2021 ESG REPORT

Qatar First Bank

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ABOUT THIS REPORT

This is QFB's inaugural sustainability report – it provides a general ESG-focused (Environmental, Social, and Governance) overview of our Bank's commercial activities.

Reporting Period

This report covers our Bank's activities from January 1st to December 31st of calendar year 2021, and it includes information from previous years where required.

Reporting Guidelines

This report highlights QFB's commitment and key efforts in supporting international and national standards, visions, and objectives, including the United Nations Sustainable Development Goals (SDGs), Qatar Stock Exchange ESG Reporting Guidance and Qatar National Vision 2030.

Inquiries and Feedback

All feedback and inquiries related to this report may be sent to us through the following e-mail:
information@qfb.com.qa

MESSAGE FROM CEO

Welcome to QFB's 2021 ESG Report.

ESG criteria are becoming an integral part of our corporate identity and this report will give you a glimpse of where our sustainability journey has taken us thus far.

Although the past two years were challenging, QFB managed to perform well. This allowed us to deepen our sustainability commitments and realize our potential as a highly regarded financial institution with broad international reach.

To establish a solid foundation through which we can effectively navigate the ESG landscape, we developed our own strategically designed sustainability framework according to 5 essential pillars:

- Maintaining integrity
- Prioritizing sustainable financing
- Embracing CER & CSR
- Putting our employees first
- Giving back to our community

Many of the goals we've set through the implementation of our framework intertwine with those of Qatar National Vision 2030 and the UN's Sustainable Development Goals (SDGs). The framework also allowed us to draw many similarities between the principles of Islamic finance and SDGs, paving the way for many significant opportunities for us as a Shari'a-compliant investment Bank in future.

Through responsible investment, we can leverage our existing position as an investment expert and expand to multiple areas of value creation and growth. This will benefit our shareholders, employees, the community, and ultimately the environment upon which all life depends.

On behalf of QFB, I would like to thank our board members, shareholders, employees, local regulatory bodies and authorities, stakeholders and all other parties involved in our operations for their continuous support.

Abdulrahman Totonji
Chief Executive Officer

ABOUT QFB

Established in 2008, headquartered in Doha, Qatar First Bank LLC ("QFB" or "Bank") is the first independent Shari'a-compliant investment bank authorized to conduct business by the Qatar Financial Centre Regulatory Authority (QFCRA).

Backed by an experienced team and a strong shareholder base and guided by a clear strategy underpinned by Shari'a principles, our Bank provides top-tier investment, wealth management, treasury and financial services to our client-base which includes High-Net-Worth individuals (HNWI), as well as local and international corporations and institutions.

QFB enjoys a solid financial position with sufficient liquidity, and it has market exposure to act as an enabler of a pro-sustainability transition in Qatar, the Gulf, and many regions across the globe.

Vision

Our vision is to become a global leader in Shari'a-compliant Banking by offering attractive investment opportunities and innovative financial solutions.

Mission

Our mission is to offer high-net-worth individuals and corporates an attractive range of innovative Shari'a-compliant financial products and services covering alternative investments focused on private equity and real estate, private banking and wealth management, corporate and institutional banking, as well as treasury and investments.

As a listed entity on the Qatar Stock Exchange, we will continue to enhance our role as a trusted advisor and gateway to opportunities in Qatar, the region, and global markets.

Our solid shareholder base and highly experienced team will enable us to capitalize on the growing demand for Shari'a-compliant finance, business, reflecting international best practices and operating with the highest standards of governance and integrity.
We will continually recruit and retain the best talent in the marketplace – ensuring a modern, meritocratic environment within which our employees can deliver the very best to clients, and simultaneously serve the goals of Qatar National Vision 2030.

Our actions will always be in the best interests of our stakeholders and the communities in which we operate.

Values

Our values, "The Five Ps", are crafted to promote an ever-evolving corporate culture which seeks to constantly cater to the specific and changing needs of our stakeholders, and these values are:

- **Principled**
  Upholding the highest standards of Shari'a and governance principles with a truly professional approach.

- **Pioneering**
  Embracing innovation and challenging the status-quo whilst providing banking and investment solutions with a unique perspective.

- **Personalized**
  Delivering tailored financial solutions according to the changing needs of shareholders and clients while maintaining a high level of confidentiality.

- **Premium**
  Adopting forward-looking and ground-breaking methodologies to develop innovative investment and banking products, services, and extras.

- **Partnering**
  Becoming the trusted advisor and partner with international reach, whilst maintaining long-term relationships with individual and institutional clients.

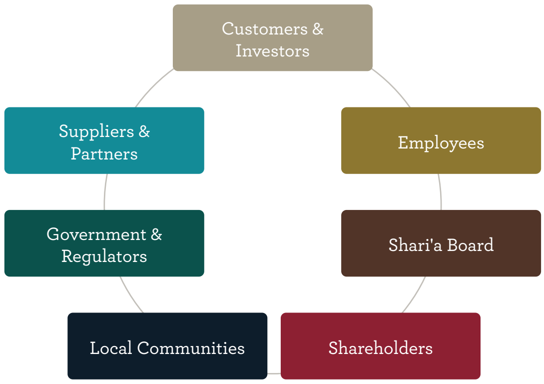
SUSTAINABILITY AT QFB

The term 'sustainability' is a shorthand for sustainable development, defined as "development which meets the needs of the present without compromising the ability of future generations to meet their own needs." As a financial institution primarily focused on investing in high-quality real-estate assets, our biggest opportunity and role in facilitating sustainable development is in responsible investments.

Nonetheless, we are committed to improving our direct environmental impact, e.g., by reducing energy and waste, and our social impact, e.g., by supporting health and social work activities within our community.

Our Stakeholders

This report covers our Bank's activities from January 1st to December 31st of calendar year 2021, and it includes information from previous years where required.



Our ESG Journey

Our sustainability journey started in 2020 when we formulated our first Corporate Social Responsibility & Environmental, Social, and Governance Policy (CSR & ESG Policy). This policy helps us endorse the principles of sustainable development by outlining our commitment to prudent governance practices, and defining how we should treat our employees, customers, and the environment; as well as how we should interact with our local community and suppliers.

Our Materiality

In 2021, we conducted a desktop-based materiality assessment. As part of our materiality assessment, we identified the ten most pertinent economic, social, governance, and environmental issues based on their relevance to our business and our stakeholders. If not addressed, these ten material issues could adversely impact QFB. The process of identifying these key issues is divided into three essential steps:

1. **Identify** a list of potential material issues through desk-based research, including a review of peer companies, industry standards and employee engagement.

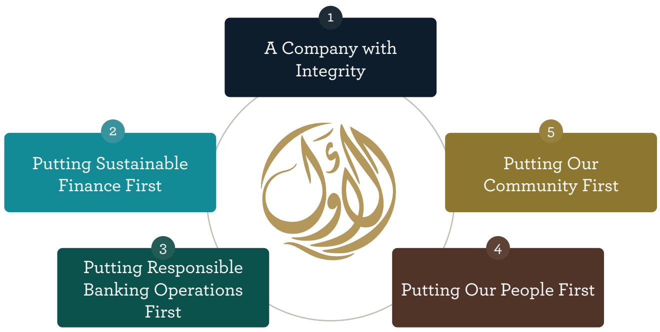
2. **Prioritize** internal and external stakeholders and topics to rate the material topics and select topics perceived as most important.

3. **Review** results internally with QFB management. This review ensures the list of the material issues captures and is inclusive of all stakeholder perspectives.

Our ESG Framework

Our Sustainability Framework encapsulates the essence of sustainability for QFB and reflects our – and our stakeholders' – values.

We are making great progress on our sustainability journey through this ESG framework, as it helps us navigate and map out the landscape of the various overlapping aspects of environmental, social, and governance principles. This framework relies on five key pillars, each of which covers topics of significant importance both to us and to our stakeholders, and subsequently, it allows us to perform adequately on a consistent basis. These 5 pillars are:



1. Corporate governance and business ethics
   Risk management
2. Financial performance
   Responsible investment and financing
3. Customer experience
   Innovation and digitalization
   Privacy and data security
   Operational environmental impact
4. Talent management
5. Community investment

A COMPANY WITH INTEGRITY

With a commitment to integrity, transparency, and accountability, our goal is to become a trusted financial services provider in all our geographical areas of operation. Compliance with regulatory requirements and guidelines is ensured by our corporate governance structure, through which we can continuously improve our business and protect the interests of all stakeholders. Preventing financial crime is the main function of our risk management framework.

Material Issues Covered	• Corporate Governance and Business Ethics • Risk Management
Sustainable Development Goals	

Corporate Governance and Business Ethics

At QFB, the Board of Directors is entrusted with the overall strategy and direction of the Bank, as well as with the supervision of its management. The roles of Chairman and CEO are kept strictly separate. This is to prevent potential conflicts of interest and ensure that the management authority of the CEO is differentiated from the board authority of the Chairman.

In 2021, the Annual General Assembly (AGA) was held virtually. The voting results of the AGA are disclosed annually. This ensures a fair and transparent voting mechanism and promotes trust in those elected. The Board consists of 7 members, of which 3 are independent.

Key Performance Indicator	2019	2020	2021
Board of Directors Members (#)	9	8	7
Independent Members (#)	4	3	3
Non-independent Members (#)	5	5	4
Executive Members (#)	0	0	0
Non-executive Members (#)	0	8	7
Male Members (#)	9	8	7
Female Members (#)	0	0	0

As part of the Bank's Compliance policy, we follow a strict Anti-Bribery/Anti-Corruption Code. This builds on our compliance manual, which regulates all matters related to gifts and inducements, fraud, and anti-corruption to prevent any potential violations from taking place.

Risk Management

We monitor our liquidity risk through two key ratios, the Liquidity Coverage Ratio (LCR) which monitors our liquidity's short-term resilience, and the Capital Adequacy Ratio (CAR) which reflects our ability to withstand losses.

Key Performance Indicator	2019	2020	2021
Minimum liquidity Ratio (MLR)	78.02	239.99	161.01
Capital Adequacy Ratio (CAR)	11.90	15.25	18.10

The Minimum Liquidity Ratio (MLR) to be renamed as Liquidity Coverage Ratio (LCR)

PUTTING SUSTAINABLE FINANCE FIRST

Guided by our Islamic banking principles, we are addressing climate change and supporting our customers through sustainable financing and investing. Embedding ESG principles into our financing activities is vital for us to generate profit in an impactful and meaningful way.

Material Issues Covered	• Financial Performance • Responsible Investment and Financing
Sustainable Development Goals	

Financial Performance

The pandemic posed several challenges to everyone across all sectors, locally and globally. These challenges contributed to some losses for our bank, as well as capital reductions and underperformance generally associated with a negative macroeconomic and regulatory environment.

For example, the structural stability of the Bank had been threatened by the prolonged economic downfall and headwinds induced by the pandemic. Our ability to sustain supporting moratoriums, deferment of financing repayments and other support measures had also been put to the test. Furthermore, the trend of digital transformation – despite its many benefits – posed a risk to our established business model.

Nonetheless, amidst all these adversities, our bank used the new knowledge, flexibility, agility, and resilience acquired during the pandemic to implement a better business strategy, leading to the highest net profit marked in the past six years in 2021.

Key Performance Indicator (QAR '000')	2019	2020	2021
Total income	34,145	(42,771)	226,712
Employee compensation (staff expenses)	39,715	35,317	55,826
Other operating costs	57,097	64,064	28,635
Total expenses	96,812	99,381	84,461
Net (loss) / profit*	(298,453)	(226,712)	100,370
Shareholders' equity*	703,088	476,376	572,649

Key Performance Indicator	2019	2020	2021
Return on (average) equity (%)	(42.4%)	(47.6%)	17.5%
Tier-1 capital notes	11.46%	15.25%	18.10%
Capital resources	7,918	5,385	3,173

**Attributable to shareholders of bank*

Our financial highlights (for the calendar year 2021):

- Total income reached QAR 226.7 million for the year ending 31 December 2021 compared to a total loss of QAR 42.7 million for the same period in 2020
- Total Assets Under Management (AUM) reached QAR 3.85 billion, an increase of 79% over the last year
- We increased our fee and dividend income from QAR 19 million to QAR 44 million registering a growth of 131%, mainly driven by QFB's focus on real estate investments and Sukuk fund
- Total equity attributable to QFB's shareholders reached QAR 573 million at the end of 2021, while the capital adequacy under Basel III reached 18% at the end of the year, affirming QFB's strong financial position
- Total expenses reduced by 15% (over 2020)
- Return on investment (ROI) stood at 17.5%
- Total assets increased by 13% (over 2020)
- Total cash and Bank balance increased by 136% to QAR 1.65 billion (over 2020)

There has been a strong demand for our investment products, and we are determined to meet that demand by innovating and providing customized financial solutions. The ongoing strong performance of our portfolio returns remains our focus, hence we are always seeking safe investment opportunities at home and across the region.

Responsible Investment and Financing

At QFB, we understand the importance of responsible finance and we know how crucial it is to develop, launch and/or implement new products and services not only based on financial considerations (e.g., profit, speed of returns), but also based on their social and environmental impact.

Property Condition Assessment (PCA)
PCAs evaluate commercial real estate assets through detailed inspections of all buildings and all systems on the property, including all improvements. There are two parts of the PCA - (1) the Immediate Repairs Table itemizes all necessary capital needs and cost estimates for any repairs, e.g., damaged building systems, and health and safety hazards; (2) the Replacement Reserve Table – considering the estimated operational life of the building systems and components – itemizes long-term capital expenses (usually required within 12 years of inspection).

Environmental Site Assessment (ESA)
The best method of evaluating the environmental liability of any real estate asset is by doing a phase I Environmental Site Assessment (ESA). This extensive assessment conducts regulatory research through Fire Departments, State Environmental Agencies, and Federal Environmental Agencies.

The ESA report is a mandatory requirement for accessing financing options for commercial real estate in the US. Thus, considering environmental criteria is embedded into the due diligence and investment decisions of our Bank.

Shari’a Compliance
We are a Shari'a-compliant Bank, and as such, embedding non-financial criteria into our business operations and investments is an established practice. Therefore, incorporating other non-financial criteria – ESG – into our decision-making gives us another opportunity to leverage our financial performance and create value.

We specialize in Shari'a-compliant banking products and services and that require avoiding prohibited business activities and satisfying financial ratios and cleansing of all non-compliant income. Any income sourced from a non-compliant activity must be cleansed and given to charity, under the guidance of the Shari’a Supervisory Board.

Shari’a compliance is central to our organization and the principles of Maqasid al-Shari'a (Protection of life, protection of property, protection of health, protection of religion, and protection of dignity) are applied across all our business operations. These principles – the goals of the Shari’a – include prevention of harm or corruption; achievement of benefit; preservation of order; establishment of equality among people; obedience and reverence of the law; and confidence, strength, and respect of the ummah.

Accordingly, QFB has always carried out its banking and investment activities in compliance with the precepts and principles of the Shari’a as interpreted by its Shari’a Supervisory Board (SSB). The SSB is an independent board composed of three prominent Shari’a jurists and scholars who oversee and monitor QFB’s activities and businesses, tasked with the duty of ensuring that all the services and products of QFB are compliant with Shari’a principles and guidelines of the Shari’a. Each year, an internal Shari'a auditor undertakes an audit to ensure all principles are upheld. In 2021, all our products and services were reviewed and approved by the SSB as Shari’a-compliant.

- Using Shari'a-compliant forms of equity investment, e.g., Mudarabah and Musharakah, Profit and Loss Sharing (also known as PLS or participatory banking) is used for profit and loss allocation.

- Murabaha, Ijarah, Istisna’a and other comprise our suite of asset-based financing products and services, available and customized to our customers.

  Zakat is allocated based on the following formula, in accordance with AAOIFI as interpreted by the SSB:Zakat base = Assets subject to Zakat - (liabilities that are due to be paid during the year + equity of unrestricted investment accounts + minority interest + equity owned by government + equity owned by endowment funds + equity owned by charities + equity belonging to not-for-profit organizations excluding those that are owned by individuals).

  Then, a Zakat rate of 2.5% or 2.5775% (depending on the calendar), is applied to determine the amount on the calculated Zakat base.

  We do not pay off shareholders’ Zakat, each shareholder is responsible for paying the Zakat due on his/her respective shares of the Bank’s capital as per its Articles of Association.

- We run seminars and awareness campaigns for our staff about Islamic values and principles and Shari’a finance. QFB's Shari’a Supervisory Board Chairman is an active participant and lecturer at local and international conferences on Islamic banking and finance.

- OECD estimates that the total value of Islamic finance sits at USD 3 trillion and maintains that a share of this finance could be used for sustainable development. Additionally, Qatar is one of the 57 member states of the Organisation of Islamic Cooperation (OIC), and Islamic finance could be used to fulfil many Sustainable Development Goals (SDGs) since there they align with some of the tenets and principles of the Shari’a: Zakat, obligatory alms-giving to people in need, aligns with SDG #1 ‘No Poverty’.

- Maqasid al-Shari'a (as above) includes the establishment of equality among people, which aligns with SDG #10 ‘Reduced Inequality’.

- Islamic social finance investments produce returns through education, healthcare, welfare, and infrastructure for those in need. This aligns with SDGs #1 ‘No Poverty,’ #2 ‘Zero hunger,’ #4 ‘Quality Education,’ and #10 ‘Reduced Inequality’.

- Islamic finance prioritizes asset-based transactions – where money has real, not speculative value – which aligns with most SDGs, because market speculation can (and does) lead to global recessions, e.g. the 2008 Global Financial Crisis.

- Interest-free lending environment contributes to poverty reduction (SDG #1 'No Poverty') which further aligns with other SDGs, such as #2 'Zero hunger', and #7 'Affordable and Clean Energy'. Prohibition of interest in financial transactions promotes responsible lending and reduces the risk of spiralling indebtedness of debtors.

The Islamic approach to development is steady and consistent progress rather than quick and abrupt growth. This is congruent with the definition of sustainable development itself (as featured above).

PUTTING RESPONSIBLE BANKING OPERATIONS FIRST

Being responsible and accountable to our stakeholders is vital for our reputation. By digitalizing and innovating, we continue to improve customer satisfaction and data security. If we improve our environmental footprint and use fewer natural resources, our planet will be healthier and stronger and continue to support our business interests. We can have a positive – responsible – impact externally, by investing in high ESG-performing buildings, and internally, by reducing energy, water, and paper usage.

Material Issues Covered	• Customer Experience • Innovation and Digitalization • Privacy and Data Security • Operational Environment
Sustainable Development Goals	3 GOOD HEALTH AND WELL-BEING; 4 QUALITY EDUCATION; 5 GENDER EQUALITY; 8 DECENT WORK AND ECONOMIC GROWTH; 10 REDUCED INEQUALITIES

Customer Experience

Through the provision of our products and services, our customer service via phone or email, our complaint management, and how we treat our customers in general, we get a good understanding of our customers' needs. This is indispensable in maintaining high customer satisfaction, which is very important to us. Our interactions with customers are filed, e.g., by keeping call reports and contact notes. We also periodically conduct our 'Know Your Client' review. QFB's priorities include increasing our client base, growing subscriptions to all our investment products, and maintaining high customer satisfaction.

Furthermore, our Mobile App is a great way to improve customer service. We are committed to nourishing our customer relationships by providing the best possible services; private equity and wealth management are our priority. In line with our digitalization efforts and to keep improving the overall experience of our customers, we launched a Mobile App which streamlined and optimized how met our client's needs.

Despite the challenges posed by the pandemic, we have had some success. QFB's real estate investments increased, our AUMs grew in volume, and our clients received competitive returns on their investments, marking a 225% increase in client investments, and a 267% growth in AUM. Our teams across corporate banking, investment, and private banking also worked hard to strengthen QFB's position in the market by continuously diversifying and growing our portfolio.

These efforts were recognized, and at Asiamoney Best Bank Awards 2021, we won the award for "Best Corporate and Investment Bank" in Qatar. The key factor in winning this award was our ongoing ability to deliver our clients Shari'a-compliant investment products that are top-quality, high-yield, and risk-adjusted. With our Shari'a-compliant platform, the US real estate market is more open to local (Qatari) investors. Through the placement of investment products with clients, we have successfully added a new revenue stream as we continued improving our range of products and services.

Innovation and Digitalization

In line with QFB's digital transformation strategy and in response of the investment and financial needs of our growing client base, we launched the QFB Mobile Application.

For an optimized experience, this application was designed to allow our clients to access their investment portfolio, their details, and their account balances, and to view all their transactions records and profit earning history. The application also allows users to access their live and closed assets holdings, assets allocations and earnings key performance indicators related to their investments.

It also became possible for QFB clients to submit all their outward transactions and general requests to the Bank via the QFB Mobile App without any need to contact their relationship managers, and to receive instant updates on the status of their investment's dividends distribution, personalized offers and generate accounts and investments statements.

For cross-platform support and ultimate convenience, the app was released on the App Store, Google Play, and Huawei AppGallery, in both Arabic and English.

We introduced the app to give our clients an alternative to traditional banking channels for the management of their transactions, investments, and to modernize how they communicate with their relationship managers.

Privacy and Data Security

The movement towards digitalized services has many benefits, such as convenience and the reduction of paper consumption. However, online space is a fertile ground for cybercrime, which is why maintaining data privacy and security is deemed as a must for banking operations.

As digital banking grows, protecting customer and stakeholder data is increasingly posing itself as a fundamental requirement. At QFB, we address potential cyber threats and minimize risks in various ways. To date, our operations have remained free of data security breaches. We run regular data security and privacy sessions for our staff who also receive all relevant information via regular email circulations.

We use several data protection tools, technologies, and processes to mitigate cybersecurity risks and address all potential vulnerabilities:

- Office 365 email scanning
- Office 365 defender for identifying any vulnerabilities in the QFB environment.
- Azure sentinel & security centre for identifying vulnerabilities in QFB servers.
- Endpoint protection and patch management through SCCM

QFB abides by all data privacy and security laws applicable within Qatar, including the Protecting Personal Data Privacy Law No. (13) of 2016 which abides by GDPR and is customized for Qatari administrations. Also, we were ISO 27001 (Information Security Management System) - certified until 2017, and we're planning to re-certify for ISO 27001 to demonstrate our commitment to safeguarding the data of our clients and to complement the existing internal and external audit mechanism applied to our IT systems.

Along with office relocation in the third and fourth quarter of 2022, we are planning to carry out assessments and cyber-security stress tests to evaluate the strength of our security measures, the effectiveness of our IT systems, and detect any threats that may jeopardize the privacy of our clients' data. Additionally, our Data Privacy policy is currently under development, and the QFCRA mandate for Data Privacy will be reviewed and implemented in 2022.

The QFB Mobile App is the first banking application in Qatar to be hosted in Microsoft's Azure cloud, the global cloud computing service that guarantees ultimate levels of security and data protection compliance for all users of the application in Qatar and around the world.

Data breaches are prevented by our data protection policy, which is aligned with the policies and practices of the Qatar Financial Centre. Customer rights, as well as complaint management procedures, are also dealt with in the provisions of said policy. As part of our compliance manual, to prevent any breaches, we regulate all matters related to gifts and inducements, as well as anti-fraud and anti-corruption measures

Privacy and Data Security	2019	2020	2021
Number of data security breaches	0	0	0
Number of data security breaches involving customers' personally identifiable information	0	0	0

Environmental Impact

All layers of society - international, regional, national, and local including regulators, partners, customers, and the public, expect and require businesses to operate responsibly and to have a positive environmental impact. We are committed to reducing our resource use and improving our environmental footprint in line with the global efforts to tackle climate change.

Paper reduction has been significant as more and more of our services and product offerings (e.g., e-statements, portfolio statements, online transaction notifications, PDF marketing brochures and teasers) were digitalized and made available via our Mobile Banking App. We issue monthly e-statements to replace thus printed unto paper, and all client requests and transaction notifications are process via the web. We also hold meetings online via video conferencing platforms, e.g., Zoom, for optimal efficiency and convenience.

With our Bank's offices located on two levels of an office building in central Doha's business district, our direct environmental impact reflects the energy, water, and resources we use, and the type and volume of waste we generate in our offices. Since mid-2021, we are also tracking our fleet's fuel consumption.

As part of our commitment to conduct our business in an environmentally responsible way:

- We have begun retrofitting our lights to energy-efficient LED.
- All staff are requested to adopt energy-saving practices such as turning off appliances after use and turning off lights upon leaving the office.
- Our petrol usage was 7,886l in 2021 across our fleet. For now, this is our benchmark, and will be used to control, improve, and monitor our petrol usage performance in the future.
- Acquiring high-quality (Class A, AA, or Trophy) office buildings that meet high standards has always been our focus. In addition to being built by esteemed contractors and developers who maintain clean sites, these buildings are usually built with high-insulation materials.

We are determined to enhance our systems to better monitor our energy, water, and material consumption and waste generation so that we can improve our direct environmental footprint on an ongoing basis.

Our HR Handbook directly addresses some key aspects of our commitment to remaining environmentally responsible:

"This unique planet must be handed over to future generations in a health state. Sharing joint responsibility for our environment we must protect, and wherever possible improve the environment, promote sustainable development, and prevent the wasteful use of any natural resources."

Environmental KPIs	2021
Direct energy consumption	
Total amount of petrol used (litres)	7,886
Indirect energy consumption	
Total amount of electricity used (kWh)	361,753
Total energy consumption (direct and indirect energy consumption)	
Total amount of energy used (GJ)	1,567
Energy used (GJ/employee)	28
Carbon footprint	
Direct GHG emissions (Scope 1 - metric tonnes CO2eq) *	18
Indirect GHG emissions (Scope 2 - metric tonnes CO2eq) *	93
Total greenhouse gas emissions (metric tonnes CO2eq) *	112
GHG emissions intensity (metric tonnes of CO2eq/ full time employee)	22

*Source for emission factor of Qatar is The IFI Dataset of Default Grid Factors v.3.1 from Jan 2022

PUTTING OUR PEOPLE FIRST

The strength of our business reflects the strength, wellbeing, and performance of our people. At QFB, we foster an equal, inclusive, meritocratic, and empathetic working environment where people can fulfil their potential, grow, and contribute to society.

Material Issues Covered	• Talent Management
Sustainable Development Goals	3 GOOD HEALTH AND WELL-BEING; 4 QUALITY EDUCATION; 5 GENDER EQUALITY; 8 DECENT WORK AND ECONOMIC GROWTH; 10 REDUCED INEQUALITIES

Talent Management

Investing in training and career development opportunities, providing equal opportunities, and increasing our workforce's diversity are at the heart of QFB's innovative work environment.

The success of our business is dependent on agile and proactive people who can form high-performing teams. That's why at QFB, positive working culture is central to attracting and retaining top talent based on merit. Inclusion, gender balance, and diversity across our business are deemed to be vital for our success. Women are currently leading 40% of our departments.

We want to attract and retain the best talent available in the market and create a work environment where people can grow and advance in their careers, and continuously develop and improve their skills, knowledgebase, expertise, and professional experience. Our goal is simple, we want to make our people feel listened to and foster a reciprocal culture of shared excellence.

We recruit, retain, and encourage women to take leadership positions within the company by offering a competitive salary, benefits, and flexible working hours and by having a robust leave policy (which includes maternity leave).

"We believe in the intrinsic and infinite value of each human being irrespective of race, religion, gender, or any other artificial division. QFB respects, and wherever possible, promotes and protects all human rights, particularly the rights of those who may be less able to protect themselves." (HR Handbook)

We value building a cohesive team which operates within a constructive work environment, so we make sure to never miss a chance to celebrate the achievements and personal occasions of our employees, and to get them engaged in various kinds of campaigns and initiatives which help them bond and feel more like a family.

The health and safety of our people has always been our top priority, especially in the light of the recent pandemic. Because we are convinced that the success of our business is dependent on, and reflective of, our people's physical and mental wellbeing, we are always ensuring it keeps improving. In 2021, we reported zero injuries or fatalities.

Due to COVID-19, our employee management training moved online, and we are currently considering the adoption of a hybrid program. Based on their job role, each individual employee will receive customized training and undergo a meticulous evaluation process orchestrated by their direct line manager.

We also routinely make our staff members participate in Euromoney online training, which is a financial industry-specific on-demand video learning platform, allowing our people to stay up to date with relevant and recent trends and initiatives pertaining to our industry.

In a post-pandemic business landscape, we see a future in high-quality workspaces. The Working From Home (WFH) model may result in less demand for large office spaces, and is likely to result in higher demand for the newer office spaces and those with the most amenities (a view generally embraced by the business community).

Key Performance Indicators	2019	2020	2021
Workforce Overview			
Full-time employees	41	39	56
Male employees	30	28	39
Female employees	11	11	17
Percentage of female employees	27%	28%	30%
Employee Turnover			
Employee turnover (voluntary and involuntary)	17	15	4
Employee turnover rate (%)	41%	38%	7%
Training and Development			
Total training delivered (hours)	N/A	N/A	160

Key Performance Indicators	2019	2020	2021
Performance Reviews			
Percentage of employees who received a performance and career development review	N/A	N/A	100%
Grievances			
Employee turnover (voluntary and involuntary)	N/A	N/A	0

PUTTING OUR COMMUNITY FIRST

QFB has been supporting local and international communities for years by launching initiatives focusing on improving people's access to healthcare, water, and education have strengthened our social license to meaningfully engage with people well beyond the realm of business.

Material Issues Covered	• Community Investment
Sustainable Development Goals	3 GOOD HEALTH AND WELL-BEING; 8 DECENT WORK AND ECONOMIC GROWTH; 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE; 12 RESPONSIBLE CONSUMPTION AND PRODUCTION

Community Investment

Our commitment to community development and wellbeing supports both our business growth and our community's well-being. As such, we occasionally take many initiatives to ensure that we are giving back to the people of Qatar.

As such, we donated **QAR 2.5 million** to the Qatar Sports Fund, which is very important for Qatari youth, and during breast cancer awareness month, we partnered with Al Safa Polyclinic and AON Qatar to organize a breast cancer awareness campaign.

We also organized a blood donation drive by in cooperation with Hamad Medical Corporation (HMC). The event was held at QFB's headquarters, and employees across all departments of QFB participated in the event along with other blood donors from fellow companies within the HQ building. QFB planned the blood drive with the noble cause of helping to replenish the supplies at HMC blood bank and received an overwhelming response. QFB is planning to hold the blood donation drive on an annual basis in order to pledge their continuous support to HMC.

مؤسسة حمد الطبية
Hamad Medical Corporation
HEALTH • EDUCATION • RESEARCH صحة • تعليم • بحوث

Certificate of Appreciation **شُكر وتقدير**

To: **QATAR FIRST BANK** إلى:

Hamad Medical Corporation and the Blood Donor Center extend sincere appreciation and gratitude to you in recognition of your participation in blood donation campaigns and your efforts to promote a culture of voluntary blood donation.

يسر مؤسسة حمد الطبية ممثلةً في مركز التبرع بالدم أن تتقدم إليكم بخالص الشكر، تقديرًا لعطائكم وجهودكم في تعزيز روح المبادرة بالمشاركة في تنظيم وتفعيل الحملات الميدانية، والمساهمة في الترويج لثقافة التبرع الطوعي بالدم في المجتمع.

واللّه وليّ التوفيق.

Ali Abdulla Al Khater
Chief Communications Officer
Chairman of the Supreme Committee for Healthcare Communication

علي عبد الله الخاطر
رئيس الإتصال المؤسسي
رئيس لجنة الإتصال العليا للرعاية الصحية

15/11/2021

Local Suppliers

Our priority is to ensure our procurement activities directly contribute to local businesses in Qatar. In order to achieve that, we procure goods and services from local suppliers whenever it is feasible. Investing in local suppliers creates job vacancies, builds local capacity and supports a more stable business environment.

Key Performance Indicators	2019	2020	2021
Spending on locally based suppliers (%)	73%	77%	68%

Qatar First Bank LLC (Public)

29, Suhaim Bin Hamad Street,
PO Box 28028, Doha, Qatar
T +974 4448 3333
F +974 4448 3560
information@qfb.com.qa
www.qfb.com.qa