

H.E. Antonio Guterres
Secretary-General United
Nations New York, NY
10017 USA

Dear Mr. Secretary-General,

I am pleased to confirm that gig-Egypt supports the Ten Principles of the United Nations Global Compact on human rights, labour, environment and anti-corruption. With this communication, we express our intent to implement those principles. We are committed to making the UN Global Compact and its principles part of the strategy, culture and day-to-day operations of our company, and to engaging in collaborative projects which advance the broader development goals of the United Nations, particularly the Sustainable Development Goals. gig-Egypt will make a clear statement of this commitment to our stakeholders and the general public.

We recognize that a key requirement for participation in the UN Global Compact is the annual submission of a Communication on Progress (COP) that describes our company's efforts to implement the Ten Principles. We support public accountability and transparency, and therefore commit to report on progress within *one year* of joining the UN Global Compact, and *annually* thereafter according to the UN Global Compact COP policy. This includes:

- A statement signed by the chief executive expressing continued support for the UN Global Compact and renewing our ongoing commitment to the initiative and its principles. This is *separate* from our initial letter of commitment to join the UN Global Compact.
- A description of practical actions (i.e., disclosure of any relevant policies, procedures, activities) that the company has taken (or plans to undertake) to implement the UN Global Compact principles in each of the four issue areas (human rights, labour, environment, anti-corruption).
- A measurement of outcomes (i.e., the degree to which targets/performance indicators were met, or other qualitative or quantitative measurements of results).

Sincerely Yours,

A handwritten signature in black ink, appearing to be "Alaa El-Zoheiry", written over a horizontal line.

Alaa El-Zoheiry

Managing Director



SUSTAINABLE DEVELOPMENT GOALS



This is our CoP
Commitment of Progress – Social Responsibility
Sustainability 2020

About the Company



- **gig-Egypt** is an Egyptian Insurance company established under the Egyptian Insurance Law No.10 of 1980.
- A member of the Egyptian Insurance Federation.
- **An Egyptian non-life insurance arm of gig group** which has very strong presence in more than 15 MENA countries. Ownership structural is dominated by gig group's share of more than 99% of the company's paid up capital.
- **gig-Egypt** started doing business since July 1st, 1994.
- Issued Capital is EGP 500M.
- Paid up capital is EGP 315M (5 times the minimum regulatory limit).
- **gig-Egypt** maintains underwriting excellence as a key strategic goal, and that support the company to be 1# in terms of underwriting profitability in the Egyptian market for years with exceptional combined ratio. (5 years average combined ratio below 80%).
- The company has achieved extraordinary growth rate in terms of GPW far exceeding the market trends.
- The company has 22 branches covering all governates (Cairo, Ismailia, Suez, Port Said, Tanta, Mansoura, Alexandria, Hurghada, Sharm El-Sheikh, Sohag, Assiut, Luxor and El-Menya).
- A member of the UN Global Compact.

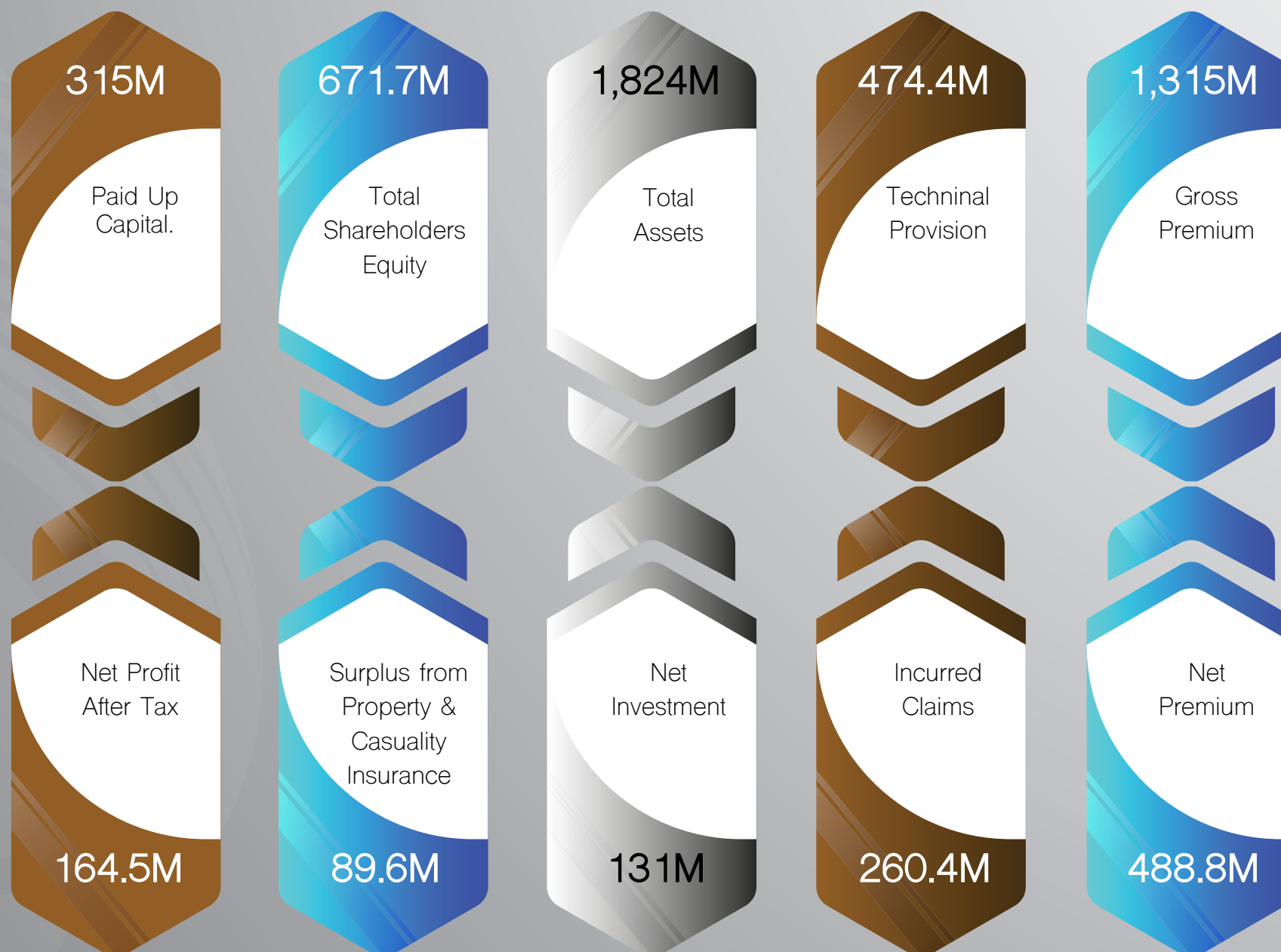


Principles for Responsible Investment

- gig-Egypt incorporates **ESG** issues into investment analysis and decision-making processes.
- gig-Egypt incorporates **ESG** issues into our ownership policies and practices.
- gig-Egypt seeks appropriate disclosure on **ESG** issues by the entities in which we invest.
- gig-Egypt promotes acceptance and implementation of Principles within the investment industry.
- gig-Egypt works together to enhance our effectiveness in implementing the principles.
- gig-Egypt reports on our activities and progress towards implementing the principles.



Key Financial Figures - June 2020 in Millions EGP



Market Share



The company has achieved gradual increase in market share of 7% at year-end 2019.

Nominations & Prizes

gig-Egypt successfully maintained its good credit rating unchanged from both Moody's and AM Best in 2020

Financial strength rating of **B++**, and Issuer credit rating of **bbb+** with **stable** outlook from AM Best



Financial strength rating of **Ba2** with **stable** outlook from Moody's.

MOODY'S

Accordingly , gig insurance – Egypt is the only insurance company in Egypt that has double international credit ratings from two globally recognized rating agencies (AM Best & Moody's).

Awards



Year 2020, despite the spreading of **COVID-19**, was an exceptional year for gig-Egypt as it succeeded to win 6 prestigious awards from many regional and international bodies:

- Best Non-Life Commercial Insurance Company - 2020 from **International Finance** magazine.
- **North African Insurer of The Year - 2020** from **MENAIR Awards**.
- General Insurance Company Of The Year 2020 Egypt from **International Business Magazine Award**.
- Best Non-Life Commercial Insurance Company - Egypt 2020 from the **Global Economics**.
- Best General Insurance Company - 2020 from The Congress of Medical and Healthcare Insurance of the **Afro-Asian Insurance Federation**.
- Best Auto Insurance Company Egypt - 2020 from **Global Banking & finance review**.



MENAIR
AWARDS 2020

Charities & Contributions to our SDGs



Good health & well-being. Donations a 87% increase from 2020 - 2019



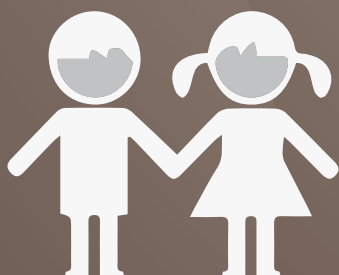
Sustainable cities and communities, providing clean water & sanitation



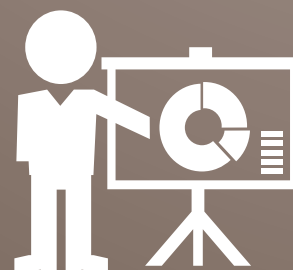
Decent work & economic growth to end hunger and poverty



Partnerships for the Goals



Supporting Foundations for Orphans



Education. We insure 4 educational institutions with a total of 16,497 students

Covid-19 practices and safety of our employees in the company:

Reduce the number of employees in the workplace to %50, while other employees will work remotely. Employees working from the office measure temperature first before going into the building. Daily masks are given to all employees.

Hospitality service is suspended until further notice, each employee will make his own drink by maximum two employees in the buffet and wearing the mask. Putting paper cups in the buffet(used only once).

Cleaning Services is available on a daily basis prior to employees attendance and wastes disposal will take place at in the end of the end day.

Temporary closing praying room until further notice.

Sanitizer's are placed in every floor. Building disinfection is done every two weeks.

Employees are requested to conduct virtual meetings using ZOOM or Skype with other employees or customers and to reduce face to face meeting to the minimum.

made PCR(COVID 19 test)to identify employee is infected or not. We have made Rapid test for all employees ,suspicious results went home and made Blood test (CBC – CRP – SGOT/SGPT – LDH – FERRITIN)

In case of infection employee will be home isolated and HR will be following up his case with the medical company doctor, After recovery employee will make again PCR(COVID 19 test) to ensure that he is not infected anymore and to be able to return to work(same procedures for employees with mild symptoms)



According to **Mr. Alaa El-Zoheiry**, the managing director of gig-Egypt, the FY 2020/2019 only witnessed 3 months of COVID19-, yet gross written premiums were still impacted. Due to the partial lockdown and severe economic stagnation, initial forecasts predicted double-digit retractions in premiums by June 2021, however the first 9 months of 2020 witnessed 11.6% increase in GWP compared to the same period in 2019. By comparison, we are seeing declines in premiums in regional markets, which means Egypt's insurance sector is doing very well. We are predicting retail, micro insurance, reinsurance and bancassurance will be high-potential segments that will drive growth during FY 2021/2020 and may result in better projections than initial forecasts.

The Children's Cancer Hospital Egypt 57357 (CCHE) widely known as Hospital 57357 is a unique healthcare institution and an ultimate example of what can be achieved when people work together for a common goal. The people of Egypt and friends from all over the world and most particularly in the Arab World have contributed generously to the establishment of the hospital which has been completely built by donations. Egyptians from all walks of life rallied around the setting up of a state of the art pediatric oncology hospital to achieve the dream of a better tomorrow for their children with cancer.



We have designed and designated a gym for **health and well being** of our employees to participate in good health and well-being.



The children's cancer hospital Egypt 57357 is an incredible project that is a true example of the goodness of mankind and what can be achieved when people work together for a common goal. Egyptians and people from all over the world and most particularly in the Arab world have contributed generously to the hospital in their wish to support change and improvement and also in their desire to contribute in any way for the future of our countries and our children, both the sick and healthy. Hospital 57357 provides quality care and cure for all patients without discrimination for free. Am Cham member Mr. Ellis from gig – Egypt, had the idea to start “Make a wish” campaign. We took some of our HEROES (Cancer Children Hospital 57357) to ride horses as part of their new MAKE A WISH initiative.

gig – Egypt would like to share the results, below the Cancer Children in the hospital 57357:

Make a Wish. This was a wish the cancer children has and we made it come true in December 2020.



gig – Egypt renewed Egypt sponsoring contract as the company logo is placed on the park ambulance which is located inside and used to train kids on how to work on it as a part of the park activities and also to increase the kids knowledge of insurance and how important it is. **KidZania** Cairo is considered to be the first edutainment outing for children in Egypt. The children get together to make their dreams of a better world come true.



Ana-El-Masry Foundation is an Egyptian Non-Governmental Organization registered under the number 2008/559 at the Ministry of Social Solidarity in Egypt; with the objective of providing and implementing an integrated system approach to support the poor and marginalized families in slums and disenfranchised area. The foundation adopts the new millennium goals, which seeks to improve the lives of 100 millions residents in unsafe areas and slums around the world. Aligned with state's policy in the development and upgrading of slum areas, the foundation seeks to develop an integrated system to improve the lives of poor families, with a special focus on breadwinner mothers and at-risk children.

With this in view, the foundation works with low-income, socially and economically marginalized families, whose children are also subject to harsh living conditions. Targeted groups are, poor and marginalized families, breadwinner mothers who are sole providers, street children and children at risk and slum youth.



The education system in Egypt is a “complicated story,” the Minister of Education, Tarek Shawki, began his speech at AmCham's Annual General Meeting and Iftar event, held on the May 29th at the Four Seasons Cairo Hotel at Nile Plaza. “But it is a very exciting story,” he continued, “because I think we have reached a point of no return and we have a strong political will to reform the system.”

“What we are working on right now has been thoroughly discussed and developed over the past few years,” said Shawki. Countries attended for Advanced Training : UK ,Lebanan, USA, Bahrain, Jordan ,Kwait , Oman. Topics : Risk Management, Medical Insurance, Water based fire protection ,Public relation, HR workshop / coaching & leadership, Energy conference, Fire, Engineering ,Reinsurers, and Liability Insurance .



We express support for **advancing equality** between women and men to:

- Bring the broadest pool of talents to our endeavors
- Further our companies' competitiveness
- Meet our corporate responsibility and sustainability commitments
- Model behavior within our companies that reflects the society we would like for our employees, fellow citizens and families
- Encourage economic and social conditions that provide opportunities for women and men, girls and boys
- Foster sustainable development in the countries in which we operate



Therefore, we welcome the provisions of the Women's Empowerment Principles – **Equality Means Business**, produced and disseminated by the United Entity of Gender Equality and the Empowerment of Women (UN Women) and the United Nations Global Compact. The principles present seven steps that business and other sectors can take to advance and empower women. We have a woman from Suez Canal Bank representative on the board. Thus promoting **progress in diversity** in Egypt.

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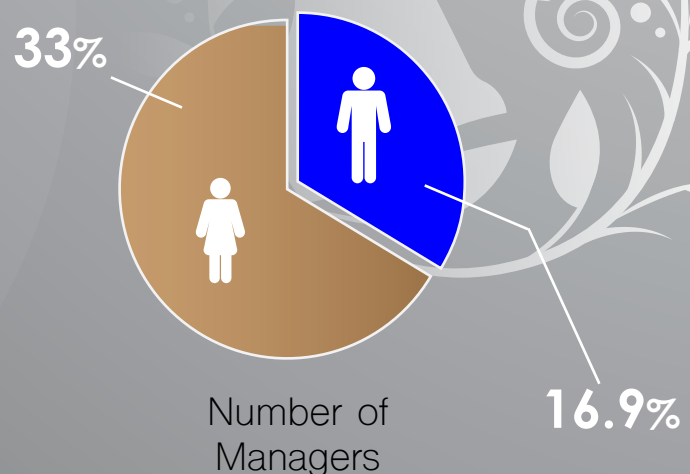
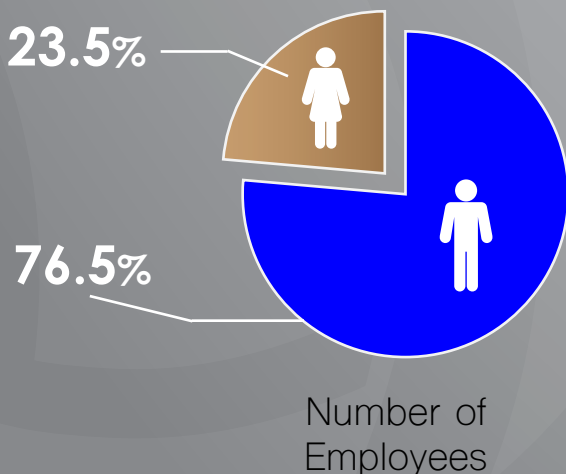
Total number of employees

11

Total number of women department heads

7

Total number of women branch managers





7 AFFORDABLE AND CLEAN ENERGY



Final stage of finishing works has been reached for Non-life and life companies headquarter which is planned to officially open in the current year and from the company commitment to use affordable and clean energy we installed the below systems in our new building:

We are using high **energy saving led panels** as a building lighting system. We expect to move into our new HQ in 2020.

We are using **double-glazed glass panels** to mitigate heat transfer inside the building which is minimizing air conditioning system consumption.

The building is totally controlled by **Building Management System (BMS)** which is minimizing all electrical equipment energy consumption.

Sustainability affects all sectors of business, for instance agriculture employs almost 45 percent of women in the workforce. Through work with agricultural technical schools, universities, and research institutions.

Engineering insures 9 renewable energy companies 8 in solar power & 1 in wind power.



New HQ building which is equipped with energy saving devices.
Completed in 2020.

8 DECENT WORK AND 8 ECONOMIC GROWTH



Leading the way in Micro Insurance:

Egypt's **microinsurance** sector has been underserved for years due to inadequate products, unreasonable prices, and lack of awareness and access. Two executives offer their views on how that is changing.

Egypt is home to an emerging microinsurance market of 27 million people, representing 39 percent of the working population, according to Atlas Magazine. Earning 15–5\$ a day, the vast majority of this segment is unbanked and unfamiliar with insurance products, but new regulations are encouraging insurance companies to expand their services.

Microinsurance is one of the major tools of microfinance, according to a report by Japan's International Cooperation Agency (JICA). The International Association of Insurance Supervisors defines microinsurance as accessible by low-income people "run in accordance with generally accepted insurance practices."

In Egypt, there is a strong potential for growth with 270,000 people (0.32 percent of the population) covered by microinsurance, according to a MENA Insurance report, and the Financial Regulatory Authority (FRA) has supported the establishment and growth of **microinsurance**. A 2019 JICA report says that from –2015 2017, a **microinsurance** platform was established at the Insurance Federation and the FRA issued a directive laying the foundation for microinsurance in Egypt.

Microinsurance has been a priority for regulators and the insurance sector for the past three years.

Insurance penetration in Egypt is still very low, about 1 percent of the population.

One of the most important decisions the FRA issued recently is allowing integration between insurance companies and **microfinance** institutions. Another milestone is the Administrative Control Authority's decision in 2018 to make it obligatory for any client who registers in microfinance, representing about 3 million customers, to have credit life insurance. We see a considerable demand for microinsurance, however, it is still less than what we hope to reach. A lot of work and innovation has to be done along the way. We have reached millions, but the market has an appetite for more.

Microinsurance will be the most important tool for financial inclusion. The majority of beneficiaries are seasonal workers with no fixed income who do not belong to any syndicates. They have no life, health or property protection. **Microinsurance** can generate financial inclusion at large, as it will act as a guarantee for financiers when it comes to investing. It will be the bridge that people will cross for financing.

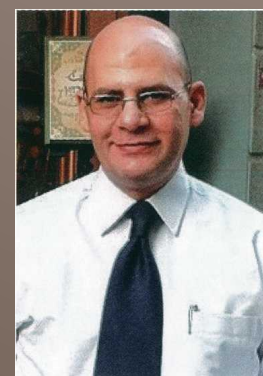
The Insurance Federation in Egypt, in cooperation with the regulator, put together a concise policy that administrative contracts should avoid technical jargon. This was put in place to make it easy to understand a policy's requirements. Secondly, Egypt is doing its best to reduce the cost of insurance. Without good pricing, products will not be affordable for the target group. **Microinsurance** in Egypt can start at EGP 3.18\$) 50) per year. Today, any Egyptian can afford this.

Thirdly, Egypt changed the distribution method for a better reach.

It is now feasible for clients to receive their policies by email or WhatsApp from the comfort of their homes. They also can pay the fees in installments through a Meeza card, ATM or digital wallet. Reimbursements and claims also can be digitized.

Egypt's edge is our massive scale. Generating profit in microinsurance requires a large pool of potential customers, which we already have. With Egypt's low penetration rate and high population, the demand for **microinsurance** is extremely high. The market now incentivizes players to tailor their products to the needs of the population. It is a very niche market to be explored. Egypt now has a clear regulatory framework that encourages companies to invest in this segment in cooperation with post offices, banks and distributors.

gig-Egypt is a pioneer in **microinsurance** in Egypt. We took the first step by admitting we did not know how to proceed, and so we had to research. We studied business models of other countries and 'Egyptianized' them and got them approved by FRA. Our distribution channels are diverse and among the largest, our scope is non-life insurance policies. We have around 1,000 new client per day. Eighty percent of our portfolio is 45–25 years old. They are seasonal workers with a non-fixed income in agriculture, fisheries or construction, and they represent a huge part of the informal economy. We have been growing 40 percent year to year. In November, gig-Egypt was approved to use digital signatures in insurance policies. In 2021, all **microinsurance** will be 100 percent digital.





Existing % Future Products Inspired by the COVID- 19 Pandemic:

gig-Egypt product initiatives in 2021–2024 and current insurance products

- warranty and service contracts for green technology
- insurance in relation to carbon offsetting projects
- insurance in relation to carbon trading projects
- green crop insurance
- green insurance discount applying to workers compensation
- professional liability for energy auditing professionals

Our current product portfolio consists of, property ,engineering ,marine, motor, medical ,liability ,money, oil and gas ,and aviation insurance.

Sustainable and green products:

We do consider the impact of «climate change» on underwriting is comprised of sustainable and green products currently offered by insurers and reinsurers.

- Insurance for Renewable Energy Projects
- Insurance for Renewable Energy Property, Equipment and Loss of Use
- Insurance for Pollution/Environmental Liability
- Directors & Officers Insurance

We can provide Sustainable Products :if requested, limits as per client request

- Green Property Rebuilding
- Property Loss Mitigation Device Discount
- Pay As You Drive/Low Mileage Discount–Fuel Efficient/Low Emission Vehicle Discount
- Provide discounts for hybrid or electric passenger vehicles
- Upgrade to Green Commercial Fleets



Micro Insurance Policy with Makeen Lotfy
General Manager, Business and Products Development
What was the motivation behind the micro insurance expansion?

Makeen: Egyptian insurance penetration is scarce. A population of 100 million; there is an insurance penetration in Egypt of less than %2 of the population. Micro-insurance is a tool that provides middle to lower class Egyptians with affordable insurance covers at affordable prices to reach the mass.

How do you consider the social impact of micro insurance ?

Makeen: Our business model is not only supporting our business expansion and the growth of our insurance premiums , but also has direct social/financial impact as an effective tool to enhance the lives of millions of people in the Egyptian villages .. This is totally matching the vision of gig's entire management about the intersection between social justice and insurance. Of how a vision from the top about innovation can be driven to the villages of Egypt which total population exceeds 45 million people, mostly illiterate and unserved.

FEED THE FUTURE EGYPT RURAL AGRIBUSINESS STRENGTHENING

gig – Egypt has developed a milk policy for farmers with cow, buffalo herds. We will continue working with the NGUs to strengthen the agricultural businesses.

Through the Feed the Future Egypt Rural Agribusiness Strengthening activity, USAID helps farmers in Upper Egypt and the Delta become more self-reliant and grow marketable crops that meet international standards for export. Under the U.S. Government's global hunger and food security initiative, Feed the Future, Egyptian farmers and food processors are establishing connections to domestic and international markets, gaining access to finance, and increasing their adherence to food and safety practices. Additionally, the activity is assisting Egyptian agribusinesses in modernizing their food technology and delivery systems by upgrading processing facilities, refrigeration trucks, and water-efficient irrigation systems. This activity builds on USAID's previous investments in Egypt's agricultural sector, including in irrigation infrastructure, establishment of agricultural associations, and training programs to help farmers transition from traditional staple crops to high-value horticulture. Implementing Partner: ABT Associates; Life of Project: August 2018 – December 2023; Total Estimated Cost: 36.3\$ million; Governorates: Alexandria, Assiut, Aswan, Beheira, Beni Suef, Cairo, Dakahlia, Giza, Gharbia, Ismailia, Luxor, Menoufia, Minya, Qalyoubia, Qena, Sharkia, and Sohag

Donations to some governmental hospitals and entities with an amount of EGP 268 K. And also gig Egypt, in cooperation with Sonaa El Kheir Foundation for Development, has contributed to the development of the villages most in need in Egypt and to provide a decent life for the people of the village of **Samta in the Governorate of Qena**, and 30 personal accident documents have been issued for the benefit of small fishermen in the village.



17 PARTNERSHIPS FOR THE GOALS



Global Partnerships to sustainable development.

Energy, good governance, and sustainable economic development :These factors are supported in the public sector for the achievement of peace, security and lowering poverty levels.

Public and Private Partnerships' (PPP) to expand the economy to create jobs.

Partnerships with local NGO's do have a positive impact on PPP.



In order for gig-Egypt to fulfill its membership in the UNGC, it aligned it's business model operations with the 10 principles of the UN Global Compact along with the 17 SDGs to maintain corporate sustainability in the areas of human rights, labor, environment and anti-corruption. With this commitment, gig-Egypt is responsible for supporting the Global Compact in advancing these principles to it's stakeholders.

Egypt's insurance industry is significantly smaller than global, emerging and regional peers, with an insurance density (the ratio of gross written premiums, GWP, to population) of EGP 330 and a penetration rate (GWPs share of GDP) of 0.9%, Among the sector's biggest challenges are limited insurance literacy and low incomes. According to state statistics agency CAPMAS, Egyptians' average annual income in 2019 was EGP 58,000, with 23.5% of the population below the poverty line of EGP 735.5 in monthly income. With insurance predominantly beneficial for lower-income earners bearing higher personal, medical and occupational risks, a lack of awareness of those benefits drives most household spending elsewhere. Egypt insurance metrics in 2019 was GWP share of GDP is 0.9%.

Summer Camper Program given by **Wellspring** Egypt provided an opportunity for 25 students: age 7-14 years to attend the **Anna El Masry Foundation** established in 2008.

The goal of the project is to provide for the care and accommodation of approximately 125 Street Children (homeless), inside Cairo . The **Wellspring** students provided food, games, and interaction with the children at the Foundation HQ . This allowed for new friendships and a connection to the children from both economic backgrounds. Partnering with **Ghabbour** Auto whom provided the transportation and **gig-Egypt** insured the campers program.

