

# Al Rajhi Bank Investor Presentation

3Q 2019 Results

The Blue Chip Islamic Bank



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# Al Rajhi Bank

The World's Leading Islamic Bank

The Blue Chip Islamic Bank



# Al Rajhi Bank

## Islamic Banking, Everywhere



#### At a glance









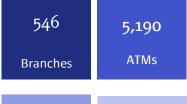
**Digital Customers** 

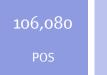
3.6+

million

#### Presence & Branches







Remittance Centers

Largest network in Saudi Arabia

#### FY2018 Strategic Highlights



Al Rajhi Bank



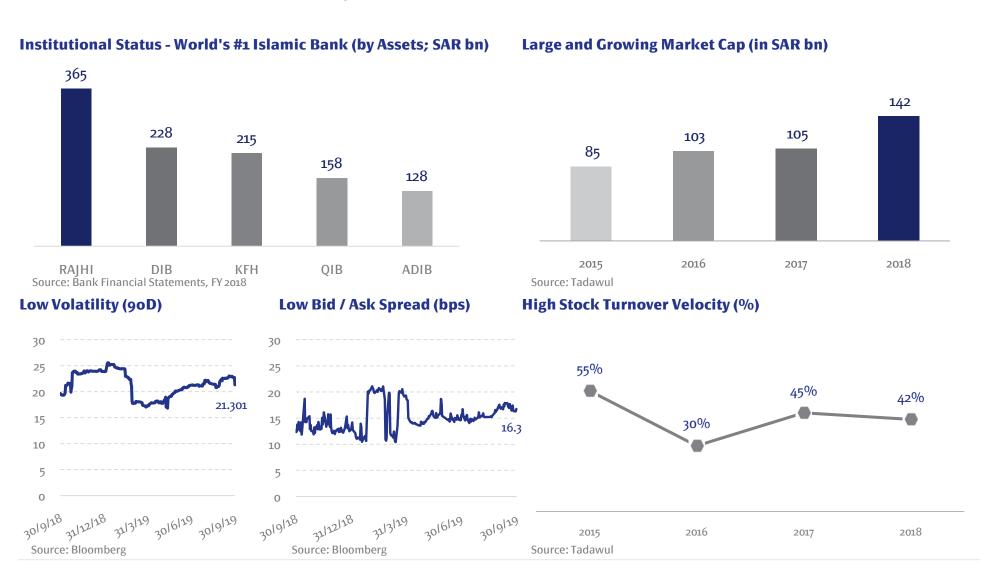
#### FY2018 Financial Highlights



# Al Rajhi Bank



## What makes us "The Blue Chip Islamic Bank"



# Al Rajhi Bank, The Blue Chip Islamic Bank

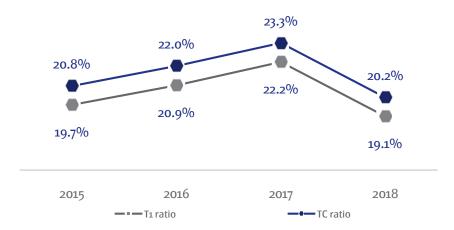


Robust balance sheet with 97% non-profit-bearing deposits at 3Q 2019

#### **Total Assets (SARbn)**



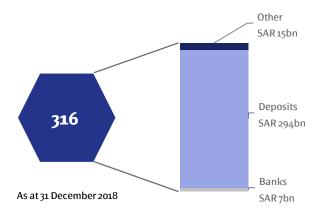
#### **Capital Ratios (%)**



#### **Total Liabilities (SARbn)**



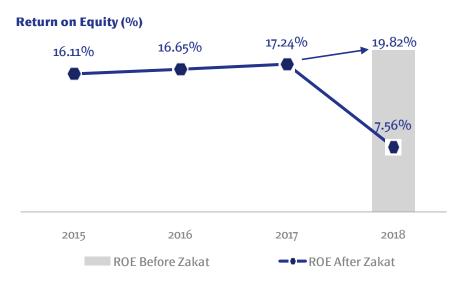
#### **Total Liabilities Mix By Type (SARbn)**

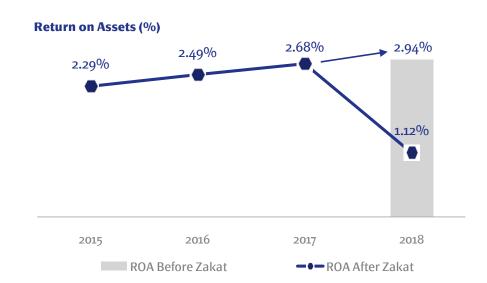


# Al Rajhi Bank, The Blue Chip Islamic Bank

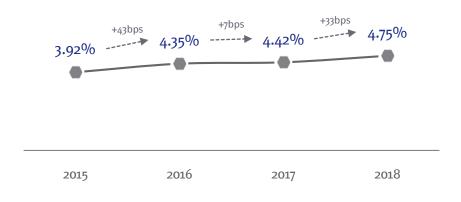


# Outstanding foundation and strong returns

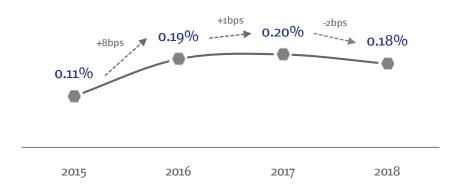




#### **Net Profit Margin (%)**



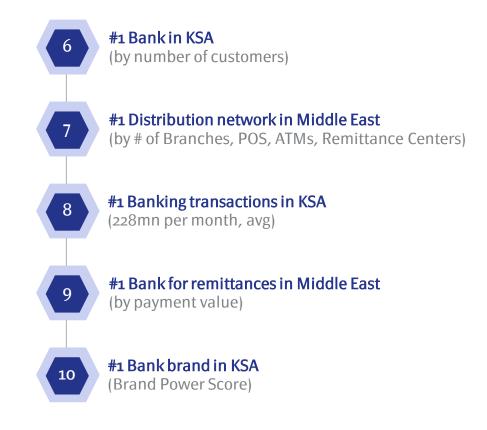
#### Cost of Funds (%)



# Top 10 Facts about Al Rajhi Bank



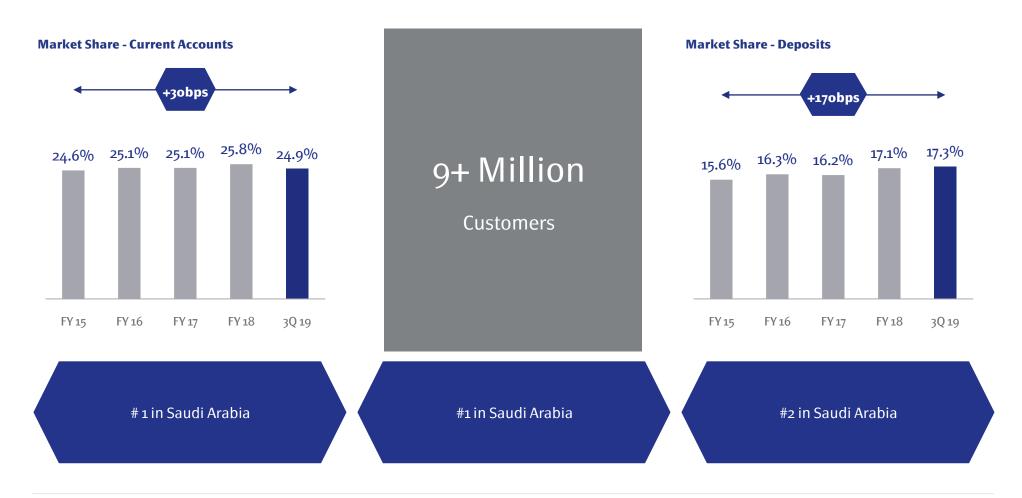




# What sets Al Rajhi Bank apart



ARB has the largest retail banking business in the Middle East



# Al Rajhi Bank's Leading Network



The Bank has a large distribution network in Saudi Arabia...

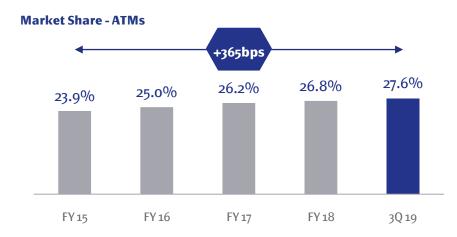
FY 18

3Q 19

# #1 in Branches Market Share - Branches -4bps 26.4% 26.6% 26.5% 26.4%

FY 17



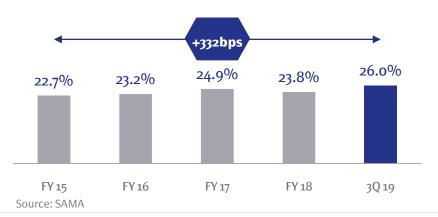


#### #1 in POS

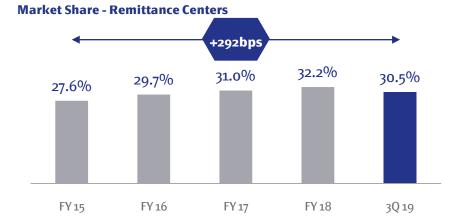
FY 15

#### **Market Share - POS (Terminals)**

FY 16



#### **#1 Remittance Centres**



# ARB has a unique franchise



We capture high market share across key products

#### #1 in Personal Loans



FY 17

FY 18

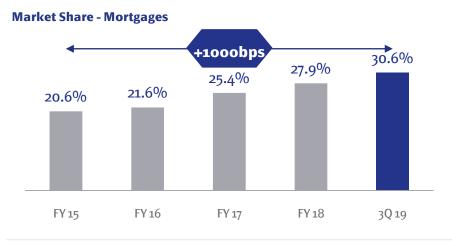
3Q 19

#### #1 in Mortgages

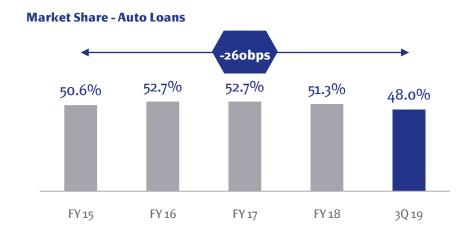
Al Rajhi Bank

FY 15

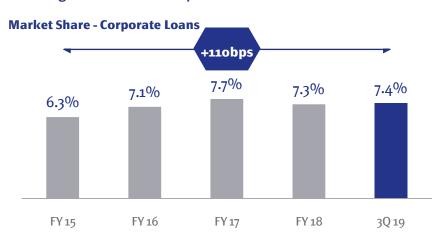
FY 16



#### #1 in Auto Loans



#### **Challenger Position in Corporate Loans**



## **ARB Market Performance**



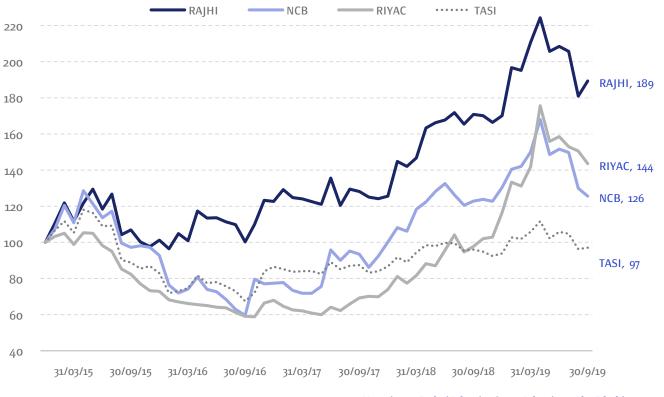
SAR 158.25 bn

5.92%

13.35%



# Share Price Performance Top 3 KSA Banks (Monthly; Rebased to 100)



	Al Rajhi Bank	NCB	Riyad Bank	Kuwait Finance House	Dubai Islamic Bank	Qatar Islamic Bank	Abu Dhabi Islamic Bank
Rebased to 100	189	126	144	151	94	153	91
As of 30 Sep 2019	63.30 SAR	46.05 SAR	24.40 SAR	675 KWD	5.25 AED	15.60 QAR	5.09 AED
Source: Stock Exchanges							

	30 Sep 19
Key Metrics	
Closing Price	SAR 63.30

Market Cap / % Industry	24.7%
Market Cap / % Tadawul	8.29%
Shares outstanding	2.500 bn
90D Volatility	23.301
Price / Earnings	15.22 X
Price / Book	3.16 X

Market Cap

**Dividend Yield** 

**Total Return** 

Return on Equity	21.64%
Return on Assets	2.93%

YoY Growth per share	
Operating Income	5 <b>.7</b> 9%
Earnings	3.56%

Sources: Bloomberg;	Tadawul; RAJHI	Financials

Ratings	
Moody's	A <sub>1</sub>
S&P	A-
Fitch	A+

## **Market Performance**



## Market cap and liquidity ensures high index weighting

#### ARB has the highest weight in the MSCI GCC Index...

#	Top 10 Constituents	Country	Float Adj Mkt Cap	Index Weight (%)	Sector
1 A	l Rajhi Bank	KSA	35.86	11.86%	Financials
2 Q	atar National Bank	QAT	23.98	7.93%	Financials
3 S	ABIC	KSA	18.39	6.08%	Materials
4 N	ational Commercial Bank	KSA	14.73	4.87%	Financials
5 S	audi Telecom Company	KSA	11.60	3.84%	Telecoms
6 F	irst Abu Dhabi Bank	UAE	11.16	3.69%	Financials
7 N	ational Bank of Kuwait	KUW	10.14	3.35%	Financials
8 K	uwait Finance House	KUW	8.51	2.81%	Financials
9 S	amba Financial Group	KSA	8.39	2.77%	Financials
10 E	mirates Telecom	UAE	7.81	2.58%	Telecoms
S	ource: MSCI Fact Sheet; 30 Sep 2019		150.57	49·79%	

#### ARB has consistently strong trading volumes...

Al Rajhi Bank



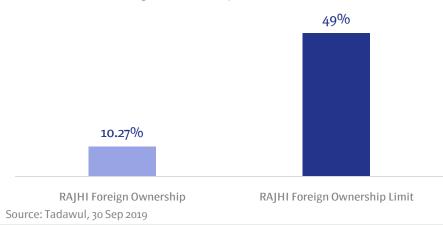
#### ...and is included in MSCI EM Index

#### RAJHI ATVR\* vs. MSCI Minimum Requirement (>15%)



Source: MSCI; \*3M AVTR is MSCI's measure of annualised median trading value of FOL  $\vartheta$  Free Float adjusted market capitalisation over the last 3 months, which is required to be >15% for MSCI index inclusion

#### ...and room for foreign ownership



The Blue Chip Islamic Bank 13 3Q 2019 Investor Presentation

## **Awards**



## Recent international recognition

#### **Global Awards**



**Regional Awards** 



- Best Bank in GCC
- Fastest Growing Bank in KSA
- Most Innovative Bank in KSA
- Best Retail Bank in KSA



**Best Financial Institution in Saudi Arabia** 



- Strongest Islamic Retail Bank in the World
- Strongest Islamic Retail Bank in the GCC
- Strongest Islamic Retail Bank in the MEA



Largest Bank in the world in terms of Sharia Assets



**GCC Best Employer Brand Award** 



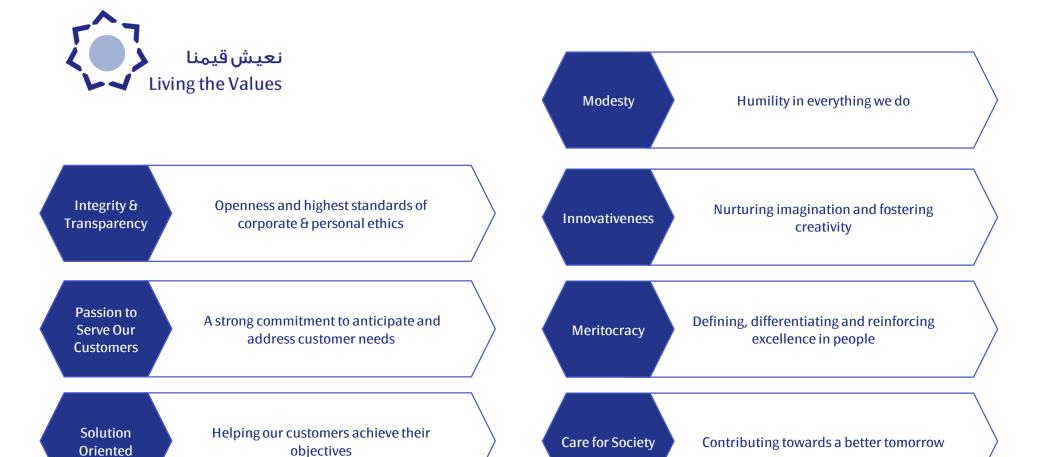
Best Bank in Saudi Arabia (2 consecutive years 2017 & 2018)



- Most Improved Investor Relations Team Blue-Chip (2018)
- Best Investor Relations in the Middle East (2019)
- Best Investor Relations in KSA (2019)
- Best CFO in the Middle East (2019)
- Best Investor Relations Professional (2019)

## **Our Values**



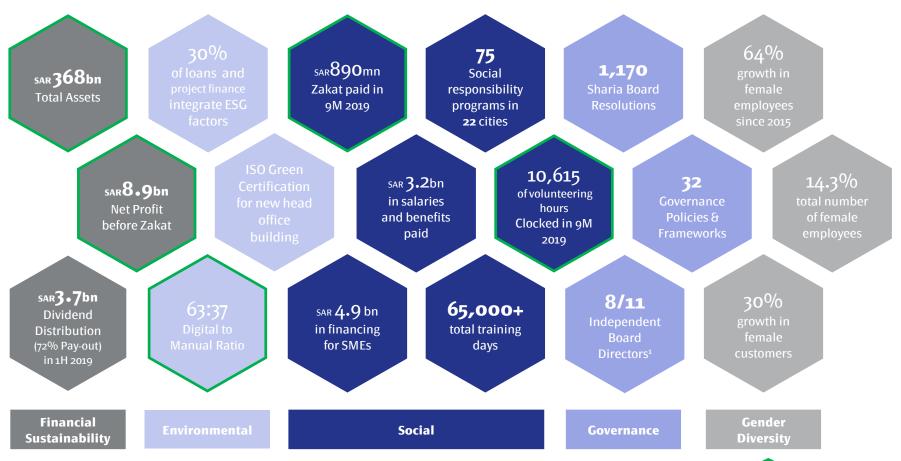


Al Rajhi Bank The Blue Chip Islamic Bank 15 3Q 2019 Investor Presentation

# **ESG Highlights**

## مصرف الراجحاي Al Rajhi Bank

#### As of FY2018 unless stated otherwise





# Saudi Arabia's Macro-Economic Environment

Supportive of Growth

The Blue Chip Islamic Bank

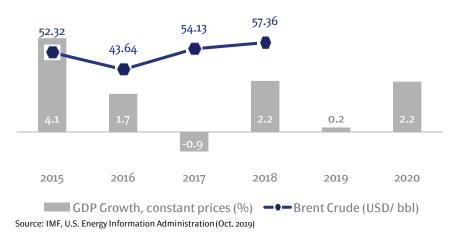


## Macro Environment



## Expected continued improvement in economic growth

#### **KSA GDP Growth is Expected to Improve slightly,** reflecting current oil prices...

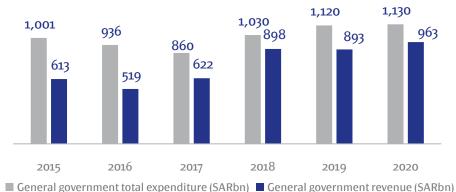


#### ...underpinned by acceleration of Vision 2030 initiatives



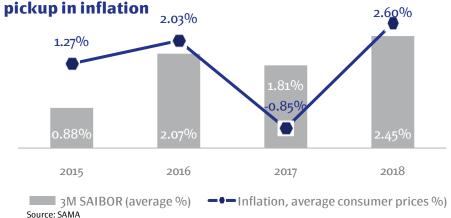
Al Rajhi Bank

#### ...as well as expansionary fiscal policy...



Source: IMF

These drivers are expected to more than offset the dampening effect of a higher rate environment and

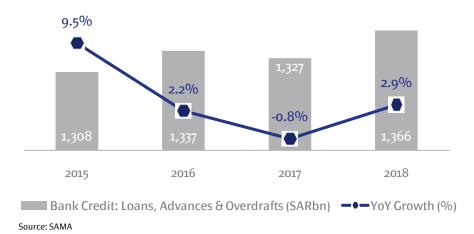


## Macro Environment

## مصرف الراجحاي Al Rajhi Bank

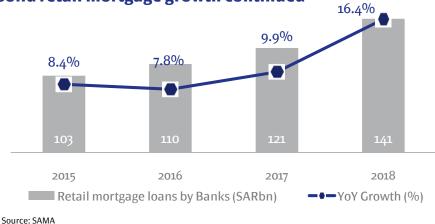
## Supportive of Banking Sector

#### Moderate pickup in sector loan growth...



Solid retail mortgage growth continued

Al Rajhi Bank

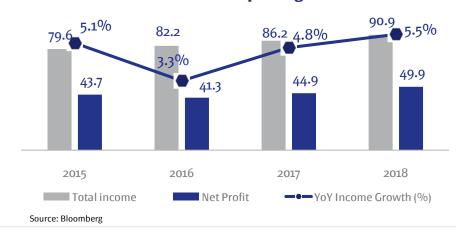


# ...and moderate pick up in bank deposits amid balance sheet optimisation in rising rate environment



Source: SAMA

#### Which in combination drove top line growth





# Al Rajhi Bank Strategy 2020

ABCDE 'Back to Basics'

The Blue Chip Islamic Bank



# Saudi Arabia Vision 2030

## Key objectives





#### **A Vibrant Society**

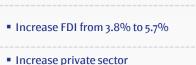
- Increase Umrah capacity from 8 to 30M
- Double the number of UNESCO World Heritage sites
- Have 3 Saudi cities in top 100 globally
- Increase household entertainment spending from 2.9% to 6%
- Increase ratio of individuals exercising from 13% to 40% of population
- Raise position from 26 to 10 in Social Capital Index
- Increase avg. life expect. from 74 to 80
- Increase home ownership from 47% to 60% (2015-20), 850k new housing units
- Increase RE financing contribution to non-oil GDP from 8% to 15% (2015-20)

Al Rajhi Bank



#### **A Thriving Economy**

- Lower unemployment from 11.6% to 7%
- Increase SME contribution to GDP from 20% to 35%
- Increase women's participation in workforce from 22% to 30%
- Move from 19th largest economy to top 15 globally
- Increase oil & gas localization from 40% to 75%
- Increase PIF's assets from SAR 600B to SAR<sub>7</sub>T



Rise in Global Competitiveness

Index from 25 to top 10

- contribution to GDP from 40% to 65%
- Rise in Logistics Performance
   Index from 49 to 25
- Raise non-oil exports from 16% of GDP to 50%





#### **An Ambitious Nation**

- Increase non-oil government revenue from SAR 163B to 1T
- Rise in Government Effectiveness Index from 80 to 20
- Rise in E-Government Survey Index from 36 to top 5
- Raise in household savings from 6% to 10% of total income
- Raise non-profit's contribution to GDP from 1% to 5%
- Rally 1M volunteers p.a. from 11K now

# Financial Sector Development Program



Creating a thriving financial sector that serves as key enabler for Vision 2030 objectives 2020 metrics & targets

# Enable financial institutions to support private sector growth

- Increase total GWP to non-oil GDP from 2.1% to 2.9%
- Increase # of Fintech players to 3
- Increase SME loans as % of bank loans from 2% to 5%
- Increase value of SME funding through PE/VC vehicles to SAR 23 Bn
- Increase life GWP per capita from SAR 33 to 40
- Increase coverage ratio of insurance schemes to 45% (health) & 75% (motor)
- Increase share of non-cash transactions from 18% to 28%
- Increase outstanding real estate mortgages from SAR 290 Bn to SAR 502 Bn

#### Ensure the formation of an advanced capital market

- Increase total market capitalization (shares and debt) as % of GDP from 78% to >=85%
- Increase assets under management as % of GDP from 12% to >=22%
- Align market concentration of top 10 companies by market cap from 57% to 55%
- Increase institutional investors' share of value traded from 18% to >=20%

- Increase foreign investor ownership of the equity market cap from 4% to >=15%
- Increase # of micro and small cap companies listed, as % of total number of companies listed from 34% to >= 40%
- Increase share of investment accounts opened through eKYC to 10%
- Align minimum free float of equity market cap, in % of total outstanding shares from 46% to >=45%

# planning

Promote and enable financial

- Increase total amount of savings held in savings products from SAR 315 Bn to SAR 400Bn
- Increase number of available types of savings products from 4 to 9
- Increase % of households savings on a regular basis from 19% to 29%
- Increase share of A/C opened through eKYC to 10%
- Increase household savings ratio as % of disposable income from 6.2% to 7.5%

\*from 2016 to 2020

VISION و المحلكة العربية السعودية المحلكة العربية السعودية KINGDOM OF SAUDI ARABIA

# Strategy Overview

## مصرف الراجحى Al Rajhi Bank

# ABCDE 'Back to Basics' strategy already delivers results



#### **Accelerate** Growth



Grow mortgage, private sector, affluent, ladies & Tahweel

Enhance SME & Corporate capabilities

**Enhance International** presence

Improve yields

Exceed **Industry** 

Al Rajhi Bank



#### **Become Employer** of Choice



**Engaged workforce** 

Expand development & training programs

Strengthen diversity

Enhance employee value proposition

> Higher Engagement



#### **Customer Focus**



Update value propositions

**Empower frontline** 

Align organization to customer advocacy

Install and embed NPS across the bank

> Most Recommended



#### **Digital** Leadership



**Smartly expand channels** & formats

> Digitize customer journeys

Migrate customers to self service channels

Innovate in payments

Best-In-Class



**Execution Excellence** 



World-class compliance

**Enhance IT infrastructure** 

Centralize and automate operations

> Strengthen risk infrastructure

> > Deliver

# Strategy Update



## ABCDE 'Back to Basics' strategy delivered strong results in 9M 2019



# **Financial Results**

Overview & Trends

The Blue Chip Islamic Bank

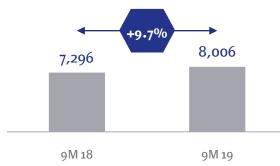


# **Key Messages**

## مصرف الراجحاي Al Rajhi Bank

## Solid 9M 2019 Performance

#### Net Income after Zakat up 9.7% YoY Net Income (SARmn)



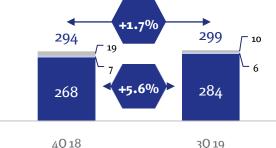
#### **Pre-Provision Profit (SARmn)**



- 9.7% Profit growth from solid 13.0% income growth, improved operating efficiency and stable cost of risk
- Profit growth driven by improvement in the product mix

#### Deposits up 1.7%, Financing up by 5.4%





■ Current Accounts ■ Other customer accounts ■ Customers' time investments

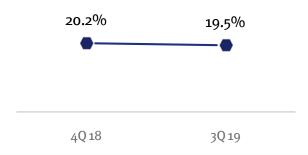
#### Financing, Net (SARbn)



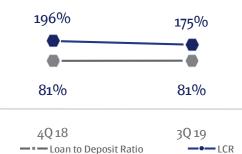
- 1.7% deposit growth from non-profit bearing deposits which now account for 97% of total deposits
- Net financing grew by 5.4%

#### **Liquidity remained healthy**

#### **Capital Adequacy Ratio (%)**



#### **Liquidity Ratios (%)**

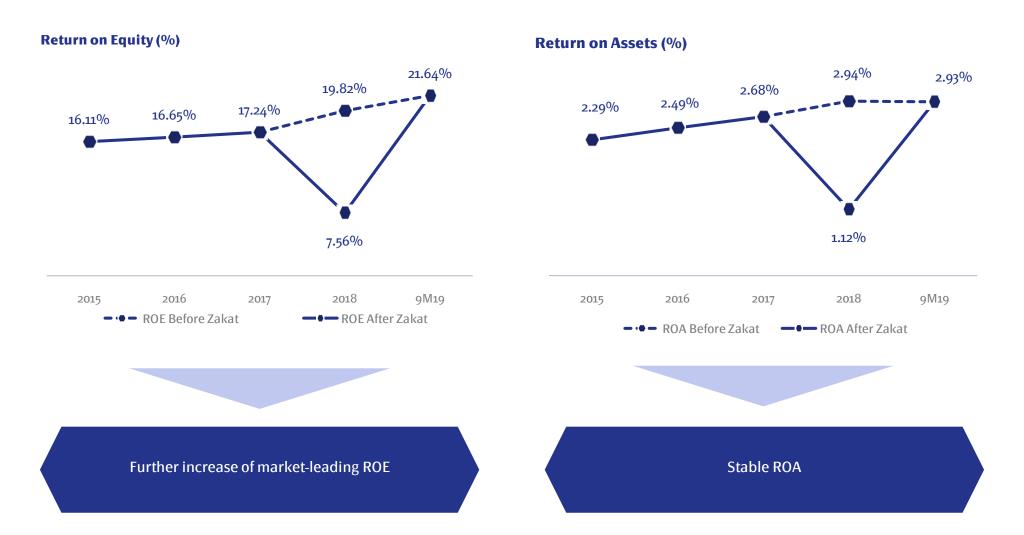


- CAR decreased by 63 bps caused by dividends pay-out
- Liquidity remained healthy

## **Return Metrics**



Excellent first 9 months of the year, leading to further improvement of our return profile



## **Net Income Trends**



## 9M 2019 profit growth of 9.7% from solid income growth

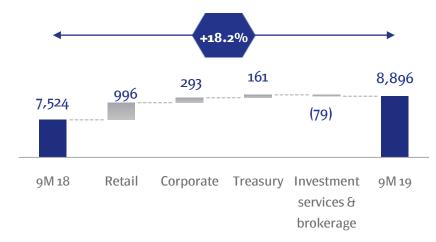
#### **Commentary**

- Net income for 9M 2019 increased 9.7% YoY to SAR 8,006 million mainly driven by 13.6% total operating income growth from yield (+14%) and non-yield (+8.2%) related income improvements, partly offset by increased expenses (+9.5%) and Zakat.
- On a segmental basis, growth was driven by 23.0% Retail Banking,
   24.1% Corporate and 9.5% Treasury growth

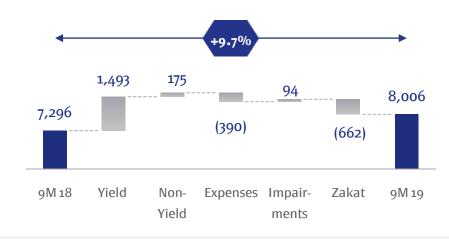
#### **Net Income Before Zakat For The Period (SARmn)**



#### Net Income Before Zakat Growth Drivers By Segment (SARmn)



#### **Net Income After Zakat Growth Drivers By Type (SARmn)**



# Progress against guidance and outlook



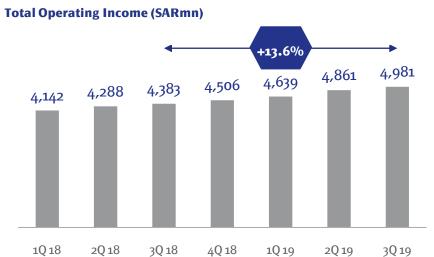
Financing & income growth, efficiency and cost of risk in line with FY 2019 guidance

		FY 2018	9 <b>M 2019 Actual</b>	FY 2019 Guidance
Balance Sheet	Financing, Net (SAR bn)	231.8	244.6 (+5.4%)	Mid single digit growth
Profit- ability	Net Profit Margin	4.75%	5.21% (+46 bps)	+35 to +45 bps
	Cost to Income Ratio	31.7%	30.9%	~ 31%
Asset Quality	Cost of Risk	0.64%	0.60%	0.60% - 0.70%
Capital & Liquidity	CET1 Ratio  ROE after Zakat	19.1% 7.56%	18.5% 21.64%	19% to 20% Above 21%

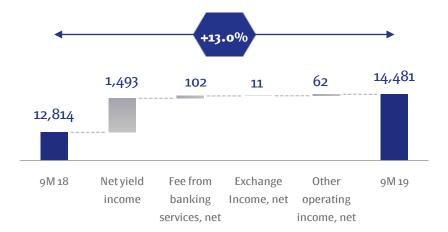
# Operating Income Trends

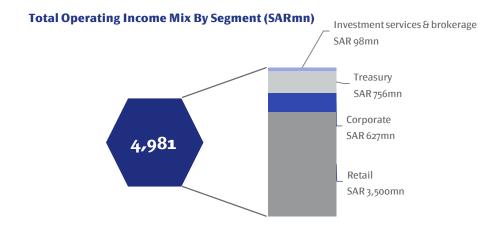


9M 2019 income growth of 13.0% from financing & investment income (+14.2%)

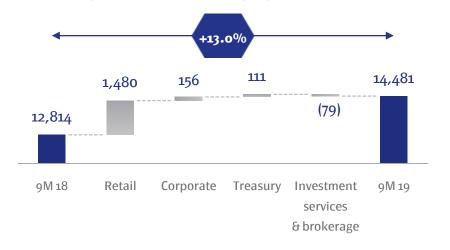


**Total Operating Income Growth Drivers By Type (SARmn)** 





#### **Total Operating Income Growth Drivers By Segment (SARmn)**



# **Operating Income Trends**

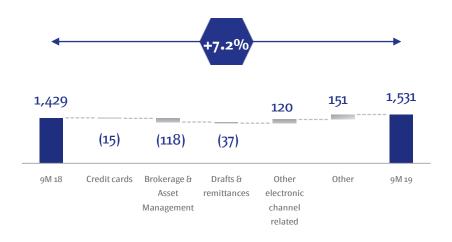


## Stronger YoY financing margin & good banking fee income growth

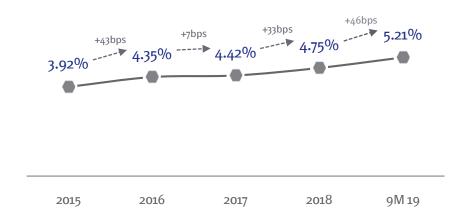
#### **Commentary**

- 9M 2019 net financing and investment income grew 14% YoY due to improved financing margins, further aided by 4% growth in average profit-bearing assets.
- The net profit margin improved by 51 bps YoY to 5.21%. Margin improved due to product mix, focus on mortgage and higher average investment portfolio balances; 3Q 2019 Funding Cost 0.17%
- Banking services fees increased 7.2% YoY, mainly from electronic channel related fees.

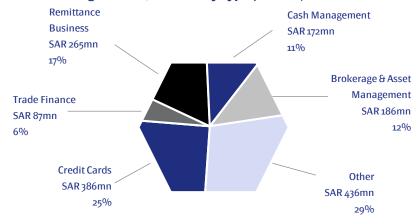
#### Fee From Banking Services Growth Drivers By Type (SARmn)



#### **Net profit margin (%)**



#### Fee From Banking Services, Net Mix By Type (SARmn)



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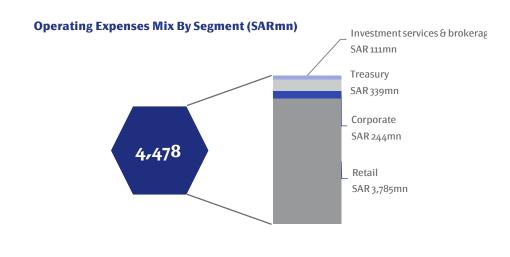
# **Expenses Trends**



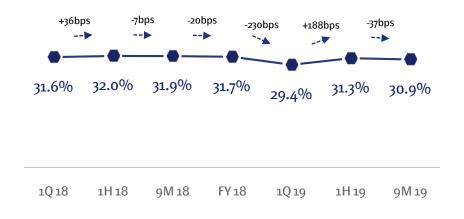
YoY expense growth of 9.5%, but efficiency improved 350 bps on positive "jaws"

#### **Operating Expenses (SARmn)**

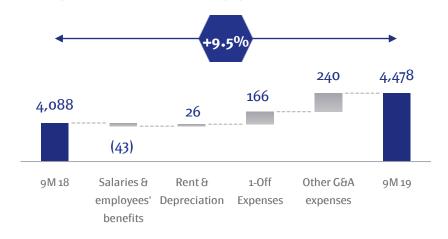




#### **Cost To Income Ratio Trend (%)**



#### **Operating Expenses Growth Drivers By Type (SARmn)**



## **Assets**

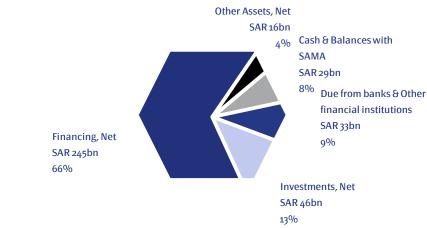


## Total assets slightly increased by 1.1% YTD

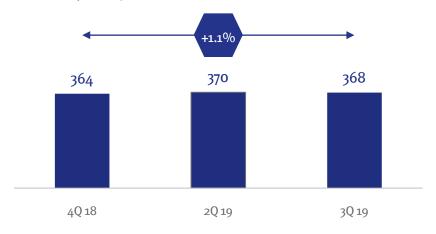
#### **Commentary**

■ Total assets increased by 1.1% YTD as an increase in financing (+5.5%), investments (+6.7%) and interbank balances (2.4%). However it was offset by lower cash and balances with SAMA and other central banks (-33.8%).

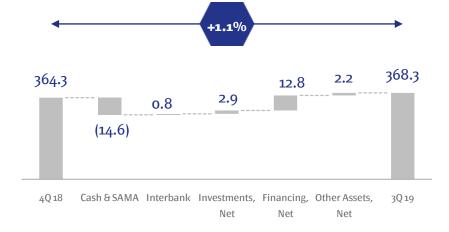
### Total Assets Mix By Type (SARbn)



#### **Total Assets (SARbn)**



#### Asset Drivers By Type (SARmn)



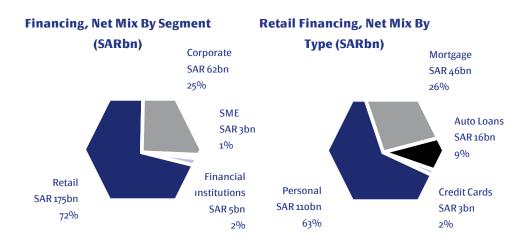
# **Financing**

# Financing dominated by retail

## مصرف الراجحاي Al Rajhi Bank

#### **Commentary**

- Financing is dominated by retail (72%) followed by corporate (25%).
- Retail financing is primarily compromised of personal (63%) and mortgage financing (26%).



#### **Financing, Net Drivers (SARmn)**



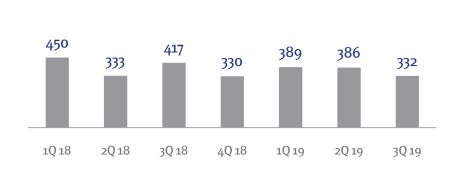
#### **Mortgage Financing, Gross (SARbn)**



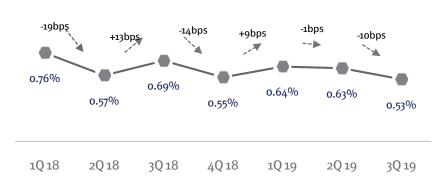
# Asset Quality Trends (1)

## Cost of Risk remains stable

**Total Impairment Charge (SARmn)** 



#### Cost of Risk (%)



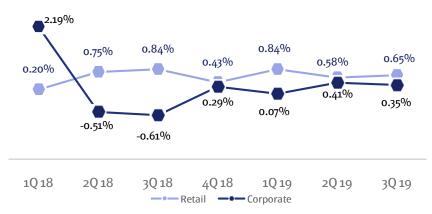
## مصرف الراجحاي Al Rajhi Bank

#### **Impairment Charge Drivers By Segment (SARmn)**



#### **Cost of Risk Trends (%)**

For KSA Only

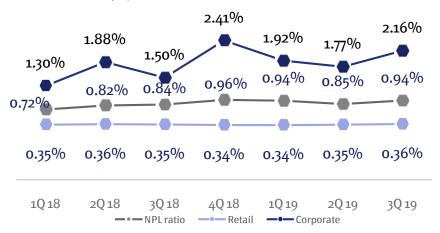


# Asset Quality Trends (2)

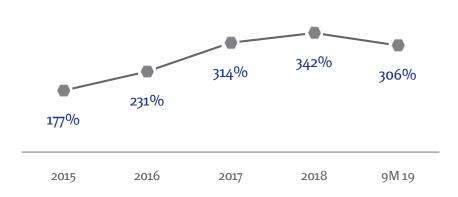
# Asset quality remains solid



#### **NPL Ratio Trends (%)**



#### **NPL** coverage ratio



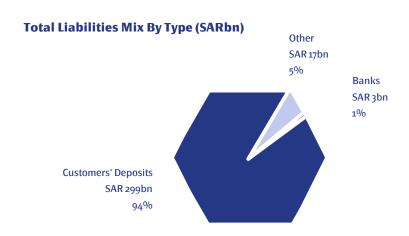
# Funding & Liquidity Trends



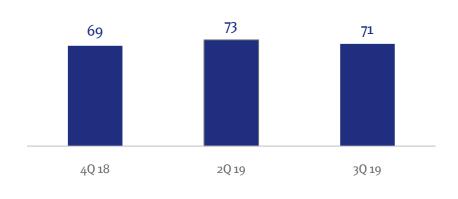
### Liquidity and funding remain comfortably within regulatory requirements

#### **Commentary**

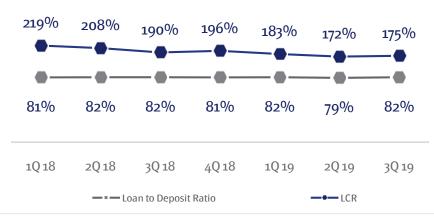
- Liquidity remained healthy during 3Q 2019 and comfortably within regulatory guidelines
- HQLA increased by 2% during 9M 2019 and LCR declined to 175%
- The loan to deposit ratio remained stable YoY at 82% as deposit growth tracked net financing growth



#### **HQLA (SARbn)**



#### **Liquidity Ratios (%)**



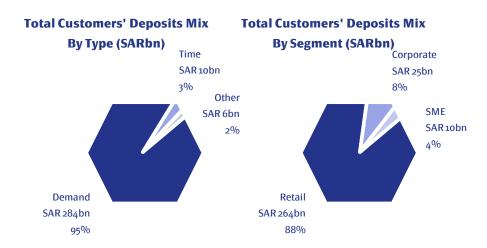
# Funding & Liquidity Trends

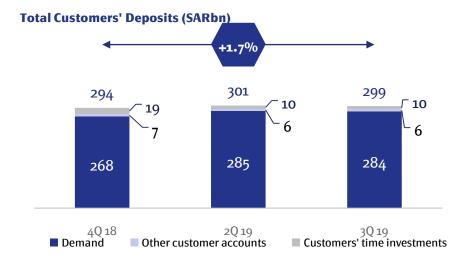


### Continued growth in non-profit bearing deposits

#### **Commentary**

- Strong stable funding with 94% of liabilities sourced from customers' deposits, of which 97% are non-profit bearing.
- Customers' deposits grew 2.3% from 31 December 2018, principally from non-profit bearing demand deposits.







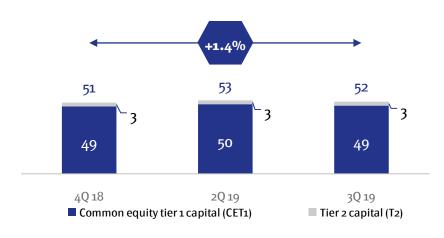


# **Capitalisation Trends**



### Rising profitability drives total capital higher

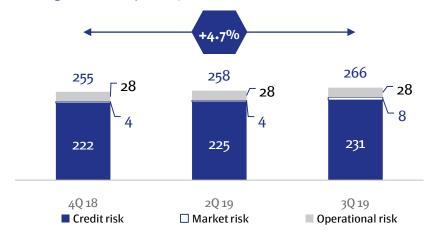
#### **Total Capital (SARbn)**



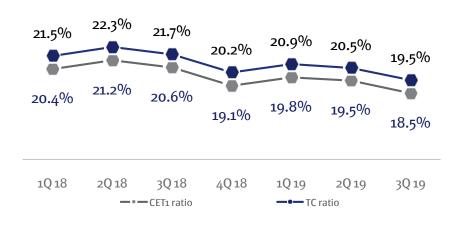
#### **Commentary**

- Total capital increased by 1.4% on rising profitability.
- Capitalization remains strong with CAR of 19.5% and CET1 of 18.5% as at 30 September 2019.

#### **Risk Weighted Assets (SARbn)**



#### **Capital Ratios (%)**



# **Operating Results**

3Q 2019 Performance

The Blue Chip Islamic Bank



# **Retail Banking**



### 23% increase in profit on strong operating income performance

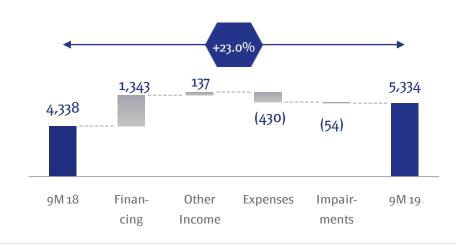
#### **Commentary**

- Retail Banking 9M 2019 net income increased by 23% YoY, reflecting strong operating income performance.
- Total operating income grew 17.2% YoY mainly from net financing, driven by better product mix in financing portfolio, continued growth in assets (+4.3%) and liabilities (+6.6% mainly from non-profit bearing deposit growth).

	SAR (mn)	9 <b>M</b> 2019	9 <b>M</b> 2018	<b>YoY</b> %
Net financing & investment income		9,133	7,791	+17.2%
Fee and other income		961	824	+16.6%
Total Operating Income	_	10,094	8,614	+17.2%
Operating expenses		3,785	3,355	+12.8%
Impairment charge	_	975	921	+5.9%
Net income	_	5,334	4,338	+23.0%
Total assets		198,019	189,913	+4.3%
Total liabilities		287,101	269,213	+6.6%

#### **Net Income (SARmn)** +38.6% 1,896 1,791 1,647 1,588 1,578 1,368 1,382 10 18 2Q18 3Q 18 4Q 18 1Q 19 2Q 19 3Q 19

#### **Net Income Growth Drivers By Type (SARmn)**



# **Corporate Banking**



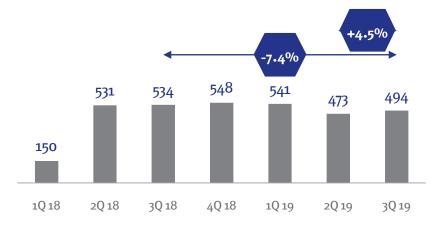
### Strong top line and lower impairment charge lead to 24.1% profit growth

#### **Commentary**

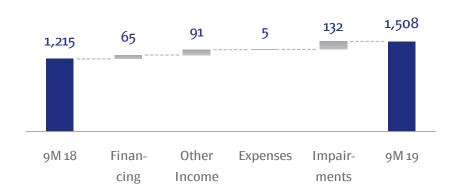
- Corporate Banking 9M 2019 net income grew 24.1% YoY as a result of higher income, improved operating efficiency and a drop in the impairment charge.
- Total operating income increased 9.0% YoY as financing income increased 4.4% and fee and other income increased 33.8% YoY.

	SAR (mn)	9 <b>M</b> 2019	9 <b>M</b> 2018	<b>YoY</b> %
Net financing & investment income		1,526	1,461	+4.4%
Fee and other income		358	268	+33.8%
<b>Total Operating Income</b>		1,884	1,729	+9.0%
Operating expenses		244	249	-1.9%
Impairment charge	_	133	265	-50.0%
Net income		1,508	1,215	+24.1%
Total assets		64,265	60,340	+6.5%
Total liabilities		23,164	23,758	-2.5%

#### **Net Income (SARmn)**



#### **Net Income Growth Drivers By Type (SARmn)**



## **Treasury**



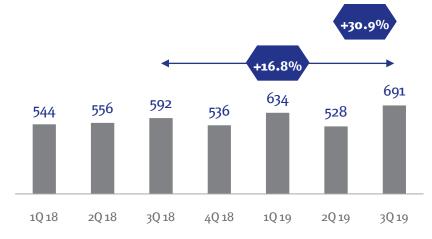
### Strong profit growth from increased investment portfolio

#### **Commentary**

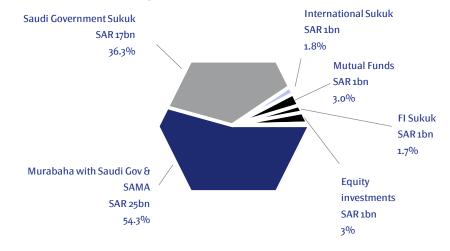
- Treasury 9M 2019 net income rose 9.5% YoY from 5.3% total operating income growth.
- Total Treasury assets grew 0.9% YoY in line with the overall asset expansion which aided net financing and investment income growth of 6.3%.
- Tahweel Alrajhi (remittances) market share reached 27.7% as at 30 June 2019.

	SAR (mn)	9 <b>M</b> 2019	9 <b>M</b> 2018	<b>YoY</b> %
Net financing & investment income		1,493	1,405	+6.3%
Fee and other income		698	675	+3.4%
Total Operating Income	_	2,191	2,080	+5.3%
Operating expenses		339	374	-9.5%
Impairment charge	_	(1)	15	-104.5%
Net income		1,853	1,691	+9.5%
		0.6		0.4
Total assets		102,816	101,928	+0.9%
Total liabilities		8,715	10,076	-13.5%

#### **Net Income (SARmn)**



#### **Investments, Net Mix By Asset (SARbn)**



# Investment Services & Brokerage



### 28.2% drop in profit on lower fees

#### **Commentary**

- 9M 2019 Net income for Investment Services & Brokerage declined 28.2% YoY to SAR 201 million principally from 20.1% operating income drop.
- Total operating income drop was due to lower volumes of trading during 9M 2019.

	SAR (mn)	9 <b>M</b> 2 <b>01</b> 9	9 <b>M</b> 2018	<b>YoY</b> %
Net financing & investment income		16	19	-16.1%
Fee and other income		296	372	-20.3%
Total Operating Income	_	312	390	-2 <b>0.1</b> %
Operating expenses	_	111	111	+0.1%
Net income	_	201	279	-28.2%
Total assets		3,184	3,401	-6.4%
Total liabilities		124	560	-77.9%

#### **Net Income (SARmn)**



#### **Market Share - Al Rajhi Capital Brokerage (Value traded)**



Al Rajhi Bank The Blue Chip Islamic Bank 44 3Q 2019 Investor Presentation

# **Appendix**

**Additional Information** 

The Blue Chip Islamic Bank



### **Board of Directors**

### Members





Chairman Abdullah bin Sulaiman Al Rajhi Non-Executive



Salah bin Ali AbalKhail Non-Executive



Vice Chairman Alaa bin Shakib Al Jabiri Independent



Bader bin Mohammed Al Rajhi Non-Executive



Khaled bin Abdulrahman Al Qoaiz Non-Executive



Abdulaziz bin Khaled Al Ghefaily Non-Executive



Ibrahim F. Al-Ghofaily Independent



Ameen F. Al Shiddi Non-Executive



Hamza O. Khushaim Non-Executive



Raed A. Al-Tamimi Independent



Abdulatif A. Alseif Independent

### Management Team



### International expertise combined with deep roots in Saudi Arabia



Chief Executive Officer Steve Bertamini Banking experience: 32 years



Deputy Chief Executive Officer Waleed Al-Mogbel Banking experience: 21 years



Chief Financial Officer Abdullah Alkhalifa Banking experience: 28 years



Chief Risk Officer Abdulaziz Alresais Banking experience: 18 years



Chief Compliance Officer Abdullah Sulaiman Alnami Banking experience: 24 years



Chief Governance & Legal Officer Omar Almudarra Banking experience: 19 years



General Manager Retail Saleh Alzumaie Banking experience: 28 years



General Manager Corporate Majid Algwaiz Banking experience: 24 years



General Manager Treasury Abdulrahman Al Fadda Banking experience: 22 years



General Manager Sharia Saleh Al-Haidan Banking experience: 16 years



Chief Internal Audit Officer Abdulaziz Alshushan Banking experience: 3 years



Chief Human Resources Officer Ahmed Alsudais Banking experience: 16 years



# Al Rajhi Bank ESG Investor Presentation

30 June 2019

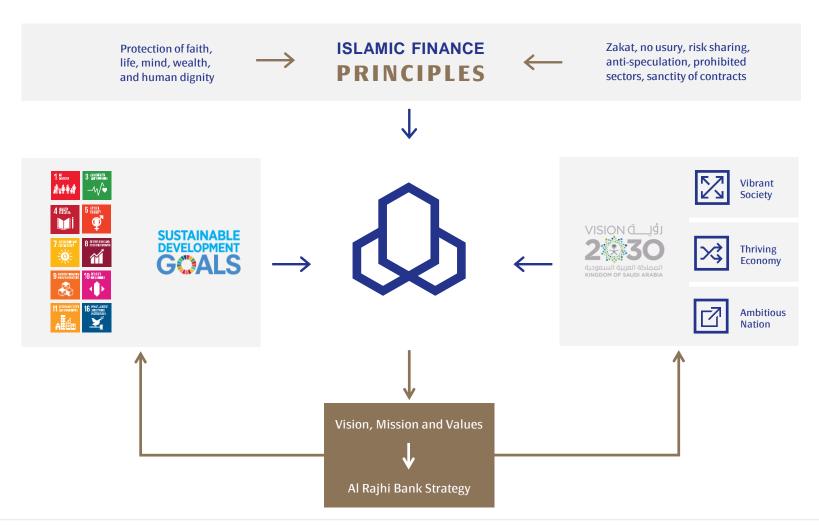
The Blue Chip Islamic Bank



# ESG is part of Al Rajhi Bank's DNA



Ethical values are central to Islamic Finance, UN SDGs and KSA Vision 2030



## Developments impacting Al Rajhi Bank's operating environment



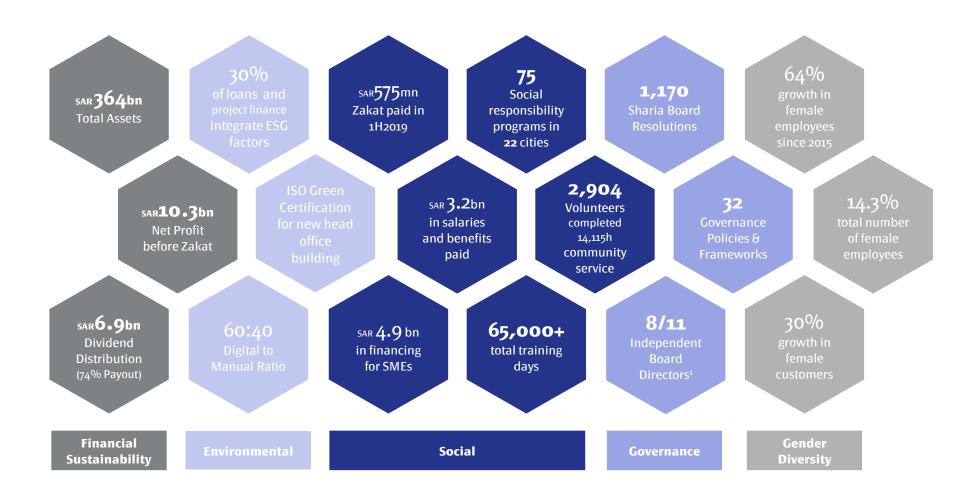
Major factors integrated into our approach to ESG and our value creation model

#### **Major Factors** 'ABCDE' Strategy Accelerate growth ىلىم Client & Investor Improve portfolios in key customer Demands segments Environmental Geopolitics Become Employer of choice Challenges Create a performance-driven culture **Business & Financial** where the customer comes first Risk Customer focus Workplace Provide greater convenience and Digitization of the future security in customer offering **Economic** Digital leadership Landscape Expand digital channels and migrate customers to self-service banking Privacy & Data Regulations Security **Execution excellence** Vision 2030 Explore and execute measures to improve operations

## Sustainability Highlights

### مصرف الراجحاي Al Rajhi Bank

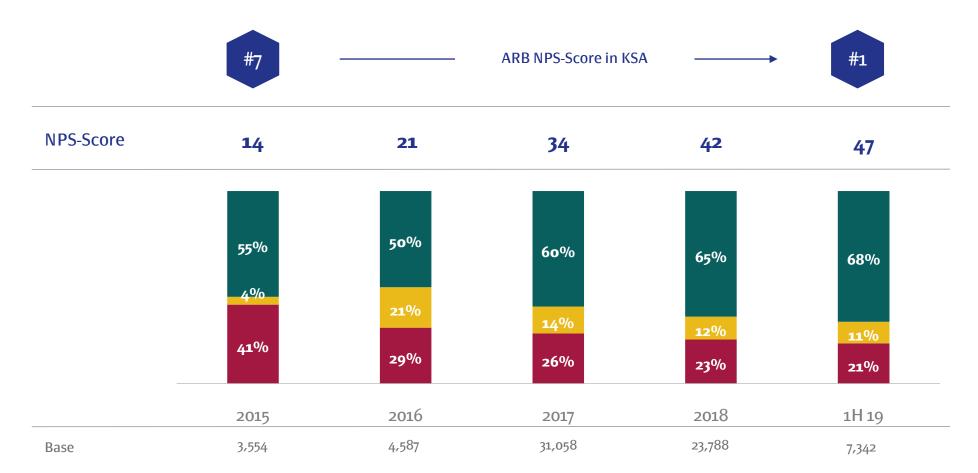
As of FY2018 unless stated otherwise



# Placing customer relationships at the heart of ARB



We achieved our target of becoming the most recommended bank in KSA



#### We ask customers:

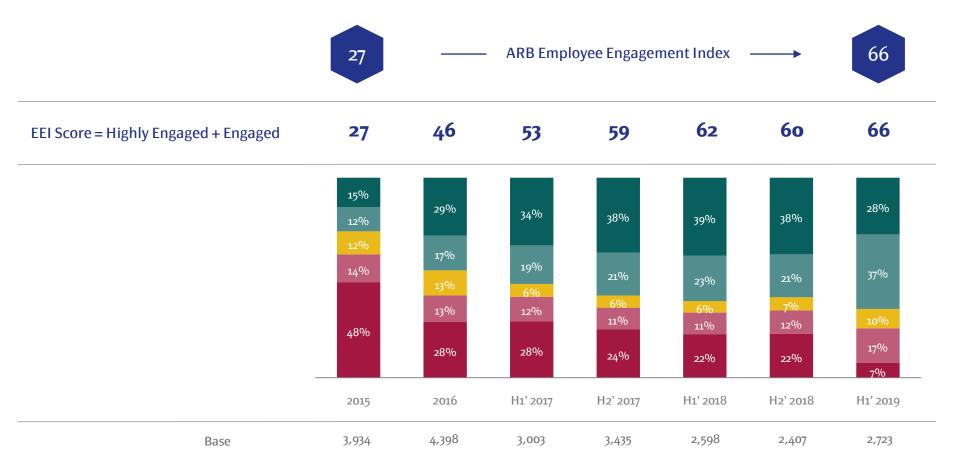
Based on your experience with your main bank, how likely are you to recommend it to a friend, relative or colleague, on a scale from 0 to 10?



# Ensuring ARB staff are proud, valued and energized



The ARB employee engagement index (EEI) score is at its peak



We ask employees three equal-weighted questions to calculate the Employee Engagement Index score:

- 1. I am proud to work for Al Rajhi Bank
- 2. I feel valued
- 3. I am energized by work I do



# Conclusion and the way forward



"We believe our future success is interlinked with the well-being of our stakeholders and the world around us." - Steve Bertamini, CEO

#### **ESG Journey** • Transparency on management of ESG issues Relevant KPI disclosures as per GRI & SASB standards **Governance** Target setting & Reporting • Open dialogue channels with shareholders **Environment** · Policies dealing with insider dealing • Carbon Disclosure Project Cyber-resilience Energy and water consumption reduction Pilot solar energy project To achieve positive **Employer of Choice Financial Inclusion** impacts that make a **Engaged workforce** difference in SMF Talent development and learning environmental & Women Outreach Culture of diversity and Inclusion social outcomes Underserved & Disadvantaged Groups **Social & Community Customer Experience** • 50K hours of cumulative volunteering by 2020 Financial literacy programmes in universities Customer experience metrics **Responsible Procurement** Customer Communication **Digital Leadership** • Partnerships with FinTechs

Use of robotics New Tier 4 data centre

### **Additional Information**



### Contact investor relations for more information

Mr. Amr M. Sager

**Head of Investor Relations** 

Tel: +966 (11) 828 1985

Email: <a href="mailto:sagera@alrajhibank.com.sa">sagera@alrajhibank.com.sa</a>

Mr. Faisal F. Altimyat

**Senior Investor Relations Officer** 

Tel: +966 (11) 828 1457

Email: altimyatff@alrajhibank.com.sa





### Disclaimer

Al Rajhi Bank



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