



ESG REPORT

Sustainable Financing
Towards a Resilient Future

2025



HIS MAJESTY

SULTAN HAITHAM BIN TARIQ AL-SAID

«The responsibility requires the international community to provide the means deemed necessary for the conservation of the ecological system, as well as working plans to realise the sustainable development goals at domestic, regional and international levels. Public awareness about the need to maintain balance in the environment and to invest in its resources in a manner that ensures its sustainability for the coming generations.»

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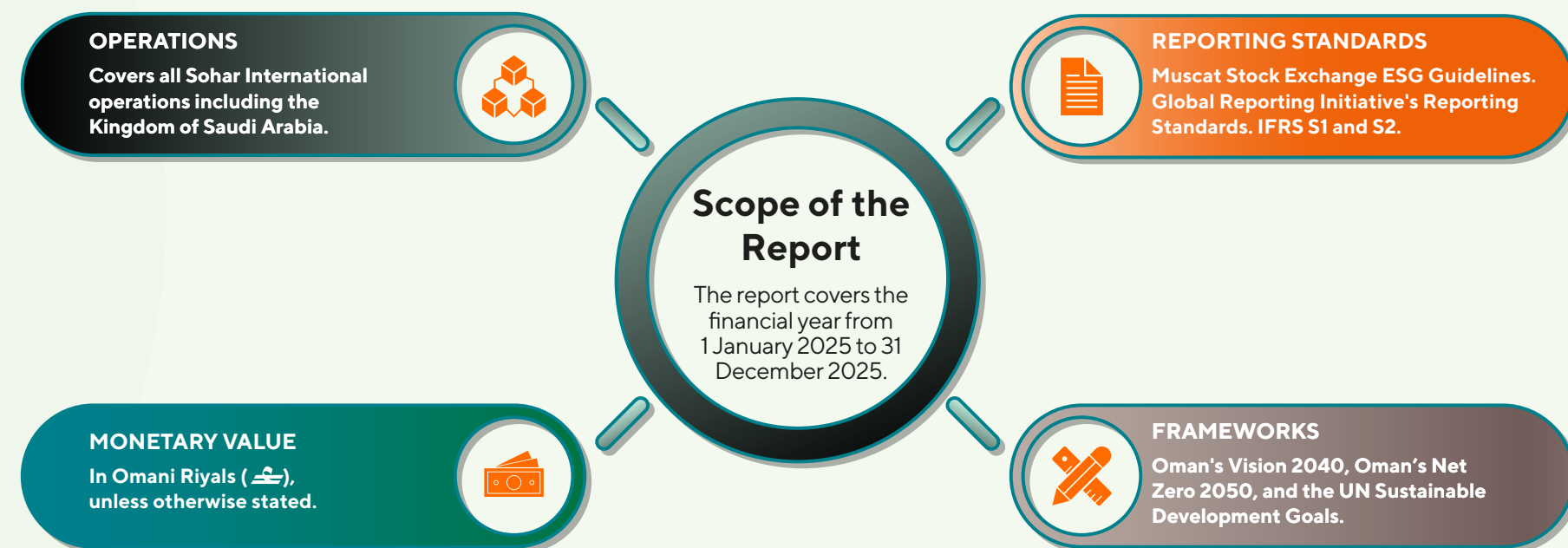
About Sohar International

About This Report



As the fastest-growing bank in Oman, Sohar International stands at the forefront of the nation's sustainable transformation. The bank is driven by a deep commitment to respond to the powerful emerging forces of ESG, actively shaping the financial landscape of tomorrow. This commitment is reflected in this second annual ESG Performance Report, which documents our integrated approach, measurable progress, and key achievements throughout 2025.

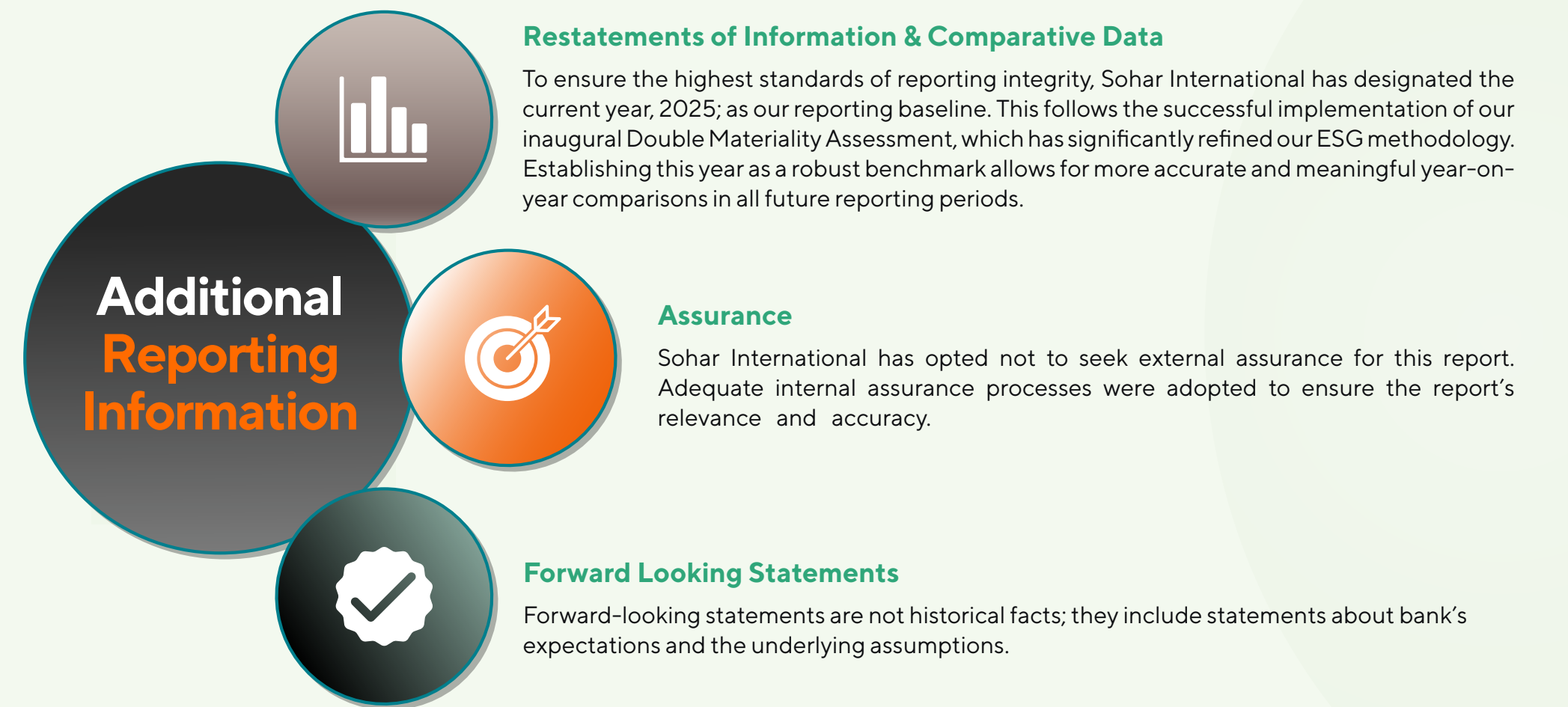
This report serves as a testament to the Bank's deliberate actions in championing sustainable finance, advancing meaningful economic, environmental, and social stewardship, and upholding governance practices defined by integrity and transparency.



Disclaimer and Important Notices

The material set out in this ESG Report contains general background information about the Bank's activities for the year 2025. It is information given in summary form and does not purport to be complete. The content has an ESG focus and does not reflect the totality of the Bank's business activities. For a more complete overview of the Bank's business, see the Sohar International Annual Report available at www.sib.om/investor-relations/reports

This report does not intend to be, and should not be relied upon, as advice to investors or potential investors, and does not render any form of legal, tax, investment, accounting, financial or other advice. No responsibility, liability or obligation (whether in tort, contract or otherwise) is accepted by the Bank or their officers, employees, agents or advisers as to or in relation to this report.



Report Inquiries

Should you have any inquiries about the content of this report or Sohar International's ESG activities, please email investor.relations@sib.com or visit the ESG section on the Bank's website through www.sib.om/investor-relations/esg

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Chairman's Message





Chairman's message

Sustainability has become a defining principle of responsible growth. At Sohar International, it is integrated across our strategy and operations, underpinning our approach to sustainable financing and ensuring that profitability is achieved in parallel with long-term economic, social, and environmental impact.

This year, Sohar International has established its Sustainable Financing Framework, prioritising investments across critical sectors, from renewable energy and green infrastructure to social development, agriculture, fisheries, and food security. Furthermore, the Bank has extended its support to SMEs and underserved communities, which reinforces Sohar International's role as a catalyst for economic inclusion and national development.

Sohar International's definition of sustainability is holistic and forward-looking: the responsible stewardship of financial, commercial, human, technological, and natural resources. This philosophy underpins the Bank's strategy and ensures that every decision contributes to resilient growth.

We take pride in being the first Omani bank to acquire an IFC Green Loan, with our ESMS endorsed by IFC as well, a testament to Sohar International's alignment with global best practices. Additionally, the Bank's ESG performance evaluation matrix further strengthens its ability to evaluate clients and ensure that financing supports projects with measurable environmental, social, and governance impact.

Equally important are our governance commitments: robust data management, cybersecurity, and fraud prevention frameworks that safeguard stakeholder trust. The completion of the Bank's double materiality assessment this year reflects Sohar International's dedication to transparency and accountability, ensuring that the Bank's ESG framework is both impactful and resilient.

Looking forward, Sohar International will continue to champion ***sustainable financing as a driver of resilient growth***, ensuring that the Bank remains a trusted partner in building a future that is inclusive, responsible, and prosperous.

Said Mohamed Al-Aufi

Chairman

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CEO's Message





CEO message

The year 2025 marked a pivotal chapter in our journey to embed sustainability at the core of our institution. With the development of our Sustainable Financing Framework, we are positioned to catalyse growth across diverse sectors –extending beyond renewable energy to include green transportation, green buildings, social infrastructure, and underserved industries such as fisheries, agriculture, food security, water, and wastewater management as highlighted in Oman Vision 2040.

The bank's commitment extends further to supporting SMEs, fostering economic inclusion, and advancing In-Country Value (ICV). Sohar International believes that sustainability is not a narrow concept, but a comprehensive and holistic approach, defined as the most efficient and responsible use of all resources: financial, commercial, human, technological, and natural.

We are proud to be the first Omani bank to secure an IFC Green Loan, with a robust Environmental and Social Management System (ESMS) endorsed and approved by IFC. Furthermore, the Bank has introduced its ESG performance evaluation matrix, enabling it to assess clients seeking ESG-linked loans and ensure that financing decisions align with long-term sustainability goals.

Beyond the environmental priorities, the Bank has strengthened its social and governance pillars, enhancing data management, information security, and fraud management systems to safeguard trust and resilience.

Importantly, this year, Sohar International has conducted its double materiality assessment, a critical step in aligning the Bank's ESG approach with the best international practices. Double materiality recognises that sustainability is not only about how our business affects society and the environment, but also about how environmental, social, and governance factors directly influence our financial performance and resilience.

Through this lens, Sohar International has evaluated:

- Outside-in impacts (financial materiality): how climate risks, regulatory changes, social trends, and governance expectations affect its profitability, asset quality, and long-term growth.
- Inside-out impacts (impact materiality): how our financing decisions, operations, and resource use shape environmental outcomes, social inclusion, and governance standards across the communities we serve.

By capturing both financial and sustainability dimensions, our double materiality assessment ensures that the Bank's strategy is comprehensive, balancing shareholder value with societal impact. It also strengthens the ability to identify risks, seize opportunities, and allocate capital responsibly, reinforcing Sohar International's vision of sustainable financing towards resilient growth.

As we look ahead, our business sustainability vision is clear: to be a financial institution that not only delivers growth but also creates enduring value for people, communities, and the planet.

Abdulwahid Mohamed Al Murshidi

Chief Executive Officer

Sohar International Journey

2007

Bank Sohar launched operations in 2007, with headquarters in Sohar, Oman.



2014

Launched Islamic banking window "Sohar Islamic". With 8 branches across the country.



2023

Completed Merger with HSBC Oman, making Sohar International one of Oman's top 3 banks by assets.



2025

Published inaugural ESG report for 2024; plans to merge with Ahli Bank SAOG and acquire majority stake of Neo Group KSA.



2011

Over 30+ branches across Oman; and listed on the Muscat Stock Exchange.



2018

Rebranded from Bank Sohar to Sohar International Bank, signaling a broader vision.



2024

Opened first branch abroad in the Kingdom of Saudi Arabia; started focus on sustainability framework and green financing; paid-up capital over **₹** 700M.










Sohar International at a Glance








This year, the Bank achieved significant financial milestones, including:







SOCIAL

-  95% Omanisation
-  3.2 Days Average Learning per Employee
-  88% Customer Satisfaction Rate
-  4.4% Turnover Rate
-  **₹** 370,452 Community Investment
-  **₹** 152 million as SMEs Lending – comprise 2.75% of lending book.
-  Mar'25: Designation of Sohar International Bank SAOG as a Domestic Systemically Important Bank (“D-SIB”) by the Central Bank of Oman

GOVERNANCE AND ESG APPROACH

-  100% of employees have formally acknowledged the Code of Conduct
-  ESG Policy approved by Board
-  Enhanced ESG Framework
-  Conducted First Double Materiality Assessment (Impact & Financial Materiality)
-  Introduced Sustainable Financing Framework
-  Environmental and Social Management System (ESMS) endorsed by IFC
-  **₹** ~77 million Green Loan from IFC

ENVIRONMENT

-  0.45 kg CO2e Emissions Intensity per **₹** 1 Pretax Profit
-  Calculated Scope 3 emissions (waste, paper, and employee commuting)
-  **₹** 192.5 million loan for climate risk mitigation (Smart Electricity Grid)
-  6% of our electricity consumption comes from solar energy

CEO's Message

About Sohar International

Our ESG Approach

Governance

About Sohar International



Since its establishment in 2007, Sohar International has strengthened its market presence and, in recent years, has become among the fastest-growing banks in the Sultanate of Oman.

Operating from our headquarters in Muscat, we provide a comprehensive range of banking and financial services through a strategic network across Oman and internationally, including a dedicated corporate banking branch in Riyadh, Saudi Arabia, established to facilitate cross-border trade and investment.

Sohar International's exceptional growth is fueled by a client-centric philosophy and a robust digital transformation strategy. The bank is committed to empowering its customers and the communities served by fostering financial inclusion and driving sustainable economic development.

Our Values

Sohar International's culture and operations are guided by four foundational values, ensuring that the Bank consistently delivers excellence and uphold the highest standards of integrity:



Our Main Business Segments

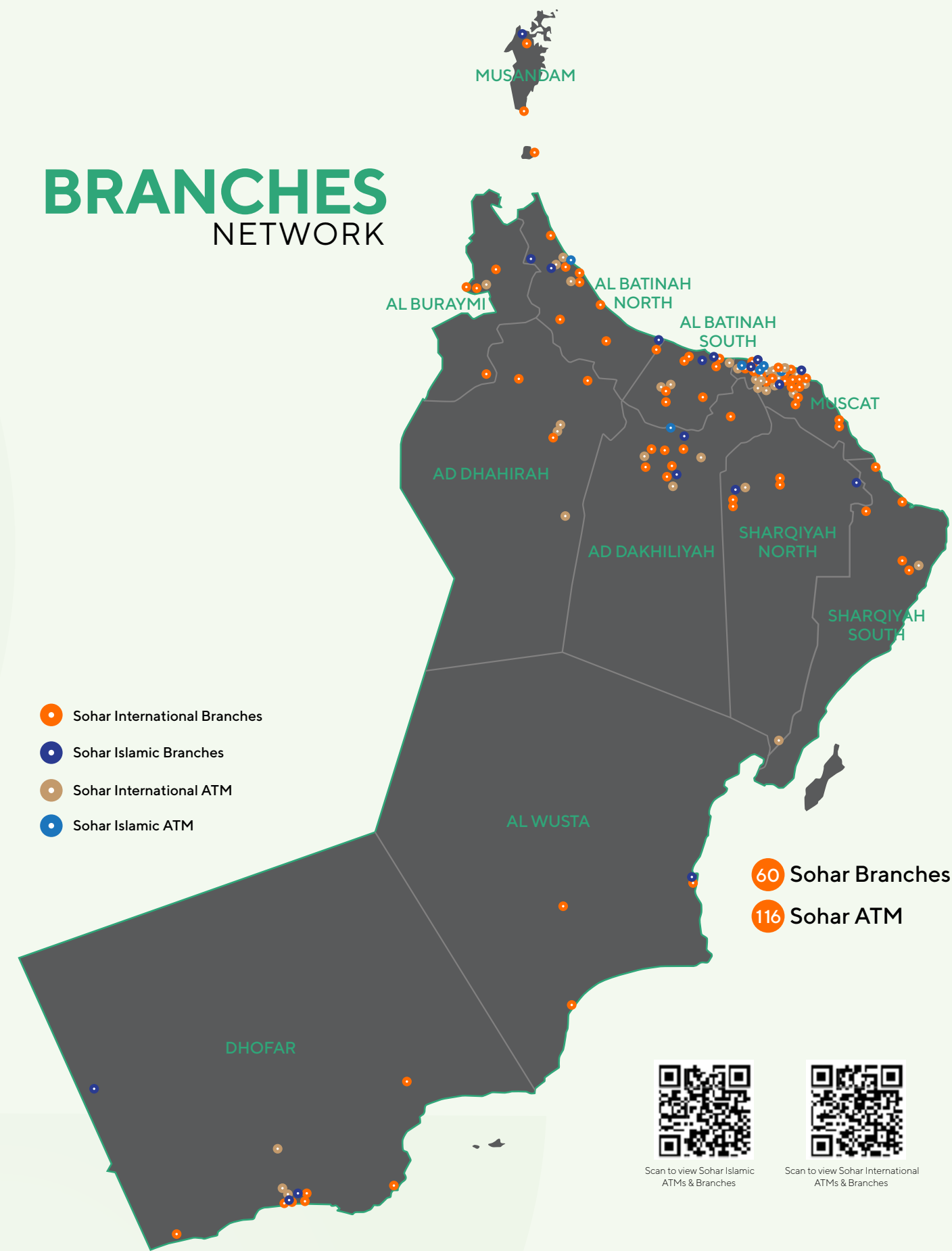
Sohar International's main business segments comprise:



The bank delivers its services into distinct segments to meet different client needs across retail, corporate, institutional, and regional markets. Each segment combines tailored products, dedicated relationship management, and specialised delivery channels to drive growth, deepen client relationships, and capture market share. Retail Banking provides everyday banking products for individual customers, focusing on convenience, digital access, and consumer lending to support daily financial needs and personal goals. While Priority Banking, serves high value personal clients with personalised relationship management, tailored wealth solutions, and preferential pricing to deepen loyalty and grow assets under management. Wholesale Banking on the other hand, delivers large scale corporate and institutional services including corporate financing, trade services, and treasury solutions to support complex business operations and liquidity needs. Moreover, Government and Private Banking, provides bespoke relationship management and customised financing for public sector entities and private institutions, focusing on long term strategic partnerships. Additionally, Islamic Banking, offers Shari'a compliant products and advisory across retail and corporate lines, ensuring religiously aligned financing, investment, and deposit solutions. Lastly, our first abroad Kingdom of Saudi Arabia Corporate Branch, operates as a regional corporate banking presence in KSA to support cross border transactions, local market coverage, and regional corporate clients.

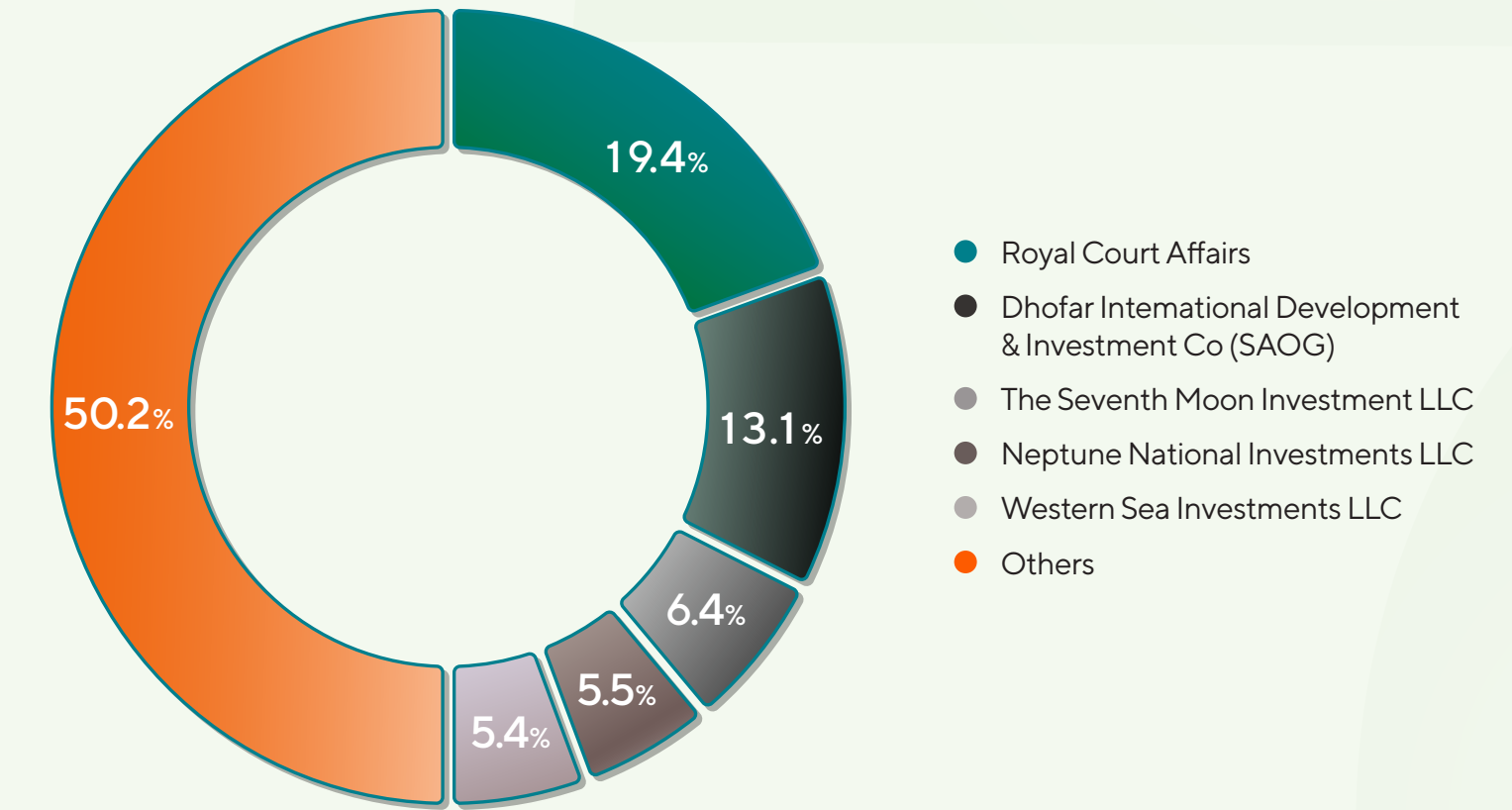
Our Presence

The bank's expansive branch and ATM network embodies its commitment to being at the heart of Oman's communities and economy. This map below illustrates Sohar International's strategic nationwide presence, with dedicated branches and automated services reaching from Muscat across every key region, including Al Batinah, Al Sharqiyah, Ad'Dakhiliyah, Ad Dhahirah, Dhofar, and Al Wusta.



Ownership Structure

Sohar International benefits from a stable and well-defined ownership structure, providing a solid foundation for long-term strategy and governance. This structure is led by a core group of major institutional and investment shareholders, whose significant stakes underscore a shared confidence in the Bank's vision and trajectory.



Financial Performance

As Oman's fastest-growing bank, Sohar International take pride in its sustained financial achievements and progressive growth journey. The table below provides a snapshot of the Bank's performance highlighting key milestones and results. Sohar International's strong credit standing has been further reinforced by recent upgrades from leading global agencies: in July 2025, Moody's raised Sohar International's long-term bank deposit rating (FC/LC) to Baa3 with a stable outlook. Later, in December 2025, Fitch upgraded our Long-Term Issuer Default Rating (IDR) to BB+ from BB, alongside improvements in the Bank's Viability Rating (VR) and Government Support Rating (GSR) to BB+, also with a stable outlook. For a deeper understanding of our financial strength, we invite you to explore our comprehensive Annual Report.

Financial Metrics Millions	2024	2025
Total Assets	7,369	9,129
Total Equity	898	1,154
Loans, advances & financing (net)	4,270	5,764
Customer deposits	5,777	6,827
Net operating income	146.5	140.9
Pretax Profit	117.9	114.7
Income Tax expense	-17.7	-14.2
Net Profit	100.2	100.5

Awards and Recognitions

Sohar International's growth and strategic direction are consistently validated by prestigious industry awards and recognitions. These accolades reflect Sohar International's sustained commitment to innovation, customer-centricity, and strong financial performance across all segments of the Bank's business. For details on the Bank's rewards and recognitions, please refer to the following link <https://www.sib.om/recognition>.



Contribution to Capital Markets Development Award
MEIRA Annual Conference 2025



Leading Corporate for Investor Relations in the Financial Sector Award
MEIRA Annual Conference 2025



Alam Al-Iktisaad Awards 2025
Leadership in Enabling National Initiatives and Progress



Alam Al-Iktisaad Awards 2025
Best Performing Company



IFN Awards
Most Innovative Islamic Bank in Oman



DLive Awards
Bank of the Year in Digital Innovation



Employer Branding Awards
Middle East Best Employer Brand



Oman CX Forum
CX Team of the Year



New Age Banking Summit
Best Bank - Growth



New Age Banking Summit
Best Digital Transformation Initiative



New Age Banking Summit
Most Innovative CSR Initiative

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Environment

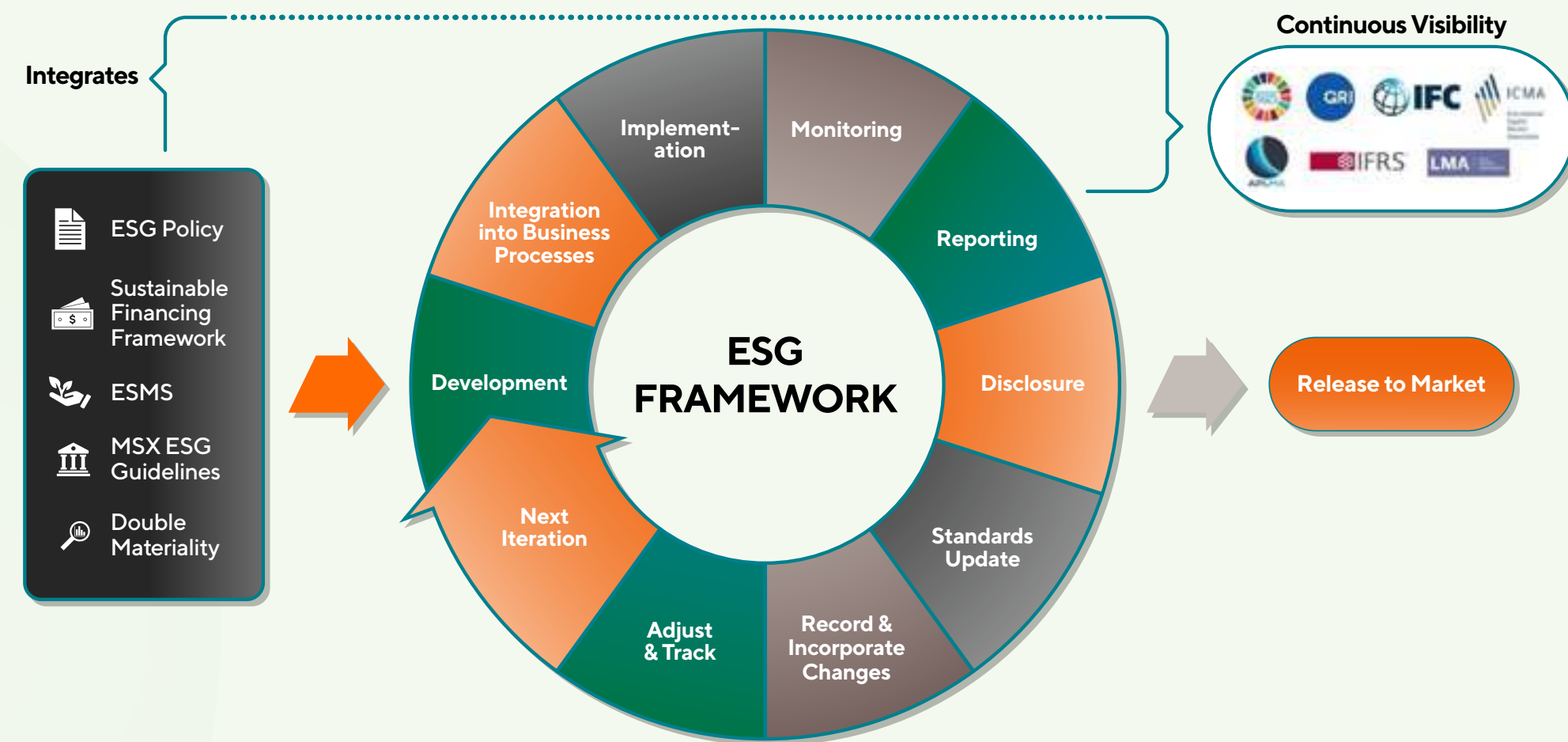
Social

Our ESG Approach



SOHAR INTERNATIONAL'S ESG FRAMEWORK

At Sohar International, our Environmental, Social, and Governance (ESG) Framework reflects a deep institutional commitment to responsible financing, sustainable development, and stakeholder trust. Built on internationally recognised standards and endorsed by both the International Finance Corporation (IFC) and the Bank's executive leadership, this framework integrates policy, process, and purpose into a cohesive business strategy.



1. Policy Foundation

Our ESG Policy sets the tone for ethical conduct, environmental stewardship, and inclusive growth. It guides decision-making across all business lines and ensures alignment with global principles such as the UN Sustainable Development Goals (SDGs), Oman vision 2040, MSX ESG guidelines, international ESG standards and frameworks (GRI & IFRS), and IFC Performance Standards.

2. Sustainable Financing Framework

Through our Sustainable Financing Framework (SFF), we channel capital toward projects that deliver measurable environmental, social as well as economic impact. This includes green lending, renewable energy financing, and sustainability-linked instruments all governed by transparent eligibility criteria and impact metrics.

3. Environmental & Social Management System (ESMS)

Our IFC endorsed ESMS operationalises ESG commitments through rigorous due diligence, risk screening, and monitoring protocols. It includes sector-specific checklists and performance benchmarks, ensuring that every transaction meets international environmental and social safeguards.

4. Governance & Oversight

Governance is embedded at every level from board oversight to CEO endorsement. ESG risks and opportunities are integrated into the Bank's strategic planning, with clear accountability mechanisms and cross-functional coordination.

5. Stakeholder Engagement

Sohar International maintains open and inclusive dialogue with clients, regulators, investors, and communities through its occasional double materiality assessments. Feedback loops inform the Bank's ESG evolution, and transparency remains central to our reporting and disclosures.

Customers

- Corporate – Voice of Customer Program
- Customer Grievance Channels
- Branch Visits Social Media Platforms
- Digital Touch Points

Local Communities

- Engagement with bodies associated with community services; social welfare: healthcare; financial education; local skills and development.

Employees

- Employee engagement through: Coffee with CEO; HR Town Halls; and HR Business Partners
- Staff Grievance and Disciplinary process
- Annual staff gathering



Government & Regulators

- Government Business Division
- Investment in the national economy
- Supporting initiatives of national importance

Investors

- Annual General meeting Extraordinary meeting of shareholders
- Board of Directors meetings
- Periodic investor meetings and presentations
- Investor roadshows and presentations

ESG Policy

The purpose of the Policy is to define Sohar International’s ESG approach in line with the Bank’s ESG Framework and to establish a common set of ESG principles and standards across Sohar International.

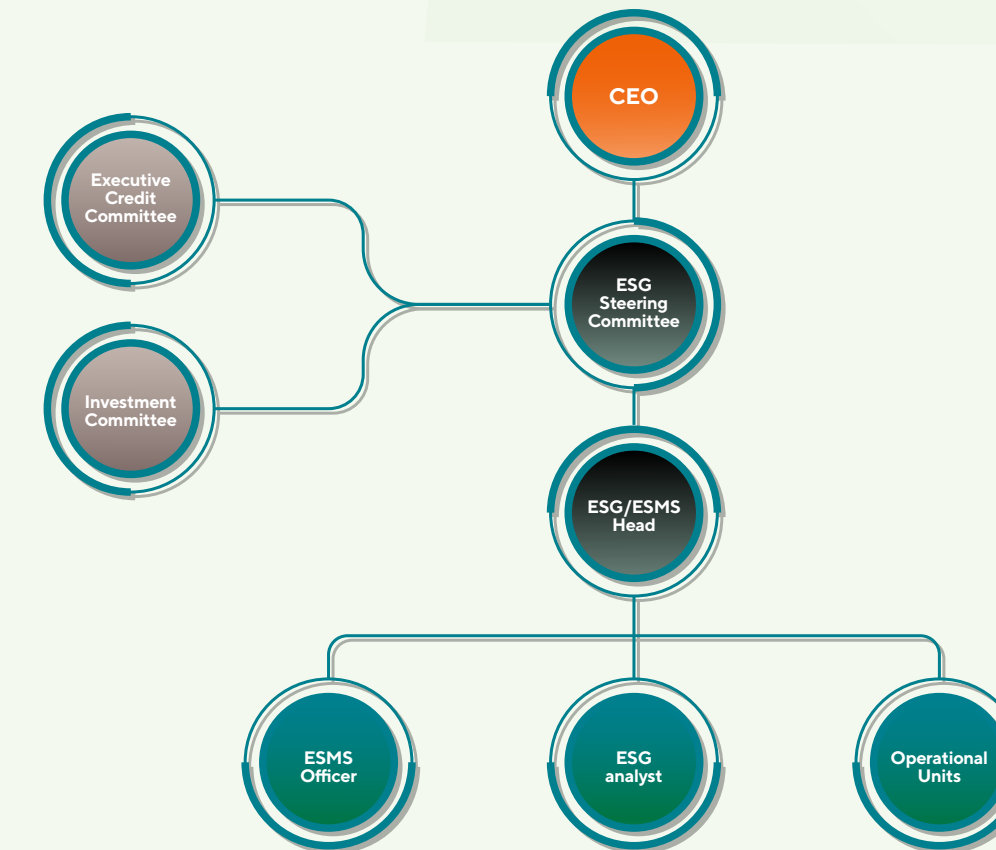
The Policy serves as a declaration of Sohar International’s commitment to sustainability and sustainable development and provides direction on the Bank’s approach for management of ESG issues. Sohar International recognises that ESG issues pose some of the most significant challenges to the long-term prosperity of the global economies, the well-being of people and communities, and the natural environment’s ability to support life.

The Policy also supports the Bank’s role in enabling and supporting the Sultanate of Oman’s Vision 2040 as well as the country’s commitment to sustainable and inclusive economic development, and the transition to a net zero economy.

Oman Vision 2040 Pillar	Key Priorities	How Sohar International Aligns
People and Society	<ul style="list-style-type: none"> Education, lifelong learning and national talent development Healthcare quality and wellbeing Social protection and welfare Cultural identity and inclusion 	Supports national capacity building through financial literacy programmes and community initiatives.
Economy and Development	<ul style="list-style-type: none"> Economic diversification and private-sector growth Promoting investment, innovation and entrepreneurship Fiscal sustainability and job creation Boosting non-oil sectors (logistics, manufacturing, tech) 	Provides financing for SMEs and diversified economic sectors, strengthening private sector participation.
Environment and Sustainability	<ul style="list-style-type: none"> Resource sustainability and environmental protection Renewable energy and climate action Sustainable urban planning and ecological balance 	Sustainable Financing Framework.
Governance and Institutional Performance	<ul style="list-style-type: none"> Transparent, efficient public institutions Digital transformation and accountability Anti-corruption and improved service delivery 	Strong ESG governance structure with Board oversight and dedicated ESG function.

ESG Committee

An ESG Committee chaired by the CEO will be established, with membership including the Head of Sustainable Investments & ESG and other Chiefs. The committee will strengthen the ongoing execution of ESG best practices that are already integrated within the Bank’s operations.



The ESG Committee will be established to oversee and guide the organisation’s strategy, performance, and reporting related to Environmental, Social, and Governance (ESG) matters. The Committee ensures that ESG principles are integrated into business operations, risk management, and stakeholder engagement, aligning with global best practices and regulatory requirements.

The ESG Committee will be responsible for:

- Developing and recommending ESG policies, frameworks, and strategies.
- Monitoring ESG performance and compliance with applicable laws, standards, and stakeholder expectations.
- Overseeing ESG reporting and disclosures, including sustainability reports and climate-related financial disclosures.
- Identify and assessing ESG risks and opportunities.
- Promoting ESG awareness and training across the organisation.
- Reviewing and evaluating ESG goals, KPIs, and progress.
- Ensuring alignment with international standards such as the UN SDGs, GRI, SASB, IFRS, and IFC Performance Standards.

ESG Integration

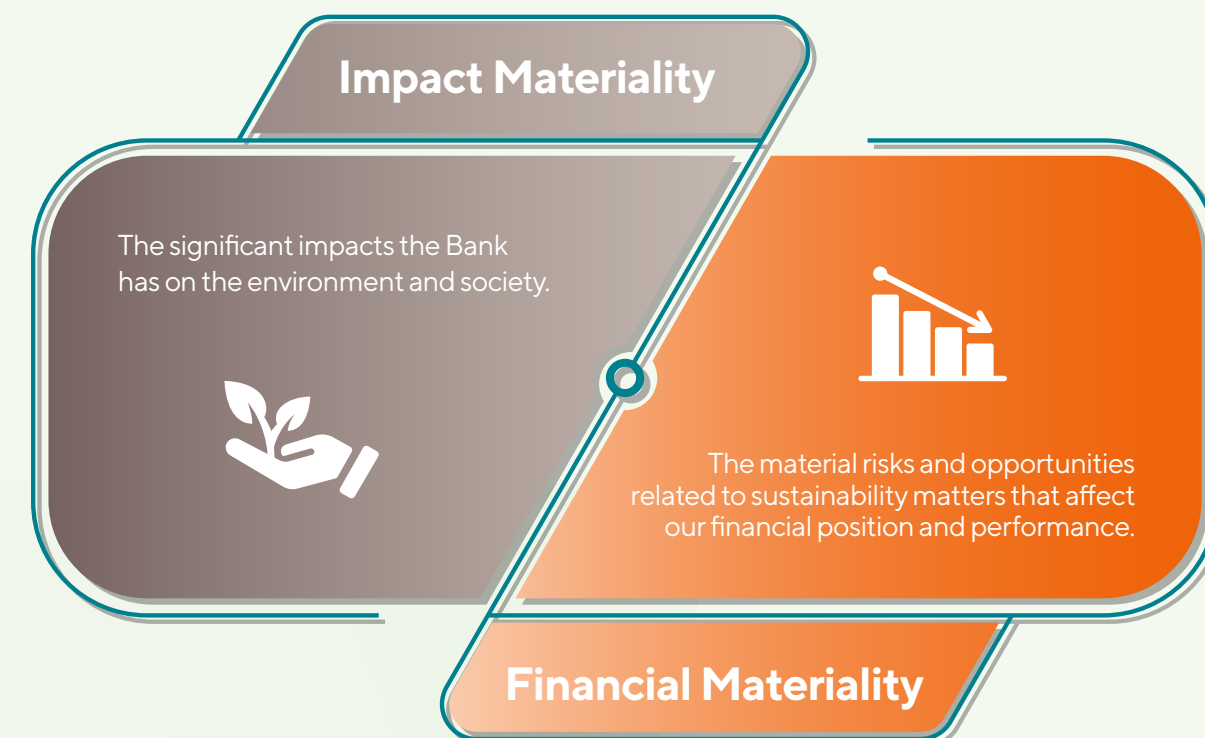
Specialised ESG training programs are being cascaded to all Chiefs. These are tailored to their respective mandates and integrate ESG and financial acumen. For example:



Our Approach to Double Materiality

Sohar International’s 2025 sustainability report marks an evolution in how the Bank defines and prioritises the issues that matter most to the business and stakeholders, both internal and external. Building on our 2024 report, which utilised a single materiality assessment focused primarily on impact materiality, this year we have adopted the comprehensive principle of double materiality.

This modern, best-practice approach provides a more holistic view of sustainability by integrating two complementary dimensions:



The shift to double materiality is crucial because it bridges the gap between traditional corporate social responsibility and core business strategy. Additionally, it aligns with the Bank’s adopted holistic definition to sustainability as the most efficient and responsible use of all resources, including financial, commercial, people, technology and natural resources. Which allows us to transparently report not only on the Bank’s effect on the world, but also on how global sustainability challenges, from climate change to supply chain ethics, directly influence our long-term resilience and competitive advantage. By embracing this expanded perspective, the Bank ensures that its sustainability approach is fully aligned with both stakeholder expectations and enduring financial value creation.

The Assessment Process: A Two-Phase Approach

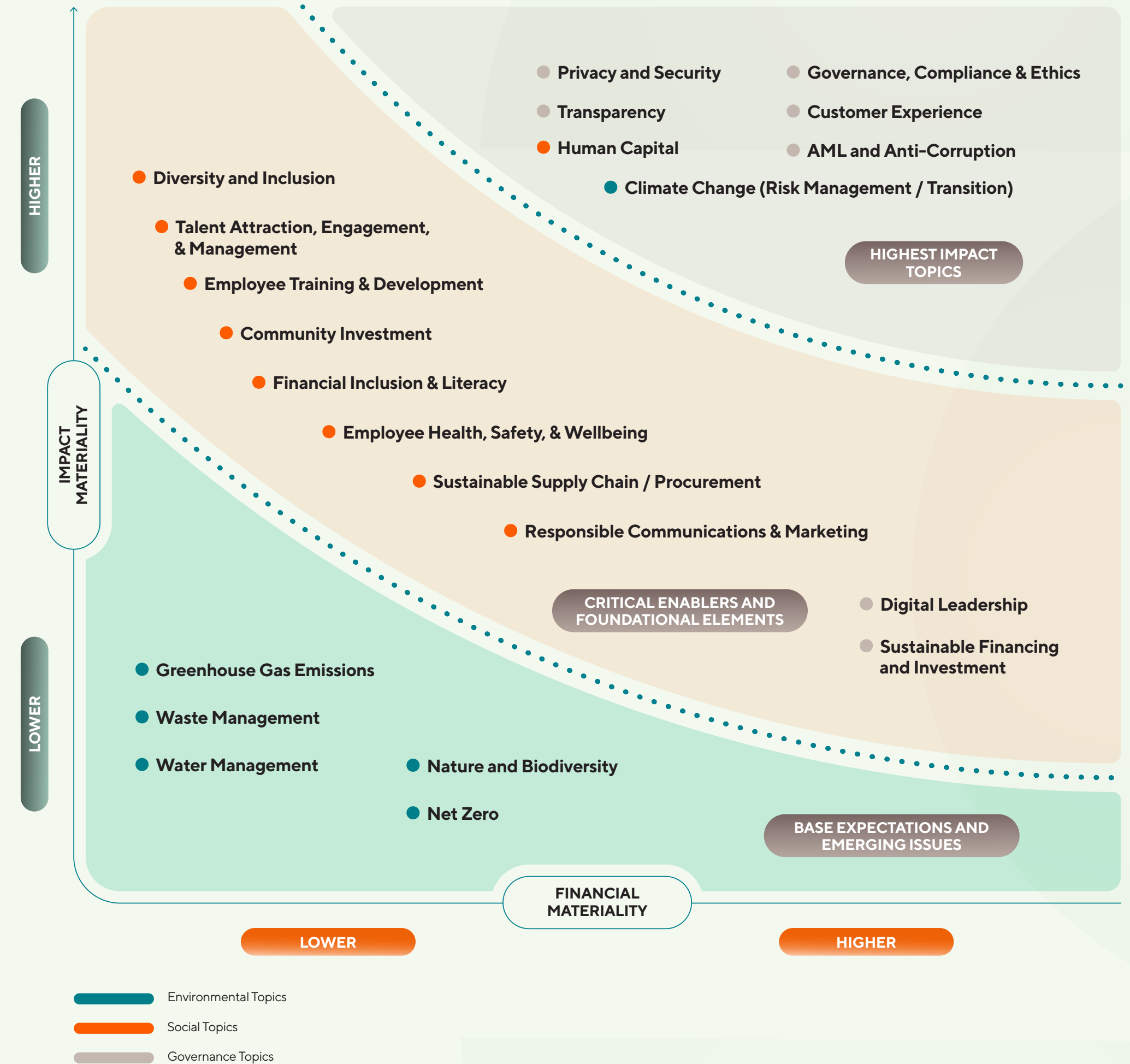
IMPACT MATERIALITY ASSESSMENT	FINANCIAL MATERIALITY ASSESSMENT
<p>Foundation Built upon our comprehensive 2024 stakeholder engagement process.</p>	<p>Method Conducted through detailed benchmarking against peers and alignment with SASB/IFRS standards.</p>
<p>Validation Results validated through direct engagement with internal and external stakeholders.</p>	<p>Validation Internally validated through management reviews; externally validated through benchmarking alignment.</p>
<p>Timeframe Carried out in 2023, with confirmation survey in 2024 showing continued relevance.</p>	<p>Timeframe Conducted specifically for our 2025 reporting cycle.</p>
<p>Framework Aligned with both MSX ESG guidelines and GRI Standards.</p>	<p>Framework Aligned with IFRS Sustainability Disclosure Standards (S2).</p>

ESG Topic	Impact Materiality	Financial Materiality		Double Materiality
		Risk	Opportunity	
1 Sustainable (Responsible) Finance & Investment				
2 Governance, Compliance & Ethics (Culture)				
3 Financial/ Economic Inclusion Accessibility & Education				
4 Community Investment & Socio-economic Development				
5 Privacy & Security				
6 Employee Health, Safety & Wellbeing				
7 Waste Management		Not directly material		
8 Water Management		Not directly material		
9 GHG Emissions				
10 Transparency				
11 Customer Experience				
12 Diversity & Inclusion				
13 Nature & Biodiversity		Not directly material		
14 Financial Performance		Key operational functions		
15 Climate Change (Risk Management / Transition)				
16 Sustainable Supply Chain / Procurement				
17 Net Zero				
18 Responsible Communications & Marketing				
19 Human Capital				
20 AML and Anti-corruption				
21 Talent Attraction, Engagement & Retention				
22 Employee Training & Development				
23 Digital Leadership				

- Topics identified as impact material
- Topics identified as financially material with financial risks and/or opportunities
- Topics identified as impact and financially (double) material

Out of the 13 double materiality topics, 7 topics have been identified as most material for the Bank's operations. A detailed assessment including Value Chain and Time Horizon as well as alignment with the Sustainable Development Goals for these are presented in the appendices. Topics have been validated internally with management, and externally through benchmarking. In the coming years, we aim to have these topics further validated by external stakeholders as well to further solidify our approach.

Double Materiality Matrix



About Sohar International

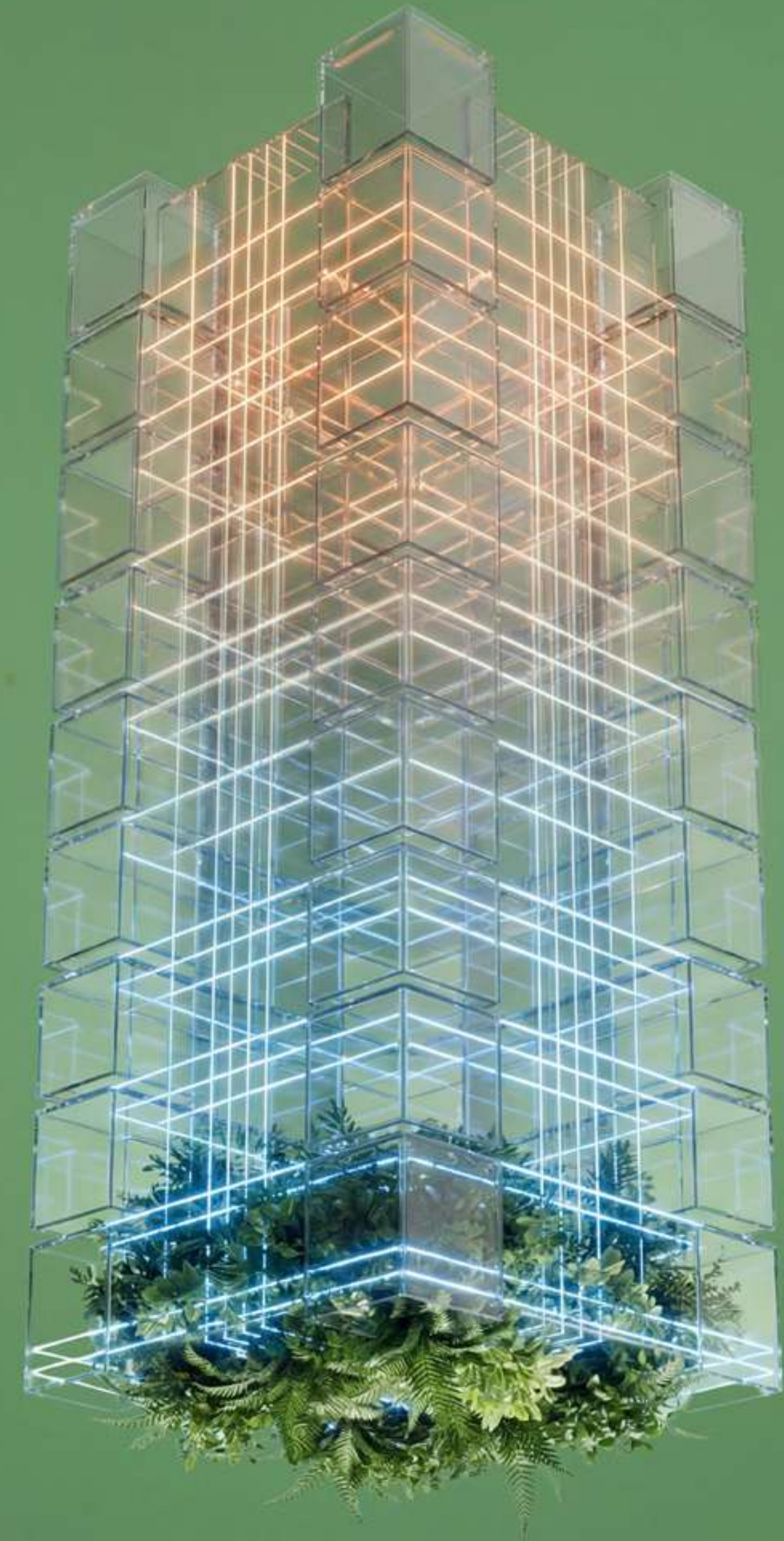
Our ESG Approach

Governance

Environment

Social

Governance



Robust governance and comprehensive risk management are the cornerstones of Sohar International’s strategic success. By embedding our core values into these frameworks, we ensure that every business outcome is ethical, responsible, and sustainable.

Our Board of Directors

Guiding this commitment is our Board of Directors, the highest governing authority that ensures management upholds the highest standards of accountability and corporate responsibility across all operations. Comprised of experienced and diverse professionals, the Board provides independent oversight and strategic direction. It integrates the perspectives of both stakeholders and management into a transparent and inclusive decision-making process, ensuring that the Bank’s long-term growth is balanced with prudence and integrity. Through its active leadership, the Board reinforces a culture where sound governance and disciplined risk management are intrinsic to Sohar International’s identity as Oman’s fastest-growing bank.

Board of Directors	Category	Represents
Mr. Said Mohamed Al-Aufi (Chairman)	Non-Executive	Independent
Mr. Tareq Al Mugheiry (Deputy Chairman)	Non-Executive	Independent
Mr. Salim Mohamed Al Mashaikhi	Non-Executive	Independent
Mr. Said Ahmed Safrar	Non-Executive	Independent
Sheikh Aimen Ahmed Al Hosni	Non-Executive	Independent
Mr. Ghusen Hilal Abdulla Al Abri	Non-Executive	Non-Independent
Mr. Ahmed Dawood Al Busaidi	Non-Executive	Independent



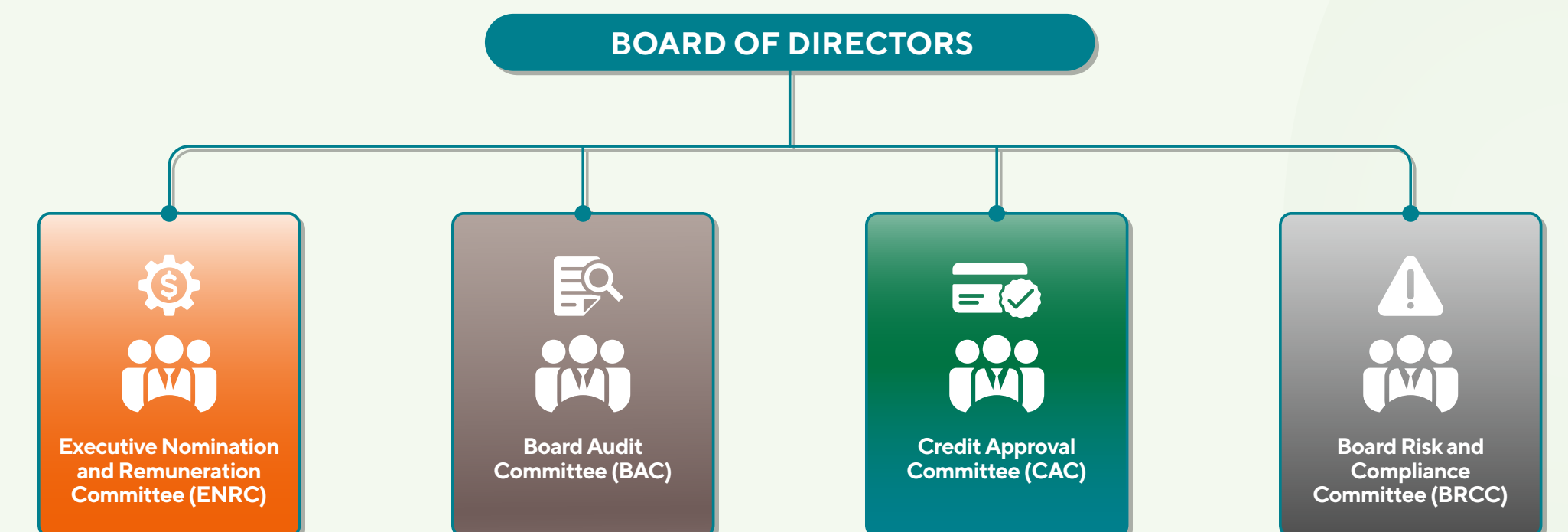
Remuneration and Election Process

Shareholders elect Board members during the Annual General Meeting (AGM) for a three-year term, with the option for re-election to ensure both continuity and fresh perspectives. Our current seven-member Board was most recently elected on March 31, 2025.

To maintain transparency, the process for determining remuneration is designed to align the interests of the Bank’s directors with the long-term success of the Bank and the expectations of stakeholders.

Board Committees

The Board has established subcommittees with clearly defined mandates to provide expert oversight on critical areas like audit, risk, and governance. This structure ensures complex issues receive the rigorous attention necessary to maintain the Bank’s high standards of integrity and accountability.



Oversees high-level strategy, ESG, and IT security. It manages HR matters, including the selection, performance, and pay of the CEO and senior management.

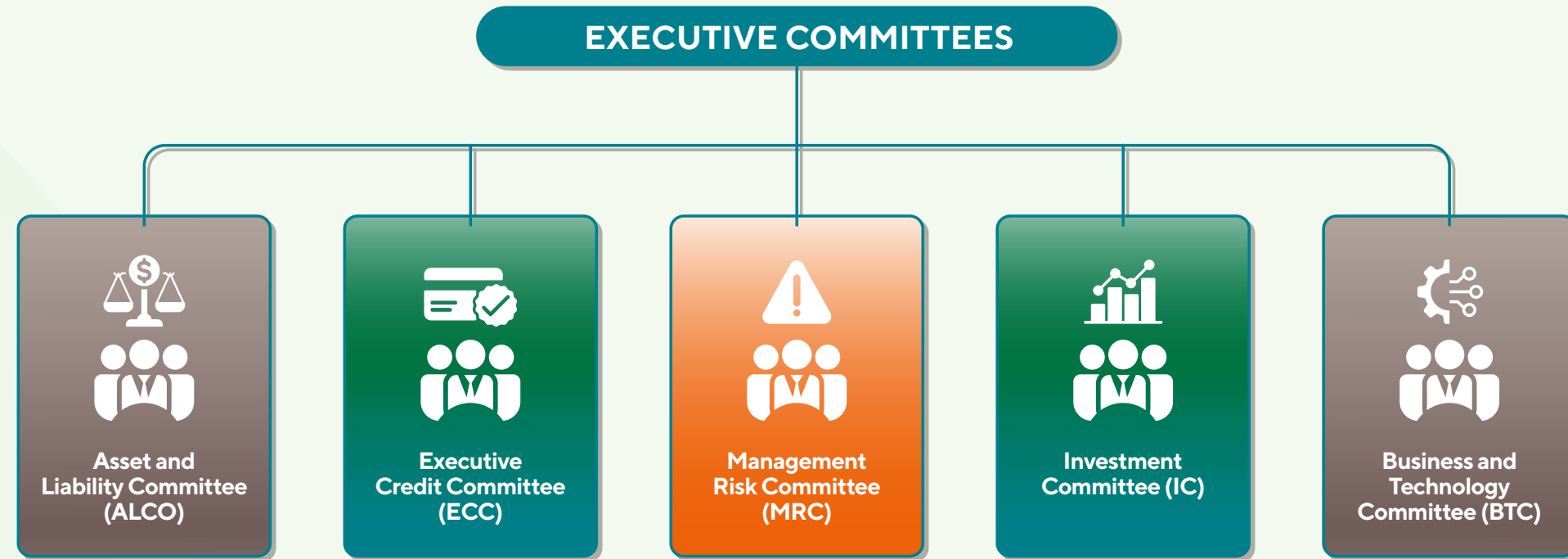
Ensures the accuracy and integrity of financial reporting. It monitors internal controls and regulatory compliance.

Authorises large-scale loans and credit facilities. It sets credit policies, monitors portfolio quality, and manages the Bank’s asset and liability approach.

Defines the Bank’s risk appetite. It establishes the overall risk framework and oversees the Chief Risk Officer and Chief Compliance Officer.

Executive Committees

The Board Committees are supported by a number of senior executive and executive management committees. The bank's management committees are responsible for the day-to-day oversight and management of key risks facing the business.

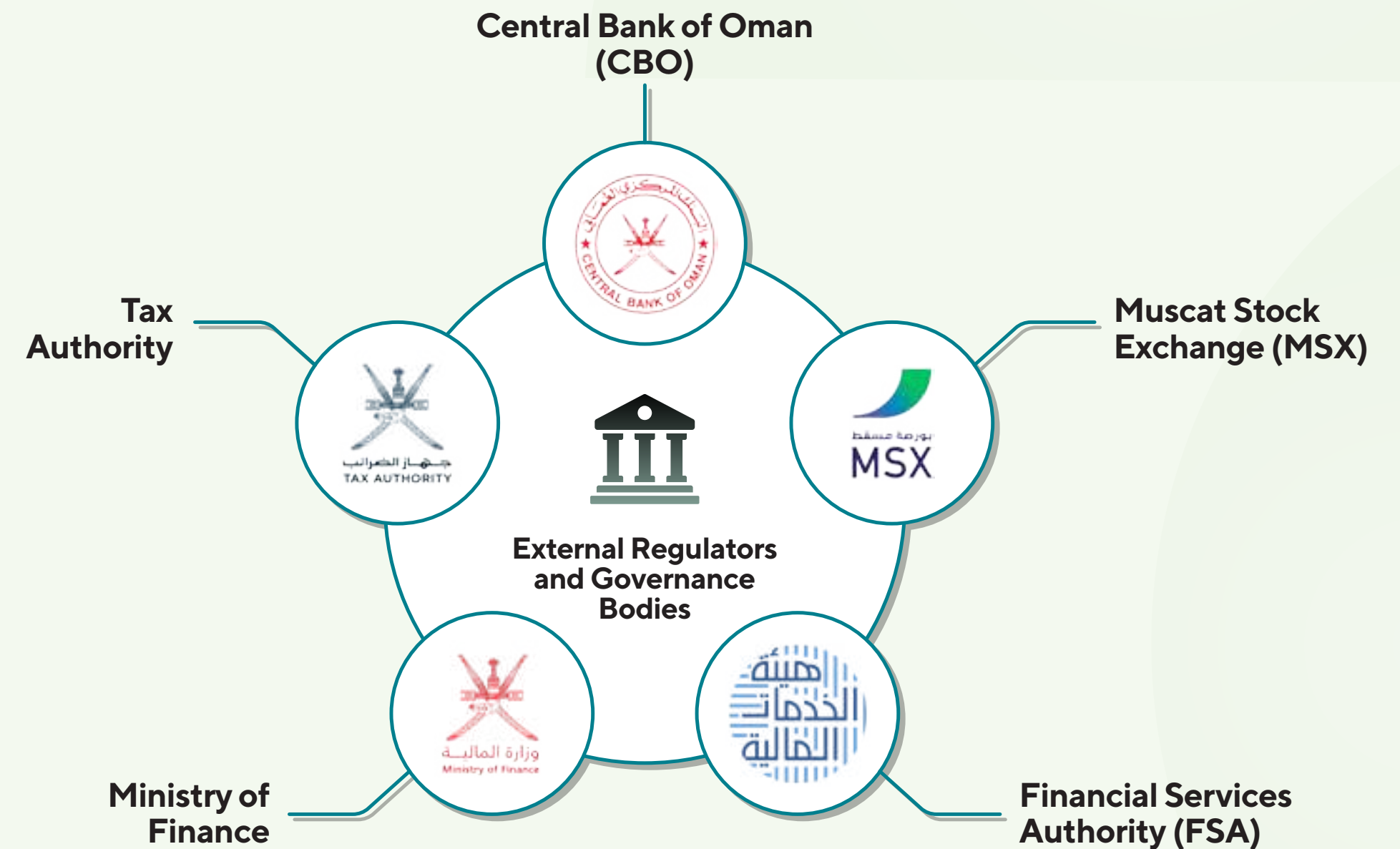


The bank's governance structure is managed through four specialised committees that ensure financial stability, risk mitigation, and strategic growth:

- **Financial & Capital Management (ALCO):** Oversees the balance sheet, focusing on liquidity, interest rate risk, and capital stability.
- **Lending & Credit Oversight (ECC):** Acts as the primary lending authority, approving credit facilities and ensuring all financing aligns with the Bank's risk appetite.
- **Risk & Security Governance (MRC):** Manages the broader risk framework, including legal compliance, AML, cybersecurity, and regulatory adherence.
- **Investment Committee (IC):** Executes and monitors investment policies to ensure the Bank's portfolio remains high-performing and risk-compliant.
- **Business and Technology Committee (BTC):** Provides organised means to govern, manage, and achieve the Bank's Business Digital Transformation Goals.

External Regulators & Governance Bodies

Sohar International, as a publicly listed bank in Oman, operates under a multi-tiered regulatory framework.



Regulator	Primary Role	Key Responsibilities
Central Bank of Oman (CBO)	Primary Banking Regulator	Sets practical limits, manages capital adequacy, liquidity standards, and enforces international norms.
Financial Services Authority (FSA)	Capital Market & Insurance Regulator	Oversees listed companies, securities offerings, market conduct, and enforces corporate governance codes for joint-stock companies.
Muscat Stock Exchange (MSX)	Stock Market Operations	Sets listing rules, disclosure requirements, trading regulations, and has issued specific ESG Guidelines for listed companies.
Ministry of Finance	Fiscal Policy & National Strategy	Shapes the broader regulatory environment, drives fiscal policy, and aligns the financial sector with national strategies.
Tax Authority	Tax administration	Sets tax administration and enforcement across the Sultanate of Oman.

Code of Conduct and Ethical Behaviour

At Sohar International, we are committed to upholding the highest ethical standards and integrity in every interaction. This commitment fosters a culture of trust, fairness, and accountability that permeates all our activities and every level of the organisation.

This culture is codified and reinforced by the Bank's Code of Conduct and Ethical Behaviour. The Code clearly defines the mandatory ethical and professional standards expected of all employees, including permanent staff, contractors, and consultants, guiding our daily decisions and conduct.

- ✓ **Adherence to the Code is a mandatory annual confirmation for all employees.**
- ✓ **The Bank maintains a zero-tolerance approach to any breaches of the Code, and incidents of fraud or corrupt practices by staff or suppliers will not be tolerated.**

Financial Crime, Anti-bribery and Corruption

In a global landscape where financial crime, corruption, and bribery present escalating risks, Sohar International maintains a vigilant and proactive stance. The bank is committed to robust risk management and mitigation to protect clients, the institution, and the broader community from harm.

Sohar International's approach is anchored in rigorous compliance with all applicable laws and regulations. The Bank is dedicated to the prevention of all financial crime, including money laundering, terrorist financing, bribery, corruption, and sanctions evasion. We treat effective risk management as a fundamental pillar of our operations.

This commitment is operationalised through a comprehensive financial crime risk management framework. Under the leadership of a dedicated Money Laundering Reporting Officer (MLRO), a team of experienced compliance analysts proactively identifies, assesses, and manages these risks daily.

This structured defence is further strengthened by a critical operational control: the mandatory enforcement of a two-week consecutive core leave policy for all staff. By requiring employees to be absent without system access, this policy disrupts the continuity necessary to conceal fraudulent activities and creates a vital opportunity for irregularities to be detected through independent review and oversight.

Together, these measures form a resilient and multi-layered defence, ensuring the Bank's operations remain secure, compliant, and trustworthy.



Whistleblower

Sohar International is committed to fostering an ethical and transparent workplace. The bank actively encourages all staff, contractors, and stakeholders to voice concerns regarding potential misconduct or unethical behaviour without fear of reprisal.

Concerns can be raised directly with a line manager or through established HR channels. To further support a robust ‘speaking up’ culture, the Bank provides a dedicated, confidential whistleblower hotline and email service for reporting issues. Information submitted through these official channels is treated with the highest degree of confidentiality, and the identity of the reporter is protected and kept strictly anonymous.



Sohar International maintains a strict zero-tolerance policy for any acts of retaliation or intimidation against anyone who, in good faith, raises a concern they reasonably believe to be true. This policy is a cornerstone of our governance, ensuring that integrity and accountability are upheld at every level of the organisation.

Information Security & Data Protection

At Sohar International, the security of data and digital infrastructure is a fundamental priority, essential to safeguarding both our customers’ trust and operational integrity. The bank’s approach is governed by comprehensive Data Protection and Information Security Policies, which establish the framework for protecting all information assets.

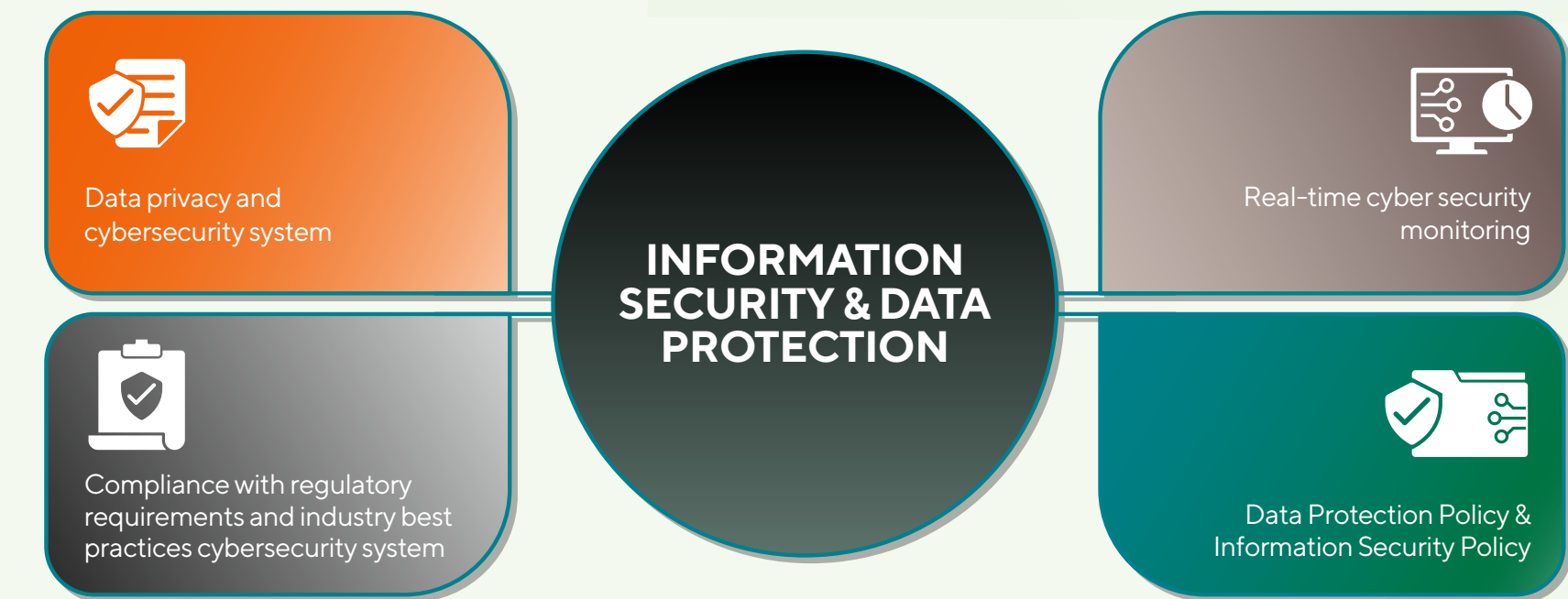
• Our Proactive Security Framework

We have implemented a robust Information Security Management System (ISMS) designed to ensure the confidentiality, integrity, and availability of all business information and processing facilities. This commitment to global excellence is independently validated by our certification to the latest ISO 27001 standard, the international benchmark for information security management.

The bank’s systems are engineered to defend against data breaches, cyber-attacks, and other security threats. This includes real-time cybersecurity monitoring and continuous system enhancements, ensuring that the Bank’s defences evolve in step with the threat landscape and remain aligned with regulatory requirements and industry best practices.

• Regulatory and Global Alignment

The Bank’s policies are meticulously designed to ensure compliance with evolving data protection laws across the operational footprint. This includes alignment with the Oman Personal Data Protection Law, the Saudi Personal Data Protection Law (PDPL), and adherence to global privacy standards, thereby addressing regulatory requirements in both the Sultanate and the Kingdom of Saudi Arabia.



Security is a shared responsibility. All employees are required to comply with the Bank’s Information Security Policy and complete mandatory annual training through the Sohar International Academy. This ensures our workforce remains vigilant and informed. Any breach of these policies is met with appropriate disciplinary action, reinforcing the Bank’s unwavering commitment to a secure environment for all stakeholders.

Digital Leadership

Sohar International is committed to providing modern, robust, and efficient technological solutions that generate tangible value for our customers and stakeholders. The bank is leveraging technology to evolve beyond conventional banking, creating a bank that is future-ready, customer-focused, and dedicated to delivering a more intelligent and accessible experience.

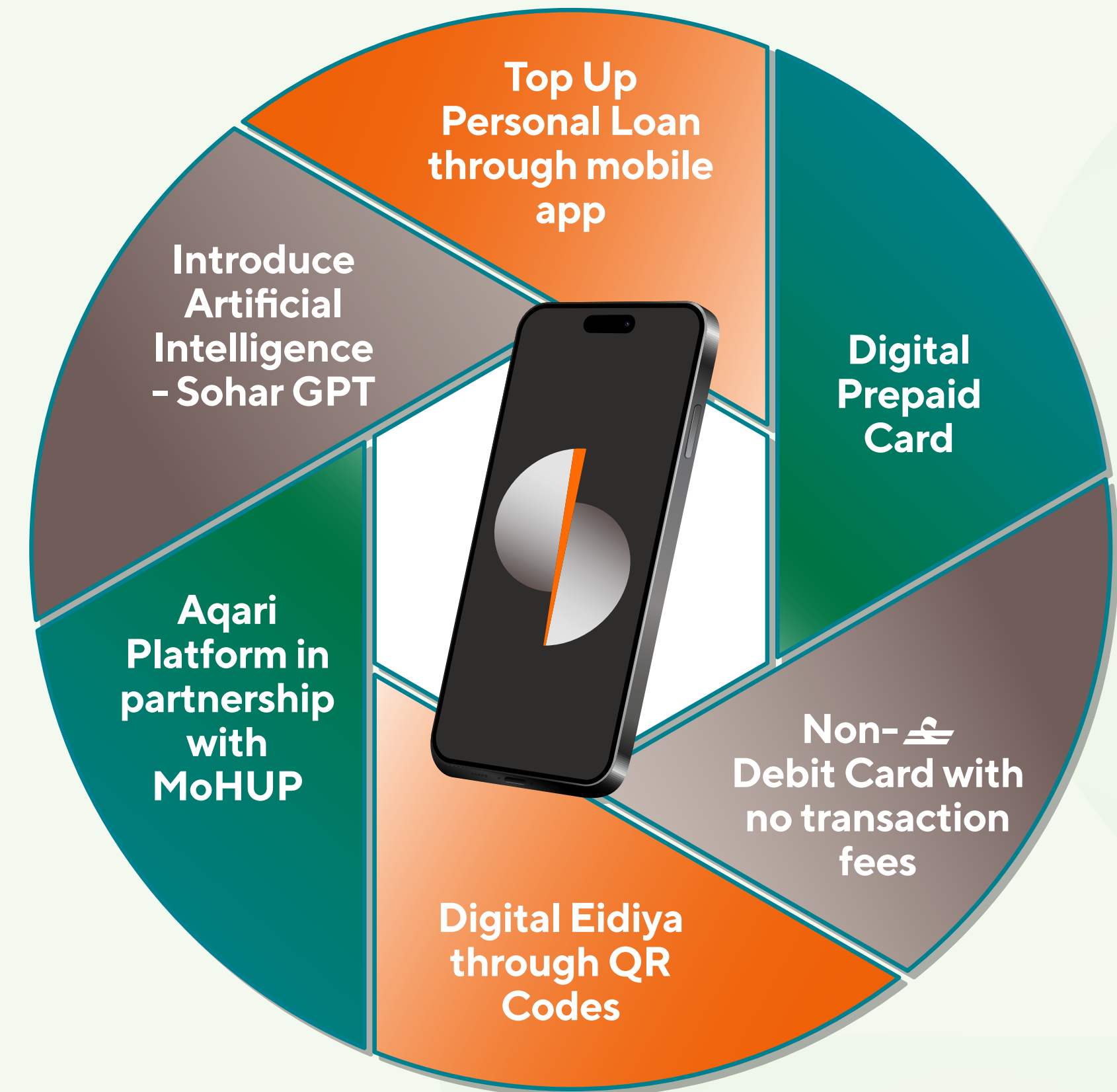
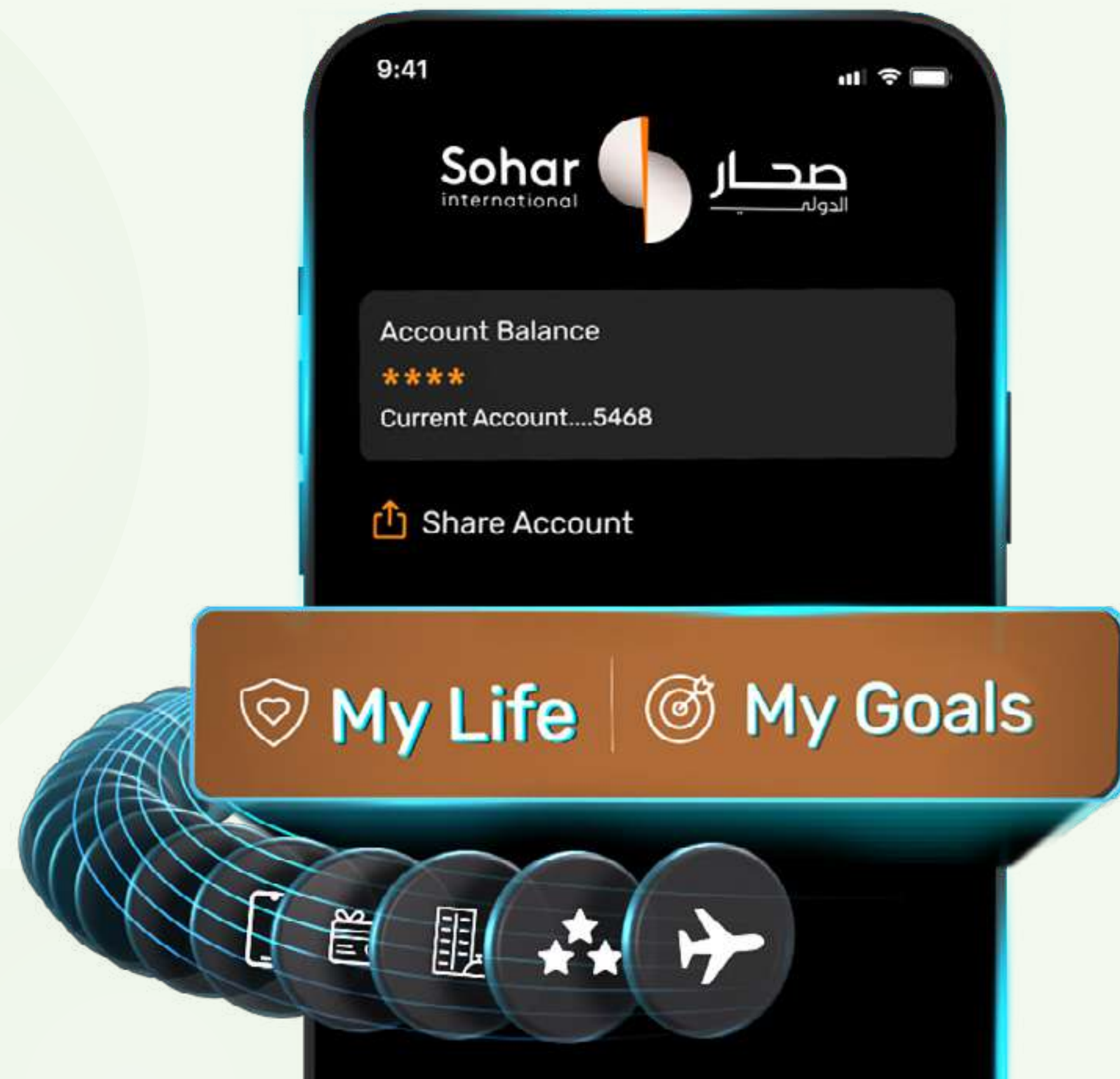
• Beyond Banking: The “My Life | My Goals” Super App

Central to this vision is our “My Life | My Goals” mobile banking application, which functions as a comprehensive digital ecosystem. We are moving “beyond banking” by integrating a wide array of lifestyle-oriented, non-financial services directly into the app, offering customers a seamless, all-in-one experience.

Through this platform, customers can manage their finances while accessing a curated suite of third-party services across key industries:

- **Travel:** Book flights from over 40,000 airports, reserve hotel stays in 3,000+ cities, book over 800 chalet staycations, and arrange car rentals.
- **Entertainment and Shopping:** Access more than 300 leisure experiences, purchase gift cards from over 500 global and gaming brands, and shop for home improvement products.
- **Bills and Government Services:** Top up international mobile accounts, pay Royal Oman Police traffic fines instantly, and manage a variety of utility and service bills.

The Bank's "Digital-First" philosophy continues to set new industry standards in Oman. This year, the Bank successfully launched the nation's first fully integrated Open Banking Platform, representing a significant leap forward in financial innovation and setting a new benchmark for interoperability and customer-centric solutions. This is one of several key initiatives launched this year, as we continue to redefine banking excellence:



Business Continuity Management

Sohar International recognises that operational resilience is fundamental to maintaining trust and delivering uninterrupted service. With a constantly evolving business and environmental landscape, we have established comprehensive measures to ensure seamless continuity and safeguard all stakeholders.

- **A Robust Business Continuity Management Framework**

In full alignment with the Central Bank of Oman’s (CBO) requirements, the Bank maintains a robust Business Continuity Management (BCM) Framework and Policy. This framework is designed to protect the interests of our customers, employees, and broader stakeholders by minimising disruptions to productivity, efficiency, and security. It encompasses detailed plans, business impact analyses, and includes specific protocols for managing risks associated with third-party suppliers. The entire framework undergoes an annual review by the CBO and is supported by cutting-edge systems engineered to guarantee a recovery time objective of no more than four hours.



- **Integrating Climate Resilience**

Our BCM approach proactively addresses the escalating impacts of climate change, a critical consideration in Oman given the increasing frequency of cyclonic activity. We incorporate climate-related scenario analysis on an annual basis to assess and prepare for weather-related disruptions. Furthermore, in direct response to the CBO’s mandate, Sohar International has developed and implemented a comprehensive Climate Risk Management Implementation Plan. This plan formally integrates climate risk considerations into our governance, strategic planning, and overall risk management frameworks.

- **Fostering a Culture of Preparedness**

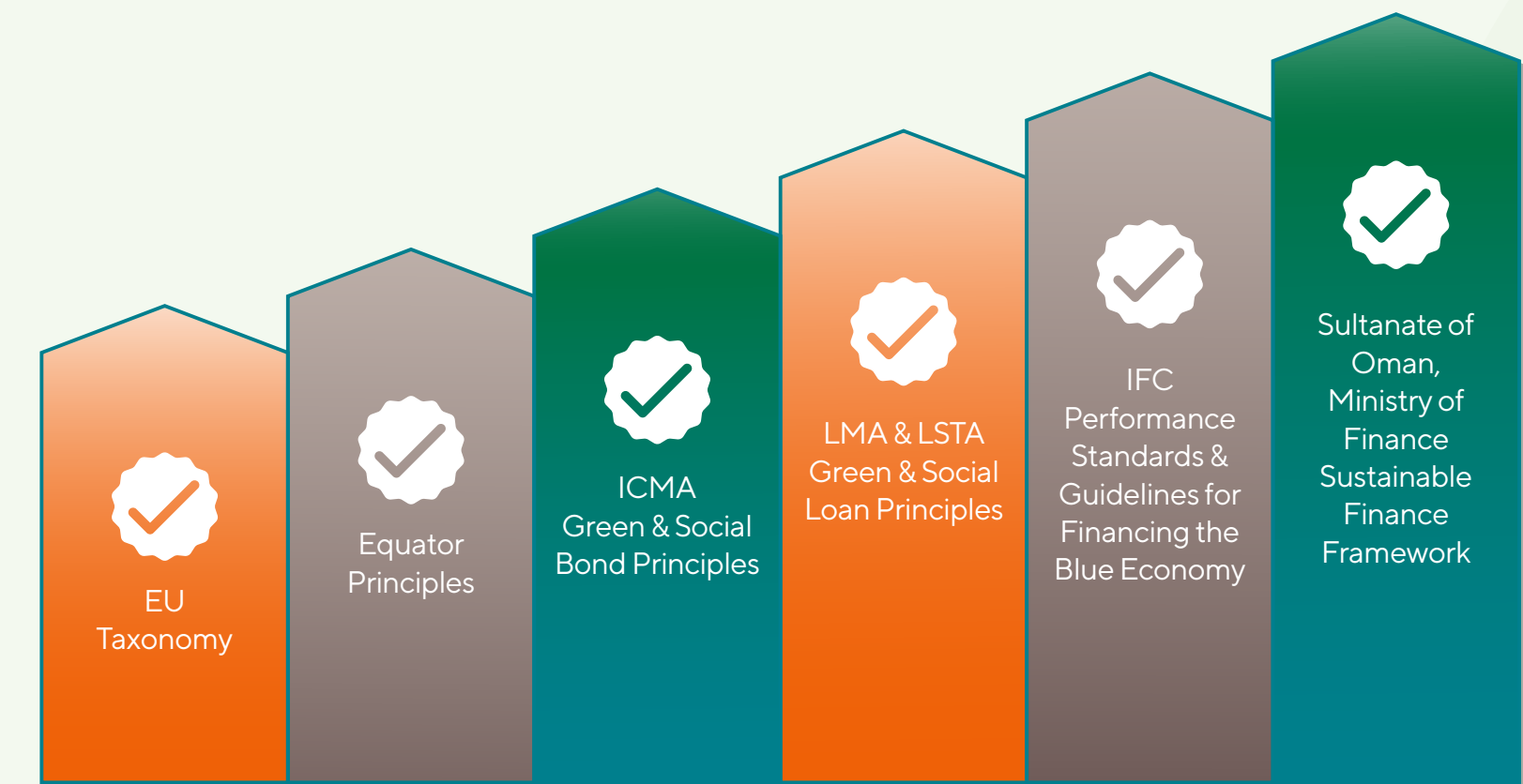
Resilience is a shared responsibility. To ensure organisational-wide readiness, all Bank staff are required to complete mandatory annual BCM training through the Sohar International Digital Academy, embedding a culture of preparedness and responsiveness at every level.

Sustainable Governance

- **Sustainable Financing Framework**

In alignment with Oman Vision 2040 and global sustainability imperatives, Sohar International has developed a comprehensive Sustainable Financing Framework (SFF) to guide its strategic deployment of capital toward environmentally, socially and economically impactful projects.

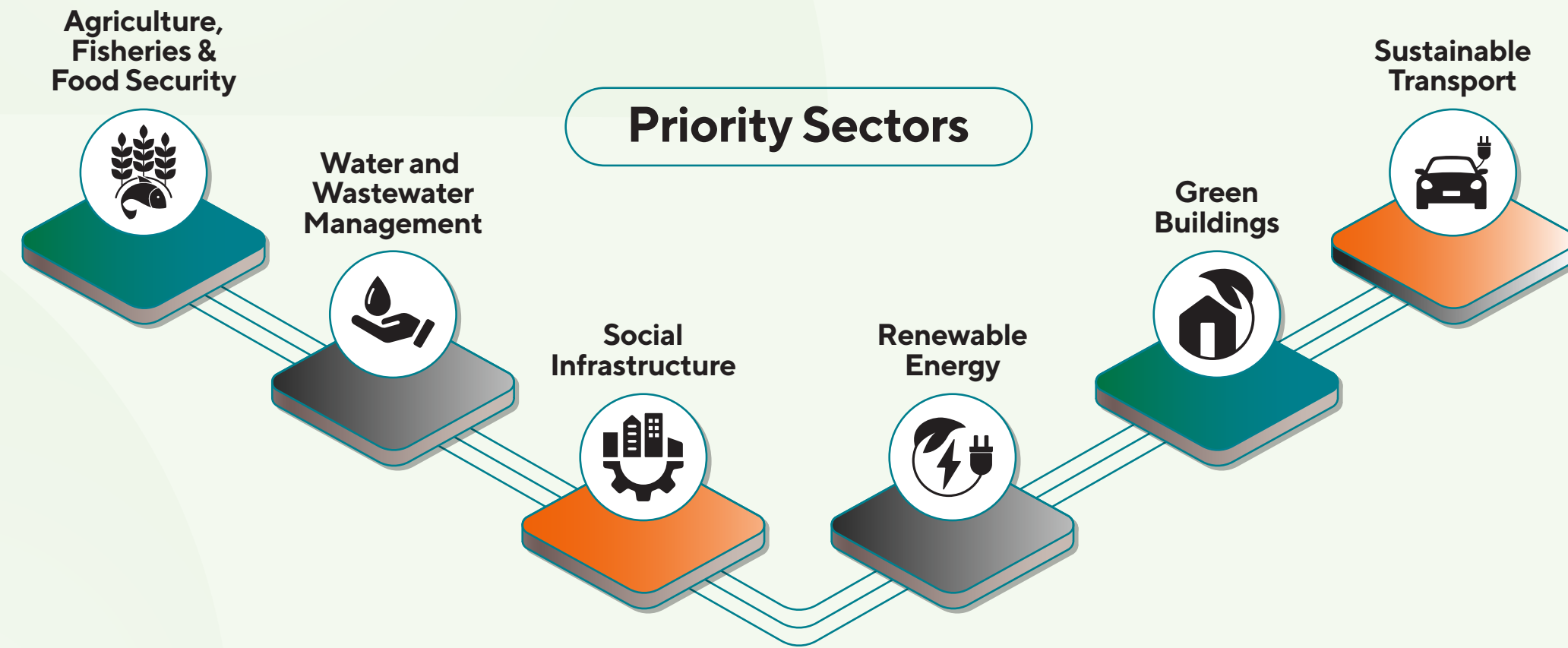
This framework integrates internationally recognised standards, including the IFC Performance Standards, EU Taxonomy, and Equator Principles, while being tailored to Oman’s unique economic, environmental, social and economic context. It’s also aligned with the Sultanate of Oman, Ministry of Finance Sustainable Finance Framework, ICMA Green Bond Principles (GBP), Social Bond Principles (SBP), Sustainability Bond Guidelines (SBG), and the LMA Green Loan Principles (GLP), Blue Loan Principles (BLP), and LMA Social Loan Principles (SLP), ensuring consistency with international best practices in sustainable finance.



Sustainable Financing Framework

It aims to mobilise sustainable finance across priority sectors such as renewable energy, water, green buildings, sustainable transport, agriculture, and social infrastructure. By embedding rigorous financial, ESG, and risk assessment criteria, Sohar International ensures that its sustainable financing activities are both commercially viable and aligned with long-term national and global sustainability goals.

This framework serves as a cornerstone for responsible banking and investments, enabling Sohar International to support Oman’s transition to a low-carbon, resilient, and inclusive economy.



Eligibility Criteria:

- ☑ Must contribute to at least one EU Taxonomy objective
- ☑ Must meet IFC Performance Standards (especially PS1-PS6)
- ☑ Bank’s ESMS
- ☑ Must pass Do No Significant Harm (DNSH) test as per EU Taxonomy
- ☑ Pass through SIB ESG Performance Evaluation Matrix

All financing under this framework shall comply with the Bank’s Credit Risk Management Policy, including borrower credit worthiness assessment, collateral eligibility and sector-specific risk evaluation.

This Sustainable Financing Framework serves as a lending guide for priority sectors identified under Oman Vision 2040. All financing extended under this framework shall be subject to the Bank’s Credit Risk Management Policy, including borrower creditworthiness assessment, collateral eligibility, and sector-specific risk evaluation. Use of proceeds aligned with recognised international standards (ICMA GBP/SBP, IFC PS, EU Taxonomy) and will be monitored through annual impact reporting.

• Environmental and Social Management System

This Environmental and Social Management System (ESMS) details the procedures and workflow that are applied when considering and integrating environment and social risks across financing and investment activities carried out by Sohar International.

The ESMS, along with its associated policies, procedures, and activities, is applicable to all sustainability-linked financing and/or IFC-related funding. Sohar International remains committed to expanding the integration of environmental and social considerations across all departments and functions of the Bank, with a particular focus on enhancing risk management practices. The ESMS is applied in alignment with the Bank’s existing credit risk management policy to ensure a cohesive and comprehensive approach.

• Leadership in Climate Finance

In 2025, Sohar International strengthened its role as a regional leader in sustainable finance through active participation in highlevel dialogues and thoughtful leadership contributions. Our Head of Sustainable Investments & ESG, Mr. Ibrahim Al Zakwani, was invited as a speaker at the Qatar National Dialogue on Climate Change in Doha, and Oman Clean Energy Week 2025 in Muscat, where he addressed the session “Investment Solutions for Accelerating Climate Resilience and the Green Economy.”



“Integrating climate risk and ESG into financing must move from optional reporting to core commercial logic”

Mr. Al Zakwani highlighted how financial institutions can integrate climate risk and ESG metrics into financing decisions to ensure capital flows toward resilience and long-term value creation. He emphasised the importance of derisking mechanisms, such as blended finance, guarantees, and modular project structures, to make green and sustainability-linked projects bankable in emerging markets like Oman and GCC. His interventions also underscored that sustainable investment is not limited to renewable energy, but extends to social infrastructure, transport, agriculture, fisheries, food security, and green buildings.

“De-risking today, sustaining tomorrow; Sohar International shaping resilient investment pathways”

Complementing this participation, Mr. Al Zakwani authored an article published in Energy Oman Magazine, where he expanded on these themes. The article stressed that ESG specialists and environmental experts must capture both the commercial feasibility and sustainability profile of projects, while financial institutions focus on structuring facilities and solutions that de-risk investments.

Together, these contributions reflect Sohar International’s commitment to advancing the dialogue on climate finance, supporting national sustainability goals, and positioning Oman as a hub for innovative, resilient investment solutions.

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Environment



In our second year of ESG reporting, we have built upon the foundational data collection and analysis established in the inaugural report. This year, the Bank's focus has been on refining its methodologies and broadening the understanding of its value chain impact. The bank is fully committed to transparency by using the best available data guided by the GHG Protocol and the MSX ESG Guidelines.

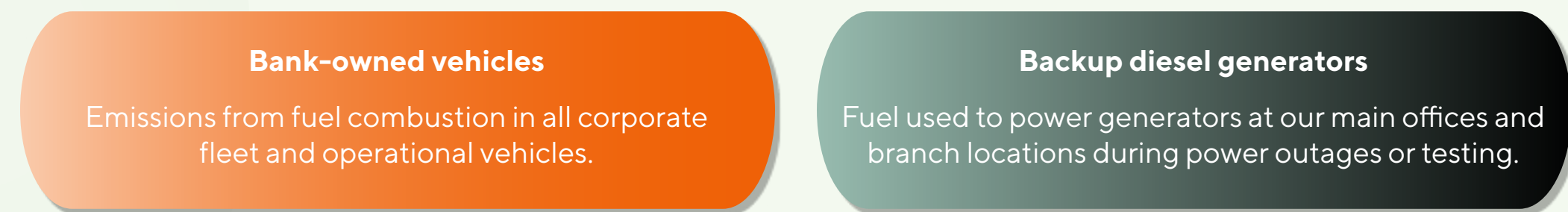
Greenhouse Gas Emissions

To effectively manage the Bank's environmental impact, we categorise our greenhouse gas (GHG) emissions according to the widely recognised Greenhouse Gas Protocol Corporate Standard. This framework divides emissions into three "Scopes," allowing for targeted tracking and appropriate reduction strategies.

Scope 1: Direct Emissions

Scope 1 covers direct emissions from sources owned or controlled by the Bank. These are activities that physically occur within bank's organisational boundaries.

Our primary sources of Scope 1 emissions include:



Scope 2: Indirect Emissions from Energy Consumption

Scope 2 includes indirect emissions resulting from the generation of purchased electricity consumed by the Bank. While the emissions physically occur at the utility provider's power plant, we are accounting for them because of our energy use.

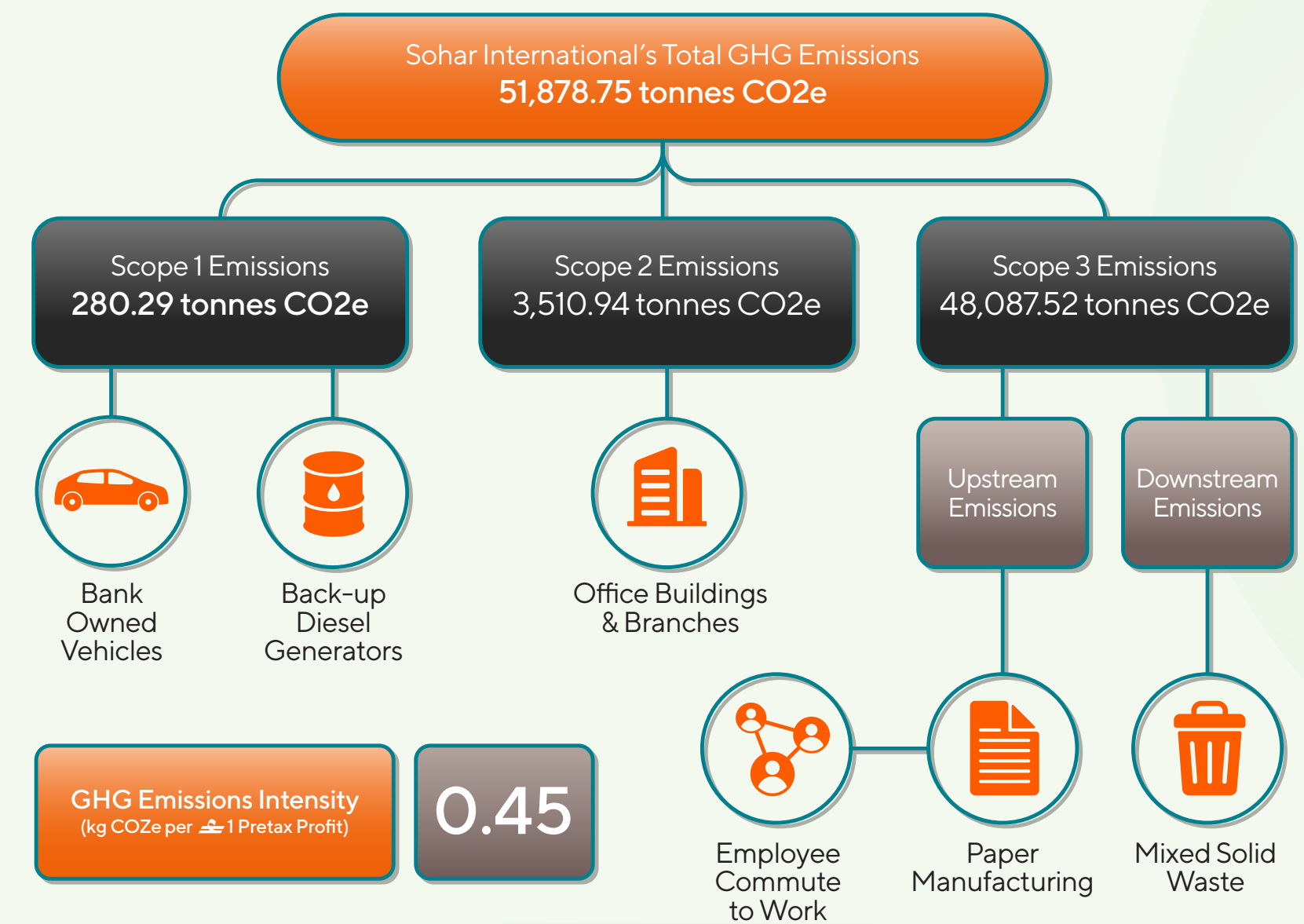
The total calculated Scope 1 and Scope 2 emissions for this reporting period will serve as our benchmark moving forward. This baseline is crucial for establishing future reduction targets and measuring the Bank's progress year-over-year.

Scope 3

Scope 3 emissions encompass all indirect greenhouse gas (GHG) emissions that occur across an organisation's value chain, both upstream and downstream. This year, the Bank has taken steps to expand the scope of its Scope 3 emissions calculation, providing a more comprehensive view of Sohar International climate impact. All calculations were conducted using appropriate and recognised emissions factors sourced from DEFRA, ensuring that our data is accurate, transparent, and aligned with international sustainability reporting standards.

Whilst we acknowledge that the most material portion of a bank's emissions footprint resides in its financing and investment activities (Scope 3, Category 15), accurately measuring financed emissions remains challenging due to data availability and consistency issues across the Bank's value chain. To mitigate this, the Bank will collaborate with its clients to encourage better disclosure practices, as well as actively expanding its sustainable financing portfolio.

The figure below shows our total GHG emissions broken down by scope.



Electric Vehicle Loans

To actively support Oman's transition to a lower-carbon economy and encourage sustainable consumer choices, Sohar International is proud to offer a special discounted interest rate for Electric Vehicle (EV) Loans. Through this initiative, qualifying customers can benefit from a preferential rate that is **0.25% lower** than our standard auto financing terms. This strategic offering is designed to reduce the financial barrier to adopting electric vehicles, making sustainable technology more accessible. By providing this incentive, we are not only empowering our customers to make eco-conscious decisions but also directly contributing to the reduction of Scope 3 emissions associated with transportation in our portfolio and communities.



Discounted interest rates for Electric Vehicle Loans by 0.25%

Go Paperless Project

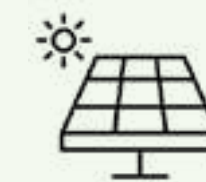
In alignment with its ESG commitments, Sohar International has embedded sustainability into its digital strategy. By digitising processes and reducing paper usage, the Bank has made significant strides towards a paperless future, minimising its environmental footprint while enhancing operational efficiency. Additionally, the Bank is pioneering efforts to integrate sustainability and ESG principles into its operations, ensuring its future initiatives support both environmental and social governance objectives.

Introducing the new e-procurement system, a key step in streamlining procurement processes and improving operational efficiency which lead to:

- Faster approvals and processing
- Seamless ERP integration
- Paperless operations
- Increased efficiency
- Centralised tracking
- Enhanced audit trail

Solar Power

Our existing solar panel installation at both the Golden Gate and the Connect Buildings currently supplies approximately 50% of the buildings' electricity needs. They also supply a number of electric chargers that are located in the parking lots of the buildings. These initiatives directly lower our dependence on grid power and support Oman's national energy transition goals.



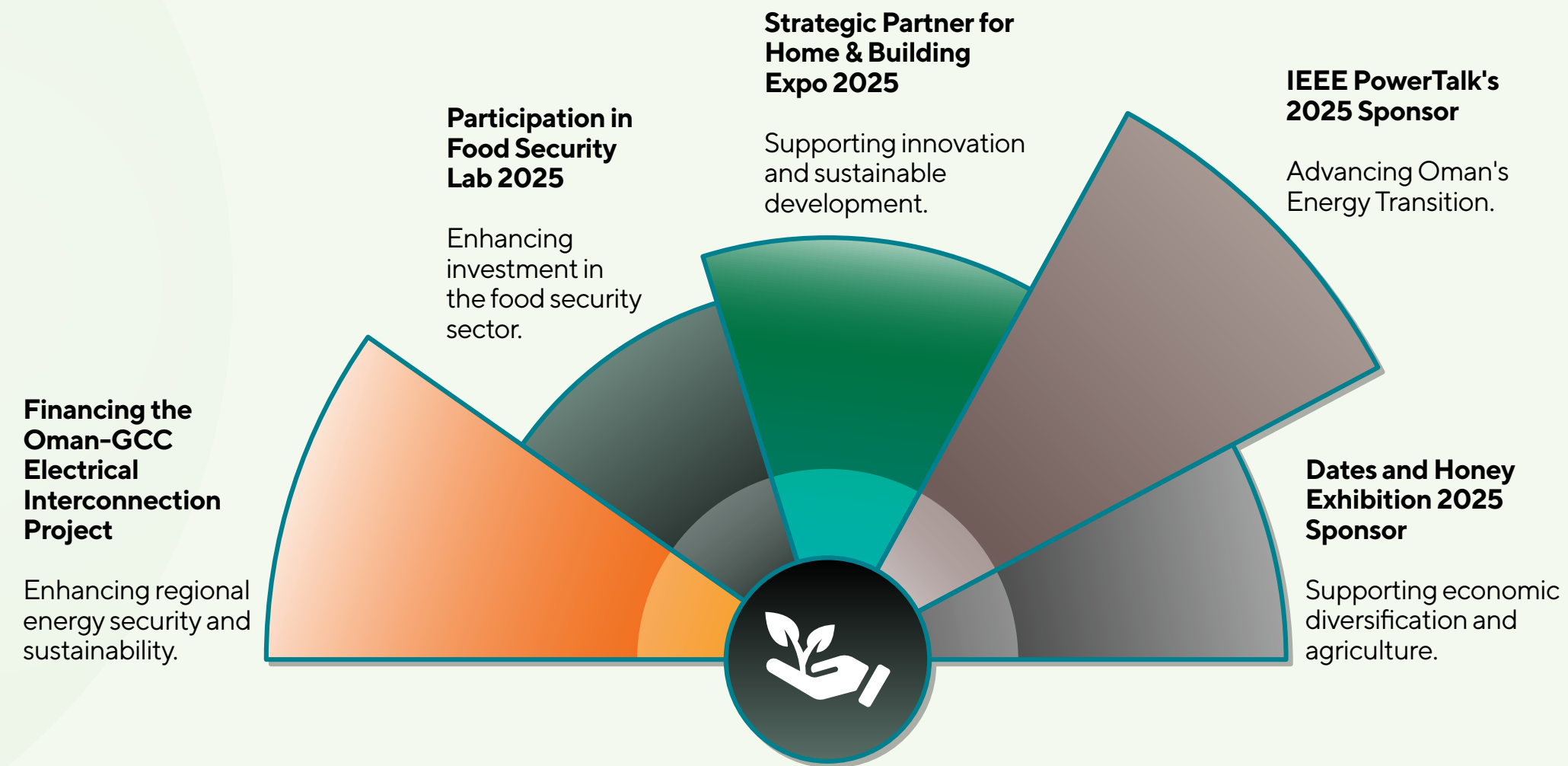
6% of our electricity consumption comes from solar power.

Green Initiatives

Sohar International actively demonstrates its profound commitment to sustainable progress and national development through a comprehensive portfolio of strategic initiatives and sponsorships.

Sohar International aims to catalyse growth in key sectors while simultaneously championing environmental sustainability and innovation in energy and infrastructure.

Below is a selection of Sohar International's initiatives, illustrating the Bank's dedication to a sustainable future for Oman:



National Food Security

The bank is reinforcing its commitment to the nation's strategic goals by participating in the Food Security Lab 2025 and sponsoring the International Dates and Honey Exhibition 2025. These platforms focus on enhancing investment in resilient agricultural supply chains, supporting economic diversification, and empowering Oman's vital agrifood sector.



Sustainable Urban Development and Decarbonisation

As a strategic partner for events like the Home & Building Expo 2025 (themed “Sustainable Cities for People”), Sohar International is promoting innovation in sustainable urban planning. Furthermore, its sponsorship of IEEE PowerTalks 2025 directly supports Oman’s Energy Transition, underlining the national drive toward decarbonisation and a greener future.



Employee-Led Initiatives

We are proud to highlight one of our dedicated staff members; Salha AL Hajri where, she has been collecting plastic water bottle caps and donating them to a school for people with disabilities for the past three years. Through recycling, these caps are transformed into meaningful support, helping to provide wheelchairs for individuals in need.

This thoughtful initiative reflects her compassion, social responsibility, and commitment to sustainability. It is a wonderful reminder that small actions can create a lasting positive impact on both the community and the environment.

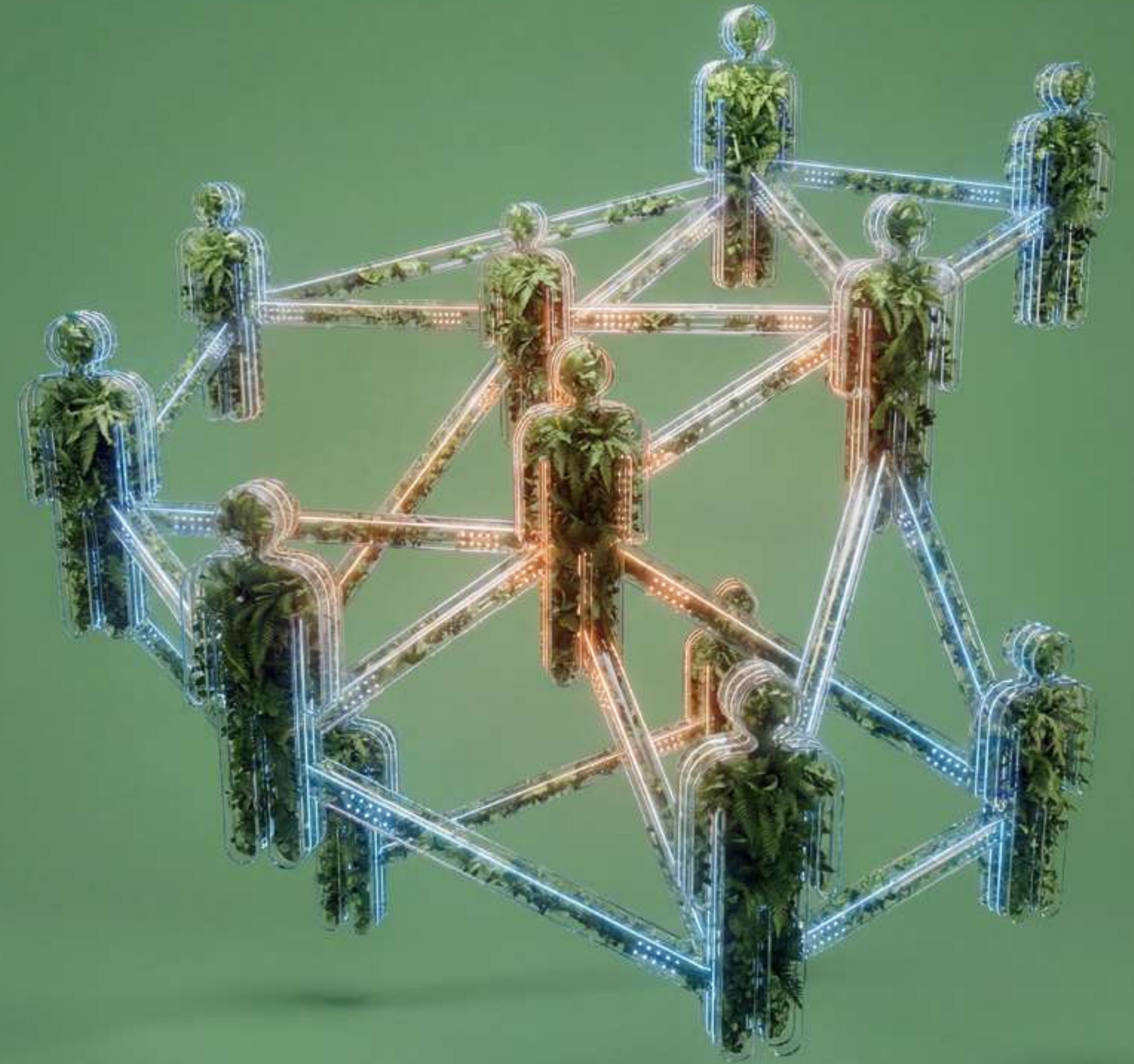


Climate Risk Mitigation

Sohar International is proud to contribute to the region’s energy security and climate resilience through a significant loan to the Gulf Cooperation Council Interconnection Authority (GCCIA) smart grid project. This strategic investment supports a landmark initiative valued at over $\text{AED } 192.5$ million that is deploying advanced smart grid technology across the GCC.



The smart grid enables better integration of renewable energy sources, reduces transmission losses, and improves the system’s capacity to withstand and adapt to climate-related disruptions. By financing this critical infrastructure, we are investing in a more sustainable, interconnected, and resilient energy future for Oman and the wider Gulf region.



Social

Sohar International’s commitment to social responsibility is deeply integrated into the Bank’s business model, aiming to drive positive change for our employees, customers, and the communities we serve. The bank believes that a strong social foundation is essential for long-term financial success and sustainable value creation.

Our People

At Sohar International, we are focused on cultivating performance, quality, and continuous improvement across our dedicated workforce of 1,716 employees across Oman and the Kingdom of Saudi Arabia (KSA). We empower our team to thrive professionally and personally, recognising that their success is the foundation of our own.

Full-time Employees

Oman	KSA
1,676	40

Human Rights and Child Labour

The bank upholds the highest labour standards, ensuring fair wages and safe working environments for all employees. These commitments are explicitly embedded within our comprehensive Human Resources Policy:

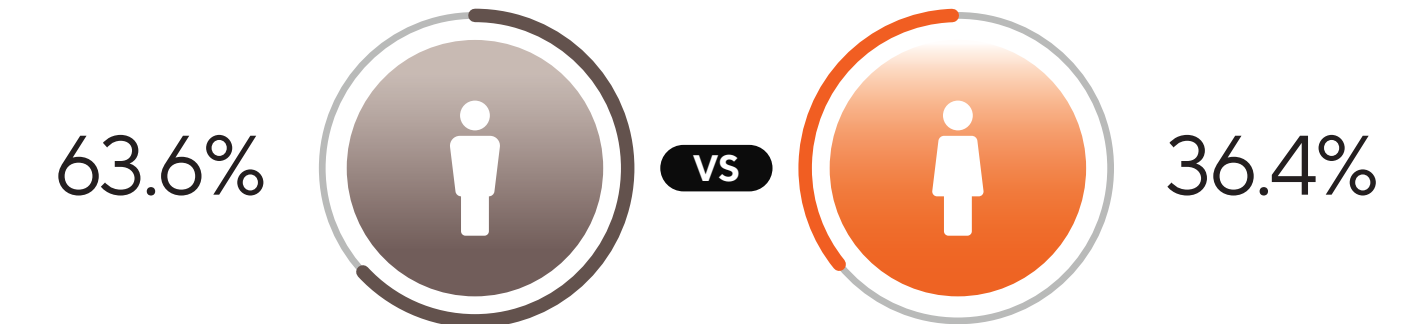
- ☑ **We strictly prohibit child and forced labour**
- ☑ **We actively promote a culture of mutual respect and dignity across our operations**

Diversity, Equity, and Inclusion (DEI)

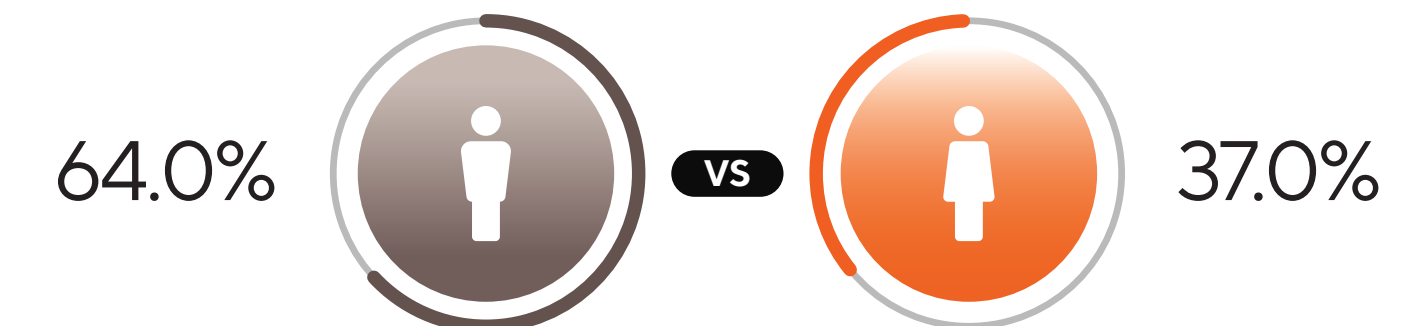
Sohar International is steadfast in its commitment to creating a workplace that is free from discrimination and rich in opportunity. We are dedicated to being a diverse and inclusive employer, championing equal opportunities in employment, skill development, and career advancement across all levels within the Bank. These commitments are embedded within our Code of Conduct.

- ☑ **All employees shall be treated equally and without discrimination on any basis**

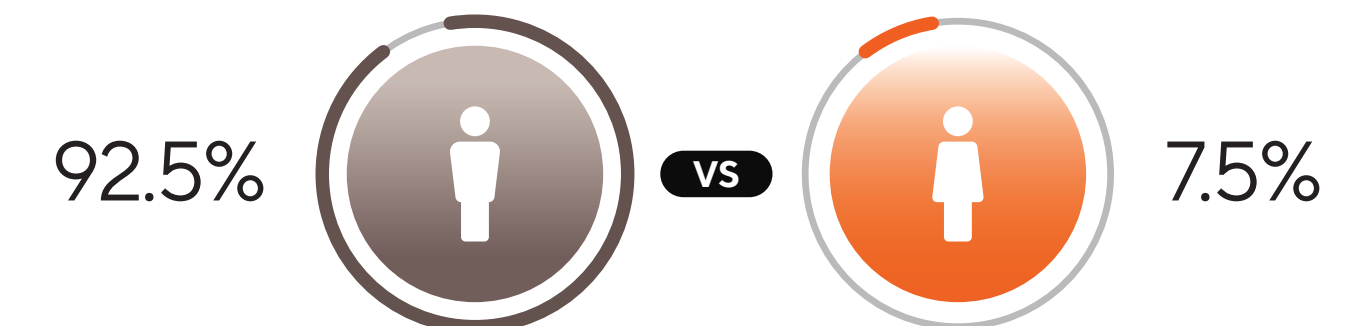
Total enterprise headcount held by men and women



Entry and mid-level positions held by men and women



Senior- and executive-level positions held by men and women



Women Connect Initiative (Leadership Program)

Achieving greater gender diversity at senior- and executive-levels remains a strategic priority. We believe that diverse perspectives at the highest levels of management drive innovation and long-term sustainable success.

Our commitment to gender equity and women’s advancement is embodied in the Women Connect Initiative, which serves as the umbrella for all programmes focused on elevating women’s development and leadership across the organisation. This initiative addresses critical areas including leadership development, career progression, wellbeing, and women’s sports participation.

Gender Pay Ratio

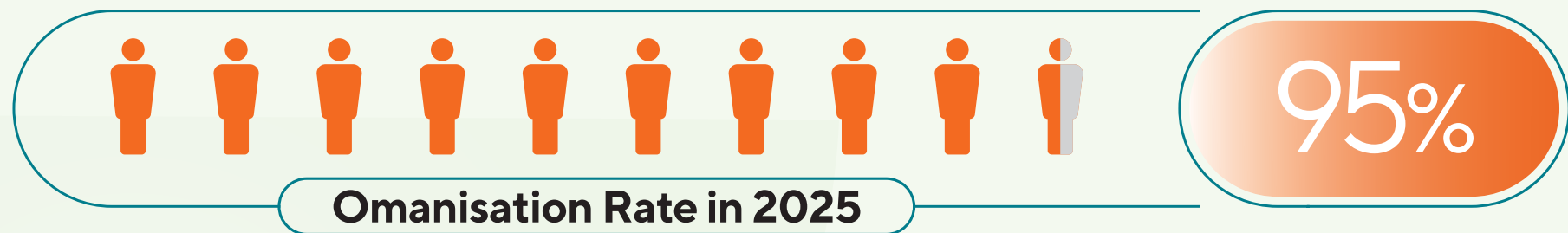
Sohar International is dedicated to fostering a fair and inclusive workplace. The bank regularly analyses the compensation structures to ensure equity and transparency.

The bank’s current review indicates a gender pay ratio of **1.25**, signifying our ongoing commitment to monitoring and addressing pay practices. This figure represents a key metric in the Bank’s broader journey toward achieving and maintaining full pay equity.



Omanisation

Omanisation is a cornerstone of Oman’s Vision 2040, fostering national development by creating career advancement and leadership opportunities for citizens across all sectors. Sohar International strong emphasis on cultivating local talent not only aligns with this national objective but actively enhances employment prospects for Omanis. This commitment is evidenced by the Bank consistently surpassing regulatory Omanisation targets throughout 2025, achieving a 95% Omanisation rate as of December 31, 2025 (excluding operations in Saudi Arabia).



The Tomohi Internship Program



Launched in 2018, the Tomohi Internship Program is a comprehensive, year-long initiative dedicated to equipping fresh graduates with the practical, hands-on experience necessary to thrive in the competitive job market. Interns at Sohar International benefit from strategic departmental rotations, gaining a holistic, well-rounded understanding of the Bank’s core functions and the broader financial services sector.

This year, Sohar International proudly hosted the graduation ceremony for the third cohort of its distinguished ‘Tomohi’ program. To date, the ‘Tomohi’ program has contributed to enhancing the capabilities of 55 ambitious Omani youth and the successful employment of all 15 graduates from the third cohort within various departments across.

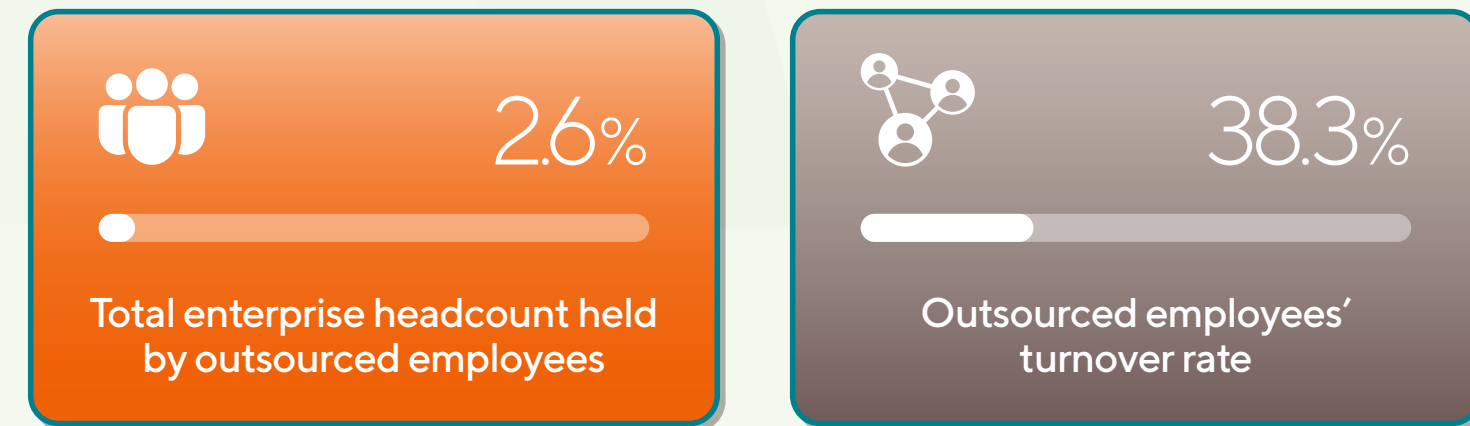


Turnover Rate

Sohar International achieved a remarkably low FTE turnover rate of 4.4% over in 2025. This metric is a key indicator of a healthy, stable, and engaged workforce. This low rate is a testament to our ongoing investment in our people, our inclusive culture, and our commitment to providing clear career pathways and competitive benefits.

We will continue to prioritise employee well-being and professional development to maintain this level of workforce stability, ensuring the Bank remains an employer of choice in the financial sector.

Outsourced Employees



Sohar International maintains a strategic balance in its workforce to ensure operational agility and focus. A dedicated core team forms the foundation of our enterprise, supported by specialised outsourced roles. Currently, outsourced employees represent 2.6% of the Bank's overall workforce, allowing us to effectively manage variable demand and access niche expertise.

We actively monitor the dynamics of this segment, including a turnover rate of 38.3%. The bank recognises this rate as an area for improvement and are committed to enhancing engagement and retention through more integrated management practices, clearer pathways, and strengthened partnerships with our service providers to ensure stability and continuity.

Employee Wellbeing: Elevate Programme

As part of our commitment and initiatives towards employee wellbeing, we have introduced Elevate, a comprehensive wellbeing programme designed to support the Bank's workforce holistically across multiple dimensions of their lives. Elevate is structured around six core wellbeing pillars:



This framework reflects the Bank's understanding that true wellbeing extends beyond the workplace and encompasses the various aspects that contribute to our employees' quality of life. The programme represents an ongoing commitment, with numerous initiatives already planned and being progressively implemented under each pillar to address the diverse needs of our workforce. Initiatives include:



Ramadhan Football Tournament - This initiative comes with the objective of providing an opportunity for staff from various departments to engage, connect, and collaborate while showing their football skills.

Blood Donation Drive - As part of our ongoing commitment to corporate social responsibility, we partnered with the Ministry of Health's Blood Banks Services. This campaign allowed our employees to embody the true spirit of giving, providing life-saving support to the community and reinforcing our dedication to humanitarian causes.



Women's Recognition & Reward (R&R) - In honor of Omani Women's Day, this initiative celebrated the exemplary contributions of our female workforce to the success of Sohar International. By highlighting their commitment to excellence, we underscore the Bank's dedication to women's empowerment, gender equality, and the vital role women play in our society.

A Day at Mom/Dad's Office - We believe a supportive family is the foundation of every dedicated employee. This event invited the children of our staff to explore their parents' workplace through a day of fun and learning. It was a proud moment for families to discover the impactful work their parents do every day, bridging the gap between home and professional life.



Employee Training and Development

Sohar International places employee development as a key priority, fostering a culture of continuous learning essential for both individual career progression and the Bank's strategic success. Sohar International provides a wide array of development programs and e-learning courses, specifically tailored to various job functions to ensure all skills and knowledge remain current.

Learning is delivered through a modern blended approach, combining in-person and online modules that cover essential technical and behavioural topics, in partnership with leading international providers. This commitment reached a significant milestone last year with the successful rollout of the Sohar International (SI) Digital Academy.

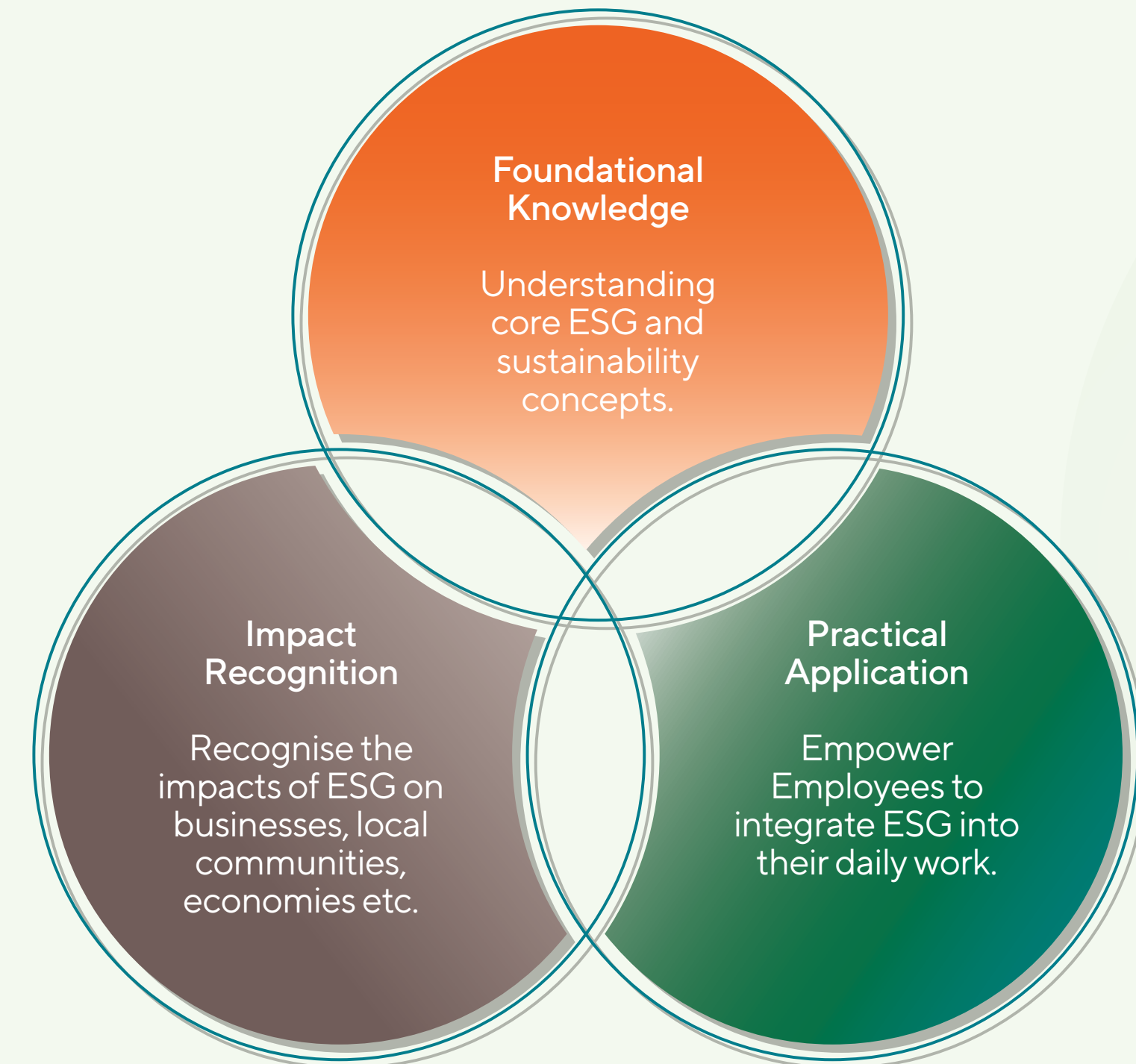
The Bank effectively aligns individual career plans and professional goals with identified employee strengths and development needs. This holistic strategy enables staff to continuously learn via diverse channels, including targeted digital and on-the-job training opportunities. Our learning partners are highlighted below, with the majority of the training carried out through Sohar International Academy.



ESG Training

To embed our commitment to sustainability throughout the organisation, Sohar International has implemented a targeted ESG training program designed to equip all employees with the knowledge and tools necessary to drive positive change.

The core objectives of this initiative are:



By fostering a comprehensive understanding of these principles, we ensure our entire team is aligned with the Bank's mission of creating long-term sustainable value.

Reward and Recognition

Sohar International has established a comprehensive Reward and Recognition Framework that provides a structured approach to acknowledging and celebrating the outstanding behaviours, achievements, and contributions of our employees. This framework is deliberately aligned with Sohar International strategic objectives and core values, ensuring that recognition reinforces the culture and performance standards we aspire to maintain.

Our recognition criteria span multiple criteria of excellence and are reflected across various award categories:

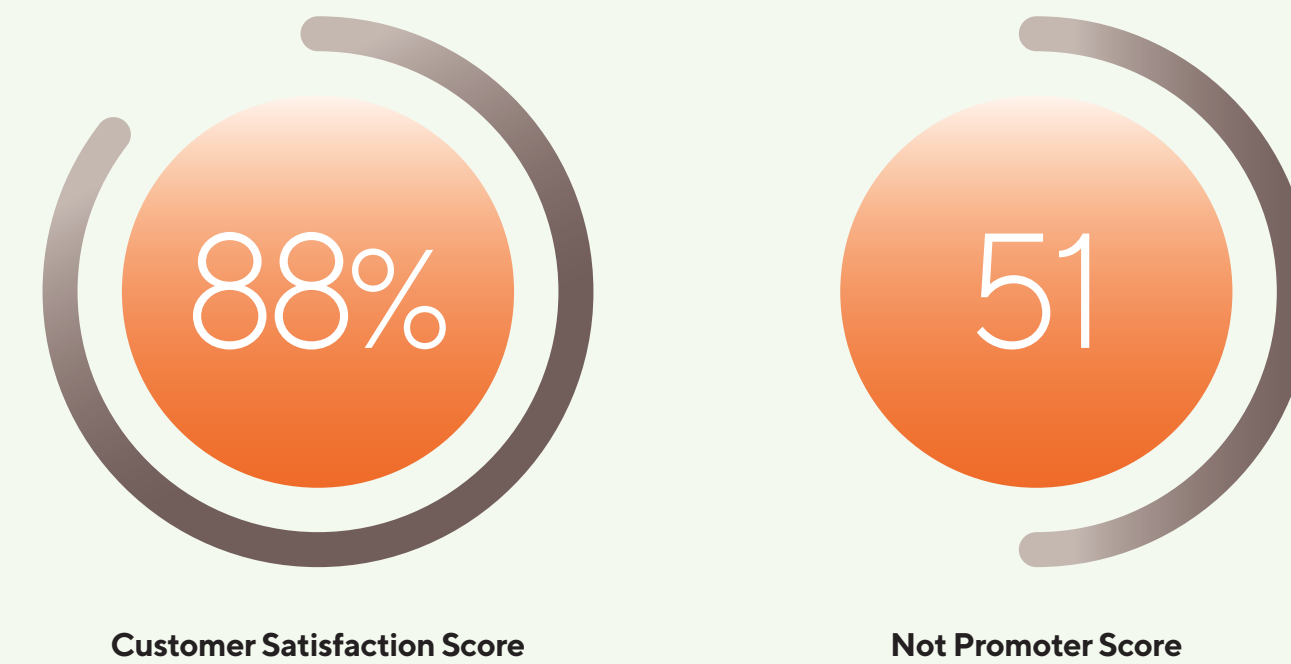


Our Customers

The bank is committed to fair and transparent dealings with its customers. Our product governance ensures fairness and accessibility, while robust data privacy and security measures protect customer information. Sohar International is dedicated to providing financial education and preventing customer vulnerability.

Customer Satisfaction

At Sohar International, customer satisfaction is at the core of our values and operations. We prioritise delivering exceptional products and services by continuously improving bank's processes and investing in customer-centric initiatives. Sohar International's commitment to understanding and meeting customer needs drives the Bank to gather regular feedback and implement enhancements that align with their expectations. Through the Bank's digital platforms, personalised services, and transparent communication, we strive to create seamless customer experiences that foster trust and long-lasting relationships.



Note: NPS and CSAT has been reported as a consolidated number inclusive of Sohar International Islamic Banking and excludes KSA.

The bank demonstrates strong performance across key metrics: a customer satisfaction score of 88% is considered excellent, highlighting a very high level of customer happiness and loyalty that exceeds benchmarks. Furthermore, the accompanying Net Promoter Score (NPS) of 51 indicates strong customer advocacy and satisfaction, standing well above the global average for most companies and approaching the "excellent" threshold.

Customer Experience

Throughout 2025, we executed several strategic initiatives to enhance the in-branch customer experience and strengthen frontline operations. These improvements address both tangible service elements and cultural transformation.

<p>CX Ambassadors Integration</p> <p>Transferred CX Ambassador staff to Retail Division, embedding customer experience expertise directly into frontline operations.</p>	<p>Quality Assessment Program</p> <p>Completed Mystery Shopping Wave 1 with comprehensive reporting to stakeholders, establishing baseline service quality metrics.</p>
<p>Enhanced Branch Hospitality</p> <p>Completed standardised hospitality rollout. Welcomed customers with traditional Omani Halwa and coffee during Eid celebrations.</p>	<p>Service Standards Launch</p> <p>Deployed new service escalation matrix across email and WhatsApp communities, improving consistency and accountability.</p>
<p>Branch Atmosphere Improvements</p> <p>Completed minor repairs and refurbishment, creating more welcoming and professional customer environments.</p>	<p>Industry Recognition</p> <p>Awarded *CX Team of the Year 2025* at Customer Experience Awards for innovation and measurable impact in enhancing customer experience.</p>



Sohar International's Customer Experience (CX) team was honoured with the prestigious "CX Team of the Year" award at the Times of Oman CX Awards 2025. The recognition was presented during the Oman CX Forum held at the St. Regis Al Mouj Muscat Resort, under the patronage of His Highness Sayyid Mohammed Bin Salim Al Said.

Grounded in digital transformation and data-driven insights, the Bank has successfully embedded customer-centricity into its core strategy, consistently raising benchmarks for service standards across the Sultanate's banking landscape. The award is a testament to the dedication, agility, and innovation demonstrated by our teams, who continue to deliver meaningful value by anticipating and addressing evolving customer needs.

Complaints Management

In 2025, our organisation demonstrated a steadfast commitment to social responsibility by enhancing the quality of our customer service and the robustness of our digital banking infrastructure. We successfully managed a total of 22,491

complaints, achieving an overall Service Level Agreement (SLA) success rate of 96%.

Our performance throughout 2025 highlights a strong trajectory of operational maturity. After an initial Q1 SLA achievement of 89%, driven largely by a surge in digital banking registration, we implemented rapid governance interventions. These actions resulted in a significant performance rebound, with SLA achievement reaching a peak of 99% in Q3 and maintaining a high standard of 98% through Q4.




Digital Banking – WPS Success Story

To support businesses and their employees, we resolved a major bottleneck in the WPS registration process. By extending activation windows and increasing operational resources, we effectively eliminated this as a top complaint category by Q2, ensuring more reliable access to payroll services for our corporate clients.


Continuous Improvement

The following highlights key customer-centric training programs delivered to frontline staff, focusing on service excellence, product knowledge and digital banking services.




Customer Experience in Priority Banking

Enhanced customer interactions, communication, problem solving skills to improve service quality.



SI Products & Services Training

Provided in-depth training on banking products and services to equip staff with the expertise to guide customers effectively.



Product Refresher Sessions

Ensuring employees remain knowledgeable, confident, and compliant in a rapidly evolving industry.

Accessibility

Sohar International is dedicated to ensuring that financial services are accessible to all segments of society, including underserved populations such as women, youth, and small businesses. Further, the Bank has implemented various initiatives to support differently abled customers access the services needed – detailed below.



Reaffirming its commitment to fostering an inclusive and accessible banking experience, Sohar International has successfully concluded a specialised sign language training program for its frontline employees. Conducted in collaboration with Al Tawasul Institute for Training, the initiative is a testament to the Bank’s dedication to serving all segments of society.



Sohar Islamic

At Sohar Islamic we endeavour to bring innovative products & value-added services to cater to the financial needs of the customer without compromising on Shari’a Principles. Sohar Islamic demonstrates a holistic approach to Islamic banking that extends beyond standard financial services to actively promote social welfare, support economic empowerment, and ensure that banking serves as a force for good within the Omani community.

Sohar Islamic’s engagement as a main sponsor for key endowment and religious events in 2025 demonstrates a profound commitment to community partnership, economic development, and fostering financial inclusion across Oman.



Sohar Islamic also showcased its dedication to social responsibility and inclusivity at the Hajj & Umrah Conference and Exhibition organised by the Ministry of Endowments and Religious Affairs. Here, the Bank launched an initiative to support those of limited income to perform Hajj. This action directly embodies financial inclusion by removing economic barriers for individuals to participate in significant religious obligations, ensuring that the Bank’s services and charitable outlook extend to all segments of society, regardless of their financial status.

Furthermore, the Bank’s involvement in the Oman Endowment Conference organised by the Boushar Endowment Foundation culminated in a strategic Memorandum of Understanding (MoU). This agreement aims to establish an Endowment fund specifically designed to support entrepreneurs and SMEs. Through these efforts in 2025, Sohar Islamic not only strengthened its relationship with key community and religious institutions but also effectively championed bank inclusivity.

Our Communities

Economic Inclusion & Financial Literacy

At Sohar International, economic inclusion and financial literacy are fundamental aspects of our customer approach and core to our social mandate. We believe that fostering financial inclusion and literacy directly supports sustainable national development and robust economic empowerment for all residents of the Sultanate of Oman.

The bank's objective extends beyond merely providing access to financial services. Sohar International is committed to ensuring that individuals and businesses across Oman clearly understand the products and services offered and are equipped to use them effectively to reach their financial goals. Some initiatives include:




Economic inclusion, in this context, is the process of ensuring that all individuals and communities, including small business owners, have equitable access to the resources and opportunities needed to fully participate in and benefit from the economy.

Lending to SMEs in 

152 million

Sustaining livelihood

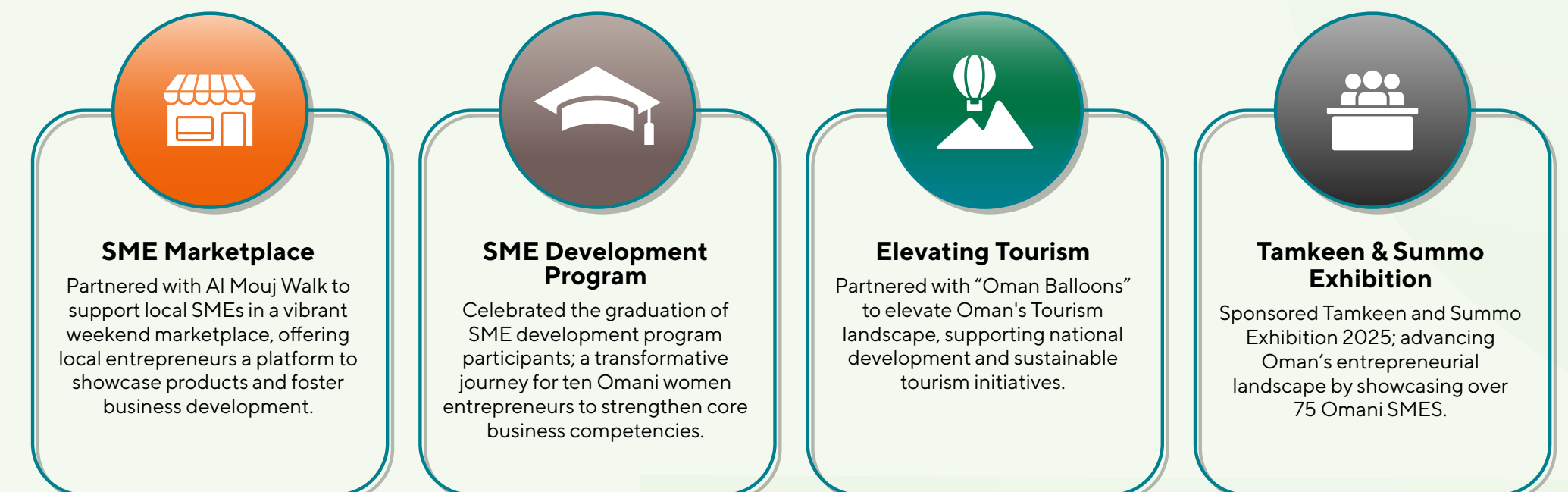
In 2025, we expanded our economic inclusion portfolio by launching a seasonal Interest-Free Micro-Financing Initiative designed to empower artisanal fishing communities. This  100,000 fund provided 45 fishermen across Al Jazer, Shuwaymiyah, and Al Ashkharah with zero-interest, non-salary-based loans to ensure operational readiness for the peak fishing season.

The program directly addresses national social security goals related to financial inclusion and sustainable livelihoods by enabling the procurement of essential nets, boat maintenance, and safety equipment. To ensure long-term socio-economic impact, the initiative was executed in strategic partnership with the Ministry of Agriculture, Fisheries and Water Resources and the Bahar Platform. By integrating recipients into a digital marketplace, the project facilitated market access and improved cash flow through the adoption of digital trade.

In-Country Value

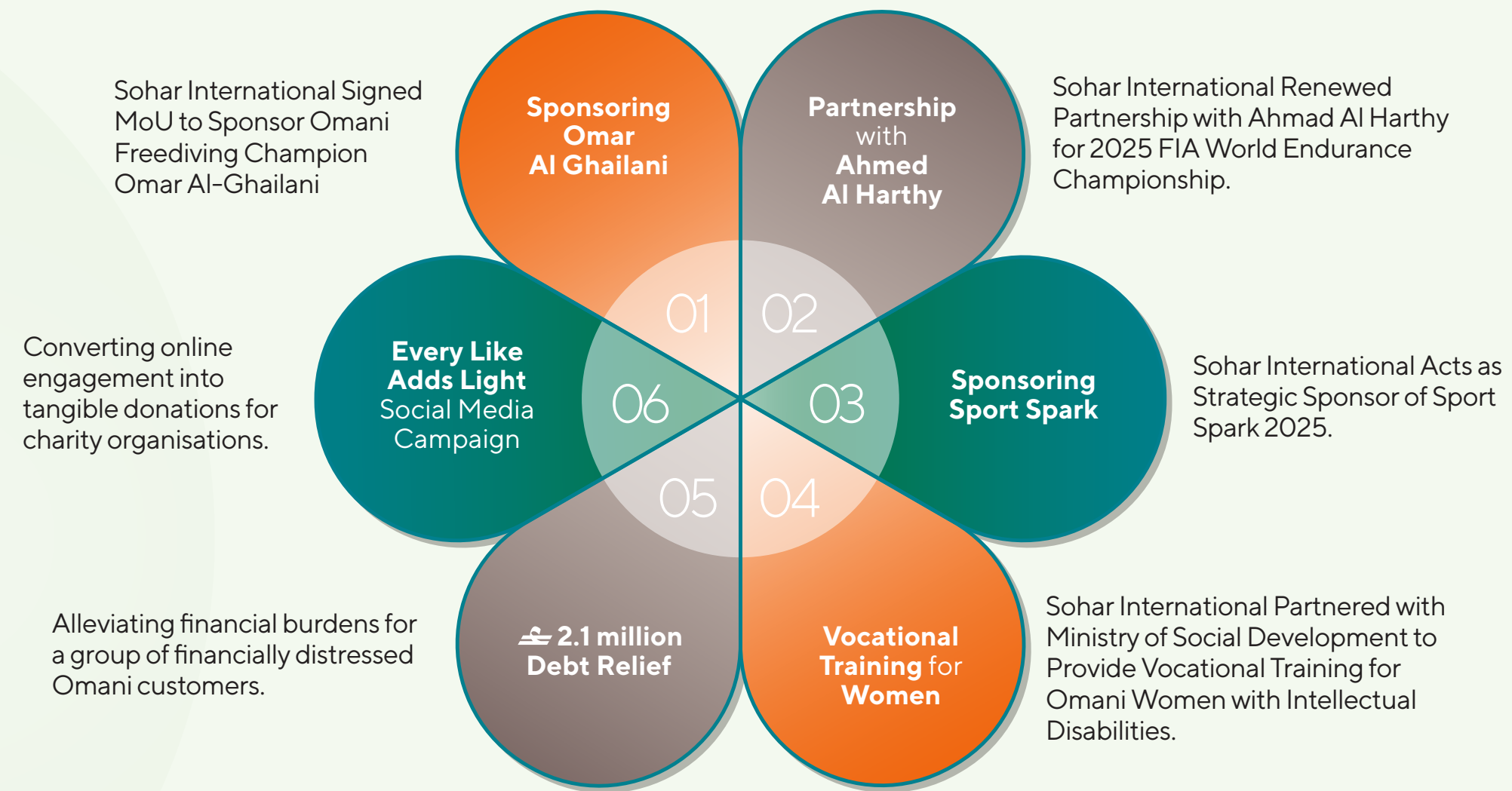
Sohar International is a committed partner in the nation's economic growth, actively driving In-Country Value by fostering local industries. The bank believes that a strong national economy is built on resilient local businesses, and our initiatives are designed to channel a portion of the Bank's spending and financial support into the local ecosystem.

SMEs are at the backbone of our local economy, and we are dedicated to providing the financial and non-financial support they need to thrive and transition towards sustainable business practices. Sohar International's approach involves not just providing capital but also equipping SMEs with the knowledge and tools required for ESG integration and enhanced performance. Some of our initiatives are highlighted below.



Empowering Local Communities and Corporate Social Responsibility

At Sohar International, we believe that our strength is deeply connected to the prosperity and well-being of the communities we serve. True to our role as a catalyst for growth, we are committed to empowering local communities across Oman by investing in their potential, fostering inclusivity, and supporting sustainable development. Our Corporate Social Responsibility (CSR) efforts are focused and executed in alignment with four key thematic areas: Growing Omani talent, supporting local sustainable initiatives, and social development initiatives. Some initiatives include:



Shaping a brighter future for our communities and country, is a key focus for Sohar International. The total amount spent on community investment this year reflects our ongoing commitment to empowering local communities and corporate social responsibility.

Amount Spent on Community Investment in Omani Rial

370,452

Fashion Future Program

The Fashion Future Program is an initiative launched through a strategic partnership between Sohar International and Dar Al Aseel, which is one of the renowned Fashion Houses in Oman led by its founder Amal Al Raisi. The program aims to empower 10 young Omani women by equipping them with the skills, knowledge, and exposure required to succeed in the fashion industry. In December 2025, Sohar international signed to be the gold sponsor of the third edition of the program, which is set to be launched in 2026. Overall, the partnership between Sohar International and Amal Al Raisi showcases how targeted investment in creative fields can build skills, unlock opportunities, and elevate Oman's presence in global fashion.



Women SME Development Program

In partnership with the Fund for Development of Youth Projects (Sharakah) we designed and launched a training program aimed to enhance Omani female entrepreneurs' digital capabilities and empower them to thrive in competitive markets.

This initiative directly contributes to fostering economic inclusion, entrepreneurship, sustainable growth and aligns Sohar International CSR initiatives to the national priorities and further supports the government's vision of an inclusive and diversified economy by 2040.

The training program included 10 female SMEs from different regions in Oman and provided access to advisory support, tools and resources needed to start, sustain, and grow their businesses. The partnership with Sharakah contributed to sustainable development, job creation, and long-term economic resilience.

Total number of beneficiaries

10



Home-Based Projects for Girls with Disabilities

In partnership with the Ministry of Social Development we implemented an initiative aimed at empowering 40 Omani Women with disabilities through sustainable home-based projects in Textile Handicrafts, Tailoring, Perfume Production and Date Packaging and Labeling.

The project was designed to enhance economic independence, build practical skills, and improve the overall quality of life for the beneficiaries.

The initiative provided targeted support through skills training, capacity building, and necessary resources to enable the girls to establish and manage income from their homes.



Tamkeen Program for Job Seekers

Tamkeen Training Program is educational program that was launched in collaboration with Dar Al Atta Association and targeted Job Seekers from low-income families in Oman.

The program aimed to enhancing and equipping 25 job seekers with the essential skills, training, and guidance in healthcare sector. It was divided into three specialisations: Multi-Disciplinary Health Assistant, Dental Health Assistant, and Sterilisation Specialist.

The program focused on capacity building, career-oriented support, and practical interventions aligned with market needs.



Sohar International Collaboration with Al Noor Associations for the Blind

In 2025 we collaborated with Al Noor Associations for the Blind in Dhofar, Sohar, and Al Dakhiliyah and implemented a series of community development initiatives. While each governorate focused on a different project tailored to local needs, all initiatives were unified under our core pillars of capacity building, empowerment, and sustainable development.

In Al Batinah Region, we supported Al Noor Association for the Blind in organising a training program tailored for the visually impaired individuals to enhance their skills and promote their employability. The training focused on areas like artificial intelligence, planning skills, managing small and medium enterprises and professional behavior standards.



In Al Dakhilya region we supported Al Noor Association for the Blind in a training program tailored for the visually impaired individuals in the basics of e-marketing.

The objective of the training was to equip the visually impaired people with the digital skills needed to help them secure online jobs or start businesses from home. It also aimed to enable self-confidence and financial independence.



In Dhofar Region we supported Al Noor Association for the Blind in Dhofar in conducting an awareness program that included visits across all Wilayats of Dhofar to raise awareness about the services offered by the association for the visually impaired people. The initiative highlighted the compensatory tool, technologies, and educational resources available for the blinds.

This initiative also included educational sessions for the target groups on how to navigate routes safely and overcome daily challenges. The project introduced the latest editions of compensatory technologies through a dedicated exhibition corner.



Our Forward View

We acknowledge the persistent challenges in achieving full financial inclusion and workplace equity. The bank remains dedicated to continuous improvement, setting ambitious goals for the coming years to further embed social responsibility and drive shared prosperity.

Governance

Environment

Social

Appendices

Appendices



List of Acronyms

AGM	Annual General Meeting
ALCO	Asset and Liability Committee
ATM	Automated Teller Machine
BAC	Board Audit Committee
BCM	Business Continuity Management
BLP	Blue Loan Principles
BRCC	Board Risk and Compliance Committee
CAC	Credit Approval Committee
CBO	Central Bank of Oman
CEO	Chief Executive Officer
CO_{2e}	Carbon Dioxide Equivalent
CSR	Corporate Social Responsibility
CX	Customer Experience
DEFRA	Department for Environment, Food & Rural Affairs
DEI	Diversity, Equity, and Inclusion
DNSH	Do No Significant Harm
D-SIB	Domestic Systemically Important Bank
ECC	Executive Credit Committee
ENRC	Executive Nomination and Remuneration Committee
ERP	Enterprise Resource Platform
ESG	Environment, Social, and Governance
ESMS	Environmental and Social Management System
EU	European Union
EV	Electric Vehicles
FC	Foreign Currency
FSA	Financial Services Authority
FTE	Full Time Employees
GBP	Green Bond Principles
GCC	Gulf Cooperation Council
GCCIA	Gulf Cooperation Council
GHG	Greenhouse Gases
GLP	Green Loan Principles
GRI	Global Reporting Initiative
GSR	Government Support Rating
HR	Human Resources

IC	Investment Committee
ICMA	International Capital Market Association
ICV	In-Country Value
IDR	Issuer Default Rating
IEEE	Institute of Electrical and Electronics Engineers
IFC	International Finance Cooperation
IFRS	International Financial Reporting Standards
ISMS	Information Security Management System
ISO	International Organisation for Standardisation
Kg	Kilogram
KPIs	Key Performance Indicators
KSA	Kingdom of Saudi Arabia
LC	Local Currency
LLC	Limited Liability Company
LMA	Loan Market Association
LSTA	Loan Syndications and Trading Association
m	Million
MoU	Memorandum of Understanding
MRC	Management Risk Committee
MSX	Muscat Stock Exchange
NPS	Net Promoter Score
₹	Omani Riyals
PDPL	Personal Data Protection Law
PS	Performance Standards
SAOG	Société Anonyme Omanaise Générale
SASB	Sustainability Accounting Standards Board
SBG	Sustainability Bond Guidelines
SBP	Social Bond Principles
SDGs	Sustainable Development Goals
SFF	Sustainable Financing Framework
SI	Sohar International
SLP	Social Loan Principles
SME	Small to Medium Enterprises
UN	United Nations
VR	Viability Rating

Alignment of Material Topics with SDGs

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
1. Sustainable (Responsible) Finance & Investment								●	●			●	●				●
2. Governance, Compliance & Ethics (Culture)												●			●		●
3. Financial/ Economic Inclusion Accessibility & Education	●				●			●	●	●							
4. Community Investment & Socio-economic Development	●		●					●	●		●					●	
5. Privacy & Security			●		●			●									
6. Employee Health, Safety & Wellbeing			●			●					●	●		●			
7. Waste Management		●				●					●		●	●	●		
8. Water Management							●	●	●			●	●				
9. GHG Emissions												●				●	●
10. Transparency												●					
11. Customer Experience					●			●		●						●	
12. Diversity & Inclusion													●		●		
13. Nature & Biodiversity								●	●			●					
14. Financial Performance							●		●		●	●	●				
15. Climate Change (Risk Management / Transition)								●	●			●	●	●	●		
16. Sustainable Supply Chain / Procurement							●					●	●				
17. Net Zero												●				●	
18. Responsible Communications & Marketing			●	●	●			●									
19. Human Capital																●	
20. AML and Anti-corruption			●		●			●									
21. Talent Attraction, Engagement & Retention				●				●	●								
22. Employee Training & Development									●							●	●
23. Digital Leadership																	

Detailed Assessment including Value Chain and Time Horizon for Most Material Topics

ESG Topic	Value Chain	Time Horizon	Impact Materiality	Financial Materiality	
				Risk	Opportunity
Governance, Compliance & Ethics (Culture)	Upstream, Downstream, and Own Operations	Immediate to Long Term	Very High - Foundational for stakeholder trust and market integrity.	Very High - Regulatory penalties, loss of license, reputational damage.	High - Enhanced investor confidence and operational resilience.
Privacy & Security	Upstream, Downstream, and Own Operations	Immediate	Very High - Protects customer data rights and financial information security.	Very High - Significant fines, remediation costs, customer attrition.	Medium - Competitive differentiation as trusted data steward.
Customer Experience	Downstream	Immediate	High - Directly shapes customer satisfaction and financial wellbeing.	High - Market share loss; higher customer acquisition costs.	High - Increased customer lifetime value and retention.
Human Capital	Own Operations	Short to Medium Term	High - Directly impacts employee economic wellbeing and career development.	High - Loss of key talent and institutional knowledge.	High - Operational excellence and innovation from skilled workforce.
Transparency	Upstream, Downstream, and Own Operations	Immediate	High - Critical for stakeholder accountability and informed decision-making.	High - Reputational damage and risk of not complying to regulation.	High - Reduced investor risk premium; improved stakeholder trust.
Climate Change (Risk Management)	Upstream, Downstream, and Own Operations	Medium to Long Term	High - Our approach influences financial system resilience and economic transition.	High - Stranded assets; credit losses; operational disruption.	High - Leadership in climate risk as competitive differentiator; new advisory services.
AML and Anti-corruption	Upstream, Downstream, and Own Operations	Immediate	Very High - Critical for financial system integrity.	Very High - Massive fines, license revocation, reputational damage.	Medium - Foundation for trustworthy business operations.

MSX ESG Metrics Responses

MSX ESG Metrics		Sohar International Response
E1. GHG Emissions	E1.1) Total amount, in CO2 equivalents, for Scope 1	280.29
	E1.2) Total amount, in CO2 equivalents, for Scope 2	3,510.94
	E1.3) Total amount, in CO2 equivalents, for Scope 3	48,087.52
E2. Emissions Intensity	E2.1) Total GHG emissions per output factor	0.45 kg CO2e per ₪ 1 pretax Profit
	E2.2) Total non- GHG emissions per output factor	NA
E3. Energy Usage	E3.1) Energy Consumption (direct)	1,541.31
	E3.2) Energy Consumption (indirect)	8,979.00
E4. Energy Intensity	E4.1) Total direct energy usage per output factor	0.90
E5. Energy Mix	E5.1) Percentage: Energy usage by generation type	6%
E6. Water Usage	E6.1) Total amount of water consumed	30,450.24
	E6.2) Total amount of water reclaimed	0.0
E7. Environmental Operations	E7.1) Does your company follow a formal Environmental Policy?	Yes
	E7.2) Does your company follow specific waste, water, energy, and/or recycling policies?	No
	E7.3) Does your company use a recognised management system?	No
E8. Environmental Oversight	E8.1) Does your management oversee and/or manage other sustainability issues?	Yes
E9. Environmental Oversight	E9.1) Does your board oversee and/or manage other sustainability issues?	Yes
E10. Climate Risk Mitigation	E10.1) Total amount in ₪ invested, annually, in climate-related infrastructure, resilience, and product development including R&D	192,252,350.0
S1. CEO Pay Ratio	S1.1) Ratio: CEO total compensation to median FTE total compensation	-
	S1.2) Does your company report this metric in regulatory filings?	-
S2. Gender Pay Ratio	S2.1) Ratio: Median male compensation to median female compensation	1.25

MSX ESG Metrics Responses (continued)

MSX ESG Metrics		Sohar International Response
S3. Employee Turnover	S3.1) Percentage: Year-over-year change for full time employees	4.4%
	S3.2) Percentage: Year-over-year change for part time employees	0.0%
	S3.3) Percentage: Year-over-year change for contractors/ consultants	38.3%
S4. Gender Diversity	S4.1) Percentage: Total enterprise headcount held by men and women	Men: 63.6% Women: 36.4%
	S4.2) Percentage: Entry and mid-level positions held by men and women	Men: 63.0% Women: 37.0%
	S4.3) Percentage: Senior- and executive-level positions held by men and women	Men: 92.5% Women: 7.5%
S5. Temporary Worker Ratio	S5.1) Percentage: Total enterprise headcount held by part-time employees	0.0%
	S5.2) Percentage: Total enterprise headcount held by contractors/ consultants	2.6%
S6. Non-Discrimination	S6.1) Does your company follow non-discrimination policy?	Yes.
S7. Injury Rate	S7.1) Percentage: Frequency of injury events relative to total workforce time	0.0%
S8. Global Health & Safety	S8.1) Does your company follow an occupational health and/or health & safety policy?	Yes.
S9. Child & Forced Lab	S9.1) Does your company follow a child and/or forced labour policy?	Yes
	S9.2) If yes, does your child and/or forced labour policy also cover vendors and suppliers?	No
S10. Human Rights	S10.1) Does your company follow human rights policy?	Yes
	S10.2) If yes, does your human rights policy also cover suppliers and vendors?	No
S11. Community Investment	S11.1) Amount invested in the community including philanthropic donations, as a % of the company's pretax profits	0.32%
G1. Board Diversity	G1.1) Percentage: Total board seats occupied by men and women	Men: 100.0% Women: 0.0%
	G1.2) Percentage: Committee chairs occupied by men and women	Men: 100.0% Women: 0.0%

MSX ESG Metrics Responses (continued)

MSX ESG Metrics		Sohar International Response
G2. Board Independence	G2.1) Does the company prohibit the CEO from serving as board?	Yes
	G2.2) Percentage: Total board seats occupied by independents	85.71%
G3. Incentivised Pay	G3.1) Are executives formally incentivised to perform on sustainability?	Yes
G4. Supplier Code of Conduct	G4.1) Are your vendors or suppliers required to follow a Code of Conduct?	No
	G4.2) If yes, what percentage of your suppliers have formally certified their compliance with the code?	No
G5. Ethics & Prevention of Corruption	G5.1) Does your company follow an Ethics and/or prevention of Corruption Policy?	Yes
	G5.2) If yes, what percentage of your workforce has formally certified its compliance with the policy?	100.0%
G6. Data Privacy	G6.1) Does your company follow a Data Privacy Policy?	Yes
	G6.2) Has your company taken steps to comply with GDPR rules?	Yes
	G6.3) Has your company taken steps to comply with Oman Personal Data Protection Law rules??	Yes
G7. Sustainability Reporting	G7.1) Does your company publish a sustainability report?	Yes
	G7.2) Is sustainability data included in your filings?	Yes
G8. Disclosure Practices	G8.1) Does your company follow reporting framework?	Yes
	G8.2) Does your company focus on specific UN Sustainable Development Goals (SDGs)?	Yes
	G8.3) Does your company set targets and report progress on the UN SDGs?	Yes
G9. External Assurance	G9.1) Are your sustainability disclosures assured or verified by a third-party firm?	No

GRI Content Index

Statement of use	Sohar International has reported the information cited in this GRI content index for the period from the 1st of January 2025 to the 31st of December 2025 with reference to the GRI Standards.	
GRI 1 used	GRI 1: Foundation 2021	
GRI STANDARD	DISCLOSURE	LOCATION IN THE REPORT
GRI 2: General Disclosures 2021	2-1 Organisational details	Page 13
	2-2 Entities included in the organisation's sustainability reporting	Page 5
	2-3 Reporting period, frequency and contact point	Page 5
	2-4 Restatements of information	Page 5
	2-5 External assurance	Page 5
	2-6 Activities, value chain and other business relationships	Page 13
	2-7 Employees	Page 36
	2-8 Workers who are not employees	Page 38
	2-9 Governance structure and composition	Page 22
	2-10 Nomination and selection of the highest governance body	Page 22
	2-11 Chair of the highest governance body	Page 22
	2-12 Role of the highest governance body in overseeing the management of impacts	Page 22
	2-13 Delegation of responsibility for managing impacts	Page 22
	2-14 Role of the highest governance body in sustainability reporting	Page 22
	2-15 Conflicts of interest	Page 25
	2-16 Communication of critical concerns	Page 25
	2-19 Remuneration policies	Page 22
	2-20 Process to determine remuneration	Page 22
	2-22 Statement on sustainable development strategy	Page 27
	GRI 3: Material Topics 2021	2-23 Policy commitments
2-24 Embedding policy commitments		Page 24
2-25 Processes to remediate negative impacts		Page 25
2-26 Mechanisms for seeking advice and raising concerns		Page 25
2-27 Compliance with laws and regulations		Page 24
2-29 Approach to stakeholder engagement		Page 17
3-1 Process to determine material topics		Page 19
3-2 List of material topics	Page 20	
3-3 Management of material topics	Pages 19 & 20	

GRI Content Index (continued)

GRI STANDARD	DISCLOSURE	LOCATION IN THE REPORT
GRI 102: Climate Change 2025	102-5 Scope 1 GHG emissions	Page 31
	102-6 Scope 2 GHG emissions	Page 31
	102-7 Scope 3 GHG emissions	Page 31
	102-8 GHG emissions intensity	Page 31
GRI 103: Energy 2025	103-2 Energy consumption and self-generation within the organisation	Pages 31 & 32
	103-4 Energy intensity	Page 49
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Page 11
	201-2 Financial implications and other risks and opportunities due to climate change	Page 21
GRI 202: Market Presence 2016	202-2 Proportion of senior management hired from the local community	Page 37
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Pages 43,44 & 45
	203-2 Significant indirect economic impacts	Pages 43,44 & 45
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Page 24
	205-2 Communication and training about anti-corruption policies and procedures	Page 24
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	Page 49
	302-3 Energy intensity	Page 49
GRI 303: Water and Effluents 2018	303-5 Water consumption	Page 49
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Page 31
	305-2 Energy indirect (Scope 2) GHG emissions	Page 31
	305-3 Other indirect (Scope 3) GHG emissions	Page 31
	305-4 GHG emissions intensity	Page 31
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Page 31
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Page 37
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Page 39
	404-2 Programs for upgrading employee skills and transition assistance programs	Page 39
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Page 36
	405-2 Ratio of basic salary and remuneration of women to men	Page 37
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Page 37

IFRS S1 General Requirements for Disclosure of Sustainability-related Financial Information

Objective

The objective of IFRS S1 General Requirements for Disclosure of Sustainability related Financial Information is to require an entity to disclose information about its sustainability-related risks and opportunities that is useful to primary users of general-purpose financial reports in making decisions relating to providing resources to the entity.

Information about sustainability-related risks and opportunities is useful to primary users because an entity's ability to generate cash flows over the short, medium and long term is inextricably linked to the interactions between the entity and its stakeholders, society, the economy and the natural environment throughout the entity's value chain.

Together, the entity and the resources and relationships throughout its value chain form an interdependent system in which the entity operates. The entity's dependencies on those resources and relationships and its impacts on those resources and relationships give rise to sustainability-related risks and opportunities for the entity.

This Standard requires an entity to disclose information about all sustainability-related risks and opportunities that could reasonably be expected to affect the entity's cash flows, its access to finance or cost of capital over the short, medium or long term. For the purposes of this Standard, these risks and opportunities are collectively referred to as sustainability-related risks and opportunities that could reasonably be expected to affect the entity's prospects.

This Standard also prescribes how an entity prepares and reports its sustainability-related financial disclosures. It sets out general requirements for the content and presentation of those disclosures so that the information disclosed is useful to primary users in making decisions relating to providing resources to the entity.

Scope

An entity shall apply this Standard in preparing and reporting sustainability-related financial disclosures in accordance with IFRS Sustainability Disclosure Standards.

Sustainability-related risks and opportunities that could not reasonably be expected to affect an entity's prospects are outside the scope of this Standard.

Other IFRS Sustainability Disclosure Standards specify information an entity is required to disclose about specific sustainability-related risks and opportunities.

An entity may apply IFRS Sustainability Disclosure Standards irrespective of whether the entity's related general purpose financial statements (referred to as 'financial statements') are prepared in accordance with IFRS Accounting Standards or other generally accepted accounting principles or practices (GAAP).

This Standard uses terminology suitable for profit-oriented entities, including public-sector business entities. If entities with not-for-profit activities in the private sector or the public sector apply this Standard, they might need to amend the descriptions used for particular items of information when applying IFRS Sustainability Disclosure Standards.

IFRS S2 Climate-related Disclosures

Objective

The objective of IFRS S2 Climate-related Disclosures is to require an entity to disclose information about its climate-related risks and opportunities that is useful to primary users of general-purpose financial reports in making decisions relating to providing resources to the entity.

This Standard requires an entity to disclose information about climate-related risks and opportunities that could reasonably be expected to affect the entity's cash flows, its access to finance or cost of capital over the short, medium or long term. For the purposes of this Standard, these risks and opportunities are collectively referred to as 'climate-related risks and opportunities that could reasonably be expected to affect the entity's prospects.'

Scope

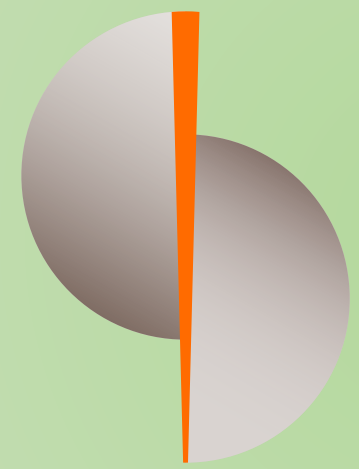
This Standard applies to:

(a) climate-related risks to which the entity is exposed, which are:

- (i) *climate-related physical risks*; and
- (ii) *climate-related transition risks*; and

(b) climate-related opportunities available to the entity.

Climate-related risks and opportunities that could not reasonably be expected to affect an entity's prospects are outside the scope of this Standard.



Sohar
international