

## Quality Policy

### Al Baraka Bank in Brief/Overview:

Al Baraka Bank sal was established in 1992 as the first development bank operating in compliance with Islamic Shari'ah through the implementation of the Fiduciary Deposits Contracts Law. After the issuance of the Islamic Banking Law in 2004, Al Baraka Bank was licensed to operate as a fully-fledged Islamic Bank.

The Bank is a member of alBaraka Banking Group, headquartered in Bahrain, which includes 13 major Islamic Banks and 2 representative offices around the world spread across three continents.

Al Baraka Bank's ultimate goal is to implement Islamic Shari'ah Laws while developing the society's economy, integrating individuals, cultivating capacities and offering exceptional banking services in all commercial, industrial and agricultural sectors.

The Bank's activities are monitored by various control units (the Banking Control Commission, alBaraka Banking Group Internal Audit Unit and External Auditors).

The Bank's activities are also closely monitored and supervised by the Shari'ah Supervisory Board which includes an elite selection of Islamic scholars who are well-versed in Islamic jurisprudence (*fiqh*).

Al Baraka Bank is highly committed to the regulations and circulars issued by Banque de Liban (Central Bank of Lebanon) and other official supervisory authorities, as well as alBaraka Banking Group's requirements.

### Scope of Application:

The Quality Management Department at Al Baraka Bank sal is committed to the implementation of the Quality Management System based on the International Standard ISO 9001 in offering Shari'ah-compliant Islamic investment and financing services to satisfy our clients' needs (Individuals and Corporates).

### The Bank's Goals:

In reflection of our principle slogan "Your Partner Bank" and in abidance to the Islamic Shari'ah spirit in conducting our business, the Bank aims for the following:

- Providing exceptional services that are up-to-date with the ever-changing banking and technology industries.
- Committing to the Implementation and the improvement of the Quality Management System in accordance with the International Standard ISO 9001, as well as training and educating all employees to become active participants in the proper application of the system.
- Abiding by the laws and decisions issued by the Central Bank of Lebanon, other supervisory authorities and alBaraka Banking Group.
- Building excellent and strategic relationships with suppliers.
- Al Baraka Bank sal considers its staff as its most valuable asset since it depends on their talents to fulfill its vision/goals. Thus, the Bank continuously strives to offer its employees essential training to reinforce their technical and leadership skills. Moreover, regular appraisals are conducted to ensure that Al Baraka Bank employees' career development plans are fulfilled.

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