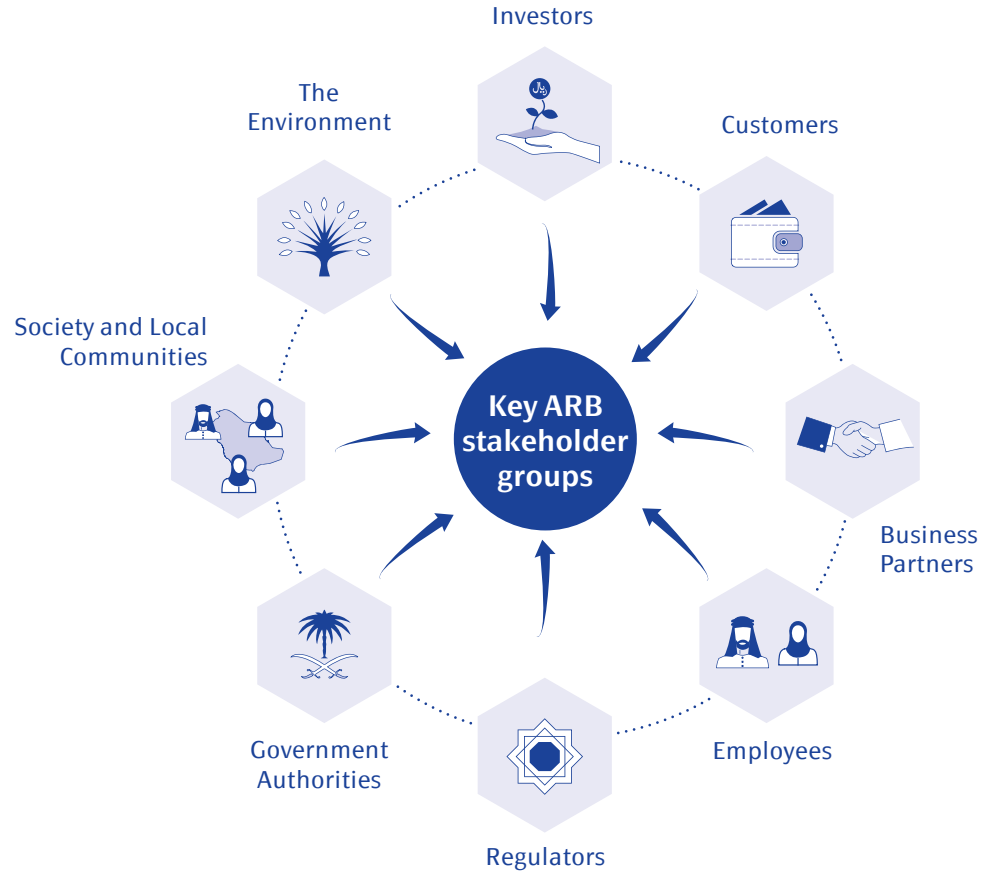


Stakeholders and Materiality

We consider as stakeholders those individuals or entities who are materially impacted by the Bank's activities or those who have the ability to make an impact on the Bank by their actions, opinions, attitudes, or perceptions.



Key ARB stakeholder groups



Stakeholder engagement →

Given the significant impact that the perceptions and behaviour of our stakeholders can have on the Bank's ability to conduct its business and meet its strategic goals, and also the Bank's own capacity to impact its stakeholders, it is vital for us to identify and communicate effectively with them.

By connecting with our stakeholders we are able to understand their needs better and address any concerns they may have. We are also then able to balance the distribution of value created and better prepare ourselves for any challenges that the future may bring.



The Bank utilises the following methods of engagement for its key stakeholder groups.

	Principal means of engagement	Subjects of engagement
 Investors	<ul style="list-style-type: none"> • General Assembly Meeting • Extraordinary General Meetings • Interim financial statements • Annual report • Investor presentations • Press releases • Announcements made on the Saudi Stock Exchange and the Bank's corporate website • Investor conferences 	<ul style="list-style-type: none"> • Strategy • Financial statements of the Bank and the Group plans, prospects, and forecasts • Shareholder returns • Governance • Risk management
 Customers	<ul style="list-style-type: none"> • Branches • Service centres • ATM network • Online banking • Corporate website • Print and electronic media • Social media • Customer satisfaction surveys • Customer visits • Net Promoter Score (NPS) 	<ul style="list-style-type: none"> • Price • Ease of access • User-friendliness • Banking hours • Specialised needs
 Employees	<ul style="list-style-type: none"> • Induction programmes • Development of key performance indicators (KPIs) • Individual career development plans • Meetings • Staff societies and volunteerism 	<ul style="list-style-type: none"> • Performance standards • Career plans • Training and development • Corporate values • Corporate strategies and plans • Trends in banking • Saudisation • Remuneration and benefits • CSR programmes
 Society and environment	<ul style="list-style-type: none"> • Education • Youth and employment • Microfinance for women • Programmes for SMEs • Assistance to needy and vulnerable 	<ul style="list-style-type: none"> • Financial inclusion • Affordable financing for disadvantaged segments and community empowerment • Assistance for disadvantaged and vulnerable groups

Materiality →

Material topics are those that significantly affect the Bank's ability to create value over the short, medium and long term, having a significant impact on the opinions, attitudes, and perceptions of stakeholders. Material topics are defined by their relevance and significance, where the latter is a function of the magnitude of their impact and the probability of occurrence. The materiality assessment is conducted in light of the Bank's value creation process, corporate planning exercise, emerging global and local trends, and feedback from its many stakeholder engagement mechanisms.