



**QNB Group
Occupational Health and
Safety Statement**

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Summary Profile

Framework coverage	QNB Qatar and International Branches
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1. Scope and Objective

Qatar National Bank (Q.P.S.C.) (QNB) recognizes that health, safety and security of our employees, clients, and visitors are essential to our success. Therefore, we are committed to provide a safe, secure, and healthy working environment by adhering to ISO 45001:2018 Occupational Health and Safety (OH&S) Management System requirements.

1. This statement applies to all employees, contractors and customers/Visitors who visit/work in the properties belonging or operated to QNB.
2. The objective of this document is to provide an overview for maintaining a secure environment and developing and sustaining an effective health and safety culture, helping mitigate against a range of threats that could cause physical, reputational, or financial damage to QNB.
3. Health and safety culture refers to the set of values, shared by everyone in QNB, that determine how employees are expected to think about and approach health and safety. Getting the culture right will help develop a health and safety conscious workforce and promote the desired behaviours from staff and senior management.
4. The benefits of an effective health and safety culture include:
 - A workforce that is more likely to be engaged with, and take responsibility for, health and safety issues.
 - Increased compliance with agreed health and safety policies and procedures.
 - Proactive approach to preventative health and safety measures.
 - Awareness of the most relevant health and safety risks and threats.
 - Ensure standardisation and consistency of controls employed across QNB.
 - Promoting accountability.
 - Provide guidelines to those responsible for ensuring the bank is properly protected against health and safety risks.
 - Reduce ill health, incident and accident that may reduce premium insurance claims.
 - Enhanced reputation for corporate responsibility among investors, customers and communities.

2. Occupational Health & Safety Commitments

QNB's Occupational Health and Safety commitments aims to:

1. Maintain safe & healthy work facilities through appropriate operational controls and methods of work for prevention of work-related injury and ill health; committed to eliminate hazards and reduce OH&S risks.
2. Continuously identify and assess occupational health and safety hazards and risks, implementing effective measures to control and eliminate them by following the Hazard Identification Risk Assessment, Occupational Health and Safety Plan & Policy and Permit to Work System if application.
3. Ensure compliance with relevant state, regional & international laws, legal regulations, statutory, regulatory & other requirements.

4. Provide adequate training and resources to employees and contractors to enable them to work safely, securely, and efficiently.
5. Ensure that all equipment, assets, and the tools used in frequency banking operations are safe, maintained and tested regularly.
6. Conduct regular internal audits to evaluate and improve the effectiveness of our Occupational Health and Safety Management System.
7. Set and achieve challenging OH&S objectives & targets and adopt appropriate operational practices and suitable technologies to monitor, control and minimize impact on Occupational Health and Safety.
8. Encourage open communication and feedback on occupational health and safety issues, incidents, and near misses to promote continual improvement of the OH&S management system.
9. Consultation and participation on health & safety matters, with all our employees and contractors and others who may work under our control to ensure that the arrangements for Occupational health & safety management are practical to implement and effective.
10. Establish & maintain culture of safety by involving employees

3. Roles and Responsibilities

Group safety and security department (GSSD) will be responsible for:

1. Identifying and evaluating all safety and security related risks and establish controls to communicate, respond, manage, and reduce all risks to an acceptable level utilising proactive risk assessment methods and risk management programs.
2. Monitoring and supporting security projects that enhance the effective delivery of security by adopting innovative security technologies and best practices that have been identified, which will deliver protection of QNB employees, assets, and customers.
3. Coordinating with other departments to ensure effective safety and security measures, ensuring compliance with all applicable local and international security regulatory and governmental requirements.
4. Developing clear protocols for responding to incidents outlining steps to take during emergencies, including communication, evacuation, and post-incident recovery.
5. Establishing communication channels and protocols to work closely with local law enforcement agencies in case of emergencies or security breaches.
6. Conducting regular security audits and risk assessments to identify vulnerabilities and update security protocols accordingly.
7. Promoting safety and security awareness with all QNB Staff and stakeholders through internal training and communication programs.
8. GSSD will ensure appropriate provision of requisite security systems to all Group offices, international branches and subsidiaries. At a minimum, the below listed facilities will be considered:

- Emergency exits for evacuation (including emergency door release buttons at exit points)
- Suitable number of security guards for branches/ departments.
- Adequate number of CCTV (closed circuit Television) cameras giving a general view of the branch/ department locality; in addition to the appropriate records retention period as per the regulatory requirements.
- Proper alarm facilities using fire and intruder alarms and detectors.
- Standard Fire alarm & Firefighting Standard Fire alarm & Firefighting system (extinguishers, FM200, Aerosol and Fire hose reels)
- Secure access to all Group premises.
- Monitoring and incident investigation methods.
- Any other necessary facility related to Group safety and security.

QNB Group employees will also be responsible for:

- Taking reasonable care of their own health and safety and those who may be affected by their actions.
- Following any laid down procedures and guidelines communicated to them.
- Bringing to the attention of management any Safety & Security issues or concerns that will affect their working environment.
- Fulfilling and reporting to Group safety and security department, on specific responsibilities such as fire wardens, if nominated to do so.
- The respective employee will be responsible for any damages or loss asset item provided. Charges will depend based on the amount of the damaged or loss Asset Item and shall be imposed to the employee on the moment that neglect, and mistreatment is observed.

4. Review

The statement is communicated to all employees and persons working for or on behalf of QNB and will be made available to the public, stakeholders and other interested parties upon request. QNB is committed to continually improve the performance of the OHS management system QNB promotes an open communication and feedback on occupational health and safety issues, incidents, and near misses. The Senior Management reviews the underlying QNB OH&S policy on an annual basis, which is approved by the Executive Management/ Board of Directors, to take any improvements and regulatory changes into consideration.

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