities and ethos as an Islamic organization.

### Community engagement Focus areas

Our community engagement is channelled mainly through the support of initiatives focusing on the following key areas:



Education



Social Support during Ramadan



Health & Wellbeing



Sports

### Long term partners

Showcasing our support for initiatives with an ongoing positive impact, we work closely with long-term partners with whom we have established a trusted relationship over the years.



**Qatar Cancer Society**  
for the support of the IG Cancers Congressx



**Hamad Medical Corporation**  
Blood donation & Health Awareness campaigns



**Qatar Charity**  
during Ramadan



**Qatar University**  
Career Fair

## 7.1.1 Community Investments

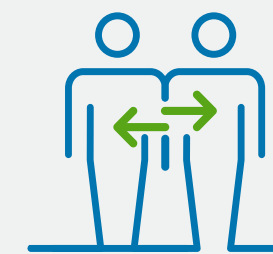
To ensure alignment with Qatar's national vision, the United Nations SDGs and to respond to the actual needs of society, we have set specific KPIs that we review, update and track continuously. Our goal is to measure the effectiveness of our community programs and adjust our overall strategy as required to address pressing social needs.

### Community Investments



Number of projects sponsored

<b>8</b>	<b>11</b>	<b>15</b>
in 2021	in 2022	in 2023



Amount of community investment (QAR)

<b>92,856,835</b>	<b>109,816,110</b>	<b>119,070,777</b>
in 2021	in 2022	in 2023



Number of volunteers

<b>30</b>	<b>50</b>	<b>93</b>
in 2021	in 2022	in 2023



**8%**

In 2023 we invested 8% more in our community compared to 2022.

**3%**

of pre-tax profit is dedicated to community actions.

## 7.1.2 Promoting Education through financial literacy

At QIB, we are committed to the prosperity and the advancement of the communities where we operate. To achieve this, we develop and implement initiatives that are dedicated to bring tangible positive impact upon society.

### Financial Literacy Program “How Money Works”

The program “**How Money Works**” is our emblematic annual Financial Literacy Program on money management targeting students in secondary schools and in Qatar University. The program is 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. The program has been running for 5 consecutive years. It was posed in 2023, and is expected to resume in 2024.

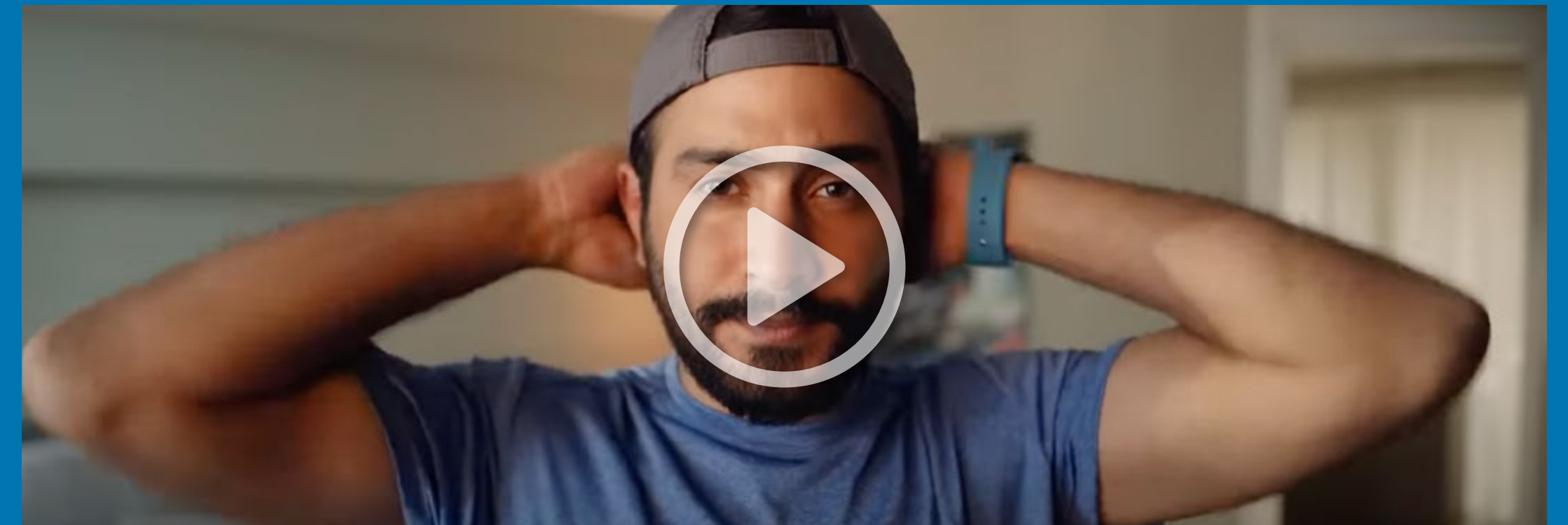
## 7.1.3 Our social contributions during the holy month of Ramadan

At QIB, Ramadan is a special time for giving, employee volunteering and strengthening ties with the communities in which we operate. During the holy month of Ramadan, we continued to make a positive impact through the following initiatives and actions:

- “**Feeding the fasting**” sponsoring event in cooperation with Qatar Charity, as part of the “Leave your mark” campaign.
- **Al Rayan tent campaign** provides daily Iftar meals for up to 400 persons (a total of 12,000 persons during the entire period of Ramadan). They gather daily to break their fast at the Al-Rayan table, the majority of whom are workers from the surrounding areas. The program includes a religious sermon in Asian languages to accommodate the attendees, most of whom are from these communities. Sheikh Mashhad Al-Rahman delivers a religious sermon almost daily in Urdu and Bengali.
- In partnership with the **Qatar Society for Rehabilitation of Special Needs (QSRN)** sponsoring several Ramadan activities including Iftars, Garangao celebrations, and empowering workshops aimed at supporting people with special needs.
- Also, **developed and implemented campaigns** designed to promote healthy habits among employees, customers, and the wider community.

### #TakeTheOpportunity Awareness Campaign during Ramadan

Under the tagline **#TakeTheOpportunity**, the socially responsible-led initiative by QIB during the **holy month of Ramadan** aimed to enhancing engagement with its customers, encouraging the local community to adopt positive habits and take the opportunity to make an impact. A series of weekly competitions were organised on the Bank’s social media platforms giving the opportunity to our followers to win prizes. It also included Ramadan tips and Instagram polls to encourage the community to adopt good habits. At the same time, **as part of its annual Ghabga**, a regular feature on the bank’s Ramadan calendar to celebrate Ramadan traditions and strengthen relations among employees, the Bank **arranged several activities** such as interactive Q&A sessions, contests, and distribution of various gifts.



## 7.1.4 Raising Awareness for Public Health and Well Being

At QIB, we are aware of the positive social impact that our CSR programs can have. We prioritise those that directly contribute to people’s health and well-being as an important step for improving quality of life and promoting prosperity.

### Engaging Employees and Customers: World Diabetes Day Initiatives

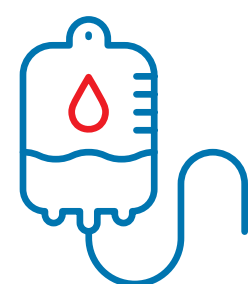
In recognition of the critical issue of diabetes as a prevalent modern disease, and to mark **World Diabetes Day**, we collaborated with Hamad Medical Corporation to offer our employees a **series of screening, testing, and awareness sessions**, including screenings for undiagnosed diabetes, blood glucose and blood pressure tests. We also utilised our social media platforms to **engage and educate the community** through various posts, about diabetes, its various types, early detection and treatment, and effective strategies for reducing the risk of complications. QIB’s employees have also been encouraged to actively participate in the **Annual Diabetes Walkathon** organized by the **Qatar Diabetes Association (QDA)**, a member of the **Qatar Foundation (QF)** for Education, Science, and Community Development.

### Blood Donation Drive in Collaboration with Hamad Medical Corporation

In line with our commitment to fostering a healthier society, we hosted a **blood donation drive** encouraging our employees from all departments to participate. Under our ongoing partnership with **Hamad Medical Corporation (HMC)** the initiative aimed to enhance awareness regarding blood donation among our employees and the broader society, contributing to the blood bank reserves in Qatar.

Employee participation in various volunteering social activities and community development programs promotes engagement and bonding giving them the opportunity to become ambassadors of our sustainability commitments, while contributing to important social causes.

### Blood Donation by employees



Date	Registered	Donated
February 2023	69	39
December 2023	77	54

# 450ml

During 2023, the average amount of blood donated by each employee

As part of our CSR Program, we continue to support 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.



## 7.1.5 Supporting National Athletic Initiatives and Sports Events

Following last year's historic sponsoring of the hosting of the **FIFA World Cup in Qatar**, at QIB we remain committed to promoting a healthy and active way of life, through the cultivation of an athletic spirit amongst our employees and the wider public. Recognising the pivotal role that sports play in community building and youth development, we make every effort to support sporting events and initiatives in line with Qatar's National Vision to promote the development of sports industry.

### QIB celebrates Qatar National Sports Day with Health-Focused Initiatives and Awareness Campaigns

In 2023, we celebrated the **Qatar National Sports Day** by hosting a range of diverse activities to help inspire employees and customers, to adopt an active and healthy lifestyle. We shared healthy tips to support the culture of sports and health among all the people in Qatar. We also shared a series of tips and polls on the **Bank's Social Media platforms**, run engaging competitions offering vouchers from sport stores. We also **distributed thermal water bottles** to all employees, to encourage dehydration, protect the environment and reduce plastic waste. Finally, we donated over 6,000 soccer balls, previously used to create the **Guinness World Records™ breaking soccer ball Qatar mosaic flag**, to several schools and associations, showcasing the fun and benefits of sports and promoting the rewarding effects of physical activities.



### Official Sponsors of Al Rayyan Sports Club

Our recent a **three-season sponsorship** agreement with **Al Rayyan Sports Club (SC)** reiterates our dedication to partnering with and supporting local sports organizations, events, and clubs with the view to promote a healthy and active lifestyle and encourage people to engage in athletic activities. This sponsorship underscores **QIB's recognition of football's unique power** as the world's foremost sport in uniting people and instilling positive values. to inspire youth, encourage teamwork, and foster a sense of community spirit.

### Moving forward

Our intention is to continue to strengthen our community engagement through our various CSR and social programs by:

- **Empowering local youth and women** in particular regarding their professional development and enhancing financial literacy through partnerships with local academic institutions and universities. Towards that goal, we have recently renewed our long-term partnership with Qatar University.
- **Promoting health, wellbeing and active lifestyles** through sports, blood donations and health awareness campaigns amongst the community



Our recent signing of a partnership agreement with **the Qatari Businesswomen Association (QBWA)** further reiterates our commitment towards the empowerment of female entrepreneurs and professionals, in alignment with **Qatar National Vision 2030**.



# 8

## About this Report

Qatar Islamic Bank 2023 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, 2023**. 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 is not included in this report. The report does not include the 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, SASB Standards for Commercial Banks, TCFD recommendations, AA1000 Standards, the United Nations Sustainable Development Goals (SDGs), 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](mailto:Communications@qib.com.qa)  
[Investorrelation@qib.com.qa](mailto:Investorrelation@qib.com.qa)



## 8.1 SASB Index

SASB Disclosures - Commercial Banks			
Sustainability Disclosure Topics & Metrics	Unit Of Measure	QIB's Response	
<b>Data Security</b>	Number of data breaches	Number	0
	Percentage that are personal data breaches	(%)	0
	Number of account holders affected *	Number	0
	Description of approach to identifying and addressing data security risks	Analysis	Please refer section 4.4 Data Privacy and Cybersecurity
<b>Financial Inclusion &amp; Capacity Building</b>	Number of loans outstanding that qualify for programmes designed to promote small business and community development	Number	6.684
	Amount of loans outstanding that qualify for programmes designed to promote small business and community development **	QAR	6.377.636.223,48
	Number of past due and nonaccrual loans or loans subject to forbearance that qualify for programmes designed to promote small business and community development	Number	408
	Amount of past due and nonaccrual loans or loans subject to forbearance that qualify for programmes designed to promote small business and community development	QAR	125.399.442,18
	Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers	Number	10.290
	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers ***	Number	The program was paused in 2023. Plans to resume it in the coming months.
	Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis	Analysis	Please refer section 3.9 Risk Management
<b>Incorporation of Environmental, Social, and Governance Factors in Credit Analysis</b>	Absolute gross financed emissions, disaggregated by		
	• Scope 1	Tons (t) CO <sub>2</sub> -e	Please refer section 4.6 Our Direct Environmental Impact
	• Scope 2	Tons (t) CO <sub>2</sub> -e	
	• Scope 3	Tons (t) CO <sub>2</sub> -e	To be calculated 2024 onwards
	Gross exposure for each industry by asset class	QAR	<a href="https://www.qib.com.qa/wp-content/uploads/2024/01/QIB-FS-31-Dec-2023-English.pdf">https://www.qib.com.qa/wp-content/uploads/2024/01/QIB-FS-31-Dec-2023-English.pdf</a> pg. 66
	Percentage of gross exposure included in the financed emissions calculation	(%)	To be calculated 2024 onwards
	Description of the methodology used to calculate financed emissions	Analysis	

## SASB Disclosures - Commercial Banks

Sustainability Disclosure Topics & Metrics	Unit Of Measure	QIB's Response
<b>Business Ethics</b> Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, antitrust, anti-competitive behaviour, market manipulation, malpractice, or other related financial industry laws or regulations ****	QAR	0
Description of whistleblower policies and procedures	Analysis	Please refer section 3.7 Key Policies
<b>Systemic Risk Management</b> Global Systemically Important Bank (G-SIB) score, by category *****	Basis points (bps)	QIB is not a GSIB. The QCB has classified QIB as a DSIB with additional capital requirement of 50 BPS over and above the minimum regulatory requirement.
Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	Analysis	Please refer the QIB annual report for details

Activity Metrics	Unit Of Measure	QIB's Response
Number of checking accounts by segment		
• personal	Number	359,932
• small business	Number	19,940
Number of savings accounts by segment		
• personal	Number	274,337
• small business	Number	45
Value of checking accounts by segment		
• personal	QAR (mm.)	9,298
• small business	QAR	1,617,895,924.11
Value of savings accounts by segment		
• personal	QAR (mm.)	17,310
• small business	QAR	1,355,165.80
Number of loans by segment		
• personal	Number	179,966
• small business	Number	1,849
• corporate *****	Number	2,933
Value of loans by segment		
• personal	QAR (mm.)	26,541
• small business	QAR	5,835,285,018.84
• corporate *****	QAR	81,579,079,190.13

## Activity Metrics

\* The disclosure shall include a description of corrective actions implemented in response to data breaches.

\*\* The disclosure shall include a description of how the entity's compliance with applicable jurisdictional laws or regulations are integrated into its financial inclusion and capacity building strategy.

\*\*\* The disclosure shall include a description of financial literacy initiatives

\*\*\*\* The entity shall briefly describe the nature, context and any corrective actions taken because of monetary losses.

\*\*\*\*\* The entity shall describe whether the Global Systemically Important Bank (G-SIB) score is calculated by the entity or obtained from regulatory authorities and whether the entity is required to report the underlying data to the regulators.

\*\*\*\*\* Mortgage loans as well as revolving credit loans shall be excluded from the scope of the disclosure.

## 8.2 GRI Content Index

### Statement of use

Qatar Islamic Bank (QIB) has reported in accordance with the GRI Standards for the period January 1st, 2023-December 31st, 2023.

GRI 1 used	GRI 1: Foundation 2021	
Applicable GRI Sector Standard(s)	Not applicable	
GRI Standard	Disclosure	Location
<b>GRI 2: General Disclosures 2021</b>		
	2-1 Organizational details	7, 8
	2-2 Entities included in the organization's sustainability reporting	74
	2-3 Reporting period, frequency and contact point	74 Report published annually Report published in July 2024
	2-4 Restatements of information	48, 64
	2-5 External assurance	74
	2-6 Activities, value chain and other business relationships	7, 8, 11, 12, 18, 49, 51
	2-7 Employees	60
	2-8 Workers who are not employees	61
	2-9 Governance structure and composition	28-32
	2-10 Nomination and selection of the highest governance body	QIB Corporate Governance Report 2023 pg. 14, 15 <a href="https://www.qib.com.qa/wp-content/uploads/2024/02/Corporate-Governance-Report-2023-EN.pdf">https://www.qib.com.qa/wp-content/uploads/2024/02/Corporate-Governance-Report-2023-EN.pdf</a>  Board Nomination <a href="https://www.qib.com.qa/en/investorrelations/board-nomination/">https://www.qib.com.qa/en/investorrelations/board-nomination/</a>
	2-11 Chair of the highest governance body	29 Charter of the Board of Directors <a href="https://www.qib.com.qa/wp-content/themes/qib/images/Board-of-DirectorsCharter.pdf">https://www.qib.com.qa/wp-content/themes/qib/images/Board-of-DirectorsCharter.pdf</a>

GRI Standard	Disclosure	Location
<b>GRI 2: General Disclosures 2021</b>		
	2-12 Role of the highest governance body in overseeing the management of impacts	30-33, 38 Charter of the Board of Directors <a href="https://www.qib.com.qa/wp-content/themes/qib/images/Board-of-DirectorsCharter.pdf">https://www.qib.com.qa/wp-content/themes/qib/images/Board-of-DirectorsCharter.pdf</a>
	2-13 Delegation of responsibility for managing impacts	31, 32
	2-14 Role of the highest governance body in sustainability reporting	74
	2-15 Conflicts of interest	34 QIB Annual Report 2023 pg. 35, 36 <a href="https://www.qib.com.qa/wp-content/uploads/2024/06/QIB-Annual-Report-2023.pdf">https://www.qib.com.qa/wp-content/uploads/2024/06/QIB-Annual-Report-2023.pdf</a>
	2-16 Communication of critical concerns	34, 62
	2-17 Collective knowledge of the highest governance body	64, 65 QIB Annual Report 2023 pg. 5, 15 <a href="https://www.qib.com.qa/wp-content/uploads/2024/06/QIB-Annual-Report-2023.pdf">https://www.qib.com.qa/wp-content/uploads/2024/06/QIB-Annual-Report-2023.pdf</a>
	2-18 Evaluation of the performance of the highest governance body	Charter of the Board of Directors <a href="https://www.qib.com.qa/wp-content/themes/qib/images/Board-of-DirectorsCharter.pdf">https://www.qib.com.qa/wp-content/themes/qib/images/Board-of-DirectorsCharter.pdf</a>
	2-19 Remuneration policies	Charter of the Board of Directors <a href="https://www.qib.com.qa/wp-content/themes/qib/images/Board-of-DirectorsCharter.pdf">https://www.qib.com.qa/wp-content/themes/qib/images/Board-of-DirectorsCharter.pdf</a> QIB Annual Report 2023 pg. 41-43

GRI Standard	Disclosure	Location
<b>GRI 2: General Disclosures 2021</b>		
	2-20 Process to determine remuneration	Charter of the Board of Directors <a href="https://www.qib.com.qa/wp-content/themes/qib/images/Board-of-DirectorsCharter.pdf">https://www.qib.com.qa/wp-content/themes/qib/images/Board-of-DirectorsCharter.pdf</a> QIB Annual Report 2023 pg. 41-43 <a href="https://www.qib.com.qa/wp-content/uploads/2024/06/QIB-Annual-Report-2023.pdf">https://www.qib.com.qa/wp-content/uploads/2024/06/QIB-Annual-Report-2023.pdf</a>
	2-21 Annual total compensation ratio	-
	2-22 Statement on sustainable development strategy	4-6
	2-23 Policy commitments	29, 33
	2-24 Embedding policy commitments	29, 33-39
	2-25 Processes to remediate negative impacts	34, 62
	2-26 Mechanisms for seeking advice and raising concerns	34, 44, 45, 62
	2-27 Compliance with laws and regulations	32 QIB Corporate Governance Report 2023 pg. 5 <a href="https://www.qib.com.qa/wp-content/uploads/2024/02/Corporate-Governance-Report-2023-EN.pdf">https://www.qib.com.qa/wp-content/uploads/2024/02/Corporate-Governance-Report-2023-EN.pdf</a>
	2-28 Membership associations	12
	2-29 Approach to stakeholder engagement	23
	2-30 Collective bargaining agreements	Collective bargaining agreements are not applicable in Qatar
<b>Material topics</b>		
<b>GRI 3: Material Topics 2021</b>		
	3-1 Process to determine material topics	25
	3-2 List of material topics	26

GRI Standard	Disclosure	Location
<b>Economic performance</b>		
<b>GRI 3: Material Topics 2021</b>		
	3-3 Management of material topics	11, 12, 17, 18, 36
<b>GRI 201: Economic Performance 2016</b>		
	201-1 Direct economic value generated and distributed	12
	201-2 Financial implications and other risks and opportunities due to climate change	20, 38, 51
<b>Market presence</b>		
<b>GRI 3: Material Topics 2021</b>		
	3-3 Management of material topics	17, 18, 21
<b>GRI 202: Market presence 2016</b>		
	202-2 Proportion of senior management hired from the local community	60
	201-2 Financial implications and other risks and opportunities due to climate change	20, 38, 51
<b>Indirect economic impacts</b>		
<b>GRI 3: Material Topics 2021</b>		
	3-3 Management of material topics	17, 18, 51
<b>GRI 203: Indirect Economic Impacts 2016</b>		
	203-1 Infrastructure investments and services supported	51, 70, 71
	203-2 Significant indirect economic impacts	51, 70, 71
<b>Procurement practices</b>		
<b>GRI 3: Material Topics 2021</b>		
	3-3 Management of material topics	17, 18, 49
<b>GRI 204: Procurement Practices 2016</b>		
	204-1 Proportion of spending on local suppliers	49
<b>Anti-corruption</b>		
<b>GRI 3: Material Topics 2021</b>		
	3-3 Management of material topics	17, 18, 33, 34
<b>GRI 205: Anti-corruption 2016</b>		
	205-2 Communication and training about anti-corruption policies and procedures	33, 34, 65, 66

GRI Standard	Disclosure	Location
<b>Energy</b>		
<b>GRI 3: Material Topics 2021</b>		
	3-3 Management of material topics	17, 18, 47
<b>GRI 302: Energy 2016</b>		
	302-1 Energy consumption within the organization	47
	302-3 Energy intensity	Energy used (GJ/employee): 47.43
<b>Water and effluents</b>		
<b>GRI 3: Material Topics 2021</b>		
	3-3 Management of material topics	17, 18, 22, 47, 48
<b>GRI 303: Water and Effluents 2018</b>		
	303-3 Water Consumption	48
<b>Biodiversity</b>		
<b>GRI 3: Material Topics 2021</b>		
	3-3 Management of material topics	17, 18, 48
<b>GRI 304: Biodiversity 2016</b>		
	304-2 Significant impacts of activities, products and services on biodiversity	48
<b>Emissions</b>		
<b>GRI 3: Material Topics 2021</b>		
	3-3 Management of material topics	17, 18, 22, 38, 47
<b>GRI 305: Emissions 2016</b>		
	305-1 Direct (Scope 1) GHG emissions	47
	305-2 Energy indirect (Scope 2) GHG emissions	47
<b>Waste</b>		
<b>GRI 3: Material Topics 2021</b>		
	3-3 Management of material topics	17, 18, 22, 48
<b>GRI 306: Waste 2020</b>		
	306-3 Waste generated	48
	306-4 Waste diverted from disposal	48
	306-5 Waste directed to disposal	48

GRI Standard	Disclosure	Location
<b>Supplier environmental assessment</b>		
<b>GRI 3: Material Topics 2021</b>		
	3-3 Management of material topics	17, 18, 49
<b>GRI 308: Supplier Environmental Assessment 2016</b>		
	308-1 New suppliers that were screened using environmental criteria	49
	308-2 Negative environmental impacts in the supply chain and actions taken	49
<b>Employment</b>		
<b>GRI 3: Material Topics 2021</b>		
	3-3 Management of material topics	17, 18, 60, 65, 66
<b>GRI 401: Employment 2016</b>		
	401-1 New employee hires and employee turnover	60
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	65, 66
	401-3 Parental leave	66
<b>Occupational health and safety</b>		
<b>GRI 3: Material Topics 2021</b>		
	3-3 Management of material topics	17, 18, 66
<b>GRI 403: Occupational Health and Safety 2018</b>		
	403-4 Worker participation, consultation, and communication on occupational health and safety	66
	403-6 Promotion of worker health	66
	403-9 Work-related injuries	66 Total number of injuries and fatal accidents (contractors, employees): 0

GRI Standard	Disclosure	Location
<b>Training and education</b>		
<b>GRI 3: Material Topics 2021</b>		
	3-3 Management of material topics	17, 18, 46, 63, 64
<b>GRI 404: Training and Education 2016</b>		
	404-1 Average hours of training per year per employee	63, 64
	404-2 Programs for upgrading employee skills and transition assistance programs	63, 64
	404-3 Percentage of employees receiving regular performance and career development reviews	64
<b>Diversity and equal opportunity</b>		
<b>GRI 3: Material Topics 2021</b>		
	3-3 Management of material topics	17, 18, 31, 60
<b>GRI 405: Diversity and Equal Opportunity 2016</b>		
	405-1 Diversity of governance bodies and employees	31, 60
	405-2 Ratio of basic salary and remuneration of women to men	60
<b>Local communities</b>		
<b>GRI 3: Material Topics 2021</b>		
	3-3 Management of material topics	17, 18, 69-72
<b>GRI 413: Local Communities 2016</b>		
	413-1 Operations with local community engagement, impact assessments, and development programs	69-72
<b>Supplier social assessment</b>		
<b>GRI 3: Material Topics 2021</b>		
	3-3 Management of material topics	17, 18, 49
<b>GRI 414: Supplier Social Assessment 2016</b>		
	414-1 New suppliers that were screened using social criteria	49
	414-2 Negative social impacts in the supply chain and actions taken	49

GRI Standard	Disclosure	Location
<b>Marketing and labeling</b>		
<b>GRI 3: Material Topics 2021</b>		
	3-3 Management of material topics	17, 18, 46, 47
<b>GRI 417: Marketing and Labeling 2016</b>		
	417-1 Requirements for product and service information and labeling	46, 47
	417-2 Incidents of non-compliance concerning product and service information and labeling	47
	417-3 Incidents of non-compliance concerning marketing communications	47
<b>Customer privacy</b>		
<b>GRI 3: Material Topics 2021</b>		
	3-3 Management of material topics	17, 18, 44-46
<b>GRI 418: Customer Privacy 2016</b>		
	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	44, 45
<b>Topics in the applicable GRI Sector Standards determined as not material</b>		
<b>Topic</b>	<b>Explanation</b>	
Not applicable		

Qatar Stock Exchange (QSE) Indicators	2021	2022	2023
<b>Environment</b>			
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	Yes (Sustainability Policy)	Yes (Sustainability Policy)
Energy used (GJ/employee)	46.54	49.22	47.43
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 m3 by the organization per year	N/A	N/A	N/A
Total amount of energy used (GJ)	36,858	39,618.24	37,991.8
Total greenhouse gas emissions (tons)	4,392.31	6,722.14	5,083.13
Total waste produced (kg)	96,000	53,495	49,118
Total water use (m3)	10,372	14,082	21,134
<b>Social</b>			
Average hours of training per employee (hours)	35.18	37.68	34
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 (%)	7.4	6.24	4.35
Employee wages & benefits (USD million)	178.14	174.42	181.50
Nationalisation rate (%)	27	30.5	30
Number of grievances about human rights issues filed, addressed and resolved	0	0	0

Qatar Stock Exchange (QSE) Indicators	2021	2022	2023
<b>Social</b>			
Pre-tax profits invested in the community (%)	3	3	3
Spending on locally-based suppliers (%)	95	80.6	76
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)	792	765	801
Women in the workforce (%)	25	25	29
<b>Corporate Governance</b>			
CEO pay ratio	N/A	N/A	N/A
Disclosure of the voting results of the latest AGM. Yes/No	Yes	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	9.1
Independent directors on the board (%)	0	0	18.2
Median male salary to median female salary (%)	0.81	0.92	0.93
Role separation of Chairman and CEO. Yes/No	Yes	Yes	Yes
Sustainability report published. Yes/No	Yes	Yes	Yes
Use a firm in third-party assurance of non-financial information. Yes/No	No	No	No
**Restatements of information			



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