

## Stakeholder Engagement

# Fostering collaboration with our Stakeholders. Always with you.

In 2023, Riyad Bank continued to promote transparency and collaboration with our key Stakeholder groups.

### Our Employees



- Promoted learning and development by expanding our Riyad Academy to Al-Khobar and provided training opportunities for 100% of the Head Office, with the HiPers program achieving 82% penetration.
- Improved organizational culture and employee experience through an engagement and satisfaction survey, in addition to nationwide roadshows, visiting 119 branches.
- Used feedback to develop 49 actionable solutions including a revamp of the KAFO recognition program, enhanced Careem service, and an Alumni network launch.
- Implemented a new retail banking incentive scheme, motivating employees and driving performance.

- Increased female representation to 29% of the workforce, and 33% of new hires were female.
- Hired 22 persons with disabilities (PWDs), through the Iqdam program, with the necessary skills and qualifications, furthering our commitment to inclusivity.
- Collaborated with the Government on the Tahmeer training program, career fairs, and internship programs, attracting and nurturing future Riyad Bank employees.

**These achievements showcase our dedication to building a highly engaged, skilled, and diverse workforce. By investing in our people, we pave the way for continued growth and success for Riyad Bank.**

### Our Customers



- Conducted multiple usability test sessions for diversified products and services to improve usability.
- Interviewed 5,000+ customers and sent more than 100,000 surveys to our customers to understand their expectations of our products and services with the aim to exceed those expectations.
- Enhanced the customer journey for offline and digital channels.
- Launched Riyad Bank's WhatsApp with customers, for more efficient surveying.
- Launched a revamped VOC program to gauge customers' feedback.
- Improved the error rate for all retail products and services to reduce customers' branch visits.
- Embedded the "right things right, first time" culture into the Bank.

### Our Suppliers/ Partners



- Configured 4 new services for Tadawul General Clearing Member (GCM), used by the Bank to orchestrate the flow of transactions from a third party system, internal bank accounts, and general ledger cash flows.
- Achieved Elite Certificate from JP Morgan for reaching an impressive 99.94% straight through processing (STP) rate for corporate payments, and 100% STP rate for treasury payments.
- Data center was awarded the Tier 3 certificate by Uptime Institute, a global digital infrastructure authority.
- Procurement of local content (49% from all Bank logistics purchasing demand).
- Took steps to enable the Bank to be among the first banks to benefit from utilizing the Swift ISO format resulting in an improved customer experience and became part of the Swift GPI community.
- Replaced settlements for reverse Repo to comply with G20 requirements.
- Recognized by Custodian on highest efficiency rate across local Saudi banks.
- Launched Al Hilal and Al Fursan cards.

### Our Community



- Empowered PWDs through various fairs, trainings, and forums.
- Organized tree planting events and initiated recycling campaigns.
- Launched the first Social Responsibility Forum with the participation of internal and external CSR Stakeholders.
- Collaborated with various organizations during Ramadan to distribute food baskets to associations across the Kingdom.
- Launched the Innovation Challenge initiative in collaboration with Saudi CSR with over 100,000 beneficiaries.
- Launched the IMPACTHON Social Investment Challenge in collaboration with the National Center to explore solutions to prominent social issues.
- Activated World Blood Donor Day, conducting the campaign across 6 main cities with a total of 906 donors.
- Announced an environmentally conscious initiative under the Bukra program for the upcoming season: For every goal by Al-Hilal, the Bank intends to plant 100 trees.

### Our Shareholders



- Prepared and arranged the Extraordinary General Assembly Meeting to be held on Sunday 24 March, 2024, using digital channels to engage Shareholders, including electronic voting, virtual attendance, and digital reminders to attend and vote.
- Distributed dividends to Shareholders for the second half of 2022 and the first half of 2023.

