

ANNUAL

SUSTAINABILITY REPORT 2024



QIIB



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His Highness
Sheikh Tamim Bin Hamad Al-Thani
 The Amir of The State of Qatar

1. About this Report

1.1 Report Introduction

This is the second Sustainability Report issued by Qatar International Islamic Bank (Q.I.B.), reflecting our growing dedication to responsible banking and sustainable development. The 2024 Annual Sustainability Report presents key non-financial disclosures aligned with the Bank's ESG Strategy and Framework. It highlights Q.I.B.'s performance across Economic, Environmental, Social, and Governance (ESG) dimensions, reaffirming our long-standing commitment to sustainability after more than three decades of service.

In 2024, we significantly advanced our sustainability journey through the launch of several impactful initiatives. This report covers the period January to December 2024, aligning with Q.I.B.'s financial reporting cycle. It offers a transparent account of our ESG progress and serves as a reliable reference for stakeholders to assess our activities, performance, and goal alignment.

The report has been prepared in accordance with the following key standards and frameworks:

- Qatar National Vision 2030
- Qatar Stock Exchange (QSE) ESG Disclosure Guidelines for Listed Companies
- Global Reporting Initiative (GRI) Standards
- United Nations Sustainable Development Goals (SDGs)

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1.2 A Message from Chairman



QIIB has made remarkable progress in embedding sustainability into our operations, and I am delighted to share our 2024 Sustainability Report, a testament to our dedication to transparency and continuous improvement.

The past year further demonstrated how essential sustainability is to the success of financial institutions. At QIIB, we have prioritized addressing the needs of our Qatari community, creating lasting value for our shareholders, and elevating customer experiences through digital transformation and industry best practices. To ensure we meet the highest standards, we conducted an in-depth review of our ESG framework, reinforcing its robustness and aligning it with our vision of sustainable excellence.

None of this would be possible without the solid support of our executive management, shareholders, and loyal customers, each playing a pivotal role in our journey. Most importantly, I extend my deepest gratitude to our Staff, whose passion and commitment are the driving force behind QIIB's reputation as a world-class institution.

As we look ahead, we remain solid in our mission and will continue to report annually on our sustainability progress, contributing to a greener environment, stronger communities, and a thriving economy.

1.3 A Message from CEO



It is with great pride that we present the 2024 Sustainability Report, showcasing our ongoing commitment to integrating sustainable practices into every aspect of our operations. Together, we must actively participate in achieving Qatar's national vision 2030 to secure a sustainable future for our environment, communities, and economy.

A key milestone in our efforts was the launch of QIIB's foundational Sustainable Finance Framework, designed to fund projects with measurable environmental and social benefits. The Framework supports green initiatives, including renewable energy, clean transportation, energy efficiency, green buildings, pollution control, sustainable natural resource management, and water conservation, as well as social projects, such as job creation programs addressing unemployment, and improved access to essential services and infrastructure.

As the first Qatari Bank to issue sustainability sukuk listed on the London Stock Exchange, we are proud to lead the way in sustainable finance.

Our strategy is firmly aligned with Qatar National Vision 2030, the UN Sustainable Development Goals (SDGs), the Qatar Stock Exchange's sustainability standards, and the QCB's sustainability guidelines. We continue our sincere efforts to establish further sustainability strategic dimensions, guided by the QCB Financial Sector Strategic Plan, reinforcing our commitment to accountability, transparency, fairness, and responsibility. Sustainability is not just a principle; it is a solution that drives greater customer access, resource efficiency, and service excellence. To further strengthen our approach, we're continuously updating our ESG Strategy in line with Global Reporting Initiative (GRI) standards and global best practices, embedding it at the core of our operations.

Thank you for joining us on this journey. We remain persistent in our mission to create long-term value not just for shareholders, but for society and generations to come.

1.4 Sustainability Highlights

The table below provides an overview of some key sustainability figures for QIIB which are further discussed in detail throughout this report.

Indicator	Value
Bank's Years of Operations	30+ Years
Number of Full-Time Employees	442
Women in the Bank (%)	16.51%
Qatarization (%)	25%*
Percentage of employees receiving regular performance and career development reviews	97%
Total number of hours of training for employees divided by the number of employees	15.92 Hours/Employee
Employee Turnover	8.10%

Table 1: QIIB's Sustainability Highlights

* The Qatarization rate is determined by dividing the number of Qatari employees (102) by the adjusted total workforce (405) . The adjusted total excludes support staff (e.g., office boys, messengers , drivers) and employees holding Qatar residency certificates (37 as of end -2024) .
 Qatarization Rate = (Number of Qatari Employees /adjusted total employees) x 100
 = (102/405) x 100 = 25%

2. QIIB At A Glance

2.1 History

QIIB was established in 1991 and is a privately-owned Islamic Bank in the State of Qatar offering personal and corporate Islamic Banking solutions. QIIB is true to its Qatari Heritage and values, which act as a key feature, amongst multiple other attributes, to their family-friendly attitude and personal approach that attracts their customers to choose QIIB as their Banking partner for their personal and business needs.

QIIB was built on three pillars:

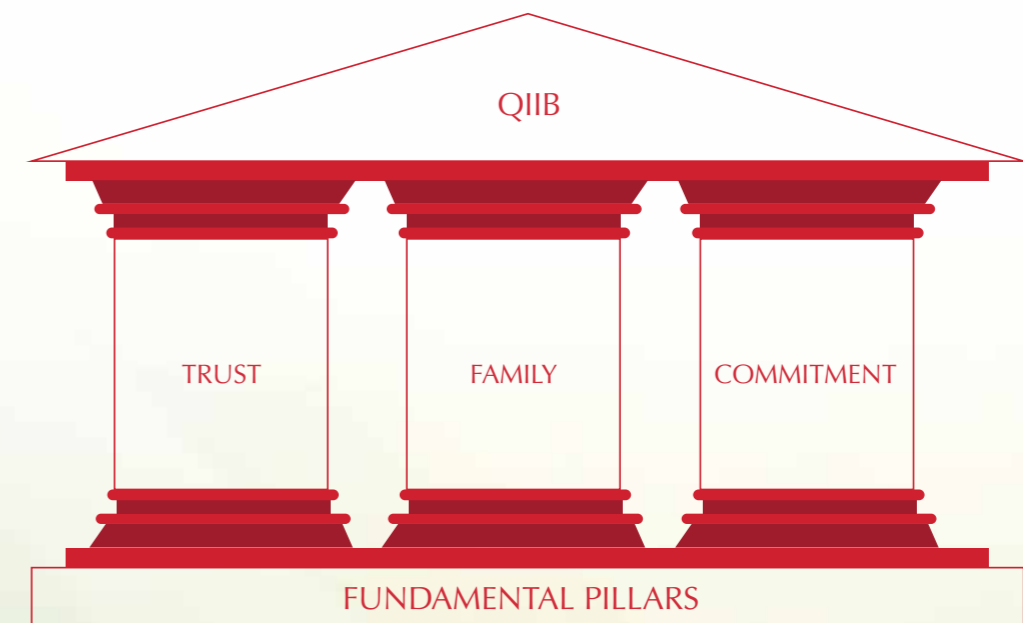


Figure 1: QIIB Fundamental Pillars

QIIB constantly continues to develop these fundamental pillars to align with the needs of their ever-rising customer base. QIIB contributes to the growing market demand by providing Sharia-compliant products and meets all their customer expectations for which is enabled by their forward-thinking approach.

QIIB resumes to adapt with the continual changes of modern Banking by transforming their operating and functioning methods to complement new environments. QIIB perseveres to deliver market-leading innovative Banking solutions developed with their customers' needs in mind. QIIB delivers efficient transactional Banking and Immediate account information to their customers through premium services such as QIIB Mobile Banking, QIIB Internet Banking and QIIB Phone Banking in addition to the conveniently located and welcoming branches across the country.

Regulated by the Qatar Central Bank and highly rated for financial strength and outlook by international rating agencies, we work within local and international standards to deliver the best Sharia compliant deposit, finance and insurance products for our customers.

2.2 Corporate Mission, Vision & Values

Our corporate identity governs our purpose, how we work and our aspirations. It reinforces our commitment to provide financial products and services for our national economy whilst remaining true to the Sharia principles and Qatari roots upon which we were founded.

Mission

To provide Sharia-compliant financial services products that meet the needs of our customers, our national economy and our country’s vision and to always hold in high regard our customers, the relationships we hold with them and be committed to their aspirations.

Vision

To be a leading bank in providing innovative banking solutions, meeting customer needs and embracing digital transformation and sustainability.

Values

- Embrace our identity as a modern Bank with traditional values.
- Strive for excellence in everything we do and every interaction we have.
- Demonstrate our commitment to our customers and our country.
- Use teamwork to deliver to the highest possible standards.
- Promote an open and honest Banking environment.
- Take ownership and responsibility for the work we do.
- Recognize others for their hard work and achievements.
- Elevate our customer service beyond all expectations.
- Show professionalism and maturity as knowledgeable individuals.
- Take control of our own personal development and aspire to be the best.

2.3 Products and Services

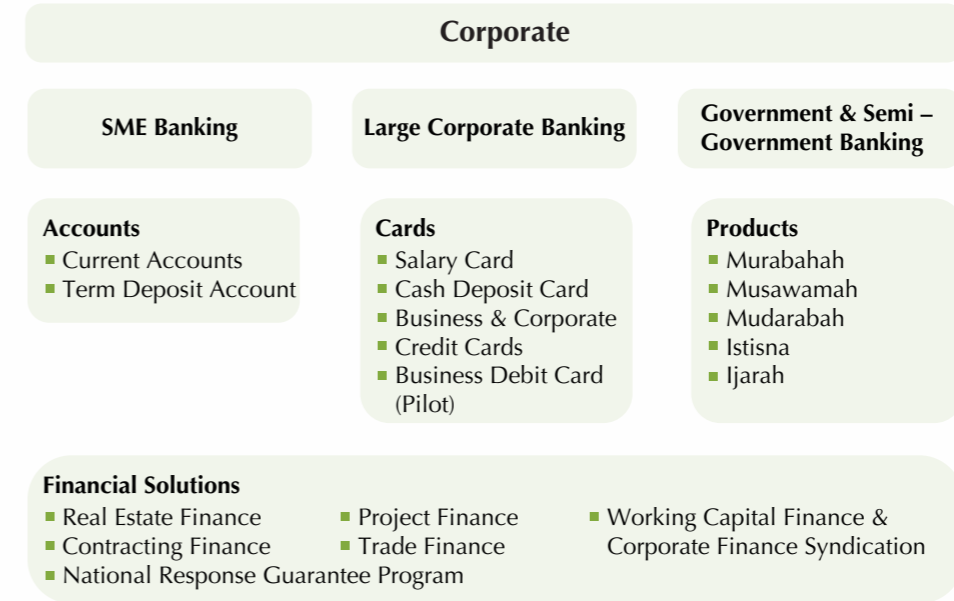
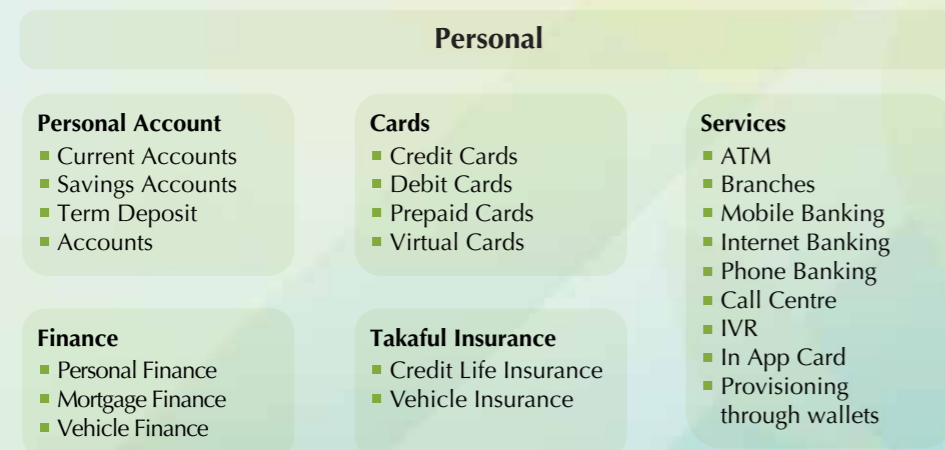


Figure 2: QIIB Products & Services

2.4 Awards and Recognitions

Awards & Recognitions	Recognized By
1 ISO 27001:2022 certification	IAF
2 Excellence in Product Design	VISA
3 CITI BANK award for excellence & outstanding performance in processing the straight through process (STPs)	CITI Bank
4 (PCI-DSS) for excelling in Information Security	SISA Company
5 Excellence in Corporate Payment Solutions for the Year 2024	VISA
6 Excellence and Banking Achievement Award	World Union of Arab Bankers (WUAB).
7 Excellence in Mobile Banking Award	FINNOVEX Qatar 2024

Table 2: Awards & Recognitions

3. Strategy Direction and Performance

3.1 Sustainability within our business practice

Qatar National Vision 2030

Qatar National Vision (QNV) 2030 was launched in 2008 to transform Qatar into an advanced society capable of achieving sustainable development, in addition to providing a high standard of living for its population and future generations. The Strategy has identified its goals through the four central pillars: Economic, Social, Human, and Environmental.

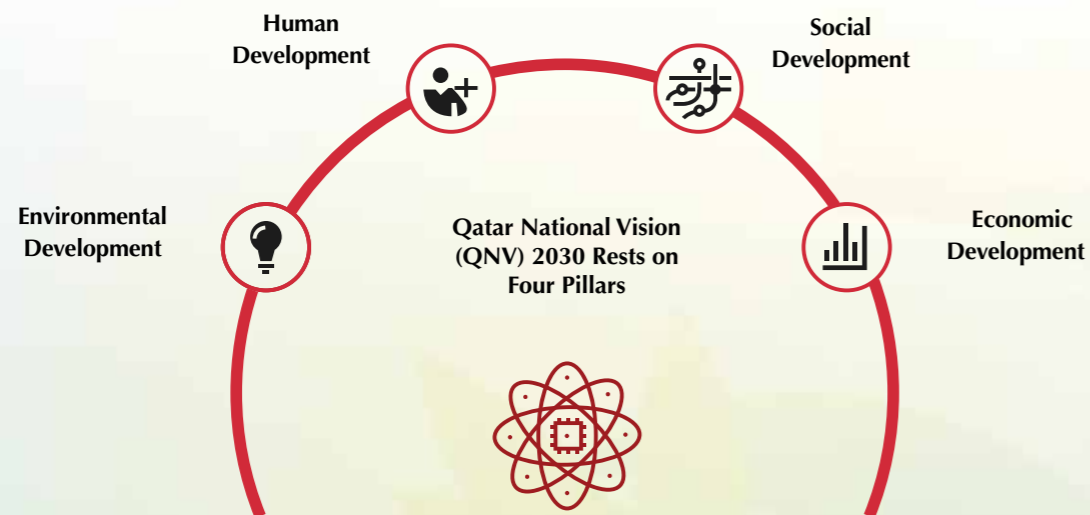


Figure 3: QNV 2030 Pillars

Environmental Development Pillar: Management of the environment such that there is harmony between economic growth, social development, and environmental protection

Social Development Pillar: Development of a just and caring society based on high moral standards, and capable of playing a significant role in the global partnership for development

Human Development Pillar: Development of all Qatar’s people to enable them to sustain a prosperous society

Economic Development Pillar: Development of a competitive and diversified economy capable of meeting the needs of, and securing a high standard of living, all its people both for the present

Our report highlights the relationship between the activities carried out by the Bank in 2024 through its ESG Strategy and Qatar’s National Vision 2030 pillars. The overall objective of both visions is to provide a framework in which sustainability-related strategies and implementation plans can be executed.

Qatar International Islamic Bank Strategic Dimensions

The social, economic, and environmental challenges and opportunities are continuously growing, resulting in a need to provide innovative solutions to better address them. That is why we have adopted a holistic ESG strategy towards sustainable development, which accommodates many elements and provides comprehensive engagement with concerned stakeholders.

Sustainability is a balancing act through which business decisions consider the impacts of both financial and non-financial aspects of their performance and consider those impacts in relation to a business’s internal and external stakeholders. The non-financial aspects are often expressed in the form of Environmental, Social, and Governance (ESG) aspects.

The following are QIIB’s ESG Strategy Dimensions, which are aligned to the SDGs, the UN Global Compact, and QNV 2030.

QIIB’s ESG Strategic Dimensions				
	Economic Pillar	Social Pillar	Environmental Pillar	Governance Pillar
Strategic Dimension	Conducting the business in a manner that generates, promotes, and supports positive impacts that return to all stakeholders, and prevents or mitigates negative implications	Protecting the stakeholders' evolving needs and well-being while delivering the highest quality of service excellence.	Upholding the commitments to the preservation of natural resources, the moderation of consumption, and the responsibility in services, products, and operations.	Governing according to Islamic Principles to achieve financial growth, develop Banking services, address risks and opportunities, & conduct stakeholder relations.
Strategic Goal	Regional Islamic Finance Leadership	Positive Impact to the Qatari community and all other stakeholders	Green Products and Operations	Sharia Compliant Governance
Mapped SDGs	SDG 8 – Decent Work and Economic Growth SDG 9 – Industry, Innovation and Infrastructure SDG 10 – Reduced Inequalities SDG 17 – Partnerships for the Goals	SDG 1 – No Poverty SDG 3 – Good Health and Well-being SDG 4 – Quality Education SDG 5 – Gender Equality SDG 10 – Reduced Inequalities SDG 11 – Sustainable Cities and Communities	SDG 7 – Affordable and Clean Energy SDG 12 – Responsible Consumption and Production SDG 13 – Climate Action SDG 15 – Life on Land	SDG 16 – Peace, Justice and Strong Institutions SDG 17 – Partnerships for the Goals

Table 3: QIIB’s ESG Strategic Dimensions

3.2 Sustainability Objectives

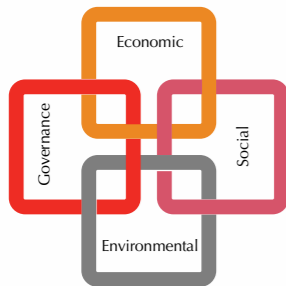


Figure 4: Sustainability Objectives

The Strategic Dimensions are set as QIIB’s guiding principles to achieve long-term and short-term ESG Goals. QIIB, as an Islamic Bank, has an inherent purpose to be a positive contributor to the economy. The success of the sustainability program is no less important than the success of the Banking business, for which the Bank has achieved a leading role. Therefore, the Bank continues toward updating sustainability concepts and exploring future needs and directions in order to reinforce its role through continuous commitment.

QIIB has identified a set of 62 driving objectives to drive its Strategic Dimensions goals. Those objectives, along with our other ESG Framework components will act as the cornerstone of sustainable growth at QIIB

QIIB’s ESG Objectives				
Indicator	Economic Pillar	Social Pillar	Environmental Pillar	Governance Pillar
Financial Capital	<ul style="list-style-type: none"> 1.Enhanced Shareholders Value 2.Improved Profitability 3.Increased Asset Utilization 4.Expanded & Diversified Revenue 5.Optimized Cost Structure 	<ul style="list-style-type: none"> 6.Fair Interest and Services Fees 7.Community Investments 	<ul style="list-style-type: none"> 8.Protected Balance Sheet against Environmental and Climate Risks 9.Diversified Profitable Green Portfolio 10.Operational Cost Savings 	<ul style="list-style-type: none"> 11.Crisis Response Management 12.Risk management (Control Environment) 13.Compliance and Audit (Control Environment) 14.Whistleblowing
Social and Relationship Capital (Customers, Communities, Suppliers, Peers)	<ul style="list-style-type: none"> 15.Reliable Risk sharing 16.Affordable Products 17.Responsible Financing 18.Responsible Investment 19.External Employment Creation 20.Sustainable Contracting 	<ul style="list-style-type: none"> 21.Responsible Communication 22.Inclusive Services (Women, Youth) 23.Customer Privacy and Safe Transactions 24.Responsible Supply Chain 25.Sustainable Relation (customer retention/ vendors loyalty/ Community Goodwill/Fair Competition) 	<ul style="list-style-type: none"> 26.Green Products Development 27.Green Financing 28.Green Investment 29.Advocacy of environmental preservation 	<ul style="list-style-type: none"> 30.Engaged Leadership 31.Conflict of Interest 32.Transparency and Reporting

QIIB’s ESG Objectives				
Indicator	Economic Pillar	Social Pillar	Environmental Pillar	Governance Pillar
Human Capital	<ul style="list-style-type: none"> 33.Sustainable Compensations 34.Fair and Competitive Wages 	<ul style="list-style-type: none"> 35.Protective Working Environment 36.Employees' Social Benefits 37.Career Development 	<ul style="list-style-type: none"> 38.Healthy and Safe Operations 	<ul style="list-style-type: none"> 39.Ethical conduct and culture 40.Right to Grievance 41.Advise on Ethical Behavior 42.Critical Concerns
Manufactured Capital	<ul style="list-style-type: none"> 43.Infrastructure Cost Savings 44.Physical Assets Management 	<ul style="list-style-type: none"> 45.Physical Accessibility and Safety 	<ul style="list-style-type: none"> 46.Preservation of natural resources 47.Operational Waste 	<ul style="list-style-type: none"> 48.Human Rights and Security
Intellectual Capital	<ul style="list-style-type: none"> 49.Digital Services Migration 50.Cost Synergies 	<ul style="list-style-type: none"> 51.Innovative Banking Services 52.Accessible Services (Digital/ Physical) 53.Learning & Development 	<ul style="list-style-type: none"> 54.Efficient Technological Infrastructure 	<ul style="list-style-type: none"> 55.Digitalization (Process Innovation and efficiency, AI, Data Analytics) 56.Data Security
Natural Capital	<ul style="list-style-type: none"> 57.Efficient Facility Management 	<ul style="list-style-type: none"> 58.Healthy and Safe Operations 	<ul style="list-style-type: none"> 59.Environmental and Carbon Footprint 	<ul style="list-style-type: none"> 60.Environmental Initiatives 61.Climate Advocacy 62.Support National Priorities

Table 4: QIIB’s ESG Strategic Dimensions

3.3 Sharia Compliant Sustainability

QIIB is committed to delivering innovative financial solutions that are firmly grounded in the principles of Islamic Sharia. These principles inherently promote sustainability by emphasizing values such as **avoiding harm (la darar wa la dirar)**, ensuring **social justice, environmental stewardship**, and advancing **community welfare**. Islamic finance prohibits exploitative practices, speculative behavior, and environmentally or socially harmful investments, ensuring that all financial activity is rooted in ethical and sustainable outcomes.

Sharia promotes sustainability through multiple foundational pillars:

- **Avoiding harm:** Prohibition of investments in industries that cause environmental degradation, social injustice, or ethical violations (e.g., weapons, gambling, fossil fuels).
- **Justice and equity (adl and ihsan):** Ensuring fairness in financial transactions, particularly through profit-and-loss sharing models that avoid unjust enrichment.
- **Stewardship (khalifah):** Encouraging individuals and institutions to act as responsible custodians of resources, supporting intergenerational equity and environmental responsibility.
- **Community welfare (maslahah):** Prioritizing the well-being of the wider community over individual or short-term gains.

At QIIB, these principles are deeply embedded in the Bank's operations and product development. Our Code of Ethics reflects this alignment, serving as a practical guide that reinforces transparency, accountability, and ethical conduct across the organization. It not only governs employee behavior but also shapes our institutional approach to responsible banking and sustainability performance.

QIIB actively integrates ethical finance into its core business strategy through a wide range of **Sharia-compliant financing mechanisms** that promote inclusive growth and responsible investment. These include **Murabaha, Mudarabah, Musharakah, Ijarah, and Istisna'a**—all of which emphasize real economic activity, risk-sharing, and the avoidance of interest and uncertainty.

Oversight from the **Sharia Supervisory Board** plays a critical role in ensuring that QIIB's operations, products, and sustainability practices remain aligned with Islamic values. The Board reviews, audits, and certifies all offerings to ensure full compliance with Sharia, including the ethical integrity of investments and the social impact of financial solutions.

By placing Islamic ethics at the heart of its governance and operational models, QIIB is not only safeguarding Sharia compliance but also fostering long-term sustainable development, serving both current and future generations in Qatar and beyond.

3.4 Stakeholders Engagement

We possess a unique shareholder structure, with Qatari Companies & Individuals owning 62% of the Bank's shares. Our shareholders' engagement is based on their confidence in our brand name strengthened by our strong organic growth since 1991. Our key levers behind our investors' confidence can be summarized by the following:

- QIIB is increasingly becoming a preferred Banking partner for individuals as well as corporations and financial institutions looking for Sharia-compliant solutions.
- QIIB's funding is predominantly driven by customer deposits and equity of investment account holders (EIAH) and is backed by the Bank's own capital.
- QIIB has leveraged its expanding branch network and corporate relationships to steadily grow its deposits base – to be supported further with Corporate e-Banking services.

Our stakeholder's engagement is governed through a set of internal procedures and is channeled through several communication methods that are tailored to meet our stakeholders' expectations and deliver the long-term sustainable value they aspire.

Stakeholder	Engagement Channel	Engagement Frequency	Relevant Material Topics
Shareholders and Investors	<ul style="list-style-type: none"> Quarterly financial results and Annual General Meetings Interactive and comprehensive disclosures on the website Investor relations quarterly calls Customer Service Quality Department 	Quarterly / Annually / Ongoing	<ul style="list-style-type: none"> Financial Growth Transparency and Reporting Governance and Crisis Management Shari'a Ethics and Compliance Green Finance and Investments
Customers	<ul style="list-style-type: none"> Call centre Mobile and Internet Banking Complaints Management Branches 	Daily / Ongoing	<ul style="list-style-type: none"> Affordable and Accessible Services Customer Experience & Service Excellence Customer Privacy and Data Security Digital Technologies
Board of Directors	<ul style="list-style-type: none"> Board meetings Board committees' meetings Annual General Meetings 	Monthly / Quarterly / Annually	<ul style="list-style-type: none"> Governance and Crisis Management Shari'a Ethics and Compliance Financial Growth Anti-corruption and Anti-bribery Measures
Employees	<ul style="list-style-type: none"> Learning and Development Whistleblowing Ongoing employee engagement survey Performance Appraisal Meetings 	Ongoing / Annually / Biannually	<ul style="list-style-type: none"> Health and Safety Qatarization Technology & Innovation Transparency and Reporting Sustainable and Responsible Operation



3.5 Materiality Assessment and Matrix

As part of our sustainability commitment and vision, we have mapped the latest sustainability issues that are material to QIIB to understand their criticality in impacting our internal and external stakeholders. We have followed GRI's materiality approach to identify the sustainability topics that have a significant impact on our Environmental, Social, and Governance (ESG) Pillars. In addition, we have aligned our material topics with our strategic dimensions to ensure the topics reflect our commitment to the community, sustainability, and creating long-term value.

We have reviewed a long list of material issues and shortlisted the material topics based on their importance, as shown in Table 4 below. Our initial list of material issues was based on the following factors:

- Qatar National Vision (QNV 30)
- Sharia Principles
- Historical material issues
- Relevant Industry reports
- Regional and Global sustainability trends and challenges

#	Material Topic	Importance to Stakeholders	Importance to Sustainability	Topic Boundary
1	Affordable and Accessible Services	High	High	External
2	Qatarization	High	High	External
3	Anti-corruption and anti-bribery measures	High	High	External
4	Technology & Innovation	High	High	Internal/External
5	Health and Safety	High	High	Internal/External
6	Transparency and Reporting	High	High	Internal/External
7	Customer Privacy and Data Security	High	High	Internal/External
8	Sustainable and Responsible Operation	High	High	Internal
9	Brand Leadership	High	Medium	External
10	Customer Experience & Service Excellence	High	Medium	Internal/External
11	Financial Growth	High	Medium	Internal/External
12	Governance and Crisis Management	High	High	Internal/External
13	Shari'a Ethics and Compliance	High	Medium	Internal/External
14	Global and regional expansion	Medium	Low	External
15	Green Finance, Environmental Footprint, and Investments	Medium	High	External
16	Fair and Transparent Vendor Relations	Medium	Medium	Internal/External
17	Investment in local suppliers	Medium	Medium	Internal/External
18	Inclusive Working Environment	Medium	Medium	Internal/External
19	Talent attraction, Engagement, & Retention	Medium	Medium	Internal
20	Community Investment	Medium	High	External

Table 5: Materiality Table

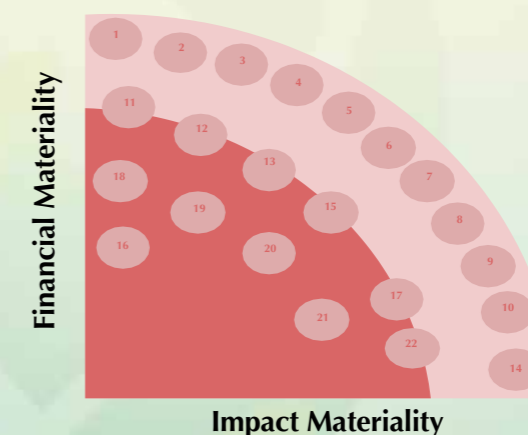


Figure 5: Materiality Heatmap

3.6 Key Corporate Social Responsibility (CSR) Initiatives Highlights

The Year 2024 witnessed an increase in ESG and CSR-related investments by the Bank. We have successfully delivered several CSR initiatives, adding to our overall sustainability commitment. We have contributed almost 31.5M QAR to the Social & Sport Contribution Fund alone, covering 2.5% of our Qatar Stock Exchange profits. In addition, we have been heavily investing and have been involved in the following initiatives:

#	Initiative/ Institution Name	Description	SDGs
1	Qatar Football Association	QIIB and Qatar Football Association sign sponsorship agreement...QIIB to be the main sponsor of The Amir Cup and the national teams for a duration of three years, beginning February 2024 Our sponsorship of our national football teams and the Amir's Cup is in line with our commitment to align with the Third Financial Sector Strategy recently launched by the Central Bank of Qatar. This strategy emphasizes environmental, social, and institutional governance and sustainability.	SDG 3 (Good Health) SDG 17 (Partnerships) SDG 16 (Institutions)
2	Qatar Society for Rehabilitation of Special Needs	QIIB sponsors the 'Ramadan Basket' project for the Qatar Society for Rehabilitation of Special Needs. In alignment with its dedication to community service, QIIB has sponsored the 'Ramadan Basket' project of Qatar Society for Rehabilitation of Special Needs with the participation of the Qatar Football Association. This sponsorship encompasses the distribution of 3,000 'Ramadan Baskets' to the Society's members	SDG 1 (No Poverty) SDG 2 (Zero Hunger) SDG 10 (Reduced Inequality)
3	Qatar University	QIIB honored by Qatar University during its 'employer recognition' ceremony Qatar University recognized QIIB for its commendable collaboration with the university's colleges, facilitating training opportunities and academic sponsorships. This acknowledgment underscores QIIB's unwavering commitment to social responsibility and community service	SDG 4 (Quality Education) SDG 8 (Decent Work) SDG 17 (Partnerships)
4	Qatar Academy	As part of its CSR Strategy, QIIB hosts students from Qatar Academy. QIIB's hosting of the professional day for students comes as part of the bank's implementation of its corporate social responsibility (CSR) strategy, which focuses on providing value addition to the community through various activities, with education at the forefront.	SDG 4 (Quality Education) SDG 8 (Decent Work)

5	QCB	QIIB participates in the festivities of Qatar National Sport Day, In the presence of His Excellency Governor of the Qatar Central Bank Qatar National Sport Day increases awareness of the importance of physical health, encourages community members to engage in physical activity, and promotes the concept of sport for all	SDG 3 (Good Health and Well-being)
6	A Career Day for Students from the Audio Education Complex	As part of its commitment to serving the community, Qatar International Islamic Bank (QIIB) hosted a Career Day for a group of female students from the Audio Education Complex at its headquarters.	SDG 4 (Quality Education) SDG 5 (Gender Equality) SDG 10 (Reduced Inequalities)
7	supporting education initiatives	QIIB receives students from Arwa Bint Abdul Muttalib Secondary School for Girls QIIB recently hosted a professional day for students from Arwa Bint Abdul Muttalib Secondary School for Girls at the Bank's headquarters as part of its commitment to implementing its social responsibility strategy and supporting education initiatives.	SDG 4 (Quality Education) SDG 5 (Gender Equality)
8	QIIB and GORD sign MoU to boost Sustainability Initiatives	QIIB and The Gulf Organisation for Research & Development (GORD) signed a Memorandum of Understanding (MoU) at QIIB Headquarters. The MoU will result in a strategic engagement between the two organizations to collaborate on various initiatives aimed at promoting sustainability and green finance.	SDG 13 (Climate Action) SDG 17 (Partnerships) SDG 12 (Responsible Consumption) SDG 9 (Innovation)

Table 6: : CSR Initiatives

4. Leading Economic Advancement

4.1 QIIB Financial Performance

QIIB continued to demonstrate resilient financial strength and sustainable growth in 2024, leveraging its strong market reputation and Qatar’s robust economic environment. Through strategic investments, operational optimization, and a bold digital transformation strategy, QIIB recorded consistent progress across key performance indicators.

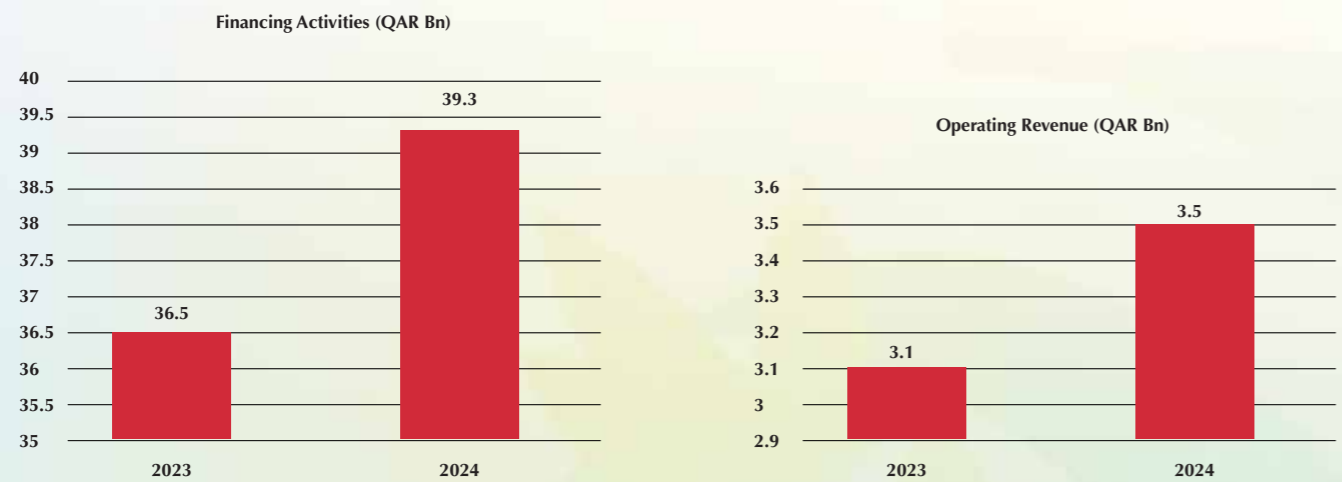
Profitability & Growth

QIIB’s net income for 2024 reached QAR 1.26 billion, reflecting a healthy 8.2% year-on-year increase, driven by stronger non-funded income streams and cost efficiency.

As of December 2024, QIIB accounted for 10.9% of total Islamic bank assets listed on the Qatar Exchange. Its share value rose to QAR 10.9. QIIB’s share prices continue their steady growth to QAR **10.9** as of closing **31-Dec-2024**.

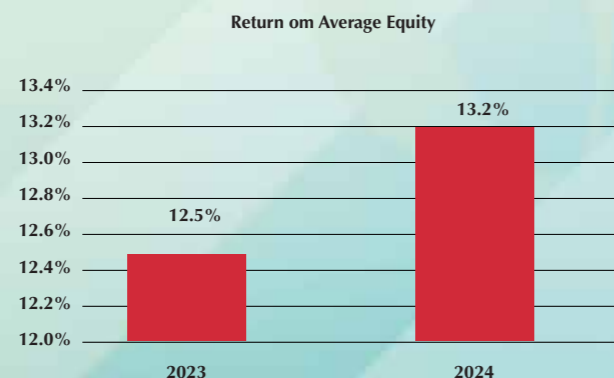
Financing and Revenue Growth

The Bank’s financing portfolio grew to QAR 39.3 billion, up from QAR 36.5 billion in 2023, while operating revenue increased to QAR 3.5 billion, an impressive growth reflecting digital transformation and portfolio diversification.



Efficiency and Return Metrics

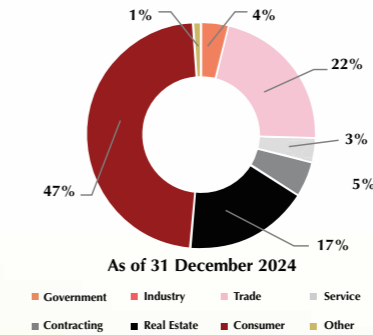
QIIB sustained a robust cost-to-income ratio at 18.8%, indicating disciplined cost control. The Return on Average Equity (ROAE) increased to 13.2%, and Return on Average Assets (ROAA) edged up to 2.1%, affirming value creation for shareholders.



The Bank remains efficient and continues to generate positive gross income growth that exceeds the expense growth. Additionally, the cost-to-income ratio remained at a very strong level of **18.8%** in **2024**. Our 1-year total return has amounted to **38%** assuming the yields in dividends received are excluded. The Return on Average Equity (ROAE) increased slightly from **12.5%** in **2023** to **13.2%** in **2024**, indicating a positive sign to the equity investors as they key prioritize profitability and ensuring adequate returns for the investors. ROAA has also increased slightly from **2.0%** in **2023** to **2.1%** in **2024**. RORWA has increased from the past year to **2.44%** in **2024** and is expected to increase. The CAR increased to **19.3%** in **2024**, an increase from **17.0%** in **2023**, exceeding regulatory standards and underscoring the Bank’s commitment to maintaining a solid capital buffer, ensuring resilience against potential financial risks while supporting future growth. At the end of **2024**, coverage of Stage 3 loans stood at **99.8%**. Management targets **100%** coverage of Stage 3 loans.

4.2 Economic Contribution to Qatar’s Economy

Throughout 2024, QIIB remained deeply committed to supporting Qatar’s national development by strategically financing high-impact sectors that align with the country’s economic diversification goals. The Bank extended financing across a range of industries, with a particular focus on areas that drive public infrastructure, private enterprise, and community well-being, as shown in the below graph:



Beyond lending, QIIB continues to champion the growth of **small and medium enterprises (SMEs)**, acknowledging their vital role in innovation, job creation, and sustainable economic expansion. The Bank’s dedicated SME support programs reaffirm its long-standing commitment to nurturing local entrepreneurship and empowering future business leaders.

In addition to its financial contribution, QIIB fulfills its corporate social responsibility by allocating **2.5% of its net profit** to community programs. These funds support athletic, cultural, humanitarian, and social initiatives across Qatar. The Bank also maintains its strong support for educational development—most notably through sponsorship of the **Qatar School of Banking Studies and Business Administration for Boys and Girls**, and partnerships with **Lusail University** and **Qatar University** to advance financial literacy and career readiness among Qatari youth.

QIIB’s integrated approach—combining financial stewardship, educational empowerment, and community engagement—reflects its core mission: to contribute meaningfully to Qatar’s sustainable economic growth while upholding the values of Islamic finance.

4.3 Sustainable Financing Solutions

As part of our ongoing commitment to responsible banking, QIIB has taken a strategic step forward by establishing a dedicated Environmental, Social, and Governance (ESG) Framework. This milestone brings us closer to embedding sustainability into the core of our operations and positions us as a local and regional leader in socially responsible Islamic finance. As the second-largest Islamic banking network in Qatar, we are committed to advancing a roadmap of initiatives that integrate ESG principles across all business lines and promote long-term positive impact on both society and the environment.

Our ESG Framework encourages the adoption of sustainable practices throughout the Bank, guiding risk assessments, product development, and investment strategies to ensure that environmental and social considerations are fully embedded in decision-making. It also aligns with global best practices in responsible finance while respecting the values and principles of Shariah.

Diverse Shariah-Compliant Sustainable Financing Solutions

QIIB offers a comprehensive range of Shariah-compliant financing solutions tailored to the diverse needs of our clients, including SMEs, large corporations, and government and semi-government entities. These solutions are structured through Islamic contracts such as:

- Murabaha (cost-plus sale)
- Mudarabah (profit-sharing)
- Musharakah (joint partnership)
- Musawamah (bargaining sale)
- Ijarah Muntahia Bittamleek (lease-to-own)
- Istisna'a (manufacturing finance), among others.

All financing assets are compliant with Islamic law and offer fixed or determinable payment terms, aligning economic development with ethical finance.

Responsible Investment Strategy

On the investment side, QIIB is actively refining its portfolio to align with international sustainability norms. We are working toward the exclusion of investments in sectors that breach the principles of the United Nations Global Compact, particularly those with serious environmental or social controversies.

Our ultimate goal is to reduce the overall environmental footprint of our investment portfolios by gradually divesting from high-impact assets and reinvesting in alternatives with lower environmental and social risks. This responsible investment strategy ensures that QIIB portfolios remain below the global average in terms of negative environmental impact, while also upholding our Shariah and ethical commitments.

Sustainable Finance Framework and Sustainable Sukuk Leadership

In 2024, QIIB marked a pivotal milestone in its sustainability journey with the publication of its inaugural Sustainable Finance Framework. This framework is designed to support the financing of projects that yield measurable environmental and social benefits, including in areas such as renewable energy, clean transportation, energy efficiency, and access to essential services.

Under this framework, QIIB successfully launched its first sustainable sukuk issuance—the \$500 million "Oryx" Sustainable Sukuk. This landmark issuance represents a defining moment for the Bank, demonstrating both investor confidence and QIIB's firm commitment to mobilizing Islamic capital for sustainable development. The sukuk proceeds will be allocated to projects that align with our sustainability criteria, further amplifying our impact on climate action, community development, and green infrastructure. We are extremely proud of the positive market reception and pricing success of the Oryx Sustainable Sukuk. It not only reflects strong investor appetite for ESG-linked Islamic finance instruments but also establishes a precedent for future green and sustainable sukuk in the region.

5. Creating Social Shared Value

5.1 Serving Our Clients

Value Creation to Clients & Personal Banking

We seek to have a dynamic value creation model that promotes sustainability and ensures our clients are getting the return on value they expect. Modern Banking is changing, and we are transforming the way we work with our clients to match this new environment. Our team continues to deliver market-leading innovative Banking solutions developed with our customers' needs in mind.

Regulated by the Qatar Central Bank and highly rated for financial strength and outlook by international rating agencies, we work within local and international standards to deliver the best Sharia-compliant deposit, finance, and insurance products for our customers. QIIB Mobile Banking, QIIB Internet Banking, and QIIB Phone Banking are all premium services available to all our clients to provide efficient transactional Banking and at-a-glance account information. At the same time, we recognize our customers benefit from the hands-on and guided approach to Banking, which we have always been known and respected for in the community. As a result, we continue to provide our customers with conveniently located and welcoming branches across Qatar.

Our personal Banking services and products are a key pillar in the unique value proposition we deliver to our clients. At QIIB, we believe that our first role is to serve society by offering Islamic products and services of high quality, on appropriate and equitable terms and conditions, which will meet our customers' needs and add value to them.

We consider ourselves responsible for developing these products and services on a permanent basis to keep pace with the growing needs of society in general and various segments in particular. The primary focus is on productive financing, especially in the area of small and medium projects, which provide numerous opportunities for growth and are beneficial to society.

SMEs and Micro Finance

Through Qatar's National Vision 2030, the state aims to build a vibrant economy through promoting diversification and private sector development. A vibrant SME sector is a strong lever to achieve QNV 2030 goals, playing a major role in enhancing the productivity to the economy. In Qatar, MSMEs constitute key players in the local economy transformation, having the potential to unlock business opportunities and growth. Qatar has witnessed an evolution of the MSME value of accepted credit applications by company size, and growth rate over the past years, showing an increased momentum in the SME Sector as a whole. This has been driven by higher capabilities of companies and the higher acceptance by Banks, including risk appetite

Addressing SMEs access to finance, one of Qatar SMEs key challenges, requires developing a deep understanding of the SMEs ecosystem & diverse finance situation. With approximately 10% of the SMEs market share in Qatar, we continuously engage with Qatar SMEs and develop new sustainable and innovative products to suit their needs.

We launched a new financing product, Mazaya in 2021, which provides a major "game-changing" financial solution to small enterprises. The new end-to-end, cashflow-based lending program catered for the SMEs needs by easing the proof of collateral requirements. It helps to meet short-term cashflow needs of SMEs, and provide financing that will cover fixed assets, working capital, and overhead costs. During the past period we were able to grant new facilities under the program at about 70 million QR. Based on this achievement, we expand the package to include Credit Cards as well "cross-selling".

Our dedicated SME Banking section continues to provide a number of products and services that are Shariah-compliant and designed to facilitate the SMEs entire needs to maintain and grow their performances.

#	Product/Service	Description
1	Accounts	Current & saving Shariaa compliant accounts
2	Finance	Tailored Islamic finance solutions: <ul style="list-style-type: none"> •Working Capital Financing •Contracting Finance •Corporate Finance & Syndication •Project Finance •Real Estate Finance
3	Insurance	Takaful insurance Plans
4	Services	Market leading features of e-services and branch support

Table 9: SMEs Products & Services

Digital Banking

The competition in the Digital Banking services has been fierce at all levels, particularly in the development of Banking services to meet the increased demands imposed by present conditions. Specifically, the modernization of the Bank’s technological structure and reliance on modern financial activities, such as Alternative Channels, have seen a large increase in their number of customers.

This digital revolution has resulted in a significant increase in the number of services available to clients via various digital channels. Our customers can easily conduct a wide range of banking transactions, including local and international transfers, Western Union payments, utility bill payments, cards services, and apply for financing to issue certificates. We underline that there is still more work to be done in the future in the field of digital transformation. This aspect is a significant motivator for QIIB to modernize our approach, improve performance, and promote innovation and deliver the best to both Individual and Corporate Customers. Our Mobile Banking remains our customer’s preferred method of obtaining financing. We have designed our QIIB Mobile application to be truly “your Bank in your hand”.

Financial Education

With financial education and financial literacy being at the center of multiple discussions at the different regulatory and development authorities in Qatar, we took the initiative to work alongside our local ecosystem peers to identify potential solutions and enhancement opportunities. We have identified Financial Literacy as one of the main challenges facing SMEs in Qatar during our discussions with the Qatar Development Bank, and ever since, we have participated in multiple initiatives and activities to increase the financial literacy levels in Qatar.

We have signed a memorandum of understanding for cooperation and exchanging experiences with Lusail University outlining joint cooperation between the two parties, which contributes towards strengthening the role of both entities in attaining their goals, serving the Qatari community, enhancing contribution to development, and achieving the objectives of Qatar National Vision 2030. The MoU covers several areas of cooperation, including mutual exchange of experiences and information, which promotes scientific and research cooperation, as well as joint coordination in organising seminars and workshops, giving lectures and training courses, supporting students and disseminating the culture of volunteerism, training and rehabilitation, in addition to other relevant areas.

In addition, we continue our collaboration with our peers at Qatar University on different fronts highlighting our commitment to serving the community, with Financial Education being at the top of our priorities. We continue supporting schools and many educational institutions and wholeheartedly participate in their activities with a view to boost education and facilitate community and nation-building.

5.2 Empowering Our Employees

Inclusion and Diversity

We consider our Human Resources Policy to be the Bank’s backbone when it comes to inclusion and diversity, as it identifies our commitment in terms of having no limitations in terms of origin, age, gender, colour, or cultural and religious belief when it comes to empowering our employees. We believe that inclusion and diversity are not about slogans, but a real act that needs to be put into practice by institutions and organisations. This will have far-reaching implications on society help develop communities and create constructive cooperation between the various parties in our Bank.

At QIIB, we are proud to continue serving our human capital in an excellent, attractive, and advantageous way

Type	Males	Females	Total
Permanent	369	73	442
Outsourced	63	9	72
Qatari Nationals	33	31	64
Qatari Mother	27	11	38

Table 10: QIIB Employees Distribution

As part of our ESG agenda, we have started capturing the data related to employees' age diversity. Our team has developed an internal tool to capture the different age groups functioning within the Bank and will be reporting the percentage difference in our next Sustainability Report, including our commitment to hiring youth and the age groups' specific retention data. Overall, our employee retention will remain stable at 92.6% in 2024, with an employee turnover rate of 8.10%, and around 32 new joiners at different levels to enhance our talent pool and skills caliber across the Bank.

Workforce Wellness

At QIIB, we work continuously with our employees to ensure their well-being. Our management sets the tone of having a safe and stable working environment that is supportive of our employees. We have undertaken multiple initiatives to ensure the smooth processing of the employees’ requests and well-being-related issues. In addition to the implementation of a Human Resources system, we have established a dedicated ticketing system in which the employees can communicate their requests. Employees can get inquiries and apply for compensation, and other wellbeing-related matters through our ticketing system, which has a defined Service Level Agreement to address and report back to our employees in an adequate manner and time.

In addition, and as part of our flexibility commitment, we have also introduced a new category in our Workforce Pro (Attendance system), where employees can identify as “Working from Home”. The purpose of this initiative is to allow our employees to adapt to the new, normal circumstances by having a flexible remote working environment with full access to the required day-to-day documents and other operations.

On the other hand, we have also introduced a new initiative for the employees working on site, by providing 50% discount coupons for nearby parking slots for our employees to access. Our employees have provided very positive feedback towards this initiative, as it contributed positively to their overall well-being and state of mind, preparing them to have a fruitful working day. As well as, employees whose service has reached twenty-five years are honored by the management through a ceremony in which an appreciation certificate is granted in addition to a gift of “a sum of money,” where the ceremony is covered by the media.

Professional Growth and Career Development

In addition to diversity and inclusion, our Human Resources policy also serves as the cornerstone of our employees' career development. We are committed to investing in our employees' development to enable them to address evolving trends, making significant efforts to accelerate our training agenda in 2024. We are continuously working on enhancing our Employee Value Proposition at QIIB through competitive compensation practices, attractive job titles, and better overall talent management practices.

We follow dynamic compensation practices with a comprehensive employee value proposition lens that ensures our employees are getting the returns they deserve. We follow a common framework for people practices, such as job grades, job families, and structure change requests, to ensure the fair recognition of our employees. Our Compensation package includes diversified benefits, which incentivize our employees to grow professionally.

On the Professional Development front, we ensure to link our employees' performance to a training needs assessment and plan to ensure our employees are well equipped with the essential training to provide quality work. Our annual training plan ensures our employees are developed in their competencies and the overall Bank's required needs. The training needs of employees are identified and documented according to the following criteria:

- Requirements of their present job
- Promotions and transfers
- Skills gaps and/or development needs
- Mandatory training for legal requirements

In 2024, each employee received an average of **15.92 hours of training**, reflecting our sustained efforts to foster a culture of continuous learning and performance excellence.

Commitment to Qatarization

At QIIB, Qatarization is not just a national requirement—it is a strategic pillar of our human capital development approach. We are continuously working to attract local talent, enhance productivity, and achieve outstanding results through the empowerment of Qatari nationals.

Recruiting and retaining talented Qatari professionals remains a top priority. As of 2024, QIIB has achieved a **Qatarization rate of 25%**, a figure that reflects our ongoing efforts to align with national workforce objectives while creating meaningful employment opportunities for local citizens. This milestone underscores our dedication to supporting Qatar's vision for a knowledge-based economy.

To facilitate this, we have developed targeted programs and strategies that promote the integration of Qataris into key roles across the organization. Our tailor-made training programs are designed to equip new Qatari recruits with the competencies necessary for success in the banking sector. These programs support their professional growth, encourage long-term career development, and provide them with the tools to assume future leadership positions.

Women Empowerment

At QIIB, we strive to enhance gender equality and women's empowerment. With **16.5%** of our current workforce consisting of females, we are continuously working on empowering our female workforce to lead the Bank's critical operations, and we continue to attract female talent across our business and support units.

In addition, we have introduced an initiative to provide our female workforce who are currently continuing their higher education with a flexible study leave to foster a supportive and uplifting environment for women.

Employee Health, Safety, and Well-being

As part of our commitment to fostering a sustainable and responsible workplace, we have integrated robust occupational health and safety principles into our human resources policies, aligning with GRI standards. These internal initiatives reflect our ongoing efforts to promote employee welfare, ensure compliance with labor standards, and support work-life balance.

Safe and Equitable Work Environment

QIIB prioritizes providing a fair, safe, and inclusive work environment. Our policies ensure adherence to labor laws and uphold transparent criteria for recruitment, promotion, and performance management, helping to mitigate psychosocial risks in the workplace.

To safeguard the health and lives of our employees and customers, we maintain strict occupational safety protocols. A designated safety Officer oversees the implementation and continuous monitoring of these measures, which include:

- Firefighting systems across all premises
- Regularly conducted emergency evacuation drills
- Building and infrastructure that complies with civil defense safety regulations.
- The Bank conducts annual evacuation training for staff as part of its occupational health and safety program.

The bank's facilities are subject to regular inspections conducted by Qatar's Civil Defense Authority to ensure full compliance with applicable safety regulations. These evaluations are instrumental in verifying the effectiveness of our emergency preparedness measures and confirming that our buildings are equipped and maintained to manage potential safety risks in line with national civil defense standards.

Working Hours and Overtime Management

To support the physical and mental well-being of our employees, we adhere to clearly defined policies governing working hours, overtime, and rest periods. These standards ensure compliance with labor regulations while promoting a healthy work-life balance:

- A standard 40-hour work week (8 hours per day), reduced to 30 hours weekly during the holy month of Ramadan.
- Overtime hours are capped and compensated fairly, with a premium of 125% of base salary on regular days, and up to 150% during holidays or rest days.
- Employees working in essential roles during official holidays may be compensated with additional rest days.

Attendance, Absence, and Leave Policies:

We recognize that time away from work is essential to supporting the physical, mental, and emotional well-being of our employees. Our leave policies are designed to offer flexibility, security, and fairness, ensuring that employees can manage their personal and family needs without compromising their professional responsibilities.

Key components of our leave system include:

- **Annual Leave:** Employees are entitled to annual leave with provisions for carry-over of unused days and the option for cash compensation when applicable.
- **Sick Leave:** Paid sick leave is granted for up to eight weeks, either in full or partial pay, with extensions subject to medical documentation and management approval.
- **Maternity Leave:** Aligning with the national regulations, employees are eligible for up to 50 days of paid maternity leave, with the possibility of extended leave when medically required.
- **Emergency and Special Leave:** Additional leave is available for urgent personal, family, or health-related circumstances, reinforcing our commitment to compassionate and responsive employee support.

Health and Medical Insurance

All permanent employees and their eligible dependents are provided with medical insurance plans that offer comprehensive medical insurance, including access to care and treatment in Qatar.

This coverage extends to spouses and children (within defined age and dependency criteria), and female dependents under special circumstances (e.g., daughters of divorced or widowed employees).

Takaful Insurance and Financial Support

As part of our efforts to enhance the long-term financial stability and overall well-being of our workforce, we offer a range of support programs designed to empower employees both professionally and personally. Key benefits include:

- Takaful life insurance, fully funded for eligible employees.
- Childcare and education allowances to support employees in balancing work and family responsibilities.

5.3 Developing Our Communities

Corporate Social Responsibility Approach and Strategic Pillars

At QIIB, we are guided by our commitment to our nation in everything we do. We place significant importance on making a tangible and positive impact on our community, and that's why corporate social responsibility is built into our corporate identity and culture. We are proud to contribute to the development of our country and do the following three Strategic Pillars:

National Vision: In line with the Qatar National Vision 2030 and the growing importance of developing Qatar as a global sports hub, we are championing a number of sports-related activities and contributing to a range of events and conferences focused on this area.

Knowledge development: Our nation's youth are our future leaders, and our investment in them today will see them achieve great things for Qatar and further afield. We, therefore, support a number of schools and hold summer holiday training in financial services at our head office and branches. We have been running the QIIB Career Day since 2013 and have achieved overwhelming success in inspiring and recruiting young Qataris into the workplace.

Social development: We support a range of social development activities that impact the heart of our community. From sponsoring medical conferences and events to supporting charities through local fundraisers, we donate not only financial help but also volunteer our time and skills.

At QIIB, we believe Islamic Banking is the most realistic reflection of society's convictions and values in the economy, as it does not seek quick profits at any price or encourages financial practices that are harmful to individuals and the economy. It is an ethical industry that respects society's standards and principles, and protects its interests, without seeking enrichment at its expense and without drowning it with excessive consumption that turned many societies into pure consumers.

Corporate Social Responsibility Programs and Activities

At QIIB, we believe Community Service is an honor and a responsibility, not an option. Serving the country and its people and contributing to its development is one of our key success levers. From sponsoring the International Conference on Partnership and CSR for Islamic Banks and FIs, to various social initiatives that serve our local community, our CSR work was recognized in winning the Banking Excellence for Partnership and Corporate Social Responsibility Award in 2018, 2019, and the Qatar Social Responsibility Award 2023.

In order to consolidate the Islamic Banking experience and spread the knowledge and principles of the Islamic economy and Islamic Banking, the Bank contributed, with other Banks, to the establishment of a study and research company that supports and disseminates knowledge related to the Islamic economy. Furthermore, the Bank provided and is still providing its systematic and continuous support to education by sponsoring many annual activities and events in schools, educational and academic institutions in the State of Qatar, allowing us to be honored by Qatar Corporate Social Responsibility Network at Qatar University, due to our contribution to the advancement of the educational process and links education to its outputs in the community.

We also support a large number of activities and events that serve the society, namely in sports, culture, heritage, charity, and education as well as other non-profit activities which success reflects the economic and profitable institutions' awareness of their corporate social responsibility and the important role they play in achieving the various development goals. QIIB focuses on supporting schools, educational institutions, and academic institutions through the Bank's participation in a number of activities as well as on providing them with appropriate resources to conduct activities that enrich and contribute to the development of education. The Bank also supported students' creative projects and welcomed schools that organized professional days in the Bank to deepen the student's knowledge and guide them in their professional life. Moreover, the Bank gives greater attention to human resources, especially Qatari resources, and seek to provide them with care, placement, training, and career development opportunities as per the best standards. We are pleased to be among the institutions that play an outstanding role in corporate social responsibility, support innovative initiatives and provide value-added services and products that benefit the largest segment of society.

Social Media Engagement

QIIB has taken several initiatives to increase its Social Media footprint. We have heavily invested in e-channels and social media pages to inform our customers about the latest updates when it comes to new services and product promotions. Moreover, we have leveraged our social media presence to promote campaigns related to health and fitness, using active customer engagement tools and other incentives such as giveaways to increase our customer penetration levels.

6. Preserving our Environment

6.1 Overview and Introduction

Qatar Ecosystem & the Plan for Sustainable Development 2030

Qatar has prioritized environmental sustainability as part of its National Vision 2030, aiming to reduce dependence on fossil fuels and build a knowledge-based, green economy. The country established the Ministry of Environment and Climate Change to guide environmentally responsible development.

Key initiatives include a National Climate Change Action Plan targeting a 25% reduction in greenhouse gas emissions and carbon intensity by 2030. Despite plans to expand LNG production, Qatar promotes gas as a cleaner transition fuel and invests in carbon capture and storage.

Significant achievements include:

- 99.7% of waste water treated for reuse
- Global leadership in low-emission LNG production
- Improved government efficiency

2030 Environmental Targets:

- 25% GHG reduction (vs. business-as-usual)
- 30% of land and marine areas protected
- 70% cut in groundwater extraction
- GW renewable energy capacity
- Reduced per capita water use

Qatar continues to focus on emissions reduction, biodiversity, recycling, and air quality, reinforcing its commitment to global sustainability and future-ready development.

6.2 QIIB Environmental Work Methodology

The environmental pillar of QIIB's ESG strategy is designed to support the integration of sustainability across the organization. QIIB adheres to a formal environmental policy, reinforcing its commitment to responsible environmental practices. By developing and implementing environmental key performance indicators (KPIs), the Bank can systematically monitor, evaluate, and report progress against defined targets and strategic initiatives, ensuring continuous improvement and alignment with its broader ESG objectives.

We have identified three key levers to govern our methodology implementation:

- Strive to reduce the consumption of energy, paper, and water as part of the approach toward natural resource conservation
- Minimize the waste footprint of own operations, by recycling and reusing materials where practicable.
- Strive to mitigate environmental risks and impacts associated with the lending operations

6.3 Energy & Water Consumption and Management

QIIB has initiated a significant energy conservation program across its branches and main office, with a particular focus on improving lighting efficiency. As part of this effort, the Bank completed a comprehensive LED lighting transformation at its headquarters, replacing all floor lighting with energy-efficient LED fixtures. This transition supports a reduction in waste light and delivers more effective lumens, contributing to a 60% to 70% improvement in overall energy efficiency.

In 2024, QIIB's total energy consumption amounted to 4,709 MWh, with electricity serving as the primary energy source. The Bank's energy intensity stood at 7.17 MWh per full-time employee, reflecting its continued efforts to optimize energy use across operations.

6.4 Greenhouse Gas Emissions

At QIIB, we are still in the nascent stage when it comes to measuring and managing Greenhouse Gas Emissions. QIIB is committed to responsible business. We always seek to follow global recommendations and standards, where applicable, in addition to compliance with applicable rules and regulations. Thus, we have identified several gas-related indicators in our ESG Data Collection Tool to start quantifying and measuring GHC emissions, and to report it in the future

6.5 Waste Management

On the waste management front, we have invested heavily in reducing our paper usage and on our Bank wide waste management agenda. In our efforts to become a paperless Bank, we have approved the usage of E-signatures in official Bank operations. Employees can now sign papers digitally, which significantly helped in reducing our paper usage across the Bank.

In terms of resource management, the total amount of waste generated, recycled, or reclaimed reached 149,712 kilograms—underscoring QIIB's commitment to minimizing environmental impact and promoting sustainable practices.

6.6 Preserving the Environment Through Financing

We have proudly financed multiple projects and customers who worked on environmentally friendly activities and who are leading by example on the environmental front, under categories such as pollution prevention, development of green buildings, renewable energy, clean transportation

7. Leadership and Governance

7.1 QIIB's Governance Principles and Framework

QIIB seeks to adopt the best governance standards and practices, as well as implement the instructions and guidelines for Banks and financial institutions issued by the Qatar Central Bank in August 2022, and to adhere to the principles outlined therein. The Bank also abides by the principles issued by the Qatar Financial Markets Authority's Corporate Governance Code, Resolution No. 5 of 2016, along with the internal governance regulations and commercial laws, while considering the international standards, practices, and provisions for governance rules for the specifics of the State of Qatar. QIIB's governance goal is promoting cultural institutionalization and the application of sound management in the Bank, in addition to the application of proper standards and Islamic values in all of QIIB's transactions.

The governance standards represent the relevant features of QIIB to fulfil the governance requirements of our obligations towards our shareholders, customers, employees, and all stakeholders, thus strengthening the relationship with them, taking care of their interests, and complying with the principles of transparency and disclosure. Defining the role and responsibilities of the board of directors and the executive management, whilst training them on an ongoing basis, ensures the existence of mechanisms to enhance the effectiveness of internal control and risk management.

QIIB is committed to reviewing and updating the Code of Business Conduct that embodies the Bank's values and other internal policies and procedures that the members of the Board of Directors, employees, and advisors of the Bank must commit to periodically to ensure the Bank's commitment is up to the best governance standards to keep up with current changes whether in practices or the development of relevant procedures and legislation.

In its annual corporate governance report, the Bank seeks to consider the general interest of the shareholders and the interest of the market listed in it. QIIB is dedicated to submitting an annual report that exists to protect investors and to display the extent of compliance to achieve justice and equality among stakeholders. Moreover, the Bank ensures compliance with the rules of transparency and disclosure, making information available to supervisory authorities and stakeholders in a timely manner while upholding the values of the company's social responsibility, and presenting the general interest of the company and its stakeholders.

The Board of Directors works on reviewing and updating the governance applications on an ongoing basis for the principle of trading fairly among shareholders, the development of a code of professional conduct that embodies the Bank's values, in addition to, reviewing its policies, the Bank charters, the policy of transactions with related parties, and the rules for dealing with insiders.

7.2 Board Committees

Executive Committee

The Committee was formed by a decision of the Board of Directors consisting of five members, four of whom are members of the Board of Directors. The CEO is added as a fifth member of the committee who assists the Board of Directors in carrying out the responsibilities related to Banking and optimal investment of the Bank's resources and supervising on the general policies of the Bank, the process of developing the Bank's systems and programs, and the distribution of profits for the owners' accounts.

Responsibilities

- To supervise the management of the Bank in the event that the board does not meet in frequent periods, and to create a continuous relationship between them and the Board of Directors.
- To manage the Bank and issue approvals for granting local financing within the power entrusted to the committee according to the financing policy approved by the Board of Directors and submitting recommendations to the Board of Directors to enter into external investments, in international financing operations or entering into local and international instruments or international funds.
- Supervising the Bank's general policy, developing the Bank's systems and programs, reviewing the organizational structure and distribution of branches and approval of dividends for holders of deposits and savings accounts on demand.
- The committee presents reports, minutes of meetings, and the contents of its decisions and recommendations in the first subsequent meeting
- The recommendations of the committee during its meetings includes granting credit financing according to the power granted to the committee by the Board of Directors, in addition to topics related to policies, development, and the distribution of profits under the account to depositors

Nomination and Governance Committee

The Committee provides assistance to the Board of Directors in recommending the selection of suitable members to the Board of Directors, reviewing the qualifications and conditions of the candidates for the Board of Directors, and verifying the compliance of the specified conditions for membership of the board and the Bank's senior management positions. The committee also ensures that the Bank applies the best standards of corporate governance in the Bank and sound management in line with the instructions of the Qatar Financial Markets Authority and Qatar Central Bank.

The committee is formed by a decision of the Board of Directors, consisting of four members, three of whom are members from among the members of the Board of Directors. The Committee studies and reviews the candidates for appointment to senior management positions in the Bank.

Responsibilities

- Choosing the persons qualified to join the members of the Board of Directors from the applicants for candidacy for membership of the board without depriving any of the non-independent members to run for candidacy in the Board of Directors and to choose the main officials in the executive management of the Bank according to the qualifications set by the committee for the candidate and the selection of the appropriate person in the appropriate position for each job.
- Develop an appropriate plan to replace or remove the members of the board in line with the Bank's articles of association and the laws of commercial companies and governance instructions issued by the Qatar Central Bank.
- Reviewing human resources general policies to ensure that there is a succession plan for members of the Board of Directors and the main officials of the Bank.
- Independently evaluate the effectiveness of the Board of Directors as a whole and the effectiveness of each member of the Board of Directors according to the foundations laid by the committee. Evaluate the performance of key officials in the senior and executive management in the Bank and the extent to which they have achieved the required goal, and submit this assessment to the Remuneration Committee and the Board of Directors.
- Supervising the preparation and updating of the Bank's corporate governance guide and policies, and monitoring its implementation by working with the Executive Management, the Audit Committee, the Sharia Supervisory Board, the competent department of the Bank, and the supervision of issuance of the annual governance report.

Risk & Compliance Committee

The Committee assists the Board of Directors and other supervisory authorities in carrying out the responsibilities related to the administration of the process of reducing the Bank's risks from all financial, operational, and Banking aspects. The committee ensures the effectiveness of the system in limiting the Bank's risks from all aspects by achieving a safe environment for the Bank in general and supervising the risk sector and its departments, as well as, following up on controlling the risks associated with money laundering and terrorist financing operations while supervising the Bank's compliance.

Responsibilities

- Adopting a comprehensive strategy regarding the type and level of acceptable risks for all banking activities, approving it from the Board of Directors, and reviewing and developing it on an ongoing basis.
- Preparing risk and compliance policies and procedures before their approval by the Board of Directors (liquidity/market and credit / operational / reputation / legal risks / strategic risks / anti-money laundering and terrorist financing risks / information security / compliance / ESG).
- Supervising the risk and compliance sector and drawing broad guidelines in order to achieve a balance between risk susceptibility and its impact on the capital required to mitigate it.
- Submitting periodic reports to the Board of Directors through the committee's minutes showing the risk and compliance conditions in the bank, including the risks to which the bank is exposed and any violations of the laws and regulations, monitoring the extent of the executive management's commitment to the approved risk management policies and the extent of its commitment to the laws and regulations.
- Ensuring the presence of a qualified staff team working independently in the risk and compliance sectors.

Remuneration and Compensation Committee

The Committee ensures that justice and independence are achieved in granting remunerations, compensation and incentives in the Bank through sound and objective policies and foundations that depend on what was presented to the Bank and has a positive role in achieving growth in the Bank's revenues with the least possible risk.

Responsibilities

- To supervise the policies and practices of remuneration, compensation and benefits for the Board of Directors, management, senior, executive, and all approved jobs and ensure their compliance with the instructions of the supervisory authorities while taking into account the interest of the Bank and the shareholders and their approval of the best Banking and governance practices after reviewing the evaluation processes carried out by the Nomination Committee for the performance of the members of the Board of Directors and executive management.
- Work with the Risk Committee in evaluating the incentives offered under the evaluation-based reward system risks and that the rewards in the Bank depend on an objective system for measuring performance that is linked to the management framework and the application of internal controls and regulatory requirements in order to evaluate and measure employee performance at different levels including the policy of bonuses and allowances of members of board of directors and executive managers.

Audit Committee

The Audit Committee consists of three members, and the majority of the Audit Committee members are independent members of the Board. All of the members are non-executives and have experience in financial, accounting and auditing matters. The Committee may invite any person who is not a member to attend any meeting, including the CEO, head of the internal audit, the external auditor and any other employee. The audit committee's responsibilities consist of assisting the board of directors (or other supervisory authorities) in carrying out the responsibilities related to the supervision of the process of preparing and presenting financial and internal audit reports and ensuring the effectiveness of the internal control system in the Bank in general.

Responsibilities

- **Financial statements:** Review of the drafting of the interim and annual financial statements of the Bank and their discussion with the executive management, the external auditor, the budget allocated for this, and the review of the reports prepared by the internal and external auditors.
- **Internal control:** Review the effectiveness and adequacy of the internal control system, the overall risk control, hedging system, and the financial control system for the accounting and financial practices of the Bank. Additionally, reviewing the effectiveness of the internal control in the Bank regarding the preparation of annual and interim financial statements, including information technology security and control.
- **Internal Audit:** The committee undertakes all matters related to the internal audit department, such as reviewing and approving the plan, annual internal audit review, making recommendations to the Board of Directors and evaluating the efficiency of employees in the audit sector, as well as, reviewing the effectiveness of the internal audit work and the extent of compliance with the professional standards for the practice of internal auditing.
- **External Audit:** Follow-up on all matters related to the external auditor, such as the recommendation to the Board of Directors for nomination and removal of the auditor, fees, audit results for the tasks assigned to it, reviewing the scope of the audit, and ensuring the independence of the auditors, including any other services provided by the Bank's external auditor.
- **Compliance with Laws and Regulations:** Review the effectiveness of the monitoring system for compliance with laws and regulations and the results of investigations and follow-ups conducted by the administration (including disciplinary measures) regarding cases of non-compliance and the results of examinations that the supervisory bodies may conduct, the results of the auditors' observations and the review of the communication of rules of Conduct to Bank employees. Monitor compliance with employees and obtain periodic updates from the executive management, legal adviser and compliance officer of the Bank on matters relating to compliance with laws and regulations.
- **Access to Information and Records:** The audit committee has unrestricted access to members of management, executive and employees, and has the authority to request any information from employees or third parties to fulfil its responsibilities.
- **Reporting and Issuing Reports:** Issuing periodic reports to the Board of Directors on the activities of the Committee and topics and recommendations related to them.

7.3 Values, Conduct, and Conflict of Interest

The Bank has special procedures for disclosure regarding the quarterly and semi-annual financial statements that have been approved by the Board of Directors. The Bank's articles of association include special requirements for disclosure and data to be provided to shareholders. The annual corporate governance report includes a full disclosure to the shareholders of all the required data that may be requested by the shareholders regarding the implementation of good governance and management in the Bank.

The Bank has among its policies to continuously disclose any data or information that requires disclosure to shareholders and investors. It includes the Bank setting its policy regarding dealing with conflicts of interest in accordance with the requirements of Paragraph No. 2 of Article 25 of the Corporate Governance Code.

7.4 Governance Structure, Performance, and Remuneration

Article (66) of the Bank's articles of association stated that a minimum percentage of 5% of the profits must be distributed to Shareholders. The Bank has a policy for distributing profits to shareholders. The bank has distributed dividends to shareholders equivalent to 50% of the capital as a return on the share, which is approximately 60% of the net annual profits for the year 2024.

Article 20 of the articles of association also states that the right to receive profits is for all shareholders in the bank records. The shareholder is entitled to his share of the profits in accordance with the Bank's articles of association, the regulations set by the Qatar Financial Markets Authority "QFMA" and the Qatar Stock Exchange "QE", i.e., for the shareholders registered in the shareholders register with the depository at the end of the trading day of the general assembly of shareholders.

For the year ended December 31st, 2024, the remuneration of the Chairman and members of the Board of Directors was paid at a rate not exceeding 1.7% of the net profit of the previous fiscal year, including an amount of (17.200.000) Qatari Riyals.

Remuneration for the fiscal year 2024 was distributed equally among the members of the Board of Directors and the share of two members to His Excellency the Chairman, in addition to the allowances for attending the Board meetings. Ten thousand riyals are paid for each meeting attended, with a maximum of 300 thousand riyals for the board and all committees of the board.

The remuneration of the board, and in particular the attendance allowance, depends on the number of the member's participation in the Board of Directors. The financial compensation of the QIIB employees, including the executive management, amounted to (38.562.000) Qatari Riyals.

7.5 ESG Governance

The methodology for developing our ESG governance structure is based on a holistic approach to sustainability, with a joined-up structure that operates across the Bank. We understand the importance of a clear and robust ESG governance structure, which is an essential component for long-term success. In this regard, the Bank has established a dedicated ESG Committee to drive communication and oversee the implementation of the ESG manual and commitments.

The ESG committee is the forum for executive consideration of ESG strategy with the authority to oversee ESG manual implementation. The ESG Committee shall meet every quarter and is headed by the Chief Executive Officer. The day-to-day implementation of the ESG Manual shall be a Bank-wide activity involving coordination of the ESG unit within the Risk Sector with all the control, corporate, and operational functions. The roles and responsibilities of the committee can be summarized by the following:

- Review and recommend strategies to implement the ESG manual and related procedures.
- Defines and drives the implementation of the ESG strategy.
- Analyze the operational impact of the ESG proposed strategies on the Bank.
- Approve proposed strategies
- Review and approve manual exceptions.
- Define risk tolerance and accept or reject the risk related to ESG that impacts the Bank's operations
- Review and initially approve the Bank's annual sustainability report and CSR report.

7.6 Audit and Control Environment

The internal audit sector is considered the third line of defense and one of the most important control sectors in the Bank. The internal audit reports directly to the Audit Committee by appointing the head of the audit sector, after the approval of the Qatar Central Bank. The Audit Committee is solely responsible for appointing the internal audit staff and determining their salaries and remunerations, promotions or termination of their services, and all administrative or financial matters related to these employees in accordance with the resource policies approved by the Board of Directors in order to achieve complete independence of the internal audit department. The internal auditors are specialists in audit matters and have high professional and personal qualifications, which contribute to improving the Bank's performance level.

The Bank enjoys an integrated, sound, and effective internal control system in terms of design and application. This system is continuously evaluated and improved to increase its effectiveness whenever it becomes clear. The existence of control gaps or opportunities, both in terms of policies and procedures, allows the Bank to update and review these policies and procedures periodically to verify their sufficiency and suitability. The Bank follows up on the latest Banking and financial technologies and any developments in electronic services, to update the electronic systems implemented in most of the Bank's operations that aid in reducing errors and fraud opportunities. Additionally, the Bank has specialized sectors in the field of internal audit compliance and risk management, which enhances the effectiveness of the intrusive audit process:

- The existence of an effective audit committee emanating from the Board of Directors that supervises the internal and external auditors to enhance their independence and submit reports periodically and regularly on the units and activities under review. The adequacy and effectiveness of the internal control system is continuously reviewed by the audit group. According to an annual plan under the supervision of the financial sector and with the support of the supervisory sectors in the Bank as aspects of internal control are reviewed periodically by the external auditors as well as examinations carried out by the Qatar Central Bank.
- Paying the Bank's management sufficient attention to the results of the internal control system review, which is represented in the extent of its adequacy and the effectiveness of some control measures, especially if there are cases of failure. The Bank is diligent with any observations that are seriously revealed and work to follow up on correcting them by setting controls to ensure that they are not repeated.

7.7 Protection of Shareholders' and Stakeholders' Rights

The Bank equalized the shareholders in the rights arising from the ownership of the shares in regard to the applicable laws and regulations. According to the updated Bank's articles of association, there is no discrimination from a shareholder to other shareholders, including voting on decisions or in voting for the selection of members of the Board of Directors

The articles of association provide information that the board of directors must deliver to the shareholders' access to information, and may be requested in a manner that does not harm the interests of the Bank. Article 37 ensures the availability of information to shareholders before a week from the shareholders' general assembly meeting to enable them to exercise their rights, in addition to publishing quarterly, semi-annual, and annual financial statements in the local newspapers, on the Bank's website, and on the Qatar Stock Exchange website

The articles of association stipulate in Article 77 that the shareholder has the right to obtain information, as each shareholder has the right to receive information that enables them to exercise their rights in full, without prejudice to the rights of other shareholders or harming the interests of the Bank.

7.8 Regulatory Compliance and Anti-Financial Crimes

Compliance Culture

QIIB is committed to fostering a strong culture of compliance and ethical conduct, which is integral to its sustainability principles and strategic vision. This commitment is embedded in the Compliance & Anti-Financial Crimes sector's annual plan and reinforced through a "Tone from the Top" approach, demonstrating clear support from the board and senior management. The bank provides multiple secure & confidential whistleblowing channels for reporting violations or concerns, ensuring transparency and accountability. The sector operates with full independence, enhancing its effectiveness in maintaining a sustainable compliance framework and upholding the highest ethical standards.

Regulatory Compliance

Regulatory compliance is a cornerstone of QIIB's sustainability efforts. The Compliance & Anti-Financial Crimes sector ensures strict adherence to regulatory requirements, aligning the bank's framework with both local mandates and internationally recognized best practices.

QIIB rigorously enforces Know Your Customer (KYC), due diligence, and customer identification measures to safeguard the integrity of its operations. The board of directors upholds stringent policies against bribery, corruption, and conflicts of interest, with oversight provided by the Compliance & Anti-Financial Crimes sector to ensure full regulatory compliance.

Anti-Money Laundering, Counter-Terrorist Financing, and Arms Proliferation

QIIB employs industry-leading methodologies and advanced analytics to monitor and assess customer data and behaviors, assigning risk scores and identifying suspicious activities through automated detection systems. All flagged cases undergo thorough investigation, with timely reporting to the relevant authorities. The bank implements a robust risk-based approach, integrating comprehensive risk assessments and mitigation strategies to strengthen its defenses against financial crimes.

Fraud Detection and Prevention

To proactively combat fraud, QIIB collaborates closely with regulatory bodies, law enforcement agencies, and industry partners to stay ahead of emerging fraud risks and threats. The bank leverages cutting-edge fraud monitoring technologies and enforces stringent internal controls to prevent unauthorized transactions and financial misconduct. Ongoing fraud risk assessments further enhance the bank's ability to detect and mitigate potential threats effectively.

In summary, QIIB's comprehensive compliance & Anti-Financial Crime framework reinforces ethical banking practices, regulatory adherence, and fraud prevention, ensuring long-term sustainability and institutional integrity. The bank prioritizes continuous training and capacity-building initiatives across all levels, equipping employees with the knowledge and skills necessary to uphold effective compliance and anti-financial crime responsibilities.

7.9 Risk Management (Resilience, Cybersecurity, and Data Privacy)

Business continuity and Resilience management

It is a QIIB framework that provides the ability to respond to disasters in a way that guarantees the interests of the Bank, its assets, customers, and reputation through studying key impacts of an interruption and the provision of mechanisms, plans, and policies to ensure the ability to respond to these situations. With the cooperation of various stations to develop alternative procedures and work sites to ensure its effectiveness by conducting the necessary periodic drills in addition to preparing the continuity plans, and coordination of the recovery and remedial actions.

Cyber Security management

It is a QIIB framework that covers cybersecurity events that may affect the bank, its clients, business partners, or staff. Cyber security framework is designed to enable a quick and effective response to cyber-attacks with the objective to minimize the loss, leakage, or disruption, and to use insights gained from handling incidents to continuously improve the bank's cyber security capabilities.

Data privacy

It is a QIIB framework for advising on and monitoring the lawful collection, processing, and use of personal data by the bank's business divisions. This framework also defines data protection principles and sets consistent requirements and minimum control standards to comply with applicable data protection laws and regulations

7.10 ESG Regulatory and strategic alignment

The Qatar Central Bank (QCB), through its Third Financial Sector Strategy, is actively advancing sustainability initiatives in alignment with Qatar National Vision 2030 and global ESG standards. As part of its strategic priorities, QCB is promoting sustainable finance by encouraging sustainable sukuk and ESG-compliant banking practices across Qatar's financial sector. Recognizing the growing importance of ESG-related risks, QCB has been working to integrate ESG risk management into its regulatory framework, urging financial institutions to assess and disclose their exposures in line with international standards. Looking ahead, QCB remains focused on strengthening sustainable finance regulations, enhancing ESG risk management frameworks, and fostering innovation through various partnerships. By prioritizing these efforts, QCB aims to ensure that Qatar's financial sector remains resilient, inclusive, and well-positioned to support the transition to a sustainable economy. As a committed partner in this journey, our bank will continue to align our operations and offerings with QCB's strategic direction, ensuring we contribute effectively to Qatar's sustainable economic growth

In response to QCB's Third Financial Sector Strategy and the multiple directives, we have amended our bank's strategy to fully align with these national priorities. This includes a fully dedicated sustainability pillar, which includes enhancing product diversity through innovative sustainable finance solutions, accelerating our digital transformation to improve customer experience and operational efficiency, and optimizing our operating model to ensure agility and cost-effectiveness. These strategic adjustments demonstrate our commitment to supporting QCB's vision for a more diversified, technologically advanced, and sustainable financial ecosystem.

8. Appendices

8.1 GRI index

GRI Code	Disclosure Title	Location	Page Number
Core Disclosures			
GRI 2-1	Organizational details	Section 2: QIIB at a Glance	P. 9 -11
GRI 2-2	Entities included in the organization's sustainability reporting		N/A
GRI 2-3	Reporting period, frequency, and contact	Section 1: About this Report	P. 5
GRI 2-4	Restatements of information		N/A
GRI 2-5	External assurance		N/A
GRI 2-6	Activities, value chain, and business relationships	Section 2: QIIB at a Glance	P. 9 - 11
GRI 2-7	Employees	Section 5: Creating Social Shared Value - Empowering our Employees	P. 28
GRI 2-8	Workers who are not employees	Section 5: Creating Social Shared Value	P. 28
GRI 2-9	Governance structure and composition	Section 7: Leadership and Governance	P. 36 - 43
GRI 2-10	Nomination and selection of the highest governance body	Section 7: Leadership and Governance - Nomination and Governance Committee	P. 37

GRI 2-11	Chair of the highest governance body	Section 7: Leadership and Governance - Board Committees	P. 36 - 37
GRI 2-12	Role of the highest governance body in overseeing sustainability	Section 7: Leadership and Governance - Board Committees	P. 36 - 37
GRI 2-13	Delegation of responsibility for managing impacts	Section 7: Leadership and Governance - QIIB's Governance Principles and Framework Section 7: Leadership and Governance - Board Committees	P. 36 - 37
GRI 2-14	Role of the highest governance body in sustainability reporting	Section 7: Leadership and Governance - QIIB's Principles and Framework Section 7: Leadership and Governance - Board Committees	P. 36 - 37
GRI 2-15	Conflicts of interest	Section 7: Leadership and Governance - Values, Conduct, and Conflict of Interest	P. 39
GRI 2-16	Communication of critical concerns		N/A
GRI 2-17	Collective knowledge of the highest governance body	Section 7: Leadership and Governance	P. 36 - 37
GRI 2-18	Evaluation of the performance of the highest governance body	Section 7: Leadership and Governance - Nomination and Governance Committee	P. 37

GRI 2-19	Remuneration policies	Section 7: Leadership and Governance - Governance Structure, Performance, and Remuneration Section 7: Leadership and Governance - Remuneration and Compensation Committee	P. 38 - 40
GRI 2-20	Process to determine remuneration	Section 7: Leadership and Governance - Remuneration and Compensation Committee	P. 38
GRI 2-21	Annual total compensation ratio	Section 7: Leadership and Governance - Governance Structure, Performance, and Remuneration	P. 39
GRI 2-22	Statement on sustainable development strategy	Section 1: About This Report- A Message from the Chairman and CEO	P. 6 - 7
GRI 2-23	Policy commitments	Section 3: Strategy Direction and Performance - Sharia Compliant Sustainability	P. 16
GRI 2-24	Embedding policy commitments	Section 7: Leadership and Governance - ESG Governance	P. 39
GRI 2-25	Processes to remediate negative impacts		N/A
GRI 2-26	Mechanisms for seeking advice and raising concerns	Throughout the Report	

GRI 2-27	Compliance with laws and regulations	Section 7: Leadership and Governance - Regulatory Compliance and Anti-Financial Crimes	P. 41
GRI 2-28	Membership associations		The Bank is a member of Institute of International Finance, and the Arab Bankers Association
GRI 2-29	Approach to stakeholder engagement	Section 3: Strategy Direction and Performance - Stakeholders Engagement	P. 16 - 17

GRI 3: Material Topics 2021

GRI 3-1	Process to determine material topics	Section 3: Strategy Direction and Performance - Materiality Assessment and Matrix	P. 18 - 19
GRI 3-2	List of material topics	Section 3: Strategy Direction and Performance - Materiality Assessment and Matrix	P. 18 - 19

GRI 3: Material Topics 2021

GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Section 4: Leading Economic Advancement - QIIB Financial Performance	P. 21 - 23
	201-2 Financial implications and other risks and opportunities due to climate change	Section 6: Preserving our Environment - Overview and Introduction	P. 34
	201-3 Defined benefit plan obligations and other retirement plans		N/A
	201-4 Financial assistance received from government		N/A

GRI 3: Material Topics 2021

GRI 202: Market Presence 2016	202-1 Ratios of standard entry-level wage by gender compared to local minimum wage		N/A
	202-2 Proportion of senior management hired from the local community	Section 7: Leadership and Governance - Board of Directors	P. 36 - 37

GRI 3: Material Topics 2021

GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Section 1: About this Report - A Message from the CEO	P. 7
	203-2 Significant indirect economic impacts	Section 5: Creating Social Shared Value	P. 25 - 26

GRI 3: Material Topics 2021

GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Section 8: Appendices - Qatar Stock Exchange ESG Performance Metrics	P. 51
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GRI 3: Material Topics 2021

GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Section 8: Appendices - Qatar Stock Exchange ESG Performance Metrics (QSE)	P. 50
	205-2 Communication and training about anti-corruption policies and procedures	Section 8: Appendices - Qatar Stock Exchange ESG Performance Metrics	P. 50

GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	Section 8: Appendices - Qatar Stock Exchange ESG Performance Metrics	P. 50
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GRI 3: Material Topics 2021

GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Section 8: Appendices - Qatar Stock Exchange ESG Performance Metrics (QSE)	P. 50
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GRI 3: Material Topics 2021

GRI 302: Energy 2016	302-1 Energy consumption within the organization	Section 6: Preserving our Environment - Energy & Water Consumption and Management	N/A
	302-2 Energy consumption outside of the organization		N/A
	302-3 Energy intensity	Section 6: Preserving our Environment - Energy & Water Consumption and Management	P.35
	302-4 Reduction of energy consumption	Section 6: Preserving our Environment - QIIB Environmental Work Methodology	P. 34
	302-5 Reductions in energy requirements of products and services	Section 6: Preserving our Environment - Energy & Water Consumption and Management	P. 35

GRI 3: Material Topics 2021

GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Section 6: Preserving our Environment - QIIB Environmental Work Methodology	P. 35
	303-2 Management of water discharge-related impacts		N/A
	303-3 Water withdrawal		N/A
	303-4 Water discharge	Section 6: Preserving our Environment - 6.1 Energy & Water Consumption and Management	P. 35
	303-5 Water consumption	Section 6: Preserving our Environment - QIIB Environmental Work Methodology	P. 35

GRI 3: Material Topics 2021

GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions		N/A
	305-2 Energy indirect (Scope 2) GHG emissions		N/A
	305-3 Other indirect (Scope 3) GHG emissions		N/A
	305-4 GHG emissions intensity		N/A
	305-5 Reduction of GHG emissions	Section 6: Preserving our Environment - Greenhouse Gas Emissions	P. 35

GRI 305: Emissions 2016	305-6 Emissions of ozone-depleting substances (ODS)		N/A
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions		N/A

GRI 3: Material Topics 2021

GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Section 6: Preserving our Environment - Waste Management	P. 35
	306-2 Management of significant waste-related impacts	Section 6: Preserving our Environment - QIIB Environmental Work Methodology Section 6: Preserving our Environment - Waste Management	P. 35
	306-3 Waste generated		N/A
	306-4 Waste diverted from disposal	Section 6: Preserving our Environment - QIIB Environmental Work Methodology	P. 35
	306-5 Waste directed to disposal		N/A

GRI 3: Material Topics 2021

GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria		N/A
	308-2 Negative environmental impacts in the supply chain and actions taken		N/A

GRI 3: Material Topics 2021

GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Section 8: Appendices - Qatar Stock Exchange ESG Performance Metrics (QSE)	P. 49
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Section 5: Creating Social Shared Value - Empowering our Employees	P. 28
	401-3 Parental leave		N/A

GRI 3: Material Topics 2021

GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes		N/A
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GRI 3: Material Topics 2021

GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Section 5: Creating Social Shared Value - Empowering our Employees	P. 30
	403-2 Hazard identification, risk assessment, and incident investigation	Section 5: Creating Social Shared Value - Empowering our Employees	P. 30
	403-3 Occupational health services	Section 5: Creating Social Shared Value - Empowering our Employees	P. 30
	403-4 Worker participation, consultation, and communication on occupational health and safety		N/A

GRI 3: Material Topics 2021

GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Section 8: Appendices - Qatar Stock Exchange ESG Performance Metrics	P. 49
	404-2 Programs for upgrading employee skills and transition assistance programs	Section 5: Creating Social Shared Value - Empowering our Employees	P. 29
	404-3 Percentage of employees receiving regular performance and career development reviews	Section 5: Creating Social Shared Value - Empowering our Employees	P. 29

GRI 403: Occupational Health and Safety 2018	403-5 Worker training on occupational health and safety	Section 5: Creating Social Shared Value - Empowering our Employees	P. 31
	403-6 Promotion of worker health	Section 5: Creating Social Shared Value - Empowering our Employees	P. 30
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Section 5: Creating Social Shared Value - Empowering our Employees	P. 30
	403-8 Workers covered by an occupational health and safety management system	Section 5: Creating Social Shared Value - Empowering our Employees	P. 30
	403-9 Work-related injuries	Section 8: Appendices - Qatar Stock Exchange ESG Performance Metrics	P. 49
	403-10 Work-related ill health		N/A

GRI 3: Material Topics 2021

GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Section 5: Creating Social Shared Value - Empowering our Employees	P. 28
	405-2 Ratio of basic salary and remuneration of women to men	Section 8: Appendices - Qatar Stock Exchange ESG Performance Metrics	P. 50

GRI 3: Material Topics 2021

GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken		For the reporting period, the Bank did not record any incidents of discrimination. No corrective actions were required.
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GRI 3: Material Topics 2021

GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk		N/A
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GRI 3: Material Topics 2021

GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Section 8: Appendices - Qatar Stock Exchange ESG Performance Metrics	P. 49
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GRI 3: Material Topics 2021

GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor		N/A
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GRI 3: Material Topics 2021

GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	Section 8: Appendices - Qatar Stock Exchange ESG Performance Metrics (QSE)	N/A
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GRI 3: Material Topics 2021

GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples		N/A
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GRI 3: Material Topics 2021

GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessment, and development programs	Section 3: Strategy Direction and Performance - Key Corporate Social Responsibility (CSR) Initiatives Highlights	P. 20
	413-2 Operations with significant actual and potential negative impacts on local communities		N/A

GRI 3: Material Topics 2021

GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria		N/A
	414-2 Negative social impacts in the supply chain and actions taken		N/A

Table 11: GRI index

GRI 3: Material Topics 2021			
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data		N/A

Table 11: GRI index

8.2 Qatar Stock Exchange ESG Performance Metrics

In recent years, sustainability factors have become increasingly important. More and more, investors are looking at the extent to which companies are able to operate and develop their businesses in a sustainable way. Due to this, Qatar Stock Exchange (“QSE”) introduced an ESG Guidance to assist listed companies wishing to incorporate ESG reporting into their existing reporting processes. We have mapped our sustainability report and our sustainability performance to QSE ESG reporting Guidelines, and other standardized KPIs as per the below:

ESG Category	QSE Area	Measure	2024 Response
Environmental	Environmental Policy	Does the company publish and follow an environmental policy? Yes/No	Yes
	Environmental Impacts	Any legal or regulatory responsibility for an environmental impact: Yes/No If yes, explain	No
	Energy Consumption	Total amount of energy usage in MWh or GJ	4,709 MWh
	Energy Intensity	Amount of energy used per M3 of space, and per FTE	7.17 MWh/FTE
	Carbon/GHG Emissions	Total amount of Carbon and Green House Gas emissions in metric tons	N/A
	Primary Energy Source	Specify the primary source of energy used by the company	Electricity
	Renewable Energy Intensity	Specify the percentage of energy used that is generated from renewable sources	0%
	Water Management	Total amount of water consumption, and details in respect of recycling if any, in M3	9387 M3

Environmental	Waste Management	Total amount of waste generated, recycled or reclaimed, by type and weight /kg	149,712
	Full Time Employees	Number of full-time employees	442
	Employee Turnover Rate	Percentage of employee turnover	8.10%
	Employee Training Hours	Total number of hours of training for employees divided by the number of employees	15.92 Hours/Employee
	Health	Does the company publish and follow a policy for occupational and global health issues? Yes/No	No
	Injury Rate	Total number of injuries and fatal accidents relative to the number of FTEs	0
	Human Rights Policy	Disclosure and adherence to a Human Rights Policy	Yes
	Human Rights Violations	Number of grievances about human rights issues filed, addressed and resolved	0
	Child & Forced Labour	Does the company prohibit the use of child or forced labour throughout the supply chain? Yes/No	Yes
	Women in the Workforce	Percentage of women in the workforce	16.51%
Social	Qatarization	Percentage of Qatari nationals in the workforce	25%
	Community Work	Number of hours spent, and/or other community investments made as a percentage of pre-tax profit	N/A
	Local Procurement	Percentage of total procurement from local suppliers	92.54%

ESG Category	QSE Area	Measure	2023 Response
Governance	Board – Diversity	Percentage of Board seats taken by women	0%
	Board – Independence	Percentage of Board seats taken by independent directors	27.3%
	Board – Separation of Powers	Specify whether the CEO is allowed to sit on the Board, act as the Chairman, or lead committees	No
	Voting Results	Disclosure of the voting results of the latest AGM	Yes
	Gender Pay Ratio	Ratio of median male salary to median female salary	0.91:1
	Incentivized Pay	Specify the links between (executive) remuneration and performance targets	Yes
	Ethics Code of Conduct	Does the company publish and follow an Ethics Code of Conduct? Yes/No	Yes
	Supplier Code of Conduct	Does the company publish and follow a Supplier Code of Conduct? Yes/No	No
	Bribery/ Anti-Corruption Code	Does the company publish and follow a Bribery/ Anti-Corruption Code? Yes/No	Yes
	Board anti-corruption policy oversight	The board has oversight of anti-corruption policy that covers elements/types of corruption, including bribery, and anti-corruption comprehensively	Yes
	Due diligence of new business partners	Due diligence of new business partners addresses corruption by covering elements/types of corruption, including bribery, and anti-corruption comprehensively	Yes
	Confidential or anonymous whistleblowing	Elements/types of corruption, including bribery, and Anti-corruption comprehensively	Yes

Governance	Communication of anti-corruption policy	Policy is communicated to all employees, and covers Elements/types of corruption, including bribery, and anti-corruption comprehensively	Yes
	intermediaries (including contractors or agents)	Anti-corruption policy is communicated to intermediaries	Yes
	Disclosure of political contributions	Disclosure of the total amount and date of political contributions	N/A
	Disclosure of non-compliance with anti-corruption policy/policies	Disclosure of the number of staff disciplined or dismissed due to non-compliance with anti-corruption policy/policies	0
	Disclosure of non-compliance with anti-corruption policy/policies	Disclosure of cost of fines, penalties or settlements in relation to corruption	0
	Training for Anti-corruption	Training for staff on the anti-corruption policy covers: Elements/types of corruption including bribery, and Anti-corruption elements	Yes
	Risk assessment for Anti-corruption	Corruption risk assessment for bank operations covers: Elements/types of corruption including bribery, and Anti-corruption elements	Yes
	Procedures for Anti-corruption	Procedures are in place to address corruption in operations that are assessed to be "high risk" covering: Elements/types of corruption including bribery, and Anti-corruption elements	Yes

Table 12: QSE Indicators Mapping