



التجاري وفا بنك  
Attijariwafa bank

# Building a Sustainable Future

Attijariwafa bank Egypt  
1<sup>st</sup> Sustainability Report  
2019 - 2020





For further Information (102 - 53)

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## **The Bank and References**

(102 - 1) - (102 - 5)

Throughout this report, “AWB, “the bank” or “we” are referring to the Attijariwafa bank Egypt SAE established as Joint Stock Company (S.A.E), under the Investment law no. 43 of 1974.

## **Editorial Policy**

Attijariwafa bank Egypt publishes its first CSR report for the years 2019 and 2020 in an attempt to highlight the bank’s CSR efforts and its contribution to Egypt’s economic development.

## **Scope of the Report Period and Cycle Covered (102 - 50 / 102 - 52)**

In light of the group’s annual CSR reports, AWB Egypt is publishing this CSR report featuring the period from 1st of January 2019 until 31st of December 2020. Some Information before and after these dates may be included to emphasize relevant context to the reporting period.

## **Referenced Reporting Guideline (102 - 54)**

The report is prepared according to the Global Reporting Initiative (GRI) Sustainability Reporting Standards: Core option.

## **Date of Previous Report Sustainability (102 - 51)**

This is the first report for Attijariwafa bank Egypt.

## **Forward-Looking Statements**

This Sustainability Report includes forward-looking statements about various future estimations and critical factors expected in the banking industry's landscape, both nationally and regionally. Because of the rapid dynamics of the technologies and markets we serve, there is no guarantee of the magnitude or pace of such changes, despite the bank's demonstrated agility.

## **Mistakes and Typographical Errors**

Any errors discovered following the publication of the report will be corrected and displayed on our website. In consideration of the environment, our report is published as a downloadable PDF file from our website.

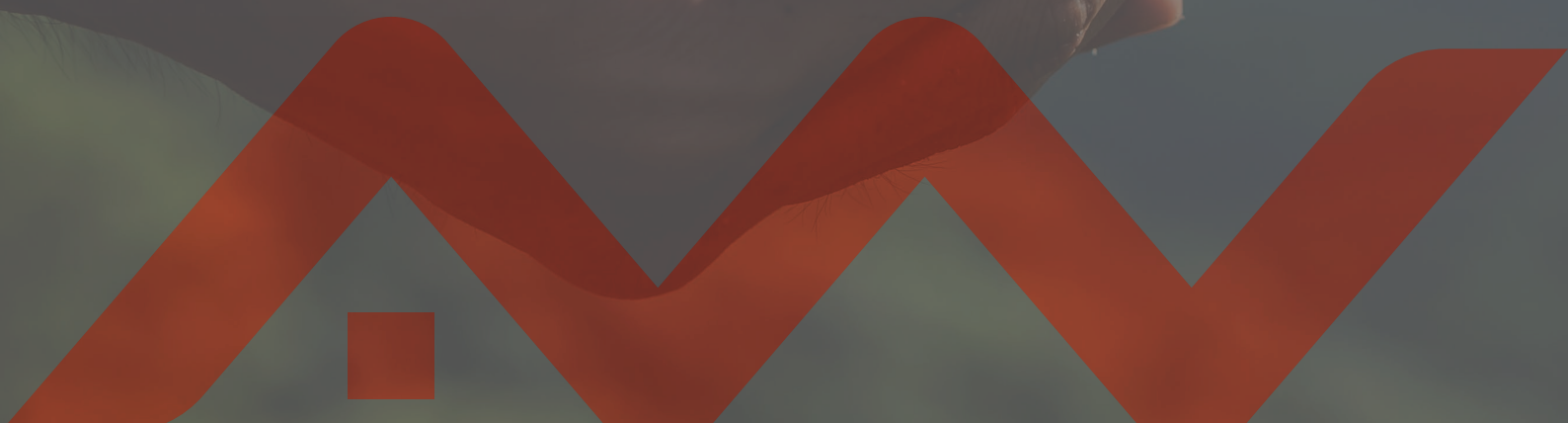
## **Acknowledgment Statement**

We would like to express our sincere gratitude to our consultants at DCarbon Egypt for accompanying us in our first sustainability reporting journey and assisting us in the development of this report.



# Table of Contents

<b>1 LEADERSHIP STATEMENT</b> .....	<b>5</b>
<b>2 ATTIJARIWAFABANK IN A GLIMPSE</b> .....	<b>6</b>
<b>3 CREATING SHARED VALUE</b> .....	<b>9</b>
3.1 ATTIJARIWAFABANK GROUP'S CSR APPROACH	10
3.2 STAKEHOLDERS DIALOGUE AND MATERIALITY ASSESSMENT	11 - 12
<b>4 SUPPORTING THE DEVELOPMENT OF A SUSTAINABLE ECONOMY</b> .....	<b>13</b>
4.1 ENABLING UNIVERSAL ACCESS TO BANKING AND FINANCIAL SERVICES	14
4.2 WORKING TOWARDS THE DEVELOPMENT OF TERRITORIES	39
4.3 CONTRIBUTING TO THE DEVELOPMENT OF TERRITORIES THROUGH PARTNERSHIPS	44
4.4 ESTABLISHING A LASTING AND TRUST-BASED RELATIONSHIP WITH CUSTOMERS	47
<b>5 RESPECTING THE ENVIRONMENT AND FIGHTING CLIMATE CHANGE</b> .....	<b>49</b>
<b>6 SETTING AN EXAMPLE IN THE CONDUCT OF BUSINESS AND STAKEHOLDER RELATIONS</b> .....	<b>53</b>
6.1 ENSURING INTEGRITY, LOYALTY, AND TRANSPARENCY AT ALL ORGANIZATIONAL LEVELS	54
6.2 IMPROVING THE LIVING ENVIRONMENT OF EMPLOYEES	59
6.3 ENSURING RESPONSIBLE PROCUREMENT	69
<b>7 ENGAGING WITH COMMUNITIES AND CIVIL SOCIETY</b> .....	<b>71</b>
<b>8 GRI CONTENT INDEX</b> .....	<b>87</b>





## 1- Leadership Statement



Since the inception of our operations in Egypt, AWB Egypt has been committed towards the concept of responsible banking, whereby we have established a firm belief that sustainable development is a crucial part of doing business. Accordingly, we consider it a major milestone of success.

Being part of Attijariwafa bank group, we have aligned ourselves to the group's sustainability agenda, which sets forth our framework towards operational sustainability, one that features the significance of creating shared value as a main driver for growth amongst all our stakeholders. Aware of its impacts and risks, our bank started taking into account the Environmental and Social aspects associated with doing business and has strived to take its first steps into supporting a greener economy.

As we matured into our endeavors towards sustainable finance, this year marks the issuance of the first Sustainability Report for Attijariwafa bank Egypt. The report covers the period from 2019 to 2020 and is done in line with the Global Reporting Initiative (GRI) core option; under group CSR strategy and aligned with the the UN Sustainable Development Goals and Egypt's Sustainable Development Agenda Egypt Vision 2030.

In the following pages, we are pleased to share with you what we have been busy doing and how we have managed to do it. We translate our passion into products and services and we aspire to convey our collective efforts as a team and as responsible corporate citizens towards sustainable development that will have a positive impact and participate in creating a balanced economy in a dynamic market such as Egypt.

**Hicham Seffa**  
**Managing Director**  
Attijariwafa bank Egypt



2

## *Attijariwafa Bank in a Glimpse*







## About Attijariwafa bank group

Attijariwafa bank (AWB) group is a leading bank in Africa and Europe with a universal banking model operating in 25 countries and a pan-Africa scope. The group is the first banking and financial group in Morocco, the fourth largest banking and financial group in Africa, and the first network of banking services.

Attijariwafa bank group currently supports 10 million retail, professional, corporate and institutional clients, with 20,583 employees serving throughout Africa, Europe, and the Middle East. In addition to banking activities, the group operates through specialized subsidiaries in the financial industry: insurance, housing credit, consumer credit, leasing, asset management, stock brokerage, private banking, counseling, long-term leasing, and factoring, among others.

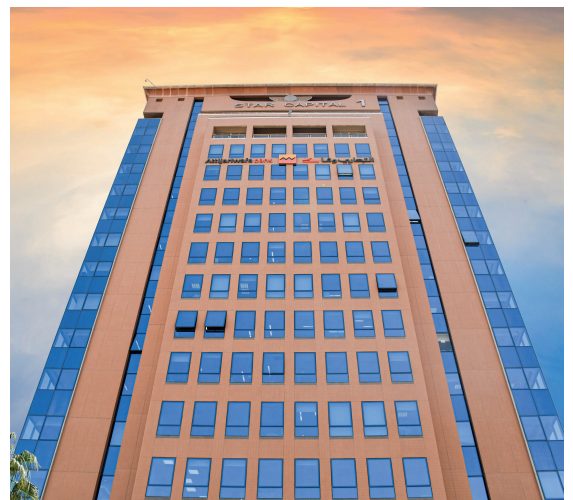
As a pioneering player in the financial sector, the group is continuously diversifying its business lines and advancing its digital banking services and innovation policy to optimize customer experience and security while considering environmental undertakings to support regional economic development in a sustainable and inclusive manner.

Attijariwafa bank commits itself to operate as a well-trusted and socially responsible financial institution relying on the shared values of Leadership, Commitment, Ethics, Citizenship, and Solidarity on a daily basis. These values shape CSR approach's founding principles to implement its commitments (Read more on Attijariwafa Bank CSR Approach).

## About Attijariwafa bank Egypt

The bank has been registered as Attijariwafa bank Egypt (AWB Egypt) S.A.E. since November 2017, after Barclays Bank PLC transferred in May 2017 its entire shareholding in Barclays Bank Egypt S.A.E. to Attijariwafa bank group. The group's presence in Egypt is of great importance. It is regarded as one of the most significant transitions conducted in the Egyptian banking market in recent years and the first Moroccan investment in this field.

Attijariwafa bank Egypt operates through a fast-growing network of 63 branches spreading across 19 governorates with 79 ATMs covering key cities in Egypt. Its highly professional and skilled employees proudly serve a large enterprise client base, including leading international, regional, and local companies, as well as a strong base of more than 120,000 retail banking customers.



Attijariwafa bank Egypt and its 1,304 dedicated employees are committed to ensuring the fulfillment of the bank's CSR strategy and socially responsible approach, which is based on its values of Leadership, Commitment, Solidarity, Ethics, and Citizenship (See Section 7 Engaging with Communities and Civil society).



# AWB Egypt Highlights



Operations in **19 Governorates**



A network of **63 Branches** and **79 ATMs**



**1,304 Employees**



More than **120,000 Retail Banking Customers**



**35% Women** in the workforce



**45% Growth in Customer Deposits** closed at **EGP 31bn**



**66% Hike in Treasury Bonds** closed at **EGP 5.4bn**



**32% Growth in Treasury Bills** closed at **EGP 4.9bn**



**25% Growth in Net Loans and Advances to Customers** closed at **EGP 23.6 bn**

## Attijariwafa bank Egypt's Corporate Strategy

The bank's corporate strategy 2017 - 2022 has been prepared and adapted to the Egyptian market's diversified needs. It aims to focus on a strong presence in the Egyptian market, based on the group's belief in the Egyptian market's importance as an investment gateway in Africa and the MENA region. The bank's ambitious strategy puts emphasis on growth and expansion as well as digital transformation.

### Our Goals:

- Attijariwafa bank Egypt's successful integration into Attijariwafa bank group, especially in the banking information system;
- Geographical expansion in all of Egypt's governorates;
- Introduction of new banking products and services to increase our customer base and provide a unique customer experience.

The bank's strategy also strives to support economic cooperation between Egypt and the other countries in which the group operates and presents something new to the market by focusing on opening the markets, not just locally but also internationally, based on the fact that the group is present in 25 countries.

As a responsible financial institution, the bank formed its strategy to contribute to the achievement of financial inclusion, which is one of the most critical priorities of the Egyptian government and the Central Bank of Egypt (CBE).



3

## Creating Shared Value





### 3.1 Attijariwafa bank group's CSR Approach

As a leading universal and Pan-African banking group, AWB is committed to sustainable growth and inclusive development. To pursue its social and environmental responsibility and create real impact for the benefit of all its stakeholders, its CSR approach is based on the fundamental values of Leadership, Commitment, Solidarity, Ethics, and Citizenship and revolves around 4 axes and 10 strategic commitments.



Attijariwafa bank Egypt capitalizes on the group's approach towards the consideration and acknowledgment of ESG impacts and personalize it to serve national direction, cater to the needs of its clients, and create shared value for all stakeholders. This report exhibits AWB Egypt's quest to create value for its stakeholders and present the bank's achievements on the four fronts of the CSR approach.

### 3.2 Stakeholders Dialogue and Materiality Assessment

Sustainability reporting rests on the approach that organizations are committed to financial performance and society, the environment, and the economy as a whole. We believe that opening a dialogue with our stakeholders enhances our operations, decision-making process, and empower us to create value for our stakeholders.

Following the footsteps of AWB group, we have identified our internal and external stakeholders as follows:

Customers	Attijariwafa bank group	Employees	Governmental Bodies and Regulatory Authorities
Suppliers	NGOs	Community at Large	

As part of the report writing process and with the assistance of an external consultant, we have engaged all departments to identify their stakeholders, state the frequency of the engagement, and the material topics relevant to this stakeholder.



### 3.2.1 Materiality Assessment

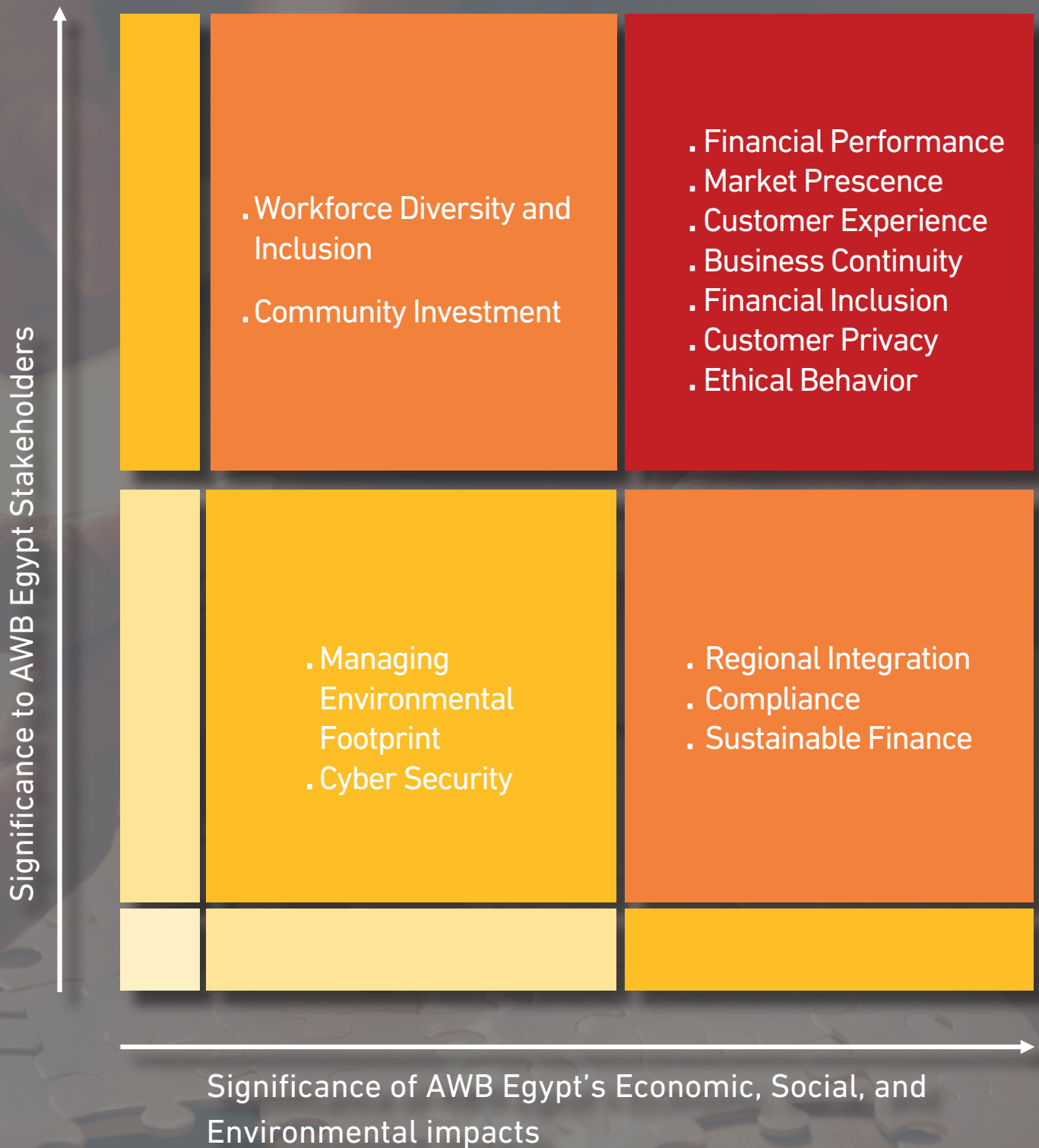
In preparing this report, Attijariwafa bank has undertaken an inaugural materiality assessment exercise guided by the GRI Reporting standards that are followed in this report. Materiality assessment is a process that reflects the economic, environmental, social, and governance topics that are most material to the bank and stakeholders.

Attijariwafa bank has adopted a participatory approach across all bank departments asking them to identify their stakeholders, state the frequency of engagement, and the material topics relevant to this stakeholder. This process ensured that all stakeholders concerns are taken into consideration and formulated a baseline for AWB Egypt's material topics.

With the assistance of an external consultant, the bank was then involved in prioritizing and selecting the topics that are material to the bank's success and concurrently material to stakeholders. Nevertheless, Material issues were chosen in alignment with UN Sustainable Development Goals (SDGs), Egypt Vision 2030, the Central Bank of Egypt's Financial Inclusion Strategy, Strategic directions, and AWB group CSR Strategy. The bank prioritized a total of 14 Material Issues. For each material issue, we have defined the boundaries for which the impact occurs. The table below provides the material issues and their boundaries.

Material Boundaries									
External								Internal	
	Material Issue	Customers	AWB group	Government and Regulatory Authorities	Suppliers	NGOs	Community at large	Employees	Board of Directors
<b>Economic</b>									
1	Financial Performance	✓	✓	✓			✓	✓	✓
2	Market Presence	✓	✓	✓				✓	✓
3	Business Continuity	✓	✓	✓	✓			✓	✓
4	Regional Integration	✓	✓				✓		✓
<b>Social</b>									
5	Financial Inclusion	✓	✓	✓		✓	✓		✓
6	Customer Privacy	✓	✓	✓				✓	✓
7	Cyber Security	✓					✓	✓	✓
8	Community Investment		✓	✓		✓	✓		✓
9	Customer Experience	✓	✓					✓	✓
10	Workforce Diversity & Inclusion		✓	✓		✓	✓	✓	✓
<b>Environmental</b>									
11	Sustainable Finance	✓	✓	✓			✓		✓
12	Managing Environmental Footprint		✓			✓	✓		✓
<b>Governance</b>									
13	Compliance		✓	✓	✓			✓	✓
14	Ethical Behavior	✓	✓	✓	✓			✓	✓







4

## Supporting the Development of a Sustainable Economy





Driven by the priorities of Attijariwafa bank group and the Egyptian government to foster sustainable economic development, Attijariwafa bank Egypt prides itself in being a purpose-driven organization, with a commitment to follow the group's sustainable development journey and be an active contributor to the inclusive and resilient development of the Egyptian economy.

Accordingly, AWB Egypt follows the group's strategy focused on supporting the economies where the group operates by achieving the following commitments:

**Enabling Universal Access to Banking and Financial Services**

**Working Towards the Development of Territories**

**Establishing a Lasting and Trust-based Relationship with Customers**

## 4.1 Enabling Universal Access to Banking and Financial Services

### 4.1.1 Fostering Financial Inclusion

Aligning with the Egyptian government and the Central Bank of Egypt (CBE) that have prioritized financial inclusion to achieve sustainable economic development, Attijariwafa bank Egypt supports the establishment of a formal financial ecosystem where every individual can access and use a broad range of accessible and affordable financial services. This ranges from savings, payments, remittances, finance, credit, insurance, to investments.



The current challenge towards accelerating Financial Inclusion levels in Egypt with regards to the very high proportion of the unbanked population that relies on a cash economy. Most adults lack access to financial services or a basic bank account while saving and borrowing money through informal methods. Additionally, men are more likely to own a conventional bank account than women.

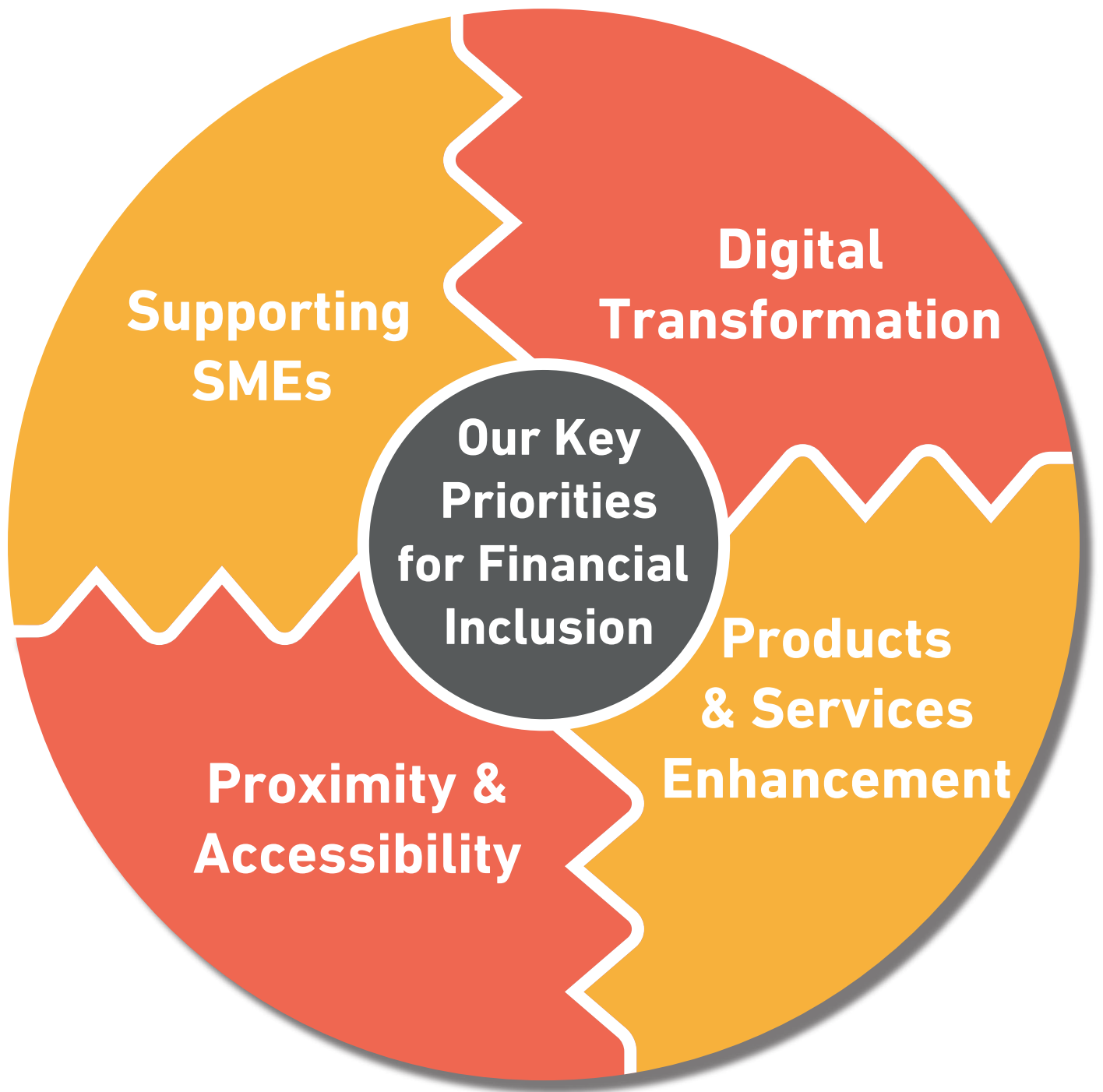
As a result, Attijariwafa bank Egypt recognizes its instrumental role in supporting the national financial inclusion agenda to address these challenges and for this end, creates a better social and economic well-being for individuals, supports businesses to achieve higher profits, competitiveness, and growth, and contributes to the inclusive growth of the Egyptian economy.

### Launching our Financial Inclusion Strategy to support Balanced Growth

Following the CBE's guidelines with regards to Financial Inclusion, AWB Egypt launched in Q3 2020 a dynamic Financial Inclusion Strategy to serve the under-banked segments by facilitating access to finance and use of financial products and services with a particular focus on women, youth, SMEs, people aged 60 years and older, and middle-income segments of the society.

AWB Egypt also established a Financial Inclusion department directly reporting to the Managing Director driven by the CBE's scheme. This department is responsible for setting the bank's Financial Inclusion Strategy and working with other stakeholders in the bank to support Financial Inclusion and follow the strategy implementation.





### Achieving Financial Inclusion on a National Scope

The bank's strategy contributes to the achievement of financial inclusion, which is one of the most critical priorities of the Egyptian government and the Central Bank of Egypt. In this context, we have brought on top of our agenda several internal and external actions to bring forward financial inclusion.

- Set Financial Inclusion Department reporting directly to the Managing Director;
- Developed Financial Inclusion Strategy approved by the Board of Directors;
- Participated in the CBE's quarterly activities by raising awareness about financial inclusion using social media and facilitating account opening by removing accounts fees and reducing the minimum required balance during those activities;
- We have attached particular importance to our Financial Inclusion Customer Segments, including SMEs, underprivileged groups such as women and youth, and underserved population in remote areas.



#### 4.1.1.1 Supporting Underbanked Groups

On the Financial Inclusion front, Attijariwafa bank Egypt embarked on innovative initiatives and offerings to financially include underbanked segments such as women, youth, and the unbanked population.

#### Promoting Women's Financial Inclusion and Entrepreneurship

- In 2019, the bank conducted a seminar in cooperation with the Ministry of Planning for women & youth start-ups;
- In 2020, AWB Egypt was the financial sponsor of the "She Leads" Women Development Program supporting projects & providing training and non-financial services to female technical high school students;
- AWB Egypt offers MSMEDA fund refinancing to SMEs with the main focus on women;
- AWB Egypt has Women Event Agenda throughout the 2021 calendar.



#### Attijariwafa bank Egypt launched the first debit card for Women in the Egyptian Market

In line with our strategy to support Financial Inclusion and women's economic empowerment, we created a national benchmark by launching, in 2020, the first debit card for women in the Egyptian market. "Maaki" debit card offers a wide variety of significant discounts, cashback, and ongoing tailored benefits at stores for female customers ranging from beauty salons, clinics, cosmetics, and sports.



فيكم واثقون

#### Encouraging Youth Banking

During 2019 and 2020, we initiated concrete banking offerings for the youth, encouraging them to enter the banking system and use a range of banking products and services.

- Free business debit card issuance;
- Opening saving account for free;
- Introducing Financial Inclusion to She Leads vocational girls from Nilepreneurs. The program provided training and non-financial services to 17 and 18-year-old female technical high school students. (Read more on Supporting SME Growth, Supporting Nilepreneurs).

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#### 4.1.1.2 Strengthening our Presence, Proximity, and Accessibility



One of Attijariwafa bank Egypt's strategic goals is expanding its branch network and banking services to enrich its customer base, reach targeted customer segments, and attract non-participants within the banking system by facilitating everyone's access to banking and financial services.

#### Fast-forward expanding network with 63 branches in 19 governorates

AWB Egypt understands that access is the key to financial inclusion, and it can be mainly achieved through the proximity and accessibility of our branches and ATMs extending across the country. By operating through a rapidly growing nationwide network of 63 branches -strategically spread across the country- we aim for a strong presence in the Egyptian market, which is of great importance and interest to our group.

#### Growth and Expansion Goals

2020 witnessed several successive openings of new branches. In 2019, 6 new branches in the governorates of Cairo, Giza, Dakahlia, and Minya; in addition to the renovation and enlargements of one of our main branches in the City of Mahala, as well as moving to a new branch in Damanhur in Beheira, and moving to a new branch in Zamalek.

#### In 2020: 79 ATMs in 19 Governorates

Bringing our ATMs to 79 ATMs in total established in locations with 24 / 7 accessibility, we aim to better serve our customers in all provinces. Our 2021 target is to increase the geographical distribution of our off-site ATMs to reach 98.

Governorate	2020	Governorate	2020
Aswan	1	Gharbeya	2
Assut	1	Fayoum	1
Alexandria	7	Cairo	35
Ismalia	1	Menya	1
Red Sea	1	Beni Sweif	1
Beheira	1	Port Said	1
Giza	17	Damietta	1
Daqahlia	3	Sohag	1
Suez	1	Kafr El Sheikh	1
Sharqeya	2		
<b>TOTAL</b>			
<b>79</b>			



### 4.1.1.3 Bracing Persons with Disabilities



We continue to guide our employees with guidelines for a more inclusive working environment. Among other initiatives, our latest one took place on 3rd December 2019, in light of the International Day of Persons with Disability, whereby our HR and CSR departments, in collaboration with Helm Foundation, provided a one-day training and awareness session for our staff on “Disability Equality Training (DET).”

#### **Accessible and Convenient Facilities for Everyone**

To ease the access and convenience of people with disabilities, we have equipped some of our branches and ATMs as a start with supporting ramps, in addition to other bespoke solutions such as the provision of adjusted ATMs height standards adapting to the needs of people with disabilities.

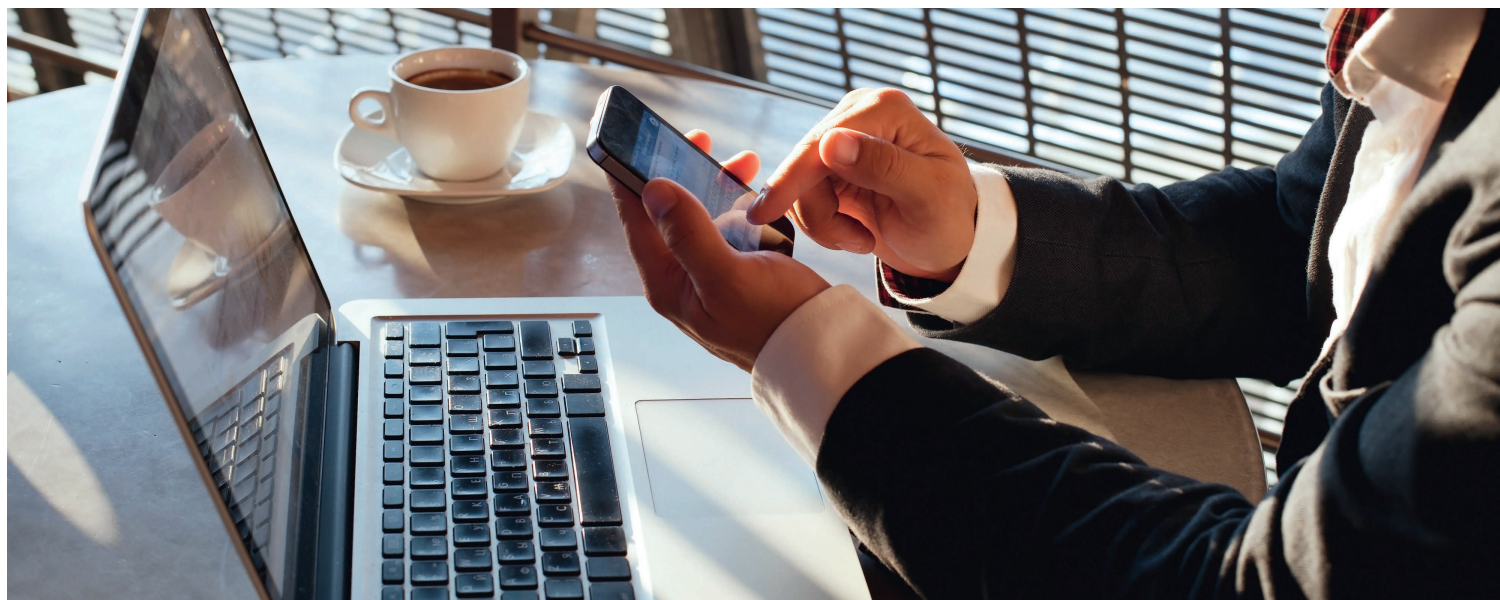
- 3 Branches with ramps and accessible for PWDs (Maadi, 10th of Ramadan, and City Stars);
- 2 Branches have toilets for PWDs customers (Cairo Club and Maadi);
- Low counters for easy access to tellers (Cairo Club, Smart Village, and Top 90).

#### **«Diamond Sponsor of Ne2dar Recruitment Fair for Persons with Disabilities»**

Remaining determined in our endeavors to act as a responsible employer, the bank always aspires to increase its job offerings and posts held by persons with disabilities (PWDs) to benefit from their skills and abilities across all departments.

For two consecutive years, Attijariwafa bank Egypt has been the diamond sponsor of the largest private employment fair for persons with disabilities (PWDs). This job fair invites applicants from all fields and backgrounds to meet up with top employers and recruiters. This sponsorship came as part of our CSR strategy, which focuses on supporting persons with disabilities (PWDs) in all aspects, with particular regard to ensuring an equal opportunity to apply for summer internships and recruitment opportunities.

#### 4.1.1.4 Supporting SMEs Growth



At Attijariwafa bank Egypt, we acknowledge that SMEs constitute the backbone of the Egyptian economy, contributing to employment, innovation, and national GDP growth. Correspondingly, our bank has a focused strategy on long-term investments, growth, and profitability, along with a solid customer value proposition. We believe that fostering small and medium-sized companies is the main driver for inclusive and sustainable growth, specifically in the Egyptian economic ecosystem.

Backed by our group's priorities, AWB Egypt is committed to supporting SMEs through a remarkable funding budget tailored to their needs along with the provision of not only financial but also non-financial advisory services. Since 2017, the bank has been focusing on the SMEs segment; hence, we established SMEs unit. Over the past couple of years, where we have been surging our support to SMEs through our broad branch network spreading across Egypt, a dynamic core banking system supporting customer segmentation and products offerings, in addition to our top in class experienced staff providing advice to SMEs customers and helping them grow their business.

#### **Ramping up Products and Services offered to SMEs**

In line with the Central Bank's financial inclusion and SMEs initiatives, AWB Egypt exhibits a proactive role in supporting CBE initiatives. We have taken steady steps towards facilitating the lending process to SMEs under the CBE initiatives.

#### **AWB Egypt was able to capitalize over some of CBE initiatives to offset the impact of COVID-19 during 2020:**

- 1. Cutting interest rates:** The Central Bank of Egypt has undertaken a cut in interest rates by 400 basis points on three waves, with the last one in November 2020;
- 2. Deferring all customers' credit dues, including corporates, individuals, and SMEs for a period of 6 months:** Moreover, customers were exempted from late payment fees or any fines for late payments. Accordingly, customers were informed that the interest rate on the delayed amount is capitalized over their remaining balances to be paid over the extended tenure of their facilities.
- 3. Setting measures to limit cash transactions and facilitate the usage of electronic payment methods** such as cancellation of fees and commissions applied to POS and ATM cash withdrawals and exempting local transfers in EGP from all commissions and expenses. To encourage the use of electronic payments, several exceptions were given, as follows:
  - Increasing the maximum cap for mobile wallet and prepaid card accounts;
  - Allowing current bank customers to register for internet banking using their existing account records;
  - Providing free electronic wallets for a duration of six months, which was extended until the end of December 2020.



4. **Availing the necessary credit limits to finance the imports of strategic commodities and support the sectors strongly affected by COVID-19;**
5. **Adjusting interest rates to 5% and 8% in alignment with CBE's Initiative;**
6. **Initiative for non-performing companies for all sectors:**  
The initiative applies on the non-performing companies, with bad and doubtful debts with credit scoring (9, 10) and outstanding debt balance less than EGP 10 million (without marginal interest), whether legal procedures are taken against them or not;
7. **Industrial, Agricultural, and Construction Private Sector Initiative:**  
This initiative entails the allocation of EGP 100 billion at 8 percent interest rate (decreasing) to finance industrial private sector corporates, and companies operating in the agricultural and construction field, whose annual turnover is EGP 50 million or more, taking into consideration the total consolidated annual turnover of the client and its related parties.
8. **Amending Some of the Credit Registry Rules:**  
The CBE directed banks to remove the black list for businesses and individuals in addition to reducing the time of historical data disclosure (after repayment) on non-performing clients. Banks are also required to lift the ban on dealing with non-performing clients who fall within a specific category as well as removing data on non-performing individuals below a certain threshold is removed (EGP 1000)
9. **Enhancing the role of the Credit Risk Guarantee Company:** in initiatives to support the sectors of tourism, industry, agriculture, and construction.

To facilitate lending, Attijariwafa bank Egypt provides useful and convenient products and services to SMEs that cater to their needs in the Egyptian market. Our lending facilities to SMEs have been revamped through new credit programs, policies, and procedures, a customer acquisition model, and a risk management framework.

In 2019, the bank launched the **Fast-Track Lending Program** addressing the dynamic and fast work nature of small and medium-sized enterprises which usually require to meet urgent financial needs. The program is designed to meet the need for working capital along with a short turnaround of times offering lending facilities within 10 days. The program served 45 customers as of December 2020.

We have also introduced the **Business Debit Card for private business owners (Corporate and SMEs)**, which is considered one of the most important means of payment providing access to the account 24/7 and a variety of services, benefits while offering the ease of shopping around the world to avoid the risk of carrying cash.

In addition to existing E-finance payments via our network branches to support government payments, and aiming to provide an easy in-house tool that can support SMEs to undertake any governmental dues such as Tax, Customs, and Social Insurance, Attijariwafa bank Egypt offers the **Corporate Payment Service 'CPS'** to its SMEs customers.

The **Micro, Small and Medium Enterprise Development Agency (MSMEDA)** platform is a unified SMEs national platform ([www.msme.eg](http://www.msme.eg)) run by Medium Small Micro Enterprise Authority. AWB Egypt is a service provider on MSMEDA platform since 2019. We are digitally marketing SMEs products, services and bank's news without any charges. In 2019 we promoted fast track lending program for SMEs. As for 2020, the platform was utilized as a communication channel to post news about SMEs during Financial Inclusion youth week.

## SMEs Updates



We are glad to announce the launching of the Corporate Payment Service (CPS), this in-house portal enables Corporate and SMEs customers of the enrolled banks to use the service web interface, retrieve government bills, and confirm the final payments after completing all additional information needed to fulfill the payment.

The newly introduced service is an additional enrichment for our bank's digital platform, serving all payments/reporting and reconciliation tools. It is considered a competitive edge for Attijariwafa bank Egypt as well as enhancing the customer experience, visibility, controls and accessibility to our clients, as they will have easy access for any due government-related bills such as Taxes, Customs and Social Insurance without presence at the branch and during weekends.

Introducing Business Debit Card with the following features:

- ✓ 24/7 ATM Services ( Deposit, Withdrawals & Inquiries)
- ✓ Manage and control your Business Expenses
- ✓ Monitoring all debit card Transactions through free SMS Alerts
- ✓ Used internationally with competitive High International Limits
- ✓ Monitoring of suspicious card fraudulent transaction
- ✓ Self-select PIN to be easily remembered
- ✓ Corporate offers & discounts
- ✓ Using the card for governmental payments



AWBE joins MSMEDA (Micro, Small and Medium Enterprise Development Agency) Platform; the first dynamic and unified SMEs platform in the Middle East and It has a significant political and economical perspectives as it is established inline with Egypt's developmental strategy.

The platform had a soft launching in June 2019 and is still under construction, as It supposed to go live in 2020 along with its mobile application. It is considered a great opportunity to promote our SMEs and retail products via digital marketing.

## Enabling SMEs to Scale up at National and International Levels

Being a customer-centric institution, we have a dedicated call center for our business banking customers, to improve our services, and enhance our products offered to smaller companies. AWB Egypt was one of the first banks in Egypt to launch Business Development Support (BDS) in 2019. To encourage business formation and development, we offer a wide range of financial and non-financial services through our Business Development Service Center, to youth, entrepreneurs, startups & SMEs owners.

The number of services offered reached 3600 services in 2020, compared to 130 in 2019. Moreover, the number of customers serviced through our BDS hubs increased from 192 in 2019 to 460 new customers services in 2020 with 29% of customers are female and 71% are male. Through the BDS hubs 76 NTB business accounts were opened, from non-borrower SMEs with total balance of EGP 7M.

### In 2020, BDS managed to:

- Booked asset cases for EGP 10M for 7 new SME customers;
- Attracted 33 new trade customers with 87 transactions generated an income of EGP 2M;
- Facilitated finance of a total EGP 44 M for 43 projects within AWB Egypt & other financing organizations;
- AWB Egypt achieved top 5 ranks between 11 banks & BDS top 4 ranks vs. 24 hubs;
- BDS two advisors were from top 10 ranking, 3rd & 9th vs. 97 advisors.

The bank is also focusing on encouraging SMEs exporters to grow their business in Africa by providing the Africa Development Club platform, a means of connecting Egypt exporters to African importers where Attijariwafa has a presence. We have trade experts that assist clients in conducting their day-to-day transactions. At the same time, AWB Egypt provides fast track lending program that suits SMEs nature and offers MSMEDA fund refinancing SMEs with preferential pricing, especially for traders.

Internally, through our SMEs Academy, we ensure the ongoing capacity building of qualified and dedicated officers. This academy operates as a technical training program designed for the Business Banking segment. It aims to select the best internal and external calibers to receive customized training on different domains enabling them in this way to competently serve our SMEs portfolio.



## Microfinance

In our efforts to enable universal access to financial services and promote financial inclusion, Attijariwafa bank Egypt provided finance to Micro Finance Companies, in the form of Bilateral RCF facilities. Said companies utilize the facilities to finance loans granted to Very Small and Micro Enterprises, promoting economic, social, and community development and empowering vulnerable households, in line with Egypt's National Strategic direction of poverty alleviation and sustainable, inclusive development.

AWB Egypt has also expanded its lending appetite to offer facilities to NGOs - focusing on poverty elevation and community development.

Initiating relationship & offering credit facilities to Microfinance companies and NGOs, whose target is to offer lending to lower-income segments with the aim of poverty elevation/community development, by improving the standard of living for lower-income families/segments mainly in the poor areas through providing client-driven financial and non-financial services in the most efficient and sustainable way.

## Supporting the Nilepreneurs Initiative

AWB Egypt aspires to become a center of excellence for supporting youth, entrepreneurs, and Small & Medium Enterprises (SMEs) in Egypt and the MENA region with technical and financial, and non-financial solutions. To fulfill this aspiration, the bank is taking an active part in the Nilepreneur initiative since June 2019 to support youth entrepreneurship and the development of local SMEs and their products. This initiative is under the supervision of the Central Bank of Egypt in cooperation with the Ministry of Planning, banks, and other parties. Through our Business Development Services Hub, we provide consultations & advisory services, training, feasibility study/business plan, as well as access to enterprise permits to start-ups, Small & Medium Enterprises, investors, and youth who aspire to establish a private business.



## Our Impact

Provide business development advisory support to Small & Medium Enterprises (SMEs) and entrepreneurs to improve their performance

Provide training and capacity-building programs to enhance management skills for SMEs owners and young entrepreneurs

Foster competitiveness and exporting opportunities for Small & Medium Enterprises (SMEs) and provide them with opportunities to participate in exhibitions

Encourage cooperation by connecting entrepreneurs, supply chains, local market, and exporters

Support innovation and young entrepreneurship by turning innovative project ideas of youth into feasible business projects and by providing information, studies, and data through Egypt's projects platform

Promote financial and banking culture in coordination with fundraising organizations.

Enhance awareness on suitable banking or non-banking funding sources and facilities development for those operating in Small and Medium Enterprises (SMEs)

Engage with SMEs service providers to promote the institutional capabilities for Small & Medium Enterprises (SMEs) and entrepreneurs

### Partnerships to Support the SMEs Sector

Since 2018, AWB Egypt has developed strong partnerships with the Central Bank of Egypt, local NGOs, SMEs, and other key stakeholders to support the growth, competitiveness, innovation, and productivity of the Egyptian SMEs sector. While throughout 2019 and 2020, the bank provided several free consultations for AWB Egypt customer referrals.

Partner's Name	Start Year of Partnership	Description of the Objective & Outcome of the Partnership
CGC	Aug, 2018	Guarantee of non-repayment facilities granted to customers
CBE (Central Bank of Egypt)	2019	BDS (Business Development Services) Hub training, activities, productivity & reports
Micro Small Medium Enterprise Development Authority (MSMEDA platform)	2019	AWB Egypt is a service provider, digital marketing for products/services & news with zero cost.
MSMEDA (Micro Small Medium Enterprise Development Authority)	2020	External Fund to finance AWB Egypt SME clients



## Partnership for SMEs Finance

Responding to our corporate strategy's goals for Financial Inclusion in the Egyptian market, Attijariwafa bank Egypt and Global Lease Company signed a cooperation protocol in March 2019 to finance and support small and medium-sized enterprises (SMEs) while facilitating all transactions to support various sectors and industries, including petrochemicals, electronics, iron and steel, solar energy, pharmaceutical, information technology, construction materials, logistics, food and beverages, as well as education.

This protocol is part of the Central Bank of Egypt's (CBE) loan initiatives directed to fund SMEs and aims to support SMEs through financing capital expansions and providing financial leasing services. Under this protocol, Attijariwafa bank Egypt focuses on regulating, financing, and collecting the agreed installments, while Global Lease acts as the lessor and collateral agent in finance leases. The portfolio of leased assets includes a variety of sectors, including lands, buildings, commercial vehicles, production lines, and machinery.

## Expanding our SMEs Network and Lending Portfolio

AWB Egypt focuses on expanding its SMEs Network by introducing new clients as part of the Financial Inclusion not only in Cairo and Alex but also in Delta and Upper Egypt governorates.

## Total Number of SMEs, Mid-Corp Clients, and Loans

With a 19% growth rate Y-O-Y of our total number of SMEs and Mid-Corp clients, the bank SMEs segment witnessed a remarkable asset growth during 2020, where the growth rate of total loans reached 31%.

## SMEs Loans & Number of Clients by Industry

In line with CBE's direction to promote SMEs industries, AWB Egypt is consistently increasing its economic impact. In particular, our total loans to small enterprises experienced 26% growth rate in 2020, including a dynamic lending portfolio to more than 27 different industries; such as construction and building materials, F&B, pharmaceutical, and healthcare, among others.

Furthermore, our lending to medium enterprises reached 30% growth rate of total loans compared to 2019. Remarkably, our lending to mid-corp clients grew by 39% in 2020 comparing to 2019 results.



#### 4.1.1.5 Improving Financial Literacy

Attijariwafa bank Egypt contributes to raising financial literacy levels and improving the understanding of special population segments on why and how to access financial products and services in the Egyptian formal financial sector.

The bank is engaged in a broad range of initiatives on financial education, particularly for young people, women, and entrepreneurs. By taking part in awareness programs and campaigns tailored to the different segments of the population, we strive to nurture the knowledge and necessary skills to acquire the capabilities of taking control of their finances,

reducing financial risks, and accessing financing opportunities. Our key objective is to encourage their financial inclusion and enable their access to information about available financial products and services.



#### Financial Awareness Activities and Special Offerings

The Central Bank of Egypt has been leading the “Financial Inclusion” initiative since 2016, aiming to attract unbanked citizens and transforming them into banked citizens. This initiative helps individuals, communities, businesses, and economies to progress and grow in Egypt. The campaign aims to familiarize and vitalize Financial Inclusion in our society and is part of a bigger agenda that focuses on specific themes such as Women, Youth, and Financial Inclusion & Savings.

To support CBE’s Financial Inclusion initiative, throughout the campaign’s duration in 2018, AWB Egypt offered an “Instant Saving Account” with specific benefits that were displayed in brochures and banners in all branches, AWB Egypt Website, Facebook and LinkedIn, ATM screens in addition to SMS campaign. Going the extra mile, the Retail team presented a session to women from the support staff on financial literacy.

In 2019, Attijariwafa bank Egypt continued its commitment as part of the CBE initiative of Financial Inclusion campaign under the name of “Global Youth Day.” The main objective was to raise financial awareness, especially for youth in remote areas. During the first few weeks in August, the bank participated by locating two of our booths in the following locations: Olympia Sports Club in New Damietta City and El Etihad Club in Alexandria.

The bank participated in various communication activities throughout 2020 to disseminate its special offerings and diverse financial inclusion solutions serving all target groups.

- Social media organic campaign to promote fee waiver for entrepreneurs and young SME’s owners upon requesting a business debit card
- Promotional campaign on Facebook, Linked In, and Instagram to inform the public about free account opening with no maintenance fees during both savings financial inclusion week and youth Financial Inclusion week.
- General announcement on social media and ATM Network to update the public about the bank participation in financial inclusion activities
- SMS campaign to rural governorates (outside of Cairo and Alex) to non-customers during Financial Inclusion week to inform them about the no minimum amount to open the account coupled with no fees.

In August 2020, the bank participated actively in the CBE’s Financial Inclusion week with an awareness video of the benefits of the Nilepreneur initiative to youth entrepreneurs on social media, promoting its advisory role (Business Development Services) Hub training, activities & productivity (146K views).



Moreover, same time, AWB Egypt contributed in a webinar in cooperation with the Egyptian African Businessmen and other banks supporting Financial Inclusion and its role in serving the Egyptian and African business community (3.4K views).

In support of the CBE's initiative, AWB Egypt also offers free issuance of Business Debit Cards during the Financial inclusion weeks of the Central Bank of Egypt to encourage new and existing customers to go digitally.

For the 4<sup>th</sup> consecutive year, and in line with the CBE direction to reinforce the financial inclusion on the occasion of the Youth Week, AWB Egypt joins this campaign as we are keen to support the youth with either financial funding or consultancy services. This campaign runs until **August 24th, 2020**.



Retail Banking	SMEs	Nilepreneurs
<p>High rate saving account with the below features:</p> <ul style="list-style-type: none"> <li>→ Free account opening fees</li> <li>→ Free maintenance fees</li> <li>→ Free drop down fees</li> <li>→ No minimum amount to open the account</li> <li>→ Monthly credit interest will be paid to the accounts with balances higher than 10K</li> </ul>	<ul style="list-style-type: none"> <li>→ Free business debit card issuance fees</li> <li>→ Free account opening fees</li> </ul>	<ul style="list-style-type: none"> <li>→ Aims to provide consultation services and capacity building for youth and entrepreneurs through business development center.</li> <li>→ Assists in establishment, running and developing SMEs by offering various technical, administrative financial and non-financial support.</li> </ul>

## Promoting Financial Education

As in previous years, AWB Egypt has reached more than 5,400 people, including women, youth, the elderly, and the business community, to spread financial education in support of sustainable economic growth.

Segment	Financial Literacy Campaigns/Activities	Number of attendees		Age group	location	Date/ Duration	Description
		Male	Female				
Youth	Injaz Personal Economics Training Program	-	2000	14 - 17	Greater Cairo Schools and Giza	2 weeks during October 2019 at 7 public schools	The Program aims at providing school students with vital theoretical knowledge as well as practical expertise that enhances their capabilities in making financial decisions and helps students better understand all about investment towards achieving financial literacy.
Women	She Leads receiving Nilepreneurs & financial literacy Session	-	50	17 - 18	Greater Cairo (2 vocational schools)	17 - 18 November 2020	The girls learnt about saving and importance of banking support for their start-ups to grow
Business community	Webinar with Egyptian African Businessmen	3.4K from both		25 - 70	Facebook Webinar	23 / 08 / 2020	Financial Inclusion and its role in serving Egyptian and African business community
Business community	Webinar with Alexandria Businessmen Association	10	-	30 - 60	Online conference	31 / 08 / 2020	Webinar promoting Bank retail, corporate and trade products, and services for association members

## 4.1.2 Supporting Individuals



The bank serves a large enterprise client base, including leading international, regional, and local companies, as well as a strong base of more than 120,000 retail banking customers across the country. In alignment with our development strategy, retail banking attracted new customer categories, AWB Egypt's retail banking offers bank accounts and a wide range of other financial services to individual consumers. These services include checking and savings accounts, loans, debit and credit cards, cash deposits, insurance, payroll services, Money Gram services, as well as digital offering such as internet and mobile banking, SMS service, e-statement, and WhatsApp service, which allow consumers to access their bank accounts as well as carrying out various transactions in a fast and secure way.

In this way, we aim to have all varieties of retail products to meet the needs of all customer segments, including but not limited to personal loans secured and unsecured against salary transfer along with our newly launched Auto loans.

Age group	(% of EACH age category's total Loans Value from the Total Retail loans	
	2019	2020
Under 30	4%	5%
30 - 50	46%	49%
Above 50	50%	47%

	(% of EACH Gender's Total Loans Value from the Total of Retail Loans	
	2019	2020
Female	12%	13%
Male	88%	87%





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التجاري وفا بنك إيجيبت ش.م.م. خاضع لقانون الإستثمار رقم ٤٣ لسنة ١٩٧٤ وتعديلاته، سجل تجاري رقم ١٧٢٣٨٣ الإستثمار المقر الرئيسي: سنار كابينال برج A1 - مشروع سيتي ستارز - شارع علي راشد - مدينة نصر - القاهرة - مصر. ص.ب. ٢٢٢٢٢ الحرية - هليوبوليس - تطبيق الشروط والأحكام.

## Loans by Phone

Through its tele-sales team, AWB Egypt provides cross-sell and top-up loans to existing customers through phone calls. Loans on the phone are only introduced to existing customers; hence, unless any new income proof document is required; otherwise, customers only need to sign collateral cheques. AWB Egypt insists on introducing a speedy service to the customer by using the most enhanced technology tools to support this service. The required time for the loan approval is 2 working days and only one more day for cash to missing documentation.

### Loans By Phone

	Total number of Requested "Phone Loans"		% of Approved "Phone Loans" from the Total number of requested Phone Loans	
	2019	2020	2019	2020
Individuals (retail )	3278	6388	40%	33%

### 4.1.3 Digital Transformation



Digital Transformation is considered a cornerstone to achieving the bank's strategy and responsibilities. At Attijariwafa bank Egypt, our Financial Inclusion initiatives, along with the integration of innovative and easily accessible digital channels, are altogether directed to improving access to formal financial services, reducing costs and risks associated with transacting in cash and using informal providers while increasing the economic participation of underserved and unbanked populations.

In accordance with the CBE's national digitization strategy, the bank's digital transformation is oriented to intensify efforts for financial inclusion. In 2019, we adopted both short-term and long-term strategies and immediately put them into action in AWB Egypt. These strategies were articulated in line with the direction of the Global Banking Technology Future. The short-term strategy is primarily concerned with completing active digital initiatives such as enabling transactions through internet banking, launching our wallet to customers and non-customers, re-engineering and automating our internal processes, allowing non-customers to apply for our services online, and other various projects and initiatives. The long-term strategy is related to initiatives that lay the groundwork for a digital infrastructure that will enable the bank to evolve in the upcoming age of banking, which is becoming increasingly dependent on digital presence. We aspire to give our customers a unique customer experience through employing the latest digital technologies to provide convenient and affordable products and services that maintain AWB's position as one of the leading banks in Africa while promoting economic empowerment for women, youth, and other unserved segments of Egypt.

#### Escalating Digital Financial Inclusion

Driven by our group's commitment to enable universal access to financial services, AWB Egypt has prioritized digital Financial Inclusion by incorporating the latest advanced technologies, transformative payment systems, and practical applications at an affordable cost to customers. These new digital offerings act as enablers for financial inclusion as they can significantly increase financial access for those who are now financially excluded, as well as improving access channels for those already served by the formal financial sector while using their mobile phones or other digital technology to access these services.





**Launched “WhatsApp for Business” service** offering easy and ongoing communication with customers via WhatsApp, where a dedicated team receives customers’ inquiries and offers



**Launched Mobile Banking and Internet Banking services** to increase access and customer satisfaction while facilitating the inter-account transfers for loan installments and credit cards payment for customers in remote areas or areas not covered by AWB Egypt branches



**CPS Central Payment System (Wafa e-gov)** to ease access to online payment services



**Online application link on the bank’s website** to digitally acquire new asset customers

### Stepping in Digital Transformation

By applying the current and future digital solutions, we strive to build a strong foundation availing the capability to acquire new unbanked customers such as wallet users, together with the availability of non-cash fund movement.

# 1

## Enhanced Customer Experience and Banking Journey:

- A solid base of Retail, Corporate, Treasury, SWIFT, Automated Clearing House (ACH), and Cards systems were designed in a consolidated manner to provide a complete 360 view for the consumer. That model allowed the bank to provide the best service to its customers while also giving them a bird’s-eye view on their entire profile. Taking advantage of the migration to a single core banking platform in 2018 that connected all of the satellite systems, we introduced a full 360 customer view for our customer-facing workers in 2020 that included data from both the core banking system and the CRM platform, allowing them to support our customers even more effectively.
- Digital platforms are designed in such a way that they connect to the (360 View infrastructure Layer), providing customers with the same experience across all existing digital channels and all-new digital rollouts in the pipeline. In 2018, we developed an integrated architecture and introduced our first set of digital channels while migrating our networks to the new ones. We will continue to roll out more digital platforms in 2021 and subsequent years while also improving our Internet banking offering with more advanced features.

## 2

### **Alignment with Egypt's Digital Transformation Direction and Strategy:**

- In line with the Central Bank of Egypt's recent instructions and guiding rules, AWB Egypt has completed the introduction of IBAN (International Bank Account Number), which was launched in 2020.
- In addition, in order to comply with President H.E. Mr. Abdelfattah El-Sisi's directions for a digital government, AWB Egypt is working to implement e-KYC and prepare the bank's infrastructure for Blockchain technology, cryptocurrency use, and virtualization, all under the supervision of the Federation of Egyptian Banks and the Central Bank of Egypt (pending on the directions of the Central Bank of Egypt and the release of the relevant regulations).

## 3

### **Digital Transformation and Innovation:**

Driven by the need to focus on distinctive digital capabilities in a fast-paced digital transformation across the banking sector, Attijariwafa Egypt provided a group of diversified digital solutions, some of which are in place and others are milestones for 2020 on a short term plan and up until 2024 on a long term plan:

- AWB Egypt is working on an integrated Data Warehouse project for 2020, which will be based on a modular framework that will eventually evolve into a proper Big Data Platform with "state of the art" Artificial Intelligence (AI) modules. Owing to the pandemic situation, this project has been delayed until 2021, with the first phase set to begin this year.
- Internet Banking for Retail and Corporate segments is already live and in use by our customers, both with transactional capabilities.
- Mobile Banking is a new channel that allows Retail customers to view and perform the inter-account transfer, launched in 2019.
- Retail Assets Digital Onboarding is a new online channel that allows customers and non-customers to request loans and credit cards through the bank's website where they get an instant eligibility confirmation; customers can also scan the requested documents and have their request reviewed and approved within 24 hours.
- E-Finance Corporate payment service was launched in 2019 as a new online service for our customers that allows the payment of the government bills (taxes and customs) through access to an in-house portal without visiting the branch.
- AWB Egypt has a plan to build a consolidated (Digital Middleware) through which all the digital rollouts in place and the pipeline would be linked. This layer would reside on top of the already existing core banking layer and the data analytics layer giving our customers an experience more dynamic and diverse than just normal banking. In 2020, the design for the digital middleware was put in place, and the implementation started and is planned to be completed by the end of this year

## 4

### **Strategic Long-term Relationships with Key Partners (COO/ Strategy):**

- As part of the migration to the AWB group, we leveraged on the group partnership with major vendors like Sopra, where we created a real success story while completing such a complex migration within very challenging timelines
- Building on this partnership, our vendors are providing the support needed for our digital transformation journey (On-Going)



Project Name	Projects Launched in 2019 Project Summary (description / scope)
Retail Mobile Application	Avail the currently offered feature of the internet banking through mobile application
Internet Banking for Corporate and SMEs (Inquiry only)	Launching internet banking for Corporate and SMEs enabling users to inquire on accounts and perform inter-account transfers
Lending Digital Acquisition (Phase 1): ISCORE/CRM Integration	The first platform for the digital lending acquisition covering ISCORE/CRM integration
Lending Digital Acquisition (Phase 2): CRM/Core Banking System Integration	Automation for booking cards and loans through automatic interfaces from CRM to core banking system and credit card system
Lending Digital Acquisition (Phase 3) Digital Assets On-boarding	Allow customers a channel to request loans and credit cards through the bank website where they get an initial eligibility confirmation customers can also scan the requested documents and have their request reviewed and approved
Corporate Process Enhancement	Revamping processes including RM ownership for credit cases and revisiting other operational tasks with the RM to redistribute to operational functions
Meeza - Debit Card	CBE mandated all banks to accept the governmental transactions performed by debit cards through the new national hub directly to banks switches
Derivatives Products	Launching derivatives products mainly ( FX Options and Interest Rate Swap)
Salary in Advance for Payroll	The salary in advance in the form of unsecured overdraft representing a percentage of the transferred monthly salary capped at 90%, which allows payroll clients to access their next monthly salaries whenever they want
Attendance System (HR Wave 2) – Phase 1 HO	System to manage and monitor attendance for head office
Business Debit Cards	New product targeting the SMEs customers to enable them to have access to use their corporate account through ATM and POS
CPS e-finance Phase 2	CPS is a service that the payment of the government bills (taxes and customs) through access on the in-house portal on the CPS without stepping to the branch (Wafa e-gov)
IRFS9 Murex Changes	The IFRS9 requests the bills to be accounted for by FVOTCI, meaning MTM revaluation needs to be posted daily, plus a separation between AFS and TRD portfolios as each will post in different accounts
IDC Workflow	The delivery of the Corporate credit workflow where it calculates the turnaround time for the corporate credit cases since the creation of the application till it is approved from sanctioned and limits marked on core banking system
Variable CD and Variable Loan	Floating CDs to be linked to the CBE corridor with payout monthly or quarterly customer can as well apply for a variable loan

Safeguarding Bank's Customer Right

CBE circular and regulation in light of the financial inclusion to ensure that the customer is secured with a set of rules and regulations applied across all banks in Egypt - rules are related to transparency, treating customers fairly, and securing customers data and rights

Project Name	Projects Launched in 2020 Project Summary (description / scope)
Auto Loan	Car financing product for the retail customer that is offered to income proof and income surrogate customers
OD Export Process Improvement	OD export is one of the main sources for FCY for the bank, is a basic focus for process improvement in order to review the process in comparison with the market and the customer need in order to enhance our process and attract more accounts
SMEs Online Application	Lead generator tool through our official website to allow SMEs companies to apply for loans online with additional optional function of uploading documents
Symantec Data Loss Prevention "DLP " for Mail	Data Leak Prevention (DLP) is a feature that prevents certain information to be leaked from the organization via email
AD Migration	Migrating the bank's users and computer from the transitional domain (IS-Egypt) to the final destination domain AWBegypt.org
IBAN Phase1	Implementation of IBAN as per CBE requirements along with customers notification of their IBAN numbers IBAN number creation for all accounts IBAN is now accepted and transactional on swift and ACH
MoneyGram (inward)	Innovative money transfer and payment services which make expatriates family and friends payment transfers much easier through our branches (inward)
Contactless Cards and VBV	Visa mandate all banks to add contactless pay wave features to all ship cards to enable the enhancement in the Egyptian market
HR Performance	The career performance module is launched through HR access system that will allow all employees to manage their performance development objectives on the system automatically
Special Pricing Automation	Special pricing automation process for corporate direct assets products on CRM
HR Access	The system is up and running and machines are replaced across branches



## Developing our Digital Channels

In its devotion to supporting digitalization and technological advancement, Attijariwafa bank Egypt has taken effective steps over the past two years towards its digital transformation. In June 2018, we launched our Internet Banking services and then, in February 2020, our Mobile Banking services was launched.

As of 2020, we achieved a 224% growth rate in the total number of customers reaching 34,595 people using our digital services, including a significant growth rate of women and youth users, with a 36,695 total volume of transactions amounting to EGP 621,676,916.24. This growth is paralleled with the bank's digital strategy and its commitment to promote CBE's digitization agenda.

The Bank's Digital channels have a direct impact on our operation in terms of call center offloading, cost reduction, operational efficiency. So far, 3% of total credit card payments and inter-account transfers were migrated to Internet/Mobile banking compared to 2019 volumes, where 20% of inter-account transfers and 76% of Credit card payments are done through internet/mobile banking.

Considering the transaction teller cost at our branches and the call center cost per call is EGP 14 on average, given the 36,695 transactions done through the internet/Mobile banking during 2020, the total cost saved is EGP 513,730. In terms of raising operational efficiency and performance development, given the offloading, now we have more room for sales activities in branches and cross sell activities in the call center.

## Becoming Digitally Connected with Everyone

AWB Egypt has developed its internet and mobile services to become digitally connected with all its customer segments and enable their equal and affordable access to the financial and banking sector. In 2019, we reached a 243% growth rate in female clients, amounting to 1850 women, and an 857% growth rate in youth clients accounting for 409 youth using our internet and mobile services. As for our corporate internet banking results, we launched this service in 2020 and the total number of SMEs accounts registered as of Dec 2020 is 392. In this way, we achieve our aim to improve digital financial inclusion for all segments in Egypt.

### Number of **Female** Customers per segment per Year

	Number of Customers 2019	Growth Rate y-o-y
Internet/ Mobile banking	1850	243%

### Number of **Youths** Customers per segment per Year

	Number of Customers 2019	Growth Rate y-o-y
Internet/ Mobile banking	409	857%

### Number of **SMEs** per segment per Year

	Number of Customers 2019
Corporate Internet banking	Service launched in 2020 number of SMEs accounts registered as of Dec 2020 is 392

## Our 2020 Digital Achievements

**163,120 online sessions opened as of December 2020**

**40% increase in volume of digital transactions in 2020 compared to 2019**

**44% increase in number of digital transactions in 2020 compared to 2019**



## Our Fintechs Roadmap for achieving Financial Inclusion and Digital Innovation

### CRM Upgrade:

Attijariwafa bank Egypt is currently working on increasing our customer base and managing our reputation by providing effective products and services. To do this, we are working to develop a new CRM version (CRM+) by migrating old CRM versions (CRM Old & CRM New) to meet the new requirements of the business. This will support enhancing our internal processes, reducing the bank cost by around 1000K USD, increasing customer experience, and improving governance and control. The migration will serve all customer segments by availing 360-degree view in addition to managing most of the bank's critical processes, integrating with other systems.

### SFTP:

Attijariwafa bank Egypt is currently planning to avail a new channel for their customer base (Corporates, SMEs) which is the SFTP (Secured File Transfer Protocol) which will allow them to transmit and receive files to and from the bank securely. The purpose of this channel is to enhance the customer experience, facilitate their interaction with the bank and avail a more secure and easy communication channel for the customers to manage and perform their financial transactions. This channel can be used by the customers to send payment instructions to the bank directly from their ERP system or other requests. It can also be used to send the customers their bank statement files in MT940 format.

### MoneyGram:



Attijariwafa bank Egypt announced the inauguration of a strategic partnership with MoneyGram International, a global provider of innovative money transfer services, to provide money transfer services at 63 branches throughout Egypt.

MoneyGram continues to lead the industry in digital innovation. It offers money transfer services through a wide range of omnichannel solutions, and with more than 350,000 agent locations in over 200 countries, now we will be able to provide migrants living abroad with a fast and convenient way to send money back home to family and friends in Egypt.

The innovative used platform leading digital and physical network, global financial settlement engine, cloud-based infrastructure with integrated APIs, and its unparalleled compliance program that leads the industry in protecting consumers.

### Cards – Contactless/VBV:

We enabled the “Contactless” feature on our Visa Cards; which is the latest technology that enables processing of payment Face to Face transactions without the need to physically swipe or insert a card into a payment reader (POS)/(ATM in case the ATM supports the feature) – this feature adds convenience to our customers as transactions below a certain amount doesn't require PIN or signature - Speed; Visa contactless is 2.5 times faster than contact transactions - Security: Uses EMV /Chip Level security in addition to card remains in cardholder's hand during the transaction, while online transactions are secured with 3D security (Verified by Visa) by receiving an OTP to authenticate the cardholder.





## Our Future Digital Plan for an Inclusive and Cashless Economy

**Launch Transactional Corporate Internet Banking**

**Launch Transactional Retail Internet/Mobile Banking**

Attijariwafa bank Egypt has set an ambitious investment plan for the bank's digital innovation in serving financial inclusion from 2020 onwards. Our mission is to advance our digital transactional platforms and tools so that we offer our customers a comprehensive digital banking experience using state-of-the-art internet and mobile services anywhere and anytime

**Launch E-wallet and develop the bank's smart portfolio**

**Implement a new loyalty system and integrate it with the digital (internet/mobile) tools**

## 4.2 Working Towards the Development of Territories



Attijariwafa bank Egypt is determined to continuously serve the real economy and create opportunities for integrated territorial development and social cohesion by supporting individuals, households, and the private sector, as well as promoting innovation, and financing projects across the majority of cities and governorates of Egypt.

Over the past two years, we succeeded to accomplish several key milestones to achieve our strategy of growth and expansion, uplift business magnitude, and increase customer loan portfolio through enhanced participation in joint loans with leading banks.

### 4.2.1 Boosting Economic Development



In support of the nation's real economy, the bank increased remarkably, in 2020, its corporate lending to core sectors of the Egyptian economy such as agriculture, manufacturing, energy, FMCG, and telecommunications. Within its sense of responsibility to support the market needs amid COVID-19, the pharmaceutical and health care and F&B sectors were the most financed in the bank's total corporate loan portfolio in 2020. Through its diverse corporate banking products and services, the bank covers the financial needs of private large corporates, multinational

companies, public sector companies, and NBFIs, in addition to project finance & debt syndication & securitization.

### AWB Egypt's Corporate Banking Products and Services

Commercial Lending

Project Finance

Debt Securitization

Debt Syndication

NBFI Financing

Cash Management

Public sector financing

Private Equity Funds

Investment Advisory

Escrow accounts

Trade Finance



As of 2020, the total volume of corporate loans reached EGP 17.1 bn with a growth of 9% comparing to 2019. This growth is paralleled with the bank's pledge to contribute to development projects, which goes in line with the country's policy.

#### 4.2.2 Mega Projects and Syndicated Loans



Focusing on fostering development across Egypt's governorates, Attijariwafa bank Egypt has participated in several projects financing and syndicated loans in various sectors, including petroleum, telecommunications, F&B, and fertilizers.

In 2019, the bank took part in five separate securitized bond offerings, including leasing, microfinance, personal lending, and auto lending. Throughout 2020, the bank remained committed to assisting the government in boosting economic development plans across Egypt by issuing major securitization bonds for leading companies in collaboration with leading local and international banks.

The bank's credibility as a lead arranger and provider of corporate finance in Egypt is enhanced by its track record in financing mega projects as well as arranging and underwriting syndicated loans.

#### 4.2.3 Attijariwafa bank Egypt won Four Awards from EMEA Finance

**EMEA Finance**, one of the leading institutions in the area of finance and banking, presented Attijariwafa bank Egypt with four awards in 2019. During EMEA Finance's annual conference in London, the bank was recognized for many corporate financing syndications with several leading banks in the banking sector. After participating in several syndicated loans in the financing market, Attijariwafa bank Egypt was awarded "The Best Restructuring Award in Africa 2018," in which the bank played the role of arranger after sealing several syndications.

The Best Restructuring Deal in North Africa, Best Telecommunications Deal, Best Refinancing in Africa, and Best Refinancing Deal were among the four awards given by EMEA Finance. These awards strengthen the bank's position in the syndicated loan sector and serve as a new pillar in Attijariwafa Bank Egypt's growing presence in Egypt.



#### 4.2.4 Promoting Economic Development



Recognizing the role of the financial sector in bolstering societal impact, and achieving national sustainable development goals, AWB Egypt, In the year 2020, took part in three securitization deals with an evident societal and environmental impact.

##### **Tanmeyah Company for Microfinancing Services**

Tanmeyah is an EFG Hermes subsidiary with the mission to bring banking and financial services to the underprivileged groups of the society. In 2020, Tanmeyah issued its first bond, with Attijariwafa bank Egypt acting as an underwriter. The bond's overall value was EGP 545 million, and it was issued in one tranche with a twelve-month maturity, with Attijariwafa bank Egypt contributing EGP 100 million.

##### **Raya Electronics, Aman Financial Services, and Aman Micro Finance**

The bank also served as an underwriter in Raya Holding group's EGP 562 million securitized bond offering on behalf of three companies: Raya Electronics, Aman Financial Services, and Aman Micro Finance. Attijariwafa Bank Egypt's share of the offering was EGP 85 million, with maturities of six, nine, twelve, and thirty-six months.

##### **Taamir Mortgage Company**

Moreover, Attijariwafa bank Egypt took part in the biggest securitization bond issuance in the Egyptian market along with leading local and international banks, launching the fourth securitization bond of El Taamir Securitization Company, where Attijariwafa bank Egypt engaged with a ticket of EGP 320 million.

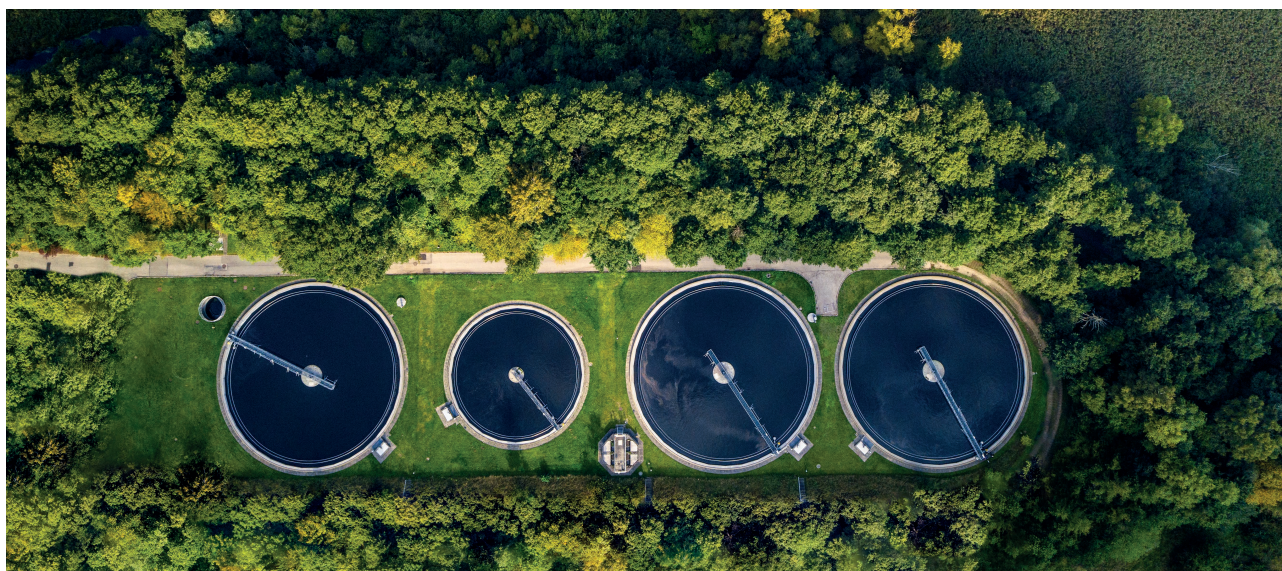


#### 4.2.5 The Bank's Financing of Mega Projects/Syndicated Loans by Sector

Sector	Booking Date	CCY	Deal Total Size	AWB Egypt Final Hold	Description
NBFI	Nov-20	EGP	400,000,000	100,000,000	Finance leasing contracts
F&B	Sep-20	EGP	2,050,000,000	224,500,000	Debt restructuring
Oil & Gas	Mar-19	EGP	10,000,000,000	400,000,000	Finance purchase of crude oil, natural gas and petroleum condensate
Oil & Gas	Dec-18	USD	1,892,199,248	25,000,000	Finance importing crude oil for Egyptian refineries
Oil & Gas	Jun-18	USD	750,000,000	10,000,000	Finance purchase of crude oil, natural gas, and petroleum condensate
Oil & Gas	May-18	USD	550,000,000	8,500,000	Finance purchase of crude oil, natural gas, and petroleum condensate
Oil & Gas	May-18	EGP	5,000,000,000	150,000,000	Finance proceeds collected against gas consumption
Telecom	Apr-18	EGP	7,000,000,000	200,000,000	Debt restructuring, and CAPEX & OPEX finance
RE	Mar 17 & Aug 18	EGP	1,240,000,000	290,000,000	Partially finance the investment cost needed to develop a compound in the 6th of October City

Sector	Booking Date	CCY	Deal Total Size	AWB Egypt Final Hold	Description
Power	Feb & Apr 2017	EGP	20,000,000,000	760,000,000	Finance liability for the Egyptian General Petroleum Company
Oil & Gas	Jun-16	EGP	5,000,000,000	200,500,000	Finance proceeds collected against gas consumption

#### 4.2.6 Sustainable Finance



Our group advocates green finance by actively supporting global actions towards a low-carbon economy. In February 2019, Attijariwafa bank group was accredited by the Green Climate Fund (GCF), during the 22nd GCF Board meeting in Seoul. Accordingly, the bank obtained a regional accreditation type for large projects exceeding 250 million USD investment.

Attijariwafa bank group intends to remain a benchmark in its financial support for large investment projects exceeding 250 million USD towards the transition to a greener and resilient economy across Africa. To pursue Attijariwafa bank's actions in the field of Climate Finance -as a leading pan-African bank in supporting the continent's economic and social development- the group focuses on financing green projects on energy efficiency, access & generation, transportation, infrastructure resilience, health, food & water security, ecosystem, and livelihoods, as well as forestry & land use.

AWB Egypt recently engaged in Catalyst Private Equity (CPE) fund patterns as a founder and investor in support for the group's green portfolio of financing. Catalyst Capital MISR Facility (CCM) is a pre-IPO investment fund that invests with an objective to exit any investment through the initial offering of public or trading companies to a fast growing medium size/family-owned company.

The fund's management team, which aims to at developing small businesses and family-owned companies in Egypt, serves as catalyst for growing businesses, at the same time promoting and tracking expansion to guarantee their partners and the economy a sustainable future.



CPE employs a creative and integrated approach to achieve this vision; it offers essential development support and capacity building with an emphasis on environmental social governance (ESG). Support areas such as governance, accounting and strategic planning, which are all crucial to SMEs' development. CPE uses its skills and relationships to arrange known financial transactions regardless of whether they apply to transactions on the equities or debt capital market.

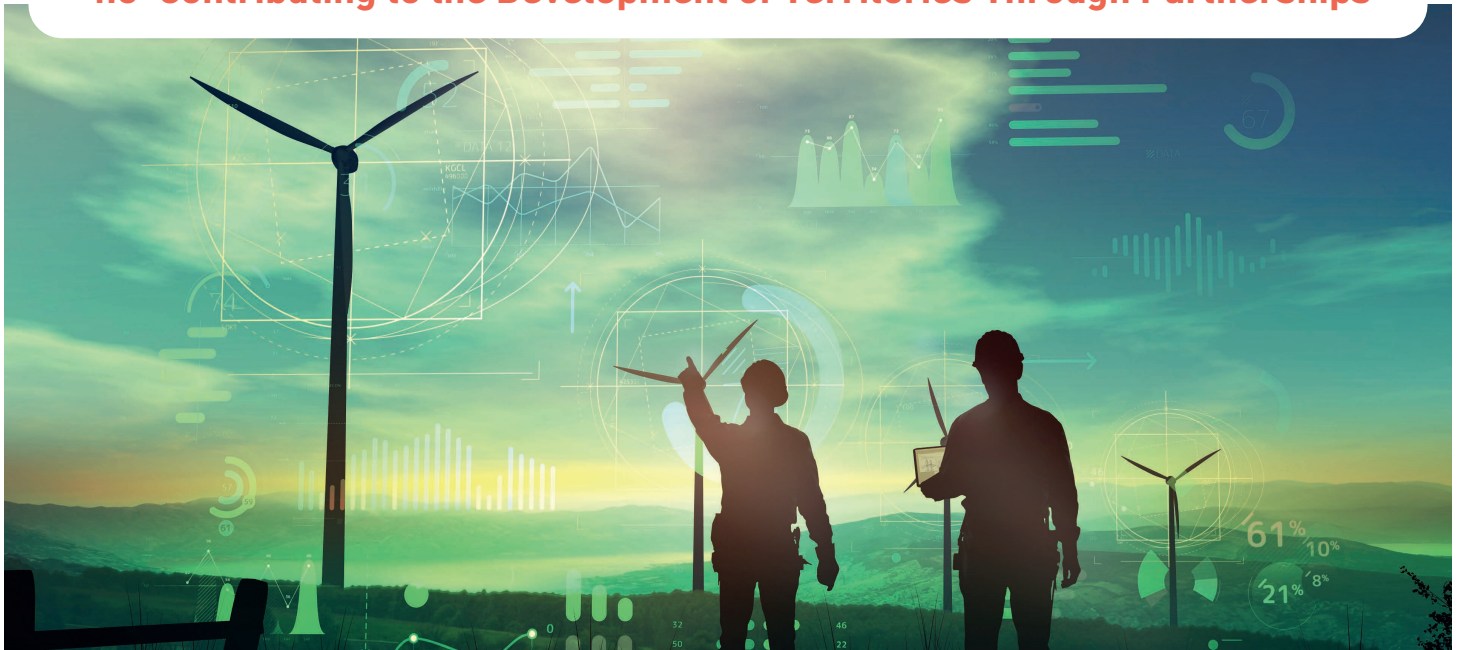
In line with the IFC policies and procedures, Catalyst Capital Fund will be Egypt's first SMEs impact investment fund (with UNDP). UNDP is in the process of designing a customized CPE team investment course to become Egypt's first-ever impact investment fund. Moreover, in IFC ESG courses, CPE principles can become a qualified ESG agent.

Furthermore, AWB Egypt engaged in several debt transactions that have several ESG impacts, including and not limited to the following:

- Financing 2 renewable energy companies either through direct lending or guarantees with total limits of EGP 50 million approximately.
- Signing a Master Agreement with one of the key renewable energy companies in Egypt with limits of EGP 50 million to finance solar energy projects.
- Directly Financing to micro finance companies or engaging in debt securitization deals originated by microfinance companies with limits of EGP 320 million.

Our future endeavor is to magnify the positive impact of our customers on society and the environment while increasing their efficiency and sustainably covering their financial needs. In this way, we want to enable our group to fulfill its aspirations for a paradigm shift in the sustainable development of Africa.

### 4.3 Contributing to the Development of Territories Through Partnerships



In line with the national strategy, which places greater emphasis on the need for enhancing trade exchange and African cooperation, especially after the announcement of Egypt's presidency of the African Union in 2019 and at the same time, in accordance with the Attijariwafa bank group's strategy, which prioritizes its effective existence in African markets and believes in Egypt's significant position in the African continent, Attijariwafa bank Egypt strives for establishing strong partnerships to accelerate regional integration and cooperation among Egypt and other African countries.

Attijariwafa bank Egypt is always keen on creating the appropriate atmosphere for companies wishing to penetrate foreign markets while fostering trade within Africa and promoting South-South cooperation. The bank is aiming to benefit from the local and regional companies through the group's expertise, especially in the field of project finance, advisory services, financing international business operations, and risk management, as well as benefiting from the strong presence of the group in Africa to achieve development in all sectors including infrastructure, housing, and energy projects.

#### 4.3.1 Memorandum of Understanding with the Egyptian Federation for Construction and Building Contractors (EFCBC) and the African Federation for Construction Contractors' Associations (AFCCA)

In January 2019, Attijariwafa bank Egypt signed a Memorandum of Understanding (MOU) with the Egyptian Federation for Construction and Building Contractors (EFCBC) and the African Federation for Construction Contractors' Associations (AFCCA) to boost skilled contracting companies to expand their exporting of services to African countries and gain market share.



This MOU comes in reinforcement to Attijariwafa bank group's strategy, prioritizing effective presence in African markets, where it believes in Egypt's significant role in the continent and its ability to achieve genuine cooperation among African countries. The MOU also helps the contracting companies boost their exports of services to other nations, as well as their market share.

This collaboration between the two parties empowers African countries to establish their processes in various sectors, such as infrastructure, housing, and energy projects, in order to achieve stability, growth, and better services for their people. The signing is also in line with the African Federation's vision for construction contractors, and it adds to the African Federation's successful position in offering all types of support and enhancement to national companies in African markets.

#### 4.3.2 Memorandum of Understanding with Egyptian Export Association (Expo-link)

The Egyptian Exporters Association – Expolink and the Attijariwafa bank group signed a Memorandum of Understanding in April 2018 to cooperate in order to increase Egyptian exports to African countries.



In compliance with the signed MOU, Attijariwafa Bank, through its subsidiaries in Egypt and other countries, provides competitive banking products and services to Egyptian companies and investors participating in Expolink. In an effort to help Egyptian corporates and investors associated with Expolink, Attijariwafa Bank cooperates with the association in its publications and market studies.

Attijariwafa bank group and Expolink collaborates closely to develop multi-party ventures involving Egyptian and Moroccan investors, as well as investigating potential joint investment opportunities in the countries where the group operates. This will be accomplished through business delegations that would support customers in Morocco, Egypt, and other countries where the bank and association operate.

#### 4.3.3 Africa Development Club Egypt supports AWB Egypt's clients to provide services and access to Africa





## Key Figures and Achievements:

- Conducted trainings for ADC's front office and back office teams, enabling them to use the website easily and to transfer knowledge to onboard new clients.
- Increase volumes of export to African countries by our existing and new clients by 48% between 2019 and 2020 despite of a very difficult year impacted by COVID-19 crisis.

## Multi Sectoral Missions:

### Corporate banking delegates attended to various sectors:

- Cote D'Ivoire July 2019
- Cameroon October 2019
- Mauritania January 2020

The Africa Development Club Egypt (ADC Egypt) was officially launched in Egypt in May 2019 by the Attijariwafa bank group and Attijariwafa bank Egypt to support African and regional economic integration, and in line with Egypt's Presidency of the African Union.

Another important engine of sustainable growth and economic development in African markets is the Africa Development Club. The establishment of the African Development Club in Egypt is yet another economic link between Egypt and other African countries, and it meets the expectations of Africa's business sectors, traders, and entrepreneurs in terms of exchanging experiences, forming new alliances, and transferring knowledge.



The Club strengthens the platform's network to better serve the economic actors involved in the continent's growth. It is the Club's 10th branch, which includes Côte d'Ivoire, Senegal, Mali, Mauritania, Tunisia, Cameroon, Gabon, Congo Brazzaville, and Morocco, and is headed by Attijariwafa bank Egypt. As a result, it offers services to Egyptian companies in order to help them expand across the continent, as well as promoting investment opportunities in Egypt to the economic communities of other African countries.

### 4.3.4 Partnership Agreements with International Financial Institutions (IFIs)

We are currently in discussions with IFC to establish a global trade facility whereby IFC will guarantee settlement of trade obligation from African Banks. This program will assist Egyptian exporters/clients to promote their trade activities in Africa. This arrangement is in line with the group's intentions to promote Inter-Africa trade (Africa Development Club).

Upon agreement with IFC and EBRD, a set of rules and guidelines will be established to comply with these institutions' social and environmental requirements. Actions put in place to control the Environmental and Social risks linked to credits (companies and projects financing): environmental and social impact studies, due diligence, etc. (Read more on Sustainable Finance Section)

## 4.4 Establishing a Lasting and Trust-Based Relationship with Customers



AWB Egypt puts its customers' interests first at all times, thereby ensuring through a number of measures that it maintains a sustainable trust-based relationship with them. Through our Business Development Service Center, we facilitate business formation and development offering a broad range of financial and non-financial services. Furthermore, we have a dedicated Call center for our business banking customers, to improve our services, and enhance our products offered to smaller companies.

To ensure high-level customer satisfaction and enhance customer relations, we focus on serving our customers with a timely and quality response. In 2020 specifically, our percentage in resolving a service request on the same day increased from 40% at the beginning of the year to reach 57% in November 2020. Additionally, CRM requests TAT adherence increased from 93% in 2019 to reach 95% in 2020. While SMEs' average TAT decreased from 45 days in June 2020 to reach only 9 days in November 2020.

The bank has implemented dynamic and diverse actions contributing to a lasting and trusting relationship with its customers:

1. Measurement of customer satisfaction
2. Management of customer complaints
3. Quality programs deployed such as the Periodic Customer Satisfaction Score (CSAT) and Net Promoter Score (NPS)
4. Branches Mystery Shopping Overall Score is 74%
5. Compliance with the new Central Bank of Egypt's initiative for "Safeguarding Customer Rights". Full compliance achieved in 2020



For 2019, Customer Satisfaction and Net Promoter Score insights were done to help us know how our customers are satisfied with our services, products, interaction and their loyalty towards our brand, the survey results showed a great progress across segments and service channels.

Regarding 2020, it was on hold due to current situation (COVID-19).

### **Management of Customer Complaints**

Dealing with customer complaints is critical to the Customer Protection Unit in achieving our goal of promoting a trust-based relationship with clients. A complaint is a statement by a customer expressing dissatisfaction, whether justified or not, with a relationship. We have provided our clients with several channels to voice their concerns either in writing or on any traceable medium by Call Center/ Branch.

Customer Protection Unit is committed to dealing with complaints in a manner that complies with required controls and regulatory requirements to ensure flawless operations. Every complaint must be handled diligently to ensure our customer satisfaction.

AWB Egypt complaints team handled on average 540 complaints per month during the reporting period of this report (2019 - 2020). In 2020 the ratio of complaints to accounts (average from all products and segments) was 15.5 cases per 1000 accounts (1.5%).

### **Innovations in favor of Customer Relations**

- AWB Egypt launched in November 2019 the Online Onboarding tool aiming to provide potential customers with an online application tool that captures their interest in obtaining personal loans and credit cards. The online application is integrated with the bank's loan and card assessment CRM and provides instant initial eligibility for the applied facility and a work-flow that guides the customer from initial interest to facility issuance.
- AWB Egypt launched the CRM+ providing a 360-degree view of customer products, inquiries, service requests, and complaints. The new CRM view provides full visibility of customer products and interactions with the bank (service requests, queries, and complaints) for call center agents and eventually to all customer-facing personnel.

### **Improving Performance to Better Serve our Customers**

With a customer satisfaction target of 95%, Attijariwafa bank Egypt exceeded its targeted performance in almost all customer service functions and channels. We are striving to improve in the few remaining aspects, namely Retail and Premier Call Center, through Ongoing training, monitoring, and coaching exercises all year round. In our customer satisfaction survey, we focus on ensuring that our agents did not give misleading or incomplete information to the clients. We also ensure that our agents respond to customer concerns in a respectful, simple, and clear manner, providing the clients with an answer to their questions or a solution to problems. Moreover, we enforce responding to requests in a timely and prompt manner.

A globe of Earth is held in two hands against a sunset background. A large white number 5 is in a white box in the center. The background features a bright sun low on the horizon, creating a lens flare effect, and a sky with scattered stars. A large white graphic element, resembling a stylized mountain range or a series of peaks, is positioned behind the globe.

5

**Respecting the Environment  
and Fighting Climate Change**

Driven by the priorities of the Attijariwafa bank group and the Egyptian government to foster sustainable economic development, Attijariwafa bank Egypt prides itself in being a purpose-driven organization, with a commitment to follow the group's sustainable development journey and be an active contributor to the inclusive and resilient development of the Egyptian economy.

Accordingly, AWB Egypt has been taking bold actions towards:

**Efficient Waste Management**

**Reduction of Energy Consumption**

**Reduction of Paper Consumption**

**Enhancement of Employees' Environmental Awareness**

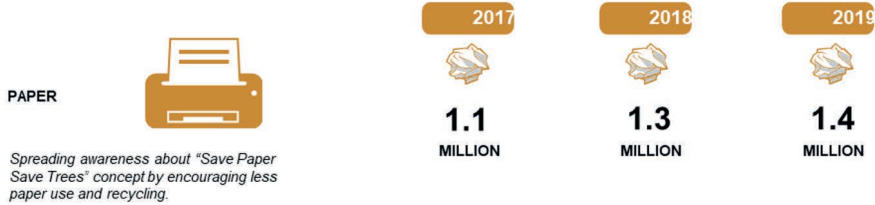
Measurement of staff transport, business travel and business trips for undertaking a reduction plan as well as monitoring the total amount of kilometers traveled to measure carbon emissions

### Supporting Environmentally-Responsible and Efficient Resource Management

In support of its endeavor to improve its environmental impact and actively contribute to the UN Sustainable Development Goal number 12 for responsible consumption and production, in 2020 the bank identified, measured, and reduced its energy, water, and paper consumption.

	<b>Total Energy Consumption (kWh)</b>	<b>Total Water Consumption (m3) – Estimated Consumption in most of the locations</b>	<b>Total Wastewater (m3)</b>	<b>Total Paper Consumption (Tons) 1kg=0.0011 us ton</b>
<b>2019</b>	12,594,210.06	38,718.77	N/A	83.61 (FY)
<b>2020</b>	11,331,946.33	39,934.60	N/A	57.56 (Jan-Nov)





### Energy Efficiency Initiatives

Initiative/ Project	Date of launch	Description	Cost Savings	Resource/Energy Savings	Target
Installing LED lighting system	2018	Replacing the traditional lighting system with LED lighting system	EGP 4,801,004.29 (represents the cost of the decreased KW from 2018 - 2020)	KW 3,055,410.40 (represents the decreased KW from 2018 - 2020)	End of 2021 finalize all systems upgrade
HVAC Upgrade	2018	Replacing HVAC systems in 33 branches			
Head Office Lighting Management	2019	Phase 1: turning off the lighting in the HO building on a daily basis from 7:00 pm to 7:00 am in addition to the weekend	Head Office Lighting Management		2019
Fire Alarm Centralization	2018	The centralization supports faster response and control to any fire incident from the HO, which provides a higher level of protection to employees, customers and premises	The project is putting on top the safety of the human asset, either employees, customers, or third parties available in the bank different premises. The faster response through available resources will save time, effort and extra cost. Exact figures are not available in the current being		Project Completed

Initiative/ Project	Date of launch	Description	Cost Savings	Resource/Energy Savings	Target
Eco-friendly initiative	2018	Providing the bank's non-organic waste to be recycled as part of the bank's contribution in conserving natural resources, protecting ecosystems and wildlife, saving energy, cutting climate-changing carbon emissions and providing a cheaper method for waste collection and disposal		Donating KG 1,843.350 of non-organic waste	2019
Energy Management Centralization	2018	Applying an energy management system on a number of AWB locations (phase 1) for better visualizing, operating, optimizing and maintaining transmission and sub-transmission networks		N/A	N/A

## Raising Employees' Environmental Awareness

To spread awareness about saving resources and protecting the environment, AWB Egypt organized in 2020 an "Eco-friendly Awareness Campaign" to encourage less paper use, recycling, less electricity, and prevent water waste.





**Setting an Example in the Conduct  
of Business and Stakeholder Relations**



## 6.1 Ensuring Integrity, Loyalty and Transparency at all Organizational Levels

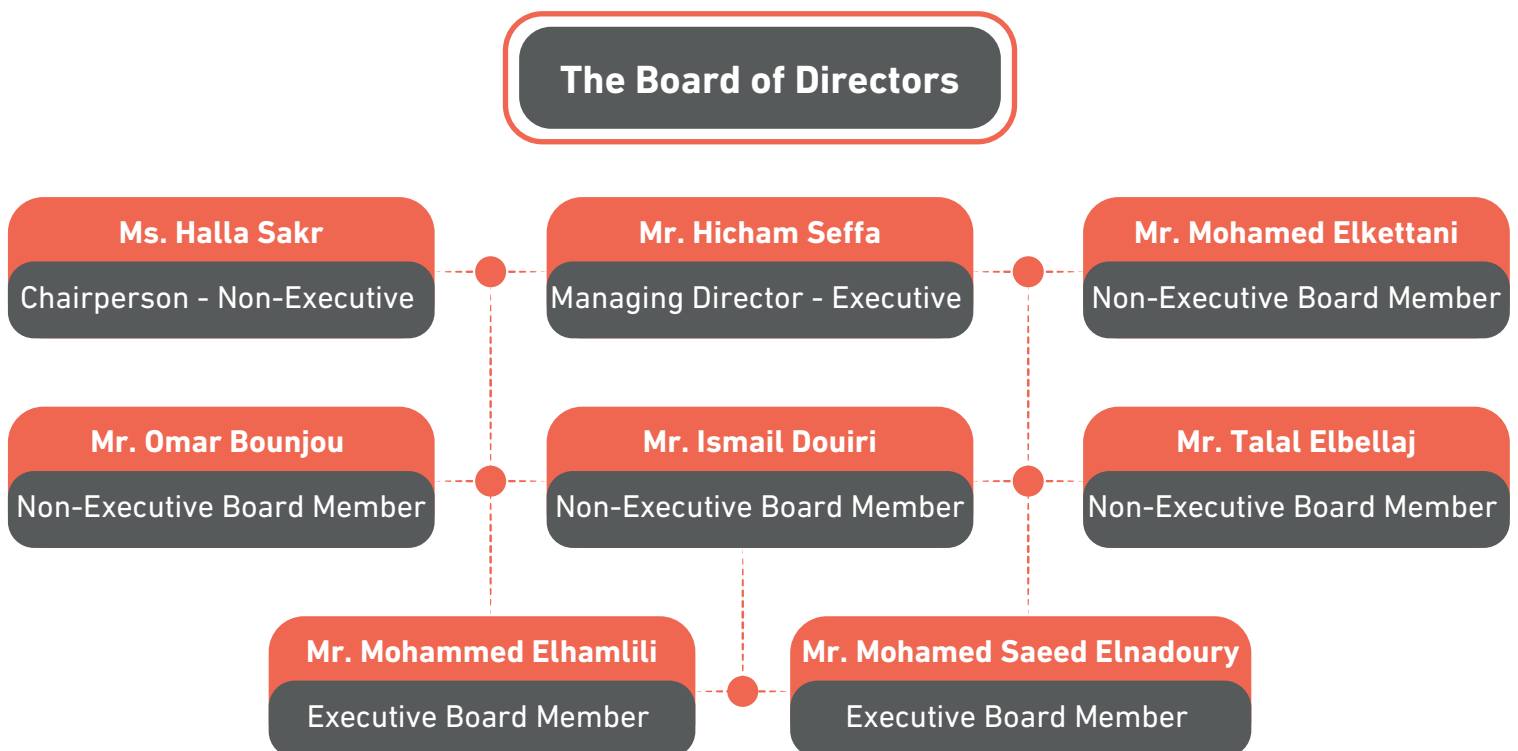
### AWB Egypt's Governance Structure

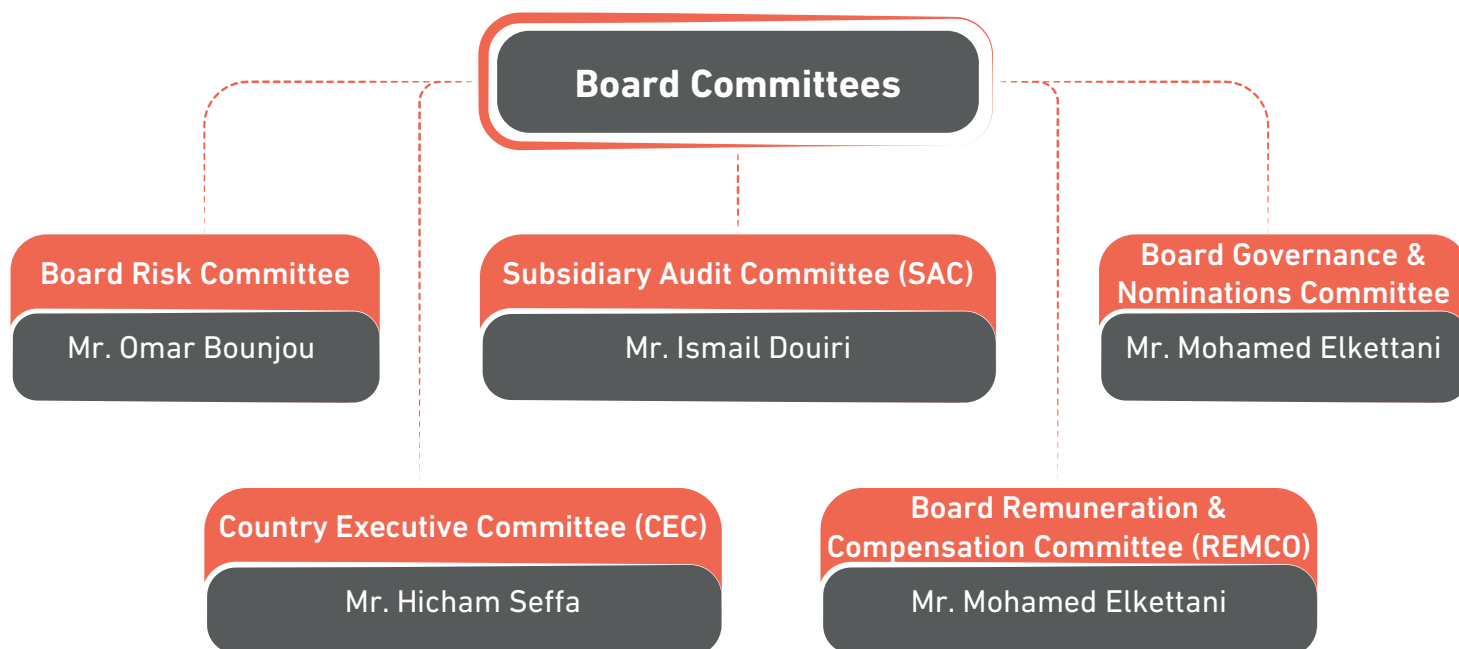
Attijariwafa bank Egypt has adopted since the beginning of its operation a sound and transparent governance structure. The bank continues to work towards ensuring that best governance practices are well embedded and followed up as a culture across all functions and within all day-to-day practices. During 2019, the bank was able to enhance good governance practices across the organization in addition to continuing to be fully complying with local laws and regulations.



### Board's Composition

The Board of Directors is the highest governance body, and it is renewed every 3 years. The current Board cycle is valid from 2018 to 2021, subject to CBE's approval to renew the Board for the next cycle from 2021 to 2024. Our Executive Senior Management is composed of 11 members, with women representation around 27% having 3 female members, compared to 2 females and 8 males in 2019. There are currently no independent board members in AWB Egypt's board structure in accordance with the definition of an independent board member as defined by CBE. The age segmentation of BOD is well skewed towards members below 50 years old constituting 73%.





### Separation of Responsibilities between the Chairpeson of the BoD and the CEO

At AWB Egypt, we maintain a full separation of responsibilities between the Chairperson of the Board and the CEO. Our Chairperson is Ms. Halla Sakr, who does not hold any executive position, while our Managing Director is Mr. Hicham Seffa holds the executive role.

### Role of the Board

AWB Egypt's Board of Directors is responsible for approving AWB EGYPT's policies and strategies and appointing the Board sub-Committees (Audit Committee, Risk Committee, Governance & Nominations Committee, Remuneration & Compensation Committee) members. The Board of Directors and Board Sub-committees (SAC and Risk Committee) quarterly review risk management work and escalations. Board of Directors and Board Sub-Committees hold the role of identifying and managing economic, environmental, and social material topics and examining their related impacts, utilizing stakeholder consultation and engagement process.

### Stakeholder Consultation on Sustainability Issues

Consultation with the Board of Directors is done through periodical Board and Board Sub-Committee meetings, and between the meetings, the Company Secretary is responsible for communicating specific requirements between the Board and other stakeholders. The Managing Director is delegated by the Board to handle executive matters with Executive stakeholders and revert back to the Board with results.

### Nominating and Selecting the Highest Governance Body

AWB Egypt's Board Governance & Nominations Committee recommends the appointment of Board members to the Board of Directors, which then recommends the appointment to the General Assembly, and the General Assembly (Shareholders) is the ultimate governance body which is responsible for approving the appointment of Board members (in accordance with the requirements of the Egyptian Laws).

The Board members are selected according to specific criteria which include having an Egyptian nationality, possessing a proven educational and professional track record, retaining a good public reputation and credibility, having no political affiliations and limited media exposure, having proven to understand the local business environment, while having prior experience in chairing or being a member of an audit committee in a listed corporation, or Leadership experience in the banking or financial services industry, either the member is currently or has been, a senior partner in a reputable financial audit firm.

## **AWB EGYPT's Board of Directors is responsible for:**

- The appointment of Board members in sub-committees (Audit Committee, Risk Committee, Governance & Nominations Committee, Remuneration & Compensation Committee).
- The Board endorses the selection of the top Executives appointed in the Country Executive Committee.
- The Country Executive Committee (CEC) is responsible for approving the appointment of CEC Sub-Committees members.
- The Managing Director is delegated by the Board to handle executive matters with Executive stakeholders and revert to the Board with results.
- The Board of Directors grants certain delegations to Senior Executives through formal delegations approved by the Board of Directors.

All governance related actions are declared yearly into an annual Corporate Governance Report, which is approved by the Chairman, Board Governance & Nominations Committee, and the Board of Directors.

## **Evaluating the Highest Governance Body's Performance**

The Board of Directors undertakes an annual self-assessment process of the overall performance of the Board of Directors and the Board of Directors Sub-Committees, including the evaluation of each Board member's performance by the Chairperson of the Board. All governance related actions are annually declared into an annual Corporate Governance Report, which is approved by the Chairperson, Board Governance & Nominations Committee, and the Board of Directors.

## **Effectiveness of Risk Management Processes**

Directors and Board Sub-Committees (SAC and Risk Committee) quarterly review risk management work and escalations, and the Board of Directors is the highest governance-body, which is responsible for reviewing and approving all policies, including Risk Management. The Board of Directors convenes at least 8 times annually, while the SAC and Risk Committee meet quarterly, and CEC on monthly basis.

## **Communicating Critical Concerns to the Highest Governance Body**

All concerns are detailed into the Board and Board Sub-Committees minutes after each meeting. The Board/Board Sub-Committees may suggest actions required/action plans for Management to undertake until issues are resolved:

- Through the periodical meetings or the Company Secretary and the Managing Director between the meetings.
- Chief Internal Auditor, Compliance Director, and External Auditors may escalate any concerns to the SAC.
- The Chief Risk Officer may escalate any concern to the Board Risk Committee.
- The Non-Executive Board members conduct annual meetings in the absence of the Executive Board members with the below stakeholders in order to discuss any concerns clearly:
  - Meeting with Chief Internal Auditor, External Auditors, and Compliance Director
  - Meeting with Chief Risk Officer
  - Meeting with the Chairman of the Board of Directors.



## Conflict of Interest

All board members are required to sign an annual related party's disclosure form to declare any matters that can be regarded as a conflict of interest, including an annual declaration of other board memberships; Board members annually declare other board member shareholding to determine conflict of interest. AWB Egypt shares are currently held fully by Attijariwafa bank group as a controlling shareholder and the AGM approves related party transactions on an annual basis.

## Promoting Ethical Behavior and Good Governance Practices

AWB Egypt follows the AWB group's Code of Business Conduct and Ethics. It sets out our corporate values, ethical principles, and standards to ensure that the bank's business is conducted legally and ethically and to deter any breach or morally wrong act. Our Code of Business Conduct and Ethics formalizes the principles of personal integrity, confidentiality, loyalty, transparency, and equality in the workplace.

## Customer Data Protection Policies and Account Confidentiality

The bank's Code of Conduct ensures customer data protection and account confidentiality, with employees of Attijariwafa bank Egypt being required not to disclose any confidential information relating to bank activities, except their own hierarchy, the activity of concerned persons acting within the bank, and the activity of supervisory authorities. Professional secrecy is imperative concerning any kind of data held by the bank concerning its customers. All information about Attijariwafa bank Egypt that hasn't been made public by authorized representatives is regarded as confidential.

## Raising Financial and Banking Awareness

The current era of digital transformation necessitates the use of highly secured digital services. To encourage personal data security, AWB Egypt has built a new page on the bank's website where we spread banking and financial knowledge to educate our customers in accordance with data protection regulations, as well as SMS sent to customers to educate them on how to secure their credit card pin and data.



Name of Certification	Year Acquired	Entity providing it	Description of Requirements leading to certification
<b>CAMS</b>	2014	ACAMS	Enhanced knowledge and experience
<b>CCO</b>	2019	IABFM	Enhanced knowledge and experience
<b>CAMS</b>	2018	ACAMS	Enhanced knowledge and experience

## Fighting Financial Crime and Corruption

Money laundering (ML) and Terrorist Financing (TF) pose a serious global danger, emphasizing the importance of banks and financial institutions in strongly combating these types of financial crimes. Following and adhering to local and international legislation, and in view of the group's well-established Compliance organizational framework, processes, policies, and procedures that have built up a human and technological anti-money laundering mechanism, Attijariwafa bank Egypt has developed a standardized and advanced system to tackle money laundering and terrorism financing activities.



Accordingly, the Bank updates its KYC forms on a regular basis as follows:

- High risk updated every 2 years
- Medium risk every 3.5 years
- Low risk updated every 4.5 years

During 2019, guidelines and instructions related to KYC have been circulated and updates have been received during 2020 related to AML and KYC standards for prepaid cards, mobile E-wallets and guidelines related to Covid-19 Red flags.

AWB Egypt uses an Ant-Money Laundry (AML) transactions monitoring system to automatically detect customer activity that may suggest suspicious or unusual behavior. When a particular situation is detected, the transactions monitoring system conducts advanced data analytics on a customer account and transaction information and sends out an alert. This is in addition to appropriate manual/external warning monitoring and investigation.

Because of its vital consequences in terms of regulatory and reputational risks, STR/SAR reporting is one of the most significant AML processes. Apart from the STR/SAR reporting created by Automated Transaction Monitoring Alerts, it is the responsibility of any employee to report unusual or suspicious behavior, also known as Manual Monitoring and Internal STR/SAR Reporting. EMLCU launched an online tool named "Go-AML" in August 2018 for reporting suspicious transactions/customers, where all STRs/SARs are reported to the EMLCU through the Go-AML Portal.

Attijariwafa bank Egypt provides training and awareness sessions internally and externally. Employees are being trained annually on Financial Crime including AML, Sanctions, ABC, and High-Risk relationships. Also, External training sessions are given to some employees like ACAMS preparations and Advanced AML training from EBI "Egyptian Bank Institute".

**Internal AML training sessions were given to all bank employees during 2019 where the population has reached 1304. Meanwhile, during 2020, AWB EGYPT launched Financial Crime Training Via LMS "Learning Management System Tool" due to Covid-19 circumstances.**

AWB Egypt uses the Siron AML system to automatically track customer activity that may suggest suspicious and/or unusual actions. When a particular situation is detected, the Siron AML transactions monitoring system conducts data analytics on a customer account and transaction information and sends out an alert. Furthermore, AWB Egypt uses Siron KYC, Embargo, and Fircosoft as Sanctions Screening solutions to tackle financial crime and terrorist financing.

## 6.2 Improving the Living Environment of Employees



With 1,304  
Employees



In 63  
Branches



Across 19  
Governorates



Spreading across Egypt, as of 2020, AWB Egypt continues to implement its expansion strategy successfully by creating jobs for Egyptians, and providing equal opportunities for men and women, while guaranteeing job security by offering permanent employment contracts.

During 2019 and 2020, the bank continued supporting gender equality. **Women accounted for 35% of the bank's workforce in 2020.** Furthermore, the bank is significantly increasing its recruitments of young people to support youth growth and attract new talents. Nearly 62% of the bank's newly hired employees in 2020 are under 30 years old.

Although the bank does not have internal employees unions, employees utilize an internal grievance mechanism in case of any conflicts or concerns.





## Employees by Gender 2019

	Under 30 years old		31 - 50 years old		Over 50 years old		Total Number
	Male	Female	Male	Female	Male	Female	
Number of Employees (Male)	229		635		62		926
Number of Employees (Female)		167		317		11	495
Number of employee (per age category)	396		952		73		1421
	Under 30 years old		31 - 50 years old		Over 50 years old		Total Number
% of employee (per age category) (to the total of employees)	28%		67%		5%		
% of employee (Male) (to the total of employees (Male))							65%
% of employee (Female) (to the total of employees (Female))							35%

## Employees by Gender 2020

	Under 30 years old		31 - 50 years old		Over 50 years old		Total Number
	Male	Female	Male	Female	Male	Female	
Number of Employees (Male)	198		592		62		852
Number of Employees (Female)		157		280		15	452
Number of employee (per age category)	355		872		77		1304
	Under 30 years old		31 - 50 years old		Over 50 years old		Total Number
% of employee (per age category) (to the total of employees)	27%		67%		6%		
% of employee (Male) (to the total of employees (Male))							65%
% of employee (Female) (to the total of employees (Female))							35%

## New Hires 2019

	Under 30 years old		31 - 50 years old		Over 50 years old		Total Number
	Male	Female	Male	Female	Male	Female	
New Hire (Male)	97		63		2		162
New Hire (Female)		69		20		0	89
<b>Total Number of New Hired by Category</b>	<b>166</b>		<b>83</b>		<b>2</b>		<b>251</b>
	Under 30 years old		31 - 50 years old		Over 50 years old		Total Number
Rate of New Hire (per age category) (to the total of employees)	66%		33%		1%		
Rate of New Hire (Male) (to the total of employees (Male))							65%
Rate of New Hire (Female) (to the total of employees (Female))							35%

## New Hires 2020

	Under 30 years old		31 - 50 years old		Over 50 years old		Total Number
	Male	Female	Male	Female	Male	Female	
New Hire (Male)	50		38		0		88
New Hire (Female)		37		16		0	53
<b>Total Number of New Hired by Category</b>	<b>87</b>		<b>54</b>		<b>0</b>		<b>141</b>
	Under 30 years old		31 - 50 years old		Over 50 years old		Total Number
Rate of New Hire (per age category) (to the total of employees)	62%		38%		0%		
Rate of New Hire (Male) (to the total of employees (Male))							62%
Rate of New Hire (Female) (to the total of employees (Female))							38%

## Advancing our Human Resources Framework

AWB Egypt adopts a well-developed resource management framework. Attract, Develop, Retain, and Engage are the pillars of our framework. They guide our relationship with our Employees. In 2019, AWB Egypt has done several remarkable achievements in this regard, which were relatively limited due to the COVID-19 pandemic, to ensure the safety of our employees. In 2019, AWB EGYPT provided its employees a total of 85677 training hours, compared to 35077 training hours in 2020, due to the unprecedented events of the COVID-19 pandemic. The training given covered, but was not limited to, Branch Manager Academy, Corporate Academy, Educational Assistance, Leadership Academy, self-development, and SMEs Academy.



## 2019 Highlights

- **Introducing AWB Egypt Core Competencies Framework**
- **Introductory programs: 10 rounds orientation + 10 rounds retail induction + 23 rounds sales induction**
- **Launch of Leadership Academy for Senior management Program “The Rising Star with Dynamic. International” and the Middle management Program “The Big Shift with Life Compass” with 400 employees**
- **Launch and Completion of Talent Management Program “Assessment center”**
- **Launch and completion of Development management Program “Development Center”**
- **Completion of 1 Branch Managers Academy with 20 employees**
- **Completion of 1 SMEs Academy with 15 employees**
- **Completion of 1 Corporate Academy with 15 employees**



- Onboarded 251 new hires by providing an equal opportunity for everyone without any discrimination as well as ensuring gender equality
- Participated in 7 Employment Fairs, Ne2dar events and assigned 250 summer internships
- 214 Promoted employees within 2019
- Everyone Can Win - Aug'19 "All the Bank"
- Go Big- SMEs Contest - Aug'19
- Visits for branches & Head Office
- 11 rounds 'HR Director Breakfast'
- 9 rounds 'Meet the MD'



# 2020 Highlights

**2020 was a challenging year when it comes to managing our employees, HR went the extra mile to keep them retained and engaged through the following initiatives and activities:**

## **Benefits and services:**

- The introduction of the new car support program for front liners
- Launching the New Performance Management system for better employee experience
- Reducing the Staff Loans TAT by moving the entire cycle E2E from business into HR
- Enhanced medical services by introducing AXA as the new Medical Provider with the various channels of communication and penetration

## **Resources optimization through restructuring some areas within the bank to ensure enhanced customer centricity and expanded career growth, like but not limited to:**

- ONE Network and the introduction of the business units and business centers
- Operations team under the COO function
- Merger of the Complaints and internal control under the compliance umbrella

## **Differentiated learning experience with total of 34,000 training hours, by providing:**

- Online technical trainings
- Online and attestations for Regulatory and Compliance programs
- Attestations and remote access orientation and induction for new joiners
- ONE Network Development track to perform new role effectively

## **Engagement:**

- Thank you gifts for branches for the effort exerted at the beginning of the pandemic COVID-19
- Majority of branches and Head Office departments visits
- Local trips (Fayoum, Sharm & Hurghada)

## **On boarding of 313 new hires by providing an equal opportunity for everyone**



Course Type/Gender	Count of Name	Sum of Training Hours
<b>ADHOC</b>	<b>406</b>	<b>4471</b>
Female	156	1566
Female	1	6
Male	249	2899
<b>Branch Manager Academy</b>	<b>140</b>	<b>4800</b>
Female	28	960
Male	112	3840
<b>Corporate Academy</b>	<b>30</b>	<b>2760</b>
Female	18	1656
Male	12	1104
<b>Educational Assistance</b>	<b>9</b>	<b>0</b>
Female	5	0
Male	4	0
<b>Leadership Academy</b>	<b>622</b>	<b>9376</b>
Female	186	2880
Male	436	6496
<b>Mandotry</b>	<b>1645</b>	<b>40166</b>
Female	611	15442
Male	1034	24724
<b>Self-development</b>	<b>20</b>	<b>0</b>
Female	9	0
Male	11	0
<b>SMEs Academy</b>	<b>195</b>	<b>10320</b>
Female	78	4128
Male	117	6192
<b>TNA</b>	<b>382</b>	<b>13784</b>
Female	130	4345
Male	252	9439
<b>Grand Total</b>	<b>3450</b>	<b>85677</b>



# 2020

Row Labels	Count of Name	Sum of Training Hours
<b>ADHOC</b>	<b>1568</b>	<b>12003</b>
Female	551	4140
Male	1017	7863
<b>Bank Orientation</b>	<b>140</b>	<b>1184</b>
Female	54	440
Male	86	744
<b>Educational Assistance</b>	<b>1</b>	<b>60</b>
Female	1	60
<b>Leadership Academy</b>	<b>378</b>	<b>4912</b>
Female	109	1392
Male	269	3520
<b>Regulatory</b>	<b>4</b>	<b>160</b>
Male	4	160
<b>Retail Induction</b>	<b>83</b>	<b>1320</b>
Female	34	624
Male	49	696
<b>Sales Induction</b>	<b>267</b>	<b>10440</b>
Female	105	4104
Male	162	6336
<b>Self Development</b>	<b>6</b>	<b>180</b>
Female	2	36
Male	4	144
<b>TNA</b>	<b>143</b>	<b>4818.3</b>
Female	58	2118.3
Male	85	2700
<b>Grand Total</b>	<b>2590</b>	<b>35077</b>

## **Reviewing Performance and Career Development**

The bank is constantly monitoring employee career performance levels and their career development. As a result, in 2019, we assessed the performance of 1252 employees and similarly, 1279 staff members in 2020.

In 2019 and 2020 alike, the percentage of male employees receiving regular performance and career development reviews was 66.30%, while 33.7% were females.

## **Safeguarding Health & Safety of Employees**

In accordance with the Egyptian labor law, and Egyptian civil protection standards and requirements, Attijariwafa Bank Egypt has formed H&S team and has been implementing a full-fledged health and safety policy, and an Occupational Health and Safety Management System. This system provides all personnel working in AWB Egypt premises with organizational safety measures, whereby 100 workers and the workplace are supervised by the organization's H&S team.

The bank makes sure that its employees are effectively involved, consulted, and communicated with them on occupational health and safety via a new approach, a monthly checklist where any issues related to H&S are reported, along with other communication channels such as e-mail. For recording and reporting accident statistics, a rules system is in place where a Bi-annual statistics report is sent to the labor office. It is worth mentioning that over the past two years, no accidents occurred at the bank.

## **Monitoring Health and Safety Risks**

The bank has adopted specific standards and procedures for monitoring health and safety work. Accordingly, we have developed risk management procedures to identify and assess risks, as well as investigate incidents.

The process of identifying risk starts with choosing a new site as H&S is a member of the technical committee accountable for new sites, and compliance with civil protection requirements and NFPA is one of the main pillars upon which new sites are approved. There is H&S focal point at each site to report any incident or any failure related to the safety system. Once the site is operational, frequent visits (snap check) take place to ensure that there is no residual risk identified.

## **Social, Health & Safety Benefits for Employees**

In line with the Attijariwafa bank Egypt's health and safety policy, the bank provides to its employees the best possible social, health and safety benefits such as life insurance, Medical Insurance, Paternity Leave, and Pension Plan. The provision of these benefits for quality living conditions enables them to feel immensely safe and supported.

### **Full-time Employees Benefits**

Attijariwafa bank Egypt provides a wide range of benefits to its employees, including life insurance, medical insurance of employee and family, paternity leave, pension plan, and for certain roles we provide company vehicles.

## Dealing With COVID-19

The bank has reacted timely to the situation of the public health crisis of Covid-19 by taking early precautionary measures that started by raising awareness of our employees through ongoing communications, videos and other collaterals.

Since the beginning of March 2020, and as the outbreak started to cross borders we started to take the measures up to a higher level from daily sanitization of all premises to daily meetings of our Crisis Leadership Team who convened daily in order to assess and closely monitor the situation in all cities where we operate and to outline all scenarios of our operating model in case of any business disruption.

These measures equipped us with the right tools to instantly and correctly react to the Egyptian government's measures starting from the curfew to regulations set thereafter by the Central Bank of Egypt such as reducing working hours amongst others. All this happened and is still taking place while keeping our business operational and our customer service at highest possible levels.

As for customers, we have been promoting our e-banking solutions for payments and banking transactions along with Health & Safety Awareness Messages across our Head Office, Branches and ATMs to encourage cards payments instead of cash and to avoid high traffic inside our Head Office, Branches and ATMs.

At the appearance of the first COVID-19 case among our staff (March 2020), the bank released a media statement to explain the safety steps undertaken towards the staff and customers.



D i s t a n t t o d a y





### 6.3 Ensuring Responsible Procurement



In line with our group's supply chain standards, In 2019 99% was spent on local suppliers, while in 2020 97% of our supplier base is located in Egypt to support all sectors of the local economy. There are 274 suppliers with POs on the system (contracted and non-contracted) while our spending to date with contracted vendors is estimated at 120 M EGP.

We currently have **65 contracted** suppliers covering the following categories:

Real Estate Space Planning

IT & Telecom

Office Supply, Archives & Expendables

Communication & PR Events

Back Office Activities & Electronic Payment

Intellectual Services

Security

Car Fleet

Concerning the 'Responsible Purchasing Policy' of AWB group, we follow the 'Sanctions and Criminal Records' screening which are done before onboarding any supplier to ensure that no socially detrimental vendors are dealt with by the bank.

Our Sourcing & Procurement teams are responsible to manage any purchase request from USD 8k to USD 200K, however, spend exceeding USD 200K is managed by AWB group with the support from the AWB Egypt procurement team. Sealed envelopes are a must for any demand exceeding USD 50K and the tender outcome must be presented to committee members to take the final decision. Spending from zero to USD 8k is managed by business stakeholders as per policy procedures.

Concerning our suppliers' screening process at AWB Egypt, new suppliers must be screened and clear against any sanction and criminal records (Commercial registers and Owners' IDs are used) before registering the supplier on our procurement system and signing the contract.

### 6.3.1 AWB group Responsible Purchasing Policy



To formalize guiding principles for responsible purchasing, Attijariwafa bank group established a responsible purchasing policy based on the purchasing Code of Conduct, which has governed the group's relationships with its supply chain since 2016. This Code of Conduct covers social and environmental initiatives, as well as principles of equality, honesty, and accountability, and also the prevention of conflicts of interest and corruption. By signing a letter of professional conduct as an addendum to their contract, all vendors agree to follow this Code.

In 2017, a Responsible Purchasing Charter was formalized to support the purchasing policy's guiding principles, which includes new commitments such as avoiding dependence and adhering to supplier payment terms.

Attijariwafa bank group pays special attention to adhering to the statutory payment deadlines. The latter is tracked at every stage of the processing and validation process in order to increase invoice processing and shorten payment times.

The group purchasing department has implemented a new policy for approving very small suppliers as part of Attijariwafa bank's Small Business Act Initiative, which aims to make it easier for small companies to become suppliers to the group. The goal is to make it easier for the group to find this type of supplier as well as to evaluate them against a set of criteria.

The group purchasing department monitors the extent to which active suppliers are dependent on the volume of purchases made by the bank in order to improve risk management. The latter ensures that the purchase volume to overall turnover ratio of a supplier does not exceed a nominal 35%. To ensure that this ratio is respected, group buyers have been made aware of the need to find the right balance in their buying strategy between an individual supplier and purchase volumes.

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# Engaging with Communities and Civil Society







## Promoting Community Well-Being and Development

At Attijariwafa bank Egypt, we feel responsible for the present and future of our people. For this reason, we are geared with an integrated approach to achieve a real impact on our local communities. In this context, we implement a vigorous CSR (Corporate Social Responsibility) policy in line with the Attijariwafa group CSR Strategy, particularly under the group's CSR Axis 3.

Additionally, we have aligned our CSR Policy with the National Sustainable Development Strategy- Egypt's Vision 2030 and the UN Sustainable Development Goals. Both the group and Attijariwafa bank Egypt CSR agendas focus on the economic and social empowerment of the Youth, Women, PWDs, and start-ups, as well as the support to green projects allover Egypt. Hence, AWB Egypt follows the same CSR strategic directions in its utmost efforts to achieve national and international CSR goals.

Attijariwafa bank Egypt recognizes the importance of engaging with our communities and civil society. Our continuous engagement helps us to hear the voices of those who need help and reply to them with the right solutions and to this end, magnify our impact on our citizens.

This holistic approach makes as an inseparable part of the community. In this respect, we take real action as active community members to generate solutions to common social challenges across Egypt in the pursuit of social inclusion and community development.

To foster community development, during 2019 and 2020, we drew attention to implement vibrant well-being and development projects within our communities.

In 2020 specifically, the efficiency of the number of beneficiaries in proportion to the total investment has significantly increased; despite the COVID-19 challenge, we were able to impact more than 15,000 beneficiaries with a total investment of EGP 1.67 million in comparison with 22,584 beneficiaries impacted in 2019 using an investment of EGP 10.42 million. Also, the bank's CSR efforts increased towards focusing on health as a critical pillar for the year 2020. The year 2020 also marked important progress in staff involvement and direct donations to NGOs in support of the efforts made against the pandemic as indicated below.





### AWB Egypt Internal CSR



Applying SDGs to Employee Engagement Program



Enhance Staff Volunteerism #humansofAttijariwafa



Creating an inclusive work environment

### AWB Egypt External CSR



Economic Empowerment (for Youth & Women, SMEs)



Empowering People With Disability (PWDs)



Growing Real Economy



Financial Inclusion



Innovation & Entrepreneurship Development



Environment & Combating Climate Change



National Causes (Education, Health, etc..)

## Attijariwafa bank Egypt's CSR Policy

In our CSR policy, we view every initiative through the lens of our citizens. This community-centered view helps us understand their needs and how we can create positive change in their lives.

We aim to build a solid foundation for community integration and development and strive for an inclusive society where all Egyptians can prosper equally

### Our CSR Pillars

Our CSR Policy is based on the following strategic pillars to support the establishment of strong communities, as well as their well-being, and resilience while adhering to the bank's shared values of Leadership, Commitment, Solidarity, Ethics, and Citizenship.

Pillar	Objective 1	Objective 2	Objective 3	Objective 4
Economic Empowerment	for Youth	for Women	for SMEs	Improving Educational methods in Egypt
Innovation and Entrepreneurship Development	Empowerment of Youth	Support Start-ups	Promoting Creativity and Provide High Competitiveness	Increase productivity and generate greater output (Growing real economy)
Empowering PWDs	Social Inclusion	Diversity	Reduce Inequality	Provide equal opportunities
Growing Real Economy	Economic Empowerment for SMEs and Start-ups	Economic Empowerment for Youth	Contributing to the national economy	Growing profitably
Financial Inclusion	Provide Accessible and Easy solutions for financial services and products	Achieve Best Customer Service	Growing digitally	Eradicate financial literacy and provide basic financial needs
Supporting the Environment and Combating Climate Change	Banning Single Plastic Use	Encourage Recycling of Wastes (paper and plastic)	efficient energy use	Integrating the environmental policies into business and becoming more eco-friendly as a corporate entity.
Other (National) Pillars: • Good Health • Good Living	Contributing to National CSR Commitment	Providing Good Health and Medical Access to all alike	Provide good living conditions for all alike	providing good health through providing food under all circumstances (Ramadan, Pandemic)



**Our Support to the Underserved Groups and Entrepreneurs to Grow the Real Economy**

**Economic Empowerment for Youth, Women, and SMEs**

**Innovation & Entrepreneurship Development**

**Growing Real Economy**

AWB Egypt is actively involved in several initiatives aiming for the economic empowerment of youth, women, and SMEs in cooperation with the civil society to support women's employment, promote youth-led start-ups, enhance creativity and productivity, as well as increase generate greater output for the real economy.

In 2019, our projects for supporting women entrepreneurs were one of the most significant efforts and achievements for the bank's CSR goals. We have established strong partnerships to magnify our impact

**2019**

<b>Pillar</b>	<b>Partner</b>	<b>No of Beneficiaries</b>	<b>Project Objective</b>	<b>Outcome of the Project</b>	<b>Total Investments in EGP</b>
Empowerment of Women and Growing Real Economy	Masr El Kheir	<b>21</b> women released	El Gharemat Program (Women in Debt)	Provide jobs for those women and monthly income	200,000
Youth & Women Empowerment/ Support to Innovation & Entrepreneurship	Youth Leadership Foundation	<b>50</b> girls from Vocational Program	Empower women, integrate more vocational graduates into the job market	<b>13</b> start-ups up running and selling their products via social media platforms and joining bazaars/ exhibitions	350,000
Women Empowerment/ Support to Entrepreneurship & startups	Torath Heya Boho Egyptian Salil Project Diarna with MOSS	Direct profit to participating NGOs/Startups	Support to women startups and entrepreneurship through bank's monthly Bazaar	Growing profit to NGOs	Direct profit to participating NGOs/Startups
Tahya Masr National Campaign	Government	N/A	Support to Egyptian economy from the private sector	N/A	5 Million

# 2020

Pillar	Partner	No. of Beneficiaries	Project Objective	Outcome of the Project	Total Investments in EGP
Empowerment of Women and Growing Real Economy/ innovation	Gozour Foundation	80 women	Salil project/brand training those women to use sewing machines and learn how to produce handmade products to sell	Ongoing	280,000
Empowerment of Women and Growing Real Economy	Masr El Kheir	17 women released	El Gharemat Program (Women in Debt)	Provide jobs for those women and monthly income	251,568
Women Empowerment/ Support to Entrepreneurship & startups	UpFuse Badara El Badeel Madd store Ellie Home Décor El Nidaa Yadaweya SheLeads	8 Direct profit to participating NGOs/Startups	Support to women startups and entrepreneurship through bank's monthly Bazaar	Growing profit to NGOs	Direct profit to participating NGOs/Startups

## Thank you to our CSR partners 2019 - 2020

جمهورية مصر العربية  
وزارة التضامن الإجتماعي



## “Back to School Campaign”

In October 2020, Attijariwafa bank Egypt launched the “Back to School Campaign” and ran it for the whole month. This initiative included special offers as a contribution to reducing the burden of school requirements on its customers when using Attijariwafa bank Egypt’s credit and debit cards.

In particular, Attijariwafa bank Egypt announced an immediate discount of 10% to all its cardholders in addition to **10% cashback** with a maximum amount of **EGP 150** per transaction in all branches of Samir & Ali stores nationwide.

Furthermore, the bank provided an installment plan for its customers to be paid over 12 months without any interest on electronic devices that are now part of the school supplies. The bank also offered a **50% discount** on annual interest when paying educational fees over 12 months.

AWB Egypt also supported **400 students** of primary education in the community school of Educate Me Foundation. To protect students against the Covid-19 pandemic during the academic year, the bank has provided them with all school supplies as well as hygiene-keeping supplies.

The advertisement features the Attijariwafa bank logo and the slogan 'فيكم واثقون' (We are confident in you). It lists three special offers for the start of the school year:
 

- 20% discount on purchases from Samir & Ali stores.
- 50% discount on school supplies.
- 0% interest on electronic devices over 12 months.

 The ad also promotes a 10% cashback offer and a 50% discount on annual interest for educational fees. A call to action 'للاستفسار اتصل بـ' (For inquiries, call) is followed by the number 16222. The bottom of the ad includes logos for R/A, Quality, Touch, Trade, and S&A, along with the website attijariwafabank.com.eg and a small disclaimer in Arabic.

## Empowering Persons with Disabilities

The video advertisement is titled 'One Click to Move - الحركة بكليك' (One Click to Move - Movement with a Click). It shows a man in a wheelchair navigating a city street. The video includes a play button icon in the top right corner and a subtitle at the bottom: 'Help us make more places accessible for people with disabilities.' The video player interface at the bottom shows a progress bar at 1:13 / 1:39 and a 'Scroll for details' link.

AWB Egypt is a vibrant agent of social change. For the past two years, we have been implementing several initiatives focusing on socially important matters such as supporting social inclusion and diversity, reducing social and gender inequalities, and providing equal opportunities for all Egyptians. Our activities reflect our commitment to the national priorities towards equal access to good health and quality living conditions.



### Programs for People with Disabilities in 2019

Pillar	Partner	No. of Beneficiaries	Project Objective	Outcome of the Project	Total Investments in EGP
PWDs	Ministry of Social Solidarity	Expected serving 3M PWDs in <b>70</b> offices in <b>6</b> governorates	Developing offices serving PWDs and training staff serving PWDs	Ongoing	<b>1 Million</b>
PWDs	Helm Foundation	Serving <b>2000</b> PWDs around 2 Metro area in Cairo University	Accessibility to PWDs around Cairo University	Development and change in 2 metro stations for PWDs	<b>1 Million</b>
Empowering PWDs/Women	AUC	<b>1</b> visually impaired female student scholarship for 5 Years	Inclusion, Women & Youth Empowerment	Student learning in one of Egypt's best international universities	<b>491,840</b>

### Programs for People with Disabilities in 2020

Pillar	Partner	No. of Beneficiaries	Project Objective	Outcome of the Project	Total Investments in EGP
Empowerment for PWDs/Women	AUC	<b>1</b> visually impaired female student scholarship for 5 Years (2nd-year tuition)		Student learning in one of Egypt's best international universities	<b>440,000</b>

### A Milestone in the Quality and Accessibility of Services offered to Persons with Disabilities in Egypt

In 2018, Attijariwafa bank Egypt signed a cooperation protocol with the Ministry of Social Solidarity aiming to provide better service offices to empower persons with disabilities. This 3-year protocol aims for developing direct services for persons with disabilities across 70 offices from a total of 212 across Egypt in 6 governorates namely Cairo, Giza, Qalyubia, Kafr Elsheikh, Menya, and Matruh. The funding of this project also entailed automating all the offices across Egypt, providing the network with cross-connectivity, and link them centrally to the Ministry.

The key objective of this cooperation is to improve the service provided to persons with disabilities in Egypt and help them integrate into society. Through this cooperation, the bank continues supporting the state's direction in increasing the attention to the inclusion and empowerment of persons with disabilities in Egypt.

## “Accessibility Matters” Campaign

Attijariwafa bank Egypt participated on 30th September 2018 in a ceremony, to witness the signing of a cooperation protocol between the National Authority for Tunnels represented by the Ministry of Transport and Communications and the Helm Foundation for the support and integration of persons with disabilities.

The bank’s participation, as a platinum sponsor, is part of the “Accessibility Matters” project launched in 2017, to integrate persons with disabilities in all areas of life. The project aims to implement changes to the Cairo and Faisal Metro stations.

These changes include the design of pedestrian paths suitable for the use of visually impaired persons, the modification or construction of access points’ slopes, facilitation of ticketing, reaching train platforms, and other changes aimed at improving the degree of availability of the station to receive and service people with disabilities.

Efforts will also be made to sensitize and train staff members on how to deal with persons with disabilities, whilst also making transportation more accessible to disabled persons and others, such as elders, pregnant women, patients, and persons with temporary disabilities.

This project is expected to contribute to the area of Cairo University, benefiting more than 5,000 persons with disabilities and more than 1,000 students and university employees, out of 250,000 according to the statistical data of the total number of Cairo University’s visitors in 2018.

## “We Can” Forum

AWB Egypt had also sponsored the “We Can” forum, in line with the national priority to increase attention to persons with disabilities and work on activating the law of rehabilitation of the disabled, which was issued in 1975 to provide opportunities for the disabled.

These opportunities enable them to receive vocational training and qualifications as well as to obtain jobs based on the government’s policy, with 5% jobs in companies which is more than 50 employees.

Attijariwafa bank Egypt, in collaboration with Helm Foundation, trains staff members at the Bank’s branches on the basic services that should be provided to disabled clients and assigns ambassadors to the branch staff, to provide banking services at the highest level.

## Improving Financial Literacy

Attijariwafa bank continued its commitment as part of the CBE’s priority for financial inclusion. Financial Inclusion is a crucial dimension of sustainable development. Our responsibility towards Financial Inclusion focuses on supporting programs on education improvement and financial literacy for the youth.

Among others, we have contributed to CBE’s campaign under the name of “Global Youth Day. The main objective was to raise financial awareness, especially for youth in remote areas. During the first few weeks in August, the bank participated by locating two of our booths in the following locations: Olympia Sports Club in New Damietta City and El Etihad Club in Alexandria.



### Financial Inclusion and Literacy projects in 2019

Pillar	Partner	No. of Beneficiaries	Project Objective	Outcome of the Project	Total Investments in EGP
Education	Egyptian Clothing Bank & Educate Me Foundation	1300 students	Back to School Campaign for 4 public schools (Including 1 for PWDs) and 2 community schools	Ongoing	160,000
Education/Financial Inclusion and Literacy	Injaz Egypt	2000 students	Injaz Personal Economics Project Training to Preparatory Schools on basic finance decisions	Contribution to financial literacy covering 58 classrooms in 16 public schools	165,000

### Financial Inclusion and Literacy projects in 2020

Pillar	Partner	No. of Beneficiaries	Project Objective	Outcome of the Project	Total Investments in EGP
Financial Inclusion and Literacy	Injaz Egypt	2000 students	Injaz Personal Economics Project Training to Preparatory Schools on basic finance decisions	Contribution to financial literacy covering 58 classrooms in 16 public schools	165,000 (2nd & last installment)

### Supporting the Environment and Combating Climate Change as a CSR Direction

At AWB Egypt, we care about improving our environmental impact. Our climate action revolves around four objectives that focus on banning single plastic use, promoting paper and plastic recycling, supporting efficient energy consumption, as well as integrating environmental policies into the corporate business and culture. We aim to sustain and evolve further as an environmentally responsible financial institution that respects the environment and encourages its employees, customers, and other stakeholders to contribute to climate action and minimize their environmental footprint across their business and personal activities.



Objective 1	Objective 2	Objective 3	Objective 4
Banning single plastic use	Encourage recycling of wastes (paper and plastic)	Efficient energy use	Integrating the environmental policies into business and becoming more eco-friendly as a corporate entity

### Our Environmental Efforts in 2019

In 2019, AWB Egypt implemented two projects amounting of EGP 208,374 total investment in cooperation with Bassita/VeryNile start-up, one for Banning Single Plastic Use and another one for the Nile River Clean up. Our positive environmental impact through these projects was the provision of 4500 cotton bags for banning plastic bag use distributed to 150 shops in Zamalek, and 1 ton of plastic wastes extracted by AWB Egypt staff volunteers for recycling purpose with the VeryNile team.

2019					
Pillar	Partner	No. of Beneficiaries	Project Objective	Outcome of the Project	Total Investments in EGP
Supporting the Environment/ Innovation & Entrepreneurship	Bassita/VeryNile Initiative 2 projects: Banning Single Plastic Use in Zamalek, and Nile Clean Up under Abbaseya Bridge	<b>150</b> shops in Zamalek	Banning single Plastic Use and collecting plastics for recycling	<b>1</b> ton of plastics extracted from Nile Cleanup event for recycling in the zabaleen area  <b>4500</b> cotton bags provided for 150 shops in Zamalek to ban single plastic bags	208,374

Since the end of 2019, and at the beginning of 2020, AWB Egypt promoted and applied “Going Green” with our clients to avoid paper waste and provided the select option on all our ATMs screens to contribute to less paper use in printing receipts and at the same time to promote digital banking.

Furthermore, we implemented several campaigns to raise our employees’ awareness about efficient resources management, such as water and energy consumption, as well as responsible paper consumption and waste management.

Also, in 2020, in our effort to support circular economy and the reuse of resources, we actively contributed to the recycling of 1.32 tons of paper in cooperation with Go Green and contributed to the circularity of this paper to be reused and sold to other entities.

## 2020

Pillar	Partner	No. of Beneficiaries	Project Objective	Outcome of the Project	Total Investments in EGP
Supporting the Environment/ Support to Entrepreneurship & startups	VeryNile/ GoGreen/ El Badeel	Internal to staff	Eco-friendly campaigns (save energy, save water, provide paper and plastic for recycling)	Promoting internally being Eco-friendly at the workplace	Production of internal posters (20,000) & 4 winners giveaways (900 EGP)
Supporting the Environment/ Support to Entrepreneurship & startups	GoGreen	-	Paper pick up for recycling as of July 2020 from HO	Recycling Office paper waste to a new paper for GoGreen usage and selling to other entities.  <b>1.32</b> tons of paper	-

### 2019 CSR ACTIVITIES FOR SOCIAL INCLUSION & DIRECT CONTRIBUTION ON SDGs

Pillar	Partner	No. of beneficiaries	Project Objective	Outcome of the project	Total Investments in EGP
Health	Ahl Masr	<b>50</b> burnt children	Inclusion, better health	Medical attention and recovery	100,000
Better Lives/ Ramadan Food Packages/Charity	Masr El Kheir Man Ahyaha	<b>12,000</b> <b>5,000</b>	Ramadan Campaign "Iftar Sa2m"	Contribution to No Hunger SDG	500,000 205,000
Housing/Hayah Kareema	Masr El Kheir	<b>12</b> families	Improving the livelihood of 12 families/houses in Nag3 Salam Village in Qena	Better lives, clean access to clean water	1,047,650

**SUPPORTING OUR PEOPLE'S HEALTH & SAFETY DURING COVID-19**

<b>Pillar</b>	<b>Partner</b>	<b>No. of beneficiaries</b>	<b>Project Objective</b>	<b>Outcome of the project</b>	<b>Total Investments in EGP</b>
Health/Against Covid-19 Crisis	Egyptian Food Bank	<b>7500</b> individuals	Helping workers/Corporate Challenge Campaign/National support	Providing food and health kits in times of crisis	240,000
Health/Against Covid-19 Crisis	Masr El Kheir	<b>5000</b> individuals	Food Boxes Distribution for Ramadan Iftar Campaign	Providing food and health kits in times of crisis	200,000
Health/Against Covid-19 Crisis	Educate Me Foundation	<b>400</b> students	Back to School Annual Campaign	Support to the continuation of schooling to 2 community schools in times of Crisis with school supplies and medical kits	70,300 EGP

**Community Support by Our Employees**

Social responsibility and community support are embedded in our culture at Attijariwafa bank Egypt. Our teams follow the bank's CSR imperative and contribute actively to our efforts towards helping people in need. In 2019, 200 staff members participated in CSR volunteering programs with an approximate number of 25 -30 people per activity. This increase took place due to the diverse activities tailored for staff with fun activities and families' involvement.





## 2019 CSR Staff Engagement Programs and Activities

- Blood Donation Van (2 visits) with a total donation of 40 blood bags that can save 120 people.
- With Egyptian Clothing Bank (2 activities) Shoe pairing activity to prepare mega shoe donations from fashion stores to unprivileged families, and clothes donation with 200 items before Eid Al-Fitr.
- With Masr El Kheir Foundation, 45 staff members joined our winter CSR activities, with the distribution of food boxes and fixing roofs of old houses for unprivileged families.
- VeryNile Clean Event, promoting recycling from plastic wastes from the Nile and calling for cleaner waters. 40 staff members extracted 1 Ton of plastic wastes in one-day under Abbas Bridge in Giza.
- During Injaz volunteering event, 14 staff members provided training to 2000 students in 7 public schools on the importance of financial decisions under CSR direction on financial inclusion and financial literacy day.
- Sek Adheya & Winter Campaign in 2019 with Masr El Kheir, staff direct donations that reached EGP 6000.
- Masr El Kheir Ramadan Tent sponsored by AWB Egypt, 40 staff members distributed and served the poor in the tent that was located at Nahda Square in front of Cairo University in Giza - "Iftar Sa2em Campaign".
- Man Ahyaha Foundation, raising the amount of 100,000 EGP to pack 1550 Ramadan Food packages for underprivileged families in distant villages.
- On the occasion of the International Day of Persons with Disabilities (3 Dec) in collaboration with Helm organized a 1-day training and info session for 15 staff members "Disability Equality Training (DET) at bank H0 aiming to promote the culture of inclusion at the workplace.



## 2020 Volunteerism and Staff Engagement Programs

Due to the pandemic, physical volunteering was limited to the following:

- Blood Donation Van (2 visits) with a total donation of 56 blood bags that can save 168 people.
- Two times Leaders League Judging panels (selection and completion for the Year 2020) with Youth Leadership Foundation (7 staff members)
- Launching internal CSR campaign supporting the environment “Eco-friendly campaign” promoting among staff saving energy, water, recycling plastic and paper waste. Internal messages and visuals in addition to competition made for staff involvement with 10 challenges on ‘Banning Plastic Use” initiatives at the workplace or daily life with 4 winners of eco-friendly (non-plastic) kit from El Badeel eco-store. additionally, «Separate before Evacuate» for gathering paper waste to go to recycling with GoGreen.
- Staff buying medical masks from El Nidaa Foundation to support and empower working 110 girls in Upper Egypt factory.
- Joining Sek Adheya with Masr El Kheir, our AWB staff participated with a total amount of 10,000 EGP during 2020 Eid Adha.



1

Increase investments into sustainable community projects towards supporting the environment and combating climate change solutions

2

Support rising start-ups that promote real economy and generate jobs

## Our CSR targets for 2021

3

Continue our special focus on women empowerment, women entrepreneurship

4

Support to PWDs for more inclusion and better lives



# GRI Index

## GRI 102: General Disclosures (Core Option)

Disclosure/KPIs	Category of information	Page number(s)	Read On
<b>Organizational Profile</b>			
G102 - 1	Name of the organization	3	The Bank and Reference
G102 - 2	Activities, brands, products, and services	6, 13 - 47	2. Attijariwafa Bank in a Glimpse, 4. Supporting the development of a sustainable economy
G102 - 3	Location of headquarters	6	2. Attijariwafa Bank in a Glimpse
G102 - 4	Location of operations	3, 6	2. Attijariwafa Bank in a Glimpse
G102 - 5	Ownership and legal form	3	The Bank and Reference
G102 - 6	Markets served	6 - 13	2. Attijariwafa Bank in a Glimpse, 4. Supporting the development of a sustainable economy
G102 - 7	Scale of the organization	6 - 13	2. Attijariwafa Bank in a Glimpse, 4. Supporting the development of a sustainable economy
G102 - 8	Information on employees and other workers	59 - 68	6.2 Improving the Living Environment of Employees
G102 - 9	Supply chain	11 - 12, 69 - 70	3.2.1 Materiality Assessment, 6.3 Ensuring Responsible Procurement
G102 - 10	Significant changes to supply chain	69 - 70	6.3 Ensuring Responsible Procurement
G102 - 11	Precautionary Principle or approach	54 - 58	6.1 Ensuring integrity, loyalty and transparency at all organizational levels
G102 - 12	External initiatives	16, 18, 19 - 24, 25, 71	4.1.1.1 Supporting Underbanked Groups, 4.1.1.3 Bracing People with Disabilities, 4.1.1.4 Supporting SMEs Growth, 4.1.1.5 Improving Financial Literacy, 7. Engaging with Communities and Civil Society
G102 - 13	Membership of associations	19 - 24, 29 - 38, 44, 71	4.1.1.4 Supporting SME Growth, 4.1.3 Digital Transformation, 4.3 Contributing to the Development of Territories through Partnerships. 7. Engaging with Communities and Civil Society

	<b>Strategy</b>		
G102 - 14	Statement from senior decision-maker	5	1. Leadership Statement
G102 - 15	Key impacts, risks, and opportunities	11 - 12	3.2.1 Materiality Assessment
	<b>Ethics and Integrity</b>		
G102 - 16	Values, principles, standards, and norms of behavior	54 - 58	6.1 Ensuring Integrity, Loyalty and Transparency at All Organizational Levels
G102 - 17	Mechanisms for advice and concerns about ethics	54 - 58	6.1 Ensuring Integrity, Loyalty and Transparency at All Organizational Levels
	<b>Governance</b>		
G102 - 18	Governance structure	54 - 58	6.1 Ensuring integrity, loyalty and transparency at all organizational levels- AWB Egypt's Governance Structure
	<b>Stakeholder Engagement</b>		
G102 - 40	List of stakeholder groups	11 - 12	3.2 Stakeholders Dialogue and Materiality Assessment
G102 - 41	Collective bargaining agreements	59 - 68	6.2 Improving The Living Environment of Employees
G102 - 42	Identifying and selecting stakeholders	11 - 12	3.2 Stakeholders Dialogue and Materiality Assessment
G102 - 43	Approach to stakeholder engagement	11 - 12	3.2 Stakeholders Dialogue and Materiality Assessment
G102 - 44	Key topics and concerns raised	11	3.2.1 Materiality Assessment
<b>Reporting Practice</b>			
G102 - 45	Entities included in the consolidated financial statements	3	The report covers AWB Egypt
G102 - 46	Defining report content and topic boundaries	11 - 12	3.2.1 Materiality Assessment
G102 - 47	List of material topics	11 - 12	3.2.1 Materiality Assessment
G102 - 48	Restatements of information	2	This is the first sustainability report for AWB Egypt
G102 - 49	Changes in reporting	11 - 12	3.2.1 Materiality Assessment
G102 - 50	Reporting period	2	Scope of the Report Period and Cycle Covered / Report Outline
G102 - 51	Date of most recent report	2	Date of Previous Report Sustainability /Report Outline
G102 - 52	Reporting cycle	2	Scope of the Report Period and Cycle Covered / Report Outline
G102 - 53	Contact point for questions regarding the report	2	For Further Information / Report Outline
G102 - 54	Claims of reporting in accordance with the GRI Standards	2	Referenced Reporting Guideline / Report Outline
G102 - 55	GRI content index	87	GRI content index
G102 - 56	External assurance	-	None

## GRI 103: MANAGEMENT APPROACH 2016

Disclosures on the management approach has been reported on all material topics through the relevant section covering the material topic

### Material Topics : Key Performance Indicators

#### Economic KPIs

G201 - 1	Direct Economic Value	6, 13 - 47	2. Attijariwafa Bank in a Glimpse, 4. Supporting the development of a sustainable economy
G201 - 2	Financial implications and other risks and opportunities due to climate change	49 - 52	5. Respecting the Environment and Fighting Climate Change
G201 - 3	Defined benefit plan obligations and other retirement plans	59 - 68	6.2 Improving The Living Environment of Employees

#### Environmental KPIs

302 - 1	Energy consumption within the organization	49 - 52	5. Respecting the Environment and Fighting Climate Change
302 - 3	Energy intensity	49 - 52	5. Respecting the Environment and Fighting Climate Change
302 - 4	Reduction of energy consumption	49 - 52	5. Respecting the Environment and Fighting Climate Change
303 - 5	Water consumption	49 - 52	5. Respecting the Environment and Fighting Climate Change
306 - 2	Waste by type and disposal method	49 - 52	5. Respecting the Environment and Fighting Climate Change

#### Social KPIs

G401 - 1	New employee hires and employee turnover	59 - 68	6.2 Improving The Living Environment of Employees
G401 - 2	Benefits provided to full-time employees	59 - 68	6.2 Improving The Living Environment of Employees
G403 - 1	Occupational health and safety management system	59 - 68	6.2 Improving The Living Environment of Employees
G403 - 2	Hazard identification, risk assessment, and incident investigation	59 - 68	6.2 Improving The Living Environment of Employees
G403 - 3	Occupational health services	59 - 68	6.2 Improving The Living Environment of Employees
G404 - 1	Average hours of training per year per employee	59 - 68	6.2 Improving The Living Environment of Employees



G404 - 2	Programs for upgrading employee skills and transition assistance programs	59 - 68	6.2 Improving The Living Environment of Employees
G404 - 3	Percentage of employees receiving regular performance and career development reviews	59 - 68	6.2 Improving The Living Environment of Employees
G405 - 1	Diversity of governance bodies and employees	54 - 58	6.1 Ensuring integrity, loyalty and transparency at all organizational levels- AWB Egypt's Governance Structure
G 413 - 1	Operations with local community engagement, impact assessments, and development programs	44 - 47, 71 - 86	4.3 Contributing to the Development of Territories through Partnerships. 7. Engaging with Communities and Civil Society
G 414 - 1	New suppliers that were screened using social criteria	69 - 70	6.3 Ensuring Responsible Procurement
G 417 - 3	Incidents of non-compliance concerning marketing communications	-	None
G 418 - 1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	-	None