



YOUR PARTNER IN EXCELLENCE
ESG Report 2025



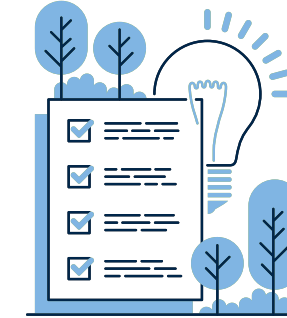
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About The Report

Report Scope and Boundary

References to ahlibank (the Bank) in this report, except where stated otherwise, encompass our full portfolio of operations within the Sultanate of Oman, including our Islamic banking window, ahli islamic.



Data Verification

ahlibank is committed to high standards of transparency and accuracy in its public disclosures. This report has been prepared in reference to the GRI Standards, with a GRI Content Index included in the appendix on page 63 for the 2025 reporting period. All information has undergone internal validation to ensure accuracy, reliability, and completeness. The Board receives regular updates on material ESG matters and provides strategic oversight. Financial data is sourced from the Bank's Corporate Governance Report and Audited Financial Statements for the year ended 31 December 2025.

Forward-Looking Statements

This report may include forward-looking statements related to ahlibank's strategic direction, operational priorities, and anticipated future performance. These statements are based on assumptions and expectations that are subject to uncertainties and external factors that could materially influence the Bank's operating environment. Consequently, actual results may differ from those expressed or implied. ahlibank does not assume any obligation to update or revise forward-looking statements during the reporting cycle, unless required by applicable laws or regulations.

External Assurance - MSX G9

ahlibank did not commission external assurance for this ESG report. Instead, the Bank applied an internal assurance process to ensure the quality, relevance, and accuracy of the disclosed information. This process included detailed data validation, content reviews, and approval by key internal stakeholders. The Bank will continue to evaluate the need for external assurance in future reporting cycles in line with stakeholder expectations and evolving sustainability reporting practices.

This report covers the Bank's sustainability-related activities for the period **1 January 2025 to 31 December 2025**, and provides insight into our ongoing and future sustainability objectives, annual disclosures, investor-focused information, and broader sustainability communications.

Reporting Period and Performance Progress - MSX G8.1

This report highlights the cumulative progress made over the past two years—2024, and 2025—unless otherwise noted in the respective sections. Throughout the report, we highlight the contributions of our employees who bring our ESG agenda to life.

and environmental practices. This report has been prepared with reference to the ESG Disclosure Guidelines of the Muscat Stock Exchange (MSX) and prevailing global sustainable business practices. It also incorporates the Global Reporting Initiative (GRI) Standards, relevant regulations issued by the Central Bank of Oman (CBO) and the Financial Services Authority (FSA), and reflects our contribution to the United Nations Sustainable Development Goals (SDGs).

Reporting Frameworks

Our operational ESG practices is closely aligned with Oman Vision 2040, which outlines national priorities for economic diversification, social well-being, human capital development,

We provide transparent and comparable disclosure of our environmental, social, and governance (ESG) framework and practices, ensuring that stakeholders have a clear understanding of our commitments and performance.

Feedback and Enquiries

We welcome feedback and suggestions regarding this report through our website www.ahlibank.om



A Message from the CEO

Dear Stakeholders,

At ahlibank, we view ESG principles not merely as reporting requirements but as a strategic compass that guides our decisions, shapes our priorities, and strengthens the value we deliver to our stakeholders. Our ESG vision is built on the belief that responsible banking fosters trust, drives innovation, and ensures our growth contributes meaningfully to our customers, communities, and the nation.

As we advance on this journey, ESG integration remains essential to maintaining transparency, operational excellence, and future-ready leadership. It is with this perspective that I present ahlibank's ESG Report for the year 2025 reflecting our progress, reaffirming our commitments, and outlining the values that continue to shape our path forward.

Good governance remains the cornerstone of our operations, providing the clarity, accountability, and ethical foundation essential for sustainable success. We continue to enhance our governance frameworks to ensure that our decisions are driven by integrity, transparency, and a strong alignment with stakeholder expectations.

Compliance and risk management are integral to our sustainable business strategy. Through robust policies,

proactive oversight, and continuous monitoring, we safeguard our operations, customers, and community from financial, operational, and reputational risks. Our integrated approach ensures that risk awareness and compliance are embedded in every decision we make.

Innovation and technology support our ESG ambitions by strengthening governance, improving transparency, and expanding financial inclusion. Through enhanced digital capabilities and data-driven oversight, we reinforce responsible banking practices, elevate customer protection, and ensure greater accessibility to secure and reliable financial services. These advancements enable us to serve our customers more efficiently while upholding the highest standards of ethical and sustainable conduct.

Our commitment to sustainable finance also extends to empowering small and medium enterprises, which remain vital to Oman's economic diversification and job creation. Through tailored financial solutions, advisory support, and accessible banking services, we help SMEs grow, innovate, and navigate an evolving marketplace. This focus strengthens our role in fostering inclusive and sustainable economic development.

Our people remain at the heart of ahlibank's success. We continue to invest in their development, well-being, and engagement, fostering a culture that encourages innovation, continuous learning, and purposeful contribution. Likewise, our CSR efforts reflect our dedication to supporting education, healthcare, and social development, reinforcing our role as a trusted partner to the communities we serve.

In the years ahead, ahlibank will sustain its momentum in sustainable finance, further advance digital innovation, and reinforce ESG integration throughout the organisation. Our priority remains to deliver long-term stakeholder value while supporting social and environmental resilience. As part of this commitment, we will continue to refine our governance frameworks to align with regulatory requirements and emerging best practices, ensuring lasting value creation for all stakeholders.

Thank you for your continued trust and partnership.



Sincerely,

Said Abdullah Al Hatmi
Chief Executive Officer

2025 Snapshot: Progress, Performance, and Impact

2025 marked a year of strong performance and sustainable progress for ahlibank. The Bank achieved key financial and strategic milestones while continuing to invest in people, communities, and responsible growth.

From workforce development and community impact to innovation, network expansion, and environmental initiatives, ahlibank's achievements in 2025 reflect its commitment to excellence and long-term value creation.

These accomplishments were further reinforced by prestigious local and international awards, positioning ahlibank as a trusted Partner in Excellence in Oman and beyond.

94%
Omanisation
rate



41%
female gender ratio
to the workforce



2,391
hours
of training



68
ahliStar
employees



Summary of Community Impact (2025)



Total CSR initiatives
11



Total Beneficiaries:
Over **5,000** individuals
and families



Employee Volunteers
Participating:
150

2025 Key Highlights

- Launch of the **first children banking app in Oman (ahlinext)**
- **₹ 50 Million** Capital raised through Rights Issue
- ahlibank opens **3 new branches** of which one is dedicated center to private and premium banking
- ahli islamic opens **1 new branch**
- ahlibank Signs **Master Service Agreement with PDO**
- Commencement of the **Solar Energy System** at ahlibank Head Office Parking
- Expansion of **ahlibank Ramadan Souq and ahliExpo Fair for SMEs**



2025 Key Awards

Oman's Best Bank For SMEs
Euromoney Awards For Excellence

Best Performing Company-Large Cap
Alam Al Iktisaad Awards

Excellence In Innovation
And Digital Banking
Alam Al Iktisaad Awards 2025

Best Retail Bank - Oman 2025
The Digital Banker

Excellence In Corporate
Social Responsibility
CSR Summit & Awards 2025

Best Performing Company-Large Cap
OER Corporate Excellence Awards



ahlibank Profile

About ahlibank

ahlibank is a full-fledged commercial financial institution delivering a comprehensive and innovative suite of banking solutions to individuals, businesses, and public-sector entities.

From safeguarding customer funds to providing credit, investment, and advisory services, the Bank has established itself as one of Oman's leading and most forward-thinking financial institutions. With a clear strategy focused on sustainable growth, enhanced customer experience, and long-term shareholder value, ahlbank continues to strengthen its position in the market.

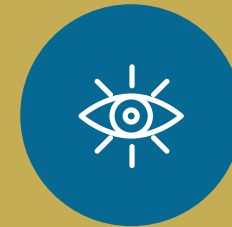
Operating within a robust legal and regulatory framework, the Bank plays an essential role in maintaining financial stability, supporting economic development, and ensuring the smooth functioning of the monetary and payments ecosystem. Through prudent risk management, responsible lending, and strict adherence to regulatory standards, ahlbank contributes meaningfully to sustainable economic progress and the resilience of the national financial system.

Since its establishment in 2007, the Bank has grown steadily and is widely recognized for its strong market presence, customer-centric philosophy, and commitment to responsible

and sustainable banking. Through its expanding branch network, specialized teams, and advanced digital platforms, ahlbank offers a full range of conventional and Shari'a-compliant financial solutions. Its Islamic banking window, ahli islamic, provides products aligned with Islamic Shari'a principles and the Central Bank of Oman's Islamic Banking Regulatory Framework.

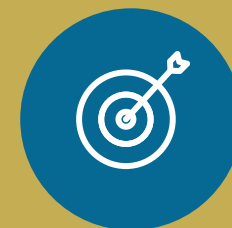
Guided by national priorities, the Bank aligns its programmes and initiatives with Oman Vision 2040, contributing to social welfare and economic advancement through targeted community-focused efforts. This commitment is reinforced by the Bank's core values—innovation, integrity, excellence, responsibility, and sustainability—which influence both daily operations and long-term strategic decision-making.

ahlibank's vision is to be a dynamic, innovative, and trusted financial institution that drives progress, empowers communities, and supports Oman's continued integration into the global financial landscape. Its mission is to serve as a preferred banking partner, creating sustainable value for customers, employees, shareholders, and society.



Our 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.

Our Core Values



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.

Governance and Shareholding

Ownership Structure of Shares as at 31 December 2025

ahlibank is founded on a robust governance framework that reflects the expectations of its shareholders and promotes ethical conduct, transparency, and timely disclosure.

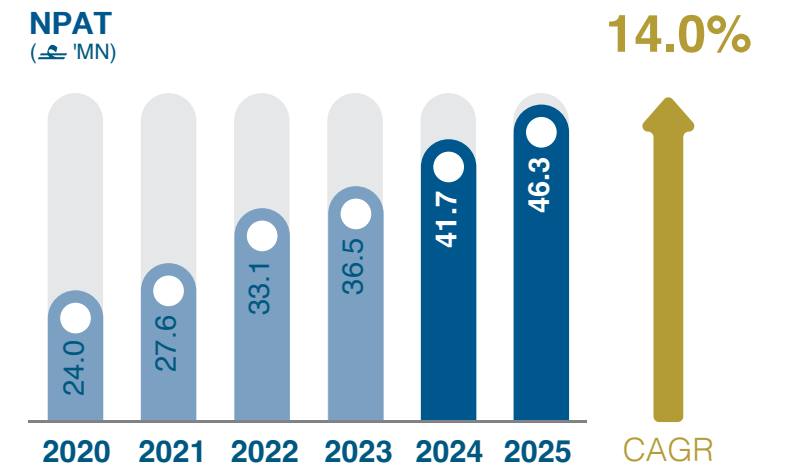
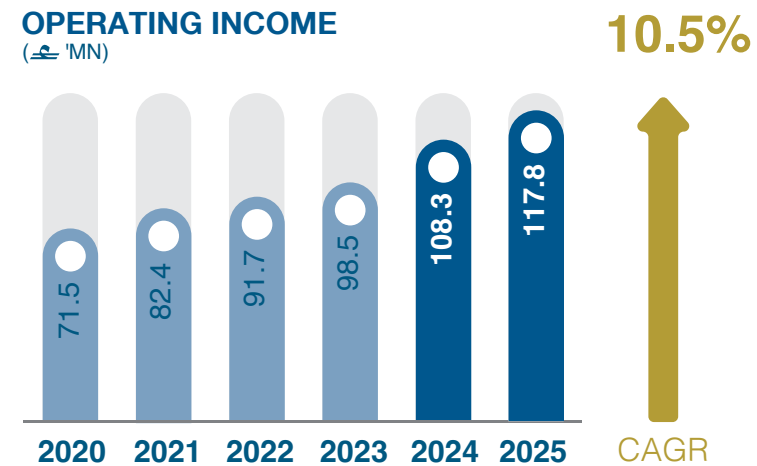
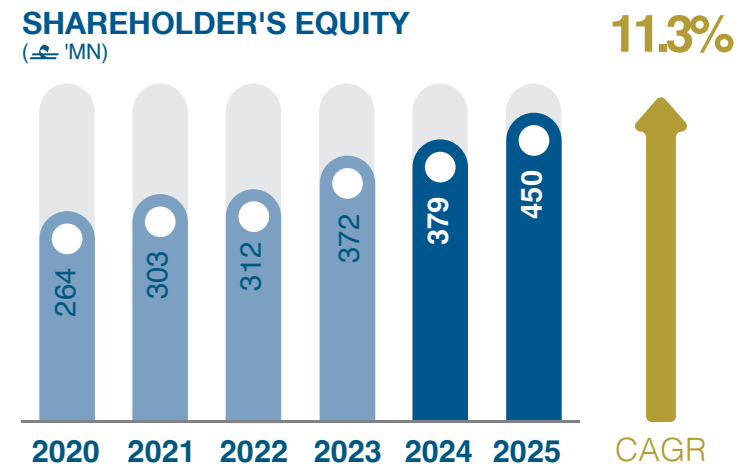
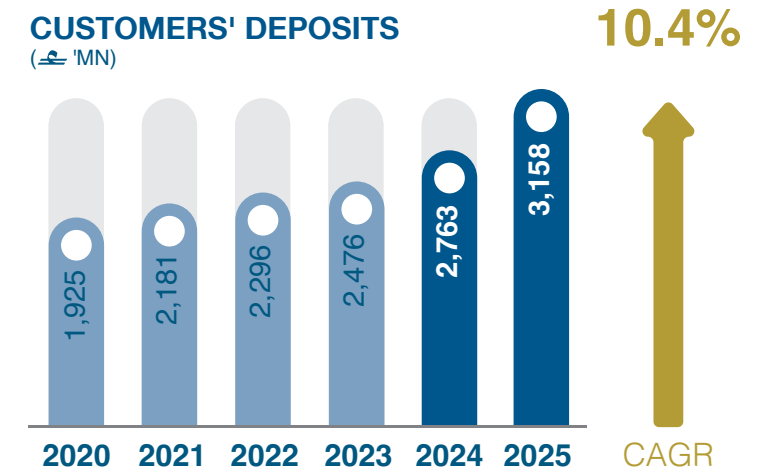
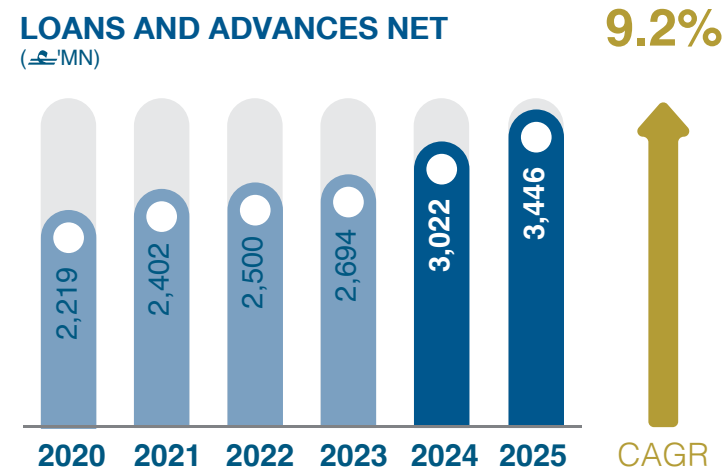
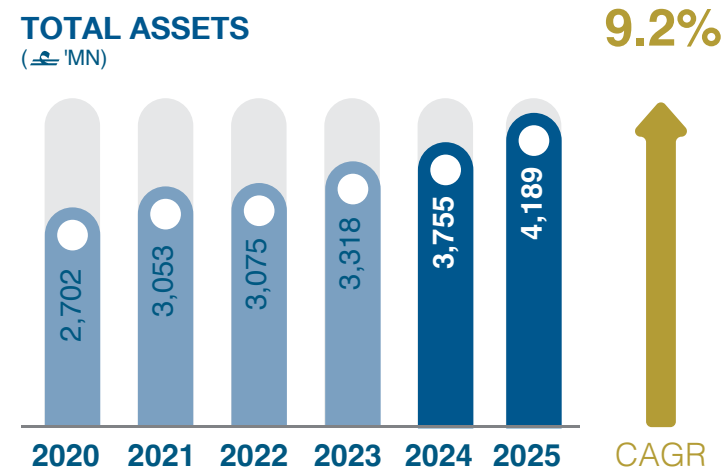
Incorporated in the Sultanate of Oman and publicly listed, the Bank operates in full compliance with applicable regulatory, governance and disclosure requirements, enabling it to exercise its rights and responsibilities while creating sustainable value for all stakeholders.



Total Shares: **2,706,800,323**

2025 PERFORMANCE

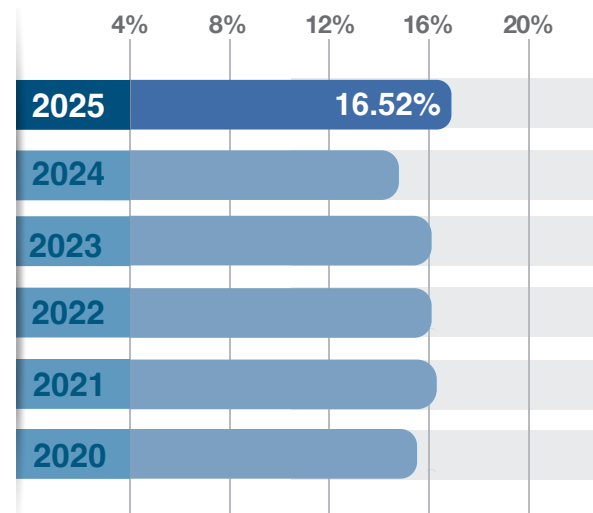
Key Financial Indicators



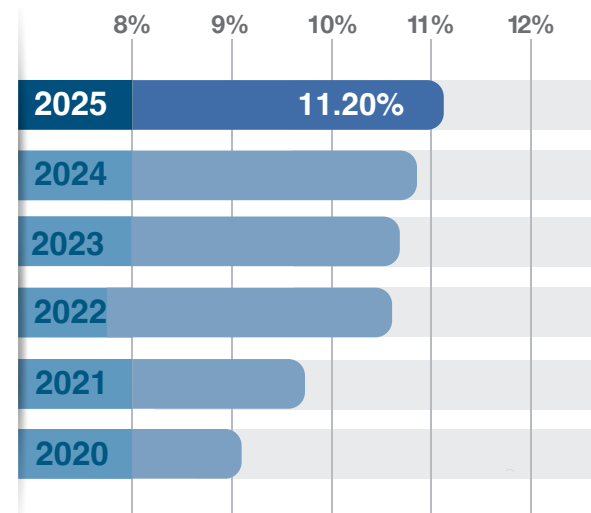
Strong Capitalization and Consistent Returns

Key Financial Indicators

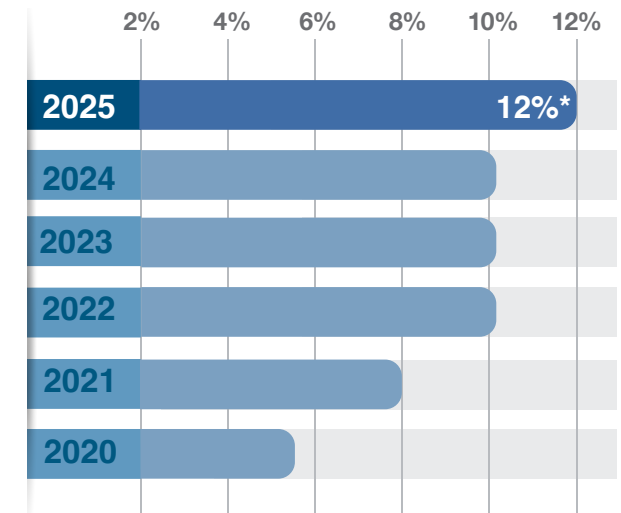
CAPITAL ADEQUACY



RETURN ON EQUITY




DIVIDENDS



* 6 baizas in the form of cash and 6 baizas in the form of mandatory convertible bonds

₹ 514 Mn 
Market Capitalization
(31 December 2025)

2,706,800,323 
Issued Shares
(31 December 2025)

₹ 0.190 
Closing Price
(31 December 2025)

Credit Ratings 
Fitch Ratings: **BB+**
Capital Intelligence Ratings: **BBB-**



Business Segments

ahlibank's Four Main Business Segments

ahlibank delivers its services through a diversified and well-structured business model that addresses the needs of individual, corporate, institutional, and government clients.

Retail Banking

- Wafra
- Imtiyaz
- MyChoice
- Istqrar
- Fixed Deposit
- Children's Savings
- Loans
- Cards and Loyalty Programs
- Insurance
- Wafra Plus
- MySmart
- MySaver
- Current
- Qitaf Savings Account

Private Banking Services

- Al Shumookh Banking
- Al Nukhba Premium Banking
- Private and Wealth Management Banking Services

Business Banking

- Government Banking Services
- SME Banking Services
- Trade Finance
- Financial Institutions
- Corporate Banking
- Treasury
- Digital Banking Solutions

Investment Banking

- Corporate Finance Advisory
- Asset Management
- Brokerage



Retail Banking

ahlibank continues to strengthen its retail banking proposition through innovation, customer-centric solutions, and responsible financial practices. Serving diverse customer segments, the Bank delivers personalised products and digital services that promote financial inclusion, ethical banking, and long-term financial wellbeing. Guided by transparent standards and responsible lending principles, retail banking plays a key role in economic empowerment and sustainable community development.



Total Number of ahlibank branches **27**
ahli islamic branches **26**

	Smart Saving and Wealth Building	Helping customers grow and manage their finances through flexible, value-driven saving solutions
	Banking for Every Need	Inclusive banking solutions tailored to support customers at every life stage.
	Lending Solutions	Responsible financing designed to support customers' goals with flexibility, transparency, and care.
	Smart Payments and Rewarding Solutions	Secure digital payments combined with rewarding experiences for everyday banking convenience.

Privileged Banking

Personalised Wealth Solutions, Built Around You

ahlibank's Premium and Private Banking delivers ethical, personalised financial solutions supported by dedicated Relationship Managers, long-term financial stewardship, and the highest standards of privacy and transparency.



Al Nukhba Premium Banking

Dedicated relationship-led banking with preferential pricing and exclusive lifestyle benefits.











Private & Wealth Management

Tailored wealth, investment, and estate solutions delivered with confidentiality and integrity.




Business Banking

ahlibank's Business Banking provides relationship-led and integrated financial solutions that support corporates, SMEs, government entities, and financial institutions. Aligned with Oman Vision 2040, the Bank enables sustainable growth through responsible financing, digital capabilities, and sector-focused expertise that promote economic diversification, financial inclusion, and long-term value creation.

	Government Banking	Tailored solutions supporting transparent, efficient, and sustainable public-sector financial management.
	Corporate Banking - Large Corporates	Customised financing and strategic banking solutions delivered through dedicated Relationship Managers.
	Corporate Banking - Mid-market	Flexible working capital, term financing, and trade solutions supporting business growth and resilience.
	SME Banking	Inclusive banking solutions empowering SMEs through innovative financing and digital tools.
	Financial Institutions	Liquidity management, trade, and strategic investments for other banks and institutional clients.
	Treasury	Market access, liquidity, and risk management solutions delivered with strong governance.
	Trade Finance	Secure and compliant import, export, and guarantee solutions supporting responsible global trade.
	Digital Banking Solutions - Corporate	Digital platforms enabling secure payments, cash management, and operational efficiency.


Investment Banking

ahlibank's Investment Banking and Corporate Finance services deliver investment, and market access solutions that support strategic growth, responsible investment, and long-term value creation for institutional, corporate, and high-net-worth clients.



Asset Management

- Sustainable returns
- Disciplined risk management



Corporate Finance Advisory

- Equity & debt transactions
- Fundraising



Brokerage

Local & regional market access



ahli
islamic



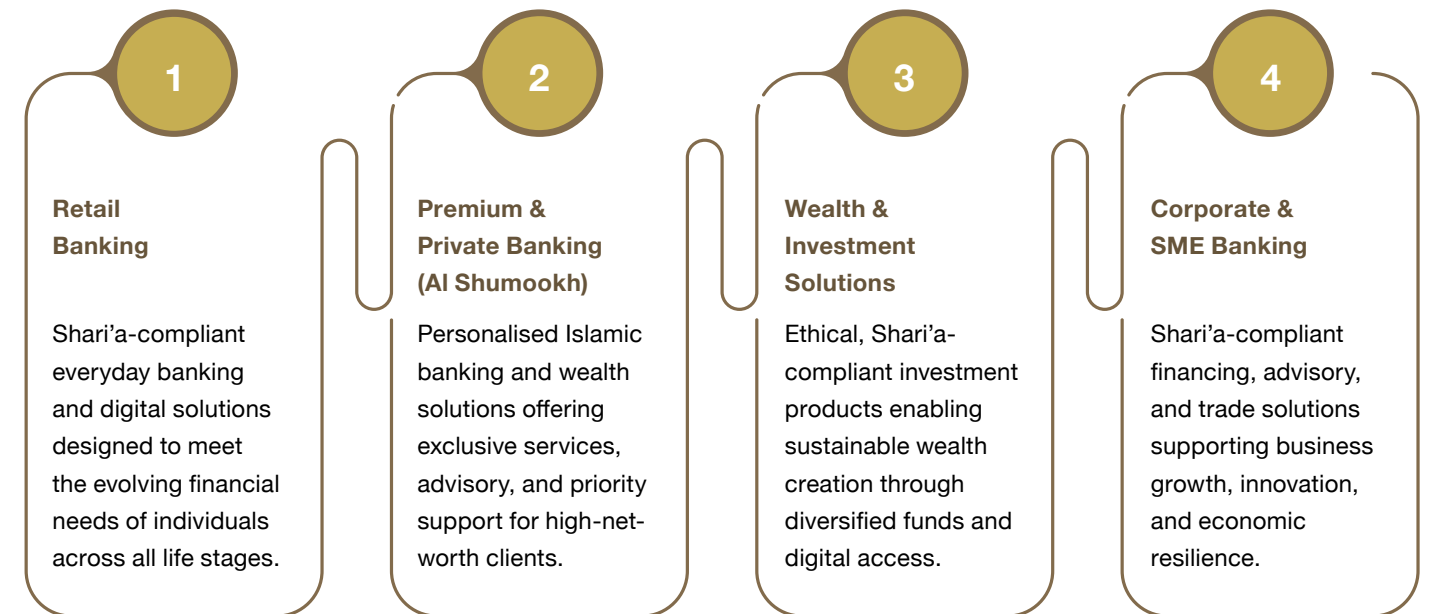
Shari'a-Compliant Solutions

ahli islamic provides a comprehensive suite of Shari'a-compliant banking solutions catering to retail, premium, corporate, SME, and institutional clients. Since its establishment in 2013, the Bank has demonstrated a strong growth trajectory, establishing itself as a leading Islamic banking institution in the Sultanate of Oman.

Over the years, ahli islamic has played a pivotal role in developing the market by delivering superior financial services and promoting financial inclusion, earning the trust of its stakeholders through a steadfast commitment to Shari'a-compliant practices.

Through innovation, accessibility, and personalized service, ahli islamic seamlessly integrates Shari'a-compliant financing with digital solutions, enabling sustainable financial outcomes and reinforcing its focus on responsible growth and customer-centric banking. Its network of strategically located branches ensures efficient service delivery, while a diverse range of Shari'a-compliant products and services across deposits, liabilities, and financing meets the evolving needs of its broad customer base.

Customer Segmentation - Islamic Banking



ESG

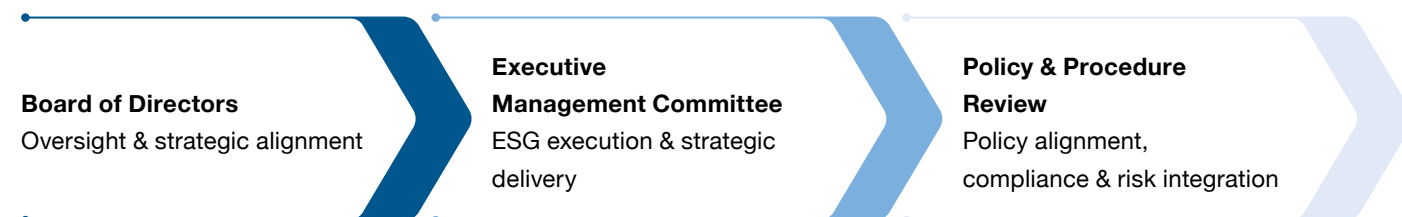
Overview



ESG Governance Practices and Strategic Priorities

The Bank's in-practice ESG governance model outlines the roles and responsibilities of key committees and functions involved in managing sustainability matters. **This model helps guide how ESG considerations are incorporated into decision-making, day-to-day operations, compliance processes, and reporting activities.** The sections below summarise the responsibilities of the Board of Directors and Executive Management Committee, in supporting the Bank's ESG efforts.

ESG Governance Model at ahlibank



ESG Roles & Responsibilities by Governance Body

Board of Directors	Executive Management Committee	Policy & Procedure Review
ESG oversight	ESG roadmap execution	ESG policy integration
Strategic guidance	Operational integration	Regulatory alignment
Vision 2040 & SDGs	Performance enhancement	Risk & compliance

1. Board of Directors (BoD) – MSX E9

The Board provides advisory oversight of the Bank's ESG agenda including Bank's ESG priorities, objectives, and major initiatives, and offers high-level guidance without engaging in operational execution. The Board ensures the incorporation of ESG considerations into governance and long-term planning and oversees the alignment of sustainability efforts with national priorities such as Oman Vision 2040 and the Sustainable Development Goals (SDGs).

2. Executive Management Committee (EMC) - ESG Execution & Strategic Delivery - MSX E8

The Executive Management Committee provides strategic guidance on the implementation of the Bank's ESG roadmap, ensuring the integration of sustainability principles across operational practices. The Committee fosters a corporate culture rooted in strong values, while identifying opportunities to enhance ESG performance and support the strategic advancement of key initiatives. Furthermore, it evaluates and advises on the incorporation of ESG considerations into the Bank's operations, products, and services, providing direction to ensure alignment between the Bank's ESG agenda and national socio-economic development objectives.

3. ESG Integration into Policies & Procedures



The Bank regularly updates its policies and procedures to remain aligned with Central Bank of Oman regulations and incorporates ESG considerations into its operations where appropriate. ESG-related developments are reported to the Executive Management Committee to support oversight and strategic planning.

The Bank's ESG initiatives also reflect its commitment to national priorities, including Oman Vision 2040 and the Sustainable Development Goals, reinforcing its contribution to the country's socio-economic development.

Stakeholder Engagement and Materiality Assessment



Stakeholder Engagement

ahlibank recognises that effective stakeholder engagement is essential to responsible banking and to the long-term sustainability of the organisation. **The Bank maintains continuous, structured engagement with its key stakeholder groups to understand their expectations, assess emerging issues, and incorporate their perspectives into strategic and operational decision-making.**

Throughout the reporting year, ahlibank conducted a range of engagement activities to identify the ESG topics most material to stakeholders and to the Bank's business. These interactions enable ahlibank to gain meaningful insight into stakeholder priorities and to assess the social, economic, and environmental impacts of its activities.

The Bank is committed to transparent communication and active listening, using stakeholder feedback to enhance policies, services, and ESG practices. This ongoing dialogue helps ensure that ahlibank remains responsive to evolving needs while upholding accountability in its actions.

ahlibank focuses on the ESG topics that provide the greatest impact to its key stakeholders, including customers, employees, investors, suppliers, regulators, and local communities. The Bank also collaborates with stakeholders to advance initiatives that create lasting positive impact and shared value, contributing to the long-term resilience and sustainable development of both the Bank and the wider community.

Stakeholders



Customers

Our customers' voices are heard in our everyday interactions with them with multiple channels. We gather customer feedback through daily interactions, and digital channels. We listen to their complaints. Engagement occurs via face-to-face meetings, branch visits, online and mobile banking, Multi-Function Kiosks, the ahliConnect contact center, social media, customer events, focus groups, and customer surveys.



Employees

We engage with our colleagues through multiple channels, including the employee survey, town hall meetings, leadership summits, and monthly "Coffee with the CEO" sessions. Additional feedback is gathered through workshops, internal email communications, annual employee gatherings, learning and development programmes, and interaction on "Viva Engage" our enterprise social networking platform. Employees also have access to the Bank's global whistleblowing platform to raise concerns regarding misconduct, non-compliance, or breaches of internal policies confidentially.



Shareholders and Investors

We maintain transparent and regular engagement with our shareholders and investors through various channels, including the Annual General Meeting, extraordinary meetings as required, Board of Directors meetings, the annual report, periodic investor meetings and presentations, investor roadshows, and the dedicated investor relations section on our website.



Local Communities

We engage regularly with non-governmental organisations (NGOs), charities, and civil society groups through direct collaboration, cross-industry forums, and partnerships supporting our Corporate Social Responsibility (CSR) initiatives—such as the ahliCares programme, the SME Souq initiative, charitable support activities, blood donation drives, and cancer awareness campaigns, and our crowdfunding programme "Tamkeen". Engagement is further strengthened through press releases, social media updates and media interviews.



Government and Regulators

We proactively engage with regulators, government authorities, to foster strong, collaborative relationships. Through participation in industry consultations, we contribute to shaping our approach to scenario analysis, portfolio alignment, and strategic investments. This engagement supports the national economy and aligns with initiatives of national importance, reinforcing our commitment to responsible and sustainable banking practices.



Suppliers

Our Code of Conduct outlines the expectations and minimum standards we require from our suppliers regarding environmental responsibility, diversity, and respect for human rights.

How We Engage

Material topics highlighted through our engagement

Customer experience, ethical banking practices, information security and data privacy.

Health and well-being, training and skill development, information security, data privacy, and resource consumption.

Corporate Governance and ESG Accountability: Strong governance framework with independent and diverse Board oversight, comprehensive bank-wide policies, transparent ESG disclosures, and commitment to environmental sustainability.

Community Development and Social Responsibility: Collaborating with social, voluntary, and non-governmental organisations to support the holistic development of society.

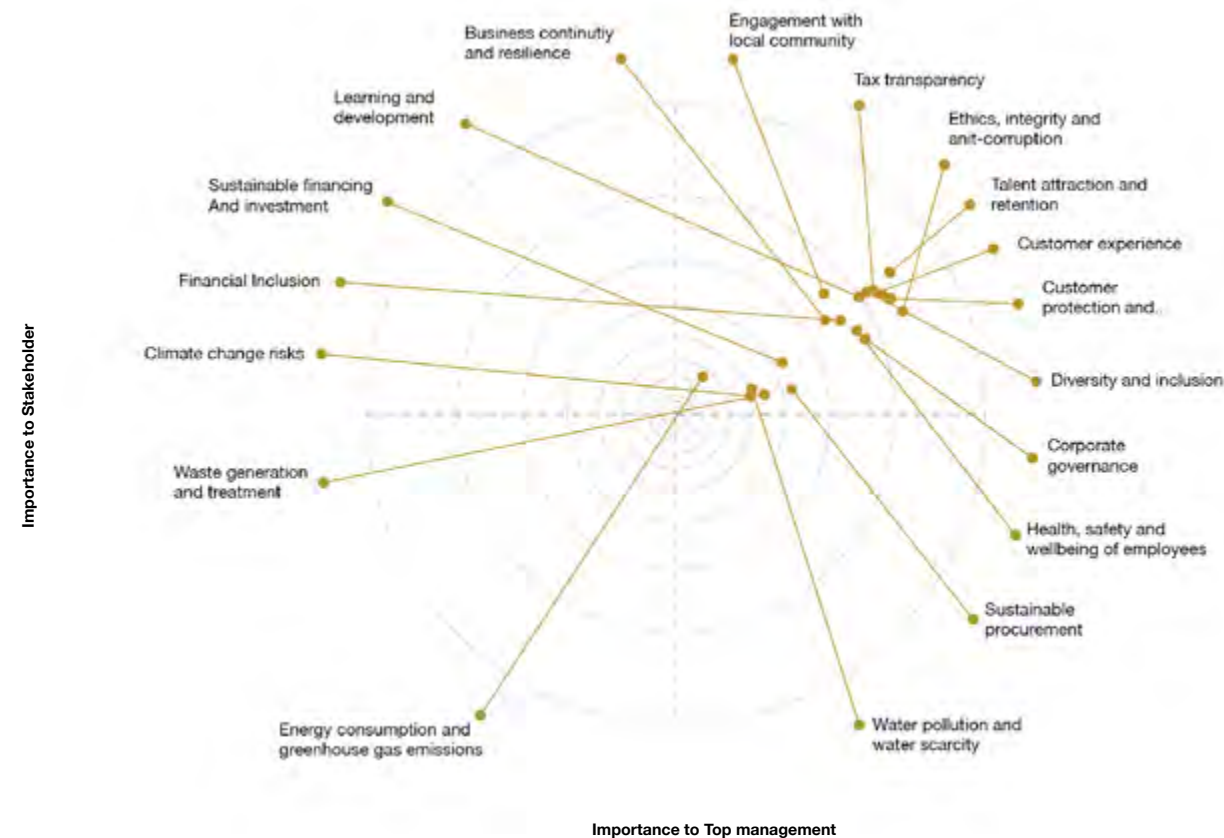
Contribution to the national economy, alignment to Oman's 2040 vision, and Regulatory Engagement, Compliance, and Transparency.

















Sustainable procurement.

Materiality Assessment and Key ESG Topics

Building on the materiality analysis conducted in 2024, ahlibank carried out a comprehensive assessment to identify the ESG topics most significant to the Bank and its stakeholders in 2025. This process involved a review of the GRI framework, secondary research on ESG trends within the Gulf Cooperation Council (GCC) banking sector, and careful consideration of topics that are strategically relevant to the Bank and aligned with industry developments. Stakeholder engagement was a key part of this assessment, with feedback gathered from both internal and external stakeholders through surveys and consultations. External stakeholders included corporate and retail customers, while internal stakeholders comprised junior employees, middle management, senior management, and Executive Management Committee (EMC) members. This thorough approach ensures that ahlibank's ESG direction addresses the topics that matter most to its business, stakeholders, and the broader community.

Following this materiality assessment, the ESG topics listed below have been identified as material for ahlibank.



Environmental	Social	Governance
 <p>Water Pollution and Water Scarcity Reduce water usage, implement water-efficient technologies, and support community water stewardship initiatives.</p>	 <p>Engagement with Local Community Support local development through corporate social responsibility programmes, volunteering, and partnerships with non-governmental organisations (NGOs).</p>	 <p>Tax Transparency Ensure transparent and compliant tax practices, aligned with regulatory expectations and ethical standards.</p>
 <p>Waste Generation and Treatment Minimise waste across operations, prioritise recycling, and reduce single-use materials.</p>	 <p>Talent and Development Strengthen employer branding and culture while developing employee skills, leadership, and career growth.</p>	 <p>Customer Protection and Privacy Protect customer data through strengthened cybersecurity systems and transparent privacy practices.</p>
 <p>Climate Change Risks Enhance climate-risk governance, align with ISSB recommendations, and integrate physical and transition risk assessments into business decisions.</p>	 <p>Diversity and Inclusion Build an inclusive workplace that promotes equal opportunities, gender balance, and representation at all levels.</p>	 <p>Ethics, Integrity, and Anti-Corruption Maintain zero-tolerance for corruption through strong ethics policies, whistleblowing mechanisms, and ongoing training.</p>
 <p>Energy Consumption and Greenhouse Gas Emissions Reduce operational carbon emissions through efficiency improvements, renewable energy procurement, and optimized energy use across branches and data centers.</p>	 <p>Health, Safety, and Well-Being Prioritize employee physical and mental well-being through enhanced workplace safety, wellness programmes, and occupational health standards.</p>	 <p>Corporate Governance Strengthen governance frameworks, board oversight, and compliance systems.</p>
 <p>Sustainable Financing Expand sustainable and responsible financing portfolios, integrate ESG risk assessments into lending, and support the transition to a low-carbon economy.</p>	 <p>Customer Experience Enhance service quality through digital transformation, customer insight analytics, and complaint-resolution improvements.</p>	 <p>Business Continuity and Resilience Strengthen operational resilience, crisis-response capabilities, and disaster-recovery planning.</p>
	 <p>Financial Inclusion Expand access to banking services for underserved groups, SMEs, and low-income communities.</p>	

Oman Vision 2040 and Sustainable Development Goals

Oman Vision 2040 aligns closely with the United Nations Sustainable Development Goals (SDGs), demonstrating the nation's commitment to long-term environmental, social, and governance (ESG) priorities.

The vision focuses on four key pillars: People and Society, enhancing education, healthcare, and social welfare; Economy and Development, promoting economic diversification, private sector growth, and innovation; Governance and Institutions, strengthening efficiency, transparency, and digital transformation; and Sustainability and Environment, advancing renewable energy, resource protection, and green policies.

Through these pillars, Oman Vision 2040 supports ESG-relevant SDGs: SDG 4 and 5 by promoting inclusive education and gender equality; SDG 7 and 13 by transitioning to clean energy and implementing climate action; SDG 8 and 9 by fostering economic growth, innovation, and responsible industry; and SDG 11 and 12 by encouraging sustainable urban planning, resource efficiency, and responsible consumption. Collectively, the vision provides a clear roadmap for sustainable development, balancing social inclusion, environmental stewardship, and robust governance practices.



Aligning Oman Vision 2040 with ahlibank ESG Material Topics

ahlibank recognises the importance of aligning its ESG strategy with Oman Vision 2040, the nation's long-term development framework aimed at fostering sustainable economic growth, social development, and environmental stewardship. This alignment ensures that the Bank's operations, investments, and initiatives contribute to national priorities while addressing the ESG topics most material to its stakeholders.



Economic Development and Responsible Finance

Oman Vision 2040 emphasises economic diversification, investment in national infrastructure, and entrepreneurship. In alignment, ahlibank focuses on sustainable finance, economic impact, and support for SMEs, ensuring that its financial products and services facilitate the growth of key sectors while promoting responsible lending and investment practices.



Social Development and Community Well-Being

The Vision prioritises human capital development, social inclusion, and community welfare. Reflecting this, ahlibank addresses employee well-being, financial inclusion, customer welfare, and community engagement, implementing initiatives such as educational programmes, community support campaigns, and inclusive banking solutions that empower individuals and communities.



Environmental Stewardship and Climate Responsibility







Oman Vision 2040 highlights the preservation of natural resources, renewable energy adoption, and environmental protection. Accordingly, ahlibank integrates environmental responsibility, climate risk management, water management and green financing into its operations, promoting sustainable practices within the Bank and across its lending and investment portfolios.



Governance, Transparency, and Ethical Conduct

Strong governance and accountability underpin Oman Vision 2040's development goals. ahlibank's focus on robust governance, ESG disclosures, regulatory compliance, and ethical standards ensures that the Bank's decision-making processes are transparent, accountable, and aligned with national development priorities.

By aligning its ESG material topics with Oman Vision 2040, ahlibank reinforces its commitment to sustainable growth, societal progress, and environmental responsibility. This strategic alignment not only supports national objectives but also enhances the Bank's long-term resilience, stakeholder trust, and contribution to Oman's sustainable future.

ahlibank ESG Material Topic	Description / Focus	Alignment with Oman Vision 2040 Goals
 Sustainable Finance and Economic Impact	Supporting SMEs, responsible lending, and national investments	Promotes economic diversification, investment in key sectors, and national infrastructure development
 Employee Well-being and Development	Training, learning programmes, health & safety, employee engagement	Enhances human capital development and workforce empowerment
 Community Engagement and CSR Initiatives	Social programmes, charitable initiatives, community partnerships	Strengthens community development and societal well-being
 Environmental Responsibility and Climate Action	Green financing, sustainable operations, resource efficiency	Protects natural resources, encourages renewable energy adoption, and reduces environmental impact
 Corporate Governance and ESG Accountability	Board oversight, policies, transparency, ethical conduct, ESG disclosures	Ensures robust governance, regulatory compliance, and ethical business practices aligned with national development priorities
 Regulatory Engagement and Transparency	Collaboration with regulators, reporting, compliance	Supports good governance, policy alignment, and responsible national economic participation





Our ESG ambitions, Metrics and Targets

At ahlibank, we have set defined ambitions and targets that guide the way we operate and how we serve our customers. These targets enable us to monitor our progress toward our environmental and social sustainability objectives.

They also support improvements in employee engagement, leadership representation, and overall market conduct. Each target aligns with the core pillars of our operational ESG practices: enhancing our approach to emissions management, strengthening inclusion and resilience, and acting responsibly.

The table below highlights key ESG topics along with the progress achieved against these ambitions.

Material topics for 2025	GRI topic Disclosures	Alignment with Sustainable Development Goals SDGs	Targets	Alignment with national priorities as per Oman Vision 2040
<p>Tax Transparency Ensure transparent and compliant tax practices, aligned with regulatory expectations and ethical standards.</p>	GRI 207: Tax 2019		<ul style="list-style-type: none"> Publish an annual Tax Transparency Statement starting 2026. Conduct external tax compliance audits annually. Maintain compliance with national and international tax regulations. 	<p>Governance, Transparency, and Ethical Conduct Strong governance and accountability underpin Oman Vision 2040's development goals. ahlibank's focus on robust governance, ESG disclosures, regulatory compliance, and ethical standards ensures that the Bank's decision-making processes are transparent, accountable, and aligned with national development priorities.</p>
<p>Customer Protection and Privacy Protect customer data through strengthened cybersecurity systems and transparent privacy practices.</p>	GRI 418: Customer Privacy 2016		<ul style="list-style-type: none"> Maintain zero material data breaches annually. Conduct cybersecurity drills twice per year. Develop a plan and work toward achieving full employee certification in data privacy training. 	
<p>Ethics, Integrity, and Anti-Corruption Maintain zero-tolerance for corruption through strong ethics policies, whistleblowing mechanisms, and ongoing training.</p>	GRI 205: Anti-corruption 2016		<ul style="list-style-type: none"> Provide mandatory ethics training to 100% of employees annually. Ensure zero cases of confirmed corruption or unethical behaviour. Implement enhanced due diligence for all high-risk customers by 2027. 	
<p>Corporate Governance Strengthen governance frameworks, board oversight, and compliance systems.</p>	GRI 2: General Disclosures 2021		<ul style="list-style-type: none"> Conduct annual board-level ESG performance review. Achieve 100% compliance with updated corporate governance codes. Introduce annual board-training programmes on ESG and emerging risks. 	
<p>Engagement with Local Community Support local development through corporate social responsibility programmes, volunteering, and partnerships with non-governmental organisations (NGOs).</p>	GRI 413: Local Communities 2016		<ul style="list-style-type: none"> Implement a volunteering tracking system in 2026. Fund at least three long-term social impact programmes each year. 	<p>Social Development and Community Well-Being The Vision prioritizes human capital development, social inclusion, and community welfare. Reflecting this, ahlibank addresses employee well-being, financial inclusion, customer welfare, and community engagement, implementing initiatives such as educational programmes, community support campaigns, and inclusive banking solutions that empower individuals and communities.</p>
<p>Talent Attraction and Retention Strengthen employer-branding, enhance workplace culture, and provide competitive career pathways.</p>	GRI 401: Employment 2016		<ul style="list-style-type: none"> Develop a plan and set a target to maintain annual employee turnover Conduct annual engagement surveys with >85% participation. Introduce career development pathways for critical job families by 2026. 	
<p>Diversity and Inclusion - Build an inclusive workplace that promotes equal opportunities, gender balance, and representation at all levels.</p>	GRI 405: Diversity and Equal Opportunity 2016		<ul style="list-style-type: none"> Develop a plan to increase the representation of women in leadership roles. Implement mandatory D&I training for all employees by 2026. Enhance recruitment programmes to increase workforce diversity by 10% by 2028. 	
<p>Health, Safety, and Well-Being Prioritize employee physical and mental well-being through enhanced workplace safety, wellness programmes, and occupational health standards.</p>	GRI 403: Occupational Health and Safety 2018		<ul style="list-style-type: none"> Ensure zero workplace fatalities and a 10% annual reduction in incident rates. Implement well-being programmes in 100% of branches by 2026. Offer mental-health support services to all employees by 2026. 	
<p>Learning and Development Enhance employee capabilities through continuous learning, leadership development, and digital-skills training.</p>	GRI 404: Training and Education 2016		<ul style="list-style-type: none"> Provide a minimum of 25 training hours per employee annually. Launch leadership development programmes covering 100% of managers by 2026. Introduce ESG training for all employees by 2026. 	

Material topics for 2025	GRI topic Disclosures	Alignment with Sustainable Development Goals SDGs	Targets	Alignment with national priorities as per Oman Vision 2040
<p>Water Pollution and Water Scarcity Reduce water usage, implement water-efficient technologies, and support community water stewardship initiatives.</p>	<p>GRI 303: Water and Effluents 2018</p>		<ul style="list-style-type: none"> • Establish a plan to reduce water consumption per employee and set a measurable reduction target • Install water-saving fixtures in all branches by 2026. • Support one annual community water-conservation initiatives starting 2026. 	
<p>Waste Generation and Treatment Minimize waste across operations, prioritize recycling, and reduce single-use materials.</p>	<p>GRI 306: Waste 2020</p>		<ul style="list-style-type: none"> • Establish a plan and target to minimize office waste per employee • Develop a plan to improve recycling rates across all branches • Eliminate single-use plastics in offices and branches by 2026. 	
<p>Climate Change Risks Enhance climate-risk governance, align with ISSB recommendations, and integrate physical and transition risk assessments into business decisions.</p>	<p>GRI 305: Emissions 2016</p>		<ul style="list-style-type: none"> • Complete full ISSB-aligned climate risk assessment by 2026. • Integrate climate scenario analysis into 100% of corporate lending by 2027. • Develop sector-specific transition risk guidelines for high-risk industries by 2027. 	
<p>Energy Consumption and Greenhouse Gas Emissions Reduce operational carbon emissions through efficiency improvements, renewable energy procurement, and optimized energy use across branches and data centers.</p>	<p>GRI 302: Energy 2016</p> <p>GRI 305: Emissions 2016</p>		<ul style="list-style-type: none"> • Achieve from renewable energy by 2028. • Implement energy-efficient technologies across 50% of facilities by 2027. 	
<p>Sustainable Financing and Investment Expand sustainable and responsible financing portfolios, integrate ESG risk assessments into lending, and support the transition to a low-carbon economy.</p>	<p>GRI 203: Indirect Economic Impacts 2016</p>		<ul style="list-style-type: none"> • Increase sustainable finance portfolio by 25–30% year-on-year. • Implement ESG screening across 100% of new credit approvals by 2027. • Allocate 10% of investment assets to green, social, or sustainability-linked products by 2026. 	
<p>Business Continuity and Resilience Strengthen operational resilience, crisis-response capabilities, and disaster-recovery planning.</p>	<p>GRI 2: General Disclosures 2021</p>		<ul style="list-style-type: none"> • Conduct enterprise-wide business-continuity testing annually. • Ensure 100% of critical systems have tested disaster-recovery procedures. • Plan to reduce operational downtime and achieve a per-incident target. 	
<p>Customer Experience Enhance service quality through digital transformation, customer insight analytics, and complaint-resolution improvements.</p>	<p>GRI 2: General Disclosures 2021</p>		<ul style="list-style-type: none"> • Implement initiatives to improve and track customer satisfaction scores • Resolve 90% of complaints within five business days. • Increase digital service uptime 	
<p>Financial Inclusion Expand access to banking services for underserved groups, SMEs, and low-income communities.</p>	<p>GRI 203: Indirect Economic Impacts 2016</p>		<ul style="list-style-type: none"> • Develop a plan to increase annual digital banking adoption among underserved customers. • Launch microfinance products targeting low-income segments by 2026. • Expand SME financing portfolio by 15% annually. 	<p>Economic Development and Responsible Finance Oman Vision 2040 emphasizes economic diversification, investment in national infrastructure, and entrepreneurship. In alignment, ahli bank focuses on sustainable finance, economic impact, and support for SMEs, ensuring that its financial products and services facilitate the growth of key sectors while promoting responsible lending and investment practices.</p>

Corporate Governance Overview

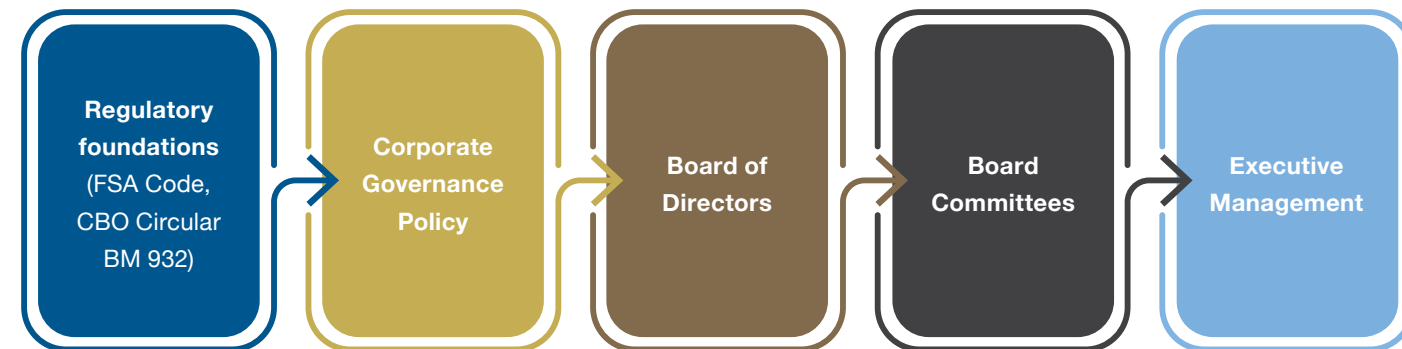


Corporate Governance Overview

Governance Structure and Practices

At ahlibank, we recognise that transparency, accountability, robust financial controls, and comprehensive disclosure are fundamental to effective corporate governance.

ahlibank Corporate Governance Framework



ahlibank's Corporate Governance Policy establishes a comprehensive framework that guides the Bank's governance principles and ensures adherence to effective, transparent, and accountable practices in line with global standards. **The Bank's governance system is anchored in the directives of the Financial Services Authority (FSA), including the Code of Corporate Governance, as well as the Central Bank of Oman's Circular BM 932 on Corporate Governance in Banks.** ahlibank fully complies with these regulatory requirements and applies them consistently across all levels of the organisation.

The Bank prioritises the timely, accurate, and complete disclosure of information related to its financial position, performance, ownership structure, and governance processes. This approach enhances public trust, strengthens stakeholder understanding of the Bank's operations, and supports informed decision-making. The Bank is committed to long-term value creation for shareholders, while ensuring the fair treatment and protection of minority interest in all business decisions.

Central to ahlibank's governance system is the role of its independent Board of Directors, which provides oversight of the Bank's strategic direction, ensures accountability, and upholds integrity throughout the organisation. The Board and senior management work collectively to safeguard stakeholder interests, supervise risk-management practices, and promote long-term organisational resilience and profitability.



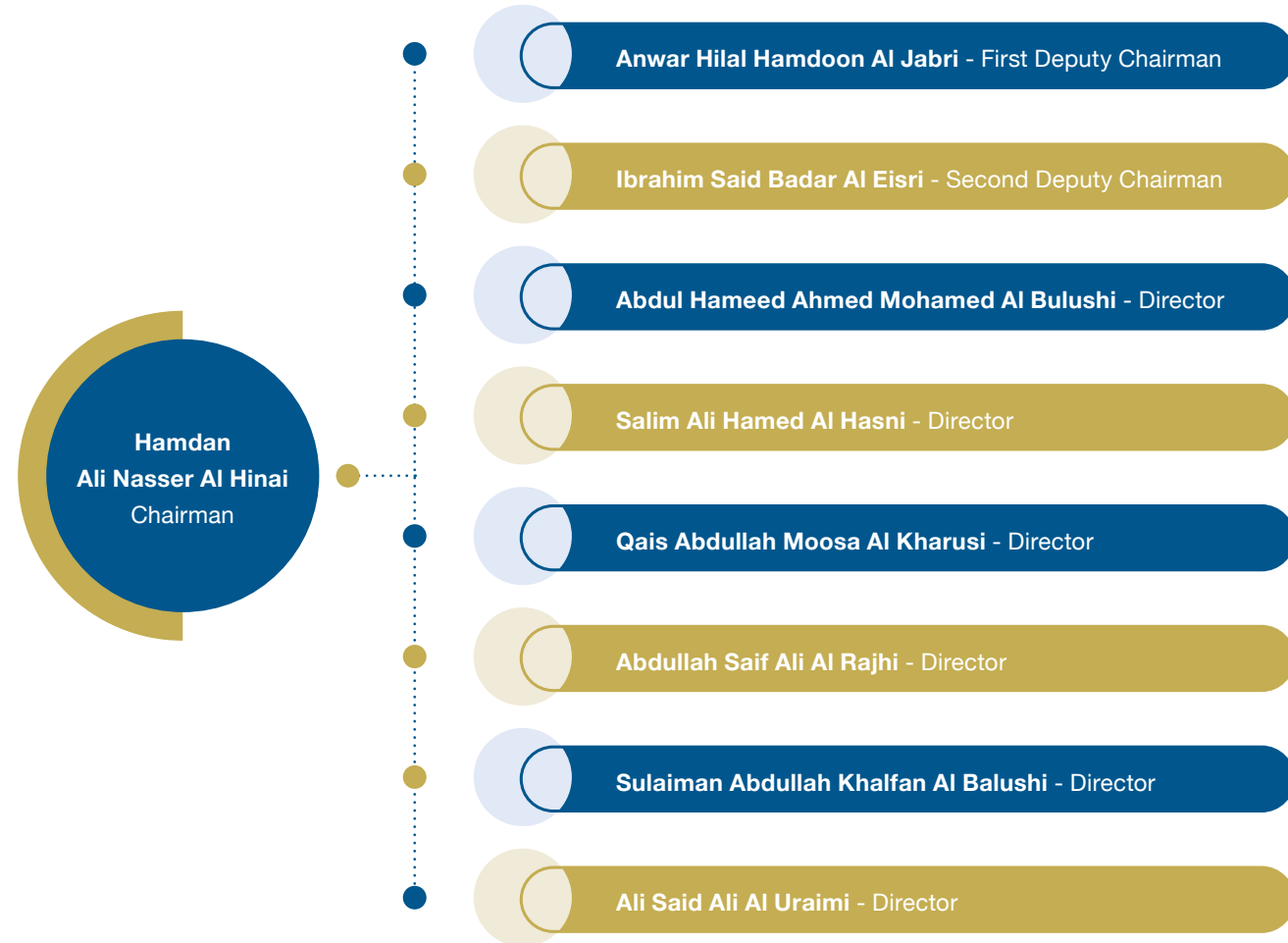
ahlibank's corporate governance philosophy is underpinned by the following principles:

- 1 Adhering to both the spirit and the letter of the law.
- 2 Ensuring transparency and maintaining high levels of disclosure.
- 3 Communicating truthfully and effectively about internal operations and performance.
- 4 Implementing a clear and efficient corporate structure aligned with business needs.
- 5 Recognising management as custodians of shareholders' capital.
- 6 Upholding fairness and equality for shareholders, employees, and related parties.

Board of Directors - MSX G1.2

The Board of Directors serves as the highest governing body, providing strategic oversight and guidance. Its work is supported by specialised committees, including the Audit and Compliance Committee, the Executive and Credit Committee, the Executive Risk Committee, the Nomination and Remuneration Committee and the Digital Transformation Committee. The Board is responsible for key decision-making and overseeing sustainability matters, while the Chief Executive Officer (CEO) of the Bank supports the implementation of the Bank's ESG direction, encompassing its broader impacts on the Environment, Economy, and Society (EES).

ahlibank's Board of Directors, brings extensive experience across finance, investment management, public administration, legal affairs, and national economic sectors. The Board consists of nine members, each contributing specialised expertise aligned with the bank's long-term objectives and regulatory obligations.



Board Composition at a Glance

Total directors:

9

Non-executive directors:

100%

Leadership roles:

Chairman + First & Second Deputy Chairmen

Tenure:

3-year term (Ending March 2026)

Composition of the Board of Directors

ahlibank's Board of Directors includes both a First Deputy Chairman and a Second Deputy Chairman to ensure strong leadership continuity and effective governance. This structure supports the Board's ability to fulfil its responsibilities, enabling efficient decision-making and sustained oversight even in the absence of the Chairman.

The two Deputy Chairmen provide additional depth in leadership and contribute complementary expertise across finance, investment, and national economic sectors. Their roles strengthen strategic supervision, enhance committee support, and help distribute the Board's workload across complex areas such as risk management, regulatory compliance, and strategic planning – core priorities for a financial institution operating in a regulated environment. The Board of Directors consists of nine non-executive members. Their current three-year tenure is scheduled to end in March 2026.

This governance arrangement also reflects widely adopted practices within large financial institutions in Oman and the broader GCC region, where multiple deputy roles help maintain operational continuity, support stakeholder engagement, and align with the heightened expectations of regulators and shareholders. By maintaining this structure, ahlibank reinforces its commitment to robust, transparent, and resilient corporate governance.

Diversity and Inclusion of The Board

MSX G1.1, MSX G1.2

ahlibank is committed to fostering a governance structure that reflects the principles of diversity, inclusion, and equal opportunity. The current Board of Directors comprises nine members, all of whom bring substantial expertise and leadership experience within Oman's financial, governmental, and economic sectors. Their diverse professional backgrounds strengthen the Board's ability to oversee the Bank's strategic priorities and risk management responsibilities.

As part of ahlibank's broader ESG agenda, the Bank recognises the strategic value of enhancing diversity through expanding representation across additional professional, demographic, and global perspectives. The Bank's approach to Board nominations is guided by evolving governance best practices and regulatory expectations, supported by ongoing evaluations of Board effectiveness to sustain strong oversight and long-term performance.

Board Competencies and Continuous Development

The Board collectively possesses extensive experience—ranging from 16 to over 40 years across finance, government, legal affairs, investment management, and strategic leadership. Members hold globally recognised professional qualifications (CPA, CFA, ACCA, FRM, CAIA), advanced degrees in finance, business, and international relations, and senior leadership roles in state entities and investment authorities.

To ensure effective oversight of the Bank’s strategy and long-term value creation, the Board periodically receives briefings and training on key topics, including Corporate Governance, including ESG, Risk Management, Cyber Security and AML/CFT. The Bank is enhancing its approach to ensuring the Board’s competence in ESG topics, including integrating sustainability, climate-related financial risk, and responsible business conduct into future board training and skill-mapping activities.

Conflict of Interest Management

ahlibank maintains a Board-level Conflict of Interest Policy requiring all directors to disclose external positions and financial interests, declare any potential conflicts prior to discussions or decisions and abstain from voting or participating where a conflict exists.

Several board members hold significant roles in external public, private, and investment entities. To ensure impartial oversight, the Bank implements annual and ad-hoc declarations of interest, board secretariat monitoring, committee-level review of related-party transactions, recusal mechanisms documented in the Board Charter. This approach supports transparency, integrity, and responsible governance.

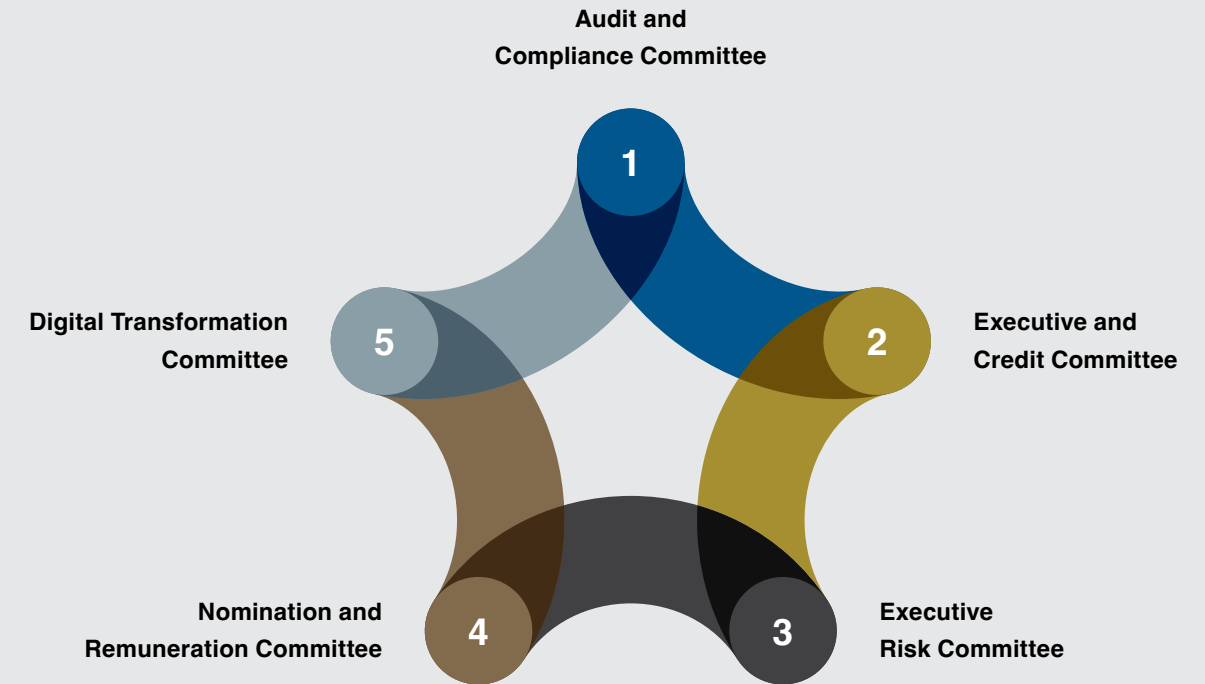
Governance Strengths and Opportunities for Enhancement

As the bank continues to enhance its ESG maturity, opportunities exist to further strengthen governance practices — particularly by increasing transparency around director independence, and formalising board-refreshment processes. These enhancements would complement the Board’s existing strengths and support continued alignment with evolving ESG expectations.



Board of Directors and Sub-committees of ahlibank

Ahli Bank SAOG’s Corporate Governance Structure



ahlibank’s governance framework is designed to ensure effective oversight of strategy, performance, risks, and sustainability-related impacts. The Board of Directors is supported by five specialised Board sub-committees, each operating under a Board-approved charter that defines its purpose, authority, responsibilities, and reporting obligations.

Board Sub-Committees are Audit and Compliance Committee, Executive and Credit Committee, Executive Risk Committee, Nomination and Remuneration Committee and Digital Transformation Committee. Each committee reports regularly to the Board, ensuring transparency and structured governance over key areas including financial integrity, risk oversight, executive performance, digital transformation, and strategic decision-making.

Audit and Compliance Committee

The Committee strengthens governance over financial integrity and compliance through:

- Reviewing internal and external audit scopes, findings, and the effectiveness of internal controls.
- Assessing quarterly and annual financial statements before Board approval.
- Supporting the Board's responsibilities for accounting standards, corporate governance, risk management systems, and regulatory compliance.

Executive and Credit Committee

The Committee enables deeper Board-level analysis and decision-making by:

- Conducting detailed reviews of matters requiring specialised attention.
- Providing input to Management on proposals prior to Board submission.
- Approving matters exceeding Management's delegated authority but not requiring full Board approval.
- Evaluating strategic proposals, investment decisions, liquidity management, and business plans.

Executive Risk Committee

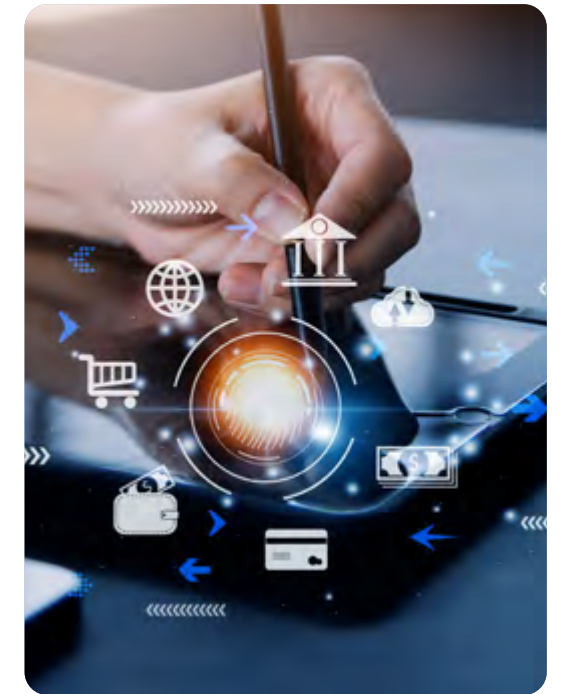
The Committee ensures an integrated and comprehensive approach to risk governance by:

- Overseeing the identification, assessment, and mitigation of risks across the Bank.
- Monitoring risk levels against Board-approved thresholds.
- Reviewing all risk-related policies and funding exposures.
- Ensuring consistent implementation of Board-approved risk and treasury strategies.

Nomination and Remuneration Committee

The Committee oversees nomination, selection, and succession planning for the highest governance body and senior management. Its responsibilities include:

- Evaluating the performance of the Board, its committees, directors, and senior management.
- Recommending remuneration policies for directors and senior management in line with performance, market benchmarks, and governance requirements.
- Supporting the nomination and onboarding of qualified and competent Board members based on defined criteria, skills, experience, and diversity considerations.
- Conducting an annual assessment of overall Board and committee effectiveness.
- This committee advises the Board and Chairman on governance independence, leadership roles, and appointments to ensure balanced oversight.



Digital Transformation Committee

The Committee governs the Bank's digital strategy and ensures alignment between digital transformation initiatives and organisational priorities by:

- Overseeing timely and effective implementation of digital initiatives within Board-approved parameters.
- Providing a structured framework for reviewing, assessing, and approving digital programmes on behalf of the Board.





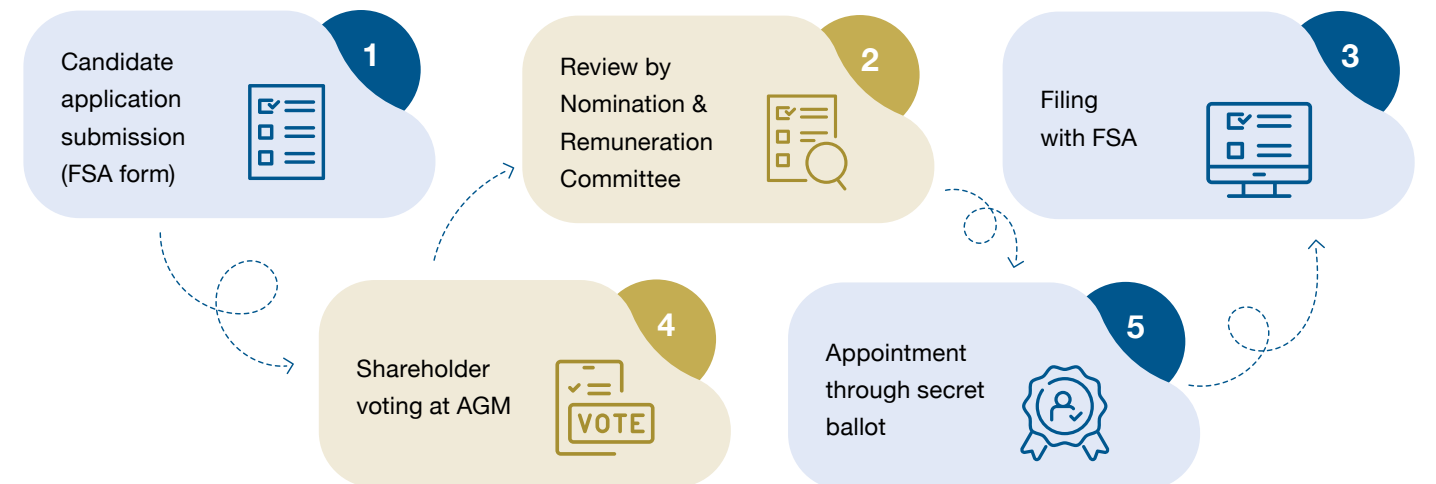
Board Oversight of Impacts

Across all committees, the Board maintains ultimate responsibility for overseeing the Bank's economic, environmental, social, and governance impacts. Committee charters explicitly include oversight of:



This governance structure ensures that sustainability-related risks and opportunities are integrated into strategic decision-making at the highest level of the Bank.

Board Nomination & Election Process



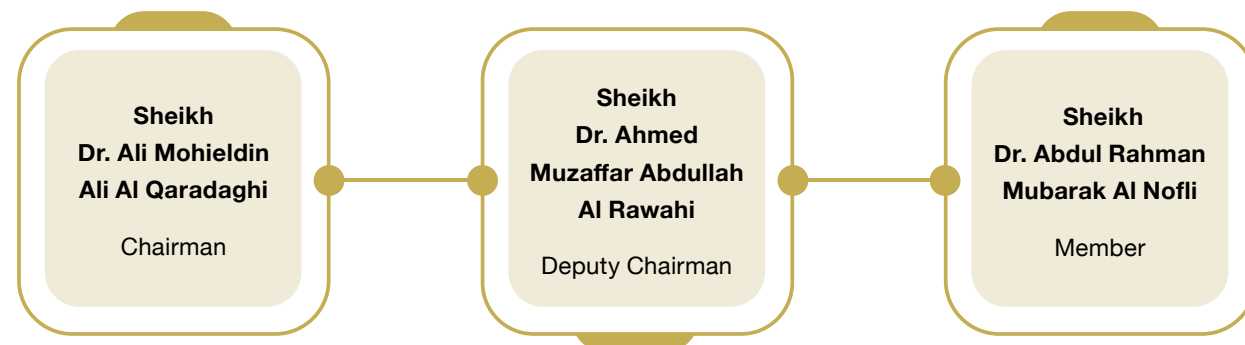
Shari'a Supervisory Board of ahli islamic Banking Services

ahlibank's Islamic Banking Services (ahli islamic) are overseen by an independent Shari'a Supervisory Board (SSB), which provides guidance to ensure full compliance with Shari'a principles across all products, services, and operational activities. The SSB plays a critical role within the Bank's governance structure, offering specialised oversight and assurance on matters related to Islamic commercial jurisprudence.

The SSB is composed of distinguished scholars in fiqh al-muamalat (Islamic commercial jurisprudence), and is mandated to:

- Provide Shari'a directives and approvals from product development through to implementation
- Review and issue decisions on Shari'a audit reports.
- Produce an annual statement on the Bank's Shari'a compliance.

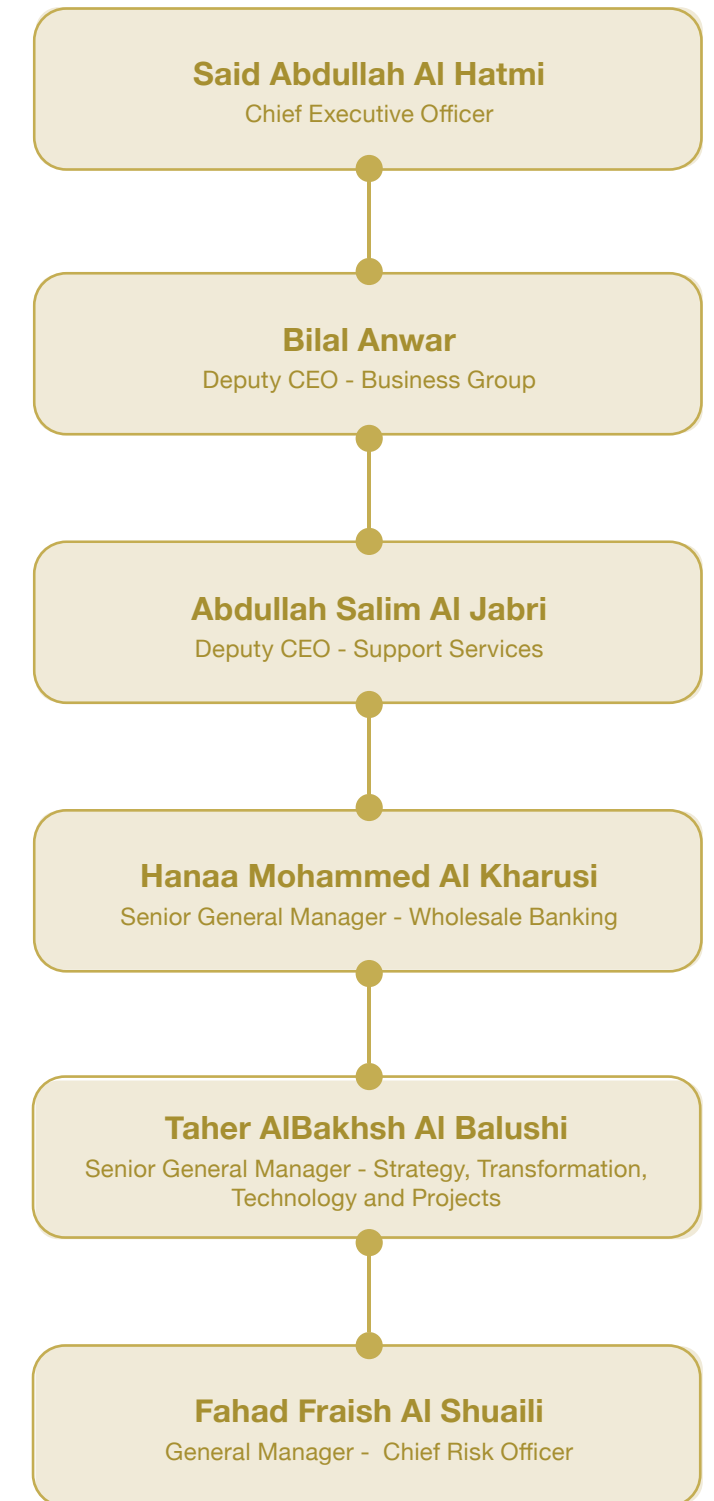
In accordance with the regulatory framework of the Central Bank of Oman, the SSB operates independently and its fatawa and rulings are binding on ahli islamic's operations. The knowledge, experience, and academic expertise of SSB members support the integrity and credibility of Shari'a governance within the Bank.



Executive Management

ahlibank's Executive Management, led by the Chief Executive Officer, forms the second tier of the Bank's two-tiered governance structure, ensuring an effective balance between executive independence and the oversight required for all activities and transactions. The Executive Management team is responsible for implementing the strategic direction set by the Board and ensuring that governance responsibilities are clearly delegated and executed across the Bank.

All Senior Members play a critical role in fostering a strong governance culture. They lead by example, uphold the highest standards of ethical conduct, and ensure that the principles of the Code of Corporate Governance are embedded throughout the Bank's operations. This commitment reinforces accountability, transparency, and the Bank's long-term sustainability ambitions.



Board and Executive Remuneration MSX S1.1

The remuneration of ahlibank’s Board of Directors is fully aligned with the requirements of the Central Bank of Oman (CBO), the Financial Services Authority (FSA), and the Commercial Companies Law of Oman, ensuring transparency, fairness, and strict regulatory compliance. The Bank’s approved Board Remuneration Policy reflects its broader commitments to Corporate Governance, ESG, and adherence to relevant compliance frameworks.

Consistent with the CBO’s Pillar III remuneration disclosure guidelines, ahlibank upholds a performance-driven remuneration approach that aligns long-term employee incentives with the interests of shareholders. The policy is designed to attract, retain, and motivate highly qualified industry talent, supporting the Bank’s long-term growth, responsible conduct, and sustainable value creation.

Board Independence

Independence remains a critical factor in ensuring that Directors act in the best interest of ahlibank and its stakeholders. All independent Board Members meet the regulatory criteria for independence as stipulated by the applicable governance requirements. This commitment to independence strengthens the Board’s ability to provide objective oversight, exercise sound judgment, and uphold the principles of transparency and accountability.

Business Practices and Code of Conduct

Code of Business Conduct

Ahli Bank S.A.O.G (the “Bank”) has established a Code of Business Conduct to define the standards of ethical behaviour and personal integrity expected from its Directors, senior management and employees. This Code applies across both Conventional and Islamic banking operations, ensuring consistent adherence to ethical practices throughout the Bank.

All personnel are expected to familiarise themselves with the Code and comply with the principles and procedures outlined. The Code serves as the foundation for ethical, responsible, and transparent conduct, guiding day-to-day decision-making in line with the Bank’s corporate values, regulatory obligations, and ESG commitments.



Key Principles of Ethical Conduct



Confidentiality & data protection



Anti-corruption & bribery prevention



Conflict of interest management



Regulatory compliance



Zero tolerance for misconduct

How Ethical Practices Are Embedded at ahlibank



Ethics & compliance training



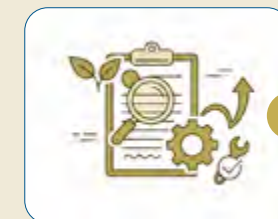
Annual declarations



Ongoing internal communications




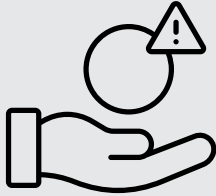

Whistleblowing channels



Investigation & corrective action

Conducting Business with Integrity

The Bank integrates ethical considerations into all aspects of operations, including:

 <p>Environmental and social responsibility: Supporting sustainable practices in business operations and vendor relations.</p>	 <p>Anti-bribery and corruption: Strict adherence to laws and zero-tolerance policies.</p>	 <p>Responsible vendor relations: Ensuring fairness and transparency with suppliers and business partners.</p>
 <p>Customer information protection: Safeguarding confidential and sensitive customer data.</p>	 <p>Conflict of interest management: Identifying and mitigating potential conflicts in business decisions.</p>	 <p>Fair business conduct: Ensuring all dealings reflect honesty, integrity, and compliance with ethical and regulatory standards.</p>

Through these measures, ahlibank promotes a culture of trust, accountability, and transparency, strengthening stakeholder confidence and supporting long-term sustainable growth.

Anti-Financial Crime and Anti-Corruption

Ethical Practices and Regulatory Compliance

ahlibank maintains a comprehensive Code of Conduct that outlines the ethical standards, professional behaviour, and personal integrity expected from directors, employees, and associated stakeholders. The Code reinforces the Bank's commitment to fairness, integrity, and good faith in all interactions with customers, vendors, competitors, regulators, and colleagues, reflecting alignment with the Bank's Vision, Mission, and Values. Employees are required to act in the best interests of the Bank and to avoid activities that could create—or appear to create—conflicts of interest, ensuring adherence to responsible and transparent decision-making practices.

Anti-Bribery and Anti-Corruption Framework

In line with its commitment to ethical conduct and regulatory compliance, ahlibank has established a robust financial crime prevention framework that addresses Money Laundering, Terrorism Financing, Bribery and Corruption, Sanctions Evasion, and Tax Evasion. The Bank maintains a zero-tolerance stance toward financial crime and is committed to ensuring that it does not knowingly facilitate or engage in any related misconduct or sanctions breaches. The Board of Directors, Executive Management, and all employees uphold the highest ethical standards and are required to comply with relevant laws, regulations, and internal policies. These measures form the foundation of the Bank's approach to safeguarding its integrity, protecting stakeholders, and maintaining a resilient compliance culture.

Roles and Responsibilities in Financial Crime Prevention

The Board and Executive Management play a central role in overseeing the Bank's financial crime framework, ensuring that appropriate policies, controls, and governance mechanisms are in place and effectively implemented. Every employee at ahlibank shares responsibility for preventing financial crime by remaining vigilant, adhering to internal guidelines, and contributing to a transparent and compliant operating environment. This collective accountability strengthens the Bank's ability to identify, mitigate, and manage financial crime risks.

Risk Management

Identifying and Managing Risks

ahlibank considers effective risk management a fundamental pillar of its sustainable growth strategy. The Bank adopts a proactive and integrated approach to identifying, assessing, and mitigating risks to safeguard operations, strengthen stakeholder confidence, and uphold its reputation. This approach enhances the Bank's ability to respond to emerging challenges while identifying opportunities that reinforce competitive resilience and long-term value creation. Maintaining the right balance between prudent risk-taking and innovation remains a strategic priority for the Bank.

Risk Management Framework

Recognising the dynamic and interconnected nature of risks, ahlibank has established a comprehensive and integrated Risk Management Framework aligned with leading industry practices and international standards. Key risk indicators, limits, and tolerances guide risk activities to ensure alignment with strategic objectives and regulatory expectations.



ahlibank conducts regular stress-testing exercises—using historical and hypothetical scenarios—to assess resilience under adverse conditions, evaluate impacts on capital, liquidity, and profitability, and support effective capital planning.



Key Risk Categories



Market Risk

Exposure to earnings or capital fluctuations arising from market movements is monitored for both trading and banking book positions, supported by approved limits and independent oversight.



Foreign Exchange Risk

Centralised by the Treasury function, exposures are managed through instruments such as forwards and swaps, supported by periodic stress testing and volatility assessments.



Interest Rate Risk

The Bank manages repricing mismatches through gap analysis and stress testing analysis to assess impacts on net interest income and economic value of equity to assess impacts on net interest income, complemented by Pillar II capital assessment.



Liquidity Risk

ahlibank maintains a strong liquidity management framework built around policy limits, stress testing, and ratios such as LCR and NSFR, consistent with Basel and CBO guidance.



Operational Risk

Operational losses are monitored in line with Basel classifications. Cybersecurity is managed as a distinct and material risk category.



Strategic and Reputational Risk

Regular stress assessments evaluate potential impacts on the Bank's long-term positioning and stakeholder confidence.



Cybersecurity Risk

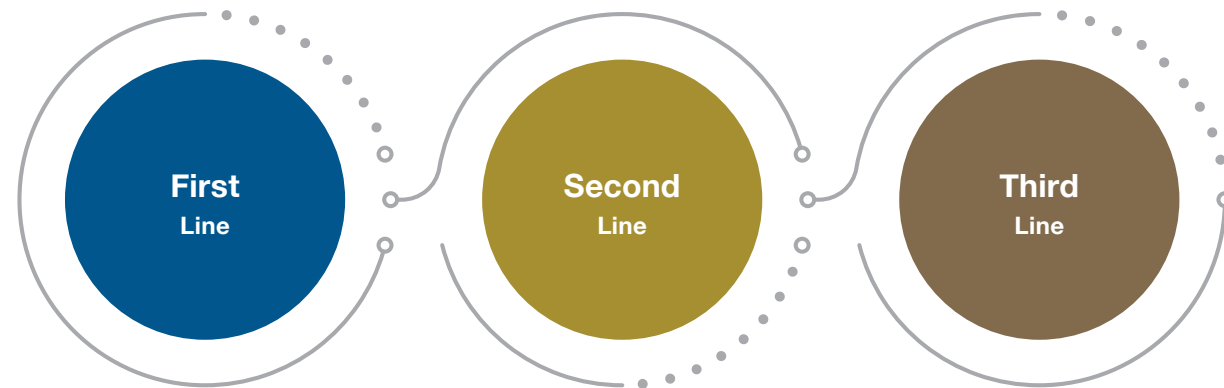
The Bank continuously enhances its information security posture through monitoring, awareness initiatives, and resilience testing to mitigate evolving threats.

ESG and Climate Risk

ahlibank integrates environmental, social, and governance (ESG) considerations into its risk management practices, consistent with the Central Bank of Oman’s guiding principles for environmental and social risk management. The Bank supports sustainable financing across corporate, SME, and retail segments with the aim of promoting climate resilience, carbon reduction, and green transition efforts. Preferential terms—such as competitive pricing, longer tenors, and advisory support—may be offered to clients pursuing environmentally and socially responsible projects.

Risk Control and Governance Structure

ahlibank’s risk governance model is anchored in the Three Lines of Defense framework:



Business units manage risks within day-to-day operations and evaluate environmental and social risks under the Sustainable Environmental Management System (SEMS).

Risk Management and Compliance functions oversee adherence to policies, regulatory requirements, and the Bank’s enterprise-wide risk framework.

Internal Audit provides independent assurance on the effectiveness of risk management and internal controls.

The Risk Management function reports to the Executive Risk Committee of the Board, ensuring strong oversight across all material risk categories—including credit, market, liquidity, operational, fraud, cybersecurity, and information security risks. Additionally, the Bank continually updates its practices to remain aligned with evolving regulatory expectations in ESG and climate-related risk

The Quality Assurance supports this framework by conducting periodic reviews, detecting compliance violations, and coordinating timely remediation with relevant business units. This structured approach ensures vigilance in maintaining regulatory compliance, mitigating risks, and upholding the Bank’s reputation as a responsible financial institution.



Compliance and Anti-Financial Crime

Governance of Compliance Activities

GRI 2-23, GRI 3-3

ahlibank's compliance framework is governed by the Central Bank of Oman (CBO), the Financial Services Authority (FSA), other local competent authorities, relevant international capital market regulations, and local and global statutory guidelines and best practices. The Compliance Department manages compliance risks under the oversight of the Board of Directors and reports directly to the Executive Audit and Compliance Committee. Operating under a structured Service Level Agreement SLA, the department provides guidance on anti-money laundering AML, counter-terrorism financing (CTF), financial crime prevention, and sanctions compliance across all Bank operations.

The Compliance department functions independently and is empowered with unrestricted access to information, systems, staff, and business units to effectively oversee adherence to regulatory obligations and internal standards. The Compliance department is responsible for identifying, assessing, advising on, monitoring, and reporting on compliance risks across all business activities. The Quality Assurance supports this framework by conducting periodic reviews, detecting compliance violations, and coordinating timely remediation with relevant business units. This structured approach ensures vigilance in maintaining regulatory compliance, mitigating risks, and upholding the Bank's reputation as a responsible financial institution.

Legal and Regulatory Requirements on AML/CTF

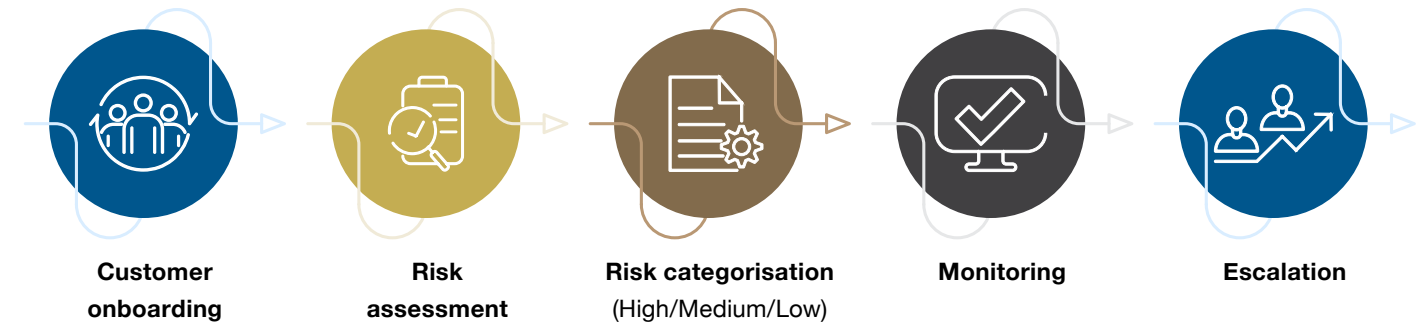
The Sultanate of Oman has established a robust legal and regulatory framework to combat money laundering and terrorism financing, including:

- 1 **Royal Decree No. 30/2016**
Law on Combating Money Laundering and Terrorism Financing.
- 2 **CBO Circular BM 1187/FM 38/ME 37**
Guidelines for licensed financial institutions on AML/CFT compliance.
- 3 **AML/CTF Guidelines**
Issued by the CBO and FSA, covering transaction monitoring, beneficial ownership, politically exposed persons PEPs, and high-risk jurisdictions.
- 4 **FSA Decisions (2021)**
Provisions specific to insurance, takaful, brokers, agents, and capital market companies.
- 5 **National Center for Financial Information (NCFI)**
Receives Suspicious Activity Reports SARs from banking, real estate, and insurance sectors and facilitates investigation and international cooperation.

ahlibank continuously strengthens its policies in line with these requirements, ensuring the Bank remains fully compliant and proactive in mitigating financial crime risks.

AML/CTF Risk Management and Customer Due Diligence

Customer Due Diligence & AML/CTF Risk Assessment Process



All new and existing products, services, and delivery channels are assessed by the Compliance Department for potential Money Laundering (ML), Terrorism Financing (TF), Sanctions, and Proliferation Financing (PF) risks. Appropriate risk ratings are assigned and continuously monitored to ensure mitigation strategies are effective.

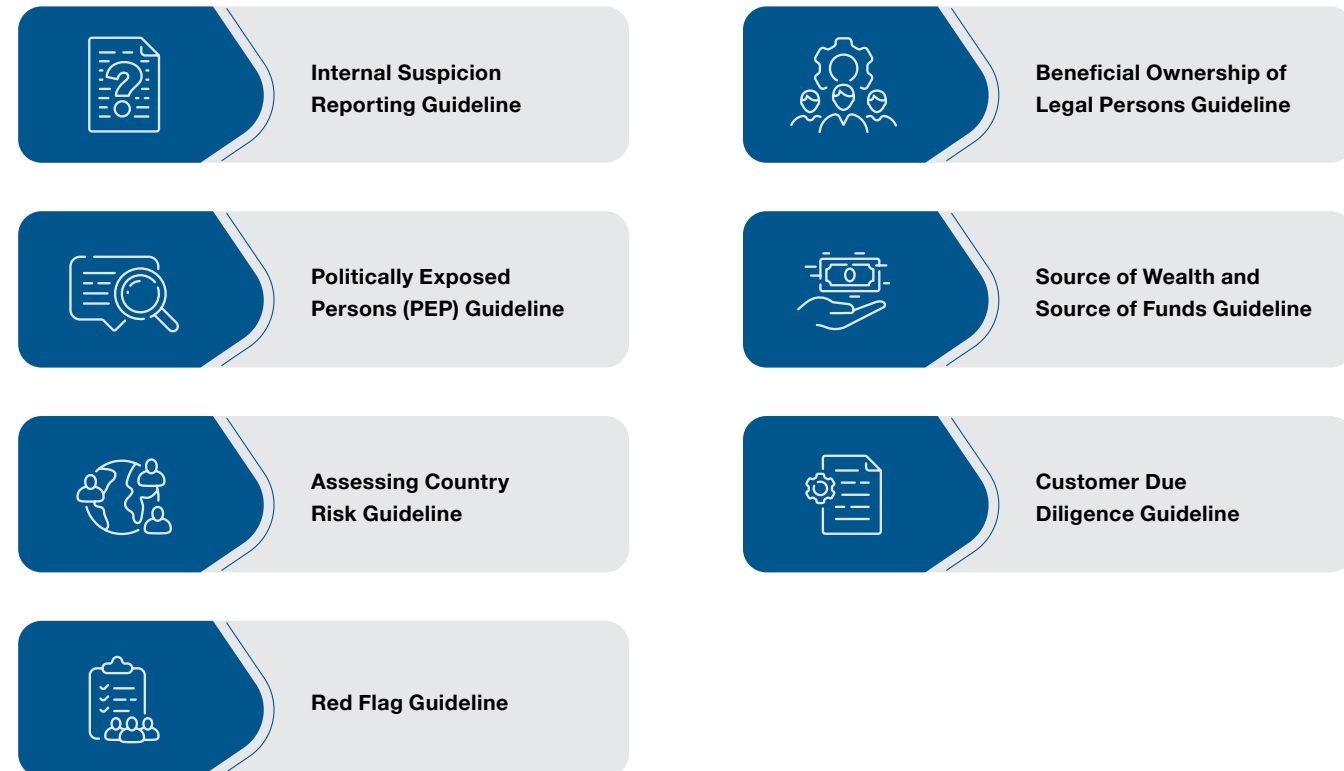
Suspicious Activity Reporting

All suspicious activities must be reported to the designated Money Laundering Reporting Officer (MLRO) within the Compliance Department. Activities exceeding the Bank's risk appetite or those that cannot be remediated are escalated to the appropriate AML/CTF authorities in Oman, in compliance with national laws. This ensures that the Bank maintains a proactive stance in detecting and reporting financial crime while safeguarding its integrity and reputation.



AML/CTF Guideline

ahlibank has developed a set of standalone AML/CTF guidelines to support compliance and risk management:



These guidelines ensure that employees have clear frameworks to identify, assess, and manage financial crime risks consistently across the Bank.

Roles and Responsibilities in Compliance and Financial Crime Prevention

The Board of Directors and Executive Management oversee the Bank's compliance and financial crime framework, ensuring policies and controls are effectively implemented. Employees share responsibility for maintaining a compliant, transparent, and ethical banking environment. All personnel are required to adhere to the Code of Conduct and AML/CTF guidelines, fostering a collective culture of vigilance and accountability.

Integration with ESG Considerations

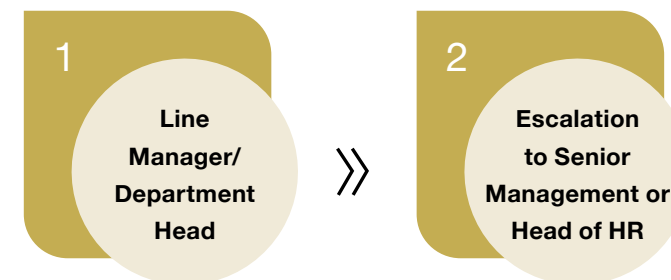
Compliance and anti-financial crime activities at ahlibank are integrated with broader Environmental, Social, and Governance (ESG) objectives. By enforcing robust AML/CTF and ethical business standards, the Bank protects stakeholder trust, supports responsible business practices, and strengthens the resilience and sustainability of its operations.

Whistleblowing and Grievance Mechanisms

We have implemented a comprehensive Whistleblowing Policy to establish a benchmark for ethical conduct across all operations. This policy ensures that customers, employees, shareholders, and other stakeholders can trust that ethical behavior is consistently practiced throughout the Bank.

The policy provides clear procedures for reporting misconduct, illegal activity, or unethical behaviour, emphasising confidentiality and protection for whistleblowers. It outlines the steps to be followed, the responsibilities of involved parties, and the actions the Bank will take to address reported concerns, reinforcing accountability and integrity across all levels of the Bank.

Employee Grievance Resolution Process



This two-step process ensures that all grievances are addressed promptly, fairly, and transparently, supporting a culture of accountability, ethical conduct, and stakeholder trust.



Data Privacy, Cybersecurity, and Business Continuity

Data Privacy and Information Security

ahlibank has implemented a robust framework of policies, procedures, and IT systems, reinforced by advanced cybersecurity measures, to ensure the secure use and protection of customer and institutional data. The Bank's Data Security and Privacy Protection framework is supported by ISO 27001:2013 certification (Information Security Management System) and PCI DSS certification (Payment Card Industry Data Security Standard), covering all personnel, processes, systems, and information within IT and Information Security functions.

Aligned with its strategic plan, ahlbank continually adopts innovative technologies, including artificial intelligence (AI) and cloud security solutions, to strengthen its cybersecurity posture and safeguard data confidentiality, integrity, and availability. The Bank implements proactive measures to prevent unauthorised access, breaches, and data loss while ensuring full compliance with applicable regulatory and industry standards.

As part of its continuous improvement culture, ahlbank provides ongoing information security awareness programmes and knowledge-sharing sessions for employees. These initiatives enhance employees understanding of secure practices, including protecting customer information, following the Clean Desk Policy, and managing confidential data responsibly, reinforcing trust among stakeholders.

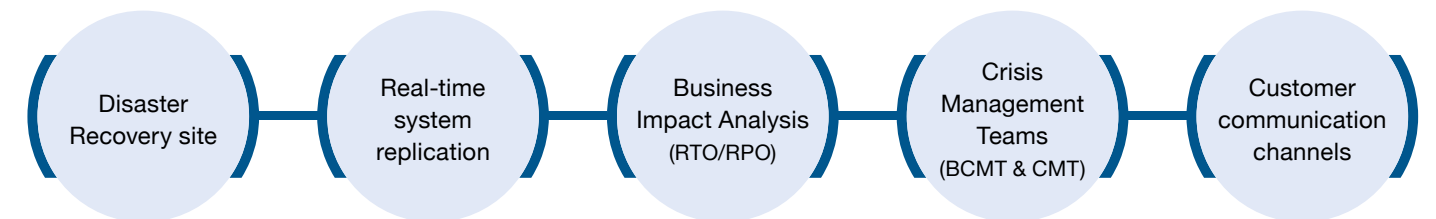
Data Protection Controls at ahlbank



Cybersecurity Initiatives

The Bank employs continuous monitoring, threat detection, and resilience measures to prevent cyber incidents. AI-driven security systems, real-time monitoring, and employees training enhance the Bank's readiness and capability to respond to emerging cyber threats. These efforts demonstrate ahlbank's commitment to secure digital banking operations and protecting customer trust.

Business Continuity & Resilience Framework



Through these measures, ahlbank ensures resilience, operational continuity, and protection of stakeholder interests while maintaining high standards of data privacy and cybersecurity.

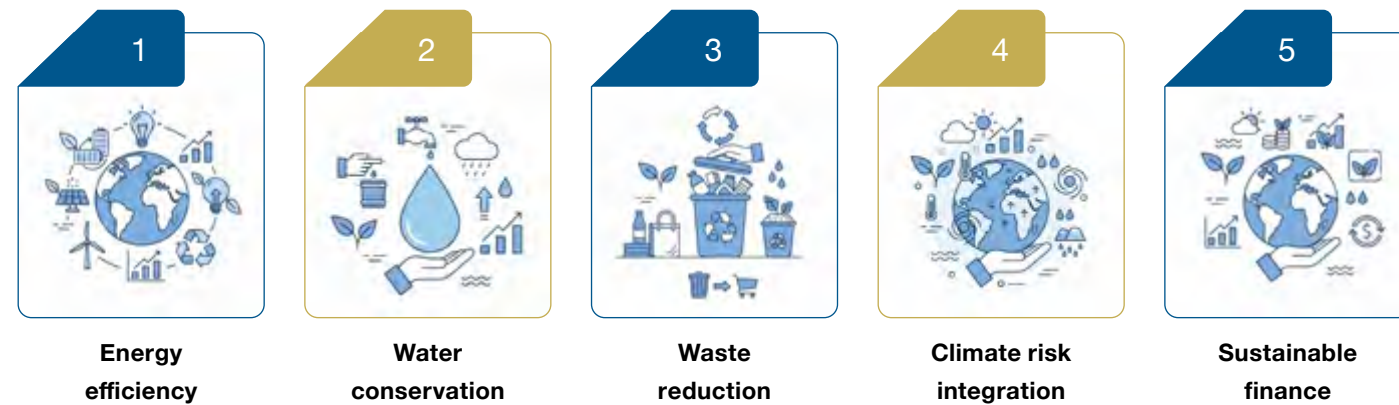
Pillars of Sustainability



Environmental Practices Implemented at ahlilbank

MSX E7.1

Environmental Sustainability at ahlilbank



The Bank is similarly committed to sustainable operations across its head office and nationwide branch network. Energy-efficient systems and renewable-energy initiatives help reduce electricity consumption and associated emissions, while digital workflows and operational optimisations lower our overall carbon footprint. Waste-management and paper recycling initiatives, together with water-saving measures, further support responsible resource use. Through these efforts, the Bank fosters a strong culture of environmental responsibility and remains focused on continuously reducing its environmental impact.

Guided by our mission to promote sustainability and our vision of embedding responsible practices across our Head Office and branch network, the Bank implements a wide range of initiatives focused on energy efficiency, resource conservation, and environmentally responsible operations. Our commitment is reinforced by evolving regulatory requirements, rising stakeholder expectations, and the need to maintain a strong and trustworthy reputation in the market. By integrating environmental considerations into our operations, risk management, and decision-making processes, we not only enhance compliance and competitiveness but also deliver long-term cost efficiencies through prudent resource use. This approach ensures that ahlilbank remains resilient, accountable, and aligned with global sustainability standards as we work toward a more sustainable future.

Organisational Boundary

ahlilbank's organisational boundary encompasses all operations within the Sultanate of Oman, including the Head Office, all conventional banking branches, and all Islamic banking branches under full managerial and operational control of the Bank. As ahlilbank exercises direct control over these facilities, all associated direct and indirect emissions generated from their activities are included within the Bank's greenhouse gas inventory and ESG reporting scope.

Our Bank is committed to minimising its environmental footprint and embedding sustainable practices across all aspects of our operations.

We work to reduce energy consumption, optimise water usage, minimise waste, and promote responsible resource management through the adoption of efficient technologies, digital solutions, and environmentally conscious workplace practices. Environmental risks are considered in our lending, and procurement decisions, ensuring that we support initiatives that advance low-carbon growth, climate resilience, and environmentally responsible development.

We comply with all applicable environmental laws and standards, promote sustainability awareness among our employees. Environmental risks are considered in our ways of working. Through continuous improvement and transparent reporting, we aim to contribute positively to the environment and help build a more sustainable future for the communities we serve.



Operational Boundary and GHG Emissions

ahlibank's operational boundary defines the scope of greenhouse gas (GHG) emissions resulting from its controlled operations within Oman, including the Head Office and all conventional and Islamic banking branches. The Bank accounts for:



Scope 1 (Direct emissions):

Emissions from sources owned or controlled by the Bank, including stationary sources (e.g., generators) and mobile sources (e.g., vehicles).



Scope 2 (Indirect emissions):

Emissions associated with purchased electricity consumed across the Bank's facilities.



Non-CO₂ emissions:

Additional pollutants generated from fuel combustion, such as carbon monoxide (CO), nitrogen oxides (NOx), non-methane volatile organic compounds (NMVOCs), and particulate matter (PM).

Scope 1 Emission - Fuel Consumption

MSX E1.1



ahlibank's Scope 1 emissions arise from the direct combustion of petrol and diesel in its mobile and stationary sources. Over the period 2024–2025, the Bank has successfully reduced its direct GHG emissions from 55* tonnes CO₂-eq in 2024 to 52 tonnes CO₂-eq in 2025. Correspondingly, GHG emission intensity decreased from 0.051 to 0.047 tonnes CO₂-eq per m², while non-GHG emission intensity also declined from 0.00007 to 0.00006 tonnes per m². This reduction reflects the Bank's efforts to optimise fuel use, enhance operational efficiency, and minimize its direct environmental impact.

*The figure mentioned for 2024 has been restated.

Scope 2 Emissions - Electricity Consumption

MSX E1.2

Metric	Year	Energy Intensity (kWh/m ³)
Energy Intensity	2024	0.49
	2025	0.50

Scope 2 emissions of ahlibank arise from electricity consumed at the head office and across its branch network. An analysis of electricity consumption over the 2024–2025 period shows a slight increase in electricity intensity, rising from 0.49 kWh per square meter in 2024 to 0.50 kWh per square meter in 2025. This marginal increase reflects a relative rise in electricity consumption compared to the size of the occupied areas, which may be attributable to the expansion of operational activities, longer operating hours, or changes in usage patterns



during the reporting period. Despite this increase, energy intensity levels remain within a manageable range, indicating continued efficiency in electricity consumption management while highlighting opportunities for further improvement. ahlibank continues to enhance energy efficiency through initiatives such as energy-efficient LED lighting, optimized HVAC systems, and increased adoption of digital working practices, contributing to reduced indirect greenhouse gas emissions and a lower environmental footprint.

This report covers GHG and non-GHG emissions for 2025, including Scope 1 and Scope 2 emissions. Scope 1 includes emissions from mobile and stationary combustion sources, while Scope 2 encompasses emissions from electricity consumption. Scope 3 emissions, which arise from activities not directly controlled by the Bank, are not included in this report.

Energy Consumption

Energy Consumption			2024	2025
Scope 1	Fuel Consumption	Petrol	22,400 (litre)	21,955 (litre)
Scope 2		Diesel	1,462 (litre)	862 (litre)
	Electricity Consumption		8,562 (MWh)	9,041 (kW)

ahlibank monitors energy consumption across all operations, including fuel use (Scope 1) and electricity consumption (Scope 2), to manage its environmental impact and enhance operational efficiency.

Scope 1 - Fuel Consumption

Petrol use decreased from 22,400 litres in 2024 to 21,955 litres in 2025, while diesel consumption showed fluctuations, peaking at 1,462 litres in 2024 before decreasing to 862 litres in 2025. These reductions reflect improved vehicle and generator efficiency and optimised operational practices.

Scope 2 – Electricity Consumption

During 2024–2025, the Bank improved fuel efficiency as petrol usage dropped to 21,955 liters and diesel decreased to 862 liters to reduce direct emissions. While electricity consumption rose to 9,041 MWh likely due to operational expansion, the Bank remains focused on optimizing its infrastructure and energy-saving initiatives to minimize its environmental footprint.

Overall, these initiatives contributed to lower energy intensity and reduced both direct and indirect greenhouse gas emissions, aligning with ahlibank’s commitment to sustainable operations.

Energy Efficiency in Facilities

ahlibank implements a comprehensive set of environmental practices across its Head Office and branch network to improve energy efficiency, optimise resource use, and promote sustainable operations. The Head Office, including its new extension, is fully equipped with energy-efficient LED lighting and motion sensors in common areas, while the building’s design—with ample glass, skylights, and natural daylight—reduces reliance on artificial lighting. Climate control is optimised through a centralised Building Management System (BMS) and programmable thermostats, ensuring efficient HVAC operation. IT energy use is managed by configuring all computers to enter sleep mode when idle, accounting for approximately 20% of the building’s electricity consumption.

Opportunities for renewable energy, such as rooftop solar panels at the MLPC premises, have been identified to further reduce emissions. Collectively, these measures demonstrate ahlibank’s commitment to sustainable facility management and continuous improvement in environmental performance.

Solar Energy Generation

ahlibank has installed a solar car parking shed on the rooftop of the Multi level car park (MLCP) at its Head Office, harnessing photovoltaic technology to generate clean, renewable energy. This system reduces reliance on conventional grid electricity, lowers operational energy costs, and significantly offsets carbon emissions, supporting the Bank’s long-term ESG commitments. The installation is expected to produce approximately 435,000 kWh annually, avoiding around 282.75 tonnes of CO₂ emissions per year (based on Oman’s emission factor of ~0.65 kg CO₂ per kWh). By contributing to Scope 2 emission reductions, this initiative reinforces ahlibank’s commitment to sustainable operations and its broader environmental objectives.



Waste, Materials, and Pollution Management

Waste & Materials Management Practices



Paper reduction & recycling



Reusable bottles



Indoor air quality



Proper disposal & pollution prevention

ahli Islamic has financed the company’s waste collection and management contracts across multiple regions within Oman including Dhofar and Al Dhakiliyah. The company’s core operations are focused on the safe collection, transportation, treatment, and disposal of waste in compliance with environmental regulations, and is contributing to improved environmental protection, reduced pollution, enhanced public health, and the promotion of sustainable waste management practices. Hence, the financing supports positive environmental outcomes aligned with ESG principles.

Environmentally Responsible Signboard Replacement Using ACP Sheets

As part of our commitment to sustainable operations, ahlibank has adopted Aluminum Composite Panel (ACP) sheets for signboard replacements due to their environmentally responsible characteristics and operational efficiency. ACP sheets offer notable sustainability benefits, beginning with their high recyclability—aluminum is 100% recyclable without loss of quality, and the aluminum layers within ACP panels can be separated and reprocessed, saving up to 95% of the energy otherwise required to produce primary aluminum from raw bauxite. Their lightweight nature significantly reduces fuel consumption during transportation and requires less structural support, thereby lowering emissions associated with both logistics and construction. ACP sheets also enhance building energy performance, as reflective or light-coloured finishes help reduce heat gain and subsequently decrease cooling energy demand, which is particularly beneficial in warm climates. Additionally, these panels are highly durable and require minimal maintenance, resulting in fewer repairs, repainting needs, or replacements over their lifecycle. Collectively, the use of ACP sheets supports ahlibank’s environmental stewardship by reducing resource consumption, improving energy efficiency, and minimising long-term environmental impacts.

Water Conservation

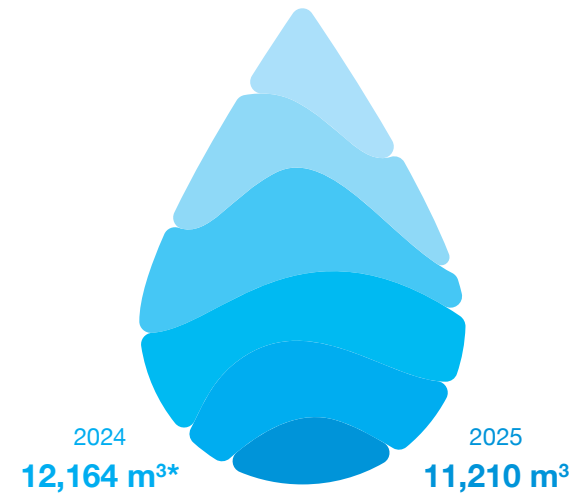
As a financial institution operating in Oman—one of the world’s most water-stressed regions—ahlibank recognises the importance of responsible water management as a key element of its environmental stewardship. While the Bank’s operational water footprint is relatively low compared with resource-intensive industries, we remain committed to minimising consumption, preventing water waste, and supporting broader water stewardship initiatives in alignment

with Oman Vision 2040 and the country’s long-term goals for water security and resilient infrastructure.

ahlibank implements water-conservation measures across its Head Office and branch network to reduce operational water use and improve efficiency. Water-saving fixtures, including low-flow faucets and sensor-activated taps, are installed in restrooms, pantry areas, and other high-use zones, with the new Head Office extension fully equipped with modern devices. Smart metering and regular maintenance programmes help monitor consumption, detect anomalies, and prevent leakages, while irrigation systems and landscaping are designed to optimise water use and favour native, low-water plants. Sustainable building practices, applied in new and refurbished facilities, further enhance water efficiency.

Water consumption is monitored and reported across all owned and leased facilities, with water sourced exclusively from municipal suppliers; no withdrawals occur from high-biodiversity or protected areas.

Recorded consumption over recent years includes 12,164 m³ in 2024 and 11,210 m³ in 2025, representing a noticeable improvement in resource efficiency of approximately 8%. This decrease reflects improved resource efficiency, reduced waste, and enhanced environmental performance, demonstrating the Bank’s commitment to sustainability. These measures further highlight ahlibank’s dedication to responsible water management, operational efficiency, and the reduction of environmental impact across its operations.



*The figure mentioned for 2024 has been restated.

Climate Risk ISSB Alignment

As part of ahlibank’s ongoing commitment to sustainability and responsible banking, the Bank actively identifies, assesses, and manages climate-related risks that could affect its financial operations and strategic objectives. Recognising the growing impact of climate change on global markets, ahlibank addresses both immediate and long-term challenges by integrating climate risk considerations into business planning, risk management frameworks, and investment decisions. This proactive approach ensures that the Bank remains resilient, supports the IFRS S1 and S2 transition to a low-carbon economy, and aligns with international best practices, including the recommendations of the International Sustainability Standards Board (ISSB).

Sustainable Finance and Green Lending Programmes

To support Oman’s transition to a sustainable economy and contribute to the global climate agenda, ahlibank offers sustainable finance and green lending solutions, with a particular focus on SMEs adopting environmentally responsible practices. All green finance projects funded by the Bank undergo rigorous social and environmental due diligence, ensuring alignment with national sustainability objectives and international best practices.

Sustainable Financing

ahlibank continues to play a leading role in environmental stewardship by providing financing to eco-friendly companies and sustainable initiatives. Through these efforts, the Bank supports responsible consumer behaviour, green infrastructure development, and low-carbon solutions, reinforcing its commitment to sustainable development and Oman’s national vision for a greener economy.



Solar Power Projects

ahlibank has financed a 600 MW Solar PV power project at Ibri, aligning with Oman's fuel diversification strategy and its goal to achieve 10% of power generation from renewable sources. The project contributes to reducing carbon emissions and advancing clean energy deployment in the Sultanate.

Wind Power Projects

The Bank is financing two onshore wind power projects, each with a capacity of 111 MW, supporting Oman's renewable energy expansion and promoting low-carbon electricity generation to meet growing demand sustainably.

Low-Carbon Steel Plant - Duqm (Vulcan Green)

ahlibank is acting as the sole financial advisor and lender for projects supporting the development of a low-carbon steel plant in Duqm. The plant will initially operate using natural gas before transitioning to green hydrogen, significantly reducing carbon emissions compared with traditional blast furnace steelmaking. Additionally, the Bank is advising on port infrastructure financing for the project, facilitating the integration of sustainable industrial operations in Oman.



Sustainability City - Yiti

ahlibank serves as financial advisor and sole lender for the first phase of Sustainability City, Oman's first net-zero energy mixed-use development. The project incorporates clean energy, water and waste recycling, sustainable food production, clean mobility, and enhanced air quality, while prioritising social and economic inclusivity for residents.

Hazardous Waste Treatment Facility - Sohar

ahli Islamic has financed Phase 2 of the Industrial Waste Treatment Facility (IWTF), Oman's only plant dedicated to sustainable industrial and hazardous waste management. The facility, with a focus on oil sludge treatment from the oil and gas sector, promotes environmental protection and responsible industrial practices.

Averda Waste Collection & Management

ahli Islamic has provided financing to support Averda's (currently operating as Verde), waste collection and management contracts across multiple regions in Oman, including Dhofar and Al Dakhiliyah. Averda's core operations focus on the safe collection, transportation, treatment, and disposal of waste in compliance with applicable environmental regulations. These activities contribute to enhanced environmental protection, reduced pollution, improved public health outcomes, and the promotion of sustainable waste management practices. Accordingly, the financing supports positive environmental outcomes and is aligned with ESG principles.

Hafefet Rail Project

ahli Islamic participated in a syndicated facility to finance the cross-border rail network connecting Oman and the UAE, covering more than 12 stations and cities. The project reduces travel time, minimises road traffic, and lowers carbon emissions, supporting regional transport sustainability and economic integration.

Refinery Pipeline Project

ahlibank acts as lender and facility/security agent for a syndicated term facility connecting the Mina al-Fahal (Muscat) and Sohar refineries to a 295 km pipeline terminating at Al-Jifnain. The project reduces tanker traffic on roads, easing congestion and lowering carbon emissions, while enhancing the efficiency of national fuel distribution infrastructure.



Social Overview



Our People

ahlibank is committed to supporting Oman's national development objectives in alignment with Oman Vision 2040, with a particular focus on job creation and skill development for our human capital including the national workforce.

The Bank emphasizes comprehensive training and career development, providing employees with platforms to enhance their skills and advance professionally. We cultivate a supportive and motivating workplace culture, which is central to building robust human capital. Our human resource strategy is designed to promote career growth, continuous learning, and engagement, recognising the critical role of employees in achieving both short- and long-term strategic objectives.

At ahlibank, employees operate within a culture of excellence that encourages innovation, embraces challenges, and prioritises delivering superior customer experiences. This approach ensures that talent development, retention, and engagement remain integral to the Bank's sustainable growth and organisational success.



ahlibank Muscat Stock Exchange (MSX) Social Performance Summary

MSX S2, MSX S3, MSX S4, MSX S5

This section highlights MSX's key social performance indicators for Fiscal Year FY 2024 and the FY of 2025.



Sr. No	Metric	Calculation		FY 2024	FY 2025
1	S.3 Employee Turnover	S3.1) Percentage: Year-over-year change for full-time employees		1.14	1.22
2	S.3 Employee Turnover	S3.1) Percentage: Year-over-year change for full-time employees		-11.9%	4.8%
		S3.2) Percentage: Year-over-year change for part-time employees		0	0
		S3.3) Percentage: Year-over-year change for contractors and/or consultants		0%	0%
3	S.4 Gender Diversity	S4.1) Percentage: Total enterprise headcount held by men and women	Male	60%	59%
			Female	40%	41%
		S4.2) Percentage: Entry and Mid-level position held by men and women	Entry-level Male	55%	50%
			Entry-level Female	45%	50%
			Mid-level Male	61%	61%
		S4.3) Percentage: Senior and Executive positions held by men and women	Mid-level Female	39%	39%
			Sr and Exec. Male	74%	73%
Sr and Exec. Female	26%	27%			
4	S.5 Temporary Worker Ratio	S5.1) Percentage: Total enterprise headcount held by part-time employees	Part-time Employees (Total %)	0%	0%
		S5.2) Percentage: Total enterprise headcount held by contractors and/or consultants	Contractors and/or consultants	0%	0%

Human Capital Employment And Development

Human Resources Policy

This section highlights MSX's key social performance indicators for Fiscal Year FY 2024 and FY 2025. Our Human Resources (HR) Policy reflects the Bank's commitment to fostering a safe, inclusive, and high-performing workplace that supports the wellbeing and professional growth of all employees.

We strive to attract, develop, and retain talent by promoting fair employment practices, equal opportunities, and a culture of continuous learning.

The HR Policy outlines clear principles on recruitment, training, compensation, and performance management. We ensure all employment decisions are based on merit, qualifications, and business needs, free from discrimination based on gender, ethnicity, age, disability, religion, or any other protected characteristic.

To support employee development, we provide structured learning pathways, leadership programmes, and technical training relevant to an evolving financial sector. Regular engagement surveys, open communication channels, and employee-wellbeing initiatives help us better understand workforce needs and drive actions that enhance job satisfaction, mental health, and retention.

The Bank also upholds strong occupational health and safety standards. We are committed to preventing workplace injuries, cultivating a hazard-free environment, and ensuring

compliance with all labour and regulatory requirements across our operations.

ahlibank's Code of Conduct sets clear expectations for ethical behaviour and professional integrity across the organisation. It outlines the standards all employees must follow, including adherence to legal and regulatory requirements, responsible conduct, and strict protection of confidential information.

The Code also reinforces the Bank's commitment to a respectful and equitable workplace. ahlibank maintains a zero-tolerance approach to any form of harassment or discrimination and has established robust policies and grievance mechanisms to ensure concerns are addressed promptly and fairly. These procedures are reviewed and updated on a regular basis to maintain their relevance and effectiveness.



Human Capital Overview

ahlibank recognises that its employees are at the heart of its success. The Bank is committed to fostering a diverse, inclusive, and supportive workplace where talent can thrive. Our human capital strategy focuses on attracting, developing, and retaining skilled professionals while promoting equal opportunities across all levels.

The following table provides a breakdown of our male and female employees. The number of male and female employees increased in 2025 compared to 2024, with a notable rise in female participation at the entry-level positions.

Employee Breakdown by Contract

Total Number of Employees	2024	2025	Year Over Year
Full-time Employees	983	1,063	8.14%
Part-time Employees	0	0	0%
Contracts/ Consultants	2	2	0%

Employee Turnover

Year	Number of Employees	Turnover Rate
2024	983	-11.9%*
2025	1,063	4.8%

*The figure mentioned for 2024 has been restated.

Gender Diversity

Male Compensation	2024	2025	Female Compensation	2024	2025
Entry Level	133	143	Entry Level	108	141
Mid-Level	435	463	Mid-Level	281	294



Omanisation

The Bank actively supports national efforts to drive economic growth by creating jobs and developing Omani talent with the technical, vocational, and professional skills needed for employment and entrepreneurship. As part of this commitment, ahlibank invests in upskilling young Omanis, preparing them for current and future roles, and consistently exceeds Omanisation targets. As of December 2024. The Omanisation rate held steady at 94% in both 2024 and 2025, demonstrating the Bank’s continued commitment to developing the national workforce.

Omanisation Performance



Diversity and Inclusion

At the same time, ahlibank embraces a broader diversity and inclusion agenda, fostering an equitable and inclusive workplace where all employees—regardless of gender or background are empowered to thrive. By combining a focus on national talent development with initiatives that promote inclusion, the Bank ensures a dynamic, innovative, and resilient workforce that reflects the communities it serves.

ahlibank is actively working with the goal of achieving a balanced male-to-female employee ratio and ensuring equal opportunities for all. The Bank takes pride in the significant contributions of women, recognising their achievements at key events and celebrating their vital roles as employees, managers, leaders, and members of society.

Building Capability Through Structured Training Programmes

ahlibank is committed to developing the skills, knowledge, and leadership capabilities of its employees through a diverse and structured range of training programmes. In 2025, ahlibank provided a total of 2,391 hours of training to its employees, building on training initiatives undertaken in 2024, demonstrating our continued commitment to employee development and skill enhancement. The training provided included technical and functional skills, soft skills, leadership development, and mandatory compliance training, delivered through both virtual and in-person modalities. All employees complete annual mandatory training designed to enhance awareness of key areas such as risk management, fraud prevention, customer protection, and regulatory compliance.

Below are quick summaries of the training programmes of ahlibank for its employees in 2025

Leadership and Executive Development

Two Senior Management Employees participated in National CEO Programme (NCP)

Two senior management employees participated in and successfully graduated from the National CEO Programme, delivered in partnership with the Royal Academy of Management. The programme equips senior executives with advanced leadership, strategic, and organisational management skills through workshops, executive coaching, and practical projects. Participation strengthens the Bank's leadership pipeline, drives innovation, and fosters a future-ready workforce in line with Oman Vision 2040. In 2025, one employee has successfully enrolled and graduated from this in the programme.

Etimad - National Leadership Development Programme

ahlibank employees participated in the Etimad programme, also delivered in partnership with the Royal Academy of Management. The programme enhances leadership, managerial, and problem-solving skills. Graduation of the third cohort of ahlibank employees underscores the Bank's commitment to nurturing national talent and developing a capable workforce aligned with Oman Vision 2040. Since 2020, a total of 21 employees (male and female) have successfully graduated from the Etimad programme across four cohorts. The programme supported their personal growth and, more importantly, their career development, with a primary focus on strengthening leadership capabilities.

Train the Facilitator Programme

Through the Train the Facilitator Programme, employees enhanced their facilitation and instructional skills, enabling them to lead effective training sessions and knowledge-sharing initiatives. Participation fosters engagement, strengthens internal capability, and supports the Bank's commitment to continuous learning and talent development.



Youth Empowerment and Graduate Programmes

ahlibank continues to invest in the next generation of banking professionals through structured graduate and youth programmes. Key details of these initiatives are outlined below.

Himam – Leadership Development Programme

Launched in 2015, the Himam programme has trained 128 graduates across multiple departments. Now in its 10th batch, the programme provides practical experience, mentorship, and functional training, supporting graduates' professional growth while contributing to Oman's national talent pipeline in alignment with Oman Vision 2040.

iGeneration Programme

Launched in 2023, this one-year career development programme supports the Bank's digital and technology transformation journey. Participants gain access to industry-leading digital and IT knowledge, use the Bank's Innovation Lab, and engage in project work fostering innovation and FinTech collaboration. A total of 32 iGens have been employed by the Bank so far.

Business Graduate Programme (BGP)

Since 2018, over 150 graduates have been trained through the BGP across two streams: Analyst, and Sales and Customer Service. The programme combines on-the-job training, technical and behavioural skill-building, and KPI-driven learning to develop expertise in strategic analysis, client management, operations, and project planning. A total of 211 employees have participated in the BGP, including 99 males and 112 females. Of these, 44 employees have been promoted to higher grades.

This reflects the programme's effectiveness in developing skills and preparing employees for advanced roles within the banking sector and beyond

Internship Programme

ahlibank offers internships to students from across the Sultanate, providing practical exposure to banking operations and department rotations aligned with academic programmes. This initiative enhances employability and strengthens the pipeline of future banking talent.



Digital Training and Continuous Learning

ahlibank promotes lifelong learning through digital platforms and structured training schedules:

College of Banking and Financial Studies Continuous Learning Calendar

The Bank partners with the College of Banking and Financial Studies CBFS to provide a year-round calendar of technical, regulatory, and leadership training opportunities. Employees can plan and engage in continuous professional development, fostering a future-ready workforce.

Udemy

Employees have access to Udemy's online platform, offering thousands of courses in digital banking, data analytics, leadership, compliance, and customer service. This enables self-paced learning and career growth while supporting the Bank's innovation and service excellence objectives.

ahli Academy

The Bank's in-house ahli Academy provides state-of-the-art learning facilities, functional training programmes in partnership with international organisations, and scholarships for young Omanis pursuing undergraduate and postgraduate studies.

Tailored learning paths have been designed for targeted groups, including Himmam, BGP, and high-potential employees, to equip them with the knowledge and skills required to excel in their roles. Additionally, learning modules delivered via online platforms, such as Udemy, are aligned with employees' KPIs and annual objectives, ensuring that development is both accessible and directly linked to performance improvement and career progression.

Employee Mentorship Opportunities

ahlibank's mentorship programme encourages employees to share expertise and guide colleagues, fostering skills development, career growth, and a collaborative culture.

Sidrah Youth Leadership Programme

In partnership with Lahunna Oman and Outward Bound Oman, ahlibank supports the Sidrah programme for young Omani women (18–25). Bank leaders mentor participants, providing career guidance, leadership insights, and real-world advice. This initiative strengthens the Bank's talent pipeline, promotes gender diversity, and contributes to ESG and community engagement objectives. One employee participated in this programme in 2025.

Employee Engagement and ahlibank Community Building

ahlibank is committed to fostering employee engagement, well-being, and a strong sense of community through a range of initiatives. The following highlights our key activities for 2025.

Sports and Fitness

ahlibank actively promotes a healthy and balanced lifestyle through a variety of sports and fitness initiatives. In 2025, 130 employees and their families participated in events ranging from friendly tournaments, bowling, and Padel matches to the Muscat Marathon. These activities not only encouraged physical well-being but also strengthened teamwork, camaraderie, and a sense of community among participants, reflecting our commitment to fostering a vibrant and engaged workforce.

Get Fit Together Challenge

During Ramadan 2025, ahlibank launched the Get Fit Together Challenge, a four-week weight loss competition designed to promote health, wellness, and teamwork among employees. The initiative encouraged participants to adopt healthier habits while fostering friendly competition and collaboration, reinforcing our commitment to employee well-being and a supportive workplace culture.

Annual Ramadan Fawazeer

This is an interactive cultural engagement initiative via Viva Engage. As part of ahlibank's commitment to employee engagement and cultural connection, the Bank organises the Annual Ramadan Fawazeer during the holy month of Ramadan. This initiative encourages employees to participate on Viva Engage by answering daily questions related to Ramadan, the Bank's values, and general knowledge. The programme fosters a sense of community, enhances cross-departmental interaction, and celebrates the spirit of Ramadan through learning and engagement. Consistently high participation levels highlight employees' enthusiasm and reflect the Bank's dedication to nurturing a positive, inclusive, and connected workplace culture.

ahliStar Recognition Programme

This is a network of 68 employees driving engagement, transformation, and culture-building initiatives.

Launched in 2024, the ahliStar Initiative began with a small group of employees committed to fostering positive change and partnering with the HR team to drive organisational development. Since its inception, the initiative has grown into a vibrant network of 68 ahliStars who actively contribute to enhancing employee engagement, supporting transformation, and strengthening the Bank's culture.

These employees go beyond their everyday responsibilities, collaborating with HR to design and implement initiatives, events, and programmes that promote connection, teamwork, and personal growth across the Bank. The ahliStar

initiative exemplifies the Bank's commitment to empowering employees, fostering collaboration, and recognising those who embody and advance its core values. Through their efforts, ahliStars play a key role in shaping a workplace where all employees can thrive.

Little ahliBankers

As part of our commitment to nurturing a connected and inclusive community, we launched the Little ahliBanker initiative, designed exclusively for the children of our employees. This interactive and educational programme offered young participants an engaging exploration of the Bank's core functions, providing a first-hand experience of the banking world and a glimpse into their parents' workplace. Through hands-on activities and guided tours, children developed an understanding of teamwork, responsibility, and the value of financial literacy in a fun and age-appropriate setting. The Little ahliBanker initiative not only created meaningful memories for employees and their families but also underscored our belief that a people-centered culture extends beyond the workplace, embracing the wider ahlibank community and the families who form its foundation.



Employee Well-Being and Health Initiatives

ahlibank is dedicated to fostering a healthy, safe, and supportive work environment where employees can thrive both professionally and personally. The Bank takes a holistic approach to wellness, addressing physical, mental, social, and emotional well-being, while ensuring workplace safety in line with national regulations and international best practices. Flexible work arrangements, preventive healthcare, insurance coverage, and diverse wellness activities support employees in balancing their professional, personal and home responsibilities. In addition, ahlibank promotes continuous learning, stress management, and resilience-building, while cultivating a culture of early risk detection, emergency preparedness, and employee empowerment across the organisation.

The Bank organises health camps, breast cancer awareness programmes, and annual health screenings in partnership with approved medical providers to promote preventive care and early detection of health risks. Fitness challenges, “Get Fit Together” competitions, and sporting events encourage physical activity, teamwork, and healthy habits. To ensure workplace safety, employees participate in emergency and fire evacuation drills, as well as first aid and fire safety training. The Bank also collaborates with insurance providers to expand coverage with wellness benefits. Complementing

these initiatives, work-life harmony programmes, stress management sessions, webinars on emotional resilience, and designated relaxation spaces help employees maintain a balanced, supportive, and productive work environment.

10 Years in Service Employee Recognition

To honour long-term commitment and dedication, the Bank recognizes employees who have completed ten years of continuous service. This milestone reflects not only individual loyalty and contribution, but also the Bank’s ability to foster a stable, supportive, and engaging work environment where employees can build lasting careers.

Through this recognition, the Bank celebrates the valuable experience, institutional knowledge, and proven performance that long-serving employees bring to the organisation. Award recipients are acknowledged for their role in advancing service excellence, strengthening customer relationships, and contributing to the Bank’s sustained growth.

This initiative reinforces our commitment to employee appreciation, retention, and a positive workplace culture that values the people who drive the Bank’s success.

Engaging Future Talent Through University Career Fairs

ahlibank participates in the career fairs organised by Sultan Qaboos University to engage with emerging graduates, strengthen brand visibility, and attract promising talent to the Bank.

The Bank actively participated in this fair, engaging with prospective talent and showcasing the diverse career opportunities available within the Bank. Through this participation, the Bank helped young graduates and university students gain insight into career pathways in the financial sector, develop professional awareness, and connect directly with industry representatives. The event also provided valuable exposure for the Bank’s employees, who strengthened their recruitment capabilities, enhanced their understanding of emerging talent needs, and reinforced the Bank’s role in supporting national human capital development.

Equal Opportunities Policy

ahlibank is committed to promoting equal opportunities and fostering an inclusive workplace. All employees, applicants, and customers are treated fairly and with respect, regardless of age, gender, race, ethnicity, religion, and marital status. Recruitment, training, promotion, and reward decisions are based solely on merit and business needs. Discrimination, harassment, or victimization is not tolerated, and diversity is actively supported as a strength that enhances our ability to serve customers and communities responsibly and ethically.

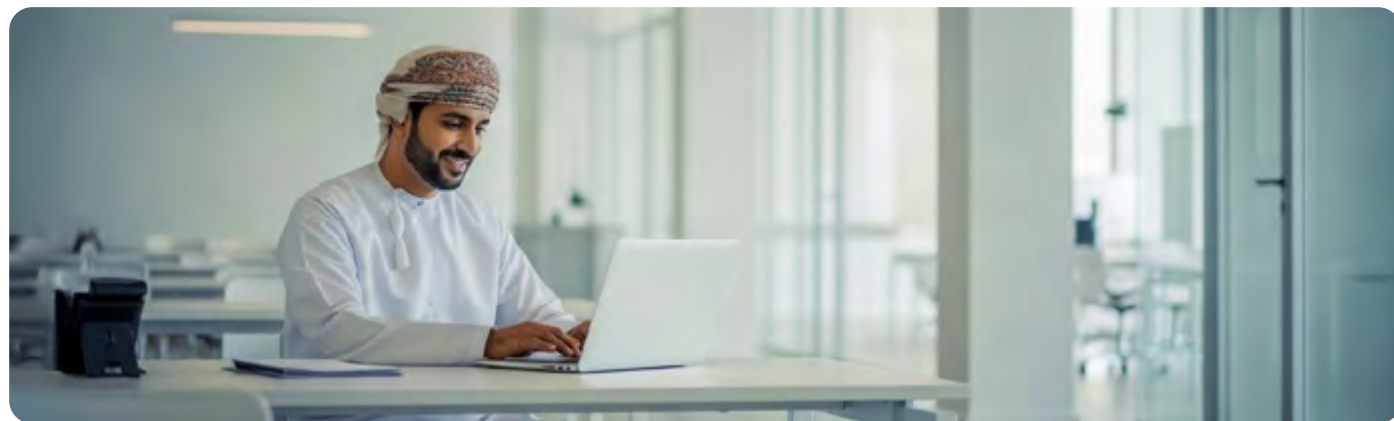
To uphold these principles, the Bank:

Treats all employees with dignity and respect, in line with legal obligations and equal opportunity practices	Applies consistent selection criteria to promote individuals based on merit and abilities	Complies with all relevant local laws and regulations regarding equal employment opportunities	Ensures fair handling of employee grievances
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Non-Discrimination Policy

ahlibank maintains a strict non-discrimination policy, ensuring that all employees, job applicants, customers, and stakeholders are treated with dignity, fairness, disability, age, religion, and marital status is prohibited across all aspects of employment and service provision.

Decisions related to hiring, promotion, training, compensation, and customer service are guided by objective criteria, aligned with regulatory requirements, and based solely on merit and qualifications. The Bank is committed to fostering a safe, inclusive, and respectful environment where diversity is valued, and discriminatory behavior, harassment, or bias is not tolerated.



Labour Practices and Human Rights Policy

ahlibank is committed to upholding the highest standards of labour practices and protecting fundamental human rights across all operations and business relationships. We ensure fair employment conditions, including lawful working hours, equitable compensation, and safe, healthy workplaces that foster dignity, respect, and equal opportunity for all employees. The Bank strictly prohibits forced labour, child labour, human trafficking, harassment, bullying, and any form of exploitation within our institution and throughout our supply chain.

We fully support employees' rights to freedom of association, collective bargaining, and professional growth. The Bank adheres to Omani labour laws and international human rights principles, ensuring protection against discrimination based on race, nationality, color, ethnic origin, gender, disability, or religion.

Our Code of Conduct emphasises equality, justice, and ethical, inclusive practices. To reinforce these standards, vendor agreements require compliance with the Bank's Health, Safety, and Environmental (HSE) standards, adequate insurance coverage, and other regulatory requirements. The Bank conducts annual vendor evaluations and is drafting a Vendor Code of Conduct to establish clear ethical expectations, ensuring all partners uphold our commitment to human rights and responsible business practices.

Occupational Health and Safety

MSX S7 and MSX S8

ahlibank is committed to providing a safe, healthy, and resilient workplace for employees, customers, contractors and visitors, in full compliance with applicable regulations and the Oman Labour Law. Our Code of Conduct emphasises the importance of maintaining a secure environment, while mentoring, coaching programmes, medical insurance, and

career development initiatives support employee well-being and satisfaction.

The Bank's Security and Safety Policy establishes comprehensive procedures for managing security risks, including incident reporting, threat response, regular inspections, and continuous enhancement of safety measures. Annual training, monitoring, and updates to protocols reinforce our operational resilience and safety culture.

In both 2024 and 2025, the Bank reported an injury rate of 0%, indicating that no workplace injuries or fatalities were recorded during these periods.

This outcome reflects the Bank's ongoing commitment to maintaining a safe and healthy work environment through effective health and safety policies, training, and monitoring. The Bank will continue to prioritize workplace safety to ensure the well-being of all employees and contractors.



Fire Safety and Emergency Preparedness

Each floor has a designated Fire Warden and alternate, appointed by department heads and coordinated by the Security and Safety Manager (SSM). They are responsible for implementing Fire and Emergency Safety Procedures, ensuring safe evacuation of employees, contractors, and visitors during incidents.

All employees are trained in the use of firefighting equipment and emergency procedures. The SSM ensures proper training for designated employees and organises annual fire drills across all Bank premises in coordination with the Head of Property and General Services. These exercises enhance preparedness, reinforce safety protocols, and ensure effective emergency response.

Child and Forced Labour – MSX S9

The Bank maintains a strict policy prohibiting child and forced labour across all operations and business relationships. In both 2024 and 2025, the Bank confirmed that it follows a formal child and forced labour policy, reflecting its commitment to uphold fundamental human rights and ethical labour practices throughout its operations and supply chain.

Human Rights – MSX S10

The Bank is committed to upholding human rights across all its operations, reflecting international standards and best practices. The Bank confirms that in 2024 and 2025, it followed a formal human rights policy, which applies not only to employees but also extends to suppliers and vendors. This demonstrates the Bank's commitment to responsible business practices and ethical supply chain management.

Continuous Improvement

ahlibank maintains a framework for the ongoing evaluation and enhancement of occupational health and safety practices, including regular drills, risk assessments, and updates to policies, ensuring a proactive approach to workplace safety.



Corporate
**Social
Responsibility**



Our Approach

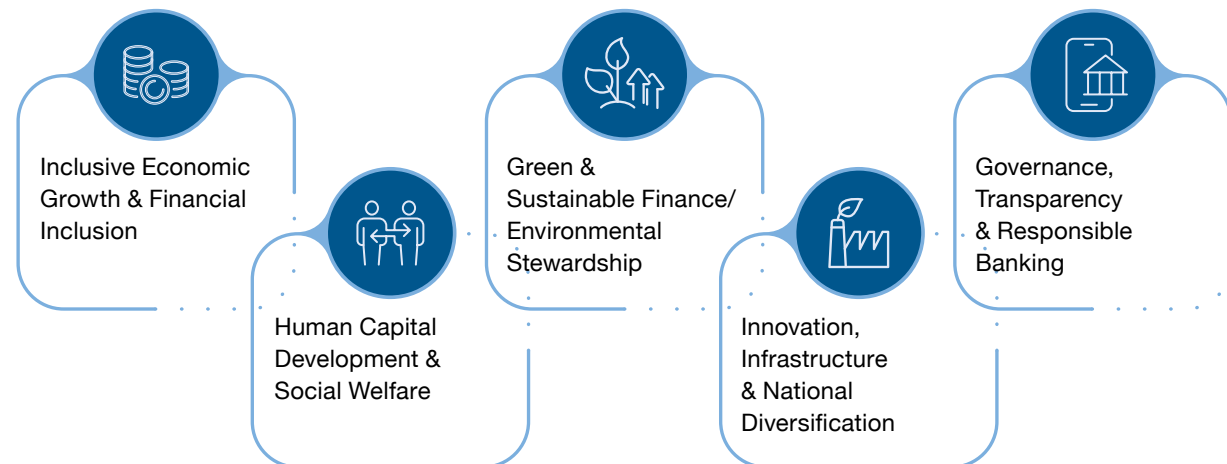
The bank recognises that as a leading financial institution in Oman, it has a central role in driving inclusive, sustainable development not only through its core financial services, but also via a purposeful Corporate Social Responsibility (CSR) and ESG agenda.

This agenda is designed in line with Oman Vision 2040's long-term aims of economic diversification, social welfare, sustainable environment, and good governance.

It aligns with the global SDGs - a universal blueprint for sustainable development that integrates economic growth, social progress and environmental protection.

Through its CSR activities, the bank seeks to contribute meaningfully to national and global development targets: empowering communities, supporting a competitive and diversified economy, preserving environment, and promoting social inclusion.

Our Core CSR Pillars



Community Investment and Social Impact Programmes

As part of our commitment to building a more inclusive, resilient, and prosperous society, the Bank has developed a number of initiatives. This agenda reflects our belief that financial institutions play a central role in empowering underserved communities, enabling economic participation, and supporting national development in alignment with Oman Vision 2040 and the UN Sustainable Development Goals SDGs.

We are committed to supporting underprivileged families, advancing opportunities for individuals with special needs, broadening financial inclusion, empowering women, and fostering SME growth, underpinned by our strong focus on sustainable finance and green lending.

- **Education support**
(2,500 students)
- **Eid & seasonal support**
(families, orphans, elderly)
- **Housing & appliances**
(18 homes, AC support)
- **Healthcare & patient accommodation**
- **Disability inclusion & assistive tools**



1. Annual Contribution to Oman Charitable Organisation (OCO)

ahlibank maintained its annual contribution to the Oman Charitable Organisation, supporting national humanitarian programmes and urgent social relief efforts. This contribution enabled rapid and effective response to pressing community needs, reinforcing the Bank's role as a dependable and socially responsible national partner.

2. Back-to-School Campaign in Collaboration with Al Rahma Association

The Bank implemented Back to School initiative in partnership with Al Rahma Association to ensure that children from low-income families have access to the educational tools they need to succeed. The initiative benefited 2,500 students across Oman, supported by 25 employee volunteers who assisted in the preparation and distribution of the kits. By providing comprehensive school supplies, the programme helped families prepare their children for the new academic year while reducing the financial burden associated with back-to-school expenses.



3. Kaswat Eid Programmes Across Oman

a. ahlibank Kaswat Eid for Low-Income Families

In collaboration with 14 charitable teams across the Sultanate, ahlibank supported more than 275 low-income families with essential Eid packages. The initiative was delivered with the support of 14 employee volunteers, helping promote social inclusion for underprivileged families and orphans during the Eid period.

b. ahli islamic Kaswat Eid Initiative

ahli islamic branches extended parallel support to low-income households, ensuring broad national coverage during Eid. With 14 employees volunteering, the programme reached more than 275 families and strengthened community cohesion while reinforcing the Bank's charitable footprint across Oman.

c. Kaswat Eid for Orphans – Wilayat Boushar (with Nidaa Al Khair Team)

Through a dedicated collaboration with the Nidaa Al Khair Team, the Bank provided Eid clothing to 105 orphans in Wilayat Boushar, bringing joy and a sense of celebration, with the initiative supported by employee volunteers.

4. Home Furnishing and Appliance Support for Low-Income Families

In partnership with Al Rahma Association, ahlibank supported orphans and low-income families by furnishing 18 newly built homes and providing essential household appliances, including the installation of air conditioning units for 10 families. Supported by a total of 30 employee volunteers, these initiatives significantly improved living conditions, comfort, and stability for vulnerable households, particularly for families transitioning into new homes and during Oman's peak summer months.



5. Iftar Sayem Campaign in Collaboration with Oman Food Bank

The Bank partnered with the Oman Food Bank to deliver a large-scale Iftar Sayem campaign aimed at strengthening compassion and solidarity during Ramadan. More than 1,000 families received iftar meal boxes, distributed with the assistance of 30 employee volunteers. The initiative expanded community partnerships, enhanced food security, and supported vulnerable families during the holy month.



6. Eid Clothing Programmes for Elderly Residents at Social Welfare Homes

ahlibank supported elderly residents in Social Welfare Homes by providing new Eid clothing to 85 senior citizens. With 23 employees volunteering, the programme helped promote dignity, social inclusion, and emotional well-being among elderly individuals living in care facilities, ensuring they felt valued and celebrated during Eid.

7. Sanubadir Charitable Team Sponsorship

Through its partnership with the Sanubadir Charitable Team, ahlibank provided direct support to over 30 patients by covering the monthly rental of fully equipped medical apartments in Muscat. These apartments accommodated patients and their companions traveling from distant Wilayas for cancer treatment who could not afford temporary housing, ensuring a safe and stable living environment throughout their treatment journey. In addition, the Bank facilitated the purchase of oxygen concentrators in response to urgent medical needs identified by the care team, assisting low-income patients requiring respiratory support. By addressing both housing stability and essential medical care, ahlibank helped ease the treatment burden on underprivileged patients and their families, reinforcing its commitment to sustainable community health impact.

8. Sidab Women Sponsorship

ahlibank supported over 50 Omani women entrepreneurs from the Sidab Women sewing group by funding essential raw materials, operational expenses, and facility rental for one year, ensuring continuity and growth of their operations. This support enabled the women to scale the production of handcrafted Omani products, generate sustainable income, and preserve traditional craftsmanship using eco-friendly and recycled materials. Through this initiative, ahlibank promoted women's economic empowerment, supported local heritage and tourism, advanced sustainable practices, and contributed to the objectives of Oman Vision 2040, reinforcing its role as a responsible and impact-driven community partner.

9. Training Programmes and Educational Tools for the Visually Impaired

In collaboration with Al-Noor Association for the Blind, Al Dhakhiliya Governorate, ahlibank supported capacity-building programmes designed to empower visually impaired individuals through tailored financial literacy and project management training. More than 100 participants benefited from the initiative, which also included the distribution of Braille paper to enhance independent learning, improve access to educational resources, and strengthen long-term skill development.

10. Smart Whiteboards for Omar bin Al Khattab Institute

To advance inclusive and technology-driven education, ahlibank provided six smart interactive whiteboards to the Omar bin Al Khattab Institute. The equipment will benefit more than 60 visually impaired students and teachers annually, enabling adaptive learning environments that promote equal access to modern educational tools and improve teaching and learning outcomes.

11. Blood Donation Drive – ahlibank Head Office

ahlibank organised a blood donation drive at its Head Office, encouraging employees to participate in this vital community initiative. The drive offered employees the opportunity to contribute directly by donating blood to patients in urgent need, creating a positive impact for both donors and recipients.



SME Support and Entrepreneurship Development

SMEs represent a cornerstone of Oman's economic diversification and play a critical role in job creation, innovation, and community development. In alignment with national priorities and our CSR commitments, ahlibank supports SMEs through integrated programmes that enhance access to finance, build entrepreneurial capability, and strengthen long-term business resilience.



1. Promoting SMEs Programme

ahlibank Annual Ramadhan Souq

To stimulate entrepreneurship and expand market access for entrepreneurs with small and home-based businesses, ahlibank hosted its third annual ahlibank Ramadhan Souq, an exhibition platform that enables small businesses to showcase their products and services. The event featured more than 60 home and small businesses and attracted over 1,000 visitors, contributing to increased visibility, customer engagement, and local economic activity. The initiative was supported by 40 employee volunteers, demonstrating the Bank's active role in empowering entrepreneurs and strengthening Oman's small businesses ecosystem.

ahliExpo – Supporting SMEs

ahlibank launched the ahliExpo initiative to support small and medium-sized enterprises (SMEs) by providing a dedicated platform to showcase their products and services. The initiative enabled participating SMEs to reach new customers, expand their market presence, and network with potential business partners.

2. Financial Inclusion Programmes

Ensuring equitable access to financial services remains central to ahlibank's commitment to inclusive economic development. Our financial inclusion programmes are designed to bring underserved segments of society into the formal financial system by offering accessible, innovative, and supportive financial solutions.

Crowd Funding Platform - "Tamkeen"

Launched in June 2022 in partnership with Beehive, Tamkeen is an innovative crowdfunding platform that provides SMEs with alternative financing opportunities ranging from OMR 20,000 to OMR 80,000.

Offering competitive pricing, simplified processes, and zero collateral requirements, Tamkeen enables businesses to scale, innovate, and contribute more effectively to national economic diversification. By broadening access to flexible financing, the platform plays a pivotal role in supporting job creation, boosting local enterprise growth, and enhancing the long-term prosperity of Oman's SME sector.



A'maal Accounts

The A'maal Business Debit Card supports SMEs and corporates by enabling efficient segregation of business and personal expenses, improving financial management and operational clarity. With a higher spending limit and a user-friendly design tailored to business needs, the card facilitates seamless transactions for purchases, bill payments, and cash withdrawals. By providing efficient and practical financial tools, the A'maal account offering reinforces ahlibank's commitment to advancing sustainable business practices and enhancing operational effectiveness within Oman's business community.

POS Financing Programme

ahlibank's POS financing programme provides SMEs in Oman with access to financing based on their POS transaction history. This support helps businesses manage cash flow, expand operations, and invest in growth opportunities. By facilitating responsible access to finance, the programme contributes to inclusive economic growth and enhances the resilience of the SME sector.

Community Investment

MSX S11

The Bank actively supports the communities in which it operates through philanthropic contributions and community investment initiatives. In 2024, the Bank contributed OMR 188,905 to community initiatives. In 2025, this amount increased to **₹** 270,346, reflecting a year-on-year increase in the Bank's commitment to supporting social and community development programmes.

This growth demonstrates the Bank's ongoing focus on creating positive social impact, strengthening community engagement, and aligning its operations with broader ESG objectives.

In-Country Value (ICV) and Economic Development

At ahlibank, supporting Oman's economic development is a cornerstone of our ESG strategy. Our focus on In-Country Value (ICV) ensures that the bank contributes meaningfully

to national growth by prioritising local talent, strengthening domestic supply chains, and creating opportunities for Omani businesses. Through targeted procurement practices, capacity-building initiatives, and financial support for SMEs, we stimulate domestic economic activity and enhance national competitiveness. This approach reinforces our role as a responsible corporate citizen and aligns with Oman's long-term socio-economic development goals.



Technology and Innovation

At ahlibank, technology and innovation are central to our strategic direction, enhancing operational efficiency, customer experience, and sustainable growth. The Bank continues to leverage cutting-edge digital solutions to provide inclusive, accessible, and responsive banking services across all touchpoints.

ahlibank Technology & Innovation Ecosystem

- 1 Virtual Avatar
- 2 ahliVerse 2.0 (VR)
- 3 WhatsApp ChatBot
- 4 ahliExpress
- 5 AI Strategy (Instaspace)

ESG call-out

Inclusive access Operational efficiency Digital literacy

Virtual Avatar

The Virtual Avatar offers an engaging, customer-friendly interface at ahlibank's digital branch and will be extended to ahli islamic's branches in the future. Its primary function is to provide instant responses to frequent product inquiries, reducing waiting times and freeing branch employees to focus on more complex customer needs. This innovation improves operational efficiency while enhancing the social experience of banking services for customers.



Virtual Reality (VR) – ahliVerse 2.0

ahliVerse 2.0 is an immersive virtual reality platform designed to enhance learning and interaction within the banking environment. Both customers and employees can explore banking products, services, and financial concepts in a fully interactive, visually engaging format. By creating dynamic learning experiences, ahliVerse 2.0 improves knowledge retention, enhances employee training, and facilitates a deeper understanding of complex financial topics.

WhatsApp ChatBot

The WhatsApp ChatBot streamlines communication and improves customer engagement through personalised interactions. It automates targeted marketing campaigns, recruitment notifications, and other customer touchpoints, enhancing responsiveness and operational efficiency while aligning with ahlibank's customer-centric values.

ahliExpress

Launched in 2022, ahliExpress is a multi-functional digital banking machine providing 24/7 banking services. With 16 machines deployed nationwide, including eight offering Islamic banking services, ahliExpress delivers convenient, efficient, and inclusive solutions, reflecting the Bank's commitment to meeting evolving customer needs and preferences.



Collaboration with Instaspace - Artificial Intelligence (AI) Strategy

ahlibank has partnered with Instaspace, a leading Omani AI startup, to accelerate the Bank's digital transformation and strengthen its AI capabilities. The collaboration focuses on AI consultancy, leveraging expertise to assess, design, and implement intelligent, data-driven solutions across Bank operations. These initiatives enhance operational efficiency, support informed decision-making, and establish a foundation for future AI adoption. The partnership is closely aligned with Oman Vision 2040, which prioritizes innovation, digital capability, and the development of a knowledge-based economy, reinforcing ahlibank's role as a pioneer in AI-driven transformation within Oman's banking sector.

Through these technology and innovation initiatives, ahlibank continues to deliver efficient, sustainable, and customer-focused banking solutions, while promoting a culture of continuous improvement, digital literacy, and operational excellence across its workforce and customer base.



Data Security and Privacy

ahlibank is committed to maintaining the highest standards of data security and privacy, ensuring that customer information is protected at every level. The Bank's Data Security and Privacy Protection framework is underpinned by ISO 27001:2013 certification (Information Security Management System), which applies to all information, systems, processes, and personnel within the IT and Information Security department. This certification reflects the Bank's dedication to rigorous governance, risk management, and the secure handling of sensitive data.

To further strengthen cybersecurity, ahlibank continuously invests in advanced security systems, ensuring compliance with all relevant regulatory requirements and safeguarding customer data against unauthorized access, accidental modifications, or data loss.

The Bank also emphasises employee awareness and capability through regular training programmes, including monthly Information Security Awareness (ISA) sessions that cover key topics in data protection and cybersecurity best practices. This proactive approach not only protects customers and their assets but also reinforces ahlibank's reputation as a trusted and reliable financial institution, aligning with its broader ESG commitments to operational resilience, ethical management, and responsible corporate governance.

Customer Experience

At ahlibank, enhancing the customer experience is a strategic priority, ensuring that all interactions are efficient, responsive, and tailored to customer needs. The Bank actively leverages customer feedback to design impactful products and services, providing multiple channels for customers to share suggestions, request assistance, and report issues. All queries are addressed promptly, reinforcing trust and satisfaction.

Digital Banking

ahlibank provides advanced mobile and internet banking platforms with fully responsive, intuitive interfaces. Customers can make payments, apply for new products, and monitor their finances with ease, granting greater control over their financial lives and improving overall convenience.



Call Center (ahliConnect)

The Bank's call center, ahliConnect, serves as a primary support channel. Experienced representatives assist with a wide range of banking needs, while the Integrated Voice Response (IVR) system efficiently handles routine queries. This dual approach reduces waiting times, optimises employee productivity, and enhances customer satisfaction.

Innovative B2B Solutions

Through ahliB2B, the Bank provides sophisticated business-to-business solutions, enabling customers to manage financial records efficiently and execute local and international payments online. This innovation strengthens business relationships and supports operational efficiency for SMEs and corporate clients.

By combining robust digital platforms, responsive customer support, and innovative solutions, ahlibank delivers a superior, inclusive, and customer-centric banking experience, in line with its strategic commitment to operational excellence and sustainable growth.

ESG Performance Summary

Summary of Metrics	Units	2024	2025
Consumption			
Electricity	MWh	8,562	9,041
Fuel - Petrol	Ltrs	22,400	21,955
Fuel - Diesel	Ltrs	1,463	862.7
Water	m ³	12,164*	11,210
Energy Intensity-Electricity	KWh/m ²	0.49	0.50
Emissions			
Scope 1	CO2e Tons	50.92	49.90
Scope 2	CO2e Tons	8.71	9.40
Emission Intensity			
Emission Intensity – Scope 1	CO2e Tons/m ²	0.051*	0.047
Emission Intensity – Scope 2	CO2e Tons/m ²	0.00015	0.00016
Waste Management			
General waste sent to landfill	Tons	35.28*	38.97
Paper sent for recycling	Kg	8,990	4,500
Scaling Factor			
Office Area	m ²	56,020	57,837
Number of Employees	Persons	983	1,063
Gender Pay Ratio	Ratio: Median male compensation to median female compensation	1.14	1.22
Employee Turnover	Percentage: Year-over-year change for full-time employees	-11.9%*	4.8%
	Percentage: Year-over-year change for part-time employees	0.0%	0.0%
	Percentage: Year-over-year change for contractors and/ or consultants	0%	0%
Gender Diversity	Percentage: Total enterprise headcount - Male	60%	59%
	Percentage: Total enterprise headcount - Female	40%	41%

Summary of Metrics	Units	2024	2025
	Percentage: Entry level position – Male	55%	50%
	Percentage: Entry level position – Female	45%	50%
	Percentage: Mid-level position – Male	61%	61%
	Percentage: Mid-level position – Female	39%	39%
	Senior and Executive Male	74%	73%
	Senior and Executive Female	26%	27%
Temporary Worker Ratio	Percentage: Total enterprise headcount held by part-time employees	0%	0%
	Percentage: Total enterprise headcount held by contractors and/or consultants	0%	0%
Non-Discrimination Policy	Policy	Yes	Yes
Injury Rate	Percentage: Frequency of injury events relative to total workforce time	0.0%	0.0%
Global Health and Safety	Policy	Yes	Yes
Child Labour	Policy	Yes	Yes
Human Rights	Policy	Yes	Yes
Community Investment	Amount invested in the community including philanthropic donations as a percentage of company's pre tax profit	0.38%*	0.53%

Note 1: Employee turnover has been recalculated using the average number of employees during the year as the denominator rather than year end headcount. Prior year figures have been restated accordingly for consistency and improved accuracy

Note 2: Restatement to S11: In alignment with Muscat Stock Exchange (MSX) disclosure requirements and to enhance comparability, the Bank has revised the presentation of community investment.

In the prior year, community investment was disclosed as an absolute amount. In the current year, the Bank has presented community investment as a percentage of Profit Before Tax (PBT) to provide a more meaningful measure relative to financial performance.

Accordingly, the comparative figure for the prior year has been recalculated and restated as a percentage of PBT for consistency with the current year's presentation. This restatement relates solely to presentation and has no impact on previously reported profits, financial position, cash flows, or total community investment amounts.

GRI & MUSCAT STOCK EXCHANGE INDEX

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Restatement of Information				

* Certain figures from the 2024 report have been restated to align with the 2025 ESG reporting structure for improved comparability and clarity.



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