

CENTRAL BANK OF EGYPT
Egyptian Banking Institute



البنك المركزي المصري
المعهد المصرفي المصري

أرآ شأ الكؤور أنور المؤؤي -
مبنى طيبة، ٢٠٠٠ - مءينة نصر -
القاهرة - مصر.

ص.ب.: ٨١٦٤ مءينة نصر
ؤلفون: ٢٤٠٥٤٤٧٢ (+٢٠٢)
فاؤس: ٢٤٠٥٤٤٧١ (+٢٠٢)

22A Dr. Anwar El Mofty
St., Tiba 2000 Bldg., Nasr
City, Cairo, Egypt.

P.O. Box: 8164 Nasr City
Tel. : (+202) 24054472
Fax : (+202) 24054471

www.ebi.gov.eg

United Nations Global Compact Report

Communication on Engagement

Presented by the **Egyptian Banking Institute**

Date: January 23rd, 2019

Accredited by 
A Partnership for Quality®

بؤؤة نؤو الأمم...
MOVING FORWARD WITH CONFIDENCE...

عشان بكرة
مبارة التؤؤف والؤؤماء المالمية
٢٠١٢ المبادرة القومية للمعهد المصرفي المصري

The Egyptian Banking Institute (EBI) is submitting this report in accordance to the Academic category requirements that requires incorporating the GC principles in internal operations. Moreover, delivering education on GC principles is among EBI top priorities.

Procedures followed by EBI to ensure the implementation of the ten principles of UNGC are as follows:

Labor:

Recruitment at EBI is neutral and open for all with no discrimination of sex, religion, and depends only on competencies and efficiency of applicants. Some certain criteria are set and applied fairly and transparently to ensure fair and equal treatment and to ensure a friendly and healthy environment for all members of the institute as follows:

- Standard Operation Manuals (SOPs) for different policies and procedures covering all different functions are disclosed on EBI portal for the staff reference and compliance.
- Complaints system: Providing direction, oversight and third party objective solutions to employee grievances, problems or concerns including formal complaints, investigation of harassment or mistreatment claims and other workplace misconduct allegations. The following are the procedures followed in this aspect:

1. The Human Resources Director identifies a “Suggestions and Complaints Box” that should be placed in a viewable and accessible place in the institute, where this place is announced via e-mail to all EBI members. Managers are encouraged to verbally inform their subordinate whom jobs does not require a computer.

2. The Box is available throughout the year and is designed to receive (anonymously or not) any complaints, grievances, claims, suggestions for improvements, or any other thoughts or feelings the employees might have that are relevant to the work environment within the institute.

3. The Human Resources Specialist regularly checks the box, to collect any papers inside (if any).

4. Collected notes (complaints or suggestions) are submitted to the Human Resources Manager for review and taking the appropriate actions accordingly.

5. Complaints might also be raised by managers or any EBI employee, personally, via e-mail or memorandums. Reasons might be relating to violating EBI employment policies detailed in the Employee Handbook or EBI Code of Conduct and Ethics (See Phase IV – A: Introducing and Explaining Employment Rights and Responsibilities), or other performance or behavioral concerns.

6. The Human Resources Director investigates the issue in separate meetings with the complainer and the subject employee, with the objective of resolving the conflict in a way that achieves stable and productive performance and work environment.

7. If the complaint or claim is submitted by the employee's direct supervisor, the Human Resources Director should inform the manager's manager for an initial step of resolving the issue within the department. In this case, the manager's manager should inform the HR Director with the results of his/her involvement.

8. Any disciplinary action resulting from any of the above-mentioned cases is applied according to the Egyptian Labor law rules and regulations, and EBI guidelines.

- Several training and development activities are directed towards developing either the technical skills and capabilities or enhancing and developing EBI values and behaviors.
- Employee training is provided to ensure employees at the different staff levels are competent to perform the duties of their position. It is also essential to the growth of employees and the preparation of those identified as future leaders within the organization.
- Ensuring workplace issues are handled effectively and expediently in order to remove barriers to successful job performance and foster a positive work environment. Increase in employee satisfaction may increase business-unit outcomes, including profit, decrease employee turnover, and enhance efficiency and over-all productivity.
- The Executive Director carries out speak up meeting with all the staff at least once a year, to inform them about EBI strategies and directions and listen to their opinions and ideas.

Human Rights:

EBI provides equal treatment among all employees; in addition to enforcing equal policies and procedures through disseminating an Employees Handbook to all employees to follow and abide by which is acting as a code of conduct for all employees. The following are examples from the applied internal policies and procedures that ensures application of human rights:

- Providing emergency medical care to EBI staff, trainees, and visitors
- Participating in the social insurance program at the National Organization for Social Insurance (NOSI), under the social insurance number of the Central Bank of Egypt (CBE), to provide employee with applicable right in the social insurance and applicable retirement benefits.
- Offering life insurance for employees in the event of disability or death.
- Participating with a third party medical insurance company to provide employees and their families with applicable medical benefits.
- Women are allowed 90 days' maternity leave at full pay after delivery and can be extended to 6 months given that the 3 extended months are without pay.
- Child labor is not allowed.

Anti-Corruption:

EBI fights corruption through certain incorporated systems and procedures. Moreover, a Whistle Blowing System to detect corruption is planned to be introduced to ensure a more ethical and honest environment.

- EBI Board composition is following the international recommended board composition which incorporates a majority of non-executive members in addition to two independent board members
- All board members are disclosed on EBI
- Internal Audit Function is in place and acts independently to ensure effective internal control
- External Audit through an independent entity in addition to the Accountability State Authority
- Audit committee reports directly to the board and headed by non-executive member.
- Several verified signatures for invoices and checks to ensure segregation of duties

- Internal control system in place
- Presents and Giveaways – except those for marketing and with tiny values - are prohibited

Environment:

EBI maintains environmental-friendly premises in order to ensure a healthy environment through the following procedures:

- Depending mainly on electronic media, networks and portals for sharing information and automating workflows, which resulted in reduced paper usage in printing and photocopying. If printing is necessary, staff is asked to print double-sided.
- Full color printing is used only when necessary.
- Sending paper waste for recycling and using shredders in all departments for the sake of keeping privacy of information
- Introducing environmental friendly technologies.
- Computers are switched off or switched to sleep mode automatically whenever they are not used to save energy.
- Lights and air-conditions are turned off after working hours and whenever the rooms are not in use.
- Replaced the energy consuming traditional incandescent light bulbs with the energy saving (LED) light sources for power saving and to lessen the heat emission.
- Increasing plants and greenery dissemination in all offices and among the institutes
- All cleaning materials are environment friendly
- Prohibiting smoking indoors
- Using blowers all over the institute to avoid any harming smells

Education:

Being the official training arm of the Central Bank of Egypt, EBI has endorsed several agreements with various stakeholders to deliver training programs related to green banking, and inclusive banking aiming at promoting the GC principles among the entire banking sector; such as:

❖ **Inclusive Banking:**

An inclusive banking program was delivered to the entire banking sector in cooperation with the Global Compact local network focal point in Egypt (Egyptian Corporate Responsibility Center) to develop sustainable business models, in addition to improving the national capacity to design, apply and monitor sustainable CSR policies.

❖ **Mostadam Training Program:**

This training program was delivered in cooperation with the Arab African International Bank (AAIB) and the Egyptian Corporate Responsibility Center, in which 4 rounds have been conducted since 2015 as follows: March 2017, November 2017, March 2018, December 2018.

In this program, participants acquired the knowledge to explain the relevance and importance of sustainable finance, the positive correlation between finance and socio-environmental & governance issues. The participants also were able to describe how to raise money from the bottom of the pyramid and how raise money to finance clean energy projects. Moreover, the participants were able to describe how to fund micro and SMEs and entrepreneurs to develop business model for this purpose as well as broadening of risk concept to include social and environmental risk assessment and risk management. Finally, they acquired the knowledge to explain the concept of sustainability reporting.

❖ **CSR International Best practices in the Banking sector in Egypt:**

EBI has endorsed an agreement with CREM BV supported by the Ministry of Foreign Affairs of the Netherlands and Nuffic to provide train-the-trainer courses and conferences in the field of Corporate Social Responsibility for the banking sector in Egypt. The general aim of these trainings workshops and courses is to transfer knowledge, build capacity and make sure that 'sustainability' is embedded within the policies of participating organizations.

In this area of work, CREM supports business, government and NGOs to analyze sustainability issues, develop and implement CSR-strategies, develop assessment methodologies, development and evaluation of governmental policies, and creating new coalitions.

Moreover, in October 2018, EBI has conducted a partially funded study tour for a group of board members and executives to Netherlands, in cooperation with Steward Redqueen Consultancy Firm and the Embassy of Netherlands to get acquainted with the latest best practices in Sustainability.

❖ **Financing Energy Efficiency and Renewable Energy Projects:**

EBI has signed a cooperation agreement in 2017 with the United Nations Industrial Development Organization (UNIDO) to provide international training programs in the field of financing energy efficiency and renewable energy projects, attended by about 40 people working in Egyptian banks.

Another cooperation agreement was signed between the Egyptian Banking Institute, the Ministry of Environment and the Ministry of Industry through the United Nations Industrial Development Organization (UNIDO) to develop the principle of financing energy efficiency projects and clean energy projects in the Egyptian banking sector. In addition to funding a field visit to Tunisia to get acquainted with the latest practices in this field.

بثقة نحو الأمام...
MOVING FORWARD WITH CONFIDENCE...

