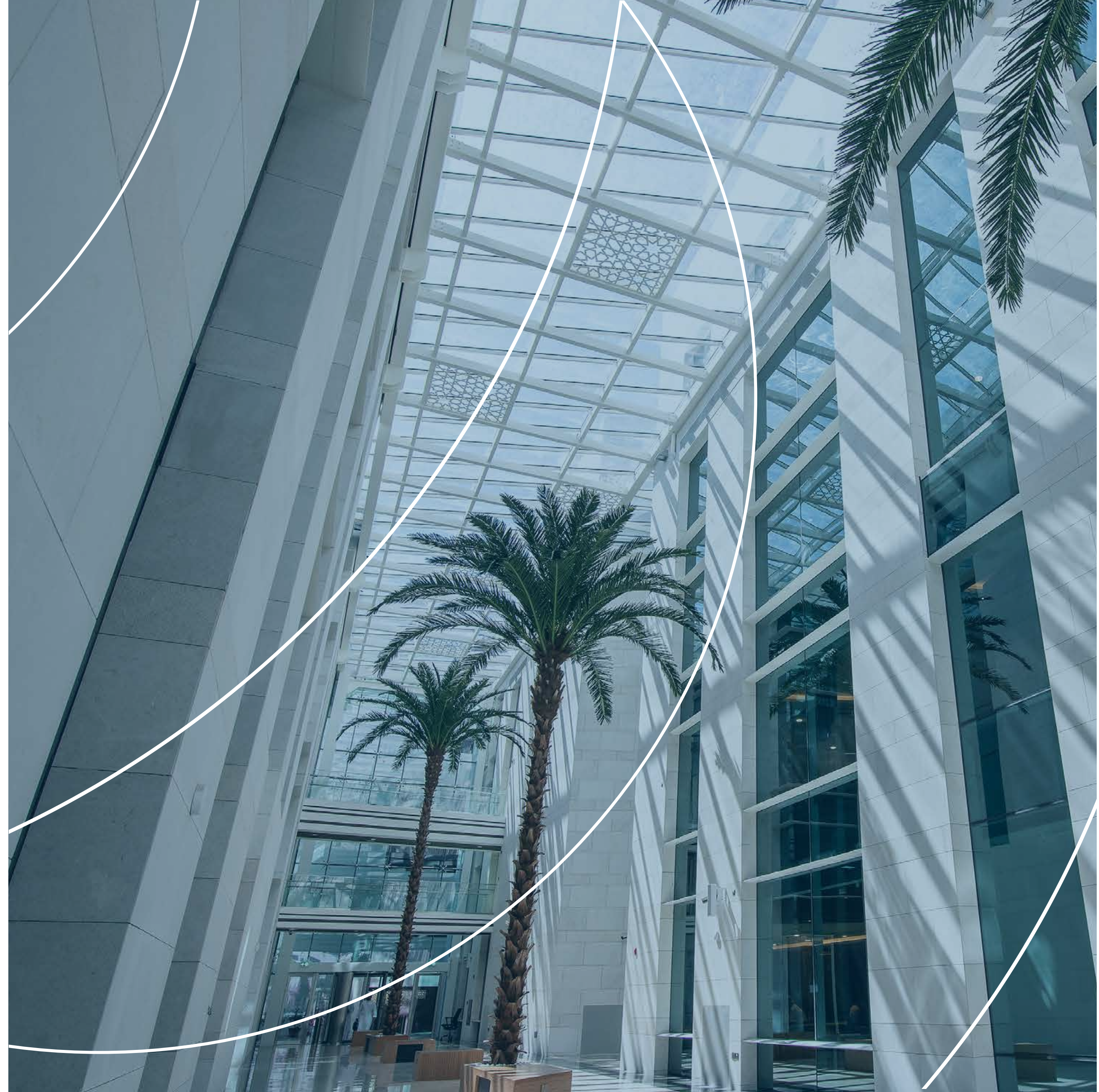


2023
AHLIBANK SAOG
ESG REPORT

TABLE OF CONTENTS

About This Report	3
CEO's Message	4
ahlibank Profile	5
Business Segments	10
Sustainability Governance	17
Stakeholder Engagement and Materiality Assessment	19
Alignment with National Goals and International Standards	23
Pillars of Sustainability	26
Environmental	27
Social	37
Governance	54
ESG Performance.....	60





About This Report

This report offers a comprehensive analysis of ahlibank SAOG's efforts and achievements in Environmental, Social, and Governance (ESG) domains for the year 2023, providing comparisons with 2022 where relevant. It is designed to transparently showcase the bank's accomplishments and identify opportunities for further improvements. All data and information are up-to-date as of 31 December 2023, unless indicated otherwise.

Scope

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards-core option, the ESG Disclosure Guidelines of the Muscat Stock Exchange (MSX), and prevailing global sustainable business practices. ahlibank's ESG initiatives are aimed at contributing to the sustainability objectives outlined in Oman Vision 2040, which are in harmony with the United Nations Sustainable Development Goals (SDGs). This report primarily addresses the bank's ESG efforts during 2022 and 2023, with financial figures reported in Omani Rial (OMR).

External Assurance

ahlibank has opted not to seek external assurance for this report. Adequate internal assurance process was adopted, involving detailed review and approval by key internal stakeholders, ensuring the report's relevance and accuracy.



Contact

For further information regarding this report, kindly contact us via email on:

info@ahlibank.om



CEO's MESSAGE

Said Abdullah Al Hatmi
Chief Executive Officer

We are honored to present ahlibank's inaugural ESG Annual Report for 2023. This milestone document not only underscores our unwavering commitment to sustainability and community engagement, but also aligns with His Majesty Sultan Haitham bin Tarik's vision for Oman's future. It showcases our significant strides in sustainability, highlighting our efforts and achievements towards fostering a diversified, sustainable economy and a resilient society.

The past year has been pivotal for global sustainability, marked by climate-change-driven extreme weather events and geopolitical challenges impacting energy and food markets worldwide. These developments have accelerated the adoption of ESG practices globally, and in response, we have revitalized our social responsibility strategy to further integrate our bank's success with the progress of our society.

Our comprehensive social responsibility efforts span entrepreneurship, youth empowerment, public health, and financial literacy, emphasizing our dedication to excellence and the strength required to support our community. As we celebrate 16 years of service, our journey of achievements demonstrates the dedication of our diverse team and the invaluable support of our stakeholders.

Looking ahead, we remain committed to enhancing our alignment with sustainability standards, further solidifying our contribution to the community and national development. Education and awareness on ESG principles across all levels of our organization remain a priority as we ensure our team is up-to-date on the latest sustainability practices. We have adopted a holistic approach to ESG, embedding these principles in our corporate strategy.

We are looking forward to provide more sustainable financing for projects related to solar, wind, and other renewables, assisting Oman toward a low-carbon and equitable economy. We foster a vibrant workplace where innovation drives every action, prioritizing employee well-being through comprehensive health and support programs. In support of the local community, we have conducted several programs engaging various segments of society. Strong corporate governance continues to be the foundation of the bank's growth, as we actively embrace international standards and best practices in accountability, fairness, responsibility, and transparency to create and maintain long-term value for our stakeholders.

Inspired by the Sultanate of Oman's Vision 2040, our actions are dedicated to positively contributing towards the sustainability goals of the nation. This aligns with our vision to drive the economic and social development of Oman, paving our way forward in alignment with global sustainability trends.

ahlibank Profile



2023
ESG REPORT

Core Values



Vision

To be a vibrant and innovative center of banking in Oman to drive the economic and social development.



Mission

To be a trusted and preferred banking partner, dedicated to creating unique value for our employees, customers, shareholders, and society.



INNOVATION

Consistently explore and implement creative and forward-thinking solutions to improve processes, products and services.



INTEGRITY

Upholding the highest ethical standards, transparency, and trustworthiness in everything we do.



EXCELLENCE

Striving for excellence in all aspects of our work through delivering exceptional services, products and customer experience.



RESPONSIBILITY

Unwavering commitment to being a socially responsible and ethical financial institution that places the prosperity of the community at the forefront of its operations and decision-making processes.



SUSTAINABILITY

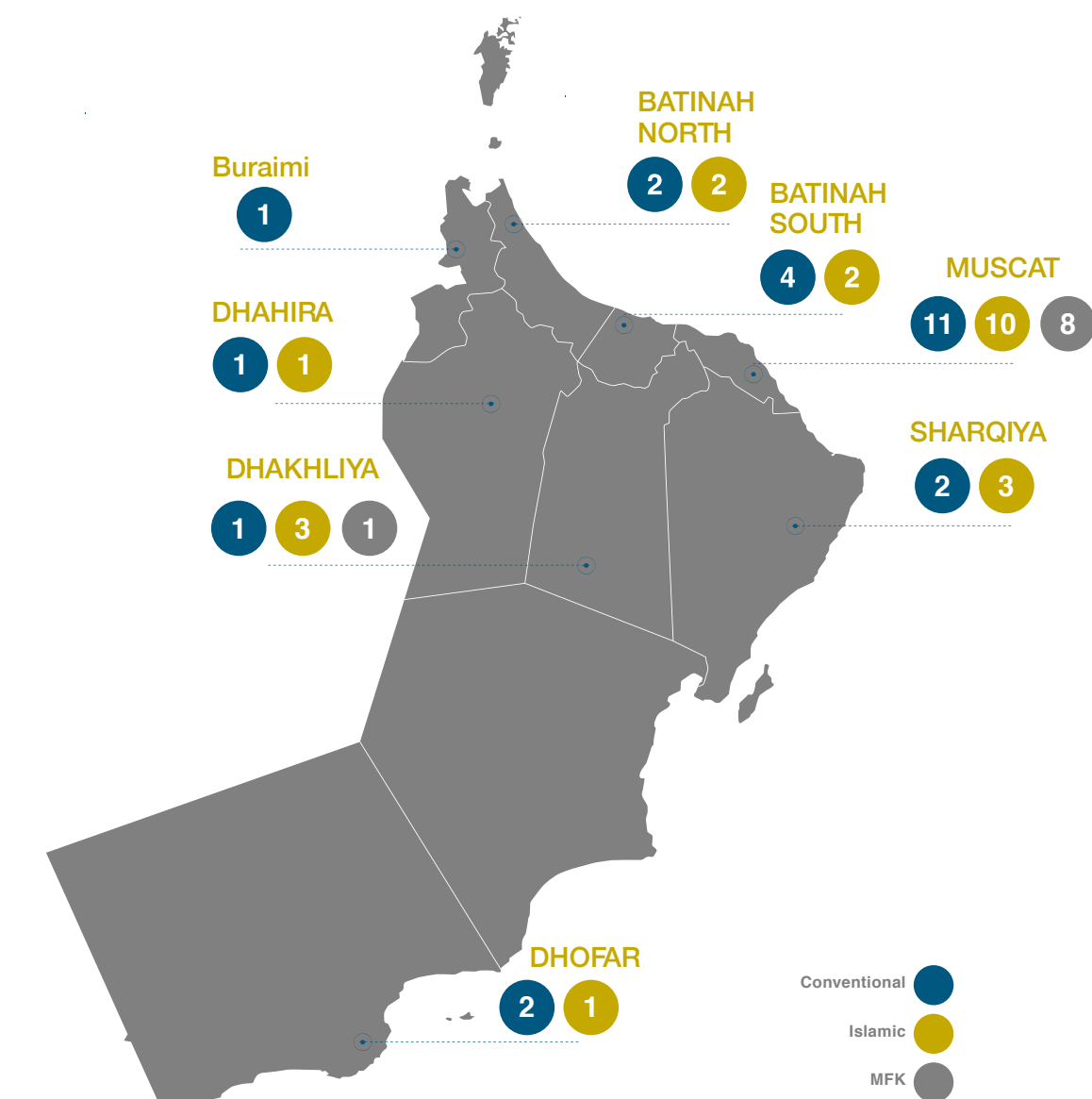
Ensuring that sustainability principles are embedded in our culture, practices, and decision-making processes

ahlibank Branch Network

ahlibank is a key financial institution in Oman with a history of contributing significantly to the country's economic and social development. The bank was established as a full-fledged commercial bank in 2007 and has grown steadily providing with a comprehensive suite of services across its 46 branches in Oman.

The strategic expansion of ahlibank reflects the commitment to optimize its presence within the Sultanate of Oman and provide seamless digital banking services.

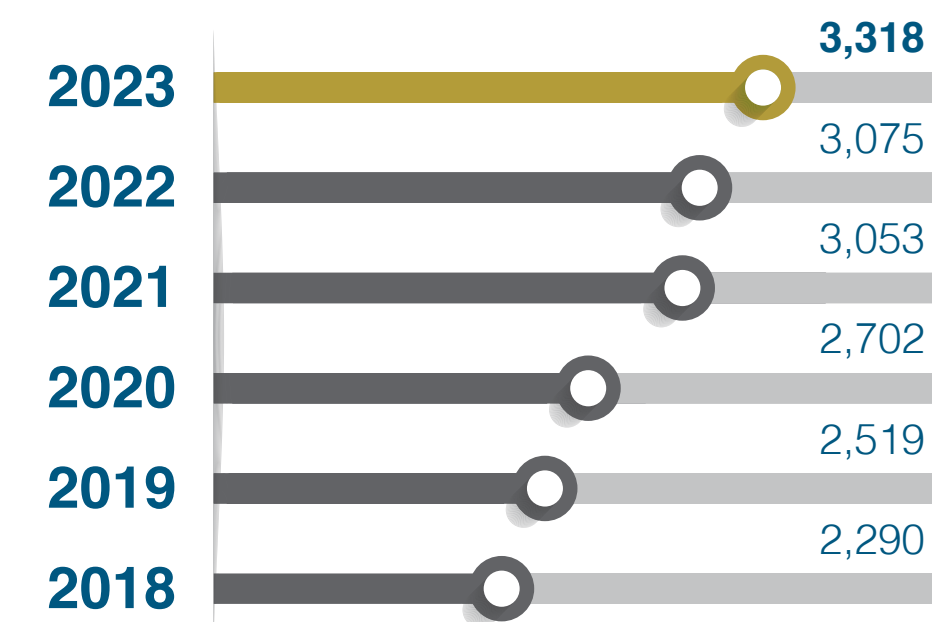
**INCREASING
FOOTPRINT
ALIGNED WITH
RETAIL GROWTH
STRATEGY**



Healthy Financial Track Record

KEY FINANCIAL INDICATOR

TOTAL ASSETS
(RO 'MN)

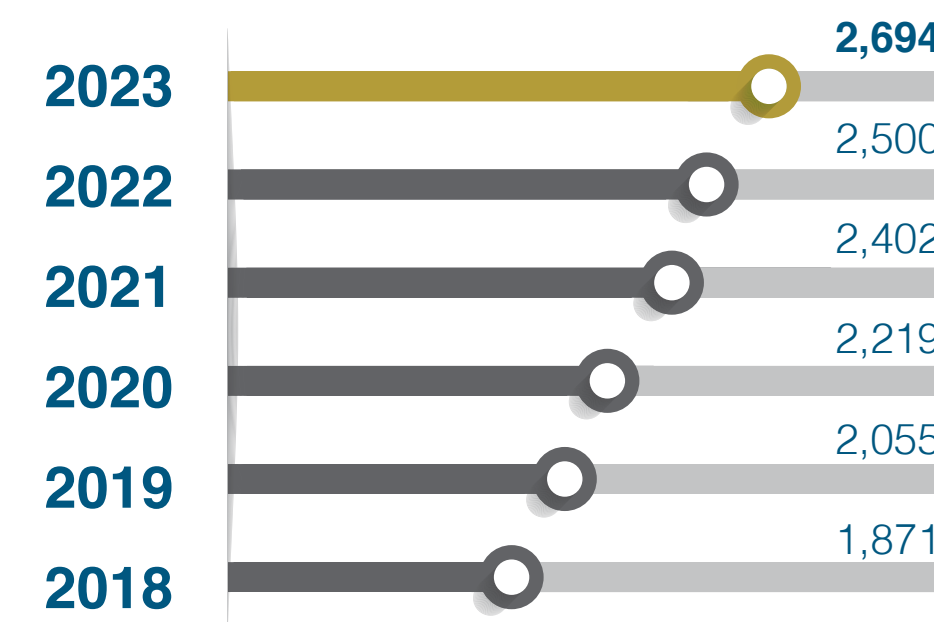


7.7%



CAGR

LOANS & ADVANCES NET
(RO 'MN)

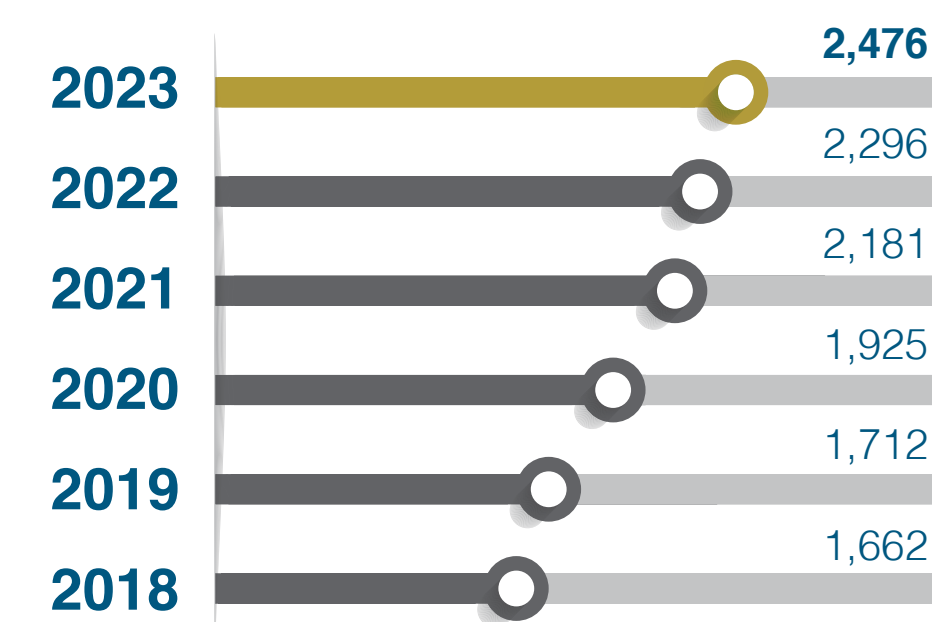


7.6%



CAGR

CUSTOMERS' DEPOSITS
(RO 'MN)

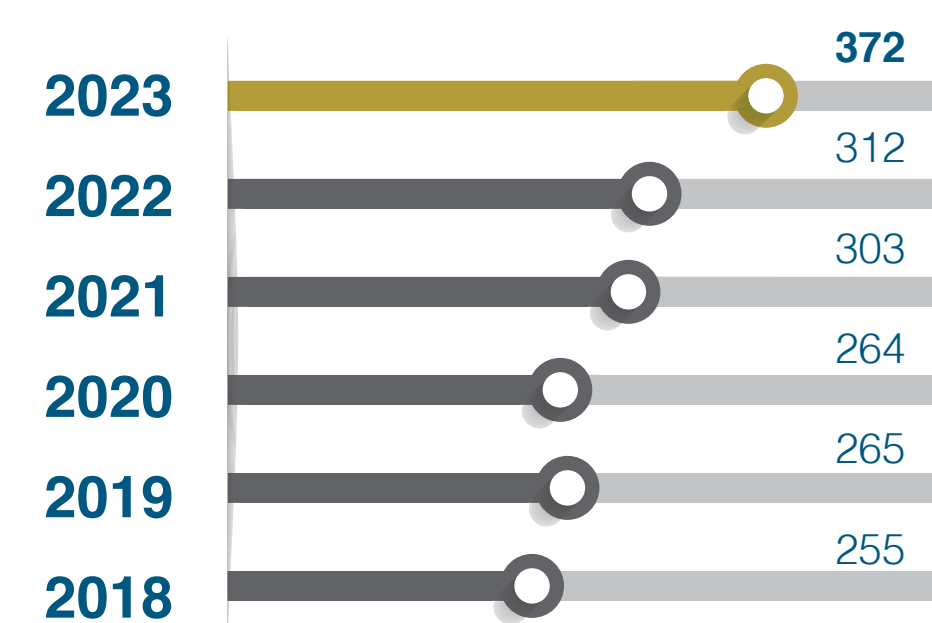


8.4%



CAGR

SHAREHOLDER'S EQUITY
(RO 'MN)

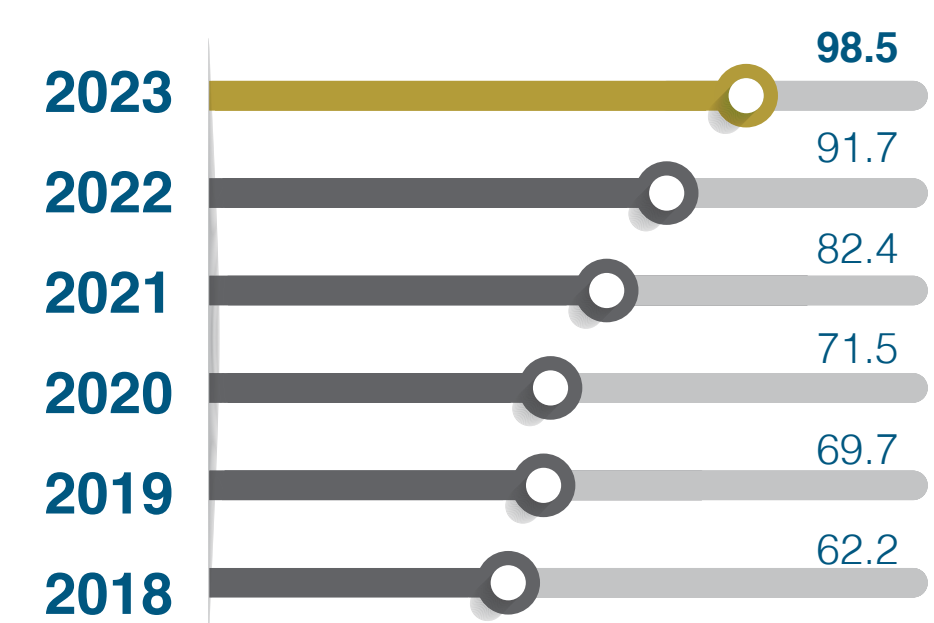


8.0%



CAGR

OPERATING INCOME
(RO 'MN)

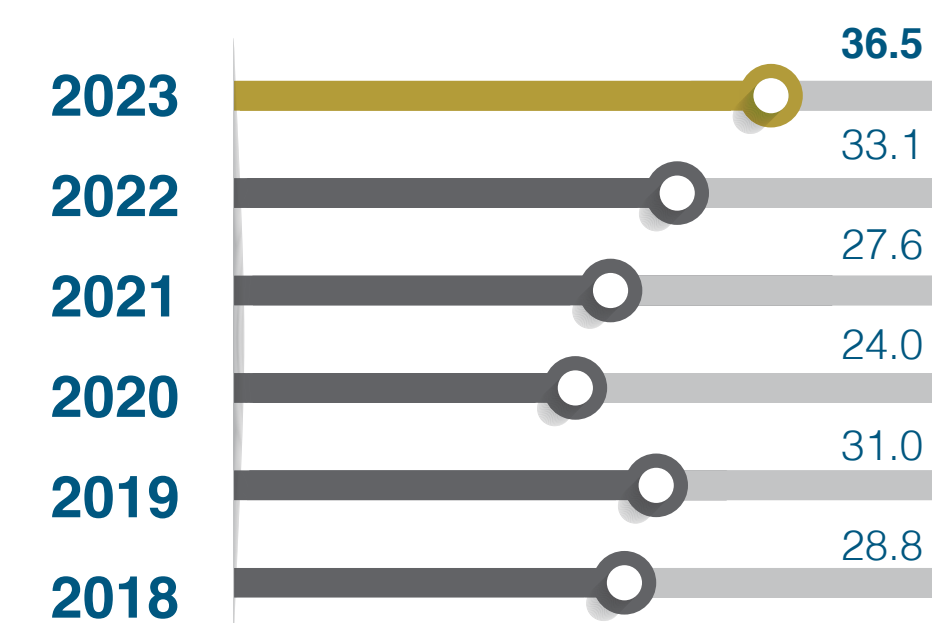


9.6%



CAGR

NPAT
(RO 'MN)



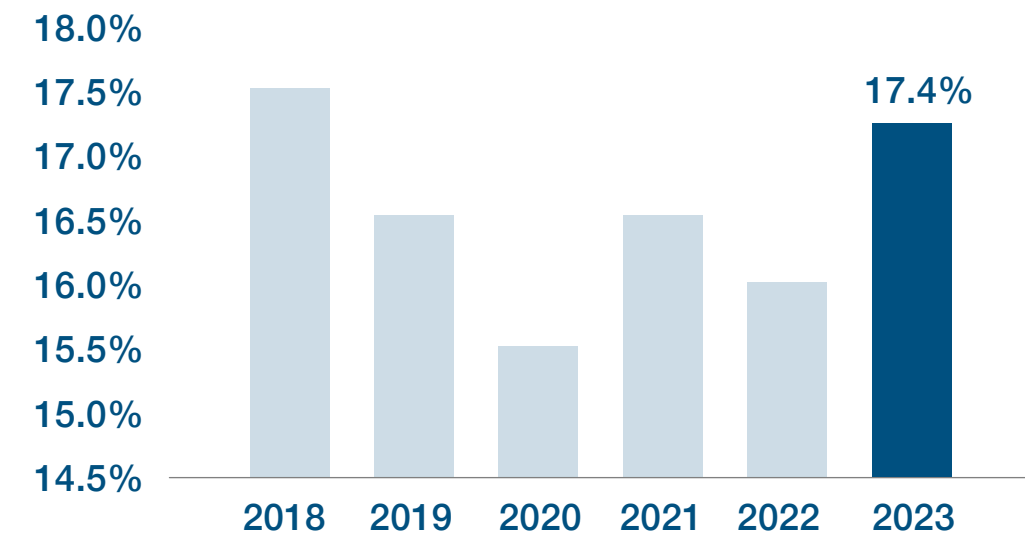
4.8%



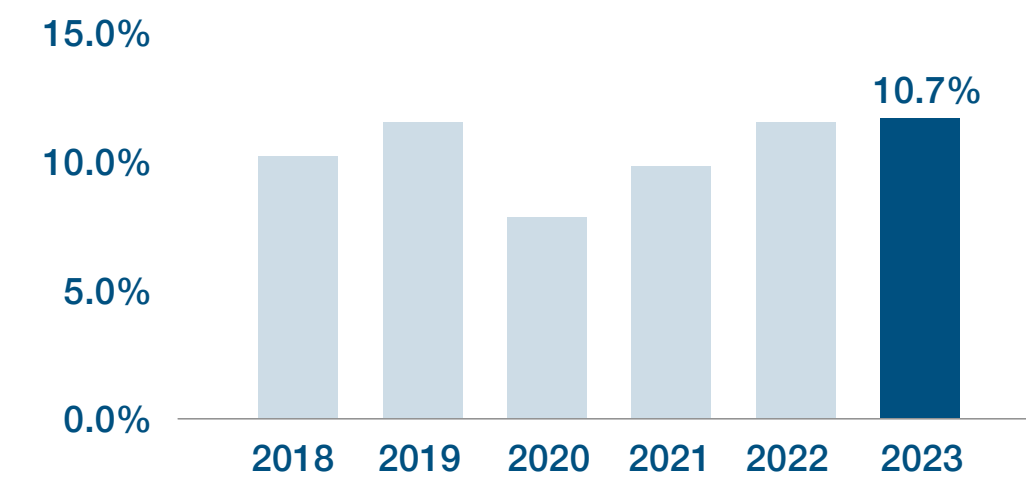
CAGR

Strong Capitalization and Consistent Returns

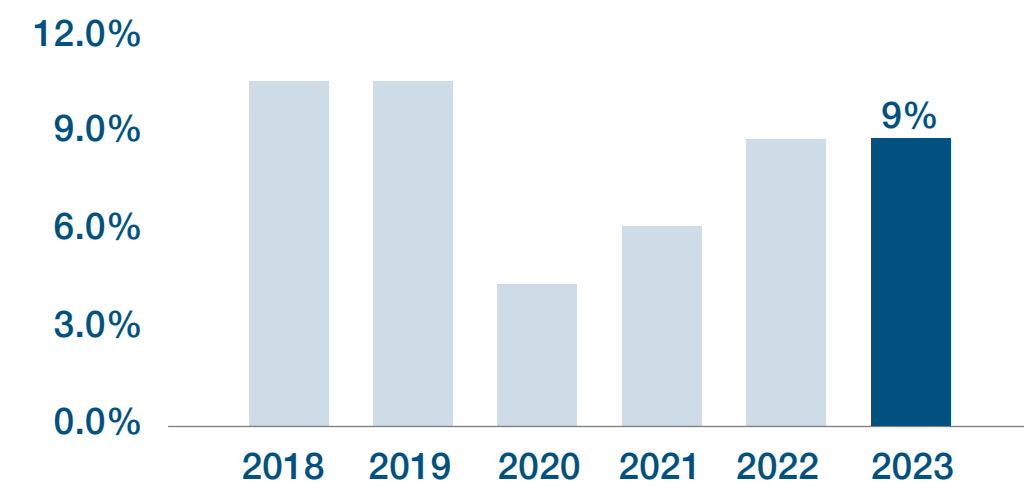
Capital Adequacy



Return on Equity

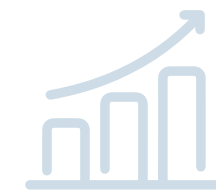


Dividends



OMR 367 Mn

Market Capitalisation
(31 December 2023)



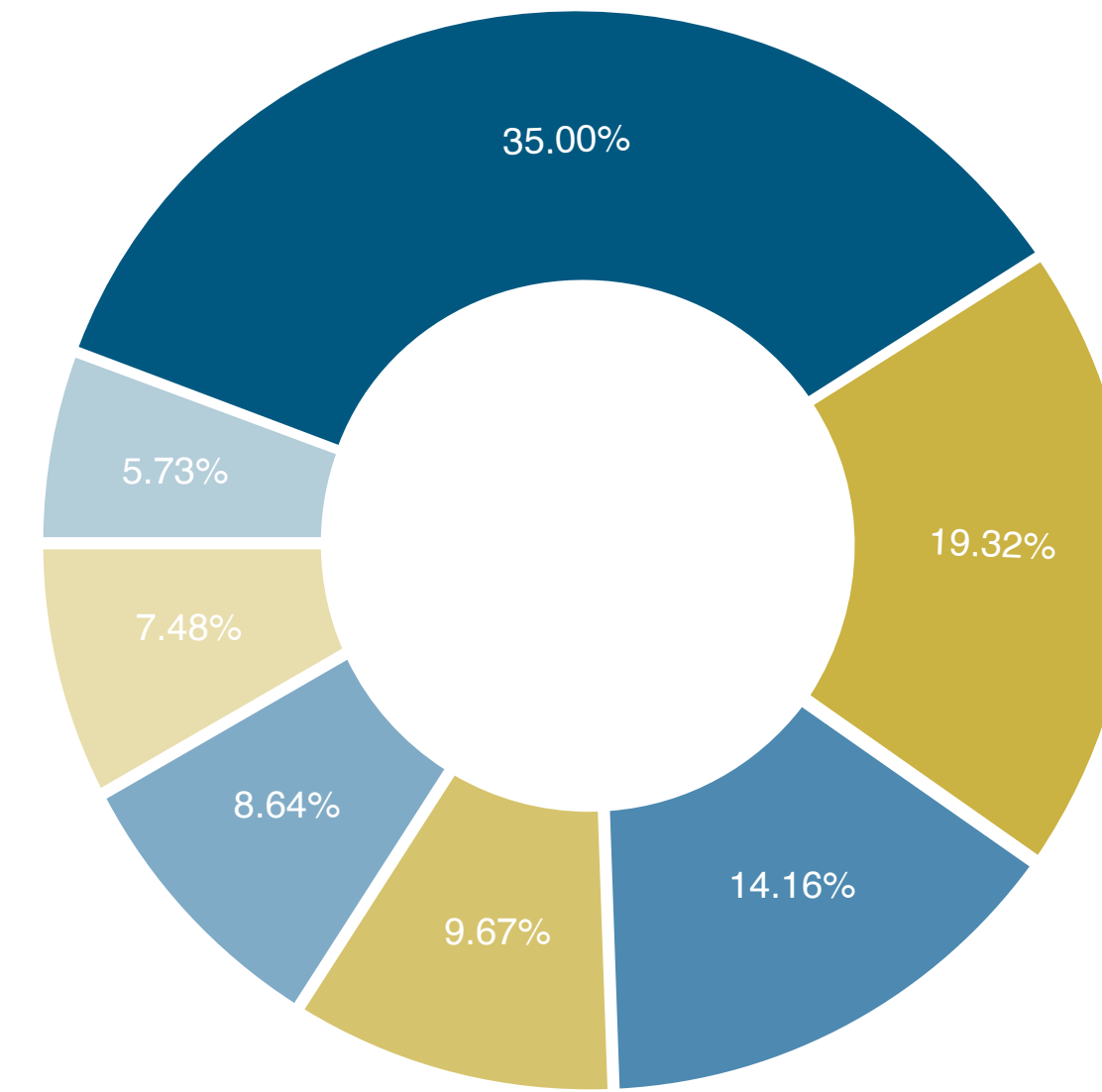
Credit Ratings

Fitch Ratings: **BB Stable**

Capital Intelligence Ratings: **BB+ Stable**



Ownership Structure



- Ahli United Bank
- Civil Service Employees - Pension Fund
- Others
- Ubhar Capital SAOC -Asset Manegment
- Al Hosn Investment Company SAOC
- Ministry of Defence - Pension Fund
- Al Hosn Business Development LLC

Business Segments

Retail Banking

ahlibank is dedicated to enhancing its product and service offerings through innovation, aiming to strengthen its market position and ensure exceptional customer experiences. The bank's strategy includes the expansion and digitalization of its network, highlighted by the launch of its first digital branch, "ahliExpress," in 2022, with more enhancements planned for 2024.

The bank's strategy includes the expansion and digitalization of its network, highlighted by the launch of its first digital branch in 2022, with two more digital branches in 2023.

These initiatives aim to increase touchpoints, provide more accessible services, support community development, and expand the bank's geographical reach, all in line with strategic growth to optimize stakeholder value over the medium term.

Key Highlights

- ✔ Emphasis on innovative product and service development.
- ✔ Diverse specialized teams across Retail, Premium, Private Banking, Wealth Management, and Islamic Banking.
- ✔ A network of 46 branches, including 22 Islamic branches, throughout Oman.
- ✔ Focus on retail network expansion, including digital branches.



Wholesale Banking

Corporate Banking, SME, FI, Investment banking

Corporate banking business, with enhanced relationship management and product delivery combined with deep insights into local and regional markets, contributes significantly to the overall growth of the bank.

The business focus is on the sectors critical to Oman in line with the national priorities set in Oman Vision 2040, to promote economic growth via diversification and private sector engagement.

Its innovative offerings and support for sustainable projects underscore a strong commitment to Oman's economic growth and environmental sustainability.

- ✔ ahlibank provides a broad array of customized services for sectors vital to Oman's Vision 2040 and diversification.
- ✔ Expert teams tailor services to meet the needs of critical economic areas.
- ✔ Features specialized divisions for Government Banking, Corporate Liabilities, and E-channels.
- ✔ Delivers a focused strategy to address the evolving requirements of key sectors.

ahlibank caters to the specific needs of corporate, commercial, and government entities.



SMEs Banking

SMEs are crucial to Oman's economy, driving employment, exports, income equity, and reducing oil dependence. Oman supports SME growth with various programs. ahlibank's "Tamkeen," a crowdfunding initiative with Beehive, supports this sector uniquely in Oman.



Government Banking

Tailors banking products and services to meet the specific needs of government bodies, including ministries and pension funds. It collaborates with Corporate Banking and offers bespoke packages for government employees through Retail, Premium, and Private Banking, ensuring their unique financial requirements are met.



FI Banking

Serves as ahlibank's global connector, fostering strategic partnerships with worldwide financial institutions to improve customer experiences and elevate the bank's global presence.





Investment Banking

Aligned with its dedication to ESG principles, the bank ensures its brokerage, corporate finance advisory, and asset management divisions support clients' financial success while committing to sustainable and responsible investment practices. This approach emphasizes economic growth, social responsibility, and environmental stewardship.

- ✔ **Asset Management**
Targets becoming Oman's top investment firm, offering tailored investment solutions like mutual funds and advisory services for institutional and high-net-worth clients.
- ✔ **Corporate Finance Advisory**
Known for expert financial advisory and fundraising in equity/debt markets and M&A, driving major transactions with innovative and industry-specific solutions.
- ✔ **Brokerage Division**
Achieved a 5th ranking in Oman's market with OMR 131 million turnover, providing specialized brokerage in Oman and the GCC and servicing a wide range at the Muscat Stock Exchange (MSX).

✔ Treasury

ahlibank's Treasury team delivers a wide range of treasury and investment services, recognized for its excellence in Oman. Offering everything from foreign exchange to customized derivative products, the team ensures top-tier service for all banking needs, aiding client success.

✔ Private Banking

Dedicated to managing clients' wealth effectively, optimizing returns while minimizing risks through personalized services. Clients receive confidential, world-class investment solutions tailored by dedicated relationship managers, supported by ongoing investment research.

✔ Wealth Management

Provides High-Net-Worth Individuals (HNWIs) with sophisticated financial solutions, offering access to international fixed-income securities, Equities, Bonds, and alternative investments through Global Mutual Funds and ETFs, in multiple currencies.



ahli Islamic

ahli islamic offers a comprehensive range of Sharia-compliant Islamic banking products and services including deposit products, consumer financing, home finance, auto finance, service Ijarah personal finance, credit cards, corporate banking, Internet banking, mobile banking and a 24/7 Contact Centre for its esteemed customers and corporate sector.

ahli islamic facilitates corporate entities providing advisory, technical services and support for the development of Sharia-compliant products for their business needs. ahli islamic offers a diverse range of Sharia-compliant products and services that cater to a wide spectrum of customer segments, including institutional, corporate, SME, and retail customers. ahli islamic's network of twenty-two dedicated branches, located in strategically important locations enables it to serve its customers effectively and efficiently.

In order to further extend its reach and cater to its premium, private, and wealth management customers, ahli islamic launched the AI Shumookh segment. The segment offers a suite of new services and benefits exclusively designed for its esteemed customers, including a dedicated relationship manager, specialized service centres, handpicked offers from select merchants, and other exciting perks. ahli islamic offers a range of innovative Sharia-compliant products in their deposits and liabilities portfolio.

ahli islamic offers cutting-edge digital services providing its customers with best-in-class, efficient, and secure banking experience. Its digital branch replaces traditional tellers with multi-functional machine, offering ahli islamic clients a unique and practical option to carry out different banking activities like opening accounts, applying for financing requests, and credit cards, paying bills, transferring money, and carrying out other banking services using the machine.

More information on ahli islamic is available at <https://ahliislamic.om/>



Sustainability Governance



Sustainability Governance

ahlibank believes that governance and accountability are key to achieving sustainable value for all stakeholders. This is reflected in the bank's corporate governance philosophy.

The Board has the overall responsibility for ESG or Sustainability strategy, overseeing executive management in developing the approach, execution and associated reporting. The Bank's Executive Management Committee (EMC) oversees the action on the sustainability roadmap and ensures the efficient management of ESG matters in the bank incorporating sustainability best practices in its core business activities and corporate culture. The EMC ensures the implementation of the bank's policies and procedures as amended from time to time that are fully compliant with the regulations, directives and guidelines of the regulators.

✔ Board of Directors Responsibility

The Board oversees the bank's ESG strategy, guiding executive management on the development, execution, and reporting of ESG initiatives.

✔ Executive Management Committee Role

Charged with implementing the sustainability roadmap, this committee ensures effective management of ESG matters and integrates sustainability into our business operations and culture.

✔ Policy & Procedure Review

We regularly update our policies and procedures to comply with the Central bank of Oman's regulations, ensuring alignment with current standards.

✔ ESG/Sustainability Strategy Adherence

Our commitment to ESG principles is unwavering, with continuous efforts to embed these standards deeply within our operational framework.

✔ Performance Monitoring System

Utilizes monthly scorecards and bi-annual reviews to maintain strategic alignment and communication, with the EMC overseeing the progress of strategic initiatives through regular KPI reviews.

✔ Bi-annual Reporting

A comprehensive report is prepared for the Board, detailing progress against KPIs, summarizing strategic projects based on their impact, and strategic significance.

✔ Commitment to Regulatory Standards and Vision 2040

Our ESG initiatives are aligned with regulatory standards, Oman Vision 2040 and SDGs, emphasizing our role in Oman's socio-economic development, in line with the vision of His Majesty Sultan Haitham Bin Tarik.

Stakeholder Engagement and Materiality Assessment








Stakeholder Engagement

ahlibank is committed to an ongoing engagement with stakeholders that is vital to the success of the bank. By actively listening and sharing information transparently, we gain valuable insights into their expectations and the impact of our decisions, helping us to navigate the social, economic, and environmental considerations in managing the bank’s business.

The bank identifies and acts on the ESG topics that will deliver the greatest value for the stakeholder groups including customers, investors, employees, vendors, regulators, and local communities.



Stakeholder group	Sustainability Priorities	Method of Engagement
Customers 	Customer experience, ethical banking practices, information security and data privacy	<ul style="list-style-type: none"> • Face-to-face meetings • Newsletters • Branch visits • Digital touch points – Online banking, Mobile banking, Multi-Function Kiosks • Customer contact centre (ahliconnect) • Social media • Customer events, meetings with focus groups, and customer surveys
Employees 	Health and well-being, training and skill development, information security, data privacy, and resource	<ul style="list-style-type: none"> • Employee engagement through workshops • Internal communication through email • Communication and interaction on enterprise social networking platform (Viva Engage) • Monthly sessions with CEO • Annual staff gatherings • Learning and Development programmes
Investors 	Robust governance framework, Board independence and diversity, bank-wide policies, ESG disclosures, and adoption of environmental commitments	<ul style="list-style-type: none"> • Annual General Meeting of shareholders • Extraordinary meeting of shareholders (when required) • Board of Directors meetings • Annual Report • Periodic investor meetings and presentations • Investor Relations page on bank’s website • Investor roadshows and presentations
Government and regulators 	Contribution to the national economy, Alignment to Oman’s 2040 vision, and Regulatory compliance and transparency	<ul style="list-style-type: none"> • Government Business Division • Investment in the national economy • Supporting initiatives of national importance
Local Communities 	Responsibility towards all-round development of society, Working closely with social and voluntary associations and	<ul style="list-style-type: none"> • Corporate Social Responsibility (CSR) programs e.g. ‘ahli cares’ during Ramadhan , SME Souq initiative, Aid through charitable organizations, Blood donation campaigns, Cancer awareness program etc. • Press releases, social media updates and interviews • Crowdfunding ("Tamkeen")

Materiality Assessment

The bank reviewed the results of a comprehensive materiality assessment carried out in early 2024. The materiality assessment encompassed engaging internal and external stakeholders to seek feedback on the ESG topics that are significant for ahlibank. The Materiality Assessment involved in the following steps:

Identifying the list of key topics related to ESG

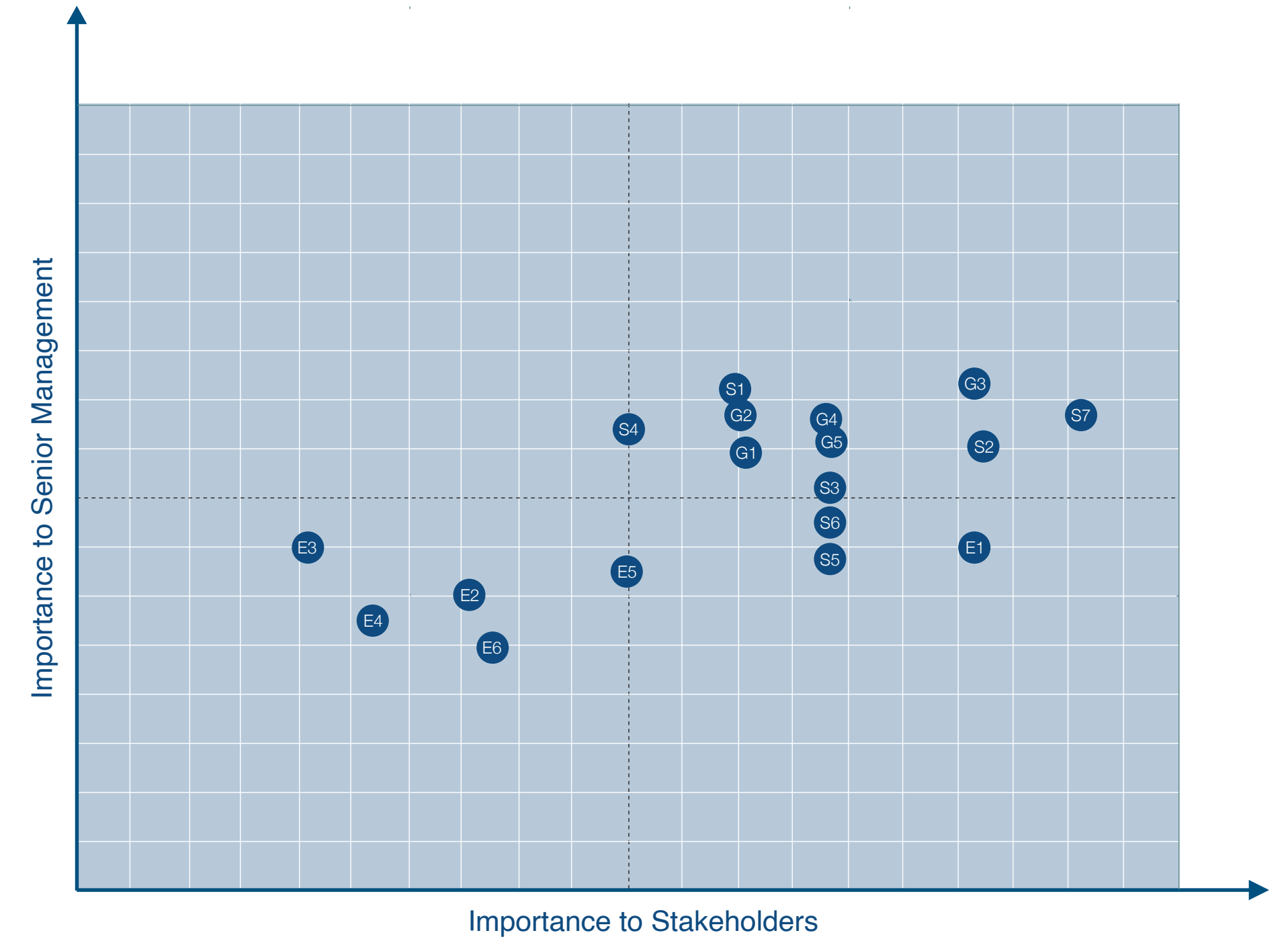
We reviewed the topics in the GRI reporting framework and identified a list of ESG topics that are appropriate in the context of the bank’s activities. We also performed a secondary research to identify the list against key themes relevant to the banking industry in GCC region, and included ESG topics that are of strategic importance for the bank.

Obtaining the stakeholder feedback

We sought feedback from stakeholder groups on the ESG topics to identify those most relevant for ahlibank. Externally, we conducted 40+ surveys across customers investors, vendors and members of community. Internally, we surveyed employees from the senior management team across various functions. We also obtained the feedback from members of the Executive Management Committee (EMC).

Validating and prioritizing the material topics


The material topics identified through stakeholder engagement were validated through a review with the EMC. Results of feedback from stakeholders were prioritized as material to ahlibank and our stakeholders with common topics were grouped based on validation by senior management.

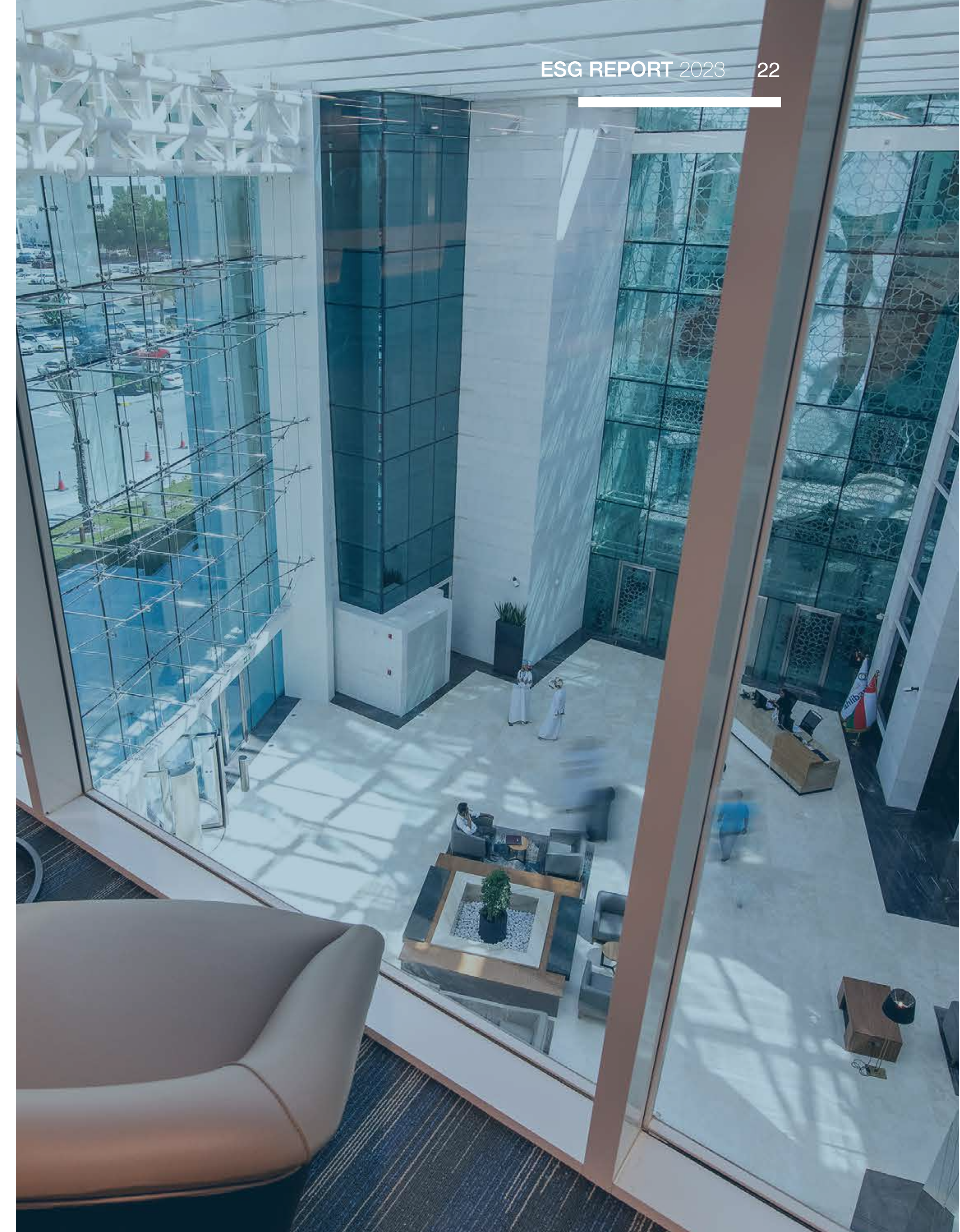


E1	Sustainable financing and investment	S4	Talent Attraction and Retention
E2	Energy Consumption and Greenhouse Gas Emissions	S5	Engagement with Local Community
E3	Climate Change Risks	S6	Financial Inclusion
E4	Waste Generation and Treatment	S7	Customer Experience
E5	Sustainable Procurement	G1	Corporate Governance
E6	Water Pollution and Water Scarcity	G2	Ethics, Integrity and Anti-corruption
S1	Learning and Development	G3	Customer Protection and Privacy
S2	Health, Safety and Well-being of Employees	G4	Business Continuity and Resilience
S3	Diversity and Inclusion	G5	Tax Transparency

Materiality Assessment

We identified 18 ESG topics that were prioritised as material to ahibank and stakeholders. Common topics were grouped based on validation by senior management and the results of the survey to arrive at 12 material ESG topics.

Environmental topics 	Social topics 	Governance topics 
<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Sustainable financing and investment <hr/> <input checked="" type="checkbox"/> Energy Consumption and Greenhouse Gas Emissions <hr/> <input checked="" type="checkbox"/> Waste generation and treatment 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Learning and Development <hr/> <input checked="" type="checkbox"/> Health, Safety and well-being of employees <hr/> <input checked="" type="checkbox"/> Talent Attraction and Retention <hr/> <input checked="" type="checkbox"/> Engagement with Local Community <hr/> <input checked="" type="checkbox"/> Financial Inclusion <hr/> <input checked="" type="checkbox"/> Customer Experience 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Corporate Governance <hr/> <input checked="" type="checkbox"/> Cybersecurity and Data privacy <hr/> <input checked="" type="checkbox"/> Business continuity and resilience



Alignment with **National Goals and International Standards**



Oman Vision 2040

Our strategy as a financial institution has been to act as an active and leading partner in the socio-economic development of the nation; by establishing a robust sustainability framework that helps the bank achieve its future growth. Aligning with the vision of His Majesty Sultan Haitham Bin Tariq, which is guiding the development of Oman, ahlibank is committed on carrying its social responsibility in all of our actions.

The bank’s dedication to ESG principles is showcased through its emphasis on retail expansion, digital innovation, and corporate banking aligned with Oman's Vision 2040. Its innovative offerings and support for sustainable projects underscore a strong commitment to Oman's economic growth and environmental sustainability.

Oman Vision 2040 represents an integrated framework for the Sultanate’s roadmap to achieve economic and social priorities with sustainable development and optimal use of natural resources.



Oman Vision 2040

How ahlibank Aligns

Well-being and social protection

CSR programs supporting community welfare:

- ✔ Blood donation campaigns
- ✔ Cancer awareness program
- ✔ Support programs for individuals and families under welfare
- ✔ ‘ahli cares’ program






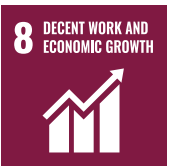


Labour market and Employment

- ✔ Employment and Development of talented Omanis through bespoke programs – Himmam, iGen, Business Graduate Program
- ✔ Sponsorship for higher education

Economic Diversification and Sustainability

- ✔ Green financing
- ✔ Supporting financial inclusion through “Tamkeen” crowdfunding
- ✔ Financing for residential units in Sustainable city of Yiti
- ✔ Financing Sultan Haitham City

International Standards

GRI	UN SDG	TARGET	How ahlibank Aligns
GRI 303: Water and Effluents 2018	 	<ul style="list-style-type: none"> ✔ Water Sourcing Primary source from the ministry. ✔ Consumption Regulation Install sensor-equipped sinks to reduce usage. ✔ Consumption Monitoring Regularly monitor water consumption. 	<ul style="list-style-type: none"> ✔ Assessment of Water Usage Evaluate water consumption, withdrawal, and discharge, analyzing impacts from organizational activities. ✔ Addressing Water Impacts Implement strategies to mitigate water-related impacts and collaborate with stakeholders for responsible water management. ✔ Establishment of Water Goals and Targets Develop a process to set water-related goals and targets, aligning with public policy and local water stress contexts.
GRI 305: Emissions 2016		<ul style="list-style-type: none"> ✔ GHG Emissions Tracking Use tools for environmental impact calculation in accordance with applicable regulations in Sultanate of Oman ✔ Consolidation Approach Adopt Intergovernmental Panel on Climate Change (IPCC) guidelines as per national Ministerial Decision (MD) 2016/20 to calculate, manage and reduce environmental footprint 	<ul style="list-style-type: none"> ✔ Continuous Improvement Regularly enhances emissions practices for environmental sustainability. ✔ Environmental Commitment Measures and reports emissions with a focus on transparency. ✔ Proactive Management Utilizes technology and processes to reduce carbon footprint. ✔ GRI 305 Compliance Emissions calculation under Scope1 and Scope 2 as defined by GHG protocol for accurate emissions reporting.
GRI 306: Waste 2020	 	<ul style="list-style-type: none"> ✔ Inputs, Activities, and Outputs Assess contributions to potential impacts. ✔ Impact Source Identify if impacts originate from internal activities or the value chain. 	<ul style="list-style-type: none"> ✔ Water and Electricity Efficiency Installed sensors to minimize waste. ✔ Recycling Partnerships Collaborated with local vendors to recycle waste materials ✔ Digitalization for Sustainability Adopted strategies to reduce paper use.
GRI 401: Employment 2016		<ul style="list-style-type: none"> ✔ Employee Metrics Track new hires, turnover rates, and demographics by gender, age, region. ✔ Employee Benefits Offer comprehensive benefits to full-time and part-time staff. ✔ Parental Leave Data Record eligibility for parental leave by gender. 	<ul style="list-style-type: none"> ✔ Employment Data Tracking Monitoring turnover - recruitment and retention of employees. ✔ Professional Development Offering focused training programs and facilities for all-round development ✔ Parental Leave Accessible to eligible employees, with gender-specific reporting. ✔ Labour Law Compliance Adheres to regulations ✔ Diversity and Inclusion Actively pursuing diversity in the workplace in terms of gender, ✔ Human Resources Policy Comprehensive benefits provided to all employees.
GRI 403: Occupational Health and Safety		<ul style="list-style-type: none"> ✔ Monitoring and implementing measures Medical cover to maintain good health and safety measures to prevent hazards causing work-related ill health 	<ul style="list-style-type: none"> ✔ Health and Safety Policy Bank's Security and Safety policy ensures a safe and secure environment for employees, contractors, visitors and the local community. ✔ Workplace Safety Ensuring a healthy environment in the Head office and branches for employees and all stakeholders through a well-defined safety and security plan in compliance with applicable regulations. ✔ Employee Group Insurance Policy Providing insurance cover with wide range of benefits for medical treatment and healthcare.
GRI 405: Diversity and Equal Opportunity		<ul style="list-style-type: none"> ✔ Participation of women Percentage of women employees across all grades 	<ul style="list-style-type: none"> ✔ Human Resources policy Commitment to providing equal opportunity and is committed to developing and implementing a program of non-discrimination and affirmative action

Pillars of Sustainability



Enviromental



Environmental

ahlibank is committed to sustainability, strategically addressing climate-related risks and their environmental impact. We have implemented measures to operate sustainably and reduce environmental harm, extending these practices to our credit lending. This section outlines our efforts to ensure sustainable operations and minimize environmental impact.

Organizational Boundary

Organizational boundary for ahlibank includes all branches of the Bank in Sultanate of Oman which are controlled and managed by ahlibank management. It includes Head Office (HO) conventional branches and ahli Islamic branches of the Bank.

Since ahlibank has full control over the operations of HO and all branches, the direct and indirect emissions resulting from these facilities shall be accounted as ahlibank's direct and indirect emissions.



Operational Boundary

An operational boundary defines the scope of direct and indirect emissions for operations that fall within a company’s established organizational boundary.

Emissions are categorized into direct and indirect, defined by the GHG Protocol's three scopes:

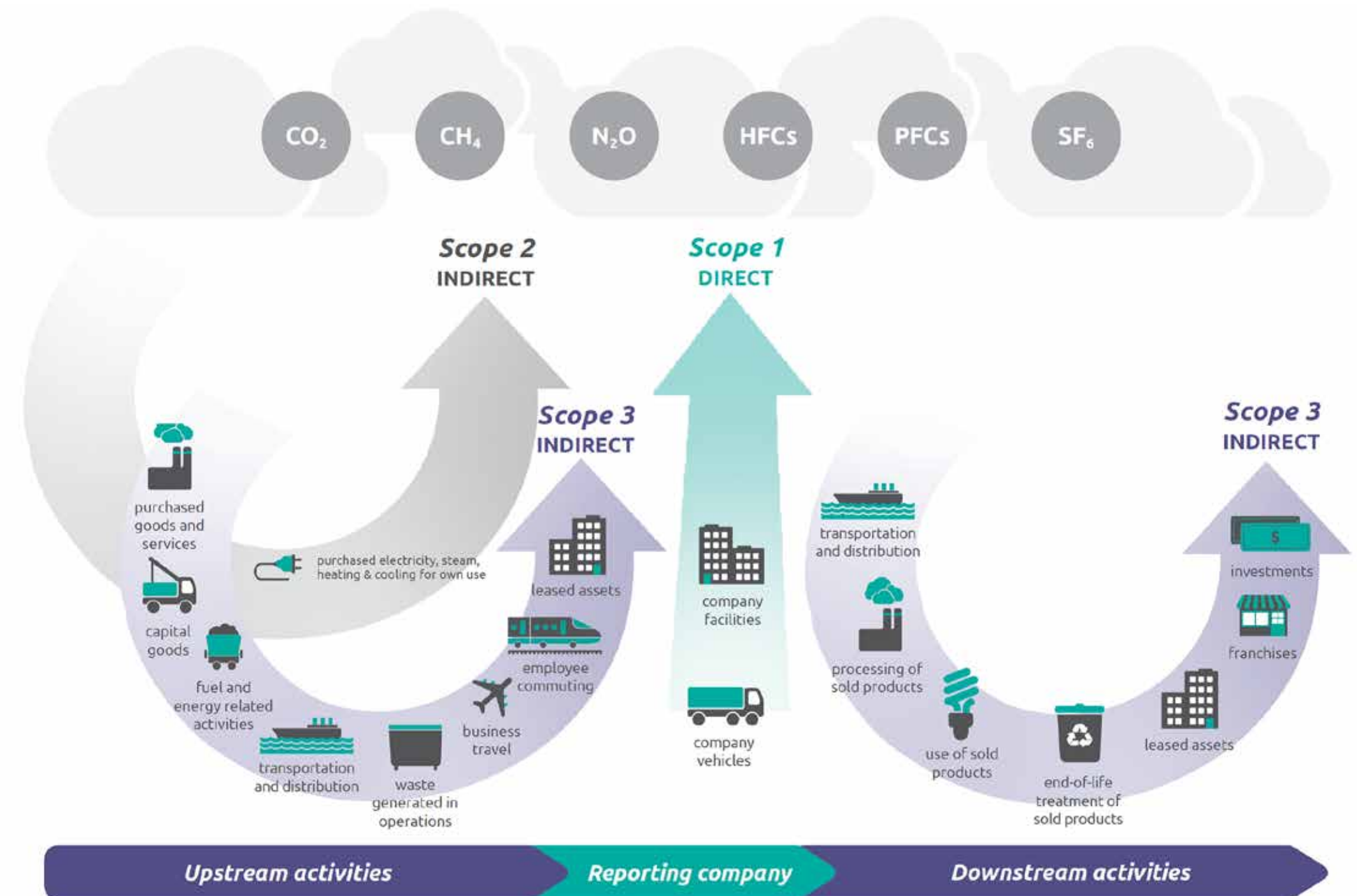
- ✔ Scope 1 (Direct GHG emissions): Emissions that are from sources that are owned or controlled by the bank including emission from stationary and mobile sources (i.e. generators, vehicles, etc.)
- ✔ Scope 2 (Indirect GHG emissions): Emissions from the generation of purchased electricity or electricity that is otherwise brought into the organizational boundary of the company, consumed by the company.
- ✔ Scope 3 (Other indirect GHG emissions): An optional reporting category that allows for the treatment of all other indirect emissions. These emissions are a consequence of the activities of the company, but occur from sources not owned or controlled by the company.

This report covers the GHG emissions for 2022 and 2023 from various emitting activities within ahlibank boundaries including direct emissions (Scope 1) and indirect emission (Scope 2). The Scope 1 emission for ahlibank activities includes the emissions from mobile combustion sources and stationary combustion sources. The Scope 2 emission includes the emission from electricity consumption. It shall be noted that the scope 3 emissions calculation is not included in this report.

Furthermore, Intergovernmental Panel on Climate Change (IPCC) guidelines are used for estimation of the GHG emissions and Tier I default values or factors are used as country and site-specific emission factors are not available. It shall be noted that the national Ministerial Decision (MD) 2016/20 “Guidelines on information to be provided towards evaluation of climate change impacts of the project” is based on IPCC guideline.

Energy Management and Carbon Footprint

ahlibank prioritizes reducing energy consumption to lower carbon emissions and operational costs. Leveraging technology to manage energy use aligns with the bank's efforts to integrate advanced systems into its operations, as exemplified by the technological upgrades in its new building.



Energy Consumption

The bank measures and monitors the consumption of electricity, petrol and diesel on company-owned or operated property and assets. Electricity is procured from the Oman Power and Water Procurement Company (OPWP) 'Nama'. Petrol and Diesel for the bank's vehicles or generators are procured from Oil marketing and distribution companies.

ahlibank has placed importance in the reduction of energy consumption as it assists in reducing carbon footprints and enables control of the bank's operating costs. To reduce the electricity consumption and spread awareness of energy saving, the bank has installed sensors lights in certain parts of the office building. The Head Office building of the bank has been designed to let in natural light to most parts of the premises reducing the need for additional lighting during day time. The sensor based lighting ensures that any unnecessary lighting is switched off when not required.


This design philosophy extends to the parking lot, which also utilizes natural light, further decreasing the dependency on electricity.

The opening of the bank's new building is a significant milestone in the bank's journey and it is in line with the commitment to support the country's socio-economic growth and to Oman Vision 2040.

The bank promotes energy awareness among employees, encouraging the practice of turning lights on upon entering and off when leaving rooms. The HO Building Management System is set to control and regulate temperature in the building and has been optimized to best fit the operations in the building.

IT equipment contribute to approximately 20 percentage of the building power consumption. In order to conserve energy, all PCs are set to enter sleep mode when not in use.



	Electricity and Type of Fuel	2023 Consumption
1	Electricity	28 Mwh
2	Fuel - Diesel	30 liters
3	Fuel - Petrol	30,720 liters



Water Consumption

The bank uses water supplied by municipalities in all our locations of operation and ensures that the water consumed is discharged for recycling. The bank has installed water-efficient fixtures and fittings within select offices. This has successfully led to reduced water consumption, and we are expanding the initiative across all offices. We are conscious of the need to be efficient and responsible in our water usage and are committed to adopting sustainable water management practices. The total water consumption for 2023 is 18,303 m³.

Our data centre is managed responsibly to control temperatures for optimised cooling for our equipment. With fewer servers the bank uses less water, and wastewater is safely discharged back to the municipality to be recycled. To manage water consumption, the bank has equipped its new building with sensor-activated basins, aiming to optimize water usage among employees and customers.

Emissions

Tables below present the GHG emissions and the emission intensity for scope 1 and scope 2 considering the total physical floor space as the scaling factor. It shall be noted that the scope 1 emission intensity is calculated for mobile sources as the stationary sources is used for testing only.

Scope 1 Emissions

Electricity and Type of Fuel	Year	Tons of CO ₂ eq Emission	Emission Intensity (Tons of CO ₂ eq/m ²)
Petrol and Diesel	2022	57.89	0.007
	2023	69.92	0.002

Scope 2 Emissions

Electricity and Type of Fuel	Year	Tons of CO ₂ eq Emission	Emission Intensity (Tons of CO ₂ eq/m ²)
Electricity	2022	5	0.002
	2023	9	0.002

The following GHG emission mitigation plan is being considered by the bank:

- ✔ Use energy efficient equipment and Best Available Technology (BAT) i.e. the one with the lowest emission rate, wherever it is applicable.
- ✔ Replace the traditional lighting to LED energy saving lights.
- ✔ Increase landscaping features.
- ✔ Use renewable energy technologies, wherever it is applicable.

The bank is enhancing its efforts to lower carbon emissions by reducing transportation needs, thereby improving energy efficiency.





Waste Management

As a growing bank that is gradually expanding, it is inevitable that our consumption will increase . Taking this into consideration the bank has focused on developing a sustainable strategy that focuses on operating in a eco-friendly manner. This has been evident through various projects that have been implemented during the year. Furthermore, the bank has collaborated with various external vendors for efficient waste management. All the waste generated in the bank’s premises are collected and disposed into designated storage areas and this is picked up by the vendors for recycling purposes.

Workshops on reduction of paper consumption has been conducted internally to increase awareness on the importance of minimising waste. The bank is currently evaluating alternatives to reduce carbon emissions by reduction in the transportation requirements to increase energy efficiency.

Additionally, we have organized internal workshops focused on reducing paper consumption to foster awareness and encourage practices that minimize waste.

	2022	2023
General waste sent to landfill (m ³)	360	400
Paper sent for recycling (Kg)	1,823	5,990

Sustainable Financing and Investment

ahlibank is committed to sustainable financing and investment, emphasizing its role in environmental stewardship and the transition to a low-carbon economy. It supports sustainable consumer behavior and offers lending services to eco-friendly companies. All activities, including lending, comply with national laws on environmental, health, safety, and social issues. Projects funded by the bank undergo review against social and environmental requirements. The bank categorizes financing proposals based on potential environmental or social risks, following its Social and Environmental Management policy. It reviews borrowers' sustainable practices to mitigate negative environmental impacts. ahlibank is involved in projects crucial to national sustainability goals, providing finance and investment banking services.

✔ Seawater Treatment

ahlibank has financed a company specializing in water utility services and industrial effluent treatment. The company operates in Sohar Industrial Port and the Industrial Area (SIPA), providing services like seawater intake, cooling water systems, sewage treatment, and water supply to industrial units. It is licensed to treat industrial effluent. Services include seawater extraction, screening, and delivery through interconnected pipes.

✔ Solar Power

ahlibank is a lender to a power generation company for a 500MW Solar PV power project, part of a syndicated term facility. This project aligns with the government's fuel diversification policy, aiming for 10% of generation output from renewable energy by 2025. It's the first of several planned renewable energy projects to meet this target, reflecting a strategic initiative to support entities critical to the sovereign.





✔ Logistics

ahlibank is a lender, Facility and Security Agent for a syndicated term facility to the company involved in the project to connect the Mina al-Fahal (Muscat) and Sohar refineries with a c.295-kilometre pipeline to an intermediate distribution and storage facility at Al-Jifnain near Muscat. The project objective is to reduce the traffic on the roads created by the tankers carrying fuel products. It has resulted in a reduced number of tankers on the roads, providing relief to existing traffic congestion, reducing potential accidents involving tankers and carbon footprint.

This involves construction of logistics assets for the transportation of refined products between two refineries and linking it to the Muscat Airport ensuring 24 hours jet fuel supply to the airport rather than continuous dependence on the tankers.

The project is of strategic nature and of national significance to the Sultanate of Oman to ensure smooth flow of petroleum products between the two refineries and the new terminal along with airport, whilst reducing trucking of petroleum products, reducing traffic congestion and costs over the long term.

✔ Sustainability City-Yiti

This is a world-class, mixed use project that meets the highest standards of social, environmental and economic sustainability. Using clean energy, water and waste recycling, food production, clean mobility, and better air quality, Oman's first net-zero energy city and it keeps people at its heart.

✔ Sultan Haitham City

ahlibank is acting as the financial advisor for the proposed project and the sole lender for its first phase.

✔ Sustainable Waste Management

Oman's first and only industrial waste treatment facility (IWTF) in Sohar currently consists of the landfills for storing and managing the waste (Phase 1). The project aims to expand the IWTF to include the incineration plant and chemical treatment plant (Phase 2). The IWTF is designed to treat the industrial and hazardous waste in the country in a sustainable and responsible manner. The plant will mainly focus on the treatment of oil sludge generated by the country's oil and gas industry.

✔ Low-carbon steel plant

A local project company is currently planning to construct the port infrastructure to support the low-carbon steel plant being constructed by in Duqm, Oman. The steel plant will initially use the natural gas and eventually move the steel making process to green hydrogen. This will significantly reduce the carbon emission as compared to the traditional blast furnace model of steelmaking. ahlibank is acting as the mandated lead arranger and sole financial advisor for the proposed project financing.

✔ Sustainable Energy transition

A government-owned company is planning to construct the mine infrastructure and the copper concentrate plant based in Yanqul. Copper is expected to be a critical mineral resource to be used for the sustainable energy transition to both renewable energy projects as well as electric cars. ahlibank is acting as the financial advisor for the proposed project financing for the project.



Social



Social Sustainability

As part of ahlibank's responsibility towards its society and the country, the bank has been engaged in various activities that aligns with the 2040 vision and aims at the sustainable development of the country.

Employee Health and Well-being

We prioritize our employees' well-being to enhance commitment, retention, satisfaction, and efficiency.

Recognizing sector challenges, we foster a positive work environment, offering job opportunities with work-life balance and attractive perks. Constantly assessing benefits, we aim to remain a top employer, providing diverse initiatives. Our new head office integrates technology and people-centric design for a comfortable, secure workplace with streamlined processes. Gender diversity is a focus, with women in leadership roles contributing to our success. Their hard work and determination contribute to our success and community development. In October 2023, we highlighted their achievements with activities.

Breast Cancer Awareness Program

As part of ahlibank's wellbeing philosophy, a breast cancer awareness program was announced in the month of October for all female employees titled "Stronger in Pink". A dedicated cancer awareness session conducted on Omani Women's Day to educate female employees about the dangers of cancer and ways to prevent it. The session included workshops on teaching self-examination techniques and on creating awareness for medical treatments for a longer and healthier life.

Emphasis on work-life balance

As a resolute supporter of its workforce, with a particular focus on women, ahlibank is committed to fostering a positive and motivating work environment that upholds principles of fairness and equity. The Bank organized an interactive workshop addressing the significance of work-life balance for its female employees. The workshop included techniques for a balanced lifestyle, effective communication and time management skills.

Over the past years, we have enhanced our initiatives such as work-from-home arrangements and study leaves to ensure the needs of our employees are met. Ahli bank is committed to the wellbeing of their employees and offer competitive benefits package, which includes medical cover, parental leave, and retirement support.





Omanisation

ahlibank remains steadfast in its commitment to upskill young Omani nationals and equip them for future competitive roles. Creating career opportunities for the Omani youth remains a top priority at ahlibank, which always exceeds Omanisation regulatory targets, in reflection of its commitment and dedication to the government’s vision of developing young Omanis.

The bank aims to support the national goals to promote the development and growth of the economy by helping to create jobs and increase the number of Omani nationals with relevant technical and vocational skills, for employment, and entrepreneurship.

As a responsible institution engaged closely with local community, a key pillar of our HR strategy is to attract, develop and retain Omani national talent. The bank has achieved Omanisation rate of 94.7% as at December 2023.

Employee Turnover

Year	No. of employees	Turnover rate
2022	57	6.9%
2023	66	7%

Omani Employees

Year	No. of employees
2022	864
2023	943

Talent Attraction and Retention

With the objective to connect with new graduates and develop brand awareness among job seekers, ahlibank, participates in the Career Fairs organized by College of Banking and Financial Studies as well as the Sultan Qaboos University to identify and attract the best talent.

In line with its continuous efforts to empower the youth through significant initiatives that add value, ahlibank proudly announces the graduation of a new batch of its employees who enrolled in the Etimad program. Through such programs, the bank aims to develop leadership skills and support the careers of its employees, furthering its investment in the future of National talents. The program serves as a platform to instill leadership competencies in young Omani professionals in middle and senior management positions within the private sector as it is part of the future goals of Oman. Etimad falls under a comprehensive suite of programs created in partnership with international and local institutions which aim to empower the youth and future leaders of the country under The Royal Academy of Management.

New hires in 2023

Female	Male	Grand Total	Gender ratio (Female % to Total)
60	85	145	41%

Non-discrimination

The bank is built upon teamwork, equal opportunity and is committed to developing and implementing a program of non-discrimination and affirmative action. The bank subscribes to the principles of an equal opportunity employer and should recruit, interview, hire, classify, train, promote, demote, discipline, transfer, second, terminate, and set rates of pay or other compensation on the basis of merit and qualification without regard to race, religion, color, national origin, gender or age.

ahlibank emphasizes the significant role played by its female employees, recognizing their hard work and determination as crucial factors in the bank's numerous successes.

The well-being and support of these employees undoubtedly contribute to the overall development of the community as a whole.

In acknowledgment of the invaluable contributions made by its female staff, ahlibank hosted a series of activities throughout October 2023 to spotlight the achievements of women within the organization.

We remain committed to our gender diversity targets as we continue to attract new talent. In 2023, 41% of new hires were female. We are also proud to be an employer for the young talent, with 49 fresh graduate new hires as of 2023.

Equal Opportunities

In order to provide equal employment opportunities, the bank ensures that it:

- ✔ Treats all employees with dignity and respect, recognizing its legal obligations towards employees and ensuring equal opportunities.
- ✔ Its selection criteria and procedures enable individuals to be identified and promoted based on merit and abilities.
- ✔ conform to all applicable local laws and regulations relating to equal employment opportunities
- ✔ Fair treatment of employee's grievances.



Learning and Development



ahlibank is keen to support youth empowerment, by upskilling and providing them with training opportunities to be able to lead the future through innovation and excellence. Our real contribution is reflected in a number of programs and initiatives geared towards human resources and inspiring them to join the national workforce after completing a certain period of training. This includes the HIMAM program, which has opened doors to unique career opportunities to a number of graduates since its launch in 2015. The trainees have been able to build a successful career in the sector.



At ahlibank, we strive to create a life-long learning culture that supports our employees upskill and acquire new skills throughout their careers. Employee learning and development initiatives are managed by a specialized learning and development team. In 2023, we continued to partner with reputable training institutes and universities/colleges to provide our employees opportunities to either enhance their skillset by attending training courses or to pursue further

- ✔ College of Banking and Financial Studies (CBFS)
- ✔ Oman Academy for SMEs
- ✔ International Informational Technology Co. LLC (IITC)
- ✔ Hallmark Training Institute

Annual mandatory training is rolled out across our workforce to raise awareness of business-critical and ethical topics including, risk, fraud, customer protection and compliance through our e-learning portal.



In 2023, we have conducted 275+ active courses and delivered 825+ training instances.

ahlibank runs 3 main programs aiming to create a sustainable talent pool to the bank:

- ✔ Himam Program: focuses on leadership
- ✔ iGeneration: Focuses on digital transformation and innovation
- ✔ Business Graduate Program: role focused program focuses on analyst and sales stream

	HIMAM	iGeneration	BGP
Program Structure	Functional Training Behavioral Training Rotation Project work Mentorship Development plan Extracurricular	Behavioral training Online learning path Project work	Behavioral training Online learning path Professional certificates



HIMAM

Since its launch in 2015, Himam program witnessed the training and employment of more than 60 young graduates in various departments of the bank. The program provides job opportunities in the banking sector for young graduates from various disciplines, and aims to attract promising talents in the Sultanate, to train them and provide them with the necessary tools that will contribute to refining and developing their skills and placing them on the roadmap that will enrich their professional future.

“ ahlibank’s sustainable human resource development program – Himam - won the prestigious 'Talent Management Initiative of the Year' Award at the Alam Al-Iktisaad Awards ceremony in 2022 ”

We are committed in empowering youth in Banking and Finance. ahlibank aims to develop the leadership and professional skills of Omani youth by offering them intensive courses, on-the-job training and skill refinement to prepare them to succeed in the banking sector.

Programme Objectives

- ✔ Prepare a new batch of young graduates and train them;
- ✔ Enhance their organizational and leadership skills and their practical abilities to keep pace with the current industry market requirements.
- ✔ Provide them with job opportunities within the bank.

The program goals are in line with Oman 2040 Vision and the directives of His Majesty Sultan Haitham bin Tarik to prepare a promising generation of young people capable of continuing to build a brighter and more prosperous future for the Sultanate, and to support the government’s vision for economic development.





iGeneration

- ✔ New program formulated to attract and retain talents in key areas of the bank that will help support its Digital Transformation journey and Technology Transformation.
- ✔ iGeneration members are expected to attain world class industry knowledge pertaining to Digital Transformation and IT domains through focused training.
- ✔ iGeneration will allow a higher utilization of the bank's Innovation Lab, leading to better idea generation, enhanced Cx and foster Fintech collaboration initiatives.

Business Graduate Program

- ✔ 2-3 months structured training program on functional and soft skills for young Omani graduates to prepare them for challenging roles across the organization.
- ✔ To introduce the basic concepts and terminologies used in banking and finance and cover the key functions of the banks while introducing the general contracts and relationships between bank and its customers.
- ✔ To empower delegates with tools to refine their personal effectiveness and professional productivity, Develop their interpersonal and self-management, provide them with tools and skills to improve career growth and professional success.

E-learning

We are dedicated to supporting our employees and in developing their skills and knowledge to help them achieve their ambitions, learning needs and meet their potential. Whilst our monthly CBFS training courses offers our employees the opportunity to explore topics of interest aligned with individual roles and mentorship opportunities, we are building a culture of learning with an extensive collection of in-demand courses from UDEMY, the online learning platform. It includes more extensive training programs and courses, covering areas including, but not limited to finance, banking, leadership, innovation and technology. Through continual learning and development, we ensure that our employees' skills continue to remain relevant in a dynamic environment.

Leveraging successful initiatives such as the “Women that Build” Awards and “Code Your Future” Program, Ahli bank aims to provide 100 people with coding scholarships by 2025 to continue inspiring people to find professional growth within our industry. We are working to improve access to education for women.

Ahli Academy

The bank has launched the Ahli Academy for the employees as a means for the professional development and enhancement of knowledge. The key features of the Ahli Academy are

- ✔ State-of-the-art learning facilities, training classrooms and library
- ✔ Special scholarships for young Omani's to complete their undergrad and post grad studies
- ✔ Special programs in collaboration with international organisations



Diversity and Inclusion

We are taking concrete steps to minimize the gender gap. ahlibank aims at achieving a roughly equal Male to Female employee ratio to ensure equal opportunities and diversification in the genders. The bank takes pride in the women that play a great role in the development of the bank by celebrating their achievements for instance the recognition given to the staff during the Omani women’s day and empower them to strive for more. The bank has hosted various events designed to empower and engage with the women at ahlibank acknowledge their importance in the developing the society as mothers, employees, managers and leaders. The following table shows the breakdown of the Male and Female employees.

Employees by Gender

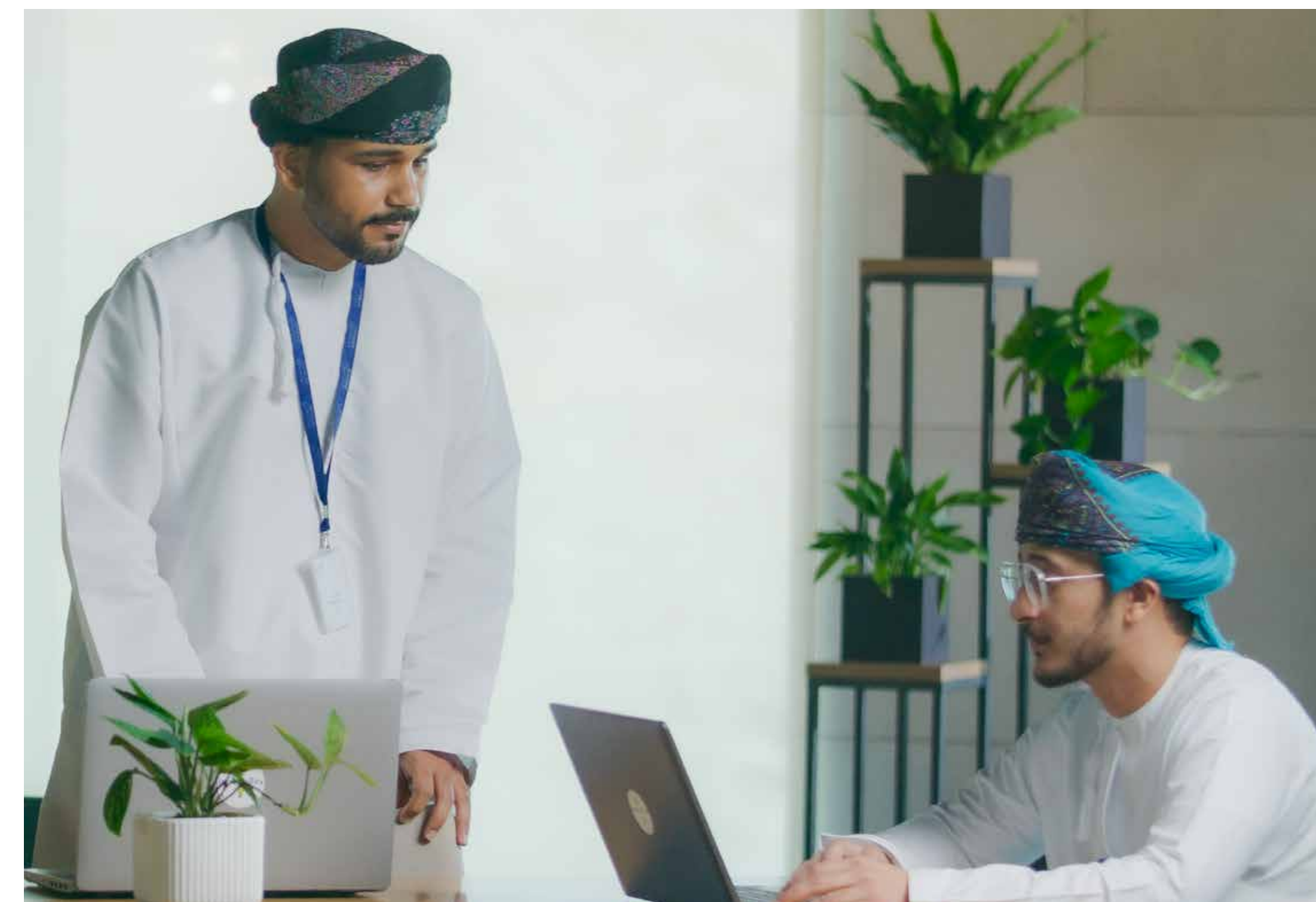
Year	Female	Male	Grand Total	Gender ratio (Female % to Total)
2022	336	528	864	40%
2023	383	560	943	41%
New hires in 2023	60	85	145	41%

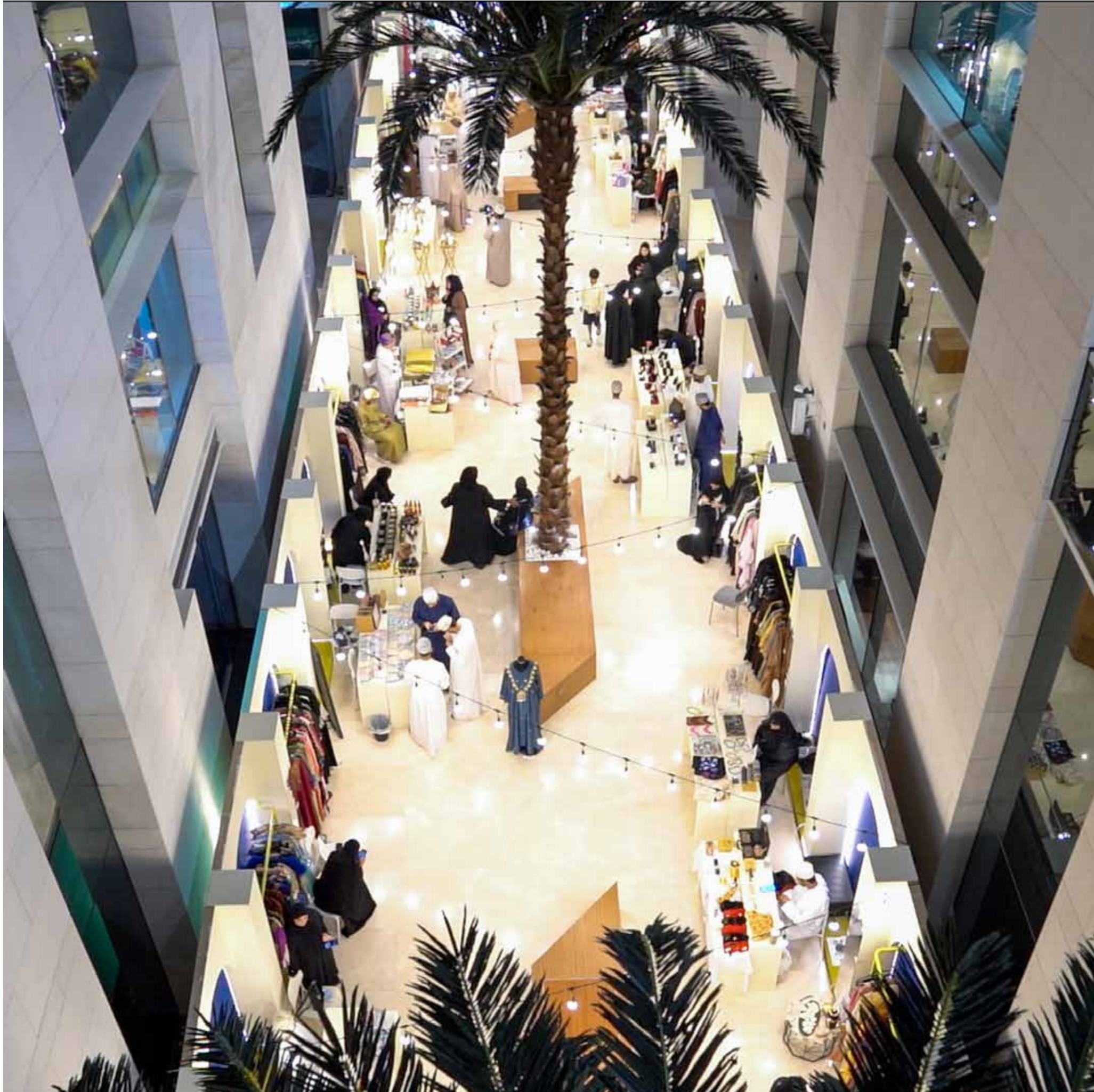
Year	Total Number of Senior Management Employed with Bank	Female Employee	Male Employee
2022	24	25%	75%
2023	23	26%	74%

Median Compensation	2023
Median Male compensation	1,181 R.O
Median Female compensation	1,035 R.O
Ratio of median male compensation to median female compensation	1.14

Supporting Youth

This year, ahlibank continued its internship program, which welcomed over 280 students from various colleges and universities in the Sultanate. It offers students the opportunity to gain valuable work experience by working closely with managers and rotating throughout different departments to gain experience and exposure in the banking field. The training opportunity is designed to align with the academic programs pursued by students, ensuring that they acquire relevant skills that will help enhance their academic understanding by applying the concepts studied in practice.





Community Engagement

The bank has spent an overall amount of OMR 316,152 in 2023 towards supporting the society through Donations, sponsorship of events and other initiatives.

SME Souq Initiative

ahlibank has launched its first Souq initiative to support local SMEs, aligning with Oman's Vision 2040. The Souq, part of the bank's Ramadan CSR programs, provides a platform for 40 SMEs from various sectors. This initiative aims to boost community development, youth projects, and female entrepreneurship.

By facilitating SME growth and expansion, ahlibank contributes to Oman's economic future. Supporting SMEs isn't just a corporate responsibility; it's essential for building a sustainable economy. The bank offers financial solutions and non-financial support to empower entrepreneurs and drive economic development.

In addition to supporting SMEs, ahlibank is deeply committed to community impact. It sponsors various projects and initiatives focused on education, culture, and the environment, promoting sustainable development.

Furthermore, ahlibank's commitment extends to its employees, as evidenced by hosting a second Souq featuring businesses owned by staff. This initiative underscores the bank's dedication to employee development and fostering a strong sense of community within the organization.

Ramadan Charity Initiative

ahlibank's "ahli cares" CSR program collaborated with the Seeb charity team to assist families in need during Ramadan, providing essential provisions to households in Wilayat A'Seeb. This initiative reflects the bank's commitment to community support and emphasizes the significant contributions made by its employees.

The ahli cares team, comprised of employee volunteers, distributes boxes containing essential food items to those in need, aligning with the bank's CSR principles and social investment obligations. Beyond financial products, ahlibank recognizes its responsibility to support those requiring assistance, demonstrating its dedication to social responsibility.

Additionally, ahlibank's partnership with "Sawa Nabni" aims to renovate deteriorated homes in selected areas, further exemplifying its commitment to supporting the local community. This initiative not only aids families in need but also aligns with Oman Vision 2040 objectives, enriching lives and enhancing well-being across the country.

During Ramadan, ahlibank continues its tradition of giving back to the community, partnering with charitable organizations authorized by the Ministry of Social Development to provide food boxes to families in need across various Wilayats. This initiative reflects the bank's core values and commitment to supporting society, engaging with communities, and making a meaningful impact on people's lives during the holy month.





Blood Donation Campaign

In line with its holistic approach to Corporate Social Responsibility (CSR), ahlibank, through its 'ahlicares' initiative hosted its third blood donation drive at its head office in Wattaya. The event was conducted in collaboration with the Central Blood Bank in Bousher. This campaign comes in line with the bank's strategic goals to achieve sustainability and raise awareness on the importance of donating blood and contributing to saving a lives.

The bank's social responsibility and efforts towards enhancing individuals' health are aligned with its strategic objectives to achieve sustainability and enhance society's well-being. The campaign saw an impressive turnout from donors, as many employees and customers participated in the event and contributed to the bank's efforts aimed at promoting health awareness initiatives and enhancing employee engagement.

The success of the blood donation campaign is a testament to ahlibank's commitment to leaving a positive impact in the communities it serves. We are keen to adopt such initiatives under our ahli cares umbrella on an annual basis, to encourage social responsibility and motivate our employees and the public to make change and contribute to enhancing the health of individuals to achieve sustainable community development, as health is one of the most important pillars of the bank's social responsibility, and supports its strategy to achieve environmental, social and institutional sustainability.

Financial Inclusion

ahlibank prioritizes financial inclusion as a key strategic objective, aiming to offer financial solutions to individuals and businesses throughout Oman. Specifically, our focus lies on SME financing to foster business expansion and enhancing financial literacy in the community. This is achieved through diverse product offerings, digital solutions, financial literacy initiatives, and dedicated relationship managers for active customer engagement.

Tamkeen crowd funding

ahlibank launched "Tamkeen" Crowd Funding in June 2022, a unique initiative in partnership with Beehive to support Oman's SMEs and economic diversification. This online lending solution aims to create a sustainable ecosystem for SMEs, aligning with Oman Vision 2040. Tamkeen offers SMEs financing between OMR 20,000 and OMR 80,000, with competitive pricing, streamlined procedures, and no need for collateral. It aims to empower local businesses and contribute to economic growth and job creation.

A'maali accounts

ahlibank introduced 'A'maali', an SME Value Plus Account, in line with Oman's Vision 2040. It offers four tiers—Bronze, Silver, Gold, and Platinum—each with free transactions and differing maintenance criteria. The A'maali Business Debit Card provides 24/7 access, separates personal and company expenses, simplifies accounting, and offers higher spending limits. It ensures security with features like worldwide acceptance and 3D secure OTP service. Minimum average monthly balances range from OMR 5,000 for Bronze to OMR 20,000 for Platinum accounts.



Customer Experience

Creating Long-term Value

ahlibank aims to generate long-term value for its clients, associates, and vendors. The bank must constantly use creative tactics that meet the shifting demands of stakeholders and new trends in order to accomplish this. ahlibank may generate value for its stakeholders by emphasizing innovation, which is necessary to establish long-term and significant connections. ahlibank's dedication to offering top-notch services and goods has increased credibility and confidence among stakeholders; this is a path the bank is still taking.

Customer Satisfaction and Engagement

Customer feedback is essential for enhancing services and offerings, thus it is important to hear what they have to say and act upon it. Customers can report problems, offer comments, and request assistance through a number of channels that have been put in place by ahlibank in order to guarantee that their complaints and difficulties are immediately addressed.

Call Centre (ahliconnect)

ahlibank's Call Centre (ahliconnect) and its online complaint system are primary customer channels for reporting issues, seeking clarification, and providing feedback. Experienced representatives assist customers with services like balance inquiries, mini statements, funds transfer, credit card payments, and cheque book requests.

To enhance customer experience, an Integrated Voice Response (IVR) system handles some calls, allowing phone bankers to focus on complex queries. This system reduces wait times and provides quick solutions.

ahlibank is committed to customer satisfaction through modern technology and innovative solutions across its branches in Oman, offering top-class banking solutions and prioritizing customer-centricity.





Innovative B2B Solutions

The cutting-edge B2B solution, which supports the bank's digital activities, allows for the processing of all kinds of local and international payments while connecting a corporate client's particular portfolio across a secure network. The ahliB2B portal was created to easily accommodate the needs of its clients and to exclusively interface with their ERP system upon request. Choosing our ahliB2B platform will allow our clients to handle their financial records quickly and easily as well as facilitate online payment transfers.

Internet, phone, SMS banking solution

ahlibank has revamped its internet banking with a fully-responsive and intuitive platform that is secured by the internationally recognized VeriSign SSL certificate. Customers have more flexibility than ever before to make and initiate local and international payments, apply for home loans, personal loans, credit cards and conduct various other transactions.

ahliconnect offers a range of services that facilitates customers with on-call access to their account with the bank. For customers with more than one ahlibank account, ahliconnect enables them to request that all accounts at the bank be linked to one automated Debit Card, making it easier to access all data via this Card, so they can conduct their banking transactions faster and easier. Customers can also request additional loan to an existing loan using ahliconnect.

The services provided at the ahliconnect include updating personal data associated with the ID card and passport, change of customer's registered contact number, email and residence address. In addition, customers can request an increase of withdrawal limit using their Debit Card, and activate the Credit and Debit Cards. They can also enquire about the balance order and apply for a cheque book.

SMS banking offers our customers access to account inquiries, including balances, mini-statements, instant activity alerts, updates regarding products and services, telecom payments for pre-paid and post-paid numbers at any time, without any need for Internet access.

A'maal Business Debit Card

A'maal business debit card gives customers the benefit of separating their company and personal expenses with simplified accounting processes. It also offers customers a convenient and easy-to-use payment method along with higher spending limit to cater to the spending patterns of SMEs and Corporates. A'maal business debit card offers customers effective and easy solutions for purchases, bill payments and withdrawals.

MyCredit Cards

Our internationally accepted card offers a wide range of benefits from 24/7 access to cash to flexible payment terms.

Savings Account

MyChoice Account offers students aged between 18 and 25 years and pursuing their graduate degree a VISA debit card for easy and instant access to funds with 24/7 customer service using ahliconnect and daily cash withdrawal up to OMR 1000 and POS limit up to OMR 5,000.

Al Nukhba account is a savings account offered to customers who are seeking effortless and flexible financial options, it is applicable for all omani and residents above 18 years old with a salary transfer of OMR 3,500 and above or a deposit of OMR 35,000 and above. Our dedicated relationship managers offer personalized services through our network of branches. In addition, the customer will also benefit from a range of financial and non-financial privileges.

Exclusiv Account

Account is the gateway to maximize returns and minimize risks. We have the expertise to understand the financial requirements and design bespoke rewarding investment solutions, tailored specifically for them. The customer is assigned a dedicated relationship manager – available at all times, and the customer gets the privilege of preferential pricing on deposits and loans and competitive exchange rates much more.

MyHome

Our home loans cover purchase of residential plots and properties, construction and maintenance of residential properties, buyout of housing loans from other banks or employers, and purchase of properties within bank-approved integrated tourism projects and developments.

Personalised Investment Solutions

High net worth individuals have exclusive access to some promising investment opportunities and they enjoy preferential rates, rewards and benefits on a host of bank charges including maintenance charges, telex transfers and forex rates. We can provide an appropriate investment strategy aligned to your overall goals across multiple asset classes and launch a strategy that can be directly accessed by our investment specialists, here at ahlibank, whom make the decision behalf of our customers. Our investment specialist focuses on mitigating risk, seeking growth opportunities, and reducing the impact of taxes where appropriate.

Our investment specialists also works round the clock in different time zones to facilitate transactions seamlessly and provides timely and daily input on market behavior and actions.

Technology and Innovation

ahlibank is committed to technological advancement and innovation to drive Oman's economic and social development. Our vision is to be a leading banking center, delivering exceptional customer experiences through tailored services and innovative products. We were honored with the prestigious 'Excellence in Digital Transformation' award at the Oman Banking and Finance Awards during the New Age Banking Summit 2023.

ahliExpress

In 2022, ahliExpress, a state-of-the-art multi-functional machine, was launched to provide round-the-clock digital banking services. This initiative aims to enhance accessibility and deliver faster processing for both new and existing customers. Positioned at strategic locations such as Madinat al Sultan Qaboos, Mall of Oman, and ahlibank's main branch in Wattayah, ahliExpress sets a new standard in digital banking. The bank also offers a range of digital solutions for corporate customers through ahliB2B, ahliNET, and ahliRDC, aligning with the nation's digital agenda.

e-IPO financing

In 2023, ahlibank launched IPO financing via its mobile app for Abraj Energy Services, marking a milestone in investment banking. As Issue Manager, it facilitated the largest Sultanate IPO in over a decade, offering digital self-service subscriptions via the app to empower individual investors.

Instant Account Opening

The 2022 instant account opening mobile app brought much-needed convenience. Customers can open a savings account by registering personal details, scanning their ID card front and back, and taking a selfie for identity verification.

Digital Account Opening – Children Accounts

In 2023, ahlibank introduced a children's account, allowing parents to open accounts for minors under 18 via a simplified digital process. It's the first bank in Oman to offer this convenience.

Pearl Points redemption on digital channels

Our customer-centric program lets customers redeem points for travel, hotels, bills, shopping vouchers, and earn cashback. Redemption is easy via our mobile and internet banking channels.



Governance



Corporate Governance Framework

Board of Directors

ahlibank is committed to operating at the highest levels of best practice in corporate governance and to ensuring full compliance with regulatory requirements. The Board oversees management to ensure they are acting in accordance with the bank’s strategy, and that the management is aligned with the bank’s vision, mission and values.

It approves the goals and policies of the bank, monitors the performance of the bank’s businesses and guides the bank’s senior management. The roles of the Board of Directors and the Chief Executive Officer (CEO) are distinctly separate, with the board responsible for overseeing the management, while the CEO has the executive management responsibility for running the business.

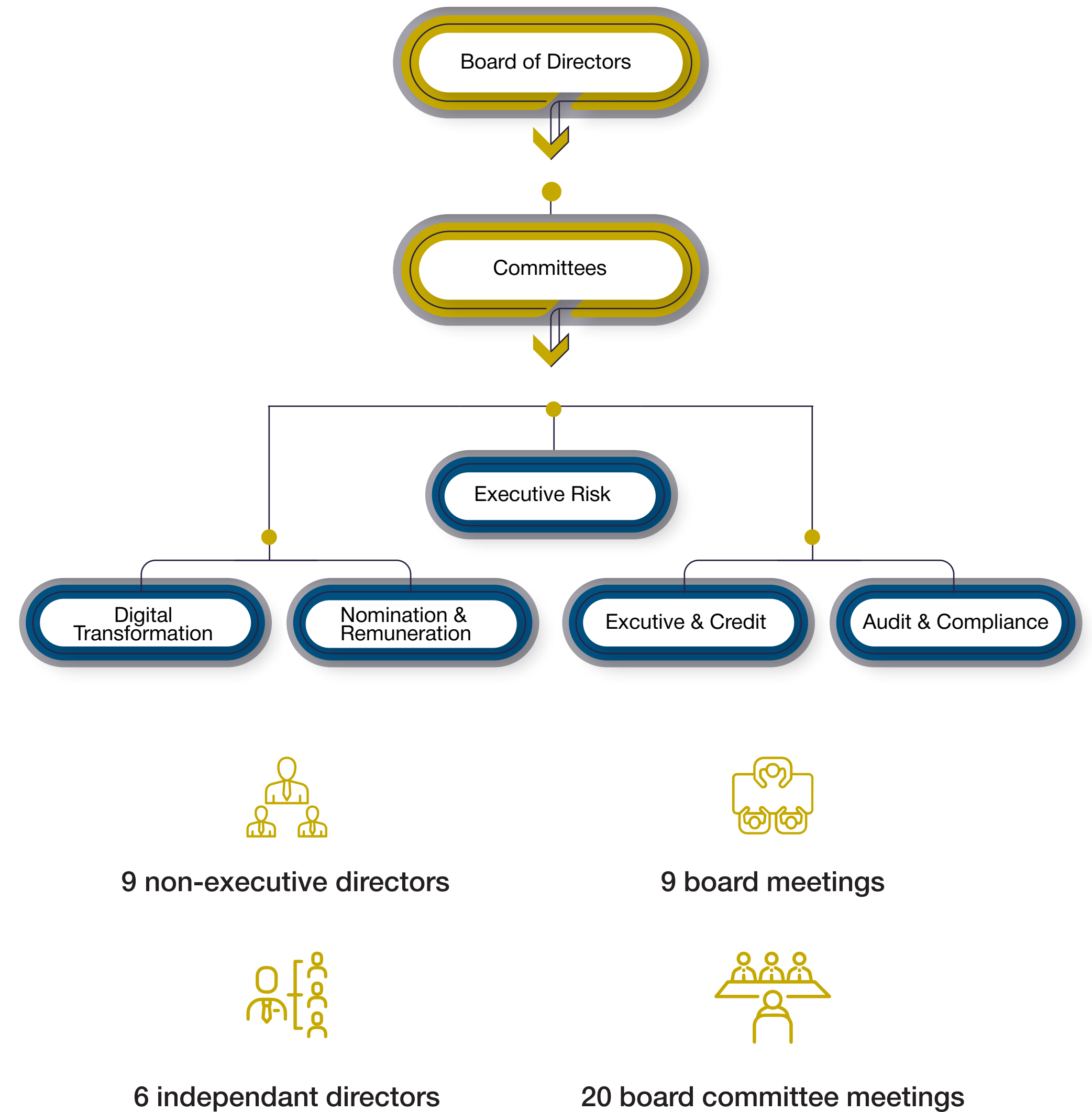
ahlibank Key Principles of Corporate Governance

The corporate governance philosophy of the bank is based on the following principles

- ✔ Satisfy the spirit of the law and not just the letter of the law.
- ✔ Be transparent and maintain a high degree of disclosure levels.
- ✔ Communicate externally, in a truthful manner, about how the bank is running internally.
- ✔ Implement a simple and transparent corporate structure driven solely by business needs.
- ✔ Management is the trustee of the shareholders’ capital and not the owner’s.
- ✔ Practice fairness and equality to shareholders, employees and related parties.

Board Committees

Our Board of Directors is provided with effective support from five key committees, each with its own primary responsibilities. The Board Committees play an important role in working closely with the Management to ensure that our business is financially strong, and risks are immediately identified and mitigated.



Sharia' Supervisory Board

The Sharia Supervisory Board (SSB) is an independent body of specialized jurists in fiqh al-muamalat (Islamic commercial jurisprudence), appointed with the responsibilities of giving Sharia directives, advice and approvals from the formation stage to the operations stage of the bank, ensuring Sharia compliance of the bank by giving decisions on Sharia Audit reports and producing a statement about Sharia compliance of the bank.

The SSB complies with the regulatory requirements of the Central bank of Oman in respect of their supervision and advisory role of the bank. The Fatawa and rulings of the SSB are binding on the bank's Islamic Banking Services.

Conflict of Interest

Each Board Member submits written declaration that the other commitments of the director do not conflict with his duties, or where conflicts may arise, that the Board is sufficiently aware and appropriate policies are in place to minimise the risks. Details of all transactions in which a director and/or other related parties might have potential interests are provided to the Board for its review and approval. Any Director that is an interested party neither participates in the discussions nor votes on such matters.

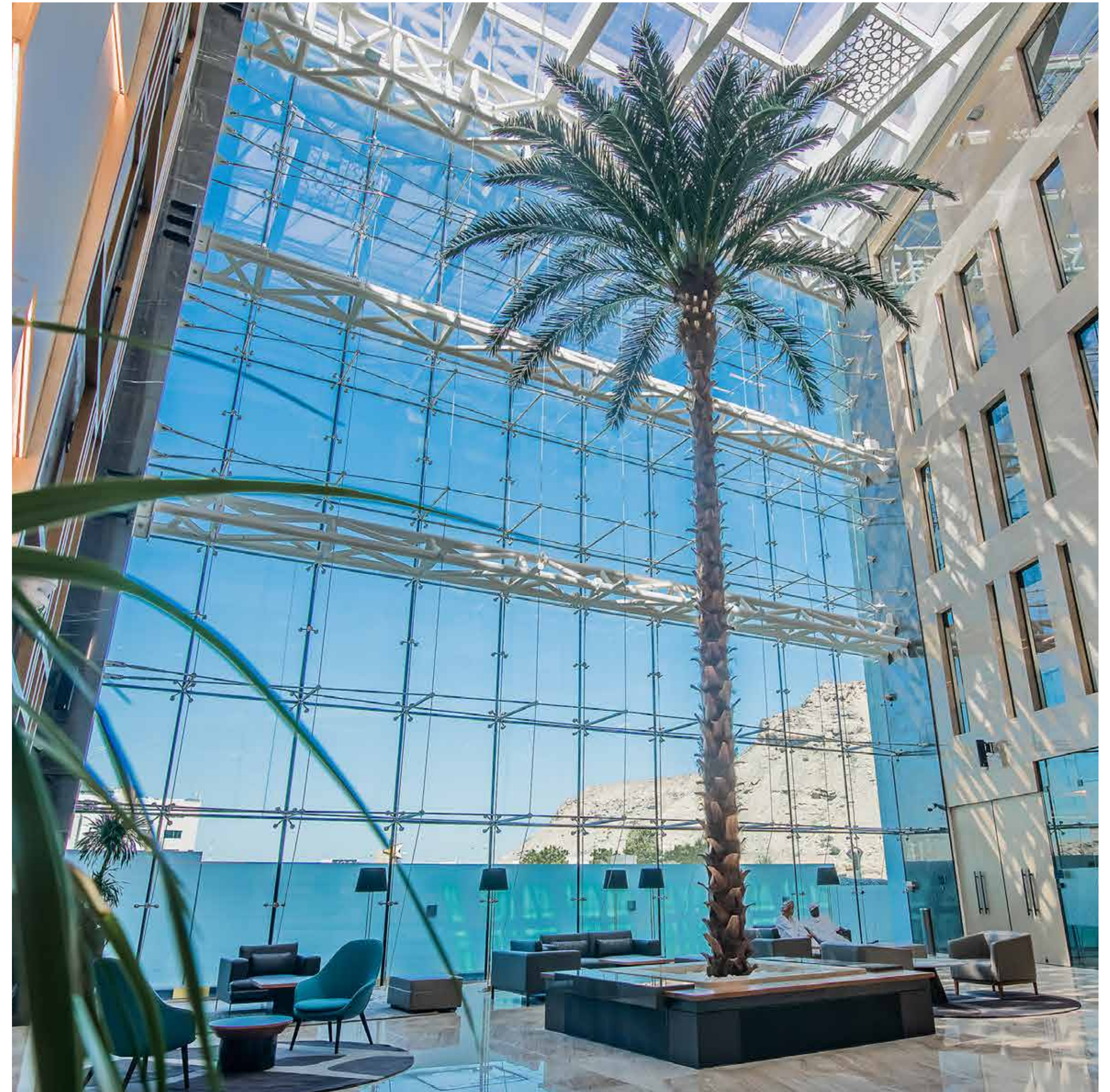
Independence

Independence is an important factor in the Directors' ability to serve in the best interest of ahlibank and all its stakeholders. All the independent board members of the bank satisfy the criteria for independence as per the applicable regulations.

Further details about the bank's approach to corporate governance can be found in the bank's website

<https://ahlibank.om/investor-relations/corporate-governance/>

<https://ahlibank.om/investor-relations/financial-highlights/annual-reports/>





Risk Management

ahlibank has always placed great emphasis on risk management and business continuity. In order to be prepared for any potential risks, a comprehensive risk management system has been implemented that covers a diverse spectrum of risk types. The Bank follows robust and customized processes that incorporate best practices and the latest technologies. To further strengthen the risk management approach, a Risk Governance Structure and three lines of defense model has been established.

Data Privacy and Cybersecurity

At ahlibank, data privacy and cybersecurity is a priority when it comes to safeguarding customer's information. This is done to maintain their trust, comply with regulations, minimize financial losses and ensure business continuity. Protecting customers' sensitive information is of utmost importance to the bank, as cyber-attacks can disrupt operations and cause irreparable damage to the bank's reputation. To mitigate these risks, ahlibank's data privacy and cybersecurity systems are designed to protect against data breaches, cyber-attacks and other security incidents. Ongoing monitoring and regular updates to the systems are required to keep pace with evolving threats and still in alignment with industry best practices.

The bank ensures that data confidentiality and protection is set in place by following the standards set out as per ISO 27001. The standards are designed to incorporate the data protection and privacy policies in compliance with Oman Personal Data Protection Law rules. The bank is working on developing the system adopting international best practices thereby enhancing customer security and privacy.

Data Protection and Privacy

The bank's privacy policy is in line with new Data Protection Law of Oman and covers customers data rights protection. bank has following controls in place to address regulatory requirements of data protection:

- ✔ Internal policies for launching or amending products and services.
- ✔ Management Committees overseeing the bank's products, services and systems
- ✔ Product Development teams and Information Security team ensure protection of data, while developing or launching products
- ✔ Retention Procedure defining minimum period of records retention to be 10 years as stipulated by regulatory guidelines
- ✔ Charges for retrieval of customers records or data as defined in the bank's schedule of charges
- ✔ A dedicated ISO team under Risk Management department to control and monitor data confidentiality and security

Business Continuity and Resilience

The bank's Business Continuity Plans (BCP) are designed to enable the continuation of normal business operations in the event of a disaster or significant disruption of services. In the event of any disruptions, customers through the bank's communication channels in a timely manner.

The recovery strategy considers an offsite location i.e. Disaster Recovery (DR) Site where the IT infrastructure and other resources are made available to resume operations should the existing Data Centre not be available due to a disruptive incident. Data restoration is done through an online real time replication of the Core banking systems. A secondary back-up is stored at the DR site.

The bank conducts a comprehensive Business Impact Analysis (BIA) to identify and classify the critical applications based on their impact on the bank's business specifying the Recovery Time Objective (RTO) and the Recovery Point Objective (RPO) for each business process mapped to the underlying IT systems and infrastructure that support these processes.

If any event or circumstance is identified, it is escalated through standard line management reporting lines to the member representing their business line in the Business Continuity Management Team (BCMT) for necessary action under the guidance of the Crisis Management Team (CMT).

Financial Crime and Anti-Corruption

Fraud Awareness Campaign

To enhance public awareness and combat cyber fraud, ahlibank partnered with the Oman Royal Police to extend the bank's Anti-Fraud Awareness campaign throughout 2022. This campaign was designed to inform the general public on how to avoid falling victim to various types of cyber frauds.

Various communication channels we utilised such as print media, radio, television and social media to disseminate information and raise awareness. This joint effort reinforced ahlibank's commitment to ensuring the security and protection of its customers' financial assets and data.





Ethical Practices and Regulatory Compliance

The bank has established a Code of Business Conduct setting the standards of ethical business behavior and personal conduct for the bank's directors and employees. By adhering to the letter and spirit of applicable laws, regulations, policies and procedures, and above all by applying sound judgment to all activities, the directors and employees endeavor to deal fairly and in good faith with customers, vendors, competitors, regulators, and fellow employees demonstrating their commitment to the bank's Vision, Mission and Values. All business decisions are made, and all business activities are conducted, in the best interests of the bank and the Officers avoid any action which may involve, or may appear to involve, a conflict with the interests of the bank.

Whistleblowing and Grievance Mechanisms

A whistle blower policy has been implemented to set a benchmark for ethical conduct within the bank's operations. The policy provides a framework to see that customers, employees, shareholders and stakeholders have trust and confidence that ethical behavior is practiced throughout all the bank's operations. The policy outlines the procedures to be followed, the importance of confidentiality and the actions to be taken in the event of misconduct or illegal behavior being reported. Stakeholders can report by email or phone numbers.

A comprehensive grievance mechanism policy has been established to ensure that employees have a platform to address their concerns. The procedure consists of two stages:

✔ Informal

If an employee has a grievance, they are encouraged to first try and resolve the issue through informal discussions with their department head. Both parties should work within the framework of the bank's rules to try and reach a resolution.

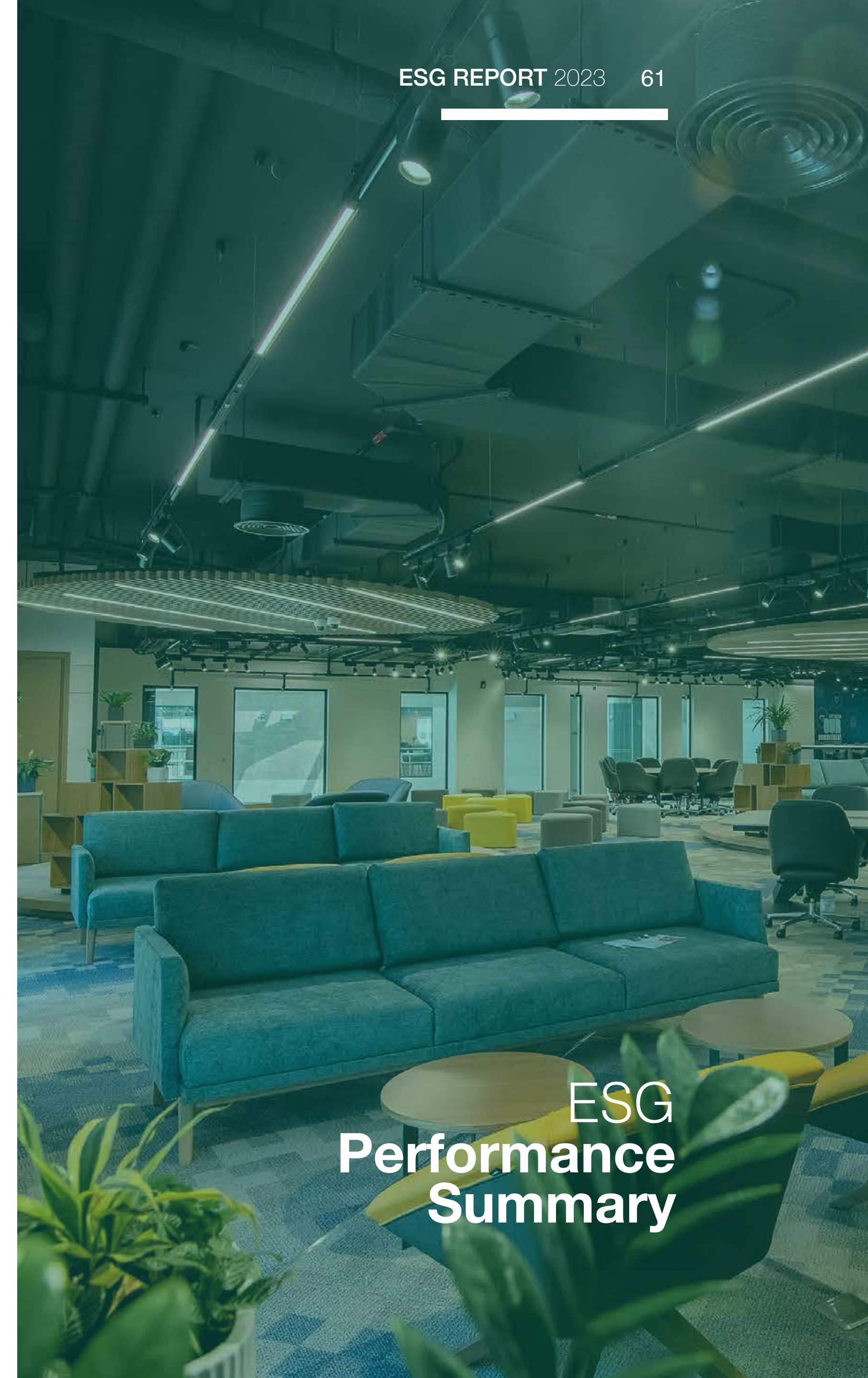
✔ Formal

If the grievance is not resolved at the informal stage, the employee can present a written grievance to a more senior officer in the hierarchy, such as the department head, for work-related issues. If the issue is employment or administrative-related, the grievance should be presented to the head of human resources.

ESG Performance Summary



Summary of Metrics	Units	2023
Consumption		
Electricity	MWh	28
Fuel - Petrol	MWh	31
Fuel - Diesel	Ltrs	30
Water	Ltrs	18,303
Energy Intensity-Electricity	MWh/m ²	0.20
Water consumption Intensity	Ltrs/m ²	0.54
Emissions		
Scope 1	CO ² e Tons	69.92
Scope 2	CO ² e Tons	9
Emission Intensity – Scope 1	CO ² e Tons/m ²	0.002
Emission Intensity – Scope 2	CO ² e Tons/m ²	0.002
Waste Management		
General waste sent to landfill	m ³	400
Paper sent for recycling	Kg	5,990
Scaling Factor		
Office Area	Square Meters	33,809
Number of Employees	Persons	943
Employee Turnover		
No. of Staff		66
Turnover Rate		7.0%
Employment - Gender Ratio		
Male		560
Female		383
Total		943
Female to Male Ratio		41%
Senior Management Staff		
Male		74%
Female		26%
Total Senior Management Staff		23
Gender Compensation		
Male Compensation		1,181 R.O
Female Compensation		1,035 R.O
Female to male Ratio		1.14
Independent board members		
Percentage to total members		67%



ESG
Performance
Summary



GRI Index

Topic	Corresponding GRI Standards	Corresponding SDGs	Page Ref.
ENVIRONMENTAL			
GHG Emissions	GRI 305: Emissions 2016	13 Climate Action	33
Emissions Intensity	GRI 305: Emissions 2016		
Energy Usage	GRI 302: Energy 2016	12 Responsible Communication and production	31
Energy Intensity	GRI 302: Energy 2016		
Water Usage	GRI 303: Water and Effluents 2018	Clean Water and Sanitation	32
Environmental Operation	GRI 103: Management Approach 2016		29-32
Environmental Oversight	GRI 102: General Disclosures 2016		19
Climate Risk Mitigation	GRI 102: General Disclosures 2016	13 Climate Action	33-37

Topic	Corresponding GRI Standards	Corresponding SDGs	Page Ref.
SOCIAL			
Gender Pay Ratio	GRI 405: Diversity And Equal Opportunity	5 Gender Equality	46
Employee Turnover			40
Gender Diversity	GRI 102: General Disclosures 2016 GRI 405: Diversity & Equal Opportunity 2016	5 Gender Equality	46
Non-Discrimination	GRI 103: Management Approach 2016	10 Reduce Inequalities	41
Global Health & Safety	GRI 103: Management Approach 2016	3 Good health and Well Being	39
Community Investment		8 Decent Work and Economic Growth	47

Topic	Corresponding GRI Standards	Corresponding SDGs	Page Ref.
GOVERNANCE			
Board Diversity	GRI 405: Diversity and Equal Opportunity 2016	10 Reduce Inequalities	56
Board Independence			56
Ethics & Anti Corruption	GRI 103: Management Approach 2016	16 Peace, Justice and strong institutions	60
Data Privacy			58



ahliconnect: 2457 7177

www.ahlibank.om

 [ahlibank.om](https://www.facebook.com/ahlibank.om)

 [ahlibank](https://twitter.com/ahlibank)

 [ahlibank.om](https://www.instagram.com/ahlibank.om)

 [ahlibank](https://www.linkedin.com/company/ahlibank)

 [ahlibank](https://www.youtube.com/ahlibank)