



التجاري وفا بنك
Attijariwafa bank

Growing Responsibly

Attijariwafa bank Egypt
Sustainability Report
2022/2023



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List of Acronyms

Acronym	Full Form		
ABC	Anti-bribery & Corruption	ERMF	Enterprise Risk Management Framework
AGM	Annual General Meeting	GHG	Green House Gas
AML	Anti-Money Laundry	GRI	Global Reporting Initiative
AWB Group	Attijariwafa bank Group	KPI	Key Performance Indicators
AWB Egypt	Attijariwafa bank Egypt	MSMEs	Micro, Small & Medium Enterprises
BCM	Business Continuity Plan	NBFI	Non- Banking Financial Institution
BDS	Business Development Service	NBI	Net Banking Income
BoD	Board of Directors	NGOs	Non-Governmental Organizations
CBE	Central Bank of Egypt	NI	Net Income
CF	Carbon Footprint	NPS	Net Promoter Score
CSR	Corporate Social Responsibility	PWD	Person With Disability
EMCCA	Economic and Monetary Community of Central Africa	SDGs	Sustainable Development Goals
		SKYC	Simplified Know Your Customer
		SOP	Standard of Procedures
		SME	Small & Medium Enterprises
		VPN	Virtual Private Network
		WAEMU	West African Economic and Monetary Union

About This Report

AWB Egypt published its first sustainability report for the years 2019 and 2020 in an attempt to highlight the bank's sustainability efforts and its contribution to Egypt's economic development.

AWB Egypt is publishing this sustainability report featuring the period from 1 January 2022 until 31 December 2023. The report presents the bank's sustainability reporting journey and addresses information needed by stakeholders for 2022-2023 financial years.

Some Information before and after these dates may be included to emphasize relevant context to the reporting period.

This report is prepared according to the Global Reporting Initiative (GRI) Sustainability and the reporting standards used are Core option. The GRI guidelines are now considered to be the most widely used and recognized reporting framework worldwide. We additionally consider the United Nations' Sustainable Development Goals (SDGs) in this report.

The methodology for the sustainability report information and indicators are collated from 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.

The report is an outcome of the contribution of all functions and reviewed by management. It is submitted to the Board of Directors for their endorsement prior to publication however it has not undergone external verification.

The report only covers AWB Egypt as there are no subsidiaries owned by the bank.

There is no restatement of information from the previous reporting period.

Letter to Our Stakeholders

Dear Stakeholders,

It is with great pleasure that I, on behalf of the Board of Directors, present to you AWB Egypt Second Sustainability Report, encompassing our endeavors and achievements throughout the period of 2022-2023.

At AWB Egypt, we hold a profound ethical responsibility to foster the growth of our business in a responsible manner. With dedicated commitment, we followed the principles of sustainable development, recognizing its significance in shaping our future.

In 2023, guided by our Group and in accordance with the principles set forth by the Central Bank of Egypt, we laid down the foundation for sustainable finance, charting a clear path towards expanding our portfolio while upholding our values.

Our environmental efforts revolved around supporting energy-saving initiatives for our customers and extending support to companies operating in renewable energy sectors. Simultaneously, our social initiatives focused on critical domains such as education and healthcare, reflecting our dedication to designing products that fulfill the needs of our customers.

Our employees stand as the central and main pillar of our organizational success. Thus, we prioritize their wellbeing by maintaining a safe and inclusive environment where their voices hold an immense value and are heard. By greatly investing in employees training and performance development, we empower, enhance their capabilities, and drive overall success to the organization.

We are committed to work place gender equality, with women comprising 33% of our 2023 Board of Directors chaired by a renowned female banker Ms. Halla Sakr. Moreover, women represent 38% of our bank staff.

Our governance structure stands as a safeguard, ensuring oversight, adherence to internal processes, and expediting decision-making processes. At AWB Egypt, we commit to place our customers at the forefront of our strategies, with more focus on digital innovation to enhance their overall experience.

Aligned with the Sustainable Development Goals (SDGs), our social sustainability projects go in harmony with our philosophy and places a particular focus on promoting social and financial inclusion.

We recognize and value the partnership of our stakeholders in this journey towards a more sustainable future.

Mouawia Essekelli
Managing Director



Part 1

AWB Egypt at a Glance

1.1 About AWB Group

1.2 About AWB Egypt

1.3 Financial Performance Highlights

1.4 Sectors Concentration

1.5 Awards and Recognitions

1.1 About AWB Group

Created in 2004 with the merger of Banque Commerciale du Maroc (founded in 1911) and Wafabank (founded in 1904), AWB Group is the undisputed leader in Morocco and the sixth-largest bank in Africa during 2023.

In addition to banking, the Group is active in all financial activities through specialized subsidiaries: insurance, mortgage loans, consumer loans, leasing, asset management, brokerage, long-term leases, factoring and more.

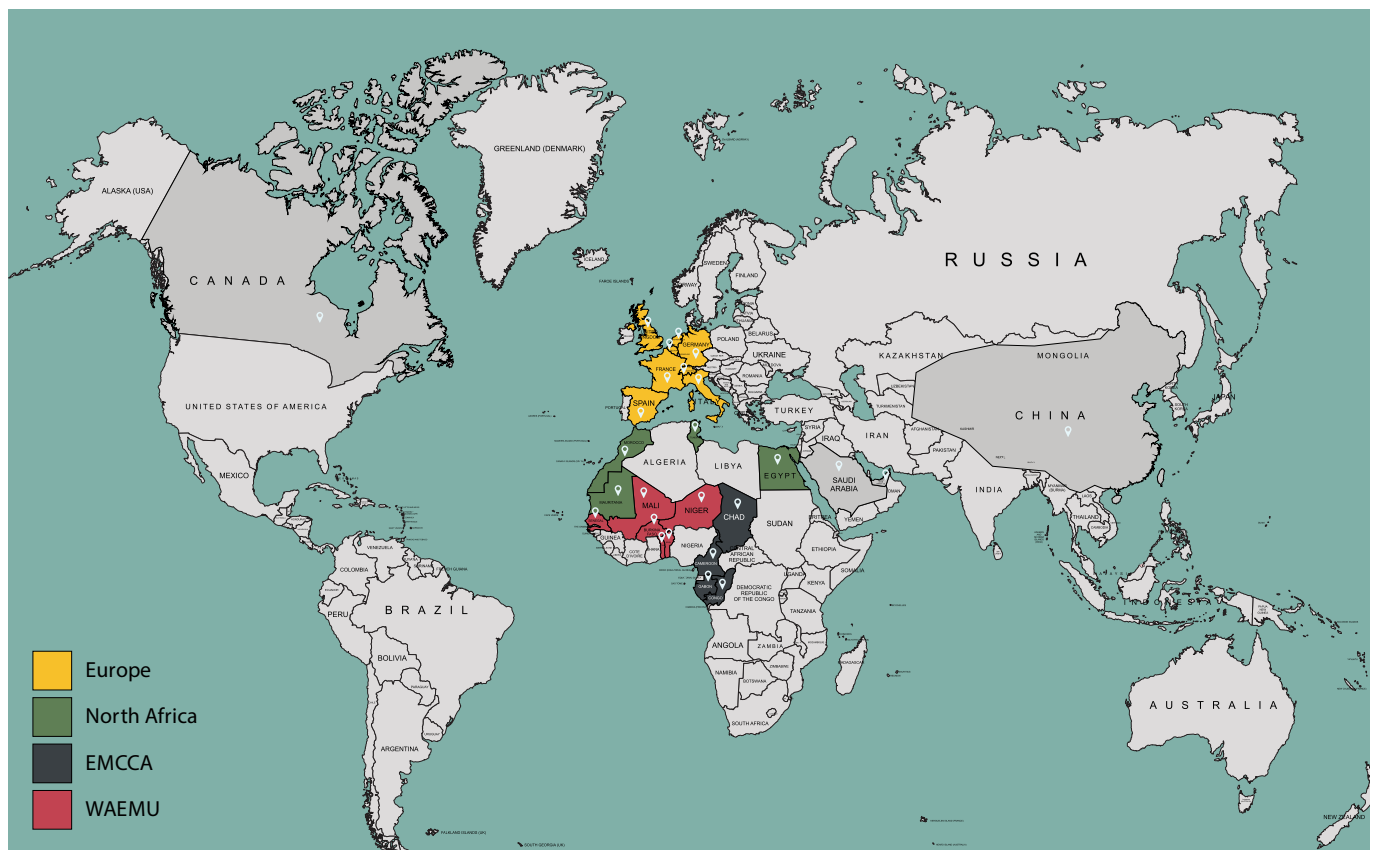
AWB Group is based in Morocco and does business in 27 countries: in Africa (Egypt, Tunisia, Mauritania, Senegal, Burkina Faso, Mali, Ivory Coast, Togo, Niger, Benin, Congo, Gabon, Cameroon and Chad), in Europe (Belgium, France, Germany, the Netherlands, Italy, Spain and Switzerland) through banking subsidiaries majority controlled by the bank, and through representative offices in Dubai, Abu Dhabi, Riyadh, London, Montreal and Beijing.

A leading pan-African bank, AWB Group has grown rapidly in Africa in recent years. International retail banking now accounts for 36.3% of net banking income

and for 40.7% of net income (Group share) at December 31, 2023.

The Group has the largest retail network in Morocco and the densest in Africa, with 7,223 branches and 20,147 employees serving more than 12 million customers as of December 31, 2023. In 2023, the consolidated net banking income totaled MAD 29.9 billion up 15.5% from 2022 (+19.0% at constant exchange rate). The Group benefited from a positive commercial trend both in deposits and loans. 2023 Consolidated deposits and loans amounted to MAD 435.5 billion (+5.9% or MAD + 24.1 billion) and MAD 392.6 billion (+5.7% or MAD +21.1 billion), respectively.

Guided every day by values of leadership, commitment, citizenship, ethics and solidarity, AWB Group places all its resources at the service of the African continent. AWB Group is listed on the Casablanca Stock Exchange with a market capitalization of 98,965 million DH (at December 31, 2023). The principal shareholder is Al Mada, with 46.5% of AWB Group capital.



1.2 About AWB Egypt

On May 3, 2017, AWB Group acquired 100% of Barclays Bank Egypt shares, renamed the bank to operate under the new trademark AWB Egypt. AWB Egypt is a joint stock company, established under the Investment law no 43 / 1974 & its amendments, Commercial Register no. 172383 Investment. The bank is specialized in corporate, retail and money market investment services in the Arab Republic of Egypt.

AWB Egypt exclusively operates within Egypt through a fast-growing network of 63 branches spreading across 20 governorates with 102 ATMs strategically positioned in key cities in Egypt. Its highly professional and dedicated employees proudly cater to a large enterprise client base, encompassing prominent

international, regional, and local corporations, along with a substantial customer base exceeding 176 thousand customers.

With a team of 1,392 committed employees, AWB Egypt prioritizes the fulfillment of its sustainability strategy and socially responsible approach, anchored in its core values of Leadership, Commitment, Solidarity, Ethics, and Citizenship.

AWB Egypt is 59.99% owned by Attijariwafa bank (Morocco), 40% by Andalucarthage Holding (Morocco) and 0.001% by Attijariwafa bank Afrique Participations (France)

Mission

A responsible and sustainable bank serving the stability and growth of the Egyptian economy, with customer centricity through competitive products that meet the needs of our target mid-market clients, while developing and enhancing our execution capacity to grasp opportunities to sustain and increase our market share, also tapping new opportunities for a stronger foreign currency position

Vision

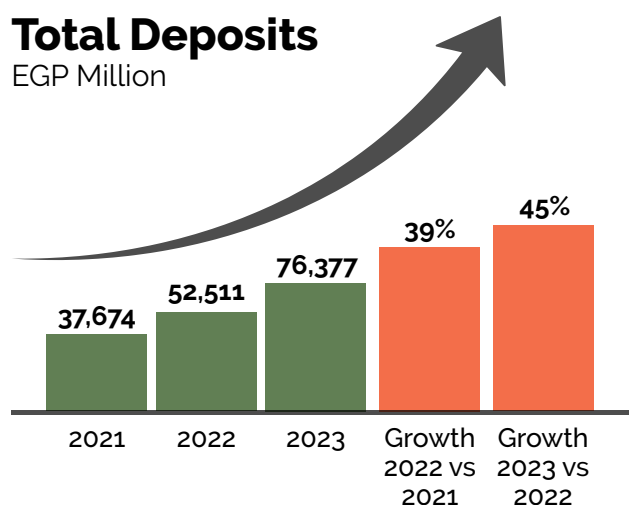
A financial service provider focused on achieving sustainable and profitable growth through responsibly serving its customers and leveraging on AWB Group presence in Africa with its universal and digital banking capabilities.

1.3 Financial Performance Highlights:

AWB Egypt continued to enjoy solid growth From 2021 - 2023.

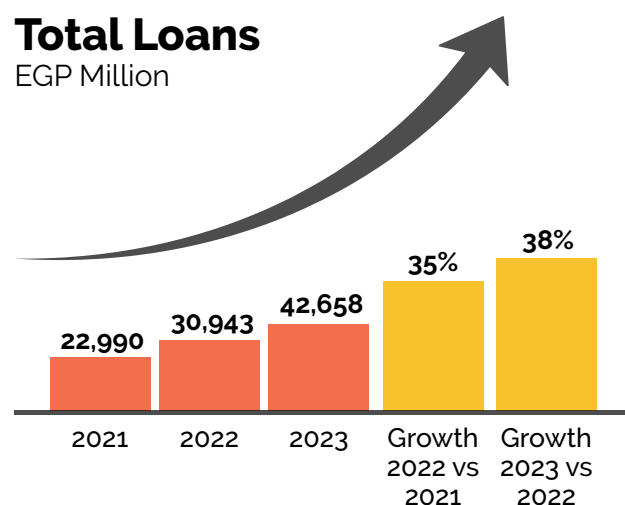
Total Deposits

EGP Million



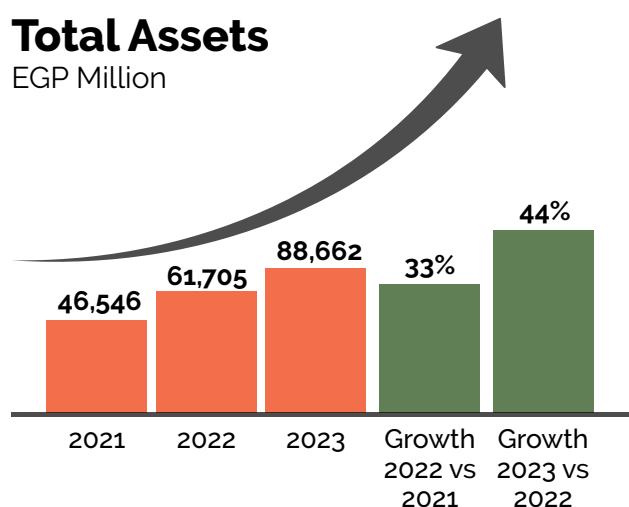
Total Loans

EGP Million



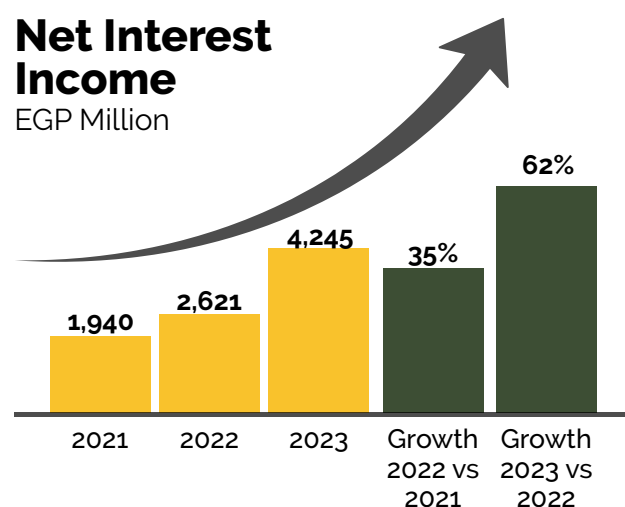
Total Assets

EGP Million



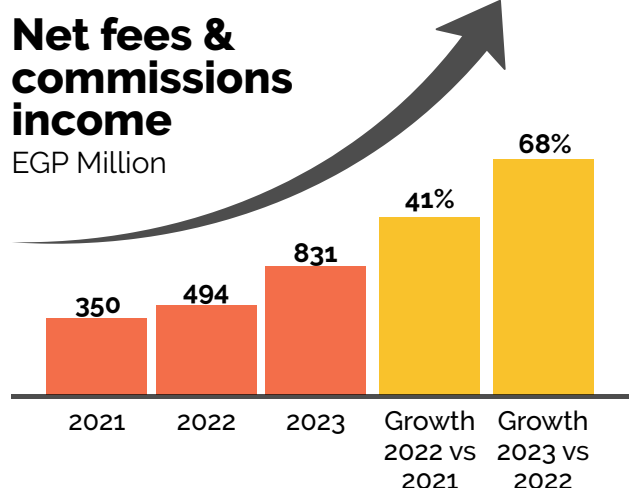
Net Interest Income

EGP Million



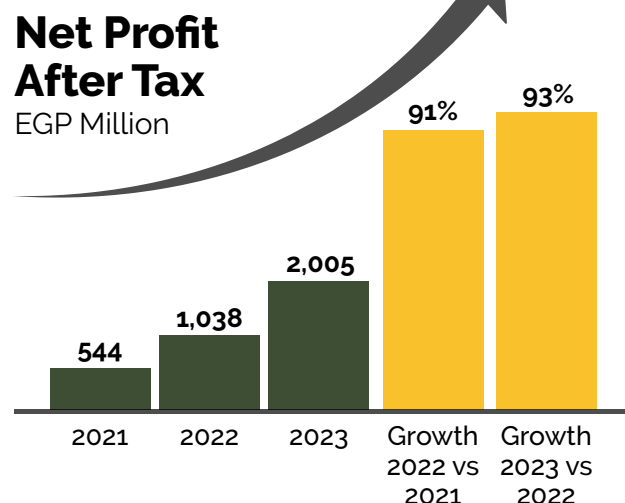
Net fees & commissions income

EGP Million



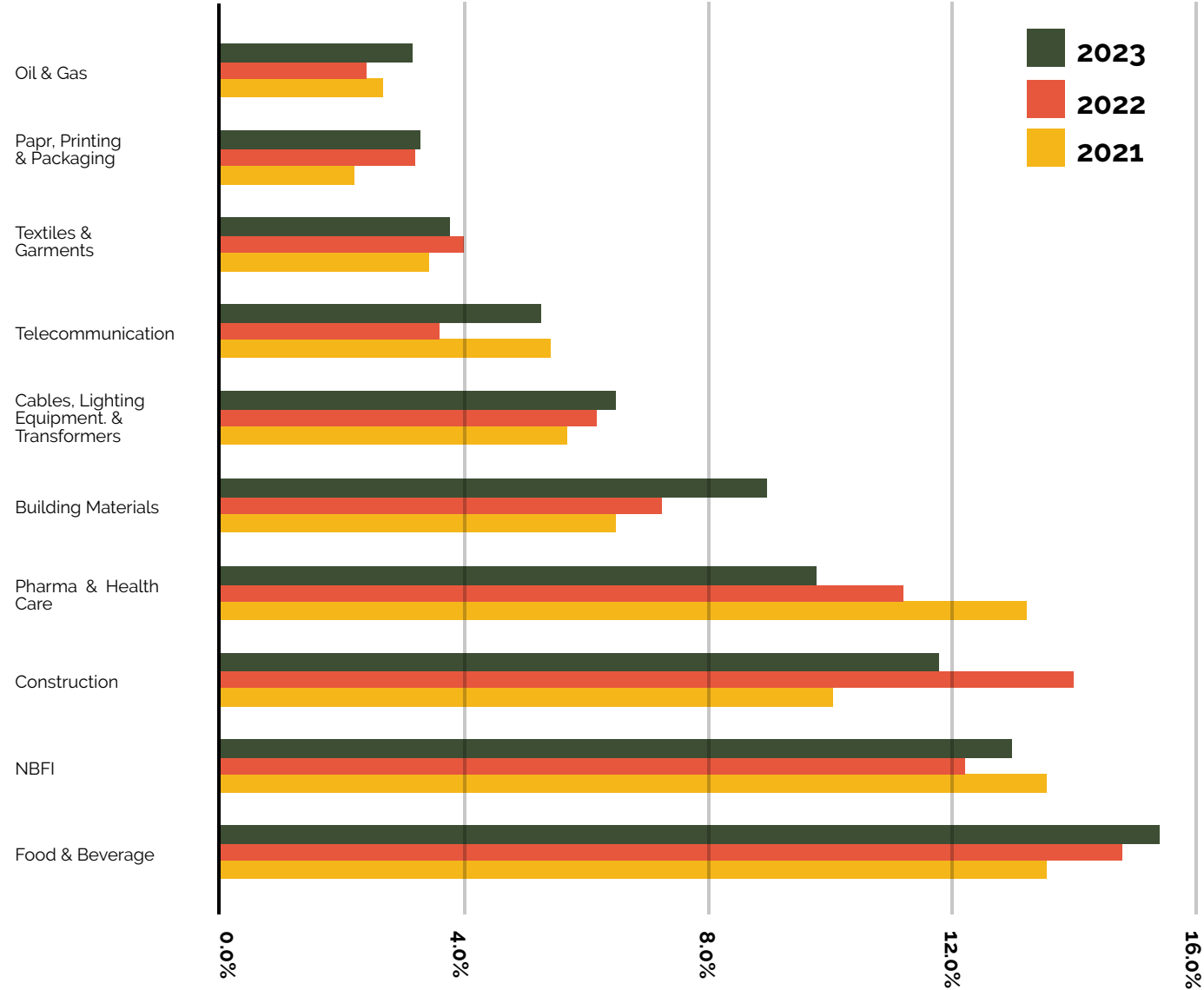
Net Profit After Tax

EGP Million



1.4 Sectors Concentration

Sector	2021	2022	2023
Food & Beverage	13.5%	14.8%	15.4%
NBFI	13.5%	12.2%	13%
Construction	10%	14.0%	11.8%
Pharma & Health Care	13.2%	11.2%	9.8%
Building Materials	6.5%	7.3%	8.9%
Cables, Lighting Equipment & Transformers	5.7%	6.2%	6.5%
Telecommunication	5.4%	3.6%	5.3%
Textiles and Garments	3.5%	4%	3.8%
Paper, Printing & Packaging	2.2%	3.2%	3.3%
Oil & Gas	2.7%	2.4%	3.2%



The graph comprises the sectors contributing to 80% of 2023 limits.

1.5 Awards and Recognitions:



2022 Awards:

- “2022 Ambitions CSR Award” from @mbitions Trophy 2025 - a competition that is done on AWB Group level for all AWB Subsidiaries.



2023 Awards:

- EMEA Finance Award for the Best Securitization Deal in Africa for the year 2022. This recognition came in appreciation of the bank’s participation with 7 other banks in the successful closure of the largest securitization bond in the Egyptian market ElTaameer Securitization Company 7th securitization issue with a value of EGP 20 billion and a portfolio owned by the New Urban Communities Authority.
- Best Financial Inclusion Bank for 2022 from Global Business Outlook Annual Awards.
- Communications Trophy Award from @mbitions Trophy 2025 - a competition that is done on the Group’s level for all AWB Subsidiaries.
- “Most Innovative New Digital Transformation Initiative in Real-time Payments – Egypt 2023” from International Finance Magazine.

Part 2

Our Approach to Fostering Positive Impact

2.1 AWB Group Strategic pillars

2.2 AWB Strategic Ambitions

2.3 AWB Egypt Core values

2.4 Listening to our Stakeholders

2.5 Materiality Matrix

2.6 Community Investment and Socioeconomic Development

2.1 AWB Group Strategic Pillars

Customer Experience

As a leader in digital banking and customer service, AWB Group consistently adapts to support its clients goals. The group offers its customers innovative solutions and enable them to interact with the bank anytime and anywhere. Consequently, its team puts in diligent effort on daily basis to deliver a banking experience that seamlessly integrates human action and digital innovation.

African Dynamics

Contributing to economic and regional development and supporting Africa's regional integration is at the core of AWB Group development strategy. The Group prioritizes advancing a sustainable economy, serving customers across Africa, and supporting African companies in fostering of South-South cooperation as key areas of focus.

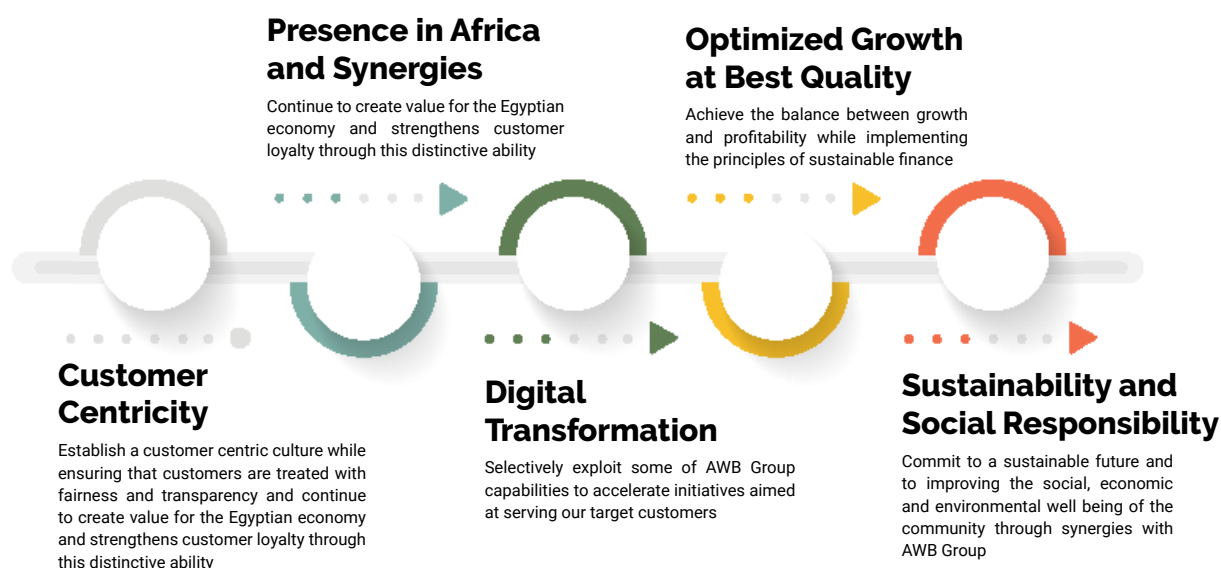
Innovation

Continuously developing its innovation strategy, the Group foresees customer needs by designing smart solutions to meet their needs for enhanced simplicity and efficiency. Currently, the bank remains agile in updating its information systems, implementing new technologies and increasingly powerful IT infrastructures, and leveraging open innovation to deliver added value to its customers, all while safeguarding transaction security.

Responsibilities

Undertaking various essential operations to support society, taking into account environmental and social economic challenges. The bank is committed to meeting customer's needs by protecting the interests of all its stakeholders, and adhering to business rules, while managing the risks inherent to the industry. Furthermore, the bank actively contributes promotes the sustainable growth of the economies in which it operates.

2.2 AWB Egypt Strategic Ambitions



2.3 AWB Egypt Core Values

Solidarity

cultivating a genuine team spirit

Commitment

working for the satisfaction of our customers

Leadership

expressing our desire to win

Ethics

acting in accordance with our code of ethics

Citizenship

participating in the development of our country

2.4 Listening to our Stakeholders

It is important for AWB Egypt to maintain an ongoing, open and transparent, engaging dialogue with stakeholders. Engaging with our key stakeholder groups; our customers, investors, employees, regulators, community and suppliers allows us to understand their needs and expectations, while developing our strategy and policies and empower us to create value for our stakeholders.

All functions have been engaged to identify their stakeholders, state the frequency of the engagement, and the material topics relevant to this stakeholder. The following table summarizes the key stakeholders, frequency of engagement, importance, significant topics and communication channels:

	Frequency	Importance	Important Topics	Communication Channel
AWB Group/ Shareholders	Regular	High	<ul style="list-style-type: none"> Regional integration Financial performance Strategy Robust governance framework Policies and process 	<ul style="list-style-type: none"> Annual general meeting Board meeting Board committee meetings Regular communication to shareholders
Customers	Regular	High	<ul style="list-style-type: none"> Pricing Quality of service Digitalization Range of products & services Branches & ATMs locations 	<ul style="list-style-type: none"> Satisfaction surveys and mystery visits One to one meeting Customers Call center Online and internet banking Your Voice Communication E-mail Branch visits Social Media Complain channel
Employees	Regular	High	<ul style="list-style-type: none"> Employee's engagement Health, safety and well-being Training & career development Employee's Empowerment 	<ul style="list-style-type: none"> Employees surveys Roadshows Annual performance review E-mail communication Conference calls and meetings Grievance & whistle blowing
Government & Regulators	Regular	High	<ul style="list-style-type: none"> Compliance to CBE regulations and guidelines. Reporting Financial literacy and inclusion SMEs lending Sustainable finance 	<ul style="list-style-type: none"> Public disclosures Formal and informal meeting Communication E-mail Formal letters
Communities	Regular	High	<ul style="list-style-type: none"> Contribution to social, economic and environmental issues Quality and transparency of information Reduce GHG emissions 	<ul style="list-style-type: none"> Media Social media Training Field visits Face-to-face meetings
Suppliers	Regular	Medium	<ul style="list-style-type: none"> Pricing Payment terms Balanced & sustainable relationship Fair treatment Confidentiality & data privacy 	<ul style="list-style-type: none"> Calls E-mails SMS text WhatsApp Physical meetings Web conference

2.5 Materiality Matrix

Significance to Stakeholders	High		<ul style="list-style-type: none">• Sustainable Finance• Financial Inclusion• Health, Safty and Well-being	<ul style="list-style-type: none">• Customer Satisfaction• Compliance• Digitalization• Training and Development• SMEs• Regional Integration	
		Medium		<ul style="list-style-type: none">• Managing Enviornmental Footprint• Community Investment• Responsible Procurment	<ul style="list-style-type: none">• Financial Performance• Robust Governance• Ethical Behavior
			Low		
			Low	Medium	High
		Significance to Bank			

2.6 Community Investment and Socioeconomic Development

Stemming from AWB Group CSR policies, Egypt Vision 2030 & the 17 UN SDGs, AWB Egypt has adopted a dynamic CSR agenda to support the Community and implement sustainable finance projects.

AWB Egypt nine CSR pillars are:

- Economic Empowerment (for Youth, Women & SMEs)
- PWDs Empowerment
- Growing Real Economy
- Financial Inclusion
- Innovation and Entrepreneurship Development
- Supporting the Environment and Combating Climate Change
- National Causes (Education, Health, etc.)
- Applying SDGs to Employee Engagement Program
- Enhance Staff Volunteerism (#humansofAttijariwafa)



SDGs Mapping with AWB CSR & Financial Inclusion Activities

For 2022



Quality Education

- Sponsored 11 students with disabilities (1 classroom) in collaboration with The Little Flock Foundation with the purpose of rehabilitation and integration of PWDs and their Families
- Partnered with Man Ahyaha Association covering 30 students (1 classroom) in one of their community schools (in Al Ayatt) to develop the marginalized rural villages in Egypt
- Collaborated with Takatof Association covering 35 students (1 classroom) and teachers for Imbaba Community School; helping the beneficiaries to lead a decent life within their limited resources
- Sponsored a PWD student financially throughout all academic years in The American University in Cairo
- Collaborated with Youth Leaders Foundation to support SheLeads Program for vocational education under the auspices of National Council of Women with the aim of empowering 100 students with vocational skills and knowledge to participate and take on leadership roles through a series of beginner, intermediate and advanced trainings.



Good Health and Well-being

Cooperated with Egyptian Clothing Bank in providing winter blankets for people in need



Gender Equality

Empowering women and increasing their financial knowledge through financial literacy sessions such as the webinar held for Assuit business women association, enabling them to take better financial decisions, also providing services specially designated to these segments ie: Maaki debit card for women. Furthermore, providing special offers for women during the women's day CBE activation the bank provide a selection of offers especially for women empowering them to be included in the banking system.



Reduced Inequalities

- 15 branches and 21 ATM's have been adapted to accommodate People with Disabilities (PWDs)
- Prioritizing the service of PWD customers in all our branches
- 24 branches have 41 employees trained on sign language.
- All bank forms and documentation are available in Braille language.
- Availing all bank's card types with braille-embossed letters
- Availing the inquiry through the call center 24/7 for visually impaired customers.
- Availing home visits service requested through the call center for customers unable visit the branches.



Industry Innovation and Infrastructure

Cooperated Youth Leaders Foundation in Leaders League Competition with the aim of supporting 519 students' activities from Egypt Universities



Decent Work and Economic Growth

Collaborated with Sultan Foundation – Mishkah in providing leather giveaways for women staff on Mother's Day with the aim of empowering women and supporting craftsmanship in Egypt

Since April 2022 post the launching of Wafa Baseet financial inclusion accounts AWB Egypt have been encouraging individuals in the marginalized segments to start entering the banking sector in order to value from the diverse financial services, hence making better financial decisions.

Across 2021 until the end of 2022 through the NilePreneurs initiative AWB Egypt has provided 970 customer with 2,122 financial advisory services, enabling them to start and grow their own projects hence, having a sustainable work and a stabilized income.

A total of 196-matchmaking service was provided to various customers through the NilePreneurs initiative, enabling these customers to expand their business to numerous suppliers and distributors, strengthening domestic resource mobilization.

For 2023



Zero Hunger

Collaborated with Sonaa El Kheir Foundation during Ramadan to purchase food boxes for the less fortunate and some of the staff participated as volunteers in packing & distribution

Cooperated with Takatof Foundation and provided Iftar for El Orouba Community School students and their families



Good Health and Well-being

Partnered with Egyptian Clothing Bank and provided winter blankets for the people in need

Supported Children Cancer Hospital Egypt 57357 in buying Cyber Knife for treatment (Silver Ramp)



Decent Work and Economic Growth

Collaborated with Youth Leaders Foundation and launched "Banan" project as a next step in its journey of adopting female entrepreneurs after the successful program of "SheLeads" since 2019.

Participated in the presidential initiative "Hayah Karima" through providing financial literacy and banking products for residences in centers, cities and governorates affiliated with "Hayah Karima". Moreover, availing simplified banking products and services to them enabling a smooth enrollment in the banking system. In addition to indirectly providing micro financing through collaborating with various non-banking financial institutions by lending NBFIs total of EGP 438M in order to provide micro loans to "Hayah Karima" residence reaching 13.5K resident.

Provided a total of 618-matchmaking service to various customers through NilePreneurs initiative enabling them to expand their business to numerous suppliers and distributors, strengthening domestic resource mobilization.



Quality Education

Partnered with Youth Leaders Foundation with the aim of supporting SheLeads Program for vocational education through empowering female vocational education students by increasing their financial knowledge and how to better take future financial decisions through financial literacy sessions.



Gender Equality

Empowered a total of 937 women and increased their financial knowledge through financial literacy sessions, enabling them to take better financial decisions, also providing services specially designated to these segments ie: Maaki debit card for women. Moreover, applied special offers for women during women's financial inclusion activation empowering them to be included in the banking system.



Climate Action and Responsible Consumption and Production

Provided a three week Sustainable Fashion educational workshop for 15 entrepreneurs from Banan program in collaboration with Cocoon Cultural Center and Egyptian Clothing Bank.



Industry Innovation and Infrastructure

Provided 1,314 customers with 3,580 financial advisory services through NilePreneurs initiative, empowering them to initiate and expand their own projects, thereby ensuring sustainable work and a stable income.



Reduce Inequality

Supported 30 women from Badr Industrial Zone in collaboration with Takatof Foundation "Kendaka" through purchasing recycled bags for women staff and external stakeholders during women's month.

Supported a PWD student by providing a scholarship throughout all academic years in The American University in Cairo.

Increased the number of the branches serving PWD customers to 17 branches alongside 42 ATMs adapted to accommodate PWD. Trained Total of 50 employees in the branches on sign language.

Included the elderly and illiterate customers into the PWD process h starting 2023.

Increased the awareness of total 278 PWDs through financial literacy sessions in collaboration with various partners across 2023.



Part 3

Customer Centricity

3.1 Our Portfolio in 2023

3.2 AWB Egypt Branches & ATMs Network

3.3 Products and Services Offering

3.4 Customers Opinion

3.5 Customers Right Policy

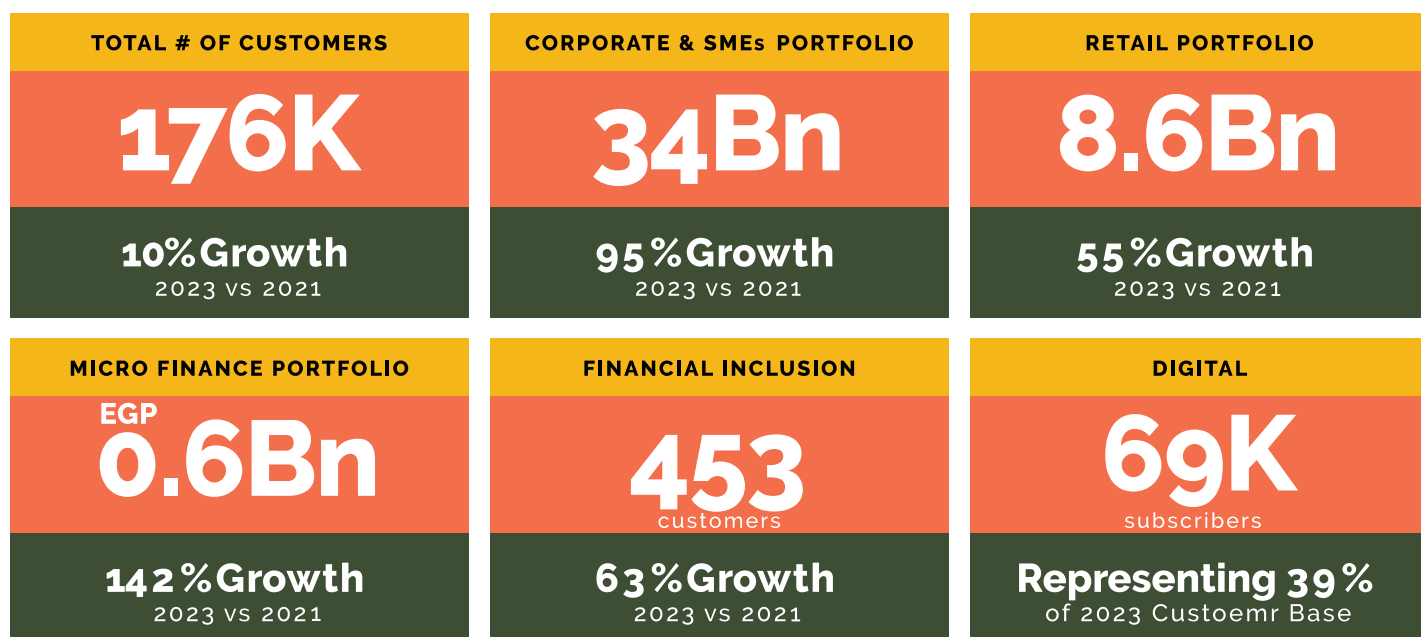
3.6 Code of Conduct

3.7 Customer Privacy and Data Security

3.8 Complaint Management

3.9 Business Continuity Plan

3.1 Our Portfolio in 2023



Portfolio: Net Bank Loans

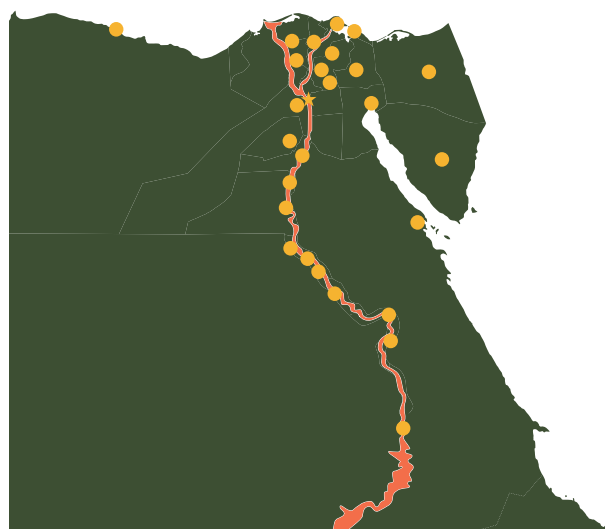
Micro finance companies total limits in December 2023 increased by 60% vs 2021, coinciding with an increase by 142% in the micro finance portfolio. These companies financed 13,531 projects across 25 governorates under Hayat Karima program with a total exposure of EGP 438M in 2023.

Public sector companies represents 11% of AWB Egypt portfolio as of 31/12/2023 (vs 7% in 2022)

3.2 AWB Egypt Branches & ATM Network

In 2023, the bank significantly reinforced its ATM network, boosting 102 ATMs across all over 20 governorates compared to 90 ATM's in 2022. Notably, this expansion focused primarily on key locations such as Cairo, Alexandria, Suez, Sharkeya, Damiette and Kafr El Sheikh.

This strategic move aligns with the bank's overarching strategy of accessing new areas while simultaneously capitalizing on sales prospects within these regions. Moreover, the bank's approach extends beyond mere presence, aiming to establish a prominent footprint and brand visibility in high-traffic areas such as malls and prime locations.



A network of 63 branches disbursed over 27 governorates (2023)

3.3 Products and Services Offering

AWB Egypt Offers a Diversified Array of Products and Services

- Corporate Banking
- SMEs
- Retail Banking (Premier, Prestige, Personal)
- Global Transactional Banking
- Treasury
- Correspondent Banking
- Investment & Protection
- Financial Inclusion

Tailored Products to Specific Segments:

Serving Women



- Ma'aki Debit Card
- Ma'aki Bundle

Serving Financial inclusion



Meeza Prepaid Cards



Wafa Baseet- SKYC Accounts

Serving SMEs

- Wafa Business
- Fast Track lending program
- Business loan
- Accelerator
- Doctors loan

Non-financial Services provided to our customers:

NilePreneurs

The bank has been actively engaged in **NilePreneurs** initiative since June 2019, aimed at supporting youth entrepreneurship and fostering growth of local SMEs and their products. This initiative operates under the supervision of the Central Bank of Egypt in cooperation with the Ministry of Planning, and other stakeholders. Through our Business Development Services Hub, the bank provides consultation, advisory services, training, feasibility study/business plan, and facilitates access to enterprise permits to start-ups, Small & Medium Enterprises, investors, and aspiring youth entrepreneurs.

In 2021, 2022 and 2023 our advisors delivered 1013, 1,109 and 3,580 advisory services respectively. Serving in a total of 470, 500 and 970 customers respectively.

These services are available at AWB Egypt premises in Obour buildings and through two satellite offices in Tanta, Gharbeia governorate and in Beni sueif - Upper Egypt region.

Digital Offerings:

The bank is diligently working to enhance its digital offerings to cater for its customer's needs.

- InstaPay
- Cash in Cash out
- "WafaPoints" rewarding Program
- Internet banking
- E-Statement
- WhatsApp for Business
- Online Application link on bank website (digital onboarding for both retail and SMEs).
- Card less ATM services.

Africa Development Club



AWB Group established subsidiaries and representative offices across over 15 African countries; Benin, Burkina Faso, Cameroon, Congo, Cote d'Ivoire, Egypt, Gabon, Mali, Morocco, Mauritania, Niger, Senegal, Togo, Tchad, and Tunisia.

Africa Development Club platform is a match making tool that develops business opportunities across the African nation through the following services:

Matchmaking

On-demand B to B: The Club team takes care of connection requests made by our members as needed and personalized support for investors.

Virtual Community: Member access to an international Market Place with more than 30,000 economic operators and investors.

Information

An online directory of international operators bringing together the main international trade operators from more than 180 countries.

Access information to tenders in Africa through the online Catalogue in the Group countries of presence.

Country fact sheets which enables members to explore global markets.

Events

The Africa Development Forum: A flagship event for the Club, which gathers its members around pre-programmed B to B meetings through an online platform.

Market discovery missions: Moving a delegation of economic operators, Club members, to a target country: meeting with promotional agencies, site visits, B to B meetings, etc.

Sectoral missions: sectoral seminars with B to B meetings between international operators.



ADC sectorial mission that took place with Egyptian participation in 2021, 2022 & 2023:

Event covers	Visual	Date	Theme	Sectors Covered
Mauritania	Physical	Jan 22nd - 23rd , 2020	Extractive Industries: new multi-sectoral investment opportunities	Multi Sectoral Mission
Senegal	Virtual	April 8th, 2021	Post-COVID Recovery: What Dynamics of Growth & Transformation Have in Store for African Economies	Multi Sectoral Mission
Cameroon & Senegal	Physical	July 4th - 10th 2021	Egypt West and Central Africa Business Bridge	Multi Sectoral Mission
Gabon	Virtual	October 21st 2021	Levers of Industrialization in Gabon	Multi Sectoral Mission
Côte d'Ivoire	Physical	December 9th , 2021	African Free Trade Continental Area & challenges of production made in Côte d'Ivoire	Multi Sectoral Mission
Cameroon	Virtual	March 1st , 2022	Business Women: challenges and growth opportunities in Africa	Multi Sectoral Mission
Congo	Physical	Sept. 29th – 30th , 2022	National Plan of Development 2022-2026, a pool of opportunities and Value Creation : Focus on Agro-food industry"	Agro-food
Togo	Physical	May 25th, 2023	Regional Hub, Investments Opportunities, " Agro-industry and logistics, levers of value creation"	Multi Sectoral Mission
Mauritania	Physical	June 14th & 15th , 2023	Development of Agriculture and Fisheries in Mauritania : what opportunities for investment?	Multi Sectoral Mission



Business Growth Across Africa

ADC is one of the tools that supports achieving one of the main strategy pillars; African Dynamics. It promotes the development of a sustainable economy and serves the Group customers throughout Africa. The customers' interest in Africa has been growing over the years

and with the Group continuous efforts, AWB Egypt increased the number of export clients where AWB Group has presence by 36% in 2023 vs 2021 and the value of transactions by 78% during the same period.

3.4 Customers opinion

Customer satisfaction is the heart of the banking services, the bank conducts customers insights; among which are customer's surveys and mystery shopping.

Surveys:

Customer satisfaction survey is conducted semi-annually on a sample of clients. Starting in H2'22, AWB Egypt started utilizing the services of a consultant to ensure impartiality in carrying out the surveys.

The survey has indicated that the customer's main recommendations were a wider spread of the network (ATM's and branches) in addition to advancement in the digital platform. Customer's recommendations has been set as part of the bank future strategy.

The Net Promoter Score (NPS) for the second half of 2022 marks the initiation of assessments conducted by an independent consultant. H2 2023 NPS improved by 13 points vs H2 2022. Despite this, the score remains consistent with the prevailing standards across the banking sector in Egypt.

Mystery shopping:

It is conducted twice a year across all branches of AWB Egypt. Average visit scores improved by 1% in 2023 vs 2022, demonstrating a consistent upward trend in performance over previous visits. The evaluation primarily focused on external assessment, internal assessment, staff assessments as well as product knowledge

3.5 Customers Right Policy

AWB Egypt has been able to preserve and improve the model of operations related to customer rights protection in a manner that puts the bank at the forefront of compliance with the regulation issued in 2019 with regards of customer protection in banks.

AWB Egypt is currently drafting an internal policy to complement the current model and support its implementation with further empowerment and bank-wide awareness.

3.6 Code of Conduct

Attijariwafa bank has set up an ethical process in order to safeguard compliance of the rules of integrity, business fairness and transparency. This code establishes the rules and procedures that guide employees in the performance of their duties in accordance with ethical commitments such as the principles of fairness and equality, the obligation of confidentiality and transparency, cooperation, specific rules for customer relations, advertising, gifts, personal

banking transactions by employees, the protection of Group assets and the use of IT tools. It also prevents conflicts of interest and provides for anti-corruption measures.

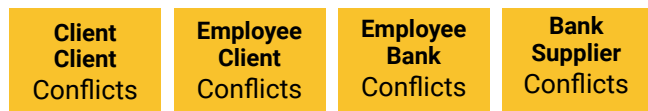
All employees sign the code of conduct attestation and starting 2023 the code of conduct training is conducted annually instead of bi-annually targeting the total headcount of AWB Egypt.

The code of conduct covers several aspects:

Conflict of Interest

Respecting the value of prioritizing our customers' interest and integrity of transactions is one of the fundamental ethical principles governing the activities of AWB Egypt. Hence, the employees are attentive to all activities, all interests and all relations that may interfere or only seem to interfere with their ability to act to the best of the bank's interests and its customers.

The conflict of interest governs the relationship between:



Equality Principle & Raising Concerns

The employees are required to have a neutral attitude with regard to political opinions and religious beliefs. Any form of discrimination is prohibited and, particularly, any discrimination based on race, nationality, gender, religious beliefs, age, physical disability or political opinions.

AWB Egypt promotes equal opportunities between employees and strictly prohibits any harassment or threats of sexual nature or any other nature, whether such acts are committed from a line manager, customer, colleague, supplier, or a visitor.

3.7 Customer Privacy and Data Security

The code of conduct ensures customer data protection and account confidentiality where the employees of AWB Egypt are obliged not to disclose any confidential information relating to the bank activities, except for their hierarchy, the activity of concerned persons acting within the bank and that of the supervisory authorities.

The professional secrecy is imperative with regards to any kind of data held by the bank concerning its customers.

All information concerning AWB Egypt which have not been subject to public statements by the authorized representatives are deemed confidential.

3.8 Complaint Management

Dealing with customer complaints is critical to the Customer Protection Unit in achieving the 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.

AWB Egypt website empowers customers by providing them all means available to complain; through branches, short number and an e-mail address. Customer Protection Unit is committed to dealing with complaints

in a manner that complies with required controls and regulatory requirements to ensure flawless operations. Each complaint must be handled diligently to ensure customer satisfaction.

Dealing with complaints may vary across different businesses areas; however, Customer Protection Unit has an obligation to ensure that all complaints are fairly treated. The number of complaints per 1000 customers has shown improvement from 57 in 2021 to 51 in 2023

3.9 Business Continuity Plan (BCM)

AWB Egypt is committed to ensure the continuity of its businesses and servicing customers during disruption. The plan ensures that personnel and assets are protected and are able to function quickly in the event of a disaster. Functions are classified by criticality and according to their classification the frequency of

testing is determined ranging from no testing to non-critical functions, bi-annual testing to critical functions and annual testing to highly critical functions. The work area recovery (BCM site) as well as the remote access recovery plan (Laptop & VPN) ensure a smooth workflow during times of major disruptions.

Part 4

Sustainable Finance

4.1 AWB Group Creates Value
for all it's Stakeholders

4.2 AWB Egypt Responsible Finance

4.3 Financial Inclusion

4.4 Supporting Small & Medium
Enterprises

4.1 AWB Group Creates Value for all it's Stakeholders

AWB Group is committed to creating value that can be shared sustainably, by carrying out its business for the benefit of as many people as possible and in compliance with ethical rules.

This approach is formally set out in it's CSR policy. It is structured around 4 pillars: supporting the development of a sustainable and balanced economy, respecting the environment and contributing to combating climate change, setting an example in the way we do business and in our relations with stakeholders, and engaging with communities and civil society.

Supporting the Development of a Sustainable Economy:

- Providing access to banking and financial service to all
- Promoting local development
- Establishing a long standing relationship of trust with customers

Respecting the Environment and Combating Climate Change:

- Reducing the Group's environmental impact
- Supporting green growth

Setting an example in business conduct and stakeholders relations:

- Ensuring integrity, fairness and transparency at all levels of the company
- Improving the working environment for employees
- Responsible purchasing

Engaging with communities and civil society:

- Promoting community well being and development
- Strengthening interaction with civil society

Green Climate Fund

In February 2019, AWB Group obtained accreditation from the esteemed United Nations Green Climate Fund, positioning itself as the seventh commercial bank worldwide to attain this prestigious accreditation, with regional coverage.

As a consequence of receiving this accreditation, AWB Group is empowered to assist public and private customers in Africa with their sustainable development

projects. This is achieved through co-financing or large investment guarantees through the fund with amounts reaching over USD 250 million per project. Upholding this strategy, the Group adopted the United Nations standards in 2019 and formalized financing procedures associated with the fund, including policies concerning gender and indigenous people.

Supporting a Green Economy

In order to contribute to combating climate change, Attijariwafa bank has been committed to supporting Morocco's energy strategy since 2014, supporting those who operate using renewable energy sources

and financing green structured projects. We also support the organization of events that contribute to the protection of the environment.

Significant Environmental Projects Funded by AWB Group since 2011:

- PFoum El Oued, Akhfennir and Haouma wind farms, Morocco - 2011
- Implementation of Lydec anti-pollution system, Morocco - 2011
- Tarfaya wind farm, Morocco - 2012
- Drinking water supply to landlocked areas in Morocco (ONEP) - 2014
- Expansion of the Akhfennir wind farm, Morocco, 2015
- Aftissat wind farm, Morocco, 2016
- Safeguarding Cocody Bay in Abidjan, Ivory Coast, 2016
- Ras Ghareb wind farm project, Egypt, 2017
- Nachtigal hydroelectric project, Cameroon, 2018
- Boujdour wind farm, Morocco, 2019
- Abidjan technical landfill site, Ivory Coast, 2019
- Landfill and waste recovery site, Morocco, 2020
- Aftissat 2 wind farm, Morocco, 2021.
- 3 solar energy plants in the Tangier-Tétouan-Al Hoceima region, Morocco, 2022
- Al Koudia Al baida wind farm in Tetouan, Morocco, 2022

4.2 AWB Egypt Responsible Finance

Sustainability & Sustainable Finance Strategy

- Financing companies and projects that have a positive environmental and social impact
- Reduce AWB Egypt environmental impact
- Embedding sustainability & sustainable finance culture within the bank

AWB Egypt Advancement in Sustainable Finance:

The Central Bank of Egypt issued Sustainable Finance guiding principles on 18 July 2021 which set the framework for banks to establish a solid sustainable finance foundation. Below are the 6 guiding principles:

- 1- Capacity-Building and Necessary Knowledge
- 2- Enhancing Sustainable Finance
- 3- Involvement of the Stakeholders
- 4- Managing Climate Change Risks
- 5- Applying the Principles of Sustainability to the Bank's Internal Activities and Operations
- 6- Reporting

Moreover, the CBE issued Sustainable finance mandatory regulations on 3 November 2022

Covering; policies, BOD role, sustainable finance function, roles and responsibilities, CBE reports requirement, sustainability reports and the the cases that require Environmental consultants.

AWB Egypt has been progressing in the application of the CBE guiding principles and fulfilling the mandatory regulations as such:

- Sustainable Finance function was established in January 2023.
- An annual training plan is set to cover the different training requirements by each function.
- General awareness on sustainability was conducted through the publishing of its 4th issue of 2023 internal magazine including an Eco action guide to its employees encompassing the best practices to preserve the environment. Also several trainings were conducted over sustainability literacy and successfully completed by employees.
- The bank is developing several policies and SOP's to cover Sustainable finance and ESMS- Environment and Social Management System.
- The bank has developed several products with social impact such as Doctors program and the SME's Fast Track Programs.
- Several initiatives have been applied to reduce paper usage and digitalize the internal operations
- AWB Issued its first Sustainability report in 2019-2020.

Environmental & Social Risk Management Policy:

The main Objectives of the policy is to Identify and Mitigate Environmental and Social risks related to project finance and Fight against climate change. Bank focus is to expand finance in industries that will have a positive impact on the environment; renewable energy, energy efficiency, sustainable infrastructure sustainable buildings, recycling, water treatment, sustainable transportation, etc. As well as supporting social projects such as health-related, education, digitalization etc.

4.3 AWB Egypt Financial Inclusion



Financial Inclusion Strategy

- Expanding access to financial services to underserved populations residing in rural and remote areas.
- Elevating consumer financial literacy level with the aim of empowering their financial capabilities, and

developing innovative financial products tailored to their requirements.

- Forming robust frameworks to safeguard consumers engaging with financial and banking sector

Financial Inclusion Endeavours:

AWB Egypt is dedicated to catering to all segments of society by offering a fair, qualitative and affordable services, aiming to facilitate the banking procedures for customers. This commitment includes compliance with all regulations set forth by The Central Bank of Egypt and active participation in the 6 CBE activations across the year. Its endeavors are demonstrated through the following:

- Launched financial inclusion accounts in April 2022 with simplified know your customer forms to facilitate the entry of the banking sector for the unbanked and unprivileged segments.
- Positioned as one of the first banks in Egypt to launch Business Development Support through the NilePreneurs initiative in 2019, having 1 BDS hub in Obour buildings, and 2 satellite offices in Tanta Gharbeia governorate, and Beni Suef Upper Egypt region, the initiative offers several advisory services to SMEs and startups. Being a nationwide initiative powered by the Central Bank of Egypt and the Egyptian Banking Sector, supporting startups and SMEs in the domains of manufacturing, agriculture, and digital transformation by applying different innovation instruments.



- Increasing the awareness level of individuals through financial literacy sessions conducted across the nation targeting all social segments, specially the unprivileged focusing on rural areas.

- Ensuring the inclusivity of PWDs through offering tailored products and services to facilitate their banking experience to match with the nation direction to empower PWDs.

- Reaching out to rural and remote area residence by taking part in the presidential initiative Hayah Karima through financial literacy sessions and offering banking services.

- Achieving digitalization to ease the accessing to banking products and services, through either agent banks or AWB Egypt services.

Diverse Approaches for Accommodating Individuals with Disabilities:

Part of AWB Egypt commitment to financial inclusion involves accommodating the needs of PWDs, ensuring convenient access and seamless interactions at its premises. The bank equipped 24% of its branches to facilitate customers' access through applying the following undertakings:

- Installing ramps for easier accessibility of wheelchairs.
- Assigning at least two employees trained on sign language to serve customers with hearing disability.
- Translating all bank forms and documentation to Braille language enabling visually impaired customers to efficiently benefit from the bank services without having the need to be accompanied by a witness.
- Developing 21% of our ATMs with ramp access to, raising ATMs voices aiding hearing-impaired customers, installed Braille buttons assisting visually impaired users.
- Availing all bank's card types with braille-embossed letters for PWD customers, moreover all our cards have embossed numbers and letters facilitating their usage.
- Prioritizing the service of individuals with disabilities in all branches.
- Producing a sign language and voice over video for all bank products and services and posted on social media channels, the official website, and branches' information board.
- Announcing the specially designed ATMs and Branches locations on the official website and is being updated on monthly basis.
- Availing the inquiry through call center 24/7 for visually impaired customers.
- Offering home visits service requested through call center for customers who are unable to visit the branches.

4.4 AWB Egypt Supporting Small & Medium Enterprises

On 22 February 2021, the CBE released a mandatory circulate aimed at increasing Micro, Small & Medium Enterprises (MSMEs) share of lending provided within the banking sector. This directive mandates a substantial increase in the allocation of lending to

MSMEs, elevating the target to 25% of banks' total loan portfolios up from previously set target of 20%.

AWB Egypt SMEs portfolio, (as defined by CBE for the 25%) increased by 71% in 2023 compared to 2021.

Undertaken Actions to Grow MEMEs Portfolio

- Revamped lending facilities through offering new credit programs, policies, procedures, a customer acquisition model, and a risk management framework.
- Established an SMEs Academy to ensure the ongoing capacity building of qualified and dedicated officers. The academy is a technical training program designed for the Business Banking segment to select the best internal and external calibers to receive customized training on different domains to prepare them for their roles.
- Dedicated call center for business banking customers to enhance service level offered to small sized companies.
- Partnered with several stakeholders to support SMEs such as MSMEDA financing
- Offering a wide range of financial and non-financial services through the Business Development Service center.
- Utilizing the services of Credit Risk Guarantee Companies to support lending programs.

Part 5

Sustainable Operations

5.1 Responsible Business Culture & Governance

5.2 Risk Management Framework

5.3 Employees Rewards and Benefits

5.4 AWB Egypt Employees Dashboard

5.5 Environmental Impact of Operations

5.6 Responsible Procurement

5.1 Responsible Business Culture & Governance

AWB Egypt's Governance Structure

AWB Egypt is adopting 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.

Board Composition

The Board of Directors is the highest governance body, it is renewed every 3 years. The current Board cycle is valid from 2021 to 2024, subject to CBE's approval to renew the Board for the next cycle from 2024 to 2027. 2023 board is composed of 9 members, 3 of which are women representing 33% of the board and 2 independent board members.

2023 Board Composition:

Indicator	2021	%	2022	%	2023	%
Number of BOD members	11	100%	12	100%	9	100%
Number of women	2	18%	3	25%	3	33%
Percentage of BOD members under the age of 35	0	0%	0	0%	0	0%
Percentage of BOD members between the age of 36 and 55	7	64%	6	50%	4	44%
Percentage of BOD members above the age of 55	4	36%	6	40%	5	56%

Board of Directors:

- **Ms. Halla Sakr**, Non-Executive Chairwoman
- **Mr. Mohamed Elkettani**, Non-Executive Board Member
- **Mr. Mouawia Essekelli**, Executive Board Member and Managing Director
- **Mr. Ahmed Ismail Douiri**, Non-Executive Board Member
- **Mr. Talal El Bellaj**, Non-Executive Board Member
- **Mr. Youssef Rouissi**, Non-Executive Board Member
- **Ms. Yasmine Moafy**, Independent Board Member
- **Ms. Joumana Cobein**, Independent Board Member
- **Mr. Abderrafie El Hachimi**, Executive Board member and Deputy Managing Director

#	Director	Expiry of the team	Board of Directors	Board Risk Committee	Subsidiary Audit Committee	Remuneration Committee	Governance & Nomination Committee
1	Ms. Halla Sakr Non-Executive Chairwoman	Current term 2021-2024	Chairperson	-	-	-	-
2	Mr. Mohamed Elkettani Non-Executive Board Member	Current term 2021-2024	Member	-	-	Chairperson	Chairperson
3	Mr. Mouawia Essekelli Executive Board Member & Managing Director	Current term 2021-2024	Member	-	-	-	-
4	Mr. Ahmed Ismail Douiri Non-Executive Board Member	Current term 2021-2024	Member	Member	Member	Member	Member
5	Mr. Talal El Bellaj Non-Executive Board Member	Current term 2021-2024	Member	-	Member	Member	Member
6	Mr. Youssef Rouissi Non-Executive Chairwoman	Current term 2021-2024	Member	Chairperson	-	-	-
7	Ms. Yasmine Moafy Independent Board Member	Current term 2021-2024	Member	-	-	-	-
8	Ms. Joumana Cobein Independent Board Member	Current term 2021-2024	Member	-	Chairperson	-	-
9	Mr. Abderrafie El Hachimi Executive Board member & Deputy Managing Director	Current term 2021-2024	Member	Member	-	-	-
Member of Meeting 2023			6 Meetings	4 Meetings	4 Meetings	2 Meeting	2 Meeting

Board Committees

Additional Board Committees are established and members are appointed in accordance with AWB policy and as per Local regulations requirement. The required committees are as follows:

- Subsidiary Audit Committee ('SAC'), is governed by the requirements of applicable local laws and regulations, which provides assurance to the Board in relation to the Company's governance, risk and control environment, the Company's financial statements, all matters pertaining to internal and external audit as well as risk and capital management.

- Board Risk Committee ('BRC') is responsible for monitoring the risk framework of the Bank.
- Board Remuneration and Compensation Committee ('RemCo') is generally responsible for determining remuneration strategy and planning.
- Board Governance and Nominations Committee ('GNC') is responsible for assessing the governance framework of the Bank.

Board Committees

Country Executive Committee (CEC) Sub-Committees:

- Assets & Liabilities Committee
- Operations Committee
- Local Credit Committee
- Collections & Recoveries Committee
- Internal Control Committee
- Brand & Reputation Committee
- Human Resources Committee

Separation of Responsibilities between the Chairperson of the BoD and the CEO:

AWB Egypt maintains a full separation of responsibilities between the Chairperson of the Board and the Managing Director. The current Chairperson is Ms. Halla Sakr, who does not hold any executive position, while the Managing Director is Mr. Mouawia Essekelli holds the executive role.

Role of the Board:

The Board of Directors is responsible for approving AWB Egypt policies and strategies as well as 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.

Stakeholder Consultation on Sustainability Issues

Sustainability was managed under Corporate Social Responsibility function whereby the head was responsible for ensuring that the Bank operates in an environmentally and socially responsible manner.

In November 2022, the CBE issued a circular mandating

the establishment of a "Sustainability & Sustainable Finance" function, which was established in January 2023 with the aim of embedding sustainability culture across the bank. Said function presents to the BOD 3-4 times across the year the mandated CBE reports.

Nominating and Selecting the Highest Governance Body and its committees:

AWB Egypt's Board Governance & Nominations committee recommends the appointment of Board members to the Board of Directors, then the Board of Directors 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).

Board members profile should meet the following criteria:

- Possess proven educational and professional track record
- Retains good public reputation and credibility

- Has no political affiliations and limited media exposure
- Has proven understanding of the local business environment
- Understanding the investment and economic environment and any changes taking place locally and regionally

The appointment of Board sub Committees, AWB Egypt's Board of Directors is responsible for appointing the members received from the recommendation from the Board Governance & Nominations Committee.

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

The Board of 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 6 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 through the Corporate Governance 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 AWB group as a controlling shareholder and the AGM approves related party transactions on an annual basis,

Collective knowledge of Highest Governance Body

Measures taken to develop and enhance the highest governance body's collective knowledge of economic,

environmental, and social topics. The Board members receive training as and when required.

5.2 Risk Management Framework

As a second line of defense, Risk management sector in AWB Egypt defines, evaluates and manages all risks relevant to the bank's activities through risk assessment and evaluation modules/systems to ensure a secure achievement of the bank's strategy and efficient ERMF implementation (Evaluate, Respond & Monitor).

Each sub function within the risk management department has its own Policy and procedures to define and manage the relevant risk type, which comply

with CBE regulations and instructions subject to annual review to ensure that all Risk Management Standard Operating Procedures (SOPs) are updated. Moreover, those SOPs include the risk management framework activities, tools & methodologies to manage the related risks to provide a comprehensive risk view to decide the appropriate risk mitigation plans for better risk profile management seeking the optimum strategy achievements.

5.3 Employee's Rewards and Benefits

In 2023, an Employee Opinion Survey "EOS" was conducted across the bank to test certain pillars that are integral for the organization. 2023 EOS reflected the below:

- Participation 92.28% in 2023 compared to 85% in 2019
- Employee engagement scored 70% in 2023 compared

to 59% in 2019 marking a notable progress.

- The survey scored highest in Organizational Alignment, Employee empowerment, Employee Motivation, Employee Development and the bank's culture.

Note: AWB Egypt abides with the Egyptian Labor Law when it comes to termination process.

Full-time Employees Benefits

AWB Egypt provides a wide range of benefits to its employees, including life insurance, medical insurance of employee and family covered 100% with ZERO contribution from employee's side, paternity leave, pension plan of 9% from salary fully paid by the bank, and for certain roles we provide company vehicles.

Fair Pay

AWB Egypt adopts a pay-for-performance method to ensure fairness internally while having a market view through annual surveys conducted by an independent provider along with other banks. There is no differentiation between genders in wages.

Learning & Development

- SMEs, Corporate, IT Academies along with Future Bankers Program covering 56 employees

- Participation in major programs by having AWB Egypt representation in the Future leaders Program & Harvard Program

Employees Engagement

AWB Egypt has been conducting several activities to increase employees' engagement through the following:

- Morocco Business visits where Egyptian employees visit the Group headquarter in Casablanca, meet the top management and visit the different subsidiaries. 100 employees participated in the visits during 2022 and 2023.

- Roadshows & Visits
- Different tournaments
- Subsidized employees' trips with their families
- Kiddos day (where employees' children join them on a regular working day and see where their parents work, a day full of activities)
- Managing Director Breakfast
- Human Resources Director Breakfast



Raising Concerns Whistleblowing Policy

This policy ensures that AWB Egypt provides a process for individuals to raise concerns about inappropriate conduct without fear of retaliation and with confidence that the concern will be taken seriously and a meaningful review is being conducted. Individuals are strongly encouraged to speak up about behaviors and practices that contradict with AWB Egypt Values, in line with the Group values and its anti-bribery policy. The policy also declares that any employee who has retaliated against an individual because they raised a concern about inappropriate conduct may be subject to disciplinary action.

Anti-Bribery & Corruption Policy

AWB Egypt recognizes the adverse effects that bribery and corruption can have on the community & national economy, wherever they occur and seek to eliminate bribery and corruption of any kind.

AWB Egypt has implemented effective ABC, financial crime and governance policies to adopt with all local and international standards and have a zero tolerance for bribery and corruption.



AWB Egypt does not offer or accepts bribes and demands the same from all business partners, suppliers and contractors where a bribe can be described as any form of inducement made with the intention of influencing a party to do something which is dishonest, illegal or unethical. Bribes can take many forms, including the offer or acceptance of direct or indirect payments, services, charitable donations, sponsorships, gifts, entertainment or preferential treatment.

AWB Egypt employees maintain the highest level of transparency and integrity through the responsibility of every Staff to assist in the identification & management of potential conflicts of interest, and to ensure that every task is prepared in accordance with best practice standards.

In 2022 and 2023, 1,280 and 1,345 employees respectively received the training on anti-corruption as part of the compliance AML training.

Safeguarding Health & Safety of Employees

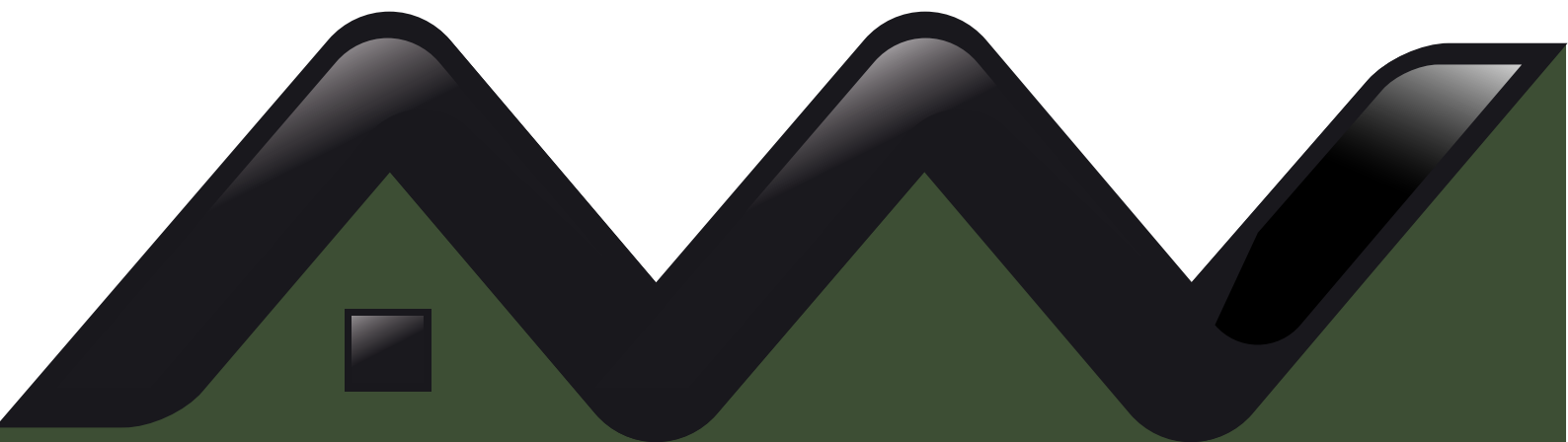
AWB Egypt formed Health & Safety team and has been implementing a full-fledged health and safety policy, and an Occupational Health and Safety Management System in accordance with the Egyptian labor law, and Egyptian civil protection standards and requirements. The health and safety policy is intended to ensure employees' safety through the following procedures:

- Minimize the impact of smokers on non-smoking employees.
- Reduce the risk of fire within the bank premises:
 - Firefighting equipment and fire extinguishers are placed in all floors of head office and branches
 - Annual Firefighting training is conducted and a semi-annual fire drill.
 - Fire Fighters Champions are assigned within Branches and Head Office with the percentage of 25% as a minimum standard as per the local legislation and Civil Defense.

- Employees medical emergencies handling:
 - First aid boxes are located in a clear and accessible area within the Branch/Premises
 - First Aid trainings are conducted annually and champions are assigned with the minimum requirement of 1 Champion per Branch & Head office as per local legislation 1/50.
- Health & Safety Team/Champion should highlight the employees with higher risk (Disabilities, Pregnancy, Medical Condition, Pandemic Cases, Hygiene in lavatories, Hygiene in Pantry) to ensure extra measure and facilities.
- An evacuation plan is set for emergencies across all branches and head office and is tested twice a year

Champions are trained to ensure the health and security of employees across all bank locations:

- 85 First Aid Champions across all bank premises
- 192 Fire Fighters Champions
- 166 Evacuation and Transportation Team Champions
- 139 Security & Searching Team Champions



5.4 AWB Egypt Employees Dashboard

Indicator	2021		2022		2023	
	No.	%	No.	%	No.	%
Total workforce	1,307	-	1,325	-	1,392	-
Number of women	492	38%	517	39%	531	38%
Number of summer interns	N/A	-	116	-	159	-
Percentage of open ended contracts	658	50%	616	46%	632	45%
Percentage of temporary contracts (contracts renewed on an annual basis)	649	50%	709	54%	760	55%
Number of new hires	274	-	280	-	226	-
Number of women	129	47%	122	44%	83	37%
Number of layoffs	-	-	-	-	-	-
Resignation rate	271	21%	262	20%	140	10%
Percentage of female resignations	89	33%	95	36%	63	45%
Percentage of employees under the age of 35	704	54%	718	54%	694	50%
Percentage of employees between the age of 36 and 55	577	44%	575	43%	667	48%
Percentage of employees above the age of 55	26	2%	32	2%	31	2%
Percentage of senior executives (CEC members)	13	1%	11	1%	16	1%
Number of women	2	15%	2	18%	3	19%
Percentage of senior management	63	5%	64	5%	63	5%
Number of women	24	38%	22	34%	22	35%
Number of departures on maternity leave	24	-	31	-	33	-
Number returned from maternity leave	19	-	35	-	21	-
Occupational accident frequency rate	-	-	-	-	-	-
Occupational accident severity rate	-	-	-	-	-	-

Indicator	2021		2022		2023	
	No.	%	No.	%	No.	%
Total number of training days	7,169	-	6,702	-	12,775	-
Average number of training days per employee	6	-	5	-	9	-
Percentage of employees having attended at least one course during the year training	-	96%	-	94%	-	83%
Internal promotion rate (vertical development)*	179	15%	236	19%	373	28%
Percentage of employees benefiting from periodic performance reviews**	1,211	92.6%	1,249	94.2%	1,315	94.4%
Number of strike days	-	-	-	-	-	-
Number of social disputes	-	-	-	-	-	-

* Promotion rate is the number of promoted employees Vs total population eligible for a Performance rating

** Figures provided include all employees whom are eligible for a PD rating during the year (working for 90 days and above)

Outsourced data:

Indicator (Number of Employees)	2021	2022	2023
Outsourced employees*	520	526	572
Number of women	278	273	315
Number of layoffs	-	-	-
Number of women	-	-	-

Outsourced staff are mainly in Retail and Operations functions

5.5 Environmental Impact of Operations

AWB Egypt is committed to the Environment and Combating Climate Change and accordingly took several endeavors towards protecting the environment. The bank conducted its first carbon footprint assessment for its Head Office during the reporting year 2021, therefore it is considered the bank base year.

This report showed the carbon footprint estimates for AWB Egypt (AWB), City Stars Head Office, Nasr City, Cairo. It covered the period from January 1, 2021, until December 31, 2021, for Greenhouse Gas (GHG) emissions from the most significant source categories

Both Scope 1 and Scope 2 GHG emissions were calculated using the standards and guidelines of the Intergovernmental Panel on Climate Change (IPCC), GHG Protocol Corporate Accounting and Reporting Standards, and meet the requirements of ISO 14064-1:2018.



AWB Carbon Footprint Summary Results

Emission Sources	Emissions Quantity	Units	Share in Total GHG Emissions
Scope 1 - Direct Emissions			
Stationary Fuel Combustion	0.91	MTCO ₂ e	0.06%
Mobile Fuel Combustion	242.29	MTCO ₂ e	15.49%
Fugitive Emissions	126.57	MTCO ₂ e	8.09%
Scope 2 - Indirect Emissions			
Electricity Consumption	1.194.29	MTCO ₂ e	76.36%
Emissions Summary			
Scope 1 - Direct Emissions	369.77	MTCO ₂ e	23.64%
Scope 1 - Indirect Emissions	1.194.29	MTCO ₂ e	76.36%
Total Emissions	1.564.06	MTCO ₂ e	100%

Key Performance Indicator	Quantity	Unit
Total Emissions/Employee/Yr	1.728	MTCO ₂ e/employee
Total Emissions/Customer/Yr	0.079	MTCO ₂ e/customer
Total Emissions/m ² /Yr	0.164	MTCO ₂ e/m ²

Staff Awareness

AWB Egypt strongly believes in achieving sustainability on the environmental agenda, not only on the external frontline but also internally; with its staff, through raising informative awareness campaigns promoting best practices to reduce energy, decrease water and paper consumption, and offering plastic substitutes.

An ongoing partnership is in effect with one of the reputable companies in the field of Environmental Services since 2020 to pick up the bank paper waste from the Head Office on a monthly basis. These are a few common shared values the bank incorporates in its day-to-day business.

Particular Focus on Maximizing Resources Efficiency

- Use of led light in AWB Egypt head office and all branches
- Automatic control for lighting
- All meeting rooms and breakout areas have motion sensors to control to limit lightening when occupied.

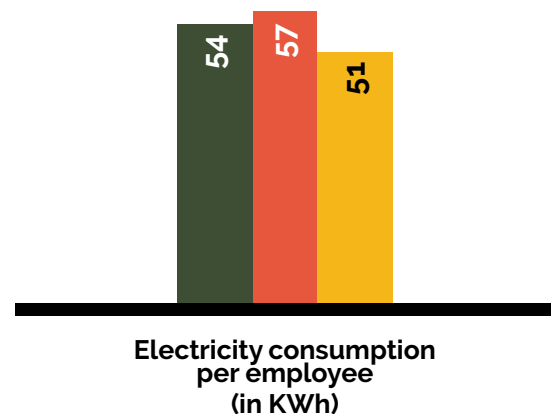
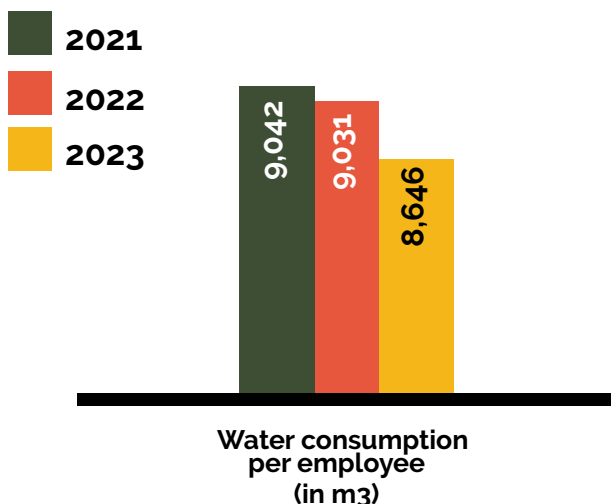
- Waste separation in head office by providing 3 bins in every disposal area.
- Paper waste are shredded and disposed of to a specialized collector.

Water consumption

Year	Total Water Consumption (m ³) per employee
2021	54
2022	57
2023	51

Electricity consumption

Year	Total Elec. Consumption (KWh) per employee
2021	9,042
2022	9,031
2023	8,646



5.6 Responsible Procurement

AWB Egypt Procurement Policy

98.5% of AWB Egypt's suppliers in 2023, (excluding rent), are local suppliers, demonstrating the bank's commitment to promoting local sourcing. Out of the 1944 suppliers in the system, approximately 175 are active, with an average expenditure of EGP 185M.

In 2022, IT and CRES accounted for 61% and 26% of the bank's total procurement, respectively, with a combined total of 86 suppliers. However, in 2023, IT & Central Services represented 55.21% and 16.82%, respectively, with a total of 102 suppliers. In 2023, contractual agreements recorded 33 contracts, representing 55% compared to non-contractual ones at 45%. Among the total contracts, 13 are long-term, and there is a minimum one-month notice period for termination with suppliers. Cost avoidance in 2023 amounted to EGP 59M, compared to EGP 26M in 2022, while cost reduction reached EGP 89M, compared to EGP 42.8M in 2022.

AWB Egypt strictly adheres to a comprehensive supplier screening process prior to onboarding new suppliers. All due diligence, including sanctions screening and fraud screening, must comply with relevant laws and regulations and occur before contract signature or issuance of purchase orders. Sanctions screening involves assessing company names and national IDs against a validly submitted commercial register. In line with AWB Group's Responsible Purchasing Policy, we conduct sanctions and criminal records screenings before onboarding any suppliers to ensure

that no socially detrimental vendors are engaged with by the bank. The Sourcing Function reviews all sourcing claims, regardless of their value, through the Amplitude Achat System to ensure that the consultation and call for tenders processes are applied, the approval and selection process for the supplier is sound & correct and finally the internal requirements are fulfilled.

Meanwhile, the tendering process for deals less than USD 8K are carried out by the demanding business function.

As for deals between USD 8K & 200K, they are totally handled by the Local Sourcing Team. Deals in excess of USD 200K are managed by AWB Group with support from the AWB Egypt Sourcing Team.

Regarding our suppliers' screening process at AWB Egypt, prospective suppliers undergo screening to ensure they have no sanctions or criminal records. This involves checking commercial registers and owners' IDs before they can be registered on our procurement system and enter into contracts. Contracts with suppliers include a minimum one month notice period for termination with suppliers.

AWB Egypt utilizes a digital platform for procurement called "Amplitude Achat" to register and document procurement tasks.



Methodology & Indicators

GRI Content Index

Disclosure #	Disclosure Title	Location in report	Page
Organization Profile			
G102-1	Name of the organization	About AWB Egypt	07
G102-2	Activities, brands, products, and services	About AWB Egypt Products and services offering	20-23
G102-3	Location of headquarters	Star Capital A1 - City Stars Towers, 2 Ali Rashed Street, Nasr City, Cairo, Egypt.P.O BOX - 2222, Al Horreya - Heliopolis.	
G102-4	Location of operations	Across Egypt	19
G102-5	Ownership and legal form	About AWB Egypt	07
G102-6	Markets served	About AWB Egypt	07
G102-7	Scale of the organization	About AWB Egypt	07
G102-8	Information on employees and other workers	Employee Rewards & Benefits AWB Egypt employee's dashboard	35-37 38
G102-9	Supply chain	Responsible Procurement	42
G102-10	Significant changes to operations, its location or supply chain	AWB Egypt abides with the Egyptian Labor Law when it comes to termination process. Responsible Procurement	42
G102-11	Precautionary Principle or approach	Responsible Finance (ESRM policy) Responsible Procurement	27 42
G102-12	External initiatives	Community Investment and Socioeconomic Development	14-17
G102-13	Membership of associations	Community Investment and Socioeconomic Development	14-17

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G102-14	Statement from senior decision-maker	Chairman's Letter to Our Stakeholders	04
G102-15	Key impacts, risks, and opportunities	Materiality Assessment	14
G102-16	Values, principles, standards, and norms of behavior	AWB Egypt Core values Code of conduct	12 23
G102-17	Mechanisms for advice and concerns	Code of conduct Employees Rewards & Benefits Whistle blowing	23 35-37 36
G102-18	Governance structure	Responsible Business Culture & Governance	31-35
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G102-22	Composition of the highest governance body and its committees	Responsible Business Culture & Governance	31-35
G102-23	Chair of the highest governance body	Responsible Business Culture & Governance	31-35
G102-24	Nominating and selecting the highest governance body	Responsible Business Culture & Governance	31-35
G102-26	Role of highest governance body in setting purpose, values, and strategy	Responsible Business Culture & Governance	31-35

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G102-28	Evaluating the highest governance body's performance	Responsible Business Culture & Governance	31-35
G102-29	Identifying and managing economic, environmental, and social impacts	Listening to our Stakeholders Materiality Assessment	13 14
G102-30	Effectiveness of risk management processes	Risk Management Framework	35
G102-31	Review of Economic, Environmental, and social topics	Full report	
G102-32	Highest governance body's role in sustainability reporting	Responsible Business Culture & Governance	31-35
G102-33	Communicating critical concerns	Complaints	24
G102-34	Nature and total number of critical concerns	Complaints	24
Stakeholder engagement			
G102-40	List of stakeholder groups	Listening to our Stakeholders Materiality Assessment	13 14
G102-41	Collective knowledge of highest governance body	Employees Rewards & Benefits	35
G102-42	Identifying and selecting stakeholders	Listening to our Stakeholders	13
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G102-44	Key topics and concerns raised	Listening to our Stakeholders	13
G102-45	Entities included in the consolidated financial statements	AWB Egypt	
G102-46	Defining report content and topic Boundaries	Materiality Assessment	14
G102-47	List of material topics	Materiality Assessment	14
G102-48	Restatements of information	None	
G102-49	Changes in reporting	None	
G102-50	Reporting period	2 years	
G102-51	Date of most recent report	2020	
G102-52	Reporting cycle	Annually	
G102-53	Contact point for questions regarding the report	Lucy El Attar Head of Sustainability & Sustainable Finance lucy.elattar@attijariwafa.com.eg	
G102-54	Claims of reporting in accordance with the GRI Standards	About this report	03
G102-55	GRI content index		43-50
G102-56	External assurance	None	
GRI 103	Management Approach	Disclosures on the management approach has been reported on all material topics through the relevant section covering the material topic	14

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Material Topics: Key Performance Indicators			
Economic KPIs			
G201-1	Direct economic value	Financial Performance Highlights. No dividends were declared nor distributed to shareholders in 2022 and 2023.	08
G201-2	Financial implications and other risks and opportunities due to climate change	Environmental Impact of Operations	40-41
G201-3	Defined benefit plan obligations and other retirement plans	Employee Rewards & Benefits	35-37
G202-1	Ratios of standard entry level wage by gender compared to local minimum wage External assurance	AWB Egypt employee's dashboard Responsible Business Culture	38-39 31-35
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G203-2	indirect economic impacts	Financial Inclusion Supporting SMEs	28 29
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G205-2	Communication and training about anti-corruption policies and procedures	Employees Rewards & Benefits	35-37

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G401-2	Benefits provided to full-time employees	Employee Rewards & Benefits	35-37
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G403-1	Occupational health and safety management system	Employee Rewards & Benefits	35-37
G403-3	Occupational health services	Employee Rewards & Benefits	35-37

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G403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Employee Rewards & Benefits	35-37 35-37
G403-8	Workers covered by an occupational health and safety management system	Employee Rewards & Benefits	35-37
G404-1	Average hours of training per year per employee	Employee Rewards & Benefits	35-37
G404-2	Programs for upgrading employee skills and transition assistance programs	Employee Rewards & Benefits	35-37
G404-3	Percentage of employees receiving regular performance and career development reviews	Employee Rewards & Benefits	35-37
G405-1	Diversity of governance bodies and employees	Employee Rewards & Benefits	35-37
G406-1	Incidents of discrimination and corrective actions taken	There were no reported incidents of bullying, harassment, or discrimination	
G408-1	Operations and suppliers at significant risk for incidents of child labor	Responsible Procurement	42
G409- 1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Responsible Procurement	42

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G 413-1	Operations with local community engagement, impact assessments, and development programs	Community Investment and Socioeconomic Development	14-17
G 414-1	New suppliers that were screened using social criteria	Responsible Procurement	42

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