



COMMUNICATION ON  
PROGRESS

This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.





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# about us

For over six decinniums , Banque du Caire, has been consistently offering its clients a full range of value-added banking products and services whilst ensuring an outstanding level of customer service combining its deep-rooted history of banking expertise with modern practices and technology, beside its continuous contribution to the revitalization of the economic cycle and development.

Speaking about Banque du Caire's retail sector especially in Microfinance, Government Staff Loans, Auto Loans and Mortgage and its Widespread Network and Distribution Channels supporting the bank's mission in it deliberately offering diverse innovative and competitive products and services that are carefully tackled to meet the vast array of customers.

On the other hand; the Corporate function, Banque du Caire plays an effective vital role in financing the different

sectors of Egypt's national economy via participating in syndicated loans that serve Egyptian Mega Sectors.

This comes beside its vital role in financing the SMEs and Microfinance projects that help elevate countries economies , and in which Banque du Caire has a wide experience as a key market player and being a leader in funding such projects.

Banque du Caire is vigorously committed to apply and maintain Global Banking Practices «Basel II» and abide by CBE Rules and Regulations to reach the best standards in its management, corporate governance, products and services, in addition, to its continuous focus on the development of its human resources skills and competencies.

There is no doubt that Banque du Caire is considered one of the fastest growing banks in Egypt , continuously receiving several regional and international prestigious awards for its outstanding performance for over six decades.

## Quick Highlights



Staff  
≈ 7500



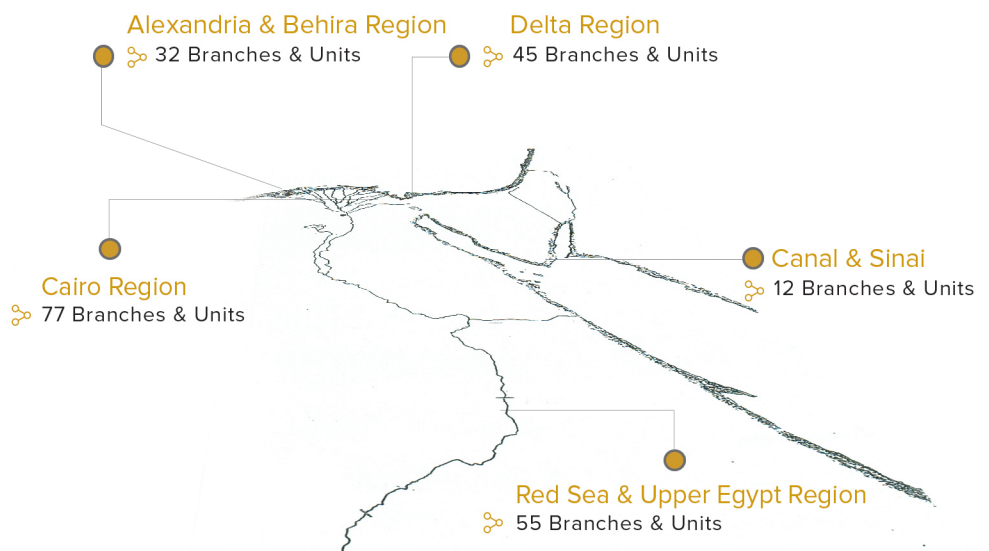
Call Center  
24/7



Branches & Units  
222



Customers  
≈ 2.1 Million





# Banque du Caire's Financial Milestones

Since the restructure of its central departments , Banque du Caire's annual profits tremendously increased in 2011. Such radical transformation is the result of applying a bundle of enhanced policies and procedures related to the development of core banking activities, in addition to, setting stringent rules and regulations for the launch of new products and services that aim at emphasizing the bank's role in economic development in addition to meeting and satisfying customers' needs.

Market confidence derived from solid footprint in Egypt, combined with strong customer loyalty built over 65 years.

Steadfast growth «Clean» loan portfolio with strong balance sheet ratios and complete alignment with international practices and standards.

A leader in retail banking especially in microfinance, government staff loans, auto loans and mortgage loans.

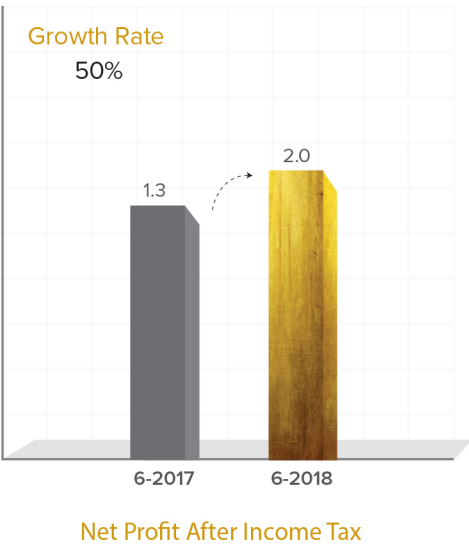
Widespread network and distribution channels. Ongoing expansion and evolution.

Highly skilled and experienced leadership. Specialized management expertise, motivated and loyal staff.

Applying global banking practices «Basel II» and fully abiding by CBE rules and regulations.

Leveraging on Banque du Caire’s performance during the first half of 2018, the Bank’s financial results has shown a tremendous increase in the profits (after taxes) by 50% compared to the previous year. Also, the Bank’s liabilities has shown an increase of 24% compared to last year.

The Bank’s Net profit has increased to EGP 3.2 Billion compared to EGP 2.3 million during the same period in 2017 realizing a return on equity of 50%. The Bank’s internal restructuring has enhanced the operational efficiency of all employees as well as strengthened them with some expertise to achieve a cutting-edge position in the market with regards to size and position.



For more information about Banque du Caire, please visit: [www.banqueducaire.com](http://www.banqueducaire.com)



## Awards & Achievements

Banque du Caire has earned prestigious regional and global awards for its outstanding performance in different areas.

### ► Best Micro Finance Bank

World Union of Arab Bankers - The Banking Executive Magazine.



### ► Ranked No. 1 in the Return on Capital among MENA Region Banks.

The Banker Magazine, Financial Times Ltd. – Top 1000 World Banks Ranking.



### ► Best Fixed Income Fund in MENA Region

MENA Fund Manager Performance Awards.





# Letter From The Chairman



Based on our long-standing history and the absolute trust in our capacities and our promising upcoming future, I have the pleasure to present the second sustainability report of Banque du Caire. It covers the key to the most significant sustainability measures that our Bank is keen to implement, with a vision to strengthen the ten principles of the UN United Nations Global Compact across its four main pillars: human rights, labor, environment, and anti-corruption.

Banque du Caire had managed throughout its sixty five years or more to operate according to an enlightened vision and a strategy supporting the national economy and the community. Through which this strategy helped us achieve impressive successes to the extent that Banque du Caire has become one of the fastest growing banks with a highest return on capital in the Egyptian market. Besides, the bank is progressing its various and innovative banking services to meet the needs of millions of clients from all categories and ages. Also, it is crucial to focus on the evolvement of financing the development projects that contribute to the country's sustainable growth.

Based on our national prominent role and our long and honorable history in supporting and developing the Egyptian economy, Banque du Caire adopts a strategy based on an evolving concept, in compliance with the latest professional and digital standards of the banking industry, both locally and internationally. Such role preserves the framework of our support to the ambitious economic reform program adopted by the Egyptian State to achieve the 2030 sustainable development agenda. The goal of this strategy is to provide the best banking services not only to satisfy the different segments of the Bank's clientele, but also to support the community and the sustainable development.

One of the most prominent attributes of the Bank's forthcoming strategy is the strong up-growth; this growth contributes in arranging and managing syndicated loans for major national projects that serve all developmental areas in conformity with the environmental, Social, and Governance standards that supports the national economy. As a result, this growth is capable of establishing a new economic era that ensures sustainable development.



Additionally, Banque du Caire endeavors to maintain the Bank's leading position in financing small and medium enterprises that the country is bidding on to promote the growth rates, create millions of job opportunities, support family income and reduce poverty, and empower the low-incomed women. The expansion is financing micro enterprises in which the Bank acquires a leading share in the market.

The anticipated strategy of Banque du Caire also rests on applying the principles of financial inclusion to reach out to all segments of the society in general and particularly the youth, whom are the leading generation of prospering and thriving society. This will be executed by providing advanced and innovative services to meet the people's needs in a smooth and cost-effective manner. Like the expansion of easy and safe e-banking services and the development and extension of the Bank's network of branches and ATMs. Together with, the external expansion in several countries and regions and abroad accommodating new segments of the clientele.

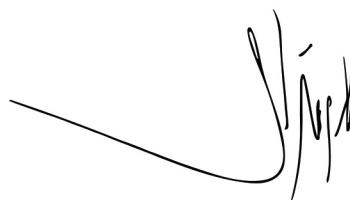
Banque du Caire is persisting in developing and supporting its human resources which are considered the real capital of the Bank and a primary reason for its success. Therefore, the Bank is constantly organizing training and capacity building programs to acquaint its staff with the new developments of the banking industry. We are also keen to convene regular meetings with all staff to follow their ideas on development and the challenges they are facing at work, in order to ensure adequate working environment that support the Bank's leadership and success.

Recognizing the importance of the social responsibility initiatives for achieving sustainable development, our Bank is providing support to many vital sectors such as health, education, and the most disadvantaged villages development, in the framework of its societal foremost and everlasting role to alleviate financial burden on the most disadvantaged communities.

Finally, I reiterate our endless desire to double the Bank's efforts in the objective of integrating the standards and principles of sustainability as a major element of its policies, operations and activities, and pursuing the strengthening of the ten principles of the United Nations Global Compact in the areas of human rights, labor, environment, and anti-corruption, in order to achieve sustainability both for the community and the Bank.

I am confident that the coming period shall witness positive and impressive successes and results, not only for the Bank, but also for the extension to cover various vital sectors in Egypt. With the support of the economic reforms adopted by the State and the interest of the political leadership, investing and employing all capacities and potentials will achieve sustainable development.

Thank you.



**Tarek Fayed**

Chairman and CEO  
of Banque du Caire





## Banque du Caire's commitment to Excellence

Banque du Caire is fully committed to do its day-to-day operations through various policies, values and standards:

### A. Health and Safety:

- At Banque du Caire, we aim to provide a safe and healthy working environment in both our operations and premises.

### B. Labor:

- Banque du Caire maintains fair labor values, including working hours, conditions, wages that comply with the Egyptian Labor law. We condemn the use of forced labor and abusive child labor as defined by the Egyptian Labor law and Rights at Work. We respect our employees' right to freedom of association.

### C. Community:

- Banque du Caire supports a vast array of stakeholders and aims to create value and maximize its impact in terms of not only business success but also participating in the enhancement of the local communities and Country.

### D. Customers:

- Banque du Caire implements standards of conduct and respect for human rights for our employees, suppliers, contractors and partners.

### E. Business partners:

- Banque du Caire does not discriminate in any opportunity based on race, color, gender, gender identity, gender expression, genetic information, age, religion, ethnicity, sexual orientation, marital status or disability when dealing with any of our business partners.

### F. Environment:

- At Banque du Caire, one of the pillars of the CSR strategy is the environment. We work both internally and externally for an environmentally sustainable and paperless bank.

### G. Privacy and Security:

- Banque du Caire respects individual privacy. We strive to secure any business information we collect, use and disclose.

### H. Compliance:

- Banque du Caire observes and strives and implements human rights policies that are consistent with local laws and regulations.





## Banque du Caire's commitment to the 10 UN Global Compact Principles

Leveraging on its significant and edifice role in serving the Egyptian peoples, Banque du Caire has always conducted its business in accordance with rules and regulations prioritizing sustainability and social responsibility in its daily business mission. The Bank has been incorporating Environmental, Social and Governance measures as a core value internally within the bank's day-to-day operations and externally towards the community within a sustainable business model. Such measures are reflected in the bank's support to the UNGC ten principles, with a mission to uphold its basic responsibilities to benefit the economy, society and contribute to achieving a sustainable world. This report provides a clear overview of how the Bank conducts its business using the 10 UNGC principles.



### Human Rights

**Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights; and

**Principle 2:** make sure that they are not complicit in human rights abuses.



### Labour

**Principle 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

**Principle 4:** the elimination of all forms of forced and compulsory labour;

**Principle 5:** the effective abolition of child labour; and

**Principle 6:** the elimination of discrimination in respect of employment and occupation.



### Environment

**Principle 7:** Businesses should support a precautionary approach to environmental challenges;

**Principle 8:** undertake initiatives to promote greater environmental responsibility; and

**Principle 9:** encourage the development and diffusion of environmentally friendly technologies.



### Anti-Corruption

**Principle 10:** Businesses should work against corruption in all its forms, including extortion and bribery.





# Human Rights



## Principle 1:

Businesses should support and respect the protection of internationally proclaimed human rights; and

## Principle 2:

make sure that they are not complicit in human rights abuses.

There is no doubt that Banque du Caire's employees play an integral role in the development of the Bank. The bank takes all the necessary measures to protect employee rights and freedom whilst ensuring employees' safety, health and welfare. The ongoing CSR initiatives extend its support to human rights towards the society through continuous social responsibility initiatives aiming at providing a better life to the people of Egypt.

## A. Our Employees

### a. Hours, Wages & Leave:

- BdC provides monthly wages for employees with an annual profit share and salary increase as an incentive and appreciation for their hard work throughout the year.
- The bank has developed fringe benefit programs introducing different types of allowances to suit BdC employees' needs, e.g. developed transportation allowances, staff loans and credit cards, in addition to developing competitive compensation and benefits for employees in return for their contribution to the bank.
- Working hours are set as per the Egyptian Labour Law where the workweek is limited to 40 hours and overtime is infrequent and remunerated.

- BdC complies with the Egyptian Labour Law to ensure that all employees are paid holiday leave, sick leave, and maternity leave for females.
- The bank ensures that all employees have an official employment status.

### b. Fair Treatment:

- BdC condemns all types of workplace harassment (e.g. physical, verbal, sexual, and psychological). The bank has an HR committee designated for receiving all types of employees' grievances & complaints which investigates each case and takes the necessary actions accordingly as per the bank's regulations.
- BdC respects the privacy of its employees whenever it gathers private information or monitors the workplace.



### c. Employees Wellbeing

- Banque du Caire provides healthy working environment for staff wellbeing and productivity; all buildings are daily monitored in terms of suitable temperature and air conditioning, ventilation, electricity & lighting, sanitary facilities, cleanliness with access to clean food and drinking water. All devices and equipment are regularly monitored by maintenance companies to ensure they are safe and working efficiently.

- Smoking is prohibited inside offices and corridors to provide healthy working environment with certain designated places for smoking; smoke detectors are set up in all offices throughout the bank's branches and units. Frequent email circulars regarding the non-smoking regulations have been sent to the staff backed by monitoring measures taking place to ensure the non-smoking regulations are enacted.

- Employees are provided with free & discounted medical services with access to a wide variety of hospitals, clinics and medicines in various medical specialties.

- The bank continuously works on developing the medical services provided to the staff by updating the medical network on an ongoing basis and working on the simplification of procedures in order to provide the best possible services for BdC employees and their families; expanded the medical network in the Canal region.

- The bank has introduced new Hepatitis C treatment (Qurevo) in addition to the new protocol (Sovaldi - Daklinza) provided to nearly 1000 employees during 2017 & in 2018 it was provided to 282 employees.

- The bank has partnered with 20 new medical centers providing assistive devices for the employees with disabilities.

### d. Employees Safety

Banque du Caire takes all the necessary measures and arrangements to provide a safe environment for its employees, customers and visitors all over its branches and buildings spread nationwide in order to prevent any accidents or emergencies from happening and to be able to respond to them if they occurred.

- **Protective Equipment** are readily available in all the bank's 222 branches and units spread nationwide; fire alarm systems, first aid kits, fire extinguishers and hoses, anti-theft and security systems, cameras, etc. Protective Equipment are readily available in all the bank's 240 branches and units spread nationwide; fire alarm systems, first aid kits, fire extinguishers and hoses, anti-theft and security systems, cameras, etc. in 2018, 11 branches have been totally renovated up till now.

- **Technological developments of the protective equipment** have been implemented in the bank's branches in Cairo, Alexandria, Marsa Matrouh and Siwa whereby the protective equipment have been replaced with new advanced ones with the latest technologies. This has been conducted as per a current time plan that targets updating all BdC branches with new advanced protective equipment. In 2018, the capacity of 15 branches have been raised.

- **Regular monitoring** by the Security team is held throughout all the bank's branches to ensure the security equipment are made available and working efficiently while fixing any problems that are detected. In addition, monitoring rooms are working 24/7 to detect any security related incidents and act immediately.

- **Regular security training, sessions and workshops** are provided to the security personnel and guards;

- In 2017, technical and practical security training courses have been provided to 420 security personnel from all the bank's branches in Cairo and governorates. As for 2018, 460 security personnel have been trained. - The

- The training involved assessments to measure what people learned, monitor the best performers, and conduct open discussions with the security management regarding the security personnel complaints or & problems they face and fix them.

- **Trial Evacuation Awareness campaign** has been conducted targeting all staff members including the security team regarding their roles and instructions to be considered to safely evacuate the bank's buildings on emergency. The trial fire evacuation is undertaken on an annual basis at the bank's head office building, in addition to a bi-annual trial fire evacuation that is held in all branches. The evacuation process and results are monitored by the concerned departments evaluating any concerns that arouse during the fire drill and finding solutions to prevent them from happening in future.

- **Security Awareness campaigns** were delivered to the bank's staff and customers on a regular basis providing security instructions and tips via training, email circulars, flyers, ATM and branch screens.

- The bank deals with professional **security agencies** where the security personnel of the agency are regularly monitored by the bank's security department to ensure they are working effectively & efficiently without any violations related to human rights acts. If any problems occur from the agency personnel, immediate actions are taken (e.g. terminating the contract, paying penalties, or exclusion of the personnel in charge).

- **"BdC Health and Safety Committee"** includes members from the bank's management and staff to improve health and safety measures in the workplace. The committee meets on a monthly-basis and works closely with the bank's concerned departments to:

#### e. Employees' Performance & Motivation:

- **Banque du Caire's Core Values** aims to guide all staff members through a positive and successful conduct internally and externally guided by the bank's vision, culture and values.

- **BdC provides best in class training programs** to enhance employees' skills and performance & meet the bank's strategic objectives; specialized technical training as well as interpersonal skills training courses are provided to help employees develop their personal experiences and improve their work productivity.

The training plan has been implemented in conjunction with international and local training institutions as well as experienced training instructors from BdC staff members providing 769 training programs with a total number of training hours that amounted to **136,194** hours in 2017.

In 2018, Banque du Caire managed to provide 20256 training opportunities and 997 training programs.

- **A performance management system** has been developed applying the latest global standards in employee performance measurement; a balanced scorecard system has been developed aligning individual goals, teamwork, and the objectives of the department/branch of each employee in order to end up achieving BdC's strategic objectives.

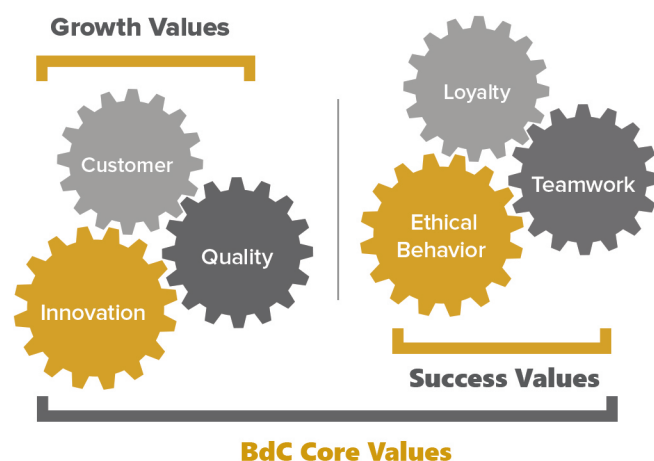
- Regularly monitors the workplace to ensure health and safety arrangements are made available in line with international standards.

- Reports accidents, health and safety problems that occur, investigates and provides solutions, takes actions to prevent any recurrences, and follows up on the execution of the plans.

- Takes part in preparing the security training material provided for the staff members.

- In 2017, a total number of 2523 employees got promoted in different job levels as a reward for their performance and workplace conduct compared to 3715 in 2018

- **Regular training sessions** were provided to managers in order to efficiently apply a balanced scorecard system that has been developed with latest global standards in employee performance management.



- **BdC organized recognition event dedicated to the retired employees** from the overall bank's departments and branches in all governorates in order to honor them for their valued contribution to the bank throughout their work years.





## B. Our community

For the past decades, Banque du Caire has been effectively adopting a wide range of prominent Corporate Social Responsibility initiatives and contributions outside of core banking realm providing a dedicated approach and significant impacts towards sustainable community development in various fields such as: social development, health care, education, food, heritage and culture, vocational training and projects, supporting economy, infrastructure, youth, women and special needs. These initiatives support the Bank's fundamental role towards the development of the Egyptian society and economy.

### a. Developing Underprivileged Villages:

Banque du Caire adopted full-fledged sustainable development to one of the poorest villages in Upper Egypt, Al Qora'an village in Sohag. The Bank managed to do infrastructure and housing renovations, education, health care & microfinance projects for the village residents in order to help provide them with adequate & sustainable living conditions. The project has been implemented in partnership with Khair Wa Baraka Association.

#### 1. Infrastructure:

- Banque du Caire provided the poorest 89 houses in the village with renovation, roofing, electricity, lighting, and bathrooms.
- A major pipe that is 2.6 Km long has been installed for the supply of clean drinking water reaching the areas that lack access to clean water to serve more than 200 homes.

#### 2. Education:

The Bank supported the renovation and development of "Al Qoraan" primary school in the village which is under bad condition with poor infrastructure and unqualified teachers. The project aims at promoting a better learning environment, renovating the school infrastructure and resources and providing technical and professional training programs to the teachers and students. Renovation included:

- Infrastructure: renovating the school's building, classrooms, laboratories and playground (wall painting, electricity & lighting, plumbing systems, bathrooms, windows, doors, furnishing, etc).



- Equipment and tools: providing the school's classrooms, library and laboratories with the necessary learning tools, devices and equipment.

- Students & Teachers training: providing training courses for the students to boost their Arabic language skills, in addition to providing professional training courses for 73 teachers in 7 primary schools, with regular visits to follow up, provide technical support and measure the outcomes.



## a. Developing Underprivileged Villages cont'd:

### 3. Healthcare:

The Bank provided support to the health units of the village to serve all the village's residents through;

- **Medical equipment and tools:** providing 2 health units with the necessary medical equipment and devices used for treating the diseases widely spread in the village.
- **Technical support:** providing regular technical support visits for 1 year for the unit's doctor.
- **Medical Convoys:** providing bi-annual medical convoys providing support for 1825 beneficiaries with free medical examination, medicines, along with operations and surgeries provided for the cases in need.
- **Veterinary Convoy:** providing free medical treatment for 650 animals in the village which are considered a major source of income, food and fiber for their owners.

### 4. Vocational Training:

A vocational training has been delivered for 140 beneficiaries in the village (males and females, especially the women who are the breadwinners of their families) in addition to providing them with the necessary tools and equipment needed to independently utilize in their personal projects in order to generate income for themselves and their families.

The project is planned to continue on an annual-basis with a main target of broadening sustainable development of the poorest areas in Egypt.





## b. Charitable Convoys “Qawafel EL Khair”:

For the 6th consecutive year, Banque du Caire’s “Qawafel EL Khair” was successfully organized during the holy month of Ramadan and the cold winter season aiming at eradicating extreme hunger and poverty across the different Egyptian Governorates. It is worth mentioning that both bank’s employees and the Top management are annually contributing and taking part in the campaign’s visits to the underprivileged villages.

During 2017, the campaign was kicked off giving the support to more than 4000 families. The campaign helped more than 110 patients with their eye surgeries as well as distributed 4000 Ramadan packs to the underprivileged. Banque du Caire’s “Qawafel EL Khair” also helped in providing “water connections” to 111 houses as well as supporting the roofing of 50 houses.

In 2018, the Banque du Caire’s “Qawafel EL Khair” extended its financial support to more than 2000 families. The Bank distributed 2000 Ramadan packs and supported 100 eye surgeries. This is in addition to providing a proper roofing for 50 houses and providing “water connections” to 60 houses.

## c. Charitable Fund “Al Asmarat Fund”

Banque du Caire has participated in funding Al Asmarat national housing project which aims at rehousing of the slums dwellers residents to better and safer neighborhoods.

## d. Healthcare Initiatives

Leveraging on Banque du Caire’s continuous focus on supporting the underprivileged people, the Bank was able to initiate several health care activities to support different hospitals across the Egyptian Governorates. This is done through excessive donations to buy medical devices that are extensively needed by the different hospitals. To make sure that these funds are supporting the people, the Bank conducts follow up visits on regular basis and makes sure that the doctors who use the equipment are well trained.

As part of Banque du Caire’s keenness to support the health sector in Egypt, our Bank has supported many medical institutions such as Bahia Foundation for Early Detection and Treatment of Breast Cancer by contributing to the purchase of a Mammogram device. In addition to this , BdC has supported Ahl Masr Foundation to

help build a and ICU Unit for children in the new hospital. BdC has supported the Ministry of Health in its initiative to eliminate waiting lists in public hospitals.

On December 28, 2018, under the patronage of President Abdel Fattah Al Sisi, President of the Arab Republic of Egypt, Banque du Caire has participated as a bronze sponsor of the Zayed Charity Marathon, which was held in the city of Ismailia for the Shefa El Orman free Cancer.

## e. Education Initiatives

There is no doubt that Banque du Caire endorses the importance of Corporate Social Responsibility as an integral part of its strategy. The bank’s vision is focused on several components such as education. The Bank supported Nile University, Zewail University as well as Ganoub Al Wadi University and Assuit University. This support covers the tuition fees for students who can not pay the university fees. The Bank also provided a scholarship opportunity to 5 students in the Nile University covering their full tuition fees till graduation.

In 2018, Banque du Caire has supported a class of 30 students for one year in some community schools in Fayoum in partnership with Kolena maa Baad (We are all together) NGO.

## f. Community Support Initiatives

To ensure sustainability of all its projects, Banque du Caire acts as a stakeholder or a business partner. The current CSR strategy is shaped accordingly to the country's aim to ensure effective community development in underprivileged areas in Egypt. Each year, the Bank supports different entities and projects that support the community and encourages its development. In 2017, and to celebrate the Orphans Day, the Bank donated to Negoum Mogtama NGO to buy new clothes to 100 children. The Bank also donated 8 motor bikes to underprivileged special needs in Kalyoubia Governorate.

- Distributed **4010** Ramadan food bags.
- Provided **381** eye surgeries for families in need due to the increase of eye diseases in Upper Egypt.
- Provided access to clean drinking water to **282 homes** of the poor.

In 2018, the Bank gave support to El walaa and El wafaa NGO which hosts special needs children as part of its annual commitment towards the NGO, as well as Fatayat Masr for female orphans. Also, and in collaboration with Al Orman NGO, the Bank donated 724 Aman Insurance Certificate to underprivileged people in Beni Sweif.

As part of its CSR activities, Banque du Caire has partnered with Misr Al Khair Foundation and the Egyptian Clothing Bank to provide safe housing and accommodation for underprivileged families in Upper Egypt to protect them from the cold in winter. The initiatives aim to provide roofing as well as decent clothing for these families.

As part of its partnership with Misr Al Kheir, our bank supports the Sakan and Dafa (House and Warm) initiative to roof 150 houses in Aswan Governorate in addition to providing support to 1000 families in Aswan (father, mother and two children) and providing them with 600 Winter necessities.

## g. Sports Activities:

At Banque du Caire, the Sports Committee encompasses 750 employees in 47 teams participating in various sports games throughout the year. The committee offers the following:

- Organizes sports events for the employees in different governorates. The employees also participate annually in the Corporate Sports Tournament.
- Provides its members with training courses and sessions in topics related to various sports fields in conjunction with sports organizations and professors. Participants are provided with the necessary facilities to perform the sports activities (e.g. sportswear, sports tools, devices, and the playgrounds).
- Undertakes annual medical examination for all participants to ensure they are in good health and are capable of performing sports activities.

## h. BdC Employee Services Committee:

The committee organizes and promotes employees' social activities and offers various benefits to meet the purpose of providing financial support, activities and motivation to the bank's staff, their families and the pensioners:

- Pilgrimage and Umrah  
**355** employees, pensioners and their families.
- Summer Vacation Trips and Short and Long Trips..  
**17,691** employees, pensioners and their families.
- Club Memberships.  
**1,846** employees, pensioners and their families.
- Transportation Facilities.  
**650** employees.
- Grants for employees, support in crises and emergency medical cases.  
**105** employees, pensioners and their families.
- The bank publishes obituaries in AlAhram newspaper for the bank's employees and their first-degree family members who passed away.

## g. Economic Support Activities:

Due to its leading role in Microfinance and its CSR strategy, Banque du Caire has partnered with Misr El Kheir NGO to train and provide work opportunities to 210 youth in Sohag Governorate to reduce unemployment. This new initiative aims to train and raise capacity of the youth as well as providing them with the tools needed to start their own career.

Also, the Bank was able to partner with Al Hassan Foundation to support Income Generating projects for the differently abled people. The project was able to support 8 of the handicapped in Upper Egypt.

# 750 employees in 47 teams

Participating in various sports games







## Labour

### Principle 3:

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

### Principle 4:

the elimination of all forms of forced and compulsory labour;

### Principle 5:

the effective abolition of child labour; and

### Principle 6:

the elimination of discrimination in respect of employment and occupation.

Banque du Caire is governed by rules and regulations that are in line with the Egyptian labor laws.

**A • Freedom of association:** Banque du Caire recognizes the rights of its staff to freedom of association and to bargain collectively.

- BdC Employees Association: it is comprised of BdC staff members from different job levels representing the interests and needs of employees, discussing them in regular meetings with the top management and engaging in putting solutions and benefits to be provided for the staff.

- It aims at continuously offering the best for BdC employees and protecting their rights through taking part in the top management decisions related to: promotions, appraisals, wages, hiring of employees, contracts, profits, etc. In addition, it participates in organizing social and sports activities for the staff.

**B • Complaints, grievances and personnel system:** it is handled through a committee of staff members nominated from different sectors and departments in the bank and works under the supervision of the HR management.

The committee investigates and studies staff complaints and grievances to reach proper solutions to fix them and overcome any recurrences.

**C • Forced Labour:** The bank takes all necessary measures to ensure that it does not participate in any form of forced labour with respect to recruitment, wages, leave, working hours, as it complies with the Egyptian labour law.

**D • Child Labour:** BdC complies with minimum age standards; no child labour.

- Contractors working on the bank's buildings construction are prohibited from using child labour. In case a contractor uses child labour within its workers, the bank warns them in an official letter for the first time, if the contractor does not respond to the bank's warning, the contract is terminated.

**E • Non-Discrimination:** The bank ensures that employment-related decisions are based on relevant and objective criteria. According to the Egyptian Labour Law, employees with disabilities represent 5% of the bank's staff.





# Environment

## Principle 7:

Businesses should support a precautionary approach to environmental challenges;

## Principle 8:

undertake initiatives to promote greater environmental responsibility; and

## Principle 9:

encourage the development and diffusion of environmentally friendly technologies.

Banque du Caire recognizes the importance of the surrounding environment and the urgency of keeping it safe. This is done meticulously by using the precautionary approach and the environmentally friendly technologies.

### A. Devices and Equipment

- All devices and equipment are regularly monitored by maintenance companies to ensure energy saving and decrease emissions and wastes.
- Since 2017, Banque du Caire has been working on powering the datacenter with latest technology machines that reduce energy consumption supporting our "going green" mission. The main aim is to implement automated systems that archive documents and reduce paper work as well as getting rid of the hard disks in an eco-friendly way to protect the environment. Also the Bank is in contact with specialized suppliers of ink cartridge printers to help the bank get rid of empty ones in a safe way.
- Execution and recycling of expired ink cartridges is effectively conducted through the specialized suppliers

according to safety measures and regulations to protect the environment.

- Power saving mode is activated on all employees' computers by automatically turning off the display after 5 minutes in order to reduce energy consumption.

### B. Paper Consumption

- Banque du Caire continuously works on applying new technologies to automate the daily work operations archive documents as soft copies, minimize the tasks redundancy and provide eco-friendly solutions. The bank works to decrease paper consumption and waste within the daily operations with the aim to reduce the bank's paper waste and contribute to the environment.





### C. BdC Buildings and Branches:

Banque du Caire takes the necessary measures to ensure its branches are designed in line with national and international standards through the below:

- **LED Lighting:** LED lighting is used in all new branches along with a time plan that is being implemented to replace the traditional florescent lighting in all the bank's current buildings and branches with LED lighting.

- LED lighting is used in BdC branches to save energy and increase air conditioners' efficiency as it decreases the heat emissions coming from lighting. It is also more durable compared to traditional lighting and free of harmful substances that negatively affect the environment like e.g. mercury which is used in other fluorescent lighting bulbs.

- **Branches infrastructure:** The bank's main building is equipped with double-glassed windows to absorb heat coming from outside the building preventing it from negatively affecting the central air conditioning system inside. In addition, the branches' facades are designed with thermal control to save energy consumed by air conditioners and provide suitable temperature.

- The bank has designed and developed a complete eco-friendly branch in Siwa where all the materials used are environmentally friendly and inline with the international standards.

- Technical studies to use solar energy in the bank's head office building are underway aiming at saving energy consumption and costs.

- Eco-friendly plumbing systems are used in the bank's buildings to save water and energy, provide clean water and decrease chemical effects.

- **Air conditioning:** BdC ensures all new air conditioners in the bank's buildings and branches are environment friendly as per the features below:

- Energy Star certified; which means they meet the energy efficiency regulations.

- Use eco-friendly refrigerants, the bank prefers R410A Freon, if available, which does not contribute to ozone depletion. This has been applied in AISheikh Zayed branch which uses the VRF technology.

- Air conditioners' sound is lower than 50 decibels in order to provide a healthy working environment that reduces stress and increases employees productivity.

- Use the inverter feature to reduce the energy consumed.

- Equipped with ionizer technology which is effective in removing dust and bacteria from the air in order to provide a healthy workplace.



## Anti-Corruption

### Principle 10:

Businesses should work against corruption in all its forms, including extortion and bribery.

Banque du Caire is committed to adapting its internal policies and practices with the international standards of ethical business practices. The bank has set well-developed anti-corruption principles and policies aiming at reinforcing a well-developed compliance culture commitment among the staff. The Bank ensures its compliance with applicable laws, legislations and regulations including anti-corruption laws while maintaining a "Compliance Culture" among all staff members. A clear evidence is obvious in the bank's Code of Ethics, Whistle Blower Policy, Corporate Governance Manual and annual reports as well as the Anti-Money Laundering policy.

**A. Code of Ethics:** Positive compliance culture is the main goal whereby the employees act responsibly, honestly and with integrity. BdC's code of ethics illustrates values and minimum requirements for ethical business conduct. The Code applies to dealings among colleagues as well as contacts with clients and competitors.

The Code of Ethics sets out clear how employees and senior managers must behave in order to comply with applicable laws and regulations. It goes without saying that any and every type of corrupt behavior on the part of the employees is prohibited. They are not permitted to accept, pay or approve any types of bribes.

**B. • Whistle Blower Policy:** BdC's policies for the prevention of corruption represent one of the bank's key principles. The measures taken to implement such policies encompass reporting misconduct on an employee or superior within the bank. The purpose is to have a direct and independent channel for staff to report fraud, unethical acts or malpractice, as well as non-compliance with regulations.

- All complaints are handled in strict confidence to protect the whistleblowers' identities and content of the complaints. There will be no action taken against any employee who, in good faith, reports a concern.



### C. Anti-Money Laundering Policy:

It applies to all staff members and sets out procedures for the reporting of suspected money laundering activities with the aim to reduce potential criminal activity. The policy defines procedures that assist compliance with legal obligations.

- AML Policy requires licensees to establish adequate system and procedures for customer identification, record keeping, compliance monitoring, staff training, internal and external reporting of suspicious or unusual transactions.
- The Central Bank Of Egypt's legislation No.80/2002 and its amendments are designed to prevent money laundering and reflect the Financial Action Task Force ( FATF ) 40 recommendations. They form together with the CBE Customer due diligence regulations, the MLCU Regulations and the industry guidance, the cornerstone of Anti-Money Laundering (AML) / Combating Financing Terrorism (CFT) obligations for our bank and outline the offences and penalties for failing to comply.



### Anti-Money Laundering Policy

### D. Corporate Governance:

Effective corporate governance in accordance with international standards is a part of Banque du Caire's identity. It is apparently emphasized in the Governance Manual & in the responsible management and control of the bank through sound, clear and transparent relationships between the management, board of directors and shareholders and as well in the obviously-clear authorities and responsibilities of each of them. Governance maintains the stability and sustainability of the bank which guides the day-to-day activities.

- BdC's annual Governance reports emphasize the importance of the bank's sustainability policies and goals and its strong commitment to credibility.
- The bank has developed training programs provided for the employees in the fields of: Compliance, Anti-money laundering and Corporate Governance to reach 6073 in 2018 compared to 5132 training hour in 2017.

Banque Du Caire ensures its adherence with the CBE supervising requirements and in harmony with the international IS standards that are in agreements with the bank activity. The Bank's Information Security has executed various projects that aim at downsizing security threats and breaches in order to provide a secured banking service to our customers. The Information security is always providing IS awareness sessions to update employees on the importance as well as the risk associated to the security of BDC's information security policies.

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