



بنك عُمان العربي  
OMAN ARAB BANK

# 20 OMAN ARAB BANK 25 SUSTAINABILITY REPORT

Sustainability Embedded in Our Identity





His Majesty  
**Sultan Haitham bin Tariq Al Said**



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# 2025 Highlights

**4.83%**

Year-on-Year Reduction in Scope 1 Emissions Achieved Through Operational Efficiency Measures

**22.6%**

Reduction in Paper Waste Through Digitalisation Initiatives

**EV Charging Station**

Installed a Public EV Charging Station to Promote Cleaner Mobility

**500+**

SMEs Supported Through the Tumouhi Development Programme

**40%**

Increase in SME Participation in Procurement

**94.3%**

Omanisation Rate

Oman Arab Bank is pleased to present its third Sustainability Report, outlining the Bank's environmental, social, and governance (ESG) performance for the 2025 reporting year. The report covers the period from 1 January 2025 to 31 December 2025 and provides a comprehensive overview of the Bank's operations and activities across the Sultanate of Oman.

The scope of this report includes Oman Arab Bank and its Islamic banking subsidiary, Alizz Islamic Bank (quantitative data), and incorporates relevant financial performance and economic impact information, including data obtained from partners where applicable. Comparative information from previous reporting periods has been included to enable year-on-year analysis and to support an objective assessment of the Bank's sustainability performance and progress.

Unless otherwise stated, quantitative data presented in tables within this report are reported on a consolidated basis, including Oman Arab Bank and its subsidiary, Alizz Islamic Bank. However, narrative disclosures and figures referenced within the main text relate solely to Oman Arab Bank on a standalone basis. This approach has been adopted to align with financial consolidation practices while maintaining clarity in the presentation of operational performance.

This Sustainability Report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards and the Muscat Stock Exchange (MSX) ESG Framework, and is aligned with Oman

Vision 2040 and the United Nations Sustainable Development Goals (SDGs). The report aims to provide balanced, transparent, and decision-useful disclosure of Oman Arab Bank's ESG practices, performance, and key outcomes.

#### **Restatement**

According to the latest Oman Arab Bank Sustainability Report for 2024, there have been no restatements.

#### **External Assurance**

Non-financial information has been subject to internal assurance procedures designed to support the completeness, consistency, and reliability of the reported data, in line with the requirements of the Global Reporting Initiative (GRI) Standards.

#### **Terminology**

Throughout this report, the terms "OAB," "the Bank," "OAB Group" and "we" refer to Oman Arab Bank. References to "AIB" and "our Islamic banking window" denote Alizz Islamic Bank. This approach is applied consistently to ensure clarity and uniform terminology across all sections of the report.

#### **Monetary Values**

All monetary amounts disclosed in this report are presented in Omani Rial (﷮).

#### **Contact us**

For any feedback, questions, or inquiries regarding the content of this report, please contact us at [Investor.Relations@oman-arabbank.com](mailto:Investor.Relations@oman-arabbank.com)

# About This Report



## Chairman Message



### Driving sustainable growth through governance, resilience, and long-term value creation

The year 2025 has been defined by rising global uncertainty, evolving regulatory expectations, and a growing imperative for responsible, sustainable growth. In this context, Oman Arab Bank has continued to strengthen its position as a resilient financial institution, guided by a clear long-term vision aligned with Oman Vision 2040.

From the Board's perspective, our priority has been to ensure that sustainability is not treated as a standalone agenda, but rather embedded as a core component of the Bank's governance, risk oversight, and strategic direction. During the year, we enhanced the integration of environmental, social, and governance (ESG) considerations within our governance structures, ensuring that sustainability-related risks and opportunities are systematically incorporated into Board-level decision-making.

The Board has maintained a strong focus on resilience, capital strength, and prudent risk management, particularly in light of emerging global challenges including climate-related risks, market volatility, and technological disruption. The formal integration of climate risk into the Bank's risk governance framework represents a key milestone in strengthening long-term financial stability.

We also recognise the critical role financial institutions play in supporting national development priorities. Oman Arab Bank continues to contribute to economic diversification, SME development, and financial inclusion – each a key pillar of Oman Vision 2040. Our role extends beyond financial performance to enabling sustainable economic progress and creating shared value for society.

The Board remains committed to upholding the highest standards of corporate governance, transparency, and accountability. This includes strengthening oversight across cybersecurity, compliance, and responsible business practices, ensuring that stakeholder trust remains at the centre of our operations.

As we look ahead, our focus remains clear: guiding the Bank towards sustainable growth, long-term value creation, and responsible leadership within the financial sector.

On behalf of the Board, I extend my appreciation to our shareholders, regulators, and stakeholders for their continued trust, and to our management team and employees for their dedication in delivering on our strategic priorities.

**Rashad Al Zubair**  
Chairman

# Messages from Our Leadership



## CEO Message

### Translating strategy into measurable impact across operations, people, and customers

At Oman Arab Bank, 2025 has been a year of execution, integration, and measurable progress in embedding sustainability across our operations.

Our focus has been on translating strategic direction into tangible outcomes. ESG is no longer a parallel initiative; it is fully integrated into how we operate, manage risk, allocate capital, and serve our customers.

During the year, we advanced the operationalisation of our ESG Framework, embedding sustainability into key business processes, including enterprise risk management, capital planning, and product development. The integration of climate-related risk into our ICAAP and ERM frameworks has further strengthened our ability to proactively manage emerging risks.

From an environmental perspective, we delivered measurable efficiency gains, including reductions in Scope 1 emissions, improved energy utilisation, and accelerated digitalisation initiatives that reduced paper consumption. These outcomes reflect a disciplined approach to operational sustainability.

On the social front, we expanded our impact through targeted programmes. We supported over 500 SMEs, enhanced financial literacy outreach, and strengthened inclusive access to banking through digital channels. At the same time, we continued to invest in our people, doubling average training hours and maintaining a 96% Omanisation rate, reinforcing our commitment to national talent development.

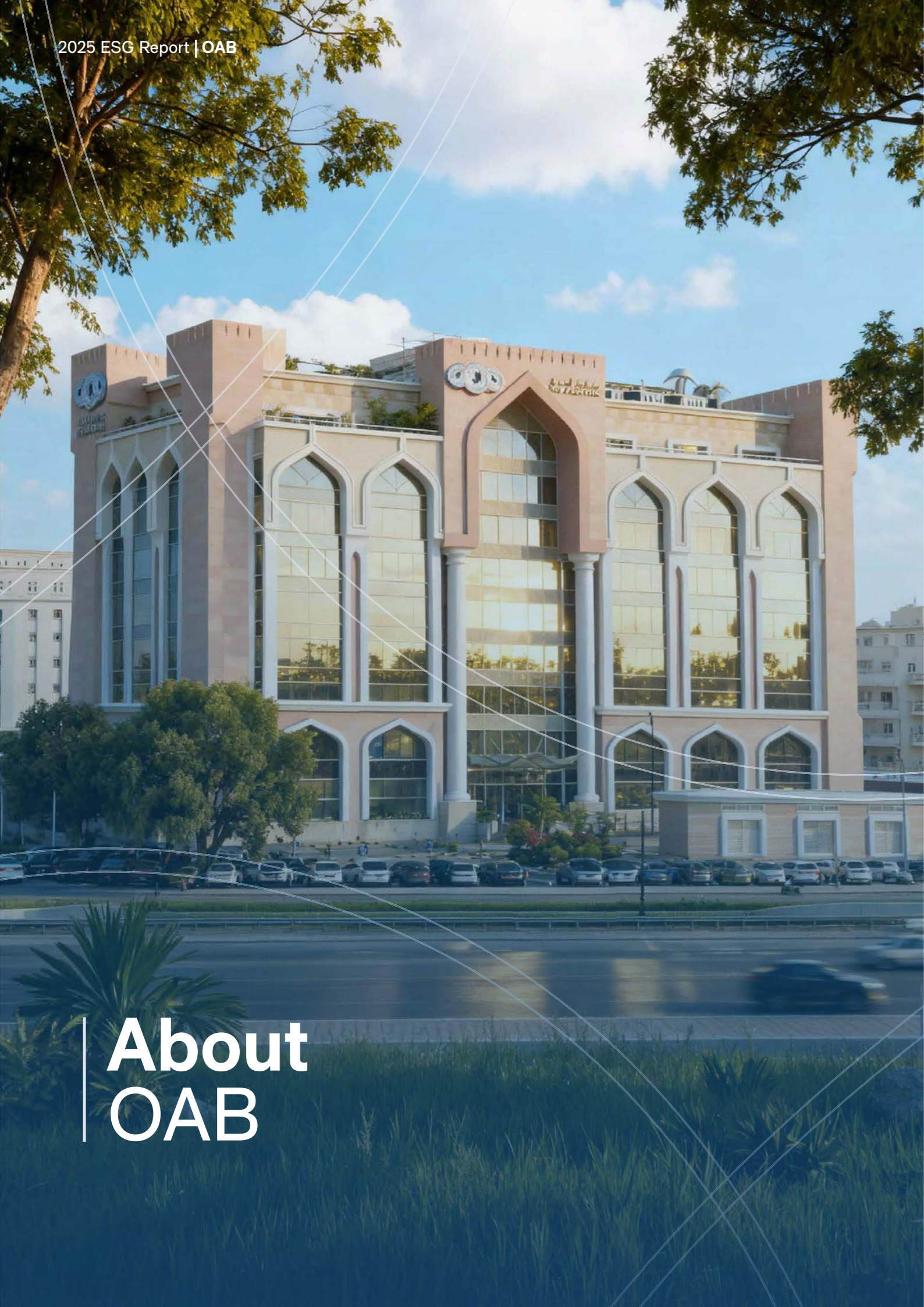
Operational excellence remained a core priority. We enhanced customer experience through digital innovation, strengthened cybersecurity capabilities, and reinforced governance and compliance frameworks across all functions. Our procurement practices also evolved to increase SME participation and strengthen engagement with local suppliers.

Looking ahead, our priorities include:

- Scaling sustainable finance solutions
- Enhancing ESG data maturity and reporting
- Driving further operational efficiencies
- Strengthening customer-centric digital ecosystems

Our ambition is clear: to deliver sustainable, profitable growth while maintaining the trust of our stakeholders. I extend my sincere appreciation to our employees for their dedication, and to our customers and partners for

**Sulaiman Al Harthi**  
CEO



# About OAB

**Oman Arab Bank** was established in **1984** following the acquisition of all Arab Bank branches operating in the Sultanate of Oman. The Bank expanded its footprint in **1992** through the acquisition of the retail banking operations of Omani European Bank, culminating in a full merger in **1994**. These milestones laid the foundation for the Bank's growth as a diversified financial institution serving both individual and corporate customers.

Since its establishment, Oman Arab Bank has steadily expanded its capabilities to offer a comprehensive range of retail banking, corporate and project finance, and trade finance solutions. The Bank continues to focus on innovation and service excellence, with a strategic emphasis on enhancing customer experience across all touchpoints through a state-of-the-art omni-channel banking platform.

In **2020**, Oman Arab Bank completed the acquisition of **Alizz Islamic Bank**, integrating its Islamic banking operations and strengthening its Sharia-compliant offering. In the same year, and effective **6 July 2020**, the Bank became a publicly listed entity, with its shares admitted to trading on the **Muscat Stock Exchange**, marking a significant milestone in its corporate development and governance journey.

Oman Arab Bank continues to foster a high-performance, values-driven culture, with a strong focus on developing local talent and building a sustainable pipeline of future leaders. The Bank remains committed to maintaining its position as a bank of choice by delivering long-term value to customers and making a positive contribution to the communities it serves. As of **2025**, Oman Arab Bank Group operates a nationwide network of:

 **67**  
Branches


 **164**  
ATMs and CDMs


## Purpose & Strategy


**Purpose:**  
Enabling People, Businesses and Community to experience financial prosperity


**Mission:**  
As a financial partner, we play an important role in the life of people and their businesses. Our mission is to enable them to take advantage of existing opportunities and create new ones. We aim to support people in every step of their journey through convenience, connection and care.

### Values:

 **People First**  
We act with empathy and humility, and operate with honesty, transparency and integrity, putting people and businesses at the heart of everything we do.

 **Integrity**  
We believe in acting with integrity, doing what is right and holding ourselves accountable.

 **Excellence**  
We have an unwavering commitment to excellence. We continue to set ourselves goals of continuous improvement, we future-proof our products, we anticipate challenges and foster a culture of superior service. We recognize excellence and reward it.

 **Collaboration**  
We are committed to working together as one team, we have a natural bias toward action and we help each other thrive and win as a team.

 **Stewardship**  
We care about our community and we create sustainable value by delivering impactful ESG initiatives.

# Product Portfolio

## Explore Our Products and Services

For more information, please visit our website.



### Personal Banking

Accounts, savings and deposits, youth and family products, home, car and personal loans, and a range of card solutions including credit, debit, prepaid, and corporate cards, as well as merchant services and rewards.



### Corporate Banking

Project finance, trade finance, treasury, and cash management services.



### Bancassurance

Motor, health, travel, home contents, and comprehensive personal insurance.



### Digital Banking

Mobile and internet banking, ATMs, Fil Khidma, Tawasul, international remittances (iSend), and IBAN services.

# Ownership Structure

**49%**

Arab Bank PLC

**30.99%**

Oman International Development & Investment company (OMINVEST)

**20.01%**

Others (individuals, trusts and corporates)

# Financial Performance

Oman Arab Bank delivered a solid financial performance in 2025, reflecting sustained revenue growth, disciplined cost management, and prudent risk oversight. Total operating income increased to **OMR 138.98 million**, compared to **OMR 126.47 million** in 2024, supported by growth in core banking activities and diversified income streams.

Net profit for the year rose to **OMR 34.35 million**, representing an increase of approximately **13%** compared to 2024. This improvement was achieved despite continued investment in operational resilience and strategic initiatives. Total comprehensive income reached **OMR 38.58 million**, reflecting enhanced overall performance and positive movements in other comprehensive income components.

The Bank maintained stable earnings per share at **OMR 0.011**, reflecting consistent shareholder value creation while reinforcing capital strength and financial stability.

Overall, the 2025 results underscore the Bank's ability to balance growth with prudent risk management, supporting long-term sustainability and resilience in a dynamic operating environment.

Year	2024	2025
Total Income	126,465	138,984
Income Tax	(5,700)	(6,483)
Total Comprehensive Income	29,688	38,575
Net Profit	30,439	34,352

# Awards, Agreements, and Partnerships

## Awards and recognitions

### Best Cybersecurity and Risk Management Award

Awarded by MEA Finance for Best Cybersecurity and Risk Management Implementation in Oman.

### Best Brand in Customer Experience (Corporate Banking)-Oman CX Award

Awarded by Times of Oman, affirming our commitment to excellence and innovation in delivering an exceptional banking experience.

### Best CSR Practices Award – Oman Leadership Awards

Presented by CMO Asia, reflecting our deep commitment to social responsibility.

### Honorable Award - Ministry of Labor

Recognized for OAB's role in enabling digital transformation and delivering advanced electronic payment solutions.

### CEO of the Year – Banking Sector, CXO Awards 2025

Awarded to our CEO, Mr. Sulaiman Al Harthi, recognizing outstanding leadership in the banking sector.

### Collaboration Award

Awarded at the Banking and Technology Summit 2025 in recognition of our continued support for innovation and progress in banking and fintech.

### Outstanding Commitment to SME Growth & Empowerment-Oman CX Award

Recognized by Times of Oman for our dedication to supporting and advancing SMEs.

### VISA Infinite Privilege Credit Card Award

Awarded to OAB for being the first bank in Oman to offer the VISA Infinite Privilege Credit Card.

### Cybersecurity Excellence in Financial Services Award

Awarded by OER, reflecting our continued commitment to safeguarding customer data.

### OER Corporate Excellence Award 2025 – Large Cap

Awarded in recognition of strong performance, financial health, and shareholder value.

## Partnership journey

### OAB & Ministry of Education

have signed a cooperation agreement to create financial wallets for ministry employees. As part of this initiative, a digital application will also be launched to provide access to exclusive offers and financial privileges offered by the bank.

### OAB & General Federation of Oman Trade Unions

OAB signed a cooperation agreement with General Federation of Oman Trade Unions in the occasion of Omani women's day

### OAB & Al Adrak Trading and Contracting LLC

OAB has signed an MoU to finance Omani and non Omani customers to purchase residential units.

### OAB & Financial Services Authority Strategic Partnership

Launching digital trading platforms

### OAB & Takaful Oman Insurance strategic partnership

Setting the stage for seamless financial and insurance solutions. This collaboration is designed to enhance customer experience, ensuring greater convenience and security

### OAB & Omani Gaming and E-sport Committee Signing ceremony

A partnership that reflects OAB's strong CSR commitment to empowering youth and driving community

### OAB & Oman Housing Bank under the Iskan program

Providing subsidized housing loans and accelerating the journey to homeownership for Omanis.

### OAB & United Solar Polysilicon



## Alizz Islamic Bank

It was established in September 2013 as one of the first dedicated Islamic banks in the Sultanate of Oman, offering Shari'a-compliant financial solutions and banking products. Since its establishment, the Bank has focused on delivering innovative Islamic banking services tailored to the needs of a modern and evolving market, supported by continuous investment in people, technology, and service excellence. Alizz Islamic Bank serves both corporate and retail customers through transparent processes, innovative product offerings, and a strong emphasis on responsive customer service. Guided by the principles of Islam and aligned with Oman's Vision 2040.

Alizz Islamic Bank operates as a community-focused institution, committed to delivering value to its customers and the wider society. Its products and services are designed with a strong customer-centric approach, aiming to enhance customer experience while contributing positively to social and economic development. In 2020, Oman Arab Bank completed the acquisition of Alizz Islamic Bank, integrating its Islamic banking operations with Al Yusr Islamic Banking Window. This milestone marked the establishment of a unified banking platform offering both conventional and Islamic banking services. Following the acquisition, Oman Arab Bank continued to manage its conventional banking activities, while Alizz Islamic Bank retained its full Shari'a compliance and continued to operate as a standalone Islamic bank, providing comprehensive Islamic banking products and services within the local financial sector.

At Alizz Islamic Bank, our dedication to excellence continues to be recognised through prestigious industry awards. These accolades reflect our commitment to innovation, customer service, talent development and responsible banking. From achievements in digital banking and corporate governance to recognition for our CSR initiatives and leadership in the financial sector; these awards highlight our ongoing efforts to drive progress and create lasting value for our stakeholders.





# Sustainability at OAB

## OAB Sustainability Journey

At Oman Arab Bank, sustainability is embedded in our values and everyday operations, guiding our approach to responsible growth and long-term value creation. Our Sustainability Framework is integrated with the Bank’s business strategy and aligned with Oman Vision 2040 and the United Nations Sustainable Development Goals, ensuring a balanced focus on economic, social, and environmental priorities.

Phase	Focus Area	Key Milestones
<b>Foundation</b>	ESG Framework & Alignment	Established a sustainability framework aligned with the Bank’s business strategy, Oman Vision 2040, and international ESG principles to guide responsible growth.
<b>Governance Setup</b>	Oversight & Accountability	Strengthened ESG governance by defined roles and responsibilities across Board and management levels to ensure effective oversight and implementation.
<b>Stakeholder Engagement</b>	Understanding Expectations	Implemented structured stakeholder engagement to identify expectations, concerns, and emerging ESG risks and opportunities.
<b>Materiality Assessment</b>	ESG Prioritisation	Conducted a materiality assessment to identify and prioritise the ESG topics most relevant to the Bank and its stakeholders.
<b>Integration</b>	Embedding ESG	Integrated ESG considerations into risk management, operational processes, and business decision-making.
<b>Data &amp; Reporting</b>	Transparency & Controls	Enhanced ESG data collection, internal controls, and reporting processes to improve consistency, reliability, and transparency of disclosures.
<b>Continuous Improvement</b>	ESG Maturity	Continued to refine ESG practices, strengthen integration, and expand initiatives in line with evolving regulatory requirements and stakeholder expectations.

## Material Topics

In 2024, Oman Arab Bank conducted a materiality refresh in alignment with the Global Reporting Initiative (GRI) Standards to identify and prioritize the most significant sustainability topics relevant to its operations and stakeholders. The assessment included internal analysis, stakeholder consideration, peer benchmarking, and a review of regulatory and industry developments. The resulting materiality matrix continues to guide the Bank's sustainability strategy and disclosures. In line with GRI guidance, and as no significant changes occurred in 2025, the 2024 materiality assessment remains valid for the current reporting period.

### Governance

- Risk Management
- Responsible Lending & Investing
- Responsible Procurement

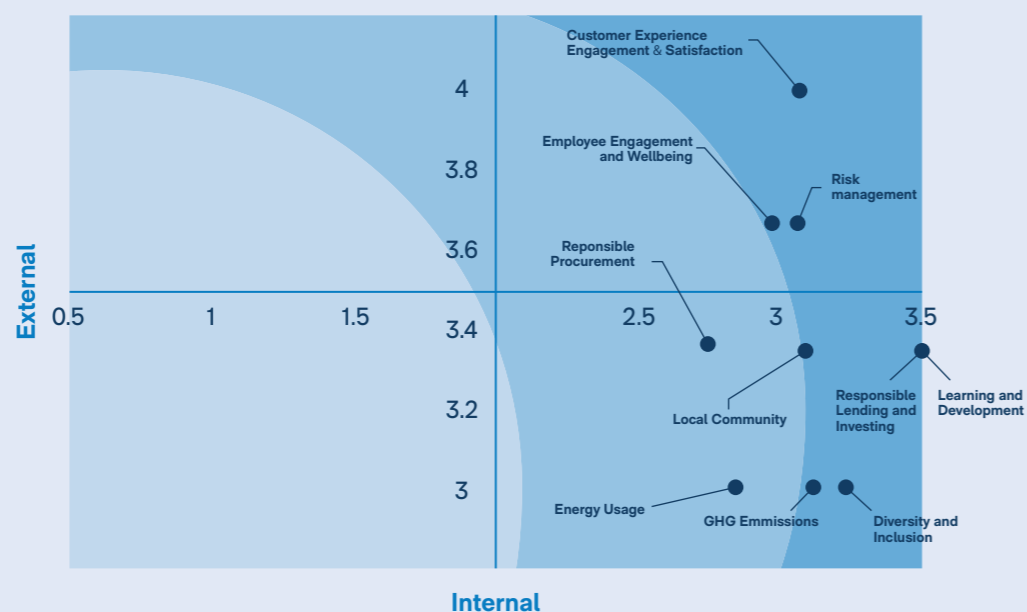
### Environmental

- GHG Emissions
- Energy Use

### Social

- Learning & Development
- Diversity and Inclusion
- Local Community
- Customer Experience
- Employee Engagement & Well-being

## Materiality Analysis



## Sustainability Governance

In 2025, Oman Arab Bank continued to strengthen its sustainability governance framework to ensure effective oversight, accountability, and integration of sustainability considerations across the Bank's operations and strategic decision-making.

Sustainability governance is anchored by a dedicated Sustainability Taskforce, operating under the oversight of the Executive Committee. The Taskforce is responsible for coordinating the implementation of the Bank's Sustainability Policy, monitoring progress against sustainability objectives, and supporting the continuous improvement of sustainability-related processes and performance.

The Sustainability Taskforce provides regular updates to the Executive Committee and reports to the Board of Directors on progress against sustainability priorities, performance indicators, and emerging sustainability-related risks and opportunities. It also periodically reviews and updates the Sustainability Policy to ensure its continued relevance and alignment with regulatory developments, stakeholder expectations, and industry best practices.

Membership of the Taskforce is drawn from across the Bank through nominations by Group Heads, ensuring cross-functional representation and accountability. Membership is reviewed periodically to maintain continuity while enabling fresh perspectives and broader organizational engagement. Where appropriate, additional subject-matter experts are engaged to support specific sustainability initiatives.

This governance structure ensures that sustainability is embedded across Oman Arab Bank's strategy, risk management framework, and day-to-day operations, supporting long-term value creation.

## Sustainability Roles and Responsibilities

### Leadership

Leadership engagement is central to achieving Oman Arab Bank's sustainability objectives. The Board of Directors and Executive Management provide strategic direction and ensure that sustainability is embedded in the Bank's culture and operations. They also oversee climate-related financial risks by assigning clear responsibilities to the relevant committees and functions and maintaining robust oversight of these risks.

### Business, Support and control functions

All business, support, and control functions across Oman Arab Bank are required to adhere to the Environmental, Social, and Governance (ESG) standards outlined in the Sustainability Policy and Framework. These functions play a key role in embedding sustainability practices consistently across the Bank's operations and activities.

### Sustainability Taskforce

Supports the implementation of the Bank's sustainability framework and promotes accountability in delivering sustainability objectives. This includes coordinating the preparation and publication of the annual Sustainability/ESG report to ensure transparency and effective tracking of progress against the Bank's sustainability initiatives.

### Human Resources

Supports the Bank's sustainability agenda by building internal capacity and equipping employees with the knowledge and skills required to effectively contribute to sustainability initiatives.

## ESG Risk Management

The bank adopted a comprehensive ESG Policy in line with the Oman Vision 2040 and BM 1208. Climate risk is managed as a part of Enterprise Risk Management policy of the bank which includes a framework for climate risk assessment, reporting to management and monitoring exposure. Bank is working to develop and enhance product for climate risk and ESG Practices in line with the ESG Policy of the Bank.

Oman Arab Bank conducts an Internal Capital Adequacy Assessment Process (ICAAP) in line with regulatory requirements issued by the Central Bank of Oman (CBO). The ICAAP incorporates regular and rigorous stress testing and scenario analysis to assess the Bank's capital adequacy under both normal and adverse conditions.

The ICAAP covers key risk categories that are actively monitored and managed by the Bank, including credit risk arising from commercial and consumer lending activities, market and liquidity risks, information technology risk, and operational risk. Operational risk management is supported by comprehensive policies, procedures, and internal controls, aligned with CBO regulations and Basel III standards adopted by the CBO.



# Governance and Compliance

Governance and responsibility are recognized as key indicators of a bank's overall health as a business. As such, Oman Arab Bank is committed to good governance practices to ensure the sustainability and performance of its business. We believe that the most effective approach to corporate governance is to be guided by the principles and practices that are in our stakeholders' interests. However, as a minimum, we ensure compliance with legal requirements, in particular to the letter and spirit of the local governance practices issued by the Central Bank of Oman (CBO) and the Financial Services Authority (FSA). For more information on Oman Arab Bank's corporate governance, please refer to our Corporate Governance Report.

## Board of Directors

OAB Board of Directors consists of nine members, all of whom are non-executives as mandated by the regulations of the Central Bank of Oman (CBO) and the Financial Services Authority (FSA). The Chairman is a non-executive director, appointed by the Board. This structure is designed to ensure independent oversight and governance, free from conflicts of interest. The non-executive directors bring a wealth of experience and expertise to the Board, contributing to the strategic direction and governance of the Bank while ensuring alignment with the highest standards of corporate governance at Oman Arab Bank and our Islamic banking governance.



**Mr. Rashad Al Zubair**  
Chairman | Independent

**Industry Expertise:**  
International Banking and Financial Services | Global Operations | Corporate Leadership | Board Governance



**Ms. Randa Sadik**  
Deputy Chairman | Non-independent

**Industry Expertise:**  
International Banking | Financial Services | Global Operations | Corporate Leadership | Board Governance



**Mr. Walid Al Samhouri**  
Board Member | Non-independent

**Industry Expertise:**  
Corporate and Institutional Banking | Credit | Banking Operations | Commercial Banking | Trade Finance | Board Governance



**Dr. Nasri Victor Malhamé**  
Board Member | Independent

**Industry Expertise:**  
Banking and Financial Services | Private Banking | Trade Finance | Asset and Fund Management | International and Regional Banking | Board Governance | Financial Advisory and Consulting



**Mr. Imad Sultan**  
Board Member | Independent

**Industry Expertise:**  
Business Development | Diversified Conglomerates | Corporate Leadership | Investments | Hospitality Capital Markets | Board and Committee Governance



**Mr. Abdulaziz Al Balushi**  
Board Member | Non-independent

**Industry Expertise:**  
Banking and Financial Services | Capital Markets | Commercial Banking | Mortgage and Retail Banking | Corporate and Executive Leadership | Board Governance Investments



**Dr. Nabil Qaddumi**  
Board Member | Non-independent

**Industry Expertise:**  
Energy infrastructure | International Project Management | Banking and Financial Services | Public Sector Governance | Investment and Economic Development



**Mr. Yasir Aqil Badri**  
Board Member | Independent

**Industry Expertise:**  
Investments and Asset Management | Financial Services | Mergers and Acquisitions | Financial Risk Management | Capital Markets | Private and Public Investments



**Mr. Mohammed Al Ghanamah**  
Board Member | Non-independent

**Industry Expertise:**  
Banking and Financial Services | Credit Risk | Management Corporate and Investment Banking | Regional and International Banking | Board and Supervisory Governance | Board Governance

## Board Chairman

The Chairman serves as a Non-Executive Board Member, with roles and responsibilities defined in accordance with Oman Arab Bank’s Corporate Governance Framework and Board Charter. He plays a central role in fostering effective engagement between the Board and shareholders, ensuring ongoing communication to understand their views, expectations, and concerns, and facilitating their appropriate consideration at Board level.

## Board Responsibilities

The Board of Directors of Oman Arab Bank is responsible for providing strategic oversight and ensuring that sustainability considerations are integrated into the Bank’s governance framework and long-term strategy. Key responsibilities include:

**Overseeing the performance and accountability of Executive Management**

**Reviewing and approving material ESG-related matters, ensuring their alignment with the Bank’s strategy and risk appetite**

**Ensuring that sustainability considerations are embedded in strategic planning and key decision-making processes**

**Overseeing the identification, assessment, and management of ESG-related risks and opportunities**

## Board Independence

Oman Arab Bank’s Board comprises a balanced mix of independent and non-independent non-executive directors, ensuring objective judgement and effective oversight. Independent directors provide unbiased perspectives that strengthen accountability, risk oversight, and long-term sustainable decision-making in line with regulatory and governance best practices.

## Conflict of Interest

In accordance with the Bank’s policies, a board member with a personal interest in matters presented to the Board or its Committees must not vote or be present when such matters are considered.

## Board Committees

To support effective oversight and enhance decision-making on complex and specialized matters, the Board of Directors of Oman Arab Bank has established a number of Board-level sub-committees operating under approved terms of reference. These committees assist the Board in discharging its responsibilities and ensuring sound governance, effective risk management, and regulatory compliance.

Board Committee	Committee Responsibilities	Committee Members
<b>Board Credit Committee</b>	The Committee oversees delegated credit authorities, reviews the Bank’s credit portfolio, and approves facilities exceeding MCC limits. It also evaluates write-off and write-down recommendations, exercising delegated authority or escalating to the Board as required.	Rashad Al Zubair Randa Sadik Abdulaziz Al Balushi
<b>Board Audit Committee</b>	The Committee oversees the integrity of the Bank’s financial reporting, ensuring compliance with IFRS and applicable regulations. It supervises the Internal Audit function, engages with external auditors on audit scope and findings, monitors regulatory and audit observations to ensure strong internal controls and compliance, and reviews related party transactions before recommending them to the Board.	Mohammed Al Ghanamah Nasri Malhamé Imad Sultan
<b>Board Information Technology Governance Committee</b>	The Committee oversees enterprise IT governance and regulatory compliance, ensuring alignment of IT strategy with the Bank’s overall objectives. It monitors IT operations, projects, and resource utilization, approves strategic digital initiatives and related budgets, and ensures an effective IT risk management framework aligned with the ERM framework. It also reviews IT structure and strategic goals to support optimal resource planning.	Randa Sadik Walid Samhouri Abdulaziz Al Balushi
<b>Board Remuneration and Selection Committee</b>	The Committee supports the Board in identifying and nominating qualified candidates for Board and Senior Management roles, ensuring balanced composition and effective succession planning. It develops and recommends remuneration policies aligned with the Bank’s strategy and performance, approves compensation for Board members, senior management and Material Risk Takers (AGM level and above), and oversees annual performance evaluations of the Board and its Committees.	Rashad Al Zubair Imad Sultan Randa Sadik Dr. Nabil Qaddumi
<b>Board Compliance and Risk Committee</b>	The Committee oversees the Bank’s risk and compliance framework, ensuring alignment with strategy, risk appetite, and regulatory requirements. It reviews enterprise-wide risks, ICAAP, governance and key policies, monitors information security, business continuity and insurance coverage, evaluates regulatory developments, and supervises the effectiveness of the Compliance function.	Walid Samhouri Imad Sultan Yasir Badri

## Executive Management

Executive Management is responsible for implementing the Board-approved strategy and sustainability priorities. Management provides regular updates to the Board on governance, risk management, and ESG performance, enabling effective oversight and timely decision-making, particularly in relation to emerging risks and opportunities.



**Sulaiman Al Harthi**  
Chief Executive Officer  
January 2023

Experience in strategic leadership, financial management, and governance across both conventional and Islamic banking, with a strong track record in driving institutional growth, enhancing financial performance, and strengthening governance frameworks within the banking sector.



**CB Ganesh**  
Deputy Chief Executive Officer | February 2021

Experienced in banking and financial services, executive leadership, brand development, and driving profitability and long-term value creation.



**Sulaiman Al Hinai**  
Chief Wholesale Banking Officer | May 2023

Expertise in treasury management, investments, government relations, and commercial, corporate, and wholesale banking.



**Ahmed El Damaty**  
Chief Financial Officer  
October 2021

Experience in banking and financial services, financial management, accounting, capital markets, and executive leadership.



**Asma Al Zadjali**  
Chief Banking Operations  
Since 2016

Extensive experience in banking operations, business strategy design and implementation, operating model transformation, process centralisation, business process re-engineering, digital transformation, customer experience enhancement, and leading large teams.



**Zahra Abdulmir**  
Chief Risk Officer  
November 2024

Expertise in credit risk management, risk oversight, banking risk frameworks, data science and machine learning, quantitative analysis, and credit review and control.



**Essam Al Busaidi**  
Chief Human Resources & Administration Officer  
February 2022

Expertise in human resources management, organisational development, talent and workforce management, HR strategy, public management, and cross-sector HR leadership across banking, oil & gas, and aviation.



**Mansoor Al Raisi**  
Chief Compliance Officer  
Since 2015

Expertise in regulatory compliance, banking supervision, risk and compliance oversight, financial regulation, banking examination, and governance and control functions.



**Tariq Al Zadjali**  
Chief Technology Officer  
December 2021

Expertise in information technology, technology management, information security, computer science, digital systems and infrastructure, and IT governance.



**Juma Al Fulaiti**  
Deputy Head of Retail Banking  
June 2023

Experience in strategic planning, administrative reform, government relations, Islamic banking, retail banking, institutional sales, and sustainable development.







**Hamza Baqer**  
Chief Audit Executive  
August 2021

Experience in internal auditing across multiple sectors, including Big Four audit firms, banking, aviation, oil and gas, and utilities, with expertise in audit, risk management, and information systems controls.

## Compliance

Oman Arab Bank is fully committed to complying with all applicable laws and regulations issued by the Central Bank of Oman, the Financial Services Authority, and other relevant local authorities. In parallel, the Bank adopts recognised international best practices across its banking operations to promote transparency, accountability, and strong relationships with regulators, shareholders, customers, and other stakeholders. This commitment is supported by a comprehensive governance framework that underpins effective oversight and responsible business conduct across the Bank.

 <b>Governance Policy</b>	This policy outlines the Bank's commitment to sound governance practices.
 <b>Related Party Transactions Policy</b>	This policy ensures transparency and fairness in transactions involving related parties.
 <b>Disclosure Policy</b>	This policy ensures timely and accurate disclosure of information to stakeholders.
 <b>Professional Code</b>	This code outlines the ethical standards for both directors and employees.

# Risk Management

Emergency preparedness, business continuity, and risk management are managed in an integrated and coordinated manner across the Bank. This approach ensures that material financial and non-financial risks including operational, technology, cyber, and climate-related risks are systematically identified, assessed, monitored, and mitigated in a timely and effective manner.

This integrated framework supports the Bank’s strategic objectives, safeguards stakeholder interests, and reinforces its commitment to sound governance, operational resilience, and sustainable long-term value creation, in line with regulatory requirements issued by the Central Bank of Oman (CBO), including Circular BM-1208 on Promoting Sustainable and Green Financial Practices.

The Bank conducts regular enterprise-wide risk assessments covering both financial and non-financial risks, including:



Identified risks are assessed against the Bank’s risk appetite and supported by appropriate controls, mitigation actions, and monitoring plans.

<b>Credit Risk</b>	The risk of financial loss arising from a customer’s failure to meet, in full or in part, their contractual obligations.
<b>Market Risk</b>	The risk of adverse impacts on earnings or financial position resulting from movements in market variables, including interest rates, foreign exchange rates, liquidity conditions, and yield curves.
<b>Fraud Risk</b>	The risk of loss resulting from fraudulent acts committed internally or externally, requiring detection, investigation, and appropriate remedial action.
<b>Operational Risk</b>	The risk of loss arising from inadequate or failed internal processes, people, or systems, or from external events, including legal risk but excluding strategic and reputational risks.
<b>Information Security Risk</b>	The risk of financial, reputational, or operational harm to information assets arising from cyberattacks, data breaches, or unauthorized access to the Bank’s information systems and networks.

# Preventing and Responding

## Anti Bribery & Corruption Policy

Oman Arab Bank maintains a robust Anti-Bribery and Corruption Policy that reinforces its commitment to ethical conduct, integrity, and compliance with applicable laws and regulatory requirements. The policy sets clear standards to prevent bribery, corruption, and unethical practices across all business activities.

## Code of Conduct

The Bank’s Code of Conduct establishes the principles and standards of ethical and professional behaviour expected of employees and relevant third parties, including suppliers. The Code is reviewed periodically and updated as required to reflect regulatory developments and best practices. Non-compliance may result in disciplinary action, regulatory sanctions, or legal consequences, as applicable.

## Whistleblowing Policy

Oman Arab Bank promotes a transparent and secure environment that enables employees and stakeholders to report concerns or suspected misconduct confidentially and without fear of retaliation. The Whistleblowing Policy provides clear reporting and escalation mechanisms, ensures the protection of whistleblowers, and includes procedures for the independent review and resolution of reported matters. The policy is reinforced through awareness and training initiatives and is reviewed regularly to ensure its continued effectiveness.

## Responsible Banking

### Responsible Lending and Investing

Oman Arab Bank supports responsible lending and investing practices that align with its values of sustainability and community development. The Bank considers environmental, social, and economic factors when evaluating financing opportunities that contribute to sustainable development in Oman, in line with regulatory expectations and prudent risk management.

### Green and Social Categories

Green project categories	%
Renewable Energy	0.97%
Socio-Economic	0.82%
Subsidized Housing Finance	4.81%
Green Finance Loan	1.79%

## Responsible Procurement

The Bank is committed to fair, transparent, and ethical sourcing practices that support sound governance, regulatory compliance, and long-term value creation.

In 2025, OAB continued to apply procurement practices that promote fair competition, support local suppliers, and align with applicable regulatory requirements and internal controls. Sustainability and ethical considerations are incorporated into procurement decisions where relevant, consistent with the Bank’s operational context and risk management framework. During the reporting period, the Bank optimized its supplier base, with the total number of suppliers decreasing from 915 in 2024 to 769 in 2025, representing a 15.9% reduction. Local suppliers accounted for 84% of the total supplier base in 2025 (656 out of 769 suppliers), compared to 81% in 2024. Despite the overall reduction in supplier numbers, the proportional increase in local suppliers reflects continued support for the national economy.

In addition, the Bank strengthened its engagement with small and medium enterprises (SMEs). In 2025, the number of SME suppliers involved in the provision of goods and services increased by 40% compared to the previous year, demonstrating enhanced inclusion of SMEs within the Bank’s procurement framework and alignment with national economic development priorities.

Oman Arab Bank’s procurement activities are guided by principles of integrity, accountability, and responsible business conduct. The Bank continues to review opportunities to further integrate environmental, social, and governance considerations into its procurement framework, in line with evolving best practices and stakeholder expectations.

Procurement	2024	2025
Total Number of Suppliers	915	769
Total Number of Local Suppliers	744	656
% of local suppliers	81.31%	85.31%



# Data Security, Customer Privacy and Cybersecurity

At Oman Arab Bank (OAB), data security, customer privacy, and cybersecurity stand as cornerstones of the Bank’s commitment to safeguarding its information assets and preserving the trust of all stakeholders. In 2025, OAB significantly elevated its information security posture by deploying a robust, multi-layered framework that harmonizes cutting-edge technologies, stringent governance policies, and continuous threat monitoring, ensuring resilient protection against an increasingly complex and dynamic cyber threat landscape.

## Our Approach

The Bank protects information assets and customer data through robust governance, advanced technologies, and continuous monitoring, resulting in enhanced resilience, secure customer data, and sustained stakeholder trust.

### Data Protection

- Encryption of Sensitive Data
- Data Classification and Labelling
- Least-Privilege Access Controls
- Data Loss Prevention (DLP) systems
- Continuous Monitoring of Critical Files
- Encrypted Backup and Recovery Processes

### Cybersecurity Governance

- Dedicated Information Security function
- 24/7 Security Operations Center (SOC)
- Real-Time Threat Detection and Response
- Ongoing Cyber Risk Assessments

### Security Technologies & Standards

#### Technologies

- Endpoint Detection & Response (EDR)
- Malware & Ransomware Protection
- Privileged Access Management (PAM)

#### Standards

- PCI-DSS 4.0.1
- SWIFT Customer Security Programme (CSP)

### Network Controls

- Firewalls and IDS/IPS
- Network segmentation
- Vulnerability assessments & penetration testing

### Employee Awareness

- Cybersecurity training programmes
- Phishing and social engineering awareness
- Security-conscious culture across the Bank



## Energy Use

Environmental awareness forms an integral part of Oman Arab Bank’s broader community engagement agenda. During 2025, the Bank supported cleaner mobility through the installation of an electric vehicle (EV) charging station at Elite Centre, contributing to the promotion of low-emission transportation solutions.

Environmental awareness was further reinforced through community and employee-focused initiatives, including Omani Agriculture Day, during which plants were distributed to staff and customers. These initiatives were complemented by targeted awareness content designed to encourage more sustainable practices in daily life and within banking operations, strengthening environmental responsibility across the Bank’s internal and external stakeholder base.

Indicator	Unit	2024	2025
Petrol consumption	Liters	128,971.7	122,353.4
Diesel consumption	Liters	500	329
Electricity consumption	KwH	186,658,45	165,149,77

Energy Consumption Highlights	
Climate Governance	Integration into ERM and ICAAP
Fuel Consumption	Restrictions on Vehicle Use (Limited Hours)
Electricity Efficiency	Reduced Appliance & Air Conditioner Usage
Employee Engagement	Emails and Branch Awareness Visits

## GHG Emissions

Greenhouse gas (GHG) emissions data at Oman Arab Bank is collected and validated as part of the Bank’s annual sustainability reporting process. Data related to energy and resource consumption is obtained from relevant internal functions and consolidated prior to disclosure.

The Bank applies internal review and validation processes to ensure the completeness and accuracy of reported data before publication. In line with its commitment to enhancing environmental data management, Oman Arab Bank is working to strengthen its GHG accounting practices through the development of a formal GHG inventory management approach, aligned with recognised international standards.

# Environmental Responsibility

## Organizational Boundaries

Oman Arab Bank applies the operational control approach to define its organizational boundaries for greenhouse gas (GHG) emissions reporting. Under this approach, the Bank accounts for emissions from operations over which it has direct operational control, ensuring comprehensive oversight of emission sources within its management.

The adoption of this approach strengthens the accuracy and consistency of the Bank's GHG reporting and supports the effective implementation of emissions reduction initiatives across its operations. This approach enables clearer accountability for emissions management and enhances the Bank's ability to monitor performance, implement controls, and drive continuous improvement in environmental performance.

## Operational Boundaries

The operational boundaries applied in this report cover Scope 1, Scope 2, and selected Scope 3 emissions, in line with recognised international standards.

### Scope 1 Emissions (Direct Emissions)

Include direct emissions from sources owned or controlled by the Bank, comprising:

- Stationary combustion:** emissions from diesel generators located at Bank premises.
- Fugitive emissions:** emissions resulting from refrigerant leakage from air-conditioning systems and the use of fertilizers for landscaping activities at bank facilities

### Scope 2 Emissions (Indirect Energy Emissions)

Include indirect emissions associated with the generation of purchased electricity consumed across all OAB premises.

GHG Results and Analysis	2024	2025	(YoY) % Change
Scope 1 (tCO2e)	299.14	284.68	(4.83%)
Scope 2 (tCO2e)	9.83	8.70	(11.49%)
GHG Intensity	0.212	0.205	(5.05%)

### Carbon Offset Initiatives

<b>Tree Planting Programs</b>	Implemented tree planting activities at selected branches, as well as in schools and charitable institutions, contributing to local environmental enhancement.
<b>Partnerships &amp; Community Engagement</b>	Collaborated with local authorities to support tree planting initiatives. Distributed seedlings to employees and clients to encourage wider participation in environmental stewardship.

## Waste Management

Oman Arab Bank manages operational waste generated from its offices and branches, primarily paper, plastic, and general waste, in line with applicable regulations. Waste data is reviewed as part of the Bank's annual sustainability reporting process, with ongoing efforts to minimise waste through digitalisation and responsible consumption practices. The Bank contributes to the principles of a circular economy by extending the useful life of assets and supporting reuse initiatives. End-of-life IT equipment that remains functional is donated through approved channels, enabling continued use while reducing waste generation and supporting community benefit. The Bank manages electronic waste (e-waste), including laptops, computers, printers, and related office equipment, through authorized recycling service providers. Devices that are no longer suitable for reuse are collected and transferred to licensed recycling companies for environmentally responsible treatment and disposal, in line with applicable regulations and data security requirements.

### Waste Reduction Initiatives

<b>Paperless Operations</b>	Increased use of digital platforms and electronic documentation across offices and branches.
<b>Internal Applications</b>	Adoption of internal systems to support paperless workflows and reduce printing.
<b>Employee Awareness</b>	Promotion of responsible consumption practices among employees.

Waste	Unit	2024	2025
Paper	Kg	1034	800
E-waste	Kg	6	2981
Plastic	Kg	180	36,000

## Water Management

Water consumption at Oman Arab Bank is limited to non-industrial uses associated with office and branch operations. Water usage is monitored through utility records, and the Bank continues to promote responsible water use through operational controls and routine monitoring.

### Water Consumption

Unit	2024	2025
Liters	21,350,660	17,095,367

# Building on Our Capabilities

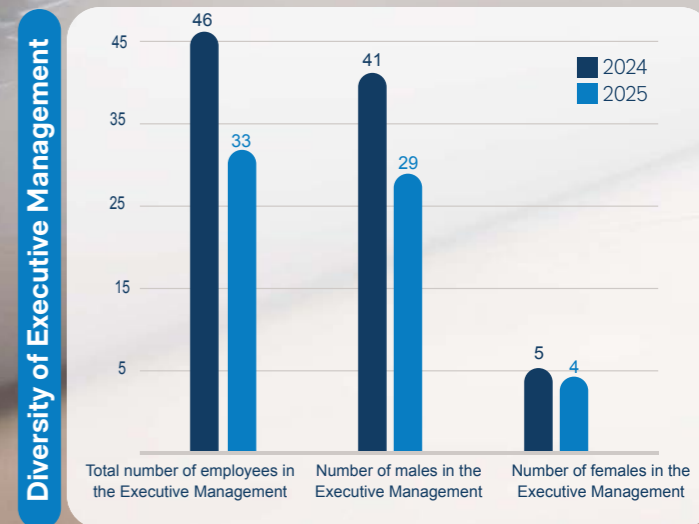
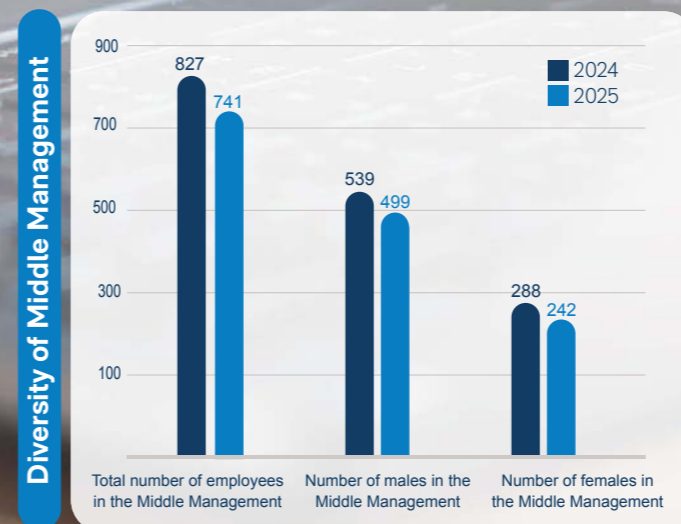
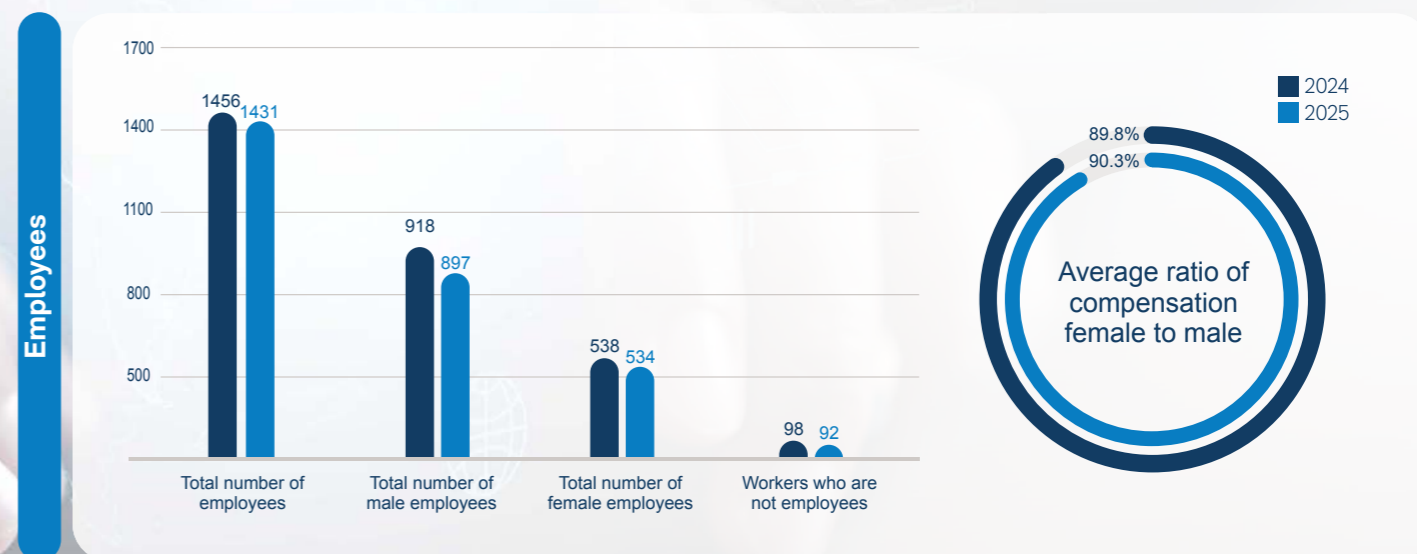
Oman Arab Bank is committed to fostering a diverse and inclusive workplace and promoting a culture built on trust, transparency, and innovation. The Bank recognizes that a strong employee value proposition is supported by prioritizing employees' physical, mental, and financial well-being, alongside providing opportunities for professional development and growth.

Through effective workforce planning and a structured organizational framework, Oman Arab Bank seeks to attract, develop, engage, and retain skilled and high-potential talent, supporting long-term performance and organizational sustainability.

## Workforce Overview

As of 2025, Oman Arab Bank Group employed a total of 1,431 employees, compared to 1,456 employees in 2024, reflecting a modest change in workforce size. The Bank's workforce remains predominantly full-time and permanent, with no material reliance on part-time, temporary, or non-guaranteed hours employment.

## Diversity and Inclusion

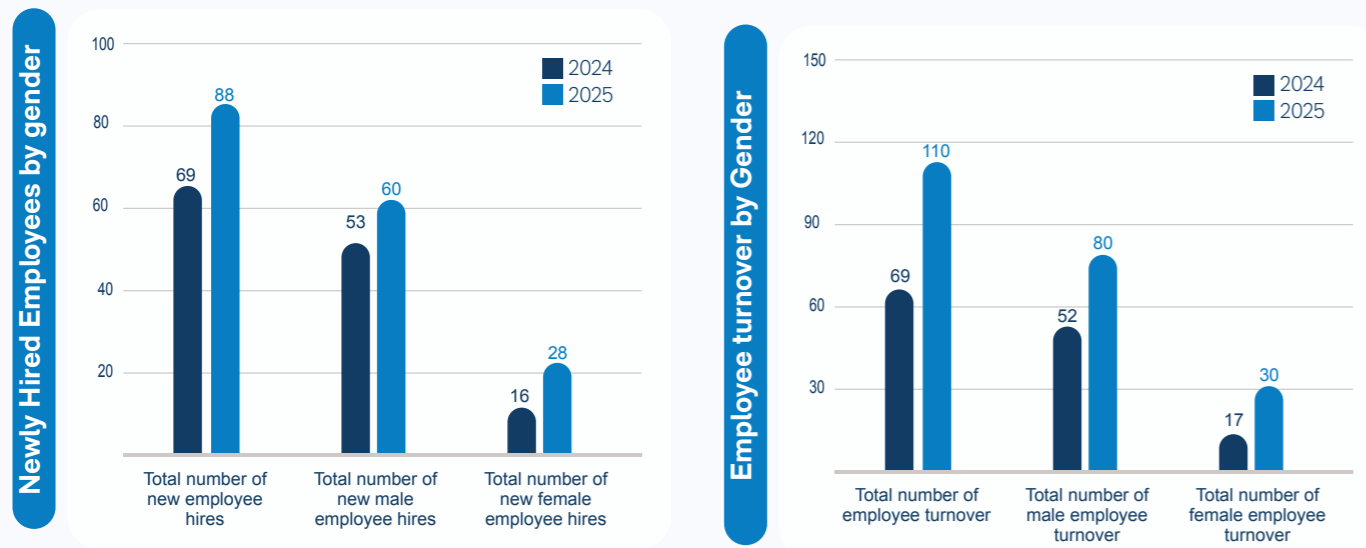


## Hiring and Turnover

Oman Arab Bank applies structured and transparent recruitment practices to support workforce sustainability, diversity, and organisational effectiveness. Hiring processes are designed to ensure fair selection, role suitability, and alignment with the Bank's values and operational requirements.

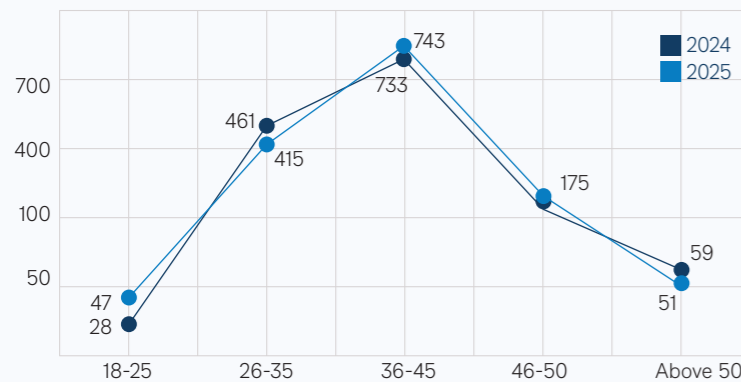
During 2025, the Bank continued to recruit across key functions to support business needs and talent renewal, with a focus on attracting qualified professionals and supporting national employment objectives. Employee turnover during the year reflected normal workforce movement and was monitored to inform workforce planning, talent development, and retention initiatives.

Oman Arab Bank continues to enhance its people practices, including onboarding and employee engagement initiatives, to support effective integration of new hires and promote long-term workforce stability.



## Age Diversity

Oman Arab Bank's age diversity supports a multi-generational workforce that combines innovation and adaptability with experience and stability. Workforce planning and development practices are designed to ensure inclusive opportunities across all age groups, enabling sustained performance and long-term organisational resilience.



**TOTAL 2024: 1456 | 2025: 1431**

## Special Needs Employees

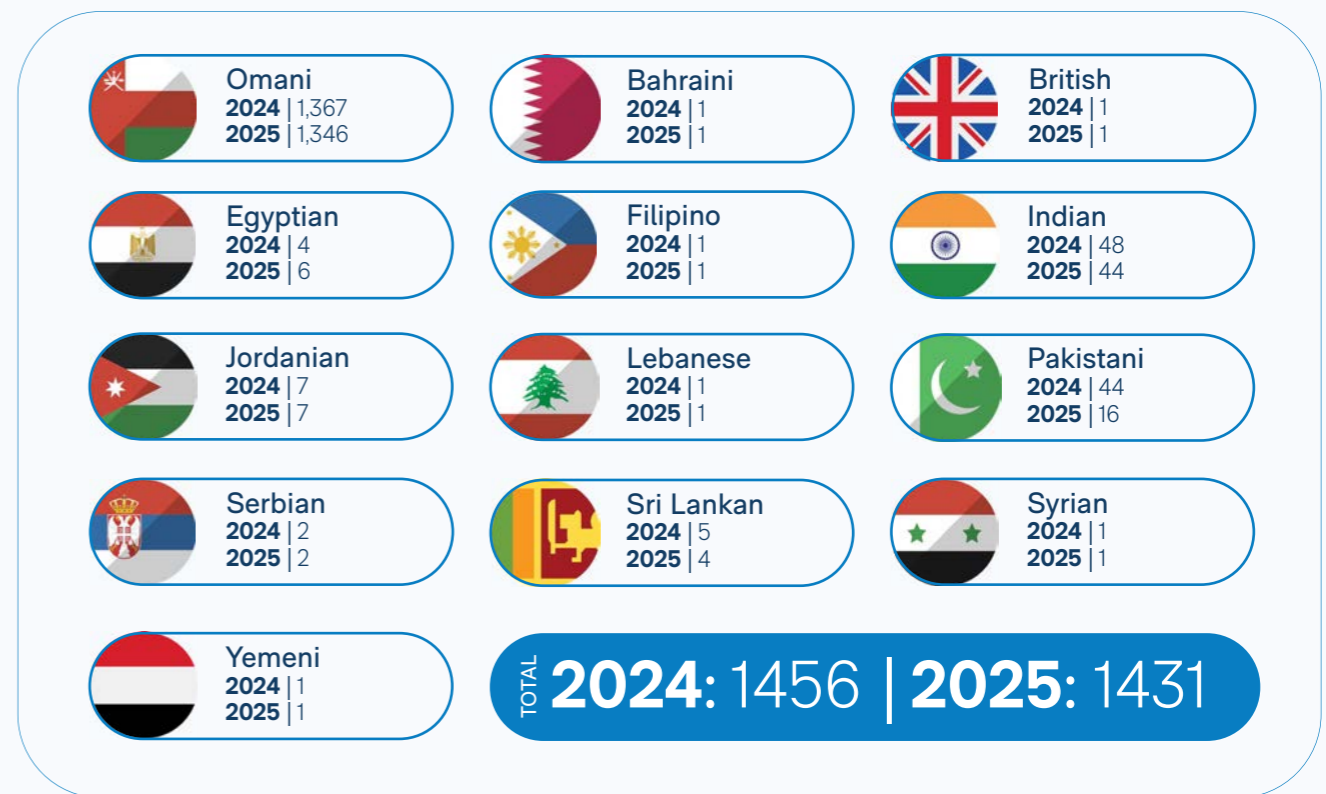
Oman Arab Bank is committed to fostering an inclusive workplace that promotes equal opportunity and non-discriminatory practices for all employees, including people with disabilities. As of 2025, the Bank employed one employee with a disability, consistent with the position reported in 2024.

The Bank supports employees with disabilities through reasonable workplace accommodations, accessible facilities, and flexible work arrangements, where applicable. These measures are complemented by ongoing awareness initiatives for managers and employees to promote understanding, respect, and inclusion within the workplace.

Through its inclusive people practices, Oman Arab Bank seeks to ensure that employees with disabilities are able to perform their roles effectively, feel valued, and participate fully in the Bank's operations, contributing to a respectful and supportive working environment.

## Employees Nationality

Oman Arab Bank's workforce reflects a diverse mix of nationalities, combining strong local representation with international expertise. While Omani nationals form the majority of employees, the Bank also employs professionals from several other countries, including India, Egypt, Jordan, Pakistan, the United Kingdom, Bahrain, Lebanon, Sri Lanka, Syria, and Yemen. This diversity supports knowledge exchange, cross-cultural collaboration, and the integration of varied professional perspectives, strengthening the Bank's operational capabilities and service delivery.

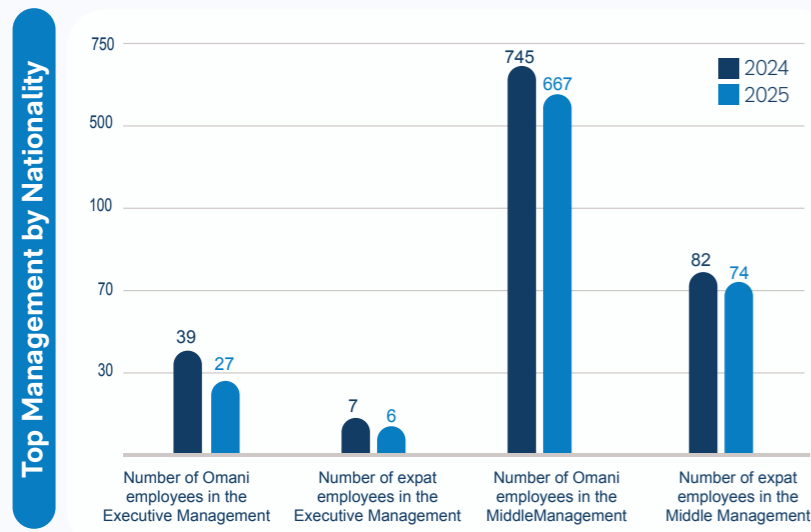
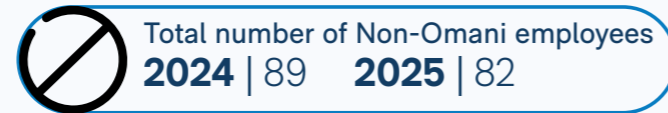
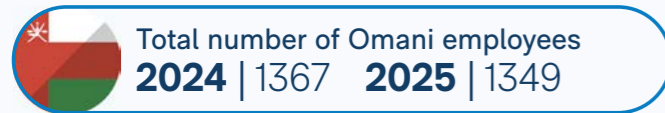


## Nationalization

Oman Arab Bank remains committed to supporting national employment objectives through a strong focus on Omanisation, in line with the requirements of the Central Bank of Oman (CBO). The Bank continues to prioritise the recruitment, development, and retention of Omani talent across its operations.

As of 2025, Oman Arab Bank employed a total of 1,431 employees, of whom 1,349 were Omani nationals, representing an Omanisation rate of approximately 94%. This reflects an improvement from 93% in 2024 and exceeds the CBO's minimum Omanisation requirement of 90%.

The Bank's continued focus on Omanisation is supported through structured recruitment practices, targeted development programmes, and succession planning initiatives aimed at strengthening local capabilities and ensuring long-term workforce sustainability. Oman Arab Bank remains committed to supporting the skills development and career progression of Omani employees while maintaining high Omanization levels.



### Capability-Building Programs

- Graduate development and internship programs
- Targeted recruitment of Omani nationals

### Knowledge Transfer & Career Progression

- Knowledge transfer from expatriates to local staff
- Promotion of Omanis into specialized and leadership roles

### External Partnerships

- Collaboration with universities and training institutions to strengthen the local talent pipeline

# Learning and Development

## Training and Education

Oman Arab Bank continues to invest in employee learning and capability development as a core element of its human capital strategy. In 2025, the Bank recorded a significant increase in training intensity, with employees completing an average of 53.08 training hours, compared to 23.93 hours in 2024. Average training hours for male employees reached 50.68 hours, while female employees recorded an average of 56.55 hours, reflecting strong participation across the workforce.

Training programmes delivered during the year covered a broad range of areas, including soft skills, leadership development, banking and financial services, information technology, audit, mandatory regulatory training, and professional certification programmes. These initiatives are designed to enhance technical expertise, strengthen leadership capabilities, and support compliance with regulatory and operational requirements. Oman Arab Bank continues to support learning through access to digital learning platforms and resources, including an internal digital library, Udemy Learning, ACI Learning, and Harvard Business Impact, enabling employees to pursue continuous learning aligned with their roles and career aspirations.

No transition assistance programmes related to retirement or employment termination were implemented during the reporting period. Data relating to performance and career development reviews for 2025 was not finalised at the time of reporting.

Training and Performance	2024	2025*
Average training hours per employees	22.93 Hours	53.08 Hours
Average training hours per male employees	27.58 Hours	50.68 Hours
Average training hours per female employees	21.63Hours	56.55 Hours

## Talent Development

Oman Arab Bank recognises that attracting, developing, and retaining talent is critical to sustaining performance and supporting the Bank's long-term strategy. In 2025, the Bank continued to focus on building employee capabilities through structured talent management practices aimed at strengthening skills, leadership capacity and workforce readiness.

Talent development at OAB centres on identifying and nurturing employee potential through a combination of training, mentoring, coaching, and continuous learning initiatives. These programmes are designed to equip employees with the competencies required to address current and future business challenges, while also supporting individual career progression.



Leadership development programmes



E-learning platforms



Professional certification courses



Workshops covering both technical and soft skills



Mentorship schemes



Coaching and psychometric assessments

Oman Arab Bank tracks progress on talent development through defined programmes and participation targets, including:

- Ruwad Graduates Programme: enrolling approximately 20-25 graduates annually as part of a three-year cycle.
- Ruwad Leadership Programme: targeting the enrolment of all Assistant Managers and above over a three-year period, delivered through two batches per year.

## Employee Engagement and Wellbeing

Oman Arab Bank recognises employee engagement and wellbeing as key drivers of organisational performance, service excellence, and long-term sustainability. In 2025, the Bank continued to focus on creating a supportive, inclusive, and motivating work environment where employees feel valued, engaged, and empowered to perform at their best.



The Bank implemented a broad range of engagement and wellbeing initiatives aimed at supporting employees' physical, mental, and social wellbeing. These included wellness programmes such as medical examinations, sports and recreational activities, employee recognition initiatives, leadership engagement activities, and family-oriented events. Recognition programmes, including long service awards and employee appreciation initiatives, were implemented to acknowledge employee contributions and strengthen morale.

Oman Arab Bank also prioritised open communication and employee voice through engagement surveys, staff feedback mechanisms, and initiatives that encourage employees to speak up. Feedback collected after engagement activities is reviewed to assess employee satisfaction, participation levels, and the overall impact of initiatives, and is used to continuously improve programme design.

During 2025, the Bank invested approximately OMR 50,000 in employee engagement and wellbeing initiatives. These efforts contribute to a positive organisational culture, support employee motivation and retention, and reinforce the Bank's commitment to responsible people management.

By maintaining a sustained focus on employee engagement and wellbeing, Oman Arab Bank aims to maintain a healthy, motivated, and resilient workforce that supports safe operations, service quality, and long-term value creation for all stakeholders.

<b>Health &amp; Wellbeing</b>		Wellness Week including medical examinations; blood donation campaigns; sports and recreational activities (football tournaments, bowling, go-karting);
<b>Employee Recognition &amp; Appreciation</b>		Long Service Awards; Employee of the Month; Employee of the Year; staff offers; appreciation and gift submission integrated through the Oracle system

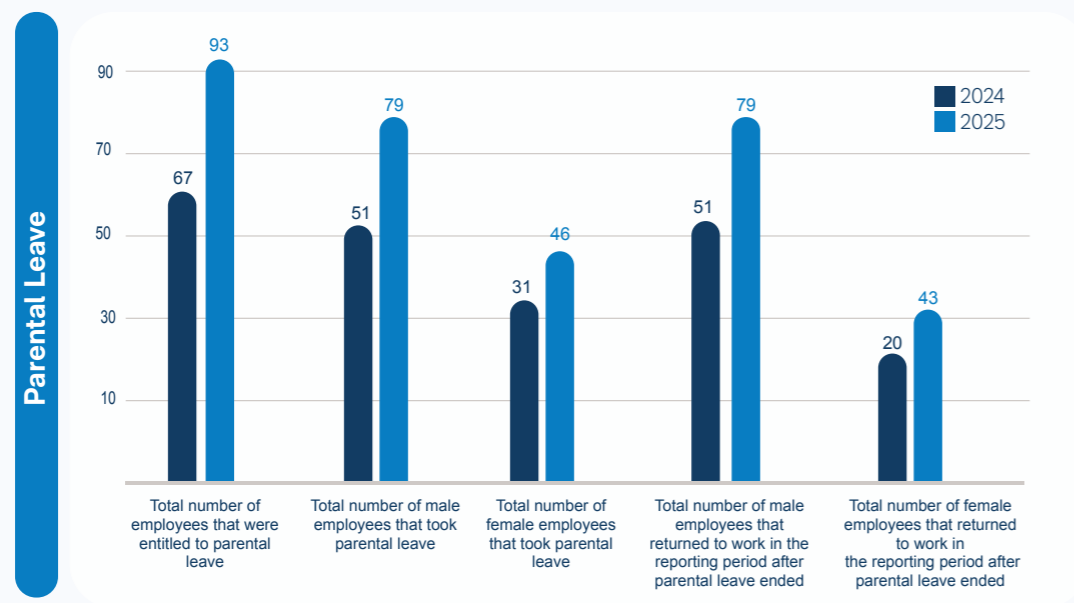
<b>Leadership Engagement &amp; Communication</b>		Breakfast with the CEO; Lunch with the CEO (Salalah Region); branch visits by senior management; staff feedback sessions
<b>Employee Engagement &amp; Culture</b>		Employee engagement survey; Happy Thursday initiatives; Eid celebrations; awareness sessions on speaking up; standardised engagement activities across the Bank
<b>Family &amp; Social Engagement</b>		Kids' Summer Activities Programme, including Kids Cinema, Snow Oman visits, and painting & colouring activities
<b>Systems &amp; Process Enhancements</b>		Launch of the Nazaha Team; go-live of gift submission and appreciation processes through the Oracle system; structured collection of staff feedback following HRD

## Employee Benefits

Oman Arab Bank provides a comprehensive benefits framework for its full-time employees, designed to support employee wellbeing, financial security, and work-life balance. These benefits are offered in addition to statutory requirements and reflect the Bank's commitment to responsible people

<b>Life Insurance</b>		<b>Club Membership</b>		<b>School Fee Support</b>	
<b>Disability and Invalidity Insurance</b>		<b>Healthcare Coverage</b>		<b>Performance-Related Incentives</b>	
<b>Retirement Provisions</b>		<b>Parental Leave</b>		<b>Bonuses and Incentive Schemes</b>	

Through this benefits framework, Oman Arab Bank aims to enhance employee wellbeing, engagement, and retention, supporting long-term organisational sustainability.



## Employee Well-being

Oman Arab Bank places strong emphasis on employee well-being as a core component of its people and sustainability strategy. In 2025, the Bank implemented approximately 30 employee well-being programmes aimed at supporting employees’ physical, mental, and social wellbeing across the organisation.

Well-being initiatives implemented during the year focused on promoting healthy lifestyles, work–life balance, employee engagement, and a supportive workplace culture. These programmes were designed to encourage active participation, address diverse employee needs, and contribute to a positive and inclusive working environment.

Oman Arab Bank remains committed to continuously enhancing its well-being approach by incorporating employee feedback and participation into programme design and delivery. This ensures that well-being initiatives remain relevant, effective, and aligned with evolving employee expectations, supporting sustained engagement and organisational resilience.

## Local Community

The Bank’s CSR governance model is structured around five pillars:



## Financial literacy and SME empowerment

OAB continued to strengthen financial capability and entrepreneurship across Oman:

<b>Tumouhi SME Development Programme</b>		Multi-day workshops delivered in Nizwa , Salalah, Mussannah, Sohar, Muscat and Sur, supporting over 500 SMEs with financial planning, accounting skills, lending requirements, and entrepreneurial strategy.
<b>Money Adventures for Young Savers</b>		A national financial literacy curriculum developed in partnership with the Ministry of Education, implemented across 50 locations, benefiting over 3,000 students.
<b>SME Financial Literacy Roadshows</b>		Regional workshops focused on enhancing financial resilience and business sustainability.

## Youth Development and Education

The Bank continued investing in youth capability-building initiatives:

<b>Edulift Programme</b>		(in collaboration with CBFS and Muscat University) This initiative supports students’ academic and financial literacy development.
<b>Junior Banker Programme</b>		Introducing school students to banking careers through structured, hands-on learning experiences.
<b>Youthverse Innovation Initiatives</b>		Hackathons and innovation challenges encourage creativity, digital skills, and entrepreneurship among youth.
<b>Internship Opportunities</b>		The Bank provided 103 internship placements provided to university students and graduates during 2025.

### Inclusion and Accessibility

These initiatives aim to strengthen inclusive service delivery and ensure equitable access to banking services OAB enhanced accessibility and inclusive banking practices through:

**Sign Language Training for Frontline Staff**



**Disability Etiquette Training**



**Support for Special Olympics Oman, enabling athletes participation in international competitions.**



### Community Well-being and Social Support

**Ramadan Iftar Saim initiative in Mutrah**



**Book donation campaigns**



**Digital donation functionality through the mobile application**



**Donation campaigns and charity drop-off boxes**



**Blood donation drives**



**Support for cultural and national events promoting community**



### Environmental Sustainability

**Installation of a public EV Charging Station at Elite Centre**



**Distribution of 700 plants during Omani Agriculture Day in collaboration with Muscat Municipality**



**Environmental awareness messaging promoting sustainable practices**



## Digitalization

Digitalization is a key enabler of Oman Arab Bank's strategy to enhance customer experience, operational resilience, and financial accessibility. The Bank considers responsible digital transformation as essential for delivering secure, efficient, and inclusive banking services aligned with evolving customer expectations and national digital economy priorities.

In 2025, OAB continued to invest in digital platforms, payment innovations, and cybersecurity awareness initiatives to strengthen service reliability, improve transaction efficiency, and promote safe digital banking practices. Digital transformation efforts are guided by principles of security, accessibility, and customer empowerment, ensuring that technological advancement contributes to long-term value creation and sustainable growth.

### Digital Banking Transformation

**In 2025, OAB advanced its digital transformation agenda to enhance customer experience, operational efficiency, and financial accessibility.**

**Launch of Corporate Mobile Banking and Payment Services Platforms, enabling streamlined transactions and improved financial control for SMEs and corporate clients.**



**Introduction of Soft POS, supporting digital payment acceptance for businesses and SMEs.**



**Launch of iSend Remittance Platform, providing competitive foreign exchange rates and reduced transfer fees.**



**Digital donation integration through the mobile application.**



Recognizing the importance of responsible digital adoption, OAB strengthened customer education through:

- Information security awareness campaigns
- Educational videos on fraud prevention, fake investment schemes, and safe savings
- Awareness session on Oman's State Budget 2025 for corporate clients
- Soft POS educational videos for SME customers

## Financial Inclusion

Financial inclusion remains central to Oman Arab Bank’s social responsibility and long-term development strategy. The Bank is committed to expanding equitable access to financial products and services across diverse customer segments, including SMEs, youth, and underserved communities.

Through tailored savings schemes, SME financing solutions, digital payment platforms, micro-loans, and accessibility-focused service initiatives, OAB works to reduce barriers to financial participation and strengthen economic resilience. By fostering financial literacy, supporting entrepreneurship, and promoting inclusive service delivery, the Bank contributes to broader socio-economic development in alignment with Oman Vision 2040.

OAB continued expanding inclusive financial products and services:

- Launch of the Maal National Payment Card, supporting national payment infrastructure
- Introduction of a Micro Loan product to support micro and small businesses
- Development of savings products including Idikhar Saving Scheme

## Customer Experience and Satisfaction

In 2025, Oman Arab Bank continued to strengthen its focus on customer experience, engagement, and satisfaction as a core element of its sustainability and service strategy. The Bank adopts a customer-centric approach that combines service quality, digital enablement, and personalised interactions to meet evolving customer expectations.

OAB actively engages customers through regular feedback mechanisms and satisfaction surveys, enabling the Bank to identify areas for improvement and enhance service delivery across channels. Proactive customer service practices, supported by employee training and standardised service protocols, help ensure timely issue resolution and consistent customer experiences.

Customer experience performance is monitored using the Net Promoter Score (NPS), supporting continuous improvement and reinforcing the Bank’s commitment to responsible, transparent, and high-quality customer service.

Customer Satisfaction	2024	2025
Number complaints received from customer	11618	10683
Number of complaints closed by the end of the year	11407	10462
Customer satisfaction score	48%	61%



# Appendix GRI and MSX Index

GRI Standard	Disclosure	Location	Omission			MSX ESG Disclosure Metrics
			Requirement(s) Omitted	Reason	Explanation	
<b>General Disclosures</b>						
GRI 2: General Disclosures 2021	2-1 Organisational details	15				
	2-2 Entities included in the organisation's sustainability reporting	09				
	2-3 Reporting period, frequency and contact point	09				G7 & G8
	2-4 Restatements of information	09				
	2-5 External assurance	09				G9
	2-6 Activities, value chain and other business relationships	15-16				
	2-7 Employees	47				S5
	2-8 Workers who are not employees	47				
	2-9 Governance structure and composition	30-35				G1 & G2
	2-10 Nomination and selection of the highest governance body	31-32				
	2-11 Chair of the highest governance body	32				
	2-12 Role of the highest governance body in overseeing the management of impacts	32				E8 & E9
	2-13 Delegation of responsibility for managing impacts	32				

2-14 Role of the highest governance body in sustainability reporting	25				
2-15 Conflicts of interest	32				
2-16 Communication of critical concerns	37				
2-17 Collective knowledge of the highest governance body	32				
2-18 Evaluation of the performance of the highest governance body	33-35				
2-19 Remuneration policies	35				S2
2-20 Process to determine remuneration	35				
2-21 Annual total compensation ratio	33-35				S1
2-22 Statement on sustainable development	23				
2-23 Policy commitments	26				
2-24 Embedding policy commitments	25-26				
2-25 Processes to remediate negative impacts	37				
2-27 Compliance with laws and regulations	35				
2-28 Membership associations	18-19				
2-29 Approach to stakeholder engagement	26				
2-30 Collective bargaining agreements	NA				

Material Topics					
GRI 3: Material Topics 2021	3-1 Process to determine material topics	24			G8
	3-2 List of material topics	24			
Responsible Procurement					
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