

SUSTAINABILITY REPORT 2024



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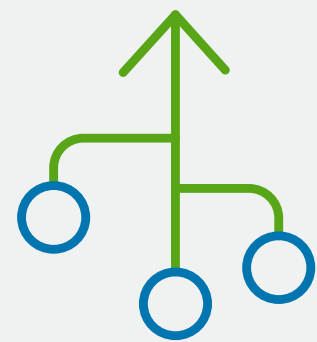
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ESG Performance Highlights



Responsible Banking Operations

22 Branches

187 ATMs

165.3 mn digital transactions completed

4+ mn average monthly logins to QIB Mobile App

Cost-to-income ratio of **17%**
Lowest in the Qatari banking sector

16,740 Kg of paper recycled



Empowering our People

819 Full time employees

41.6 average training hours per employee

30.1% Of our workforce are Qatari nationals

29% Female employees

39 Nationalities

Average training spend per FTE:

QAR 5,000 annually



Governance, Ethics and Risk Management

Robust Governance Code built on the principles of transparency, accountability, fairness and equality

The Board Nomination and Corporate Governance Committee **responsible for overall sustainability at the Bank**

Dedicated Sustainability Management Committee, chaired by the Group CEO

The QIB Board comprises of all Non-Executive members, of which **2** are independent

Climate Risk Assessment integrated into the overall risk management framework



Positive Community Impacts

Sign and Braille language trained staff

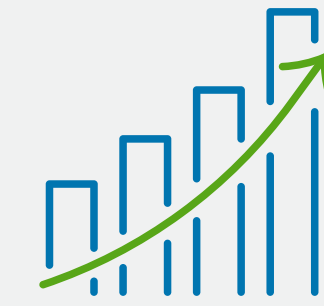
21 Branches accessible by wheelchair users

100% Of indoor ATMs are wheelchair accessible

19,240 SME customers

QAR 127.8 mn has been channeled to community investments

100+ staff volunteers for social causes



Sustainable Finance

QAR 3.9 bn financing portfolio of green buildings

Exposure to ESG-related securities - **QAR 334 mn**

QAR 5.31 bn financing portfolio of projects contributing to Qatar's National Vision 2030 and UN SDGs

1,540 Bedaya accounts opened by university students

QAR 1.37 bn in finance products granted to young people (up to 25 years old)

QAR 5 bn in finance products granted to women

Message from Our Chairman

On behalf of the Board of Directors, I am honored to present our 2024 Sustainability Report—an important milestone in our journey toward building a resilient, inclusive, and forward-looking financial institution.

This year, QIB delivered exceptional results, achieving a record net profit of QAR 4,605 million and growing total assets to QAR 200.8 billion. These achievements are a testament to our disciplined strategy, operational excellence, and unwavering commitment to creating long-term value for our stakeholders.

Our sustainability vision is deeply aligned with the Qatar National Vision 2030 and the ESG strategy of Qatar Central Bank. We continue to embed Environmental, Social, and Governance (ESG) principles into our business model, not as a compliance exercise, but as a strategic imperative that guides our decisions and defines our purpose.

Digital transformation remains at the heart of our strategy. With 99% of transactions now conducted through self-service channels, QIB has emerged as a leader in digital banking across the region. We have introduced innovative platforms and services that enhance customer experience, improve operational agility, and expand access to financial services. Our focus on financial inclusion—particularly through tailored digital solutions for underserved segments—reflects our belief that technology must serve all members of society.

We are equally committed to environmental stewardship. While specific initiatives are detailed in this report, our overarching goal is to operate responsibly, reduce our environmental footprint, and support Qatar’s transition to a low-carbon economy. Sustainability is now a key pillar of our Board’s strategic oversight, and we continue to invest in governance structures, training, and risk frameworks that ensure ESG integration across all levels of the organization.

On the social front, we have deepened our engagement with communities through partnerships that promote education, youth development, and women’s empowerment. These efforts are not only aligned with our values as an Islamic financial institution, but also with our broader mission to contribute meaningfully to Qatar’s sustainable development.

QIB’s recognition by global institutions—including Forbes, Euromoney and Global Finance—for our ESG leadership,



digital innovation, and financial strength reinforces our position as a trusted and progressive bank. These accolades inspire us to raise the bar further and continue shaping the future of banking in Qatar and beyond.

I extend my sincere gratitude to our customers, shareholders, employees, and partners for their continued trust and support. Together, we remain committed to building a sustainable and inclusive future—one that reflects the values of our nation and the aspirations of our people.

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

Message from Our Group CEO

"2024 was a year of execution, acceleration, and impact. At Qatar Islamic Bank, we translated our sustainability vision into measurable progress—across our operations, customer experience, and ESG performance. This report captures the momentum we've built and the foundation we've laid for the future."



Our sustainability journey continues to gather momentum, fueled by a clear and ambitious ESG strategy roadmap that aligns with our long-term vision. In 2024, we advanced our climate and social agenda by initiating the inclusion of Climate Risks into the core architecture of our risk management framework—specifically integrating climate risk across both physical and transitional dimensions. These enhancements are ensuring QIB remains agile and accountable in a rapidly evolving sustainability landscape.

We are evolving our operational platforms to support this transformation. The digitization of procurement through an enhanced e-Procurement Platform is enabling greater transparency and significantly reducing resource intensity. By introducing ESG scoring as a mandatory benchmark for all vendors, we are elevating responsibility and sustainability across our supply chain. In parallel, the launch of our Shari'a-compliant Sustainable Corporate Deposit empowers our institutional clients to channel capital towards projects with measurable environmental and social impact—reinforcing our role as a facilitator of sustainable finance in the region.

Recognizing that climate action must extend beyond our direct footprint, we introduced an Emissions Tracker to help retail customers better understand and mitigate the environmental impact of their spending behaviors – a unique measure aimed at tracking our financed emissions attributable through the purchase choices of our retail customers. At an institutional level, we have further assessed the financed emissions of our Wholesale

Banking portfolio for the baseline year 2024, reinforcing our commitment to data-driven climate stewardship.

Our digital ecosystem continues to be a catalyst for inclusion and empowerment. Initiatives like the QIB Lite App are expanding access to banking services for underserved communities, bridging gaps and enabling financial participation. Internally, we are cultivating a future-ready workforce through investments in learning and development—with nearly 50,000 training hours delivered, hundreds of tailored programs expanded, and our UDEMY digital knowledge library driving a culture of continuous growth. Strategic initiatives such as Qatarization, diversity enhancement, and leadership development are ensuring our human capital remains aligned with the Bank's vision of resilience and innovation. In parallel, our commitment to community development remains strong. In 2024, we allocated QAR 115.1 million—3% of net profit—toward social investment, reinforcing our role as a trusted contributor to national progress.

As we look ahead, these initiatives are laying the groundwork for deeper ESG integration and sustained excellence. Together, they reflect our belief that true sustainability is not just about meeting expectations, but leading transformation at scale. These efforts have translated into improved ESG ratings and recognition from global institutions. But more importantly, they reflect our commitment to building a bank that is resilient, inclusive, and future-ready.

As we look ahead, our priorities remain focused: deepen ESG integration, expand digital capabilities, and deliver long-term value to our stakeholders. I am proud of what we've achieved—and even more excited about what lies ahead.

Thank you for your continued trust and partnership.

Bassel Gamal
Group Chief Executive Officer
Qatar Islamic Bank



1

About Qatar Islamic Bank

1.1 Our story

Qatar Islamic Bank, the country's first and largest Islamic Bank, has been pioneering Shari'a compliant financial solutions since the last four decades; while contributing to Qatar's sustainable economic growth.

Established in 1982 as Qatar’s first Islamic financial institution, Qatar Islamic Bank (QIB) has grown into the largest private bank in the country, holding approximately 37% of the assets among domestic Shari’a-compliant banks. With 22 branches and 187 ATMs, QIB currently commands a 9.2% market share in assets, 8.8% respectively of financing and deposits, supported by a modern branch network that includes private, affluent and ladies-only banking centers, alongside ongoing digitalization initiatives. Highly rated by global agencies, QIB provides Shari’a-compliant solutions across all financial sectors, serving individuals, small and medium-sized enterprises (SMEs), large corporations and government institutions.

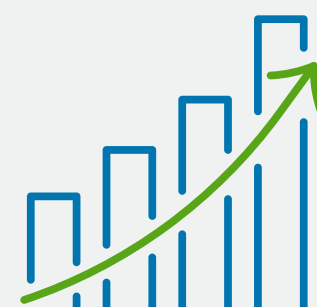
QIB-UK was established in 2008 to serve Qatari individuals and businesses in the UK. Meanwhile, Arab Finance House in Lebanon and a branch in Sudan extend the Bank’s regional presence, making QIB a trusted leader in Islamic finance that addresses the cross-border Islamic banking needs of its customers. It also has strategic stakes in QInvest, a leading investment bank, Damaan Islamic Insurance (Beema) and Al Jazeera Finance. QIB’s customer-centric approach underpins its growth strategy, emphasizing strong customer relationships and active engagement with the community in line with Qatar’s National Vision 2030.



- Headquarters in **Doha**
- Established in **1982**
- **Largest private bank** in Qatar
- Listed on the Qatar Stock Exchange



- **500,000** individual, retail and corporate customers across Qatar
- A network of **22** branches and offices, **187** ATMs
- Holds approximately **37%** of the total assets of domestic Shari’a-compliant banks in its portfolio



- Market share of **9.2%** of assets, **8.8%** of financing and **8.8%** of deposits
- Shareholders comprise of **prominent Qatari individuals, families and institutions**



- Qatar’s **first and the largest** Islamic financial institution
- The Qatar Holding LLC (QIA) is the **single largest shareholder** of QIB



- A-rated banking and financial institution, rated:
 - **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

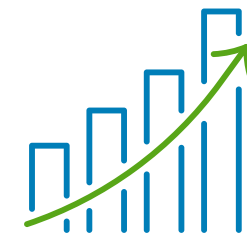


QIB established with paid up capital QAR 25 mm. (equivalent to USD 6.9mm.)

1982

QIB listed on Qatar Stock Exchange

1998



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

2011



Set up a branch in Sudan

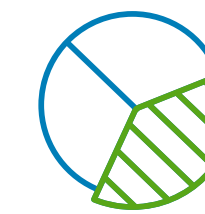
2013

Migration to new Core Banking System

2016

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

2018



Qinvest stake increased to 65.6% due to shares buyback.

2021

- Appointed the 1st female Board Director
- Appointed 2 independent members to the Board of Directors
- 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

2023

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 1st Sustainability Report

2022

Creation of QIB's Sustainability Committee



1.2 Our Financial Products

Our Shari'a-compliant banking solutions, products and services, cater to retail customers, corporate clients, government entities and financial investors. A Product Committee, chaired by the Chief Strategy & Digital Officer and comprising General Managers from all units, approves new products and services in line with Shari'a, compliance, legal and risk guidelines, while overseeing product development, rollout and enhancements.

Following our Product and Services Development Policy, every new product or service is developed in full compliance with all applicable regulatory requirements. We ensure that comprehensive impact and risk assessments, as well as relevant employee training, are embedded throughout the entire product lifecycle. Aligned with our commitment to financial equity, we place a strategic emphasis on designing and delivering customized products and services specifically tailored to the needs of underbanked populations, thereby enhancing access to financial opportunities for underserved communities.



1.3 Our Financial Performance

QIB is ranked the seventh largest Islamic bank in the world by assets, according to TAB Insights, S&P Global Market Intelligence, thanks to the Bank's steady profit growth over the past years, with an 11% increase in total assets.

Assets (USD in mn)	Net Profit (USD in mn)	Return on Equity (%)	Return on Assets (%)	Cost-to-Income Ratio (%)	Capital Adequacy Ratio (%)
51,959	1,178	15.1	2.3	17.1	20.4

Financial Performance Indicators	2022		2023		2024	
	Performance	CAGR (%) [*]	Performance	CAGR (%) ^{**}	Performance	CAGR (%) ^{***}
Total assets (in thousands QAR)	184,000,625	4.7%	189,157,099	3.7%	200,779,776	3.6%
Total financing Assets (in thousands QAR)	119,284,576	3.9%	122,380,843	1.8%	125,274,016	1.3%
Total deposits (in thousands QAR)	122,370,894	5.0%	120,834,520	2.0%	124,994,686	1.4%
Net operating income (in thousands QAR)	6,381,833	9.1%	6,521,408	7.8%	6,760,942	5.6%
Net profit for the year attributable to equity holders of the Bank (in thousands QAR)	4,005,203	9.8%	4,305,205	9.0%	4,605,321	10.7%
Return on equity (%)	17.8%		17.3%		17.1%	
Return on assets (%)	2.1%		2.3%		2.4%	
Cost to income ratio (%)	17.4%		17.1%		17.0%	

^{*}for the years 2018 - 2022

^{**}for the years 2019 - 2023

^{***}for the years 2020 - 2024

Value of Financing Portfolio by Size (QAR in thousands)

Corporate and institutional banking

2022	2023	2024
94,183,452	96,966,178	99,212,076

Personal banking

2022	2023	2024
26,885,229	28,070,409	29,690,416

Value of Financing Portfolio by Region (QAR in thousands)

Qatar

2022	2023	2024
112,177,084	115,053,618	118,117,426

Middle East and Northern Africa

2022	2023	2024
1,115,974	1,119,866	1,376,007

Others

2022	2023	2024
5,991,518	6,207,359	5,780,583

	2022	2023	2024
Direct Economic Value Generated			
Total revenue (QAR in thousands)	8,967,838	10,743,030	11,749,282
Economic Value Distributed			
Total expenses (QAR in thousands)	4,933,401	6,442,155	7,119,496
Operating costs (QAR in thousands)	1,112,248	1,117,230	1,149,086
Dividends paid to shareholders (QAR in thousands)	1,476,833	1,713,126	1,890,346
Total wages and benefits paid (QAR in thousands)	636,652	655,990	668,309
Donations and sponsorships (QAR in thousands)	100,130	111,570.8	127,815
Community investment as a % of pre- tax profit (%)	3%	3%	3%
Economic Value Retained			
Profit for the year attributable to equity holders of the Bank	4,005,203	4,305,205	4,605,321
Total equity attributable to equity holders of the Bank	23,257,253	25,391,762	27,157,332

For more information about our **2024 financial performance**, you can visit our website or consult our annual report.

1.4 Memberships and Partnerships

At QIB, we are active members of numerous organizations, associations and alliances at the regional and international level, aiming to remain at the top of all the latest developments.



Our Memorandum of Understanding (MoU) with the Gulf Organization for Research and Development (GORD), a leading climate change think tank in the region, has laid the foundation for promoting sustainable projects, as well as green products and services. In the reporting year, we further collaborated with DHL on their flagship GoGreen Plus initiative to reduce emissions in logistics through the use of Sustainable Aviation Fuel (SAF).

1.5 Participation in Conferences and Summits

In 2024, we continued to actively participate in a wide range of conferences, summits and other sectoral events, aiming to contribute as an informed thought leader to key discussions shaping the banking sector's ecosystem and the region's pressing need for sustainable economic growth.



3rd Economic Strategy Conference



1.6 Awards and Recognitions

In 2024, we received prominent recognition in the field of Sustainability from distinguished national and international organizations and reputable news and media outlets, which testifies to our efforts towards continuous progress.



Global Finance Annual World's Safest Banks

- Safest Islamic Bank in Qatar
- 2nd Safest Bank in the GCC



Global Finance Magazine "World Top Innovators in Finance for 2024"

"Best App to Encourage Financial Inclusion" for the user-friendly QIB Lite App"



الاتحاد الدولي للمصرفيين العرب
World Union of Arab Bankers

World Union of Arab Bankers

- Best Islamic Bank in the GCC for the year 2024

THE ASIAN BANKER
MIDDLE EAST & AFRICA REGIONAL AWARDS 2023

Asian Banker Middle East and Africa Finance Awards 2024

- "Best Financial Inclusion Initiative" in the Middle East and Africa Award for its innovative QIB Lite App
- "Best Retail Bank" in Qatar for the fourth consecutive year



The Asset Awards 2024

- Digital Bank of the Year in Qatar for the fourth consecutive year
- Best Retail Mobile Banking Experience in Qatar
- Best Mobile Banking Application in Qatar
- Best Islamic SME Bank in Qatar

1.7 ESG Ratings

2024 Environmental, Social, Governance (ESG) Ratings

Sustainalytics Score and Risk Category	19.07 (Low Risk)
MSCI	BBB
S&P Global ESG Score	34

















2

Sustainability at QIB

As a responsible Islamic bank, QIB's commitment to sustainability goes beyond economic profit, deeply rooted in the principles of Islamic finance and integrated into our business model. In pursuit of this goal, we have developed a robust and sustainable finance strategy, along with a diverse portfolio of Shari'a-compliant products and services that actively contribute to Qatar's National Vision 2030. Our efforts align with the United Nations Sustainable Development Goals (SDGs), international frameworks and national sectoral guidelines.

2.1 Islamic Finance and Responsible Banking

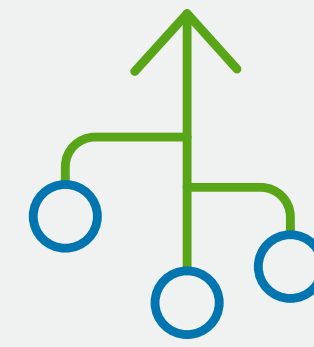
With Islamic assets on the rise, adherence to Shari’a principles further supports sustainable development, as these principles inherently promote equity, wealth distribution, responsible investment and financial inclusion. Moving forward, at QIB, we ensure that all financial services and products align seamlessly with Shari’a principles, recognizing that financing green projects, through Sukuk (Islamic bonds), will be instrumental in promoting sustainable growth.

Islamic Finance and Responsible Investment		
Alignment with Shari’a principles	Synergies with Sustainability	Link to SDGs
<p>Prohibition of:</p>  <p>Interest (riba)</p>  <p>Excessive uncertainty (gharar)</p>  <p>Gambling (maysir)</p>  <p>Investments in unethical industries, such as alcohol, tobacco and weapons</p>	<p>Exclusion list of non-Shari’a compliant activities</p> <ul style="list-style-type: none"> • Credits or investments in non-Shari’a-compliant businesses, including gambling, alcohol, pornography and anything that violates the country’s laws. • Credits to: <ul style="list-style-type: none"> • Clients in countries that are engaged in war or countries that 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. 	<p>Objectives of Islam (Maqasid al-Shari’a) include the establishment of equality among people.</p> 
	<p>Zakat: muslims’ obligatory almsgiving to those in need.</p>	
	<p>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.</p>	 
	<p>Islamic social finance investments generate returns and create value for the broader communities (i.e., education, healthcare, welfare and infrastructure for those in need).</p>	   



2.2 Our Sustainability Framework

At QIB, sustainability is strategically embedded across our operations and governance, enabling us to proactively respond to emerging risks and opportunities as well as all evolving regulatory guidelines. We operate in alignment with global frameworks, national priorities as well as the Shari'a principles, under the highest international banking norms and ethical standards.



Responsible Banking Operations

Driving digitalization through innovative solutions, a strong focus on customer experience as well as robust data security. Committed to reducing our environmental footprint through continuous monitoring and integrating ESG criteria into 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.



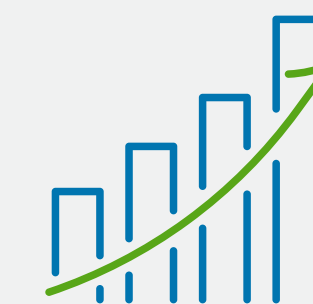
Governance, Ethics and Risk Management

Achieving strong economic performance through a resilient governance and compliance framework that seamlessly integrates ESG criteria into risk and opportunity management while fostering a culture of transparency and accountability.



Positive Community Impacts

Supporting local communities through sponsorships, community development programs and volunteering initiatives.



Sustainable Finance

Provision of sustainable investments and financial solutions that drive national growth, support the green economy transition as well as fund critical green projects while empowering small and medium enterprises (SMEs).

QIB continues to integrate environmental considerations into our banking operations and sustainable finance strategy by monitoring our environmental impact and reducing emissions across our value chain. We are also strengthening our portfolio of green financial products and instruments, as well as projects and initiatives, to support the transition to a greener economy in line with Qatar National Vision 2030 and the Qatar National Environment and Climate Change Strategy (QNECCS). We are integrating the guidelines and principles of the Qatar Central Bank into our strategic approach, as reflected in its ESG and sustainability strategy for the financial sector and the ESG Supervisory Principles for banks.

2.3 Revisiting Materiality

In 2024, we undertook a new materiality assessment to review our approach, identify emerging priorities and validate existing sustainability topics. This process involved extensive engagement with internal and external stakeholders, ensuring input from all key departments across the organization. By taking a comprehensive and structured approach, we gained valuable insights into stakeholder expectations, strengthening our sustainability strategy and direction.

As part of this assessment, our methodology considered a range of internal and external factors, including:

Internal Factors	External Factors
<ul style="list-style-type: none"> • Alignment with strategic business priorities • Internal stakeholder expectations • Organizational policies and strategic frameworks • Corporate governance structure • Leadership vision and management direction 	<ul style="list-style-type: none"> • Emerging industry trends and market developments • Alignment with Qatar National Vision 2030 objectives • Expectations of external stakeholders • Industry benchmarking and best practices • Relevant standards and sustainability guidelines • New directives and strategic priorities set by the Qatar Central Bank • Regulatory changes at national and international levels

2.3.1 Stakeholder Engagement

At QIB, we actively engage with our diverse stakeholders, valuing their input and insights. Therefore, we maintain a regular and systematic dialogue process through various engagement tools to listen to and address their needs and expectations.

	Customers	Employees (Daily Engagement)	Shari’a Supervisory Board	Shareholders and Investors (Regular Engagement)	Local Community (Regular Engagement)	Regulators (Regular Engagement)
Main Methods of Engagement	<ul style="list-style-type: none"> • Sustainability and other reports • Website • Customer service channels • Social media • Advertisements 	<ul style="list-style-type: none"> • Training • Policies • Surveys • Sustainability and other reports • Internal communication 	<ul style="list-style-type: none"> • Sustainability and other reports • Financial statements Shari’a audit process • Shari’a approval for new products and services 	<ul style="list-style-type: none"> • Reports, meetings and Sustainability Report • Policies and frameworks • Financial statements • Board and Annual General Assembly meetings • Website 	<ul style="list-style-type: none"> • Sponsorships in health, education and sports • Volunteering • Donations • Campaigns • Website 	<ul style="list-style-type: none"> • Audits - Risk management and internal controls • Committees • Reports and public disclosures • Sustainability and other reports • Website
Our Response	<ul style="list-style-type: none"> • Corporate internet banking and Mobile App • Digitalized key banking services 	<ul style="list-style-type: none"> • Training and development programs • Health and safety policies • Wellbeing initiatives 	<ul style="list-style-type: none"> • Operations and financial statements in line with Shari’a principles • Shari’a-compliant operations 	<ul style="list-style-type: none"> • Sustained financial performance and dividends • Transparent communication of opportunities, risks and performance • ESG-based risk management per Equator Principles 	<ul style="list-style-type: none"> • Health awareness campaigns • Community support during Ramadan • Long-term partnerships • “How Money Works” financial literacy program • Blood donation drives 	<ul style="list-style-type: none"> • Full compliance with national and international regulations • Swift adherence to regulatory guidelines • Upgraded AML/CFT policies and procedures
Frequency of Engagement	Daily Engagement	Daily Engagement	Regular Engagement	Regular Engagement	Regular Engagement	Regular Engagement

2.3.2 Our Methodological Approach


The assessment involved an online survey covering predefined sustainability topics. Stakeholders were asked to evaluate the extent to which certain topics impact the Bank and sustainability, as well as the effectiveness of the Bank’s management of these topics in driving a broader ESG impact. To capture deeper insights and forward-looking perspectives, open-ended questions were included. The process gathered both quantitative and qualitative data from internal and external stakeholders, ensuring a comprehensive understanding of their expectations and priorities.

Step 1 Identification of Potential Material Topics	Step 2 Development of the Materiality Questionnaire	Step 3 Rating Material Topics by Stakeholders	Step 4 Validation	Step 5 Communication
We identified a list of potential material topics based on sectors, organizational maturity, trends, standards and internal consultations, also considering national strategic priorities.	The materiality questionnaire included both qualitative and quantitative sections. The questionnaire was shared with internal and external stakeholders.	Each topic has been rated by internal and external stakeholders based on the concept of double materiality.	Input and information collected, aggregated and processed according to specific parameters. Material topics have been identified, prioritized and validated by QIB. Topics were mapped together according to the following pillars: Governance, Environment and Social.	The table presented here reflects the validated outcomes and consolidates the results of the exercise conducted across the organization.

Material Topics

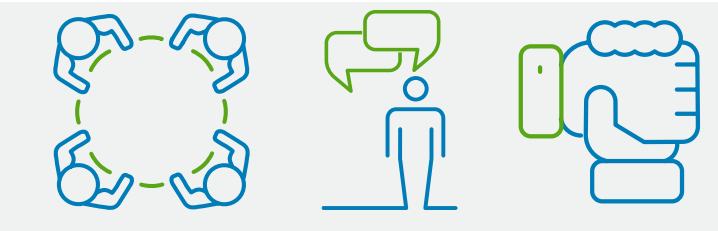
Aligned with our strategic vision, the material topics represent the Bank's top priorities. These topics reflect our commitment to a human-centric approach, reinforcing a culture of ethics and compliance while driving both economic performance and sustainability.

Material Topics




Pillar 1
Governance

- Customer relationships and experience
- Governance, ethics and transparency
- Compliance and risk management
- Financial and economic performance
- Sustainable investments and financing
- Innovation and digitalization
- Data protection and cybersecurity
- Responsible value chain
- Responsible marketing and communication



Pillar 2
Environment

- Operational environmental impact
- Emissions and climate risk (physical and transition)
- Resource efficiency
- Green product design
- Financing the low-carbon transition



Pillar 3
Social

- Community engagement and support
- Financial inclusion and accessibility
- Financial literacy
- Employee attraction, development and retention
- Localization
- Work environment and holistic employee wellbeing
- Support to SMEs

2.4 3-year Sustainability Strategy 2025-2028

QIB's 3-year Sustainability Strategy 2025-2028		
Transforming our Governance Model	Transitioning to Low-Carbon Future	Capitalizing on Social Responsibility
Commitments		
<ul style="list-style-type: none"> • Commit to the highest standards for ESG accountability, transparency and risk management. 	<ul style="list-style-type: none"> • To become the model sustainable financial institution in MENA. • To act in partnership with our key stakeholders to accelerate the transition to a net-zero society and economy. 	<ul style="list-style-type: none"> • To expand access to financial services for all, in particular, underbanked groups. • To foster a diverse, inclusive and equitable organization.
<p>This pillar outlines QIB's approach to a governance model including identifying incentives linked to ESG and responsible use of data:</p> <ul style="list-style-type: none"> • ESG-driven governance structures. • Embed ESG framework. • ESG KPIs and performance disclosures. • Whistleblower policies and processes. • Remuneration incentives linked to ESG. 	<p>This pillar outlines QIB's approach to net-zero transition and climate resilience:</p> <ul style="list-style-type: none"> • Qatar's leader in sustainable finance • Embedding ESG as part of vendor sourcing. • Carbon intensity reduction. 	<p>This pillar outlines QIB's approach to social responsibility, including diversity, education and financial inclusion:</p> <ul style="list-style-type: none"> • Diversity, equity and inclusion. • Employee well-being. • Focus on financial inclusion and social responsibility efforts.



2.5 Value Creation



2.6 Contributing to Qatar’s National Strategic Targets

As a respected financial institution, QIB plays a pivotal role in supporting Qatar’s National Vision 2030, the targets set by the country’s Climate Change Strategy and the recent Qatar Central Bank’s ESG and sustainability strategy for the financial sector. In 2024, we strengthened our commitment by enhancing our environmental risk management framework and engaging with strategic partners to drive positive social, environmental and economic impact.

In 2024, QIB’s Sustainable Assets Portfolio, comprising assets that contribute to Qatar’s National Vision 2030, has reached up to QAR 5.31 bn.

Qatar Central Bank’s ESG and Sustainability Strategy for the Financial Sector

The Central Bank of Qatar (QCB) plays a vital role in advancing sustainability within the financial sector, aligning with Qatar’s National Vision 2030 and the Third Financial Sector Strategic Plan. In 2024, QCB launched an ESG and sustainability strategy for the financial sector, aiming to support Qatar’s economy and financial institutions while directing investments toward sustainable projects.




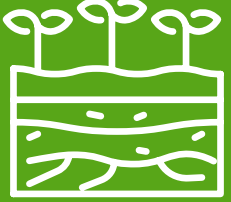


In line with QCB’s ESG and sustainability strategy, QIB is committed to actively contributing to its goals and outcomes, integrating sustainability into its operations and financial offerings to drive positive environmental and economic impact

QCB ESG and Sustainability Strategy			
	Outcomes	Indicators	How QIB Contributes
	Financial Sector’s Climate, Environmental and Social Risks		
Pillar 1	<p>A.1 Established climate, environmental and social risks awareness and management among banks and insurance companies.</p> <p>A.2 Increased transparency on the exposure of banks and insurance companies to climate, environmental and social related risks and opportunities.</p>	<ul style="list-style-type: none"> Level of compliance of financial institutions with climate, environmental and social risks supervisory principles in terms of: <ul style="list-style-type: none"> Comprehensiveness Soundness of practices A number of financial institutions conducted a materiality assessment of climate and environmental risks on their operations. Number of financial institutions with sustainability performance information in their annual reports. Share of exposure of financial institutions to high climate and environmental risk sectors. 	<ul style="list-style-type: none"> Publication of Sustainability Reports since 2020 Thorough materiality assessment in 2020 and 2024 and annual revisions Finance requests assessed via ESG Due Diligence toolkit.
	Capital Mobilization towards Sustainable Finance		
Pillar 2	<p>B1. Heightened transparency on the contribution of the financial sector to national sustainability objectives.</p> <p>B.2. Strengthened contribution of the financial sector in mobilizing capital towards sustainable finance.</p> <p>B.3 Diversified innovative sustainable products, including digital solutions (e.g. Fintech) brought forward by the financial sector.</p>	<ul style="list-style-type: none"> Total volume of sustainable finance by product type (loans, bonds, sukuks) and by financial institution type. Number of ESG and sustainability related to FinTech's and associated employment. 	<ul style="list-style-type: none"> In 2024, QIB raised ESG deposits totaling QAR 1.445 mn, with an additional QAR 120 mn raised in January 2025. QIB conducted several meetings with corporate clients to enhance their understanding of ESG and its financial solution. USD 68.85 mn was invested in 2024, with these investments covered in the Treasury Policy for 2025 and included in new proposals for approval.
Pillar 3	The Pillar 3 of QCB’s ESG and sustainability strategy refers to the efforts of the QCB itself and its contribution to sustainability, as well as the measurement of its environmental footprint; hence not directly relevant to this analysis.		

Qatar National Vision 2030

Levels of Development	Human Development	Social Development	Economic Development	Environmental Development
Our Contribution				
Operational Level	<ul style="list-style-type: none"> Job creation amongst Qatari nationals (Qatarization) Ongoing L&D programs Financial inclusion and financial literacy programs targeting the local youth Young professionals' program Long-term partnership with Qatar University 	<ul style="list-style-type: none"> Financial literacy projects Community/ CSR initiatives Empowering and employing women and people of disabilities Inclusive policies that support diversity and equality QAR 1.2 bn the financing portfolio for SMEs QAR 1.37 bn of finance granted to young people 	<ul style="list-style-type: none"> The Largest Islamic bank in terms of total assets (approximately 37% of the total assets of listed Islamic banks in Qatar) and second largest bank in Qatar by total assets, financing assets and net profit QAR 4.6 bn profits for the year attributable to equity holders of the bank QAR 1.86 earnings per share 	<ul style="list-style-type: none"> Continuous reduction of plastic and paper consumption through a digital transformation plan Joined DHL's GoGreen Plus program and reduced logistics related Carbon Emissions by 46%
Projects and Portfolio Exposure Level	<ul style="list-style-type: none"> Access to education (QIB Exposure QAR 39,583,000): 49 projects 81% of exposures valued at 10 mn and above, are categorized as low or medium risk as per EBRD Risk classification Partnered with the Gulf Organization for Research and Development (GORD) to advance sustainable, climate-focused solutions 	<ul style="list-style-type: none"> Partnered with QDB to support the small and medium enterprises with Al Dhameen program Financial assistance (QAR 151 mn) for the building of Container Terminal 2 at Hamad Port 2 Projects in Healthcare. QIB Exposure (QAR 37,354,000) 	<ul style="list-style-type: none"> Qatar Electricity and Water Company (QEWC), our client, manages Greenfield power and water projects, as part of financing power generation and water desalination project The Istisna Ijara facility, worth QAR 290 mn, was used to finance these sustainable initiatives Contributing to the Lusail City Development Financing that spans over 38 square kilometers, designed to accommodate approximately 450,000 people 	<ul style="list-style-type: none"> Active financing of 5 green building projects with an exposure of QAR 4 bn All the buildings financed received green building certifications

National Environment and Climate Change Strategy Plan (QNE)

 Environmental Areas	 GHG emissions and air quality	 Biodiversity	 Land use	 Circular economy and waste management	 Water
<ul style="list-style-type: none"> • 1st Bank in Qatar to adopt the Equator Principles • QIB considers ESG-related risk factors when determining lending outcomes. • Investing in digitalisation throughout our operations to reduce paper and energy usage. 	<ul style="list-style-type: none"> • Financing major water desalination projects • Involved in the Tarsheed Initiative, promoting water efficiency in Qatari households and workplaces • Water conservation initiatives through partnerships such as with the Qatar Electricity and Water Company (QEWC) • Sustainable integrated management for all water resources 		<ul style="list-style-type: none"> • Providing critical funding for the transition to a green economy by supporting sustainable projects and companies (i.e., renewable energy) • To save energy, installed motion sensors and replaced all lights to LED to reduce energy usage and GHG emissions across our 22 branches 		



2.7 Our Contribution to the SDGs

Pillar	Material Topic	How we contribute	SDGs
Governance	<ul style="list-style-type: none"> Customer relationships and experience Innovation and digitalization Data protection and cybersecurity Responsible value chain Responsible marketing and communication Governance, ethics, transparency Compliance and risk management Financial and economic performance Sustainable investments and financing 	<ul style="list-style-type: none"> Appointed 2 independent members and the first female Board Director to the Board Sustainability Policy framework in place Sustainability Policy and Sustainability Management Committee in place Robust risk management framework ESG factors, including climate risk are integrated into investment decisions ESG Due Diligence toolkit applied to all new finance requests Policies to monitor and manage risks and opportunities such as Whistleblowing, Anti-Bribery and Anti-Corruption Policy along with Code of Governance and Code of Conduct QAR 5.31 bn sustainable assets portfolio Dedicated complaint management system enabled through digital platforms Annual customer satisfaction surveys Continuous expansion of the QIB Mobile App 165.3 Mn digital transactions completed 99% of transactions conducted through self-service channels E-procurement Platform expanded; electronic Invoicing promoted ESG scoring is becoming mandatory for all vendors 408 suppliers audited QAR 455 mn spending on local suppliers while engaging 1,298 local suppliers Cybersecurity, Data Privacy and Data Protection Framework in place 	
Environment	<ul style="list-style-type: none"> Operational environmental impact Emissions and climate risk (physical and transition) Financing the low-carbon transition Resource efficiency and green product design 	<ul style="list-style-type: none"> Emissions Tracker tool launched to encourage low-carbon spending habits Partnership with DHL Express Qatar and managed to cut logistics-related emissions by 46% Launched Green Car Financing to support electric vehicle adoption Partnership with GORD to promote sustainable projects Introduced Sustainable Deposit and integrated ESG factors, including climate risk, into all investment decisions Launched ESG Due Diligence toolkit to assess all new financing requests 16,740 Kg of paper recycled Launched a 100% recycled PVC co-branded credit card 	
Social	<ul style="list-style-type: none"> Community engagement and support Financial inclusion and accessibility Financial literacy Employee attraction, development and retention Localization Work environment and holistic employee wellbeing Support to SMEs 	<ul style="list-style-type: none"> QAR 115.1 mn invested in community initiatives, representing 3% of net profit Family Shield Takaful launched for low-income WPS customers Increased Financing Credit Limits (FCLs) for older borrowers Financial Literacy program "How Money Works" supporting local communities Overall, 4,676 Bedaya accounts opened as of 2024 to support university students Distributed 60,000 QIB Lite App promotions during Ramadan in collaboration with Qatar Charity Award-winning Lite App available in 8 languages, promoting financial inclusion 49,874 employee training hours QIB annual Town Hall Meeting to encourage employee engagement QAR 1.2 mn financing portfolio for SMEs Emerging Banker program launched for young Qataris Strategic collaboration with Qatar University through the Young Professionals program 3-year strategic collaboration with INJAZ Qatar to support youth development Human Capital Policy and Anti-Discrimination Policy in place, along with grievance mechanisms to uphold dignity, equality and fair treatment UDEMY knowledge library introduced to support flexible, on-demand learning Partnership with the Qatari Businesswomen Association to promote women's empowerment 	



3

Corporate Governance

Our approach

Guided by a robust governance framework, QIB upholds the highest ethical standards, ensuring full compliance with all applicable laws and regulations. Our governance approach enhances economic performance, strengthens stakeholder relationships as well as fosters a culture of transparency, accountability and responsible business conduct across the organization.

Highlights

- . The QIB Board comprises all **non-executive and two independent members**
- . The Board Nomination and Corporate Governance Committee is **responsible for overall sustainability at the bank**, duly supported by a dedicated Sustainability Management Committee
- . **Dedicated Shari'a Supervisory Board (SSB)** responsible for upholding the principles of Islamic finance
- . **Climate Risk Assessment** integrated into the overall risk management framework of the Bank

SDGs



QNV Pillar



3.1 Corporate Governance Framework

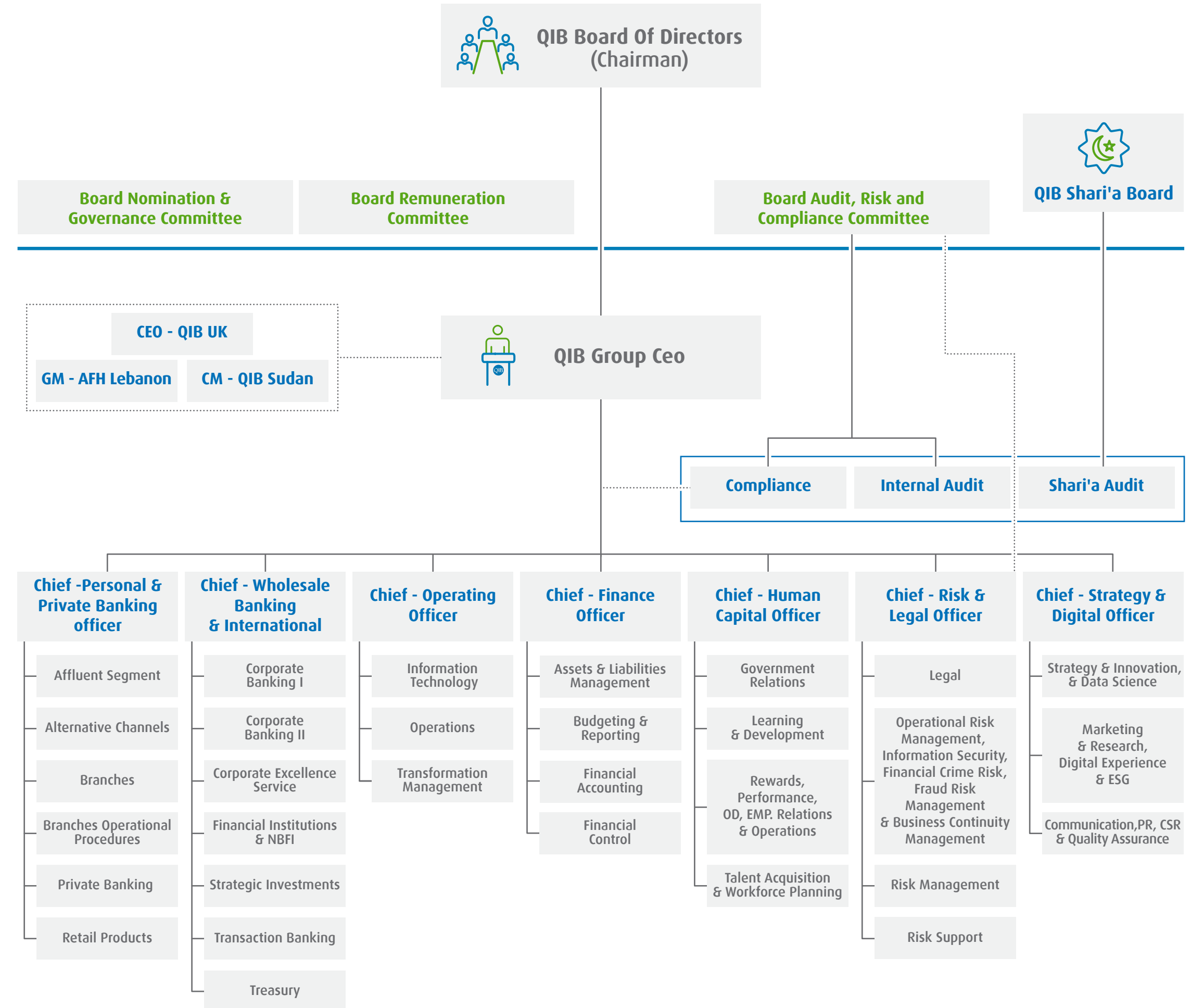
To manage compliance, ethics and risks while strengthening control mechanisms, we have developed a Corporate Governance Framework with clearly defined responsibilities, codes and policies. It is regularly reviewed to ensure alignment with relevant national laws, guidelines and international best practices, including but not limited to Qatar Central Bank (QCB), the Anti-Money Laundering and Counter-Terrorist Financing (AML/CFT), the FATF recommendations, the Wolfsburg principles and papers issued by the Basel Committee on Banking Supervision, the US Patriot Act (against terrorism) FATCA.

More information on the QIB’s corporate governance approach, can be found in the Corporate Governance Report: <https://www.qib.com.qa/en/investorrelations/corporate-governance/>



3.2 Organizational Structure

In full compliance with Shari’a and the priorities of our stakeholders, our organizational structure is built around the values of responsibility and ensure accountability, transparency and integrity.



Governance Code

Our Governance Code is built on the principles of transparency, accountability, fairness and equality. It establishes stringent regulations to mitigate conflicts of interest, implements internationally recognized control mechanisms and reinforces accountability for the Bank’s performance and impact. Aligned with global best practices, the Code complies with Qatar Central Bank’s governance directives, the Commercial Companies Law No. 8 of 2021 and the Qatar Financial Markets Authority’s Governance Code for Listed Companies and Legal Entities.

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 year 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)

Offers advice and Islamic orientation to the Bank’s Management when requested

Reviews auditors’ reports against the fundamental ethical principles of Islamic Shari’a

Ensures compliance of contracts, dealings and transactions with the Islamic Shari’a

Reviews the Bank’s marketing tools and campaigns in accordance with the Islamic Shari’a

Ensures 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 supervising, monitoring and providing strategic direction to the Bank, in alignment with the Bank’s vision and operations, as well as supporting the Chairman and the Group’s CEO in delivering long term sustainable value to shareholders and all stakeholders alike.

Role	Name	Independence *	Gender
Chairman	Sheikh/Jassim Bin Hamad Bin Jassim Bin Jaber Al Thani representing AL MIRQAB CAPITAL	Non-independent	Male
Vice Chairman	Mr. Abdullatif Bin Abdullah Al Mahmoud representing DAR AL SHARQ GROUP	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 representing Al Zubara Real Estate Investment Company Will	Non-independent	Male
Member	Mr. Nasser Rashid S. Al-Kaabi, representing Al Sariya Holding	Non-independent	Male
Member	Sheikh/Khalifa bin Thani bin Abdulla Al Thani representing Namaa’ Maintenance and services Co.	Non-independent	Male
Member	Sheikh/Jassim Faisal Qassim Thani Al Thani, representing Alfaisal International Investment Company	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 complete 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 2022 0 in 2023 0 in 2024



Non-executive members of the Board of Directors**

4 in 2022 11 in 2023 11 in 2024



Female members of the Board of Directors

0 in 2022 1 in 2023 1 in 2024



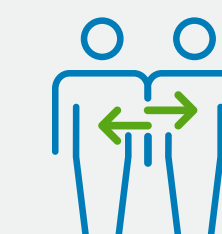
Male members of the Board of Directors

9 in 2022 10 in 2023 10 in 2024



Independent members of the Board of Directors

0 in 2022 2 in 2023 2 in 2024



Non-independent members of the Board of Directors

9 in 2022 9 in 2023 9 in 2024

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

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 related 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 and initiatives as well as reporting progress to the Board of Directors.
- Supports risk management in prioritizing and assessing ESG factors relevant to QIB.
- Develops an ESG Dashboard with key KPIs to be monitored on a regular (quarterly) basis and to set targets with the support of relevant business/support functions.
- Suggests updates and additions to the Sustainability Policy to the Board of Directors.



- 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

Board Committees

The work of the Board of Directors is supported by three committees. Their role is focused around enhancing the Bank’s internal structure, strengthening management mechanisms and assisting the Board in designing the business strategy of the company. Both the Board of Directors and the Senior Executive Management team uphold the highest standards of corporate governance.

- Nomination and Corporate Governance Committee
- Compensation, Remuneration and Benefits Committee
- Audit, Risk Management and Compliance Committee

Committees & their Roles	Committee Members
<p>Nomination and Corporate Governance Committee This committee:</p> <ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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
<p>Compensation, Remuneration and Benefits Committee The Committee:</p> <ul style="list-style-type: none"> • 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). 	<ul style="list-style-type: none"> • 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>Audit, Risk Management and Compliance Committee 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"> • Submitting financial reports, managing actual risks and AML/CFT risks • Handling internal control systems • Effectively performing internal and external audit functions • Applying the procedures adopted for monitoring compliance with applicable laws and regulations. • The Committee is headed by an independent chair 	<ul style="list-style-type: none"> • Mr. Nasser Abdullah Saad Al Mahmoud Al Shareef, Chairman • Mr. Mohamed bin Issa Al Mohannadi, Vice Chairman • Mr. Abdullah Saeed Al-Eidah, Member • Manager of the Internal Audit, Secretary of the Committee

3.5 Standards and Frameworks 2024

At QIB, we adhere to internationally recognized governance frameworks and industry best practices to ensure transparency, accountability and compliance in implementing the governance instructions issued by Qatar Central Bank, 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. Our commitment to strong governance is reflected in the adoption of key standards and certifications that align with the global and regional regulatory requirements and guide our operations, reinforce risk management as well as support ethical business conduct.

Codes 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"> • 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); • The Bank for International Settlements (BIS) issued in 2015 • The International Association of Insurance Supervisors (IAIS) • The International Corporate Governance Network (ICGN) issued in 2014 • The unified guiding principles of corporate governance for companies listed on the GCC financial markets issued in 2012.
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 cultivate a culture of compliance, ethics and transparency, aligning with Islamic values, global standards and evolving regulatory requirements. To support this, we implement policies that manage risks and measure sustainability targets. The Compliance Unit ensures adherence to all applicable laws and regulations and the Audit Unit submits quarterly reports on financial controls, investments, risk management and Internal Control System (ICS) implementation.

Ethics and anti-corruption oversight at QIB is formally assigned to the Board Audit Committee. The Committee is responsible for overseeing governance, fraud risk and the implementation of the Bank’s anti-corruption and ethics policies. It regularly reviews reports from the Compliance and Internal Audit departments to ensure adherence to ethical standards and regulatory requirements across all operations.

In 2024:

- There were zero fines associated with corruption, fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice or other related financial industry laws or regulations.
- QIB’s Compliance Officer and Chief Risk Officer jointly review and approve all PEP accounts and high-risk customer transactions in terms of money laundering/terrorism financing.
- Except for the financial statement’s audit, the external auditor was only engaged in additional Agreed Upon Procedures, as mandated by the Qatar Central Bank, our regulator. There was no other non-audit engagement (Good to Have) with the financial statement’s external auditor; hence, the percentage of non-audit fees out of total audit fees paid to the financial statement’s external auditor can be considered zero.
- According to Qatar’s Commercial Company Law, there is a limit to the appointment of an auditor for a period longer than 5 years.

In 2024, QIB’s legal department resolved 97% of legal cases.

3.7 Key Policies

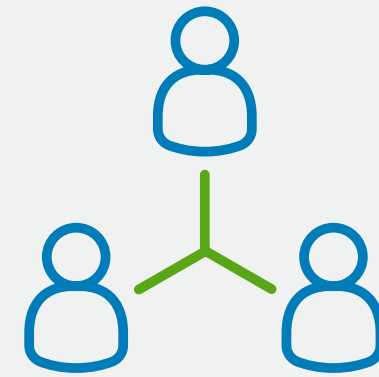
Our fundamental frameworks and key policies ensure that our responsible and sustainable operations are all in alignment with national regulations and best international practices:

Key Policies

- Sustainability Policy
- 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
- Occupational Health and Safety Policy

Key Frameworks

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



Sustainability Policy

Our Sustainability Policy shapes our decisions and actions, ensuring a structured and responsible approach to sustainable banking. It enables us to focus effectively on 3 key areas:

1. Risk Management and Governance

- Integrate environmental and social risk management into project financing.
- Align the Risk Appetite Framework with sustainability goals and QIB's strategic direction.
- Establish a standardized framework for tracking sustainability across QIB's portfolio.

2. Sustainable Finance and Business Growth

- Offer Shari'a-compliant sustainable finance solutions.
- Support SMEs and micro-enterprise growth through enhanced financial access.

3. Capacity Building and Strategic Alignment

- Equip internal teams with the skills to assess ESG risks and opportunities.
- Encourage QIB subsidiaries to develop their own ESG-driven frameworks.



Anti-Bribery and Anti-Corruption

Trust and transparency are fundamental to the financial sector, making strong Anti-Bribery and Anti-Corruption (ABAC) measures essential. QIB enforces a zero-tolerance policy on bribery and corruption, promoting ethical conduct, compliance and integrity across all markets we serve. Our dedicated Financial Crime Compliance unit oversees financial crime risks through a robust framework and Anti-Corruption Policy aligned with Qatar’s regulations and global standards, including OECD guidelines and the U.S. Foreign Corrupt Practices Act (FCPA). Regular risk assessments on bribery, corruption and ethics are conducted and reported to the Board, reinforcing our commitment to combating financial crime and promoting transparency.

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	830	8,008
Number of Participants	415	1,524


Whistleblowing

QIB’s Whistleblowing Policy provides employees with a secure and confidential channel to report concerns, including illegal activities, unethical behavior or policy violations, without fear of retaliation. This Policy reinforces transparency, anti-corruption efforts and conflict-of-interest prevention within the organization. It defines clear reporting procedures, protects whistleblowers' identities as well as ensures confidential investigations with fair resolutions. Available in both Arabic and English, the Policy is effectively communicated to all QIB employees, ensuring awareness and accessibility.

Internal Compliance Monitoring and Reporting	2022	2023	2024
Number of inquiries, complaints or issues received by the whistleblower team through email, an internal monitoring or reporting system	1	4	14
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 through its Corporate Governance Framework and Code of Business Conduct, ensuring compliance with the Commercial Companies Law, Qatar Central Bank guidelines and the Corporate Governance Code by the **Qatar Financial Markets Authority (QFMA)**. A comprehensive **Conflicts of Interest Policy** enables the identification and fair management of actual and potential conflicts, safeguarding the interests of the Bank, its shareholders and stakeholders. It provides clear guidelines and implementation mechanisms to uphold integrity in decision-making. Additionally, the **Insider Trading Policy** establishes strict standards to prevent trading based on material non-public information, ensuring appropriate disclosure and promoting fairness and transparency in all transactions.



Conflict of Interest

3,961
Training Hours

82
Participants

3.8 Strengthening Internal Systems

QIB upholds global best practices and standards, including the International Professional Practices Framework (IPPF), which provides mandatory and recommended guidance for internal audit professionals worldwide. Risk management is reinforced through the Risk Assessment Criteria (RAC), which systematically evaluates risks related to anti-corruption, fraud, money laundering and antitrust violations.

To ensure transparency and accountability, independent third-party audits on ethical standards are conducted at least every three years, driving compliance and continuous improvement. Additionally, QIB provides specialized training for relevant staff on AML/CFT, fraud management, sanctions compliance, blockchain and business continuity. Comprehensive business ethics training is also offered to employees, contractors and third parties, covering AML/CFT, anti-bribery and whistleblowing policies to uphold ethical and regulatory standards.

In 2024, we completed all required audits, investigations and follow-up reviews while refining key documents, including charters and policies, to strengthen governance and compliance. We began implementing a new software solution, set to launch in 2025, to enhance audit efficiency and automation in selected areas. Priorities moving forward include streamlining internal audit processes, advancing technology use and expanding team expertise through targeted training and industry engagement-all aligned with our strategic goal to reinforce compliance and drive continuous improvement across the Internal Audit function.

Internal Audits	Number of Audits	Number of Findings
Branches Audit	6	11
Bank Departments / Divisions	17	136
Others	2	22
Total	25	169

Type of Internal Audits	Number of Audits	Bank's Division/Function	Auditing Frequency
Quality	25	Quality of services provided by the Bank's divisions/departments and branches	As per the Audit Plan
Regulatory requirement	2	Compliance/AML and other regulatory audits	Annually
Quality-Information systems	8	IT and Information Security audits	As per Audit Plan
Governance	17	Governance processes related to each division/department	Annually

Tackling Financial Crime at QIB

QIB continues to proactively identify, monitor and mitigate financial crime risks. By aligning stakeholders with regulatory obligations, enhancing oversight and implementing corrective actions, the Bank ensures robust compliance. Key efforts include strengthening risk registers, controls and reporting mechanisms to minimize losses and reinforce decision-making, thereby preventing recurrence and upholding financial integrity.

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 guidance to all employees to help establish a culture of anti-fraud within the Bank.

3.9 Risk Management

Effectively managing both traditional and emerging risks, such as liquidity, cyber, operational and ESG risks, is essential for maintaining resilience and stability. The Risk Appetite Framework, reviewed annually by the Board and management, defines risk limits based on business trends, stakeholder expectations and strategic objectives. Structured into three key categories-Unacceptable Risks, Acceptable Quantitative Risks, and Acceptable Qualitative Risks, the framework ensures comprehensive risk oversight and a proactive approach to risk management. The Bank's risk management is developed using the "Principles for the Sound Management of Operational Risks" issued by the Basel Committee on Banking Supervision. According to the Basel Framework, QIB classifies operational risk categories as Internal Fraud Risks, External Fraud Risks, Employment Practices and Workplace Safety Risks, Clients-Products-Business Practices Risks, Losses to Physical Assets, Business Disruption-System Failure Risks and Execution-Delivery-Process Management Risks.

During the reporting year, QIB initiated the integration of climate-related risk assessment into its organizational risk management framework. This will include assessing both physical and transition risks, such as extreme weather events, regulatory developments and shifts in energy markets. These risks are evaluated at the portfolio and transaction levels, with oversight from the Board and executive management. In the upcoming months, QIB plans to enhance its climate risk management approach by initiating climate scenario analysis in alignment with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) and the QCB ESG Supervisory Principles.

ESG Risk Analysis and Classification

Effectively addressing ESG risks is essential for the financial sector, extending beyond traditional metrics to include environmental impact, social practices and governance structures. At QIB, ESG risk management is key to ensuring portfolio stability and sustainable growth. A robust ESG risk assessment framework supports informed lending decisions, mitigating risks for both the Bank and its borrowers.

ESG considerations are integrated into the risk management process, aligning with Shari'a principles and regulatory requirements. Investments in alcohol, tobacco and gambling are strictly prohibited, while risks such as environmental liabilities or social litigations are assessed for potential credit impact. All corporate finance requests undergo ESG assessments aligned with the International Finance Corporation's (IFC) performance standards.

Medium- and high-risk clients and investments are further evaluated using QIB's ESG Due Diligence toolkit, which qualifies and quantifies key ESG factors to support responsible decision-making.

To embed ESG considerations at a strategic level, ESG risk parameters are also incorporated within QIB's Credit and Investment Risk Policy under QIB's Risk Appetite Framework. This ensures that ESG risks, including climate and reputational risks, are consistently monitored and governed across the Bank's financing activities. The Sustainability Management Committee, reporting to the Board's Nomination and Governance Committee, oversees the integration of ESG aspects across functions and ensures that material ESG risks are proactively identified and mitigated through enterprise-wide controls.

Climate-related risks are overseen at the Board level by the Nomination and Governance Committee, which supervises QIB's sustainability strategy. The committee reviews material ESG and climate-related risks periodically. It ensures that the Bank's approach aligns with regulatory expectations, including QCB's ESG supervisory framework and the principles of TCFD.

A structured escalation mechanism governs QIB's ESG Due Diligence process. All financing requests are initially screened using an ESG Risk Classification Matrix. If a transaction is classified as Medium- or High-risk, based on environmental, social or governance indicators, it is automatically escalated for enhanced ESG Due Diligence. These cases are reviewed by the Credit Risk Department, which ensures the application of the ESG Due Diligence Toolkit. The outcomes are documented in credit memos and influence credit decision-making. ESG risk triggers and thresholds are predefined in the Sustainability Policy and Credit Procedures Manual and include sector-specific risk factors, exposure value and client track record.

Self-Assessment of Risks

QIB employs the Risk and Control Self-Assessment (RCSA) framework to systematically evaluate risks and controls across all activities, ensuring accuracy and objectivity. It is a comprehensive and dynamic approach that ensures QIB effectively identifies, assesses and mitigates operational risks, maintaining a resilient and proactive risk management framework. This structured approach enhances risk oversight and strengthens the Bank's risk management framework.

The process includes:

- 1. Inherent Risk Assessment:** Evaluates risks without existing controls, considering risk likelihood and impact on a five-point scale.
- 2. Control Assessment:** Measures control effectiveness based on control design and performance.
- 3. Control Testing:** Assesses control effectiveness through observation, inquiry and sampling.
- 4. Residual Risk Assessment:** Evaluates remaining risks after applying controls, rated on a five-point scale.
- 5. Validation of RCSA:** Compares RCSA results with actual loss experiences and KRIs (Key Risk Indicators).
- 6. Reassessment:** Conducted due to significant risk changes, like unresolved issues, fraud or regulatory changes.
- 7. RCSA Aggregation:** Combines results to form an overall risk profile for the organization.
- 8. Ongoing Monitoring and Review:** Regular reviews and annual verification of risks and controls, ensuring alignment with current policies and changes.
- 9. Periodic Validation:** ORMD reviews internal audit reports to propose new risks/controls and update ratings as needed.

2024 Overall Advancements

- An AI-powered transaction monitoring system was launched to improve the detection of suspicious activity in line with updated AML/CFT regulations.
- User testing for the new Name Screening solution was completed, confirming its readiness for use.
- A pilot version of the Customer Due Diligence (CDD) module was also introduced, featuring new configurations to meet Qatar Central Bank standards.
- A comprehensive AML/CFT risk assessment was carried out using an enhanced enterprise-wide methodology.
- A risk-based framework was implemented to evaluate the Bank's products and services, while a compliance reporting template was introduced for international branches.
- The 2024 Compliance Assurance Plan was launched and completed.



QIB Strengthens ESG Commitment in Lending Practices

At QIB, sustainability is embedded in our lending portfolio through a robust ESG Due Diligence toolkit, which evaluates potential borrowers based on ESG criteria, ensuring responsible and ethical financing.

Credit risk management plays an active role in QIB's ESG Due Diligence process. It is responsible for reviewing and validating ESG risk assessments conducted using the ESG Due Diligence Toolkit. ESG risks identified during credit evaluations are incorporated into credit memos and influence approval decisions. This involvement ensures consistency with IFC Performance Standards and facilitates the escalation of high-risk transactions for further scrutiny and committee-level review.

QIB applies a defined threshold for ESG risk escalation in its credit evaluation process. Projects exceeding QAR 250 mn are subject to ESG risk classification using the ESG Risk Classification Matrix. Based on this classification, projects are categorized as High risk, Medium risk or Low risk. Only high and medium-risk transactions are escalated for detailed ESG Due Diligence, which is conducted in alignment with the Equator Principles and EBRD standards. This ensures that material ESG risks are identified, reviewed and appropriately mitigated prior to credit approval.

Key ESG Criteria Evaluated:



Environmental:

Pollution, biodiversity, energy and emissions, water, and waste management.



Social:

Labor practices, health and safety, training and development, human rights, and equal opportunity.



Governance:

Robust corporate governance, business integrity, supply chain management, and responsible engagement with affected communities.

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.

Lending and Investment Portfolio

We continue to work towards monitoring the ESG risk exposure in our lending and investment portfolio.

Risk Classification	2022		2023		2024	
	By number of clients	By exposure	By number of clients	By exposure	By number of clients	By exposure
High	48	13.9%	48	20%	43	19%
Medium	160	46.4%	160	29%	158	30.4%
Low	137	39.7%	136	51%	134	50.6%
Clients	345		344		335*	

*Above classification as of 31/12/2024 based on EBRD sector classification for all exposures above QAR 10 mn

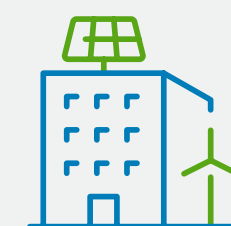


Sustainability portfolio of **QAR 5.3 bn.**



Exposures of QAR 10 mn. and above constitute **80.5%** of total portfolio

Financing portfolio of projects in line with QNV & SDGs



Green Buildings

QAR 3,941.8 MN

Green Buildings as per "Identification of new deals with ESG benefits"



Pollution prevention and control

QAR 21.10 MN

1 client



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

QAR 133.7 MM

79 clients listed under sectors, education, medical and health and pharmacy*

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

Treasury investments in sustainable finance instruments (including environmental / social deposits or sukuk)	2023	2024
Number of treasury investments	5	11
Total amount of such investments	QAR 50.6 mm	QAR 401 mm

As of year-end 2024, QIB currently derives less than 1% of its total revenue from green or sustainability-linked financial products, including our Sustainable Deposit offering and treasury investments in sustainable finance instruments. While still a small share of overall revenues, we aim to expand our green product suite and client adoption in line with our Sustainable Products Framework and Qatar’s green economy transition.

QIB’s investment management subsidiary, QInvest, incorporates ESG considerations into its investment process to align with strategic objectives and risk management. The scope and depth of our analysis depend on factors such as the availability of information, the degree of control we have over a particular investment and our ability to exert influence, each of which varies depending on the type of transaction.

- **Due Diligence:** ESG assessments are conducted using a sector-based approach, leveraging the Sustainability Accounting Standards Board (SASB) materiality map to identify material sustainability risks and opportunities. A bottom-up validation ensures relevance to each investment, assessing controls and mitigation strategies.
- **Evaluation and Decision-Making:** ESG Due Diligence findings are documented and reviewed by the Investment Committee (IC) alongside financial and strategic considerations.
- **Post-Investment Review:** Where necessary, ESG assessments continue post-investment to ensure comprehensive risk management. Monitoring efforts are focused on the investments over which QInvest has the most influence. Advisory services may apply ESG controls where relevant to the client’s mandate.

3.10 Task Force on Climate-Related Financial Disclosures Mandate

Climate change poses financial, operational and reputational risks for banks, from loan collateral damage to infrastructure disruptions.

QIB has adopted the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) to align the governance, strategy, and risk management of its credit and lending portfolio with climate-related expectations. Climate risks, both physical and transition, are systematically evaluated for all new financing requests through our ESG Due Diligence Toolkit, which is applied bank-wide and aligned with the IFC Performance Standards. The toolkit outputs are reviewed and validated by the Group Credit Risk and Investment Committees and form part of the credit memo process. Financed emissions associated with corporate clients are being tracked and QIB is actively working toward establishing baseline metrics for portfolio carbon intensity. Our lending portfolio exposures are categorized by ESG risk level (high, medium, low) based on sectoral classifications aligned with EBRD and Equator Principles. Additionally,

climate considerations, including emission reduction commitments, environmental liabilities and resilience strategies, are integrated into the Bank’s Credit Policy and reviewed annually. This ensures QIB’s credit activities are progressively aligned with national climate targets and global climate risk disclosure expectations under the TCFD framework.

As a responsible institution, QIB supports the transition to a sustainable economy, embedding climate risk into operations while aligning with national priorities. During this reporting period, our approach to climate-related financial disclosures was further refined to incorporate Qatar Central Bank’s (QCB) 12 newly published supervisory principles on ESG.



Governance	Strategy	Risk Management	Metrics and Targets
<p>Covers the Board oversight, governance frameworks and transparency in ESG integration.</p>	<p>Focuses on embedding ESG into strategic planning and assessing its impact on business models.</p>	<p>Includes ESG risk identification, mitigation and scenario analysis to enhance resilience.</p>	<p>Emphasizes setting, tracking and reporting on ESG performance to ensure accountability.</p>
<ul style="list-style-type: none"> • Effective oversight of climate-related issues; by a dedicated Sustainability Unit, that drives sustainability initiatives in collaboration with a cross-departmental Sustainability Working Group. • Progress on the sustainability strategy is reported to the Sustainability Management Committee, led by the Group CEO, reflecting executive-level commitment to sustainability. • The Sustainability Management Committee sets goals, monitors progress and meets quarterly to review updates and refine policies, ensuring alignment with best practices in climate risk management. • At the Board level, the Nomination and Governance Committee supervises the sustainability strategy and reviews climate risks. 	<ul style="list-style-type: none"> • Climate considerations are integrated into our strategic planning, addressing physical risks like extreme weather and transition risks in terms of regulatory changes or market shifts. • The Credit and Investment Policy incorporates ESG factors, enabling better oversight of risks and opportunities. • Support the low-carbon transition by financing renewable energy, green buildings and eco-friendly businesses, in line with Qatar’s National Vision 2030 and our Islamic principles. • The Board and committees review climate-related topics, which are integrated into strategy, risk management, budgets and business plans. • Progress monitoring against climate goals continues, while system integration and comprehensive goal setting are in development, reflecting our commitment to sustainability and fairness. 	<p>We leverage metrics and targets to assess climate-related risks and opportunities, aligning them with strategy, risk appetite and risk management processes.</p> <ul style="list-style-type: none"> • QIB’s Mobile App includes a carbon emission tracker to encourage sustainable choices among retail customers. • An ESG Due Diligence (EDD) process is applied to all new financing requests, tracking completion rates of EDD questionnaires for clients. We have been reporting GHG emissions, including Scope 1 and 2 data since 2020 and we disclose emissions from lending and financial intermediary activities, adhering to industry standards. • An ESG evaluation toolkit, aligned with IFC Performance Standards, aids in assessing ESG risks in the credit portfolio, with Group Credit Risk directly involved. The toolkit integrates a risk classification matrix based on the Equator Principles. We engage with clients to understand their climate risk exposure and mitigation strategies, ensuring proactive risk management. 	<p>Our set metrics and targets assess climate risks and progress toward a low-carbon business model.</p> <ul style="list-style-type: none"> • KPIs include portfolio carbon intensity (risk) and green financing volume (opportunity). • We also follow GRI and SASB Standards, SDGs, rating agency guidance and Qatar Stock Exchange ESG Disclosure Guidance. • Monitoring through <ul style="list-style-type: none"> • QIB’s Mobile App for tracking emissions of retail customers. • ESG Due Diligence monitoring criteria for new financing. • GHG emissions data tracking since 2020.
Alignment with QCB’s 12 ESG Principles for Banks			
<p>QCB’s ESG Principles Principle 1: Board Oversight Principle 2: Procedures and Control</p>	<p>QCB’s ESG Principles Principle 5: Strategy and Risk Materiality Principle 11: Stress Testing and Scenario Analysis</p>	<p>QCB’s ESG Principles Principle 4: Internal Control framework and Integration in the three lines of defense Principle 6: Risk Appetite Setting and Risk Management framework Principle 7: Credit Risk Management Principle 8: Operational Risk Principle 9: Market Risk Management Principle 10: Liquidity Risk Management Principle 11: Stress Testing and Scenario Analysis</p>	<p>QCB’s ESG Principles Principle 3: Data and Reporting Principle 12: Disclosure Analysis</p>

QIB is committed to enhancing resilience against climate change and supporting the transition to a greener economy. Recognizing the significance of sustained efforts in addressing climate challenges, the Bank is prepared to invest in solutions that contribute to a sustainable future. In this context, environmental, social and climate-related risks, including climate transition risks, are integrated into our risk management framework, aligning with QCB's ESG principles for banks.

To adhere to the mandate of the QCB, QIB is continuously enhancing its ESG risk management framework, which includes the following key components:

- ESG governance and organizational structure.
- Integration of ESG into business strategy and financial planning, including a set of targets and limits.
- Incorporation into the overall end-to-end credit process.
- Quantifying impact on other Risk Categories (Operational Risk, Market Risk, Liquidity Risk, etc.).
- Tools for the identification, measurement, management and monitoring of transition and physical risk.
- Development of the approach to incorporate climate risk as part of the credit assessment process from onboarding to quantification.
- Identification of key climate change metrics and processes for monitoring.
- Scenario analysis and stress testing in line with industry best practices to assess the impact of forward-looking climate macro scenarios.
- Knowledge transfer and training to key stakeholders.

Moving forward:

In the near future, we intend to focus on the following priorities:

- Integration of climate risk management and governance across the Bank (including relevant policies, processes, roles and responsibilities).
- Assessing the climate risk exposure of the Bank's portfolio to physical as well as transition risks.
- Consolidating Scope 3 emissions data - Introducing new relevant Scope 3 emission categories to our assessment, in addition to our existing Category 15 - Financed Emissions data.





4

Responsible Banking and Services Operations

Our approach

QIB remains committed to responsible banking services and operations, emphasizing digital transformation to enhance customer experience while ensuring data security and privacy. Alongside innovation, we actively monitor our environmental footprint and integrate sustainability and ESG criteria into procurement processes and contracts, fostering sustainable practices across our value chain.

Highlights

- **165.3 mn.** digital transactions completed
- Conducted **12,183 training** hours on Information Security
- **4+ mn.** average monthly logins to QIB Mobile App
- **65.2%** Digitally Active Customers

SDGs

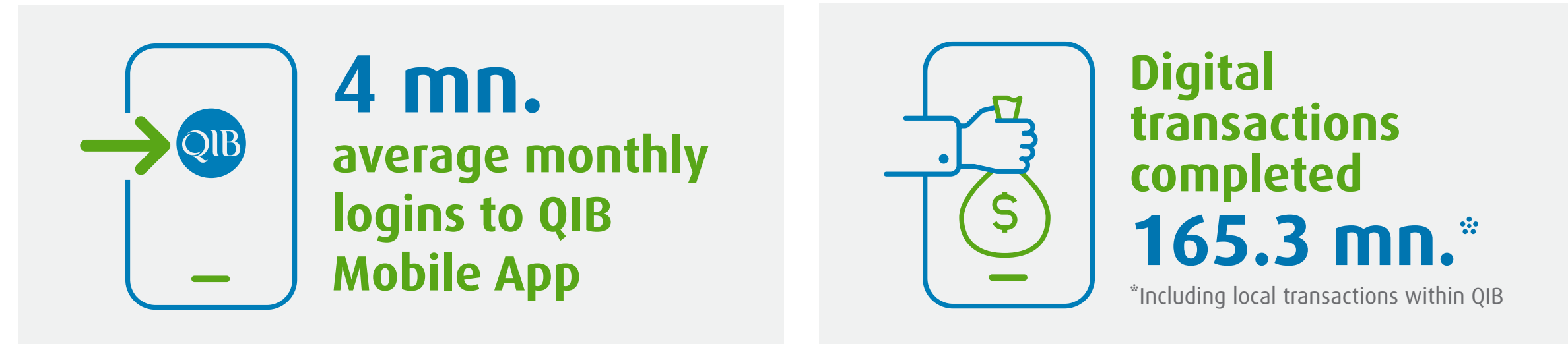


QNV Pillars



4.1 Digital Strategy and Innovation

QIB is redefining banking through digital innovation, strategic fintech collaborations, investing in cutting-edge security technologies and ultimately ensuring a safe digital banking experience. Our digital transformation journey focuses on innovative, customer-centric digital solutions. By expanding digital features, we improve operational efficiency, strengthen security and data protection and ultimately contribute to a more sustainable and inclusive banking ecosystem.



4.1.2 Advancing Digital Infrastructure and Initiatives

At QIB, our focus remains on digitizing customer service requests and transactional volumes to enhance customer experience, minimize risks and increase process efficiency.

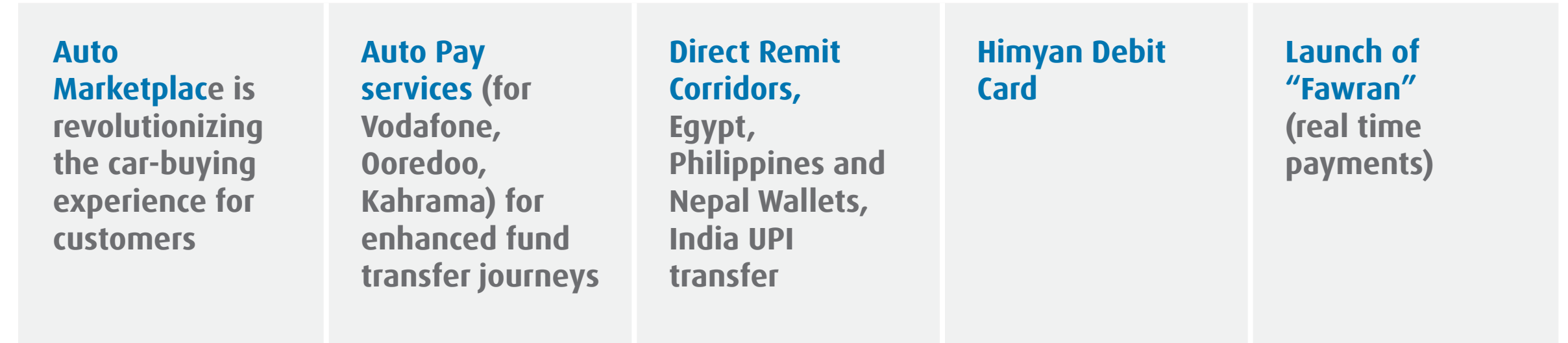
During this reporting period, key technology initiatives included:

- Upgrading Technology Infrastructure and API Gateway to enhance system performance and integration.
- Adopting DevOps Practices for streamlined software development, testing and deployment.
- Migrating to Microsoft Azure Cloud for a scalable, secure and adaptable cloud environment.
- Relocating the Data Centre to a Tier III-certified facility, ensuring enhanced reliability and security.
- Upgrading Compute and Database Hardware to improve system performance and capacity.
- New compliance system implementation on SAS platform.
- Successfully implemented QCB-mandated RTGS upgrade and QCSD System for Dividend Payments.
- Introduced OCR to automate customer KYC updates.
- CRM service request module.
- Digital account statement and certificates on the Mobile Banking platform.
- Added new direct remit corridors to migrate cross-border remittance volumes to digital channels.
- Launched SWIFT-Go and Soft POS to improve unit economics.

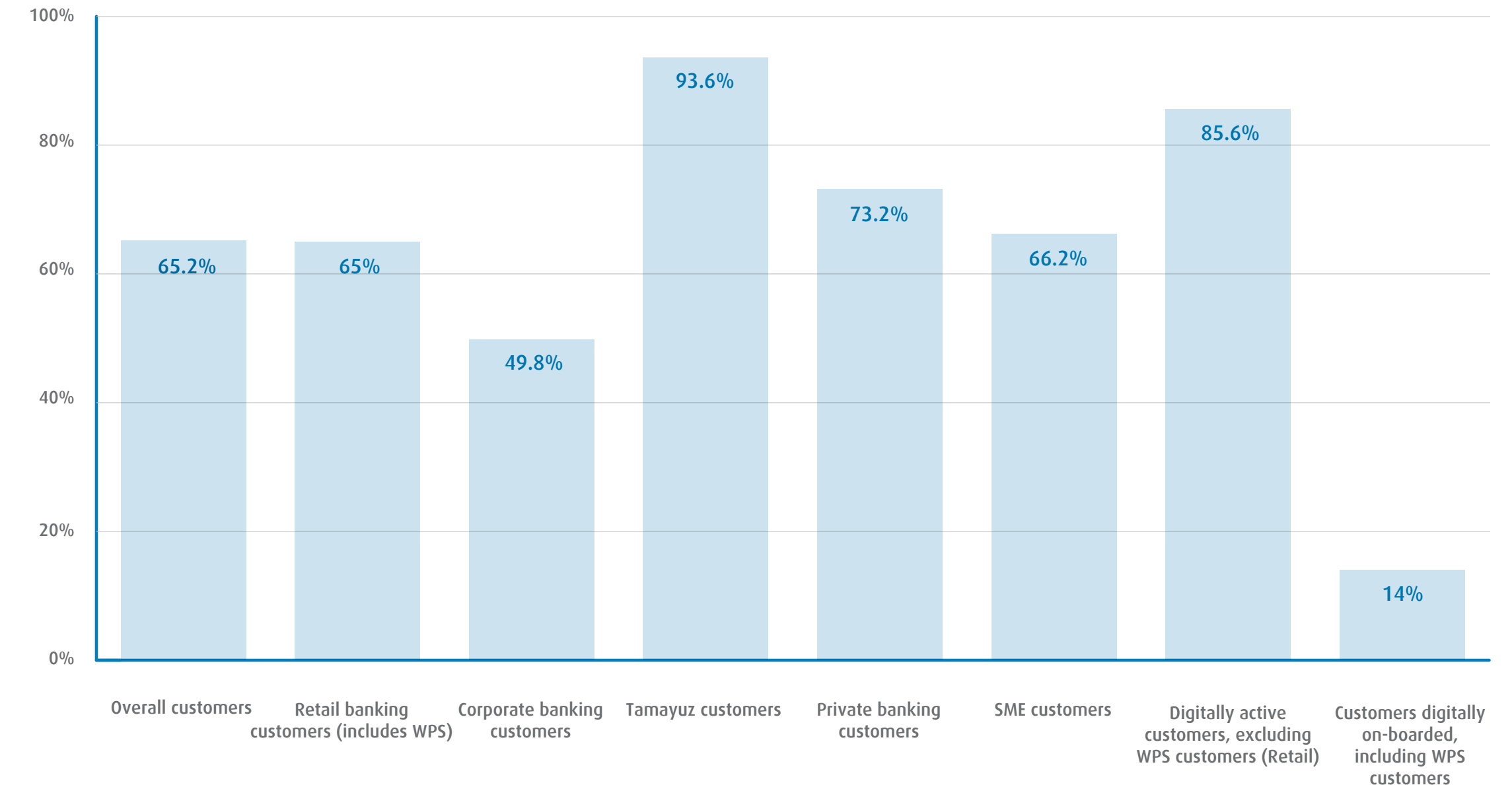
All these initiatives position QIB at the forefront of digital transformation, ensuring a more agile, secure and customer-centric technological ecosystem.

Key Digital Products, Services and New Features

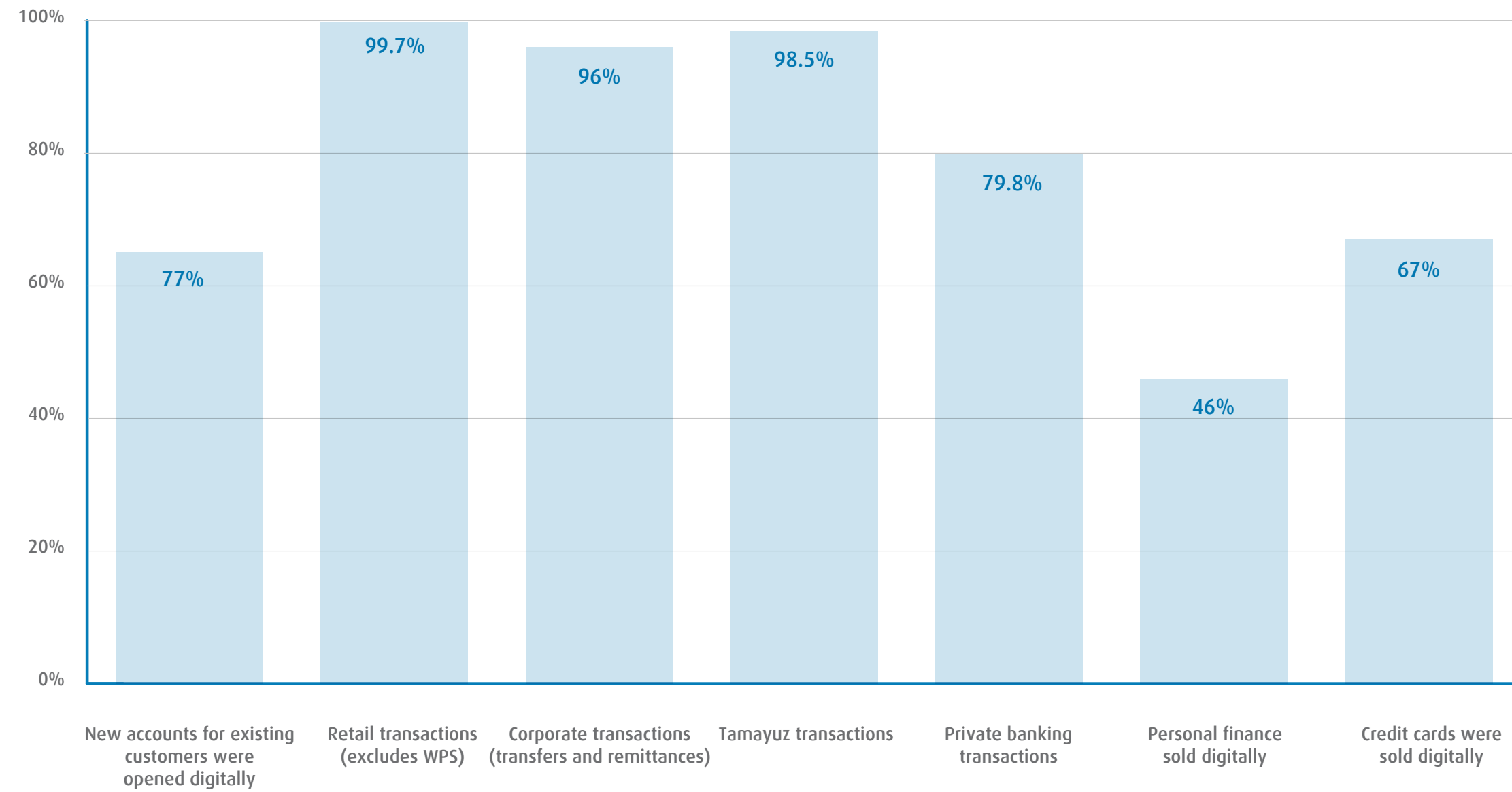
In 2024, we continued to expand our current offerings and add new digital products and services, introducing innovative elements and features to further enhance the customer experience, provide seamless customer service and minimize risks while protecting data and privacy.



Digitally Active Customers

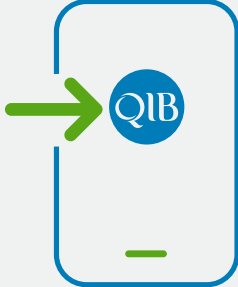


Digital Transactions



 **26,756,120**
Transactions made through the Mobile App










QIB Mobile Banking App

 **4 mn.**
Average monthly logins to the QIB Mobile App

12%
Increase in Mobile App active users

4.2 Responsible Customer Relations

QIB is committed to delivering high-quality customer service through robust systems, strong policies and well-trained employees. To meet the growing demand for digital solutions and enhance the customer experience, we continue to invest in innovative, personalized and contactless digital offerings.

 184 ATMs	 132 Cash withdrawal	 9 New machines installed	 250K+ Cheque Deposit transactions	 39 ATMs in branches
 52 Cash withdrawal, Cash Deposit & Cheques Deposit	 485K+ Other transactions (Transfers, Utility Payments etc.)	 145 offsite ATMs	 1 Cash withdrawal & Cash Deposit	

ATM transactions	2024	
	Number	Value (QAR mn.)
Cash withdrawal transactions	12,983,321	23,151.71
Cash deposit transactions	1,771,179	9,729.44

The Board of Directors provides oversight of product and service development at QIB through the Audit, Risk Management and Compliance Committee. This includes strategic review of all new product proposals, post-launch performance and alignment with regulatory, Shari'a, ESG and cybersecurity standards. The committee ensures that product risks are integrated into the enterprise risk framework and addressed throughout the lifecycle of QIB's offerings.

Consumer Financial Protection

QIB supports customer financial resilience through inclusive products such as Family Shield Takaful for low-income WPS customers and increased FCLs for older borrowers. Customers facing financial hardship can explore revised repayment arrangements through our branch network or by calling our call center.

QIB delivers financial education directly to customers through its award-winning Mobile App and online platforms. Through the Lite App, available in eight languages and digital tools such as the "Security Tips" webpage, customers access tailored guidance, including reading materials on secure banking, financial literacy and product use. These initiatives extend QIB's commitment to financial inclusion through accessible and scalable platforms.

QIB provides annual training on consumer financial protection to all customer-facing employees. This training is integrated into the Bank's mandatory learning curriculum and covers responsible selling practices, customer rights, financial product transparency and QCB regulatory obligations. Monthly complaint reports are also reviewed to identify emerging issues and inform the development of tailored training modules.

Standards and Certifications

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

- Vendome Mall Branch has achieved the Global Sustainability Assessment System (GSAS) certification for interior works.
- Mesaieed Data Centre has achieved Tier-3 certification from Uptime Institute for "Design" and "Constructed Facility".

Managing Customer Feedback

While more than 90% of the complaints are resolved instantly, QIB's Customer Care process includes an escalation pathway that ensures unresolved complaints are transferred to senior management within 3 days. The QIB Board oversees all complaint reviews.



61%

rated QIB exceeding on their expectations

33%

mentioned QIB that met their expectations

QIB outperforms the market in service consistency, product variety, branch network and online services

2024 survey results, which refer to the affluent customer segment

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 the 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 for a sharing process of the full complaint cycle.

Line	Year	Total Number of Answered Calls	Average Call Duration	Abandonment Rate %
Mass Line	2024	1,314,243	03:08	6.8%
	2023	1,176,817	03:35	10%
	2022	1,074,167	03:27	6%
Tamayuz and Private Line	2024	161,277	03:22	0.6%
	2023	155,292	03:41	0.8%
	2022	127,942	03:49	0%

Complaints by Category	2022	2023	2024
Customer awareness	1,293	1,105	943
Valid	1,205	1,465	1,423
Suggestion	189	146	154
Invalid complaint by user	155	194	180
Invalid complaint by customer	39	13	43
Total	2,881	2,923	2,743

Complaints	2022	2023	2024
Number of customer complaints filed with QIB	2,881	2,923	2,743
Percentage of customer complaints resolved by QIB	100%	100%	100%
Number of customer complaints filed with QCB	28	38	88
Overall customer satisfaction	86%	86%	86%

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 Center:

- **Is available to all customers** (retail, corporate and prospect customers on a 24/7 basis).
- **Responds to basic inquiries** as well as performs transactions.
- **Operates a dedicated Marketing line** and an exclusive corporate line that operates 3 main lines for retail customers: Mass, Tamayuz and private banking customers.
- **Offers daily interaction** via inbound calls, outbound calls, emails and SMS as well as a fully functional IVR.
- **Includes a dedicated training officer**, quality assurance team, follow up team and an operations team.



of its data protection and cybersecurity systems. These audits are aligned with Qatar’s Personal Data Privacy and Protection Law (PDPPL) and include external reviews to verify compliance with international standards such as PCI-DSS. This ensures that the Bank’s information security framework remains robust, current and independently validated at least twice a year.

QIB Achieves PCI DSS Certification: Setting a Benchmark in Cybersecurity
 In 2024, QIB obtained Payment Card Industry Data Security Standard (PCI DSS) certification, reinforcing its commitment to cybersecurity and cardholder data protection. This globally recognized standard ensures secure payment processing, thereby minimizing the risks of fraud and data breaches. By maintaining PCI DSS compliance, QIB upholds strict security measures, restricts access to sensitive data and enhances customer trust by ensuring the highest standards of payment security and privacy. The scope of this certification covers a majority of critical infrastructure, ensuring high levels of security and compliance with international best practices.

QIB’s Data Privacy and Security Policy grants all individuals clear rights to their personal data, in line with applicable data protection laws. Individuals have the right to access the personal information that QIB holds about them, request the correction of inaccurate data as well as request the deletion of their data as per regulatory and legal guidance. These rights apply across all QIB operations and are supported by internal systems to manage requests promptly and securely. The regulatory mandate for minimum retention period for Sensitive Financial Information (SFI), Personally Identifiable Information (PII) and Sensitive Personal Information (SPI) for financial institutions in Qatar is 10 years. QIB further complies with all data retention and deletion requirements specified in the relevant AML/CFT laws and regulations.

QIB has implemented robust measures to both prevent and respond to data breaches. Proactive steps over the years include identity authentication controls, ISO 27001-certified security protocols, ongoing staff training and real-time network monitoring. In the event of a breach, QIB is committed to informing affected individuals as required by law and activating internal response mechanisms led by the Cybersecurity and Information Security team. These teams are trained to investigate, mitigate and report breaches in alignment with regulatory expectations.

QIB does not sell, rent or disclose personal data to any third parties for purposes unrelated to providing financial services or completing transactions requested by the customer. All data sharing is governed by applicable data protection regulations and limited to legitimate business needs, legal requirements or explicit customer consent.

All third-party vendors and business partners with access to QIB data are required to sign Data Protection Agreements (DPAs) that contain consent provisions and enforceable audit rights. QIB conducts periodic audits of high-risk suppliers to verify their compliance with data privacy and security requirements under Qatar’s PDPPL. These measures ensure that data handling across the value chain meets the Bank’s standards for integrity and confidentiality.

QIB integrates data protection into the full lifecycle of its digital products and services. Through its Data Privacy program and Deep Dive workshops, privacy gap assessments are conducted across all business units during the system design and rollout phases. In parallel, advanced cybersecurity and privacy-enhancing technologies, such as Oracle Transparent Data Encryption and real-time breach detection tools, are implemented to ensure security is built into QIB’s digital infrastructure from the outset.

4.3 Data Privacy and Cybersecurity

In today’s evolving digital landscape, data privacy and cybersecurity are crucial for financial institutions. Cyber risks can impact operations, economic stability and customer trust, making robust data protection essential.

Data Privacy Strategy

QIB implements a robust Data Privacy Strategy under the oversight of the Board Audit, Risk and Compliance Committee, ensuring regulatory compliance. Our approach secures data collection, storage and processing, preventing unauthorized access or misuse, safeguarding customer trust, in an increasingly complex data security environment.

Key measures include:

- Fraud detection system to identify and mitigate threats.
- Regulated data sharing through Data Protection Agreements (DPAs), consent clauses and mandatory audits.
- Regular data discovery exercises to identify and encrypt sensitive information using Oracle's Transparent Data Encryption (TDE).
- Incident response protocols to manage data breaches efficiently.
- Biannual audits and gap assessments: QIB conducts biannual internal and external audits and gap assessments

Cybersecurity

Banks are prime targets for cyberattacks due to the sensitive nature of customer and transactional data. To mitigate these risks, QIB utilizes advanced cybersecurity solutions specifically designed for the banking sector. Our Information Security team enforces robust anti-fraud measures and cyber threat controls, supported by cutting-edge breach detection and monitoring tools to prevent data losses and contain security threats. Additionally, an ongoing Vulnerability Assessment program identifies and mitigates infrastructure and application risks, ensuring operational integrity and data security.



Annual Attack
**Simulation
Assessment**

24/7

Threat Hunting/Threat Monitoring program to monitor our Bank's critical assets proactively

Mandatory **Information Security e-learning session** on cybersecurity for all staff (including contract staff), every six months



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.

Vulnerability Assessment and Data Security at QIB

QIB conducts bi-annual penetration tests and monthly vulnerability assessments to strengthen cybersecurity. In 2023, the Bank achieved PCI-DSS 4.0 Certification, covering Cards Business, IT, Operations and InfoSec across multiple locations. The Head of Information Security oversees data privacy responsibilities.

Key initiatives under QIB's Data Privacy and Security Policy include:

- **Customer Awareness:** Information security campaign with tips via the QIB website.
- **Enhanced Security Controls:** OTPs, two-factor authentication and 3D security for online transactions.
- **Resilience Testing:** Regular simulation exercises and dry runs to assess and strengthen cybersecurity infrastructure.

These measures reflect QIB's commitment to safeguarding customer data and ensuring operational security.

In 2024, we had no internal or external recorded data breaches, no customers were affected and no Personally Identifiable Information (PII) leaked into the public domain.

QIB Strengthens Cybersecurity Awareness and Protection

QIB launched a comprehensive cybersecurity awareness initiative to educate customers on protecting personal and banking data, addressing emerging cyber threats, fraud tactics and secure banking best practices. The campaign highlights risks such as phishing emails, fake OTP requests and fraudulent calls, urging customers to use strong passwords, avoid suspicious links as well as safeguard their transactions. In parallel, QIB continuously enhances security measures by implementing multi-factor authentication, Secure Key services and real-time card controls via its Mobile App. Additional safeguards include blocking access from compromised devices and applying cooling periods for new beneficiaries to prevent unauthorized transactions.

Information Security Awareness	2022	2023	2024
Training hours	24,833	17,506	12,183
Number of participants	1,111	1,156	1,328

Fraudulent Transaction Activity	2023	2024
Chargeback cases (number)	8,127	7,662
Total value of transactions, refunded to account holders due to chargeback cases (QAR)	5,094,788.34	4,196,118.85
Cases of card-not-present fraud (number)	7,998	7,617
Cases of card-present and other frauds (number)	129	45
Percentage of activity from card-not-present fraud (%)	98%	98%
Percentage of activity from card-present and other fraud (%)	2%	2%

4.4 Responsible Communications

QIB ensures transparency and compliance in all communications by adhering to the Qatar Central Bank (QCB), the Ministry of Commerce and Industry (MoCI) and the Qatar Stock Exchange standards, in alignment with the Qatar Financial Markets Authority (QFMA) Disclosure guidelines.

Our Marketing and Communication Policy complies with strict regulatory and ethical requirements, with all campaigns undergoing thorough approvals from Shari’a, Compliance, Management, the Qatar Central Bank as well as the Ministry of Commerce and Industry. Following Islamic values, QIB’s communications remain free from harmful, illegal or misleading content.

The Board of Directors actively oversees responsible communication, ensuring it is integrated into employee training programs. Through the Responsible Customer Relations Policy, QIB upholds ethical marketing practices, prevents predatory lending and fraudulent behavior and ensures responsible engagement with customers.

For more information on our Customer Responsible Relations Policy visit:

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

4.5 Our Direct Environmental Impact

At QIB, we continue to work towards improving our environmental performance while preserving natural ecosystems, in line with the SDGs and the environmental pillar of the Qatar National Vision 2030 and the National Climate Change Plan (QNE).

Actions and initiatives in this respect focus on the following topics:

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

Ongoing initiatives during this reporting period include:

- C Ring water conservation project (recycle condensate water)
- Photo cells in off-site ATMs and branches to reduce energy consumption
- Sustainable design features in New Head Office building

4.5.1 Energy and GHG Emissions

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

Under this context, the Bank is actively pursuing a series of ongoing investments aimed at enhancing energy efficiency and sustainability of its operations such as the phased replacement of conventional lighting with LED systems, the upgrading to energy-efficient air conditioning units, ensuring that non-essential lighting and cooling systems are either turned off or operated at minimal capacity to conserve energy. Across five key premises, advanced Building Management Systems (BMS) have been deployed to enable intelligent, remote monitoring and scheduling of operating hours. Complementing these technological upgrades, we have also been adopting eco-friendly material specifications, optimizing seating and floor plan designs for efficient space utilization and digitizing maintenance workflows to ensure timely resolution of issues. Additionally, a structured program of planned preventative maintenance is being implemented to maintain the efficiency and longevity of electromechanical assets. Together, these measures reflect the Bank’s strategic and ongoing commitment to operational sustainability.

At QIB, the Fuel Portal (E-WOQOD) generates detailed reports for each vehicle plate number in our fleet, helping us track and monitor fuel consumption and report on our Scope 1 emissions annually.

Energy Consumption	2022	2023	2024
Electricity consumption (kWh)	10,786,697	10,194,655	10,145,693
Petrol consumption (vehicles) (litres)	23,985	37,466.30	36,994
Diesel for own vehicles (litres)	490	271.93	382

Carbon Footprint	2022	2023	2024
Direct GHG emissions (Scope 1) (tons of CO2eq)	57.04	87.75	86.57
Indirect GHG emissions (Scope 2) (tons of CO2eq)	6,665.10	4,995.38	5,170.91

Emission Factors

- Petrol: 8.70 kg CO2 per gallon
- Diesel: 10.05 kg CO2 per gallon
- Electricity: 0.51 kg CO2/kWh

Fuel consumption was calculated from invoices.

At QIB, we operate with a total of approximately 1,100 employees (full-time and outsourced) in multiple corporate offices and branches. The average occupancy efficiency of our premises is between 12 ~ 17 m² per employee.

Intensity	
Total energy consumed (Joules)	37,723.56
Energy intensity per employee (Joules/employee)	46.06
Total area (m ²)	32,000
Energy intensity per surface area (Joules/m ²)	1.18

Reduce annual logistics operations emissions by **46%**

QIB Joins DHL’s GoGreen Plus Program to Reduce Carbon Emissions

In 2024 QIB partnered with DHL Express’s GoGreen Plus program to reduce carbon emissions in its logistics operations. Through this initiative, QIB can reduce its annual air transport emissions by 46% in 2024, surpassing its initial goal of 30% and reinforcing its commitment to sustainability and climate action. DHL’s GoGreen Plus program leverages Sustainable Aviation Fuel (SAF), which can reduce aviation emissions by up to 80%, supporting DHL’s goal of achieving net-zero emissions by 2050. By joining this initiative, QIB strengthens its efforts to minimize Scope 3 emissions across its supply chain. QIB is one of Qatar’s first banks to participate in the GoGreen Plus program.

4.5.2 Water Management

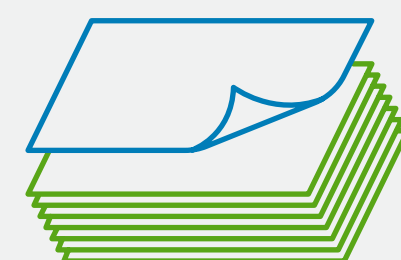
QIB recognizes that efficient water management is key to reducing its environmental footprint. While operating in malls with shared utilities limits direct control over water usage, the Bank actively implements efficiency measures, such as tap aerators, motion sensors and smart water meters to ensure precise calculations and optimize water consumption.

Water Consumption	2022	2023	2024
Total water consumption (liters)	14,082	21,134	22,795
Water consumption intensity (liters / total employees)	18.4	26.38	27.83*

* Based on 819 employees headcount

QIB implements sustainable waste management practices aligned with national strategic plans, following the principles of reduction, reuse and recycling. Employees are encouraged to minimize paper use, reduce printing and adopt digital alternatives to decrease waste. In parallel, QIB’s digitalization strategy streamlines processes, further reducing waste while enhancing customer experience and operational efficiency.

Total Paper Consumption (kg)



34,225
in 2022

32,496
in 2023

14,482
in 2024

Waste Management	2022			2023			2024		
	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	Waste Diverted from Disposal	Waste Directed to Disposal	Total Weight of Waste Generated
Paper (Kg)	15,300	-	15,300	14,700	-	14,700	16,740	-	16,740
IT products (Kg)	55	-	55	718	-	718	67	-	67
Printer cartridges (pcs)	-	1,840	1,840	-	-	-	-	1,812	1,812
Old equipment (Kg)**	-	36,300	36,300	-	33,700	33,700	-	36,821	36,821

*ATM Machines, office equipment, furniture and IT equipment

Waste Management	2022	2023	2024
Total waste produced (tons)	53.5	49.12	55.44

4.5.3 Protection of Biodiversity

QIB acknowledges the impact and risks that lending and investment activities pose to biodiversity. To mitigate these risks, biodiversity considerations are integrated into ESG assessments, guiding investment decisions, credit appraisals and engagement strategies.

4.6 Responsible Procurement and Supply Chain

QIB upholds strict responsible supply chain standards, embedding sustainability criteria into supplier selection, procurement and performance reviews. Supporting the local economy, QIB prioritizes local suppliers, fostering job creation, reducing emissions and strengthening community partnerships, thereby contributing to economic growth and sustainability.



Our **Procurement Policy** has been adjusted to respond to evolving digitalized environmental data, taking into consideration subsequent sustainability targets. QIB is enhancing its supplier monitoring programs to verify compliance with anti-corruption standards. All vendors will be required to sign a declaration of adherence to QIB’s Anti-Bribery and Anti-Corruption Policy. High-risk suppliers are prioritized for audits, which will include controls around fraud, bribery and ethical violations. Non-compliant suppliers will be subject to remediation plans, with escalation to contract termination if issues are not resolved.

QIB’s Procurement Department achieved significant progress in 2024–25 by advancing digitalization and sustainability across its operations. The ongoing rollout of an e-Procurement platform has improved efficiency and reduced paper usage, complemented by the implementation of electronic invoicing. ESG criteria were integrated into the vendor evaluation process, resulting in increased sourcing from certified sustainable suppliers. Sustainable sourcing initiatives expanded to include 100% recycled bank cards and partially recycled thermal paper for POS machines. Key 2025 plans include expanding the Green Procurement Policy to cover IT and promotional items, automating workflows for contract and vendor performance and launching a “Paperless Procurement” campaign. Additional measures involve prioritizing vendors with strong environmental and ethical practices, evaluating product lifecycle impacts, encouraging reverse logistics and proposing digital-only RFP submissions. QIB also plans to discontinue branded calendars and limit branded stationery to management use, aligning with global sustainable procurement standards.

Key 2024 Advancements

- **Ongoing Implementation of e-Procurement Platform:** resulting in a reduction of paper usage and improvement in the Procurement process.
- **Enhanced ESG Integration in Vendor Selection:** introduced mandatory ESG (Environmental, Social, Governance) scoring for all vendors.
- **Sustainable Sourcing Initiatives:** expanded the use of 100%-recycled bankcards and proportional procurement materials for office supplies.
- **Implementation of Electronic Invoicing.**
- **Vendor Management Policy fully implemented.**
- **Supplier code of conduct:** All contracts to include a reference to adherence to the supplier code of conduct.

We are currently focusing on expanding our e-Procurement Policy, the transition phase of some of the procurement transactions as planned, introducing eco-friendly alternatives for consumables to identify sustainable options for most of the categories and the Introduction of partially recycled thermal paper rolls for POS machines.

Local Suppliers	2022	2023	2024
Total number of local suppliers engaged	1,236	1,261	1,298
Procurement spending on local suppliers (QAR in mn)	398	378	386
Total procurement spending (QAR in mn)	494	499	455

Suppliers Audit	2022	2023	2024
Suppliers that are subject to audit (number)	902	587	408
Suppliers identified as having significant actual and potential negative impacts (number)	0	2	1
Suppliers with which improvements were agreed upon as a result of audit (number)	889	6	5
Suppliers with which relationships were terminated as a result of audit (number)	0	0	0

Moving forward

We intend to continue focusing on the following:

- **Green Procurement Expansion:** Extend scope to include IT equipment, cleaning supplies and promotional items with low environmental impact.
- **Further digitalize procurement workflows:** including contracts and vendor performance tracking.
- **Launch an internal “Paperless Procurement” campaign:** to boost awareness and engagement.
- **Introduce a feedback loop:** for suppliers and stakeholders to enhance sustainability.
- **Prioritize suppliers:** with strong environmental and ethical standards.
- **Evaluate environmental impact:** across product lifecycles.



- **Waste Reduction:** Promote recycling through reverse logistics.
- **Discontinue branded calendars:** limit stationery to essential use.
- **Transition to fully digital:** RFP submissions and evaluations.





5

Sustainable Finance

Our approach

Sustainable finance is essential for advancing national priorities and achieving global sustainability goals. QIB remains committed to responsible banking by systematically integrating ESG criteria into its financing activities, products and services, ensuring sustainable growth and long-term value creation.

Highlights

- **QAR 5.31 bn** financing portfolio of projects contributing to Qatar's National Vision 2030 and UN SDGs
- Exposure to ESG-related securities - **QAR 334 mn**
- Successfully raised **QAR 1.445 mn** in ESG deposits in 2024
- **1st Qatari bank** to adopt the Equator Principles
- **QAR 3.9 bn** financing portfolio of green buildings
- **QAR 1.4 bn** finance granted to young people (up to 25 years old)

SDGs



QNV Pillars



5.1 Sustainable Investments and Financing

QIB aims to empower growth, manage risks and capitalize on opportunities by offering tailored, sustainable financing solutions to its diverse customer base. Aligned with Qatar National Vision 2030, the Bank supports critical projects in green buildings, pollution prevention, education and healthcare.

As ESG financial products continue to evolve in Qatar, QIB recognizes significant growth potential in sustainable finance. ESG-related securities play a key role in investment selection, reinforcing the Bank’s commitment to expanding the market and driving sustainable investment opportunities.

Sustainable Financing*	2022		2023		2024	
	Number of Active Projects	Value (QAR in bn)	Number of Active Projects	Value (QAR in bn)	Number of Active Projects	Value (QAR in bn)
Financing portfolio of projects contributing to the QNV and SDGs	60	6.91	58	7.44	45**	5.31
Financing portfolio of projects related to renewable energy	1	1.75	1	1.80	1	1.87
Financing portfolio of green buildings	5	3.69	5	4.10	5	3.9
Financing portfolio of projects that support pollution prevention and control	1	0.02	1	0.02	1	0.02
Financing portfolio that promotes access to essential services (e.g. healthcare and education)	3	0.07	3	0.07	4	0.09

*Includes projects with exposure above QAR 10 mn
 **SMEs and Green buildings

ESG Investments and Deposits

QIB continues to expand its sustainable finance portfolio, ensuring that all ESG-related investments align with the Bank’s risk appetite and strategic objectives. As of 2024, QIB’s current exposure to ESG-related securities stands at USD 91.75 mn (QAR 334 mn). The Bank remains selective in ESG investment opportunities, ensuring alignment with risk management frameworks and portfolio limits. QIB has successfully raised QAR 1.445 mn in ESG deposits in 2024, with an additional QAR 120 mn secured in January 2025. These efforts were facilitated through introductory meetings with corporate Relationship Managers (RMs), who conveyed ESG-related insights to clients, enhancing their understanding of sustainable financial products. Additionally, USD 68.85 mn was invested in ESG-related opportunities in 2024. These investments are incorporated into QIB’s 2025 Treasury Policy and are included in new proposals for approval, reinforcing the Bank’s long-term strategy for sustainable finance expansion.

Sustainable Products Framework

QIB’s Sustainable Products Framework sets the principles, standards and guidelines for issuing sustainable financial products. It defines eligible environmental and social categories for financing and investments, ensuring funds are directed toward projects with clear sustainability objectives.

The Framework guides the development of thematic Sustainable Finance Products, including Sustainable Deposits and Accounts, aligning with global and regional sustainable finance trends and best practices.

For more information regarding QIB’s Sustainable Products Framework:
<https://www.qib.com.qa/wp-content/uploads/2024/02/QIB-Sustainable-Products-Framework.pdf>

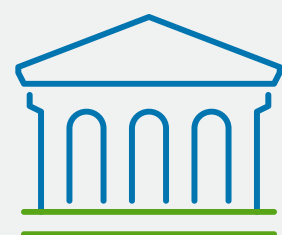


5.2 Digital Banking

QIB continues to drive digital transformation, expanding its portfolio of innovative financial products while enhancing the customer experience through seamless, secure and efficient digital solutions.

Digital Products and Services

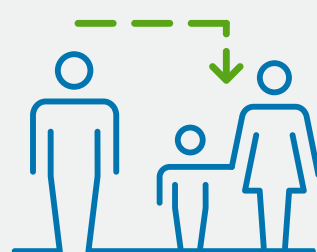
We provide a wide range of products and services through the following categories:



• Essential Banking



• Personal Finance



• Remittance



• Contactless Payment



• Support Services

AI-Driven Digital Transformation

QIB leverages advanced AI technologies and machine learning to automate key processes, enhance efficiency and improve the customer experience. Optimized credit risk models enable faster approvals for One Click Finance and instant credits, while effectively managing risk exposure. As part of its modernization strategy, QIB integrates Optical Character Recognition (OCR) technology for digital onboarding, converting physical documents such as passports and QIDs into machine-readable formats. This accelerates the Know Your Customer (KYC) process, ensuring high accuracy and security. AI-driven product recommendations analyze financial behavior to provide personalized banking suggestions, enhancing customer engagement. Additionally, QIB has introduced Digitally Stamped Account Statements and Certificates, enabling customers to access official documents remotely without the need for branch visits. Further strengthening personalization, AI-based customer segmentation allows for targeted communication and customized offers, ensuring a seamless, automated and intelligent banking experience.



Expansion of Transfer Features on Mobile App

In 2024, QIB enhanced its award-winning Mobile App with advanced AI-driven features for a more personalized and seamless banking experience. Key upgrades include:

- Expanded Mobile Wallet transfers to the Philippines and Nepal, following successful integrations with Egypt and India.
- Real-time local transfers using mobile numbers, providing a secure and convenient option for expatriates supporting families abroad.



QIB Marketplace via QIB's Mobile App - Transforming Digital Banking

In 2024, QIB launched QIB Marketplace, an exclusive e-commerce platform within its Mobile App, redefining digital banking. The platform provides seamless access to over 10,000 products across various categories, including electronics, household items and fashion, with competitive pricing and free doorstep delivery as well as 24-hour delivery for select items. Committed to supporting local businesses, QIB Marketplace offers Qatari brands, SMEs and entrepreneurs a seamless onboarding process, thereby fostering economic growth. Customers can shop using credit cards, Absher points, a combination of both, or direct account debits, with the option to purchase gift cards for personal use or as gifts.



"Auto Marketplace" on Mobile App transforms Car Buying Experience

QIB introduced Auto Marketplace, Qatar's first fully digital car-buying platform within its Mobile App, transforming the way customers purchase vehicles. The platform directly connects car dealers with customers, allowing users to browse vehicles, book test drives and secure instant financing-all within the app, streamlining the car-buying journey, reinforcing QIB's commitment to digital innovation and customer convenience.

Cards Issued	As of 2023	As of 2024
Debit Cards	666,229	725,727
Credit Cards	120,175	138,120
Business Cards (Debit/Credit)	14,237	16,985
Prepaid Cards	33,408	37,314
Gift Cards	23,105	24,383
Total	857,154	942,529

Cards Turnover (QAR in mn)	2023	2024
Local Turnover	13	14.59
International Turnover	3	3.77

Cards Turnover increase from the Previous Year	2023	2024
Local Turnover	15%	10%
International Turnover	20%	11%

In 2024, we continued to create more digital, user-friendly and environmentally friendly options for our customers by expanding our already extensive portfolio of digital features. For more information regarding our digital products and services: <https://www.qib.com.qa/en/personal/>

Farwan Service	Himyan National Debit Card
<p>In line with Qatar’s Third Financial Sector Strategy, Fawran Service is a local transfer tool that streamlines the payment and transfer process for new and existing customers. In parallel, part of the service involves the launch of the Request to Pay feature, which enables customers to request a payment from a registered Fawran user instantly through the QIB Mobile App.</p>	<p>The launch of the Himyan Debit Card, a national initiative by Qatar Central Bank, is designed to foster a cashless society and facilitate seamless and secure local transactions.</p>



Digitally Active Customers


65% Overall

Personal Banking


Personal banking remains a core segment of QIB’s portfolio, driven by a digital-first approach, innovative products and tailored value. In 2024, QIB reinforced its market leadership in Qatar by enhancing digital channels and introducing specialized services for affluent and high-net-worth clients. The Bank continues to promote digital adoption, encouraging customers to apply for Personal Finance Services, including One Click Finance, through Mobile Banking for a seamless experience.

Main Consumer Finance Products	
Personal Finance	Auto finance
Mortgage Finance	Credit Cards


Customer ratings for the QIB Mobile App



Google Playstore: 4.6



Apple Store: 4.6



Economic Value of Finance Granted (QAR in bn)	2023	2024
Finance granted to young people (up to 25 years old)	1.16	1.37
Finance granted to women	4.68	4.98
Finance granted for housing	1.04	1.18

Takaful Insurance Highlights 2024

- A new Takaful Product is launched with special rates for WPS Salary Advance customers.
- **2,009 lives** have been insured since January 2024.
- Higher Free Cover Limit (FCL) for Group Credit Life negotiated with Beema, benefiting retail finance borrowers:
 - ◊ FCL for ages **60-66 increased from QAR 1 mn to QAR 2 mn.**
 - ◊ New Takaful coverage for ages **70-75 introduced with QAR 250K coverage.**
 - ◊ Ijarah borrowers' FCL rose from **QAR 3M to QAR 3.25 mn**
- Family Shield Takaful was introduced in the QIB Lite App for WPS customers with premiums starting at QAR 10 per month (launched in December 2024).



Our Loyalty Programs:

- **Absher Loyalty Points:** Associated with RIM number and offered on all transactions associated with any of QIB's products and services
- **Avios Loyalty Points:** Offered on Qatar Airways Co-Brand Card spends
- **Marriott Bonvoy Points:** Offered on Marriott Co-Brand Card spends

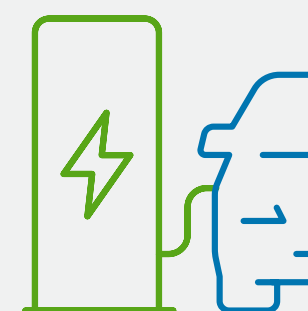
5.3 Environmentally and Socially Responsible Projects and Investments

At QIB, we continue to reinforce our commitment to sustainability by allocating funds to the development of a wide range of innovative, eco-conscious products and services aligned with Qatar National Vision 2030 and the United Nations Sustainable Development Goals. These initiatives emphasize environmental responsibility while promoting financial inclusion and green transformation.



Recyclable Credit and Debit Cards

Introduction of 100% recyclable credit and debit cards encouraging the replacement of traditional plastic with environmentally friendly materials. All Corporate Debit and Credit Cards, as well as Marriott Bonvoy Cards, are now crafted from recyclable PVC, reducing ecological impact while promoting eco-conscious financial behavior.



Green Car Financing Program

Offering special rates and benefits to encourage the purchase of electric vehicles (EVs) through a year-round program promoting environmentally friendly mobility and accessible financing options for customers seeking green vehicles.

QIB has launched an exclusive auto financing offer for Tesla vehicles, available directly through the Tesla website. As the only Islamic bank in Qatar offering a fully digital financing solution for Tesla buyers, QIB continues to lead in innovative and sustainable banking.



Sustainable Deposit

This Shari'a-compliant Mudaraba product is designed for corporates seeking responsible investment opportunities. Focused on sectors such as renewable energy, green buildings, clean transportation, healthcare and education, the product aligns with the objectives of a low-carbon future.

It has already raised QAR 1.4 bn.

Financed Retail Emissions: The Role of Carbon Emission Tracker

In partnership with Visa and ecolytiq, QIB launched the **Carbon Emission Tracker**, an innovative feature on its Mobile App, offering customers free access to insights into the estimated carbon footprint of their purchases. Financed retail emissions refer to the carbon emissions resulting from purchases made by QIB's retail customers using the bank's payment instruments, such as debit cards, credit cards and financing tools (e.g., personal or auto financing). These emissions are not produced by the bank directly but are enabled or financed through its services.

More specifically:

QIB's Carbon Emission Tracker helps quantify and display these emissions by:

- Analyzing transaction-level data to estimate the carbon footprint of a customer's purchases.
- Allowing users to understand the climate impact of their financial behaviors, such as spending on fuel, electricity, transport or shopping.
- Encouraging behavior change by increasing awareness and offering insights into lower-carbon spending patterns.

Drawing on transaction-level data, the tool enables users to monitor their emissions per QAR spent, a measure of carbon intensity and supports more sustainable financial habits.

Notably, among a stable group of users, carbon intensity declined by approximately 5% within the first year, with highly engaged customers seeing a 10% reduction. Seasonal improvements, notably during Ramadan and winter, highlighted growing awareness of environmental impacts, with notable declines in home energy and fuel use. While participation currently stands at around 5%, these early behavioral shifts provide a strong foundation for expanding adoption. Planned improvements in 2025 will increase personalization and engagement, reinforcing QIB's commitment to environmentally responsible banking.

By addressing financed retail emissions, the Bank is

- Aligning with Qatar Central Bank's ESG and sustainability objectives.
- Demonstrating its role in managing Scope 3 emissions (indirect emissions linked to the bank's value chain).
- Pioneering customer-facing ESG tools in the region to drive environmentally responsible finance.



5.4 Empowering SMEs for Economic Growth

With most businesses in Qatar classified as SMEs, they play a crucial role in driving economic growth. QIB actively supports SMEs through initiatives such as Al Dhameen and the National Response Guarantee Program (NRGP), providing tailored digital solutions to enhance efficiency and scalability. As part of this commitment, QIB launched Qatar’s first Islamic SME Mobile Banking App, offering businesses a seamless, digital-first banking experience to support their financial needs and long-term growth.

In 2024, we continued to support our SME customers through various new products, including SoftPOS, POS financing, TF, deposits, FX exchange and remittance, among others.

Number of Micro, Small and Medium Enterprises (MSMEs) Customers	2022	2023	2024
Total number of MSMEs	21,264	18,500	19,240

Value of Financing Portfolio for SMEs (QAR in thousands)	2022	2023	2024
	1,047,097	1,452,635.9	1,191,394

1.2%

Percentage of SMEs and microenterprises in the total financing portfolio

Al Dhameen Program	2022	2023	2024
Number of Enterprises Supported	26	21	16
Al Dhameen portfolio size/amount of finance granted (QAR in thousands)	71,008	58,915	34,388



The **Al Dhameen program**, sponsored by Qatar Development Bank (QDB), provides financing and guarantees to micro-enterprises and SMEs through its partner financial institutions. It promotes bank funding for startups and growing businesses, driving entrepreneurship and development. Our support reinforces our commitment to embedding sustainability into our core strategy.

5.5 Financial Inclusion and Accessibility

QIB prioritizes financial inclusion, ensuring accessible banking solutions for underserved and low-income individuals in alignment with Qatar’s National Vision. To foster inclusivity, QIB strategically places branches and ATMs in underserved areas and designs user-friendly services that cater to all customers, regardless of their level of banking experience, thereby promoting broader financial accessibility across society.

Total Number of Active Customers*	
Retail Banking	508,387**
Corporate Banking	18,774

* At least one active product
 ** Including 201,006 customers from the Wages Protection System segment

Training on the Sign and Braille Language

QIB organized a specialized training course for its employees focusing on Sign and Braille language, aligning with QCB's initiative to enhance the services provided by banks to customers with special needs. This initiative highlights QIB's commitment to enhancing accessibility and financial inclusion and to equipping its employees with the skills to support customers with special needs better.



Domestic Workers' Accounts: Enhancing Remittance and Financial Accessibility

Leveraging cutting-edge technology and a global reach, QIB continues to enhance the remittance experience, ensuring seamless connectivity and convenience for both local and expatriate customers. The QIB Domestic Workers Account provides domestic workers with access to digital banking via the QIB Mobile App, offering key benefits such as:

- Free Debit Card with global usability.
- No minimum balance requirement.
- Payments at Points of Sale (POS) and ATM withdrawals worldwide.
- Local and international transfers for secure remittance.
- Direct salary transfers for financial ease and accessibility.

During 2024, QIB introduced several innovative solutions to enhance financial accessibility and convenience:



• **Salary Advances** – the first-of-its-kind feature in the market.



• **User-Friendly Digital Account Opening** – designed for domestic workers, ensuring easy access to banking services.

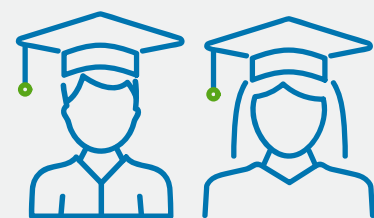


• **QIB Lite App** – a simplified mobile banking solution.

The Bedaya Account

The Bedaya Account, Qatar’s first digital account for university students, supports youth empowerment by offering a student-focused account and credit card. This service, which has gained increasing popularity, is open to Qataris and expatriates aged 18 and above with a valid ID or passport.

As of 2024, the total number of Bedaya accounts opened is 4,676.



Bedaya accounts opened by university students

1,512 in 2022 **1,640** in 2023 **1,540** in 2024

The Minor Saving Account

The Minor Savings Account makes banking easy for parents and guardians, allowing them to open and manage accounts for minors effortlessly through the QIB Mobile App.



Minor Savings Account Total number of accounts

21,256 in 2022 **24,750** in 2023 **25,520** in 2024

Ladies Banking Proposition

The Ladies Banking Proposition provides tailored financial solutions specifically designed for women, addressing their unique needs. Specialized ladies' banking centers across Qatar offer dedicated services in a comfortable environment, staffed by skilled female professionals for utmost convenience.

5
Dedicated ladies' centers

21
branches accessible by wheelchair users

Financial Accessibility and Inclusion	2022	2023	2024
Number of blue-collar worker accounts	276,623	320,688	364,753
Number of student accounts	2,642	3,320	4,676
Number of domestic worker accounts	4,417	8,161	11,905

Moving forward

Moving forward, our goals include:

- Cover up to **80%** of current ESG assets with new ESG liabilities.
- Enhance the **Bank's ESG investments** outstanding.



6

Creating Positive Impact for our People

Our approach

QIB is committed to fostering a supportive and inclusive workplace, ensuring a safe, balanced and fulfilling work environment. Through targeted programs, the Bank promotes employee growth, development and well-being, reinforcing a culture that empowers its people and enhances overall engagement.

Highlights

- **29%** Female employees
- **936 hours** Sign and Braille language training
- Overall, **49,874** training hours
- **100%** Retention rate after maternity leave
- **55%** Employees with 10+ years of service
- **30%** Qatari nationals in the workforce

SDGs



QNV Pillar



6.1 Creating a Safe and Committed Workforce

QIB prioritizes employee development, well-being and a safe work environment. QIB’s approach to human capital management encompasses learning and development, grievance mechanisms and health and safety protocols. We are committed to upholding internationally recognized human rights frameworks. The Bank supports the principles of the United Nations Guiding Principles on Business and Human Rights (UNGPs), the International Bill of Human Rights and the core conventions of the International Labor Organization (ILO). These principles guide our internal policies, including the Human Capital Policy, Anti-Discrimination Policy and grievance mechanisms, ensuring dignity, equality and fair treatment across all business operations. Our labor policies are aligned with six ILO conventions ratified by the state of Qatar, including provisions related to non-discrimination, occupational health and safety, fair treatment and grievance resolution mechanisms. QIB (and its subsidiaries) adheres to the principles of freedom of association and collective bargaining, following local labor laws. All internal labor policies are reviewed regularly to ensure alignment with evolving legal and ethical standards.

Workforce Overview	2022	2023	2024
Total workforce	765	801	819
Full-time employees	765	801	819
Senior management employees	26	27	27
Middle management employees	249	246	274
Lower-management employees	472	475	460
Non-management employees	18	17	15
Trainees and sponsored students	40	36	43
Number of nationalities	38	38	39
Employees age 18-30	71	101	97
Employees age 31-50	552	552	556
Employees age 51+	142	148	166
Male employees	565	568	581
Female employees	200	233	238
Female employees in lower management*	159	166	158
Female employees in middle management*	40	40	48
Female employees in senior management*	1	1	1

* excluding trainees, students and outsourced staff

Human Resources by Age	18-30	31-50	51+	Total
Men	33	394	154	581
Women	64	162	12	238
Total	97	556	166	819
Percentage of Workforce	11.84%	67.89%	20.27%	-

Years of Service	Men	Women	Total	% Workforce
Less than 1 year	34	18	52	6.35%
1-10 years	180	134	314	38.34%
11-20 years	291	80	371	45.30%
21-30 years	48	4	52	6.35%
31-41 years	28	2	30	3.66%
Total	581	238	819	

New Employee Hires	2022	2023	2024
Total New Employee Hires	56	39	52
New Employees by Age			
Age 18-30	34	21	26
Age 31-50	19	17	23
Age 51+	3	1	3
New Employees by Gender			
Male	28	22	34
Female	28	17	18

Employee Turnover	2022	2023	2024
Total Employee Turnover (Voluntary and Involuntary)	50	35	33
Senior management	2	1	2
Middle management	8	10	10
Lower management	39	18	17
Non-management employees	1	6	4
Contract staff	0	0	0
Employee turnover (voluntary and involuntary)	6.24	4.35	4.20
Employee Turnover (voluntary)	44	34	25
Age 18-30	4	12	9
Age 31-50	31	17	15
Age 51+	9	5	1
Male	30	25	15
Female	14	9	10
Senior management	2	1	1
Middle management	7	10	6
Lower management	34	17	14
Non-management employees	1	6	4
Employee Turnover (voluntary) (%)	5.75	4.22	3.09

Employees Turnover	2022	2023	2024
Resignations	40	30	21
Retirements	3	2	-
Involuntary	6	3	8
End of contract	-	-	4
Other	1	-	-
Total	50	35	33

Employees Turnover 2024	18-30	31-50	51+	Total
Men	8	8	6	22
Women	3	8	-	11
Total	11	16	6	33
Senior management employees	-	1	1	2
Middle management employees	-	6	4	10
Lower-management employees	8	8	1	17
Non-management employees (staff)	-	3	1	4
Contract staff	-	-	-	0
Total	8	18	7	33



















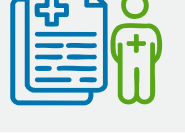


As of 2024, the average tenure of male employees at QIB is approximately 24.9 years, based on a detailed analysis of service duration. This reflects the Bank's strong employee retention and long-term commitment to internal career development. The average tenure of female employees at QIB is approximately 9.1 years, based on a detailed breakdown of years of service. This gender gap in tenure can be explained in the context of Qatar's evolving labor market. Historically, male workforce participation has been significantly higher and more established in Qatar, particularly in the banking and finance sector. Female participation in the workforce has expanded substantially over the past 2 decades, influenced by national strategies such as Qatar National Vision 2030, which emphasizes human capital development and gender inclusion.

As a result, many of QIB's male employees joined the organization during earlier phases of its growth. In contrast, a substantial portion of female employees were recruited more recently as gender diversity and inclusion initiatives gained momentum. The shorter average tenure for women is therefore reflective not of retention issues, but of broader societal trends and the relatively recent acceleration of women's participation in professional and financial sectors across Qatar.



6.2 Employee Benefits

All employees benefit from comprehensive programs, including tailored bonuses, supplementary remuneration packages, and additional perks tailored to their rank and position, with the goal of enhancing living conditions, promoting well-being, and fostering professional growth.

Type of Employee Benefits 2024	
 Life Insurance	 Performance Bonus
 Medical Insurance for all Employees and their Families	 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
 Stock ownership	 Maternity leave
 Sick leave (fully paid for 14 days)	 Emergency leave
 Annual Leave	

Life insurance applies to all employees and covers up to 12 times their basic salary in the event of death due to accidents, illnesses or total disability. A fully paid maternity leave of 50 days, including pre- and postnatal periods applies to all expecting mothers upon their completion of one year of service at QIB.

Employee Incentives	2022	2023	2024
Percentage of total remuneration for covered employees that is variable and linked to the number of products and services sold	11%	11%	11%

Total monthly employee wages and benefits
QAR 23,000,000

Maternity Leave	2022	2023	2024
Number of female employees that took parental leave	14	12	12
Number of female employees who returned to work after parental leave ended (return to work)	14	12	12
Number of female employees returned from parental leave who were still employed twelve months after return to work (retention)	13	12	12
Return to work rate (%)	100%	100%	100%
Retention rate (%)	92.9%	100%	100%



6.3 Health and Safety

At QIB, we ensure the health, safety, security and well-being of our employees and visitors by adhering to all relevant regulations for fair working conditions and standards for health and safety.



Regular health risk assessments to identify exposure levels



Full medical care and health insurance for all permanent staff



Crisis and Disaster Management Policies

Identification of hazards: assessing and managing risks accordingly (i.e. plans for firefighting)



Open communication channels, in health and safety matters as well as regular monitoring of all health and safety guidelines and legislation

Workforce Safety



Total number of injuries and fatal accidents

0

Employee incidents

0

Contractors incidents

6.4 Grievance Mechanism

At QIB, employees can raise concerns confidentially through our structured Grievance Process, which includes thorough investigations by a dedicated committee. Penalties are applied per our Human Capital Policy based on the investigation's findings. No grievances were filed in 2024.

Grievances	2022	2023	2024
Number of grievances filed in the reporting period	0	0	0
Number of these grievance addressed or resolved	0	0	0

6.4.1 Professional Development and Wellbeing

QIB is committed to providing a purpose-driven work environment that promotes engagement, lifelong learning and career growth, supported by comprehensive benefits. Attracting and developing top talent remains a priority, with policies focused on well-being, mental health and work-life balance. By leveraging new technologies, QIB enhances collaboration and efficiency, ensuring a dynamic and supportive workplace.

6.5 Equality and Inclusion

QIB upholds a workplace culture of equality and respect, ensuring all employees are treated fairly, regardless of age, race, religion, gender, disability or marital status. The Bank maintains a zero-tolerance approach against discrimination, bullying and harassment, taking all concerns seriously. Gender diversity remains a priority, with 29% female representation in management, reflecting the Bank's commitment to gender diversity through targeted initiatives that empower women to advance their careers and develop their skills. The Bank continues to expand its inclusion policies, actively fostering opportunities for underrepresented groups, including individuals with disabilities, in an effort to create a more equitable and diverse workplace. The reporting year saw zero cases of human rights violation (including discrimination).

Human Rights Violation (Including Discrimination)	2022	2023	2024
Number of complaints	0	0	0

2024 Male to Female Salary Ratio:



Compensation Data	2022	2023	2024
Median male salary	19,422.50	19,925.50	20,726
Median female salary	21,077	21,337	22,532

6.6 Training and Career Development

QIB prioritizes professional growth through learning, upskilling, reskilling and coaching programs, aligned with its Learning and Development Policy. To enhance customer service and complaint resolution, monthly complaint reports are shared with the Learning and Development Team, ensuring staff receive ongoing training in handling complaints and continuously improving complaint management processes.

Our training modules, aligned with industry trends, focus on the following key themes and topics:

Organic Resilience	Change Management	Skills and Capacity Development	Special Induction Sessions
Sessions adjusted to departmental needs with the goal of enhancing procedures, responding to regulatory requirements, boosting productivity and improving efficiency.	Sessions that raise awareness about the Bank's strategic priorities and business transformation actions.	Various sessions, including the development of soft and hard skills.	Sessions introducing employees to the Bank's working methods and processes (i.e. Code of Conduct, ethics and various policies).

Qatarization/Youth Development training programs that intend to attract local talent.

Sign and Braille Language Training for Employees

QIB introduced a specialized Sign and Braille language training course to enhance banking accessibility for customers with special needs. Aligned with Qatar National Vision 2030 and Qatar Central Bank's financial inclusion initiative, this program equips employees with sign language skills, Braille literacy and banking-specific terminology, ensuring inclusive and accessible customer service. Additionally, QIB promotes accessibility Braille-printed statements, reinforcing its commitment to an inclusive banking experience.

Accessibility Enhancement Trainings	Training Hours	Training Attendance
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Sign and Braille language program	936	26
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Training Attendance by Employee Category	Participants			Training Hours		
	Men	Women	Total	Men	Women	Total

Senior management employees	34	1	35	632	14	646
Middle management employees	250	47	297	11,933	1,694	13,627
Lower-management employees	337	151	488	16,776	6,609	23,385
Non-management employees (staff)	292	86	378	9,161	3,055	12,216
Total	913	285	1,198	38,502	11,372	49,874

Key advancements during this reporting period:

During this reporting period, the Bank achieved significant progress in strengthening its learning and development framework:

- **Extensive Curriculum Delivery:** A broad array of training courses was delivered, including 10 modules on compliance and 28 modules focused on policies and processes.
- **Certification Milestones:** Standardized professional certifications were implemented across key divisions, resulting in 100% certification in four critical business areas.
- **Training Hours:** A total of 46,629 training hours were delivered, covering essential domains such as AML compliance, Islamic banking, operational resilience, cybersecurity and fraud prevention.
- **Growth in Learning Access:**
 - The number of learning seats delivered increased from 28,300 in 2023 to 29,394 in 2024.
 - The number of unique programs and classes offered rose from 190 to over 260.
- **Training Request Fulfilment:** All training requests were successfully addressed, ensuring 100% fulfillment and enabling employees to access the development resources they required.
- **Introduction of UDEMY Library:** The Bank launched the UDEMY knowledge library, providing staff with on-demand, flexible learning options that support continuous professional development.

Young Professionals’ Program

QIB collaborates with Qatar University and other academic institutions to co-develop and deliver targeted training programs for its staff. These include customized learning modules on Islamic finance, digital banking and compliance. In addition to graduate development, QIB co-hosts seminars, training series and executive education courses aimed at upskilling current employees. These academic partnerships ensure alignment with national priorities and enable QIB’s workforce to remain agile and future ready.



- **A Comprehensive Learning Management System** is in place
- **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



Key Employee Development Programs

- **QIB Operational Excellence Program:** A diagnostic, accredited, bank-wide program to build operational resilience at the individual staff level. The program focuses on controlling error, wastage and negligence to directly improve service delivery [Excellence] and customer experiences. The program has two primary components:
 - **QIB Lean Six Sigma Accredited Training** to prevent error and [effort] wastage. Mandatory for all operations staff. Essential/elective for all other staff.
 - **QIB Policy and Process Training to prevent negligence.** The program evaluates gaps in operational and regulatory compliance on a quarterly basis and addresses these gaps in real-time through on-the-job training interventions. Mandatory for all staff.
- **QIB Talent Management Program:** Provides an Individual Development Plan (IDP) to all employees and staff. Benefits include planned career paths/progression, personalized individual development in alignment to role and business requirements and structured skilling of all staff to meet 100% role-specific competency and certification baselines. The program is also a foundational instrument in the QIB Capability Framework.

Employee Training Hours Delivered	Average Training Hours		
	2022	2023	2024
Total Training Hours Delivered	42,776	53,551	49,874
Senior Management employees	187	346	646
Middle management employees	8,346	9,752	13,627
Lower management employees	20,226	23,682	23,385
Non-management employees (Staff and Outsource)	14,017	19,771	12,216
Male employees	31,436	37,715	38,502
Female employees	11,340	15,836	11,372
Average Training Hours Per Employee	36.9	40.7	41.6
Senior management employees	6.9	13.3	18.4
Middle management employees	33.4	35.7	45.9
Lower management employees	40.6	45.2	47.9
Non-management employees (Staff and Outsource)	36.4	40.0	32.3
Male employees	35.7	38.7	42
Female employees	40.6	46.3	40
Employees who Received at Least One Training*	2022	2023	2024
Male	884	975	913
Female	276	342	285
Total	1,160	1,317	1,198

*QIB employees, outsourced employees and contract employees included

Training by Means of Delivery*	Number of Events		Overall Training Attendance		Training Hours Delivered	
	2023	2024	2023	2024	2023	2024
E-learning and online	196	165	2,014	3,190	37,479	32,314
Classroom	180	167	728	23,242	16,072	17,560
Total	376	332	2,742	26,432	53,551	49,874

* QIB employees, outsourced employees and contract employees included

Training Spend per FTE	In 2024, the average spend on training was QAR 5,000 per FTE
FTE Training Breakdown	Over 160 programs delivered Over 380 sessions and 29 courses delivered Age range 20–69 covered 100% participation. 41 Nationalities covered

Mandatory Sustainability Training

QIB remains committed to investing in sustainability training for all employees, reinforcing its role in the Bank’s transformation efforts. Since 2023, QIB has conducted a dedicated annual refresher training through an e-learning module on Environmental, Social and Corporate Governance aspects and other components of Sustainability, ensuring company-wide awareness and engagement. This training now forms a mandatory part of the induction process for all new employees, with annual refresher sessions planned to maintain continuous learning and alignment with sustainability goals.

Training on Sustainability	Participants*	Total Training Hours Delivered
Sustainability annual refresher training	1,005	2,010

*QIB employees, outsourced employees and contract employees included

Employee Engagement: QIB Annual Town Hall Meeting

QIB’s Annual Town Hall Meeting provided a platform to discuss economic trends, banking sector challenges and strategic priorities. The event brought together Group CEO Bassel Gamal, senior management and employees for an open discussion on the Bank’s future direction and ongoing digital transformation. The meeting reinforced QIB’s inclusive workplace culture, highlighted the Bank’s commitment to employee empowerment, fostering innovation and maintaining its position as a leading financial institution in the region.

Performance Reviews

QIB prioritizes employee development by providing regular, comprehensive feedback and utilizing technology-driven performance assessments for objective evaluations. Full-time employees who complete the six month probation period become eligible for structured performance reviews, ensuring continuous growth and career progression.

Performance Reviews	2022	2023	2024
Percentage of employees who received a performance and career development review	98.7%	100%	99%
Male employees	557	579	607
Female employees	198	204	204

Board Performance Assessment	QIB Board members underwent an annual self-evaluation of their performance in 2024.



6.7 Localization

Since 1982, the bank has prioritized Qatarization, fostering career growth and leadership opportunities for local professionals, in alignment with Qatar’s National Vision.

The **Emerging Banker** program which has been running for the past 7 years, since 2017, supports young Qataris and university graduates in building careers in private banking utilizing intensive learning, departmental rotations, professional certifications and mentoring. Graduates who successfully complete the final assessment are offered permanent roles at the Bank.

In 2004, the Bank strengthened its commitment to Qatarization, with **Emerging Banker** internships increasing from 25 to 32 and **student sponsorships** growing from 37 to 44, reinforcing its role in developing local talent and future banking leaders.

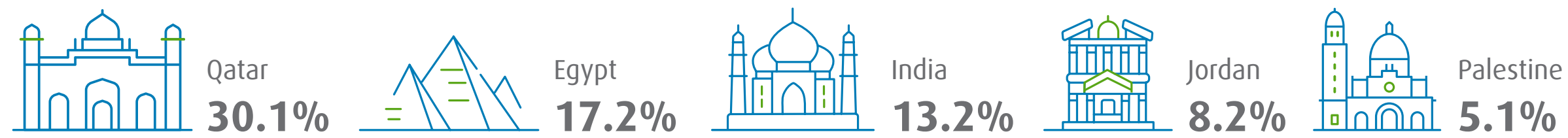
Nationalization (Qatar)	2022	2023	2024
Nationalization of senior management (%)	19%	19%	22.2%
Nationalization among the total workforce (%)	30%	30%	30.1%
Total number of national employees	233	233	242
Number of female national employees	151	153	159



QIB Honored for Qatarization and Community Development Efforts

QIB remains committed to empowering Qatari talent through recruitment, training and national initiatives such as the Kawader program, in alignment with Qatar National Vision 2030. In 2024, QIB was recognized by the Ministry of Labour (MoL) for its dedication to Qatarization and community development. H.E. Dr. Ali bin Samikh Al Marri, Minister of Labour, presented the award to QIB Group CEO Bassel Gamal during a ceremony celebrating excellence in labor and social development across the GCC.

Top 5 Nationalities



Moving forward



Targeted training will be introduced for relevant staff, senior management and the Board of Directors on emerging sustainability and risk-related topics, including ESG-adjusted credit scoring, climate scenario-based stress testing, physical and transition risk assessment.



Building on the Bank's commitment to professional development, efforts to standardize certifications will be expanded in 2025 to include six additional business divisions.



7

Creating Positive Impact for our Communities

Our approach

Aligned with national priorities, QIB remains committed to community development, investing in development programs and volunteering initiatives that drive positive social impact and foster sustainable growth across society.

Highlights

- **7%** Increase in community investment compared to 2023
- Fostering early financial awareness through a **Life Skills program** for students in Qatar's public schools, in partnership with INJAZ Qatar
- Sponsoring **sports events** and partnerships with universities
- **QAR 115.1 mn** channeled to community investments
- Partnership with Qatar University to empower youth through **financial literacy programs**
- Distributed financial inclusion-related educational material to more than **60,000 people** in various Ramadan Iftar tents across different locations in Qatar, in collaboration with Qatar Charity

SDGs



QNV Pillar



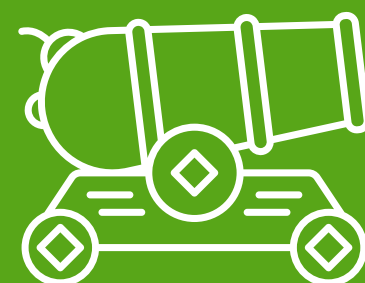
7.1 Creating Value for our Communities

QIB is committed to enhancing community livelihoods through social projects, sponsorships and volunteer programs, advancing its sustainability goals in alignment with Qatar National Vision 2030, the Sustainable Development Goals (SDGs) as well as the Islamic values.

Our Community Engagement is structured around 3 key Focus Areas:



Educating and empowering the community



Social support during Ramadan



Health, Well-being and promotion of Sports

QIB works closely with long-term partners to maximize the social impact of its initiatives, including:



Qatar Cancer Society
Supporting the IG Cancers Congress



Hamad Medical Corporation
Blood donation and health awareness campaigns



Qatar Charity
Community support initiatives during Ramadan



Qatar University
Participation in the Career Fair

Through these initiatives, QIB reaffirms its commitment to being a socially responsible institution, dedicated to promoting positive change and enhancing community well-being.

7.2 Overall Community Investments

QIB is dedicated to evaluating the effectiveness of its community programs and refining its social impact approach to address pressing societal needs. The Bank's commitment to community welfare is reflected in its ongoing contributions during Ramadan and initiatives such as the blood donation drive, reinforcing its role as a responsible corporate citizen.

In 2024 QAR 115.1 mn representing 3% of net profit have been channeled to community investments.

7%

Increase in community investment compared to 2023.

3%

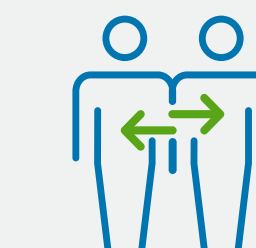
of pre-tax profit is dedicated to community actions.

Community Investments



Number of projects sponsored

11	15	7
in 2022	in 2023	in 2024



Amount of community investment (QAR)

109,816,110	119,070,777	127,815,434
in 2022	in 2023	in 2024



Number of volunteers

50	93	102
in 2022	in 2023	in 2024

7.3 Educating and Empowering the Community

At QIB, we encourage employees to participate as volunteers and/or mentors in initiatives that act as ambassadors or mentors for the Bank's efforts in supporting valuable causes, with a particular focus on empowering the community.

Promoting Financial Literacy

Recognizing its pivotal role in financial education, QIB has strengthened its commitment to youth empowerment by signing a three-year exclusive agreement with INJAZ Qatar, a non-profit organization dedicated to economic empowerment. This partnership supports the Life Skills program for students in Qatar's public schools, under the Ministry of Education and the Ministry of Higher Education, fostering early financial awareness.

Building on its successful "How Money Works" financial literacy program for university students-now running for five consecutive years, QIB expands its reach to school children, introducing them to the fundamentals of finance at an earlier stage.

The program consists of two components:

"It's My Business" (Grade 7) – Focuses on design thinking and entrepreneurial skills.

"It's My Future" (Grade 9) – Equips students with career readiness, personal branding and job-hunting skills. This initiative underscores QIB's commitment to financial literacy, equipping Qatar's youth with essential life skills, and contributing to national development in alignment with Qatar National Vision 2030.

Promoting Female Entrepreneurship: Partnership with the Qatari Businesswomen Association (QBWA)

A strategic partnership to empower women in business across Qatar and the region was signed by the Qatari Businesswomen Association (QBWA) and QIB on January 18, 2024. The agreement strengthens QBWA's impact while reinforcing QIB's commitment to supporting female entrepreneurs and the local economy in line with Qatar National Vision 2030. This collaboration reinforces the Bank's dedication to entrepreneurship and innovation, recognizing women as key drivers of economic growth and a prosperous Qatar. On January 18, 2024, QIB and the Qatari Businesswomen Association (QBWA) signed a strategic partnership to empower female entrepreneurs in Qatar and the region. This collaboration enhances QBWA's impact while reinforcing QIB's commitment to supporting women in business and driving economic growth, in alignment with Qatar National Vision 2030. By fostering entrepreneurship and innovation, QIB reaffirms its commitment to promoting entrepreneurship and innovation, recognizing women as key contributors to Qatar's economic growth and prosperity.

7.3.1 QIB at the Holy Month of Ramadan

Ramadan is a time of giving, community engagement as well as volunteerism and QIB remains committed to supporting initiatives that foster social impact and strengthen community ties. During this period, the Bank actively invests in programs that promote charitable giving, employee volunteering and social support, ensuring a meaningful contribution to society.

#TakeTheOpportunity: QIB's Ramadan Awareness Campaign

QIB launched #TakeTheOpportunity, a socially responsible online initiative during the holy month of Ramadan, designed to engage customers and inspire the local community to adopt positive habits while making a meaningful impact. The campaign focused on promoting personal growth, community giving and responsible practices, reinforcing QIB's commitment to social responsibility and strengthening its connection with the community.

The campaign entailed:

A series of weekly competitions on social media	Ramadan tips and Instagram polls to encourage the adoption of good habits	Annual Ghabga events among employees include activities such as interactive Q&A sessions, contests, and the distribution of gifts
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Elevate the Ramadan Spirit Through Community Initiatives

In collaboration with Qatar Charity (QC), QIB launched a Ramadan initiative to support over 100,000 individuals, emphasizing the importance of financial inclusion and community welfare. As part of QC's "Endless Giving" campaign, QIB provides daily Iftar meals to low-income workers through projects such as "Iftar Tables for the Fasting", "Mobile Iftar" and "Mobile Iftar for Workers". QIB remains dedicated to charitable initiatives, actively contributing to uplifting communities and making a meaningful social impact, especially during Ramadan.

QIB further distributed financial inclusion related educational materials to more than 60,000 individuals, who were reached through the Ramadan initiatives in 2024.

7.3.2 Raising Awareness for Public Health and Well Being

Every year, QIB reaffirms its commitment to community health by organizing employee health screenings and awareness sessions in collaboration with Hamad Medical Corporation, with a focus on diabetes detection and prevention. We maintain ongoing public education through social media, highlighting early diagnosis and effective management strategies. QIB employees regularly take part in the Qatar Diabetes Association's Annual Walkathon. Additionally, we actively support the Qatar Cancer Society by promoting cancer awareness, emphasizing the importance of early detection and contributing to fundraising initiatives that assist patients who are unable to afford treatment. These annual efforts reflect our enduring dedication to societal well-being and impactful community engagement.

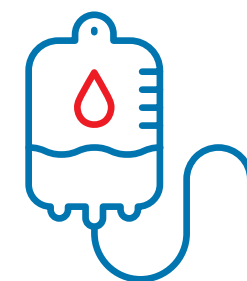
QIB Organizes an Awareness Initiative to mark World Diabetes Day

Qatar Islamic Bank (QIB), in collaboration with Aman Hospital, held a staff health initiative to mark World Diabetes Day. The event featured screenings for blood glucose, blood pressure and BMI, along with personalized dietary consultations. QIB also launched a social media campaign to raise public awareness about diabetes and healthy living. This initiative reflects QIB's commitment to employee well-being and aligns with its CSR strategy and Qatar National Vision 2030, emphasizing the importance of preventative healthcare and public health enhancement.

QIB Organizes Blood Donation Drive

In May 2024, QIB hosted a blood donation drive at its headquarters in collaboration with Hamad Medical Corporation (HMC). The initiative received strong employee participation, reinforcing QIB's commitment to supporting Qatar's healthcare system in alignment with Qatar National Vision 2030. Over the past year, QIB has actively invested in awareness campaigns that highlight the critical role of blood donation in sustaining HMC's reserves, further strengthening its efforts in public health and community well-being.

Blood Donation by employees



Date	Registered	Donated
February 2024	75	55
December 2024	65	47

The average amount of blood donated was

450ml per person



Other Volunteering Initiatives

QIB Marks Qatar Environment Day with Green Initiative for Employees

To commemorate Qatar Environment Day, QIB launched a green initiative, distributing small plants to employees to inspire them to embrace environmental sustainability and eco-friendly practices. Each plant was accompanied by a sustainability message, highlighting the importance of collective action in protecting the environment.

7.3.3 Supporting Sporting Events and an Active Lifestyle

Building on the existing legacy of hosting the FIFA World Cup in Qatar, QIB remains committed to promoting an active lifestyle by cultivating an athletic spirit among employees and the broader public, in recognition of the pivotal role that sports play in community development.

QIB Marks National Sports Day

As part of its commitment to a wellness-driven culture, QIB celebrated National Sports Day, an official holiday dedicated to promoting health and fitness. The Bank engaged employees and customers through sports activities and competitions, reinforcing its focus on active living.

QIB also participated in Qatar Central Bank's (QCB) events at Souq Waqif Park, including a cycling race and sports competitions. To encourage a healthy workplace, QIB launched an interactive employee competition featuring fitness challenges, rewarding winners with athletic apparel to inspire continued participation in sports. Customers were also engaged through #StayFit social media campaigns, offering health tips, fitness challenges and cash prizes of QAR 1,000 to winners.

QIB Ongoing Sponsorship of Al Rayyan Sports Club

Through our ongoing season sponsorship agreement with Al Rayyan Sports Club (SC), we continue to offer tickets and other benefits to our employees, reaffirming our commitment to supporting local sports organizations, promoting a healthy and active lifestyle as well as encouraging people to engage in athletic activities.

Moving forward

We remain committed to strengthening community engagement through a range of diverse social programs. We focus on empowering youth and women, enhancing financial literacy and career development through partnerships with local academic institutions, including our renewed long-term collaboration with Qatar University. We also continue to promote health and well-being by encouraging active lifestyles through volunteer work and awareness-raising campaigns.



8

About this Report

This Sustainability Report is the fifth such report issued by Qatar Islamic Bank. It provides an overview of our Environmental, Social and Governance (ESG) performance and presents our formal approach and frameworks in identifying and managing the most critical ESG impacts as determined by the Bank and its stakeholders.



Reporting Period

The report covers the calendar year from **January 1st to December 31st, 2024**. 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, 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 the protection of our employees’ well-being. The report content has been reviewed and approved by **the CEO and the Board of Directors**.

Location of Key Corporate Documents

Annual Reports:
<https://www.qib.com.qa/en/investorrelations/financial-information/annual-reports/>

Sustainability Reports:
<https://www.qib.com.qa/en/investorrelations/sustainability/sustainability-report/>

Corporate Governance Reports:
<https://www.qib.com.qa/en/investorrelations/corporate-governance/>

Sustainability Policy and Frameworks:
<https://www.qib.com.qa/en/investorrelations/sustainability/sustainability-policy/>

Corporate Governance Report:
<https://www.qib.com.qa/en/investorrelations/corporate-governance/>

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

External Assurance

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



Feedback

Your feedback is important to us. Feel free to email us at:
Communications@qib.com.qa
Investorrelation@qib.com.qa

8.1 SASB Index

SASB Disclosures - Commercial Banks

Sustainability Disclosure Topics & Metrics		Unit Of Measure	2023	2024
Data Security	Number of data breaches	Number	0	0
	Percentage that are personal data breaches	(%)	0	0
	Number of account holders affected	Number	0	0
	Description of approach to identifying and addressing data security risks	Analysis	Please refer section 4.4 Data Privacy and Cybersecurity	Please refer to section 4.3 Data Privacy and Cybersecurity
Financial Inclusion & Capacity Building	Number of loans outstanding that qualify for programmes designed to promote small business and community development	Number	6,684	7,604
	Amount of loans outstanding that qualify for programmes designed to promote small business and community development	QAR	6,377,636,223.48	7,066,422,158.36
	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	271
	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	112,943,149.37
	Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers	Number	10,290	14,173
	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.	Restarted in 2025
Incorporation of Environmental, Social, and Governance Factors in Credit Analysis	Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis	Analysis	Please refer to section 3.9 Risk Management	Please refer to section 3.9 Risk Management
	Absolute gross financed emissions, disaggregated by			
	• Scope 1	Tons (t) CO ₂ -e	Please refer to section 4.6 Our Direct Environmental Impact	Please refer to section 4.6 Our Direct Environmental Impact
	• Scope 2	Tons (t) CO ₂ -e		
	• Scope 3	Tons (t) CO ₂ -e		
	Gross exposure for each industry by asset class	QAR	https://www.qib.com.qa/wp-content/uploads/2024/01/QIB-FS-31-Dec-2023-English.pdf pg. 66	https://www.qib.com.qa/wp-content/uploads/2025/01/QIB-FS-31-Dec-2024-English-Final.pdf pg. 36
	Percentage of gross exposure included in the financed emissions calculation	(%)	To be calculated 2024 onwards	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	2023	2024	
Business Ethics	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	0
	Description of whistleblower policies and procedures	Analysis	Please refer to section 3.7 Key Policies	Please refer to section 3.7 Key Policies
Systemic Risk Management	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 to the QIB annual report for details	Please refer to the QIB annual report for details

Activity Metrics	Unit Of Measure	QIB's Response 2023	QIB's Response 2024
Number of checking accounts by segment			
• personal	Number	359,932	374,579
• small business	Number	19,940	20,778
Number of savings accounts by segment			
• personal	Number	274,337	286,799
• small business	Number	45	37
Value of checking accounts by segment			
• personal	QAR (mn.)	9,298	9,859
• small business	QAR	1,617,895,924.11	2,135,501,129.96
Value of savings accounts by segment			
• personal	QAR (mn.)	17,310	19,187
• small business	QAR	1,355,165.80	1,744,494.63
Number of loans by segment			
• personal	Number	179,966	203,611
• small business	Number	1,849	1,113
• corporate	Number	2,933	2,369
Value of loans by segment			
• personal	QAR (mn.)	26,541	29,690
• small business	QAR	5,835,285,018.84	6,397,600,220.26
• corporate	QAR	81,579,079,190.13	88,878,292,928.99

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, 2024-December 31st, 2024.

GRI 1 used	GRI 1: Foundation 2021	
Applicable GRI Sector Standard(s)	Not applicable	
GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021	2-1 Organizational details	6-8
	2-2 Entities included in the organization's sustainability reporting	72
	2-3 Reporting period, frequency and contact point	72 Report published annually Report published in September 2025
	2-4 Restatements of information	-
	2-5 External assurance	72
	2-6 Activities, value chain and other business relationships	6, 10, 11, 14, 19, 39, 40, 46, 47, 49-52
	2-7 Employees	57
	2-8 Workers who are not employees	57
	2-9 Governance structure and composition	24-29
	2-10 Nomination and selection of the highest governance body	26 QIB Corporate Governance Report 2024 pg. 13, 14 https://www.qib.com.qa/wp-content/uploads/2025/02/QIB-Corporate-Governance-Report-v8-24.02.25-EN.pdf Board Nomination https://www.qib.com.qa/en/investorrelations/board-nomination/
	2-11 Chair of the highest governance body	26 Charter of the Board of Directors https://www.qib.com.qa/wp-content/themes/qib/images/Board-of-DirectorsCharter.pdf

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021	2-12 Role of the highest governance body in overseeing the management of impacts	3, 26-28 Charter of the Board of Directors https://www.qib.com.qa/wp-content/themes/qib/images/Board-of-DirectorsCharter.pdf
	2-13 Delegation of responsibility for managing impacts	28
	2-14 Role of the highest governance body in sustainability reporting	72
	2-15 Conflicts of interest	31 QIB Annual Report 2024 pg. 31 https://www.qib.com.qa/wp-content/uploads/2025/05/QIB-Annual-Report-2024-English.pdf
	2-16 Communication of critical concerns	31, 57, 61
	2-17 Collective knowledge of the highest governance body	63-65 QIB Annual Report 2024 pg. 14, 15
	2-18 Evaluation of the performance of the highest governance body	64 Charter of the Board of Directors https://www.qib.com.qa/wp-content/themes/qib/images/Board-of-DirectorsCharter.pdf
	2-19 Remuneration policies	Charter of the Board of Directors https://www.qib.com.qa/wp-content/themes/qib/images/Board-of-DirectorsCharter.pdf QIB Corporate Governance Report 2024 pg. 14 QIB Annual Report 2024 pg. 28, 86
	2-20 Process to determine remuneration	Charter of the Board of Directors https://www.qib.com.qa/wp-content/themes/qib/images/Board-of-DirectorsCharter.pdf QIB Annual Report 2024 pg. 28, 86
	2-21 Annual total compensation ratio	-
	2-22 Statement on sustainable development strategy	4, 5
	2-23 Policy commitments	30

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021	2-24 Embedding policy commitments	30
	2-25 Processes to remediate negative impacts	31, 46, 57, 61
	2-26 Mechanisms for seeking advice and raising concerns	31, 41, 42, 61
	2-27 Compliance with laws and regulations	QIB Annual Report 2024 pg. 38
	2-28 Membership associations	11
	2-29 Approach to stakeholder engagement	16
	2-30 Collective bargaining agreements	Collective bargaining agreements are not applicable in Qatar
GRI 3: Material Topics 2021	3-1 Process to determine material topics	16, 17
	3-2 List of material topics	17
	3-3 Management of material topics	10-12, 19, 32
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	11
	201-2 Financial implications and other risks and opportunities due to climate change	20, 21, 35, 49
GRI 3: Material Topics 2021	3-3 Management of material topics	15, 18-22, 64
GRI 202: Market presence 2016	202-2 Proportion of senior management hired from the local community	64
GRI 3: Material Topics 2021	3-3 Management of material topics	15, 18-22, 49
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	49, 68, 69
	203-2 Significant indirect economic impacts	49, 68, 69

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION
GRI 3: Material Topics 2021	3-3 Management of material topics	15, 18-22, 46, 47
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	46, 47
GRI 3: Material Topics 2021	3-3 Management of material topics	15, 18-22, 30, 31
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	30, 31
GRI 3: Material Topics 2021	3-3 Management of material topics	15, 18-22, 44, 45
GRI 302: Energy 2016	302-1 Energy consumption within the organization	45
	302-3 Energy intensity	Energy used (GJ/employee): 46.06
GRI 3: Material Topics 2021	3-3 Management of material topics	15, 18-22, 45
GRI 303: Water and Effluents 2018	303-3 Water Consumption	45
GRI 3: Material Topics 2021	3-3 Management of material topics	15, 18-22, 46
GRI 304: Biodiversity 2016	304-2 Significant impacts of activities, products and services on biodiversity	46
GRI 3: Material Topics 2021	3-3 Management of material topics	15, 18-22, 35, 45

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021	305-1 Direct (Scope 1) GHG emissions	45
	305-2 Energy indirect (Scope 2) GHG emissions	45
GRI 3: Material Topics 2021	3-3 Management of material topics	15, 18-22, 45, 46
GRI 306: Waste 2020	306-3 Waste generated	46
	306-4 Waste diverted from disposal	46
	306-5 Waste directed to disposal	46
GRI 3: Material Topics 2021	3-3 Management of material topics	15, 18-22, 46, 47
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	47
	308-2 Negative environmental impacts in the supply chain and actions taken	47
GRI 3: Material Topics 2021	3-3 Management of material topics	15, 18-22, 57-60
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	57, 58
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	59
	401-3 Parental leave	60
GRI 3: Material Topics 2021	3-3 Management of material topics	15, 18-22, 66
GRI 403: Occupational Health and Safety 2018	403-4 Worker participation, consultation, and communication on occupational health and safety	60
	403-6 Promotion of worker health	60
	403-9 Work-related injuries	60
	Total number of injuries and fatal accidents (contractors, employees): 0	

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION
GRI 3: Material Topics 2021	3-3 Management of material topics	15, 18-22, 31, 38, 44, 61-64
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	63
	404-2 Programs for upgrading employee skills and transition assistance programs	61-64
	404-3 Percentage of employees receiving regular performance and career development reviews	64
GRI 3: Material Topics 2021	3-3 Management of material topics	15, 18-22, 28, 57
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	28, 57
	405-2 Ratio of basic salary and remuneration of women to men	61
GRI 3: Material Topics 2021	3-3 Management of material topics	15, 18-22, 66-70
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	66-70
GRI 3: Material Topics 2021	3-3 Management of material topics	15, 18-22, 46
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	46
	414-2 Negative social impacts in the supply chain and actions taken	46
GRI 3: Material Topics 2021	3-3 Management of material topics	15, 18-22, 44

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	44
	417-2 Incidents of non-compliance concerning product and service information and labeling	44
	417-3 Incidents of non-compliance concerning marketing communications	44
GRI 3: Material Topics 2021	3-3 Management of material topics	15, 18-22, 42-44
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	42-44

8.3 QSE ESG Dashboard

QSE indicator	2022	2023	2024
Environment			
Any legal or regulatory responsibility for an environmental impact? Yes/No	No	No	No
Does the company publish and follow an environmental policy? Yes/No	Yes (Sustainability Policy)	Yes (Sustainability Policy)	Yes (Sustainability Policy)
Energy used (GJ/employee)	49.22	47.43	46.06
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)	39,618.24	37,991.8	37,723.56
Total greenhouse gas emissions (tons)	5,871	5,083.13	5,257.48
Total waste produced (kg)	53,495	49,118	55,440
Total water use (m3)	14,082	21,134	22,795
Social			
Average hours of training per employee (hours)	36.9*	40.7*	41.6
Disclosure and adherence to a Human Rights Policy? Yes/No	Yes	Yes	Yes
Does the company prohibit the use of child or forced labor throughout the supply chain? Yes/No	Yes	Yes	Yes
Does the company publish and follow a policy for occupational and global health issues? Yes/No	Yes	Yes	Yes
Employee turnover rate (%)	6.24	4.35	4.20
Employee wages & benefits (USD million)	174.42	181.5	183.5
Nationalisation rate (%)	30.5	30	30.1
Number of grievances about human rights issues filed, addressed and resolved	0	0	0
Pre-tax profits invested in the community (%)	3	3	3
Spending on locally-based suppliers (%)	80.6	76	84.8
Total number of injuries and fatal accidents (contractors)	0	0	0

QSE indicator	2022	2023	2024
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)	765	801	819
Women in the workforce (%)	25	29	29
Corporate Governance			
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	9.1	9.1
Independent directors on the board (%)	0	18.2	18.2
Median male salary to median female salary (%)	0.92	0.93	0.92
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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