Our People

The Human Resources (HR) Division is fundamental to Bank Albilad's strategy, responsible for talent management, Saudization support, and driving a culture of high performance and innovation. In 2025, the Bank executed a focused workforce strategy designed to build capability, promote agility, and foster alignment among all teams.

Our People in Numbers

+3,650
Total staff

87%
Retention rate

786
New hires

5,585
Training opportunities delivered

94%
Training coverage

Building capability, agility, and leadership

In 2025, the HR Division advanced a comprehensive strategy to develop a future-ready workforce and secure strong succession depth. The Bank reviewed and refined organizational structures to sharpen role clarity and operational efficiency, conducted market reviews to keep the reward system competitive, and broadened cross-functional training to strengthen collaboration and agility across business units.

The Bank's commitment to talent development was clearly demonstrated through its high-potential pathways:

Leadership Pipeline

High-potential pathways were expanded through the Albilad Future Program and a suite of leadership tracks, aimed at equipping emerging leaders with future-critical skills and enabling internal mobility.

Executive Development

Executive-level development was reinforced through coaching for senior leaders, participation in global leadership programs, and nominations to top international business schools.

Measurable Impact

These investments are creating significant depth: many identified successors for key roles are ALP/AAP alumni, leadership readiness gaps at senior levels have narrowed, and participants are advancing more quickly in their careers. The Tech Ambassador Program has also accelerated the adoption of emerging technologies, improving delivery speed and alignment with business priorities.

Learning at Scale

The 5,585 training opportunities delivered reached 94% of employees, with the portfolio intentionally weighted toward technical development (75%) to sustain day-to-day performance and build a steady pipeline of future leaders.

75%
technical development

5,585
training opportunities delivered in 2025

94%
training coverage across the workforce

Enhancing Employee Experience

The Bank reinforced a culture of productivity and commitment by directly converting employee feedback into concrete enhancements, leveraging technology for seamless service delivery, and focusing on financial wellness.

Listening, Acting, and Improving

The "Your Voice Matters" survey achieved strong participation and delivered a 7% increase in overall satisfaction with the bank compared to the last 2023 survey. HR converted this feedback into impactful actions:

Employee Experience

Enhancing the My Idea platform; launching the BAB HR Mobile App to simplify and digitize HR services; streamlining the training journey and annual leave; and deepening HR Business Partner engagement for more direct, transparent communication.

Well-being

Upgrading the Employee Recognition Program 2025; opening a Ladies' Gym Facility at Albilad Tower to support physical health and inclusion; and strengthening real-estate financing support.

Digital HR and Decision Support

HR continued to automate core processes (including employee share allocations and incentive payments) and upgraded the HR Mobile App, making services more accessible and personalized. For leadership, enhanced dashboards and analytics provided integrated, near real-time visibility of human-capital metrics to EVPs and C-suite, enabling data-driven, proactive decisions.

Hafez Saving Program

Hafez Saving Program: The enhanced Hafez Saving Program continued to strengthen employee financial wellness and support national savings objectives, by expanding participation and enhancing saving tools to promote responsible financial behavior.