

2021 SUSTAINABILITY REPORT

STRATEGIC & RESPONSIBLE
GROWTH TOWARDS ESG
CONVERGENCE



FOR ALL THAT COUNTS

 ALEXBANK | بنك الإسكندرية

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Bank of INTESA  SANPAOLO

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1. INTRODUCTION

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Chairperson & Managing Director
and CEO Letter

Patterns of Al Quseir community on textile.

Photo by: Ahmed Hayman



1.1 REPORT GUIDE

The **ALEXBANK 2021 SUSTAINABILITY REPORT** aims to present progress on material topics of significance to **ALEXBANK** (hereinafter referred to as “the Bank”) and its stakeholders. The report reflects the Bank’s management approach, performance, and key initiatives and achievements.

The report structure and content are based on the outcomes of materiality assessments and stakeholder engagement efforts. The Bank’s departments and teams have provided contributions of value to the content of this report. The final draft of this report has been approved by the **ALEXBANK Board of Directors** and **Intesa Sanpaolo Group**. **Masader S.A.E.** has provided a limited assurance statement on the content of this report.

The **INTRODUCTION** provides a message from the Bank’s leadership and a bird’s eye view of the Bank’s ESG performance and its progress throughout the past five years.

The **ABOUT THE BANK** section provides details on our business model and strategy, governance framework and organizational structure lines of business.

ALEXBANK is committed to further aligning its disclosure with Intesa Sanpaolo and globally recognized frameworks, and we hope readers find this report accessible and insightful.

This report has been prepared based on the Intesa Sanpaolo Group guidelines for non-financial statements (NFS) disclosures of the Intesa Sanpaolo’s International Subsidiary Banks Division (from here on – **ISBD**) banks and is broken down into introduction and four sections.

The **BOUNDARY** section presents the Bank’s reporting approach and alignment with applicable regulatory and disclosure frameworks.

The **METHODOLOGY** section focuses on the Bank’s sustainability context, its approach to stakeholder engagement and materiality assessment. It provides a comprehensive overview of its material topics: how they are managed, key initiatives under each topic and key performance indicators.

The **ESG PERFORMANCE** of the bank according to its material topics is presented with in-depth data across the various sections of the report in line with applied reporting frameworks.



1.2 BOUNDARY

ALEXBANK COMPLIES WITH NATIONAL REGULATIONS & LEGISLATIONS AND PARENT COMPANY GUIDELINES ON ESG DISCLOSURES. IT ASPIRES TO BE A STEP AHEAD OF LEGAL, REGULATORY AND DISCLOSURE REQUIREMENTS.

DISCLOSURE CONTEXT

The report has been prepared with consideration of the evolving ESG regulatory context, based on the new guidelines by Intesa Sanpaolo, Intesa Sanpaolo's International Subsidiary Banks Division (from here on – ISBD) banks, Central Bank of Egypt (CBE) Sustainable Finance Principles and GRI reporting principles: Accuracy, Balance, Clarity, Comparability, Completeness, Sustainability Context, Timeliness and Verifiability.

SPATIAL AND TEMPORAL BOUNDARIES

The scope of this report is limited to ALEXBANK's offices and branches situated in Egypt. This report also presents certain data and insights about its stakeholders whenever they are relevant to the report's scope. The reporting period is from January 1, 2021, to December 31, 2021.

This is ALEXBANK's fifth consecutive sustainability report, with each of the previous reports covering years 2017, 2018, 2019, and 2020 accessible on its website [Publications section](#).

DISCLAIMER

While ALEXBANK has made every attempt to ensure that the information contained in this publication is accountable and accurate, all information and performance indicated in this publication are historical. All Intellectual Property Rights associated with this publication are proprietary.

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1.3 METHODOLOGY

THE BANK MONITORS AND DISCLOSES ITS PERFORMANCE IN LINE WITH RECOGNIZED GLOBAL FRAMEWORKS CONSIDERING THE EXPECTATIONS OF DIVERSE STAKEHOLDERS TO PRESENT A COMPLETE, STRAIGHTFORWARD, AND TRANSPARENT PICTURE OF ITS ESG PERFORMANCE.

The CSR & Sustainable Development Office coordinates all involved functions of the Bank in non-financial data collection, according to the Group approach on drafting the Consolidated Non-Financial Statement. ALEXBANK has refined its ESG disclosure methodology and internal procedures during the past five years. In 2021 the Bank focused on further streamlining ESG data management through engaging all of the Bank's teams to capture versatile contributions and ensure a coherent approach.

FRAMEWORKS, STANDARDS AND TOOLS

ALEXBANK has prepared this report in line with the revised Global Reporting Initiative (GRI) Universal Standards 2021, United Nations Global Compact (UNGC) requirements and contributed to the UN Sustainable Development Goals (SDGs). As part of Intesa Sanpaolo, the Bank aims to integrate cor-

porate social responsibility and efforts in accordance to the ISO 26000 standard. Since becoming the signatory of UNEP-FI Principles of Responsible Banking (PRB), ALEXBANK has also published reports on its progress in implementing the principles.



ALEXBANK's "Ghalya" annual gift, "Sekoun", is in a form of a pouch with embroidered art that signifies refugee artisans' definition of "home" and "calmness"



1.4 CHAIRPERSON & MANAGING DIRECTOR AND CEO LETTER



ZIAD BAHAA EL-DIN

NON-EXECUTIVE CHAIRMAN
OF THE BOARD OF DIRECTORS
REPRESENTATIVE OF INTESA
SANPAOLO



DANTE CAMPIONI

MANAGING DIRECTOR & CEO

ALEXBANK is keen to combine knowledge, resources and partnerships to support the logics of sustainable development, combining its business with sound Corporate Social Responsibility principles and actions. Through the 5th edition of our Sustainability Report, we communicate our vision and impact on our society, one of our most important stakeholders, based on the GRI standards.

Amid the challenges imposed by the repercussions of the pandemic and the growing attention on ESG principles, throughout 2021 the Bank maintained a strong focus on business continuity while caring to keep its employees and customers safe.

The rapidly changing scenarios require maintaining a flexible focus on our customer base and the society as a whole, addressing emerging needs and expectations in a very agile manner. “For All That Counts”, the Bank’s new communication tag-line released at the end of 2021, is a reinforcement of our mandate to responsibly get closer to our customers, supporting them in tackling the diverse variety of social needs with flawless product and services, tailor made to the Egyptian market’s specific needs. This allows us to align and serve a growing number of customers favoring the financial inclusion path, with this also meeting the expectations of Egyptian Authorities towards the banking sector.

With ever-growing digitalization and user experience improvements, ALEXBANK serves a wide range of customer’s segments, from microfinance, retail, SMEs - with a special focus on manufacturing and agriculture - up to Large Corporates. During the past year and until now, the Bank has been heavily engaged in demanding projects aimed at strengthening its IT infrastructure and related applications, with the objective to increase the customer satisfaction by providing faster, easy to access, reliable products and services. The optimization & digitalization of our internal processes through end-to-end automated workflows to be fully deployed very soon, coupled with

the automation and centralization of several back-office activities, will favor the overall efficiency of our branch network, improving the level of our services’ accessibility. ALEXBANK continues to align with core global & national sustainability frameworks, such as GRI standards, UNGC principles, and the Sustainable Development Goals of Egypt’s vision 2030. Further, ALEXBANK continues to support the transformation of the financial system towards sustainable finance, as a signatory since 2019 of the UN Environmental Programme’s Finance Initiative and founding signatory of the Principles for Responsible Banking.

The year 2021 has witnessed a strategic and radical shift towards focusing our plans and pursuits on the incorporation of ESG within our core business plan and activities, in alignment with our parent company’s intensified focus and ambitions. In fact, during 2021, by following Intesa Sanpaolo Group’s guidelines, the Bank has started undergoing a particularly profound transformation towards ESG principles, which will be engraved into ALEXBANK’s strategy, governance process and corporate culture, making ALEXBANK’S existence inseparable from its vision of sustainability and impact champion.

With the new Intesa Sanpaolo 2022-2025 Business Plan announced in 2022, ALEXBANK will pursue mobilizing its resources to enable and support the implementation of the strategy’s wider vision & goals thanks to the diverse, inclusive, and talented pool of managers and employees which place ALEXBANK in a strong position to achieve successful and excellent performance across multiple fronts of actions.

We are particularly proud of the bank’s people dedication and achievements, and look forward to another year of impactful results, transparent ESG strategic leadership, and real benefit to the people and communities we operate in. We hope to keep affirming ALEXBANK as a recognized and powerful agent of change, in supporting the goal to keep pursuing a more and more sustainable and inclusive economy, while proactively preserving the environment.

2. ABOUT THE BANK

Mission and Values
Strategic Goals
Lines of Business
ESG Journey
Progress Snapshot
Overview
Parent Company

ALEXBANK's Ramadan bags are made by members of Bagaweet project. After printing Al Quseir patterns onto the bag, they are hung to dry in the sun.

Photo by: Ahmed Hayman



ESTABLISHED IN 1957, ALEXBANK IS ONE OF EGYPT'S LEADING PRIVATE SECTOR BANKS AND PERFORMS UNDER THE CENTRAL BANK OF EGYPT (CBE) AND MONETARY LAW NO. 194/2020. THE BANK HAS BEEN A SUBSIDIARY OF THE INTESA SANPAOLO GROUP SINCE 2007, WHO CURRENTLY HOLDS 80% OF ALEXBANK'S SHARES AS OF 2020.

ALEXBANK OWNS ONE OF THE LARGEST PRIVATE-SECTOR BRANCH NETWORKS WITH 175 BRANCHES AND OFFICES ACROSS EGYPT. LOCATED IN EVERY MAJOR EGYPTIAN GOVERNORATE, THE BANK PLAYS A SIGNIFICANT ROLE IN EGYPT'S SUSTAINABLE ECONOMIC DEVELOPMENT AND TRANSITION TOWARDS A SUSTAINABLE FINANCIAL SYSTEM.



ALEXBANK's head office building preserves its identity by fostering the same building since its establishment



2.1 MISSION AND VALUES



Bagaweeet project handmade tote bags designed to celebrate the culture and people of Al Quseir in the Red Sea area

Photo by: Ahmed Hayman

ALEXBANK is committed to supporting sustainable economic development while ensuring its business grows consistently and responsibly, benefiting those it directly serves and promoting the wellbeing of its employees to build a thriving society and sustainable economy in Egypt while safeguarding the planet amid environmental change.

Supported by the strong values of Intesa Sanpaolo Group, active across more than 40 countries worldwide, ALEXBANK is responsible to both its stakeholders and the communities where it operates. The Bank's commitment to Creating Shared Value (CSV) is ingrained in its culture, helping it grow stronger by practicing sound business principles. In support of Egypt's vision 2030 and the SDGs, ALEXBANK aims to balance economic growth, social development, and environmental protection. Its mission drives collaboration with financial and business sectors, governments, employees, and civil society to

create a sustainable future.

Dedication, energy, responsibility, and a culture of innovation drive the vision for a successful bank that makes a positive social impact and creates a shared value for all stakeholders.

Today, ALEXBANK focuses on solving some of the country's most complex challenges. The Bank works closely with small and medium-sized businesses to ensure they have the education and tools to grow their business while supporting established companies with advanced products and services. It combines large-scale operations with profound local roots and broad vision without losing sight of individuals.

ALEXBANK's values reflect its identity and help it stay committed to its promises, while evolving as a financial institution and proactively responding to external changes.

INTEGRITY

The Bank pursues its goals with honesty, fairness, and responsibility in the full and true respect of the rules and professional ethics in the spirit of international and local agreements and initiatives.

VALUE OF THE INDIVIDUAL

The value of each person is a guide for the Bank's routine, which adopts listening and dialogue as tools for continuously improving its relationship with all its stakeholders.

TRANSPARENCY

The Bank is committed to making transparency the basis of its actions, advertising, and contracts to allow its stakeholders to make independent and informed decisions.

RESPECT FOR SPECIFIC QUALITIES

The Bank's intention is to combine large-scale operations with profound local roots and be a bank with a broad vision without losing sight of individuals.

EQUALITY

The Bank is committed to eliminating all forms of discrimination from its conduct and to respect differences in sex, age, race, religion, political and union persuasions, language, or disability.

RESPONSIBILITY IN THE USE OF RESOURCES

The Bank aims to use all its resources attentively, promote behavior based on the best use of resources and the avoidance of waste and ostentation, and gives priority to choices that take sustainability into account.

EXCELLENCE

The Bank sets itself the target of continuous improvement, farsightedness, anticipating challenges, cultivating extensive creativity aimed at innovation, and recognizing and rewarding merits.



2.2 STRATEGIC GOALS

Amid innovation, **ALEXBANK** remains mindful of those it serves, aiming to be a trusted partner to its customers by offering inclusive financial services that empower impactful and sustainable growth. Additionally, ALEXBANK's digital infrastructure, new developments in the Fintech ecosystem, and big data capacity enable deep insight into the market's dynamics and offer innovative solutions that help spread wealth in society.

The Bank keeps enhancing its customer experience, increasing transaction efficiency, and streamlining access to funds. It secures individual savings and helps its customers make easy purchases, from ordinary transactions to purchasing a home and improving the quality of its customers' lives. Naturally, ALEXBANK also advises individuals about the best ways to invest for future needs, including their children's education and retirement services.

Support provided to customers helps them leverage opportunities via working capital and payroll to export their merchandise. By loaning to small and medium enterprises, the Bank supports them in developing their businesses, resulting in a growth of the national economy. ALEXBANK strategic goals have remained the

same throughout 2021, reflecting the [Intesa Sanpaolo Group 2018-2021 Business Plan](#) and the Bank's operational context.

ALEXBANK's goals are expected to keep evolving in line with the Intesa Sanpaolo Group strategy, market developments, and national priorities.

Move from CSV to ESG

by leveraging our core business to create sustainable impact.

Create environmental awareness among our employees, clients, and the wider community.

Bank the unbanked through working towards financial inclusion for all segments, including the informal sector.

Continue and build upon ALEXBANK efforts and initiatives relevant to impact financing for marginalized groups in society.

Establish a leadership position for ALEXBANK in the financing of the agribusiness sector.

Increase market penetration by reaching out to marginalized areas and digitizing products and services for ease of accessibility.

Establish strong synergies

between social responsibility and our core business activities in terms of governance structure and activities.

Formalize a more robust risk management system that monetizes the cost of infractions to the Bank to avoid losses, which will give a more efficient and secure system.



2.3 LINES OF BUSINESS

ALEXBANK PROVIDES VALUE-ADDED FINANCIAL PRODUCTS, SERVICES AND SOLUTIONS TO RETAIL, SMALL BUSINESS, MEDIUM AND CORPORATE ENTERPRISES, INCLUDING CURRENT AND SAVINGS ACCOUNTS, LOANS, DEPOSITS, CREDIT CARDS, CREDIT FACILITIES, FINANCIAL DERIVATIVES, AND DIGITAL SERVICES. THE BANK ALSO HANDLES COMPANY MERGERS, INVESTMENT PURCHASES, COMPANY RESTRUCTURING FINANCING, TREASURY MANAGEMENT & FINANCIAL INSTRUMENTS.

ALEXBANK'S FIVE MAIN LINES OF BUSINESS ARE AS FOLLOWS;



MASS RETAIL AND AFFLUENT

The Bank offers financial services and solutions to retail customers in addition to tailored Financial Inclusion products. Providing distinguished retail banking proposition for our clients through the development and distribution of value-based products, services and consumer solutions and to provide comprehensive and competitive banking services efficiently and sustainably through standard, semi-standard and tailored propositions; while ensuring the most efficient use of our internal resources through a segmented, customer-centric approach.



MICRO, SMALL, AND MEDIUM-SIZED ENTERPRISES (MSMES)

Offering all existing & start-up MSMEs access to credit with tailored innovative financial solutions for working capital or fixed assets, contributing positively to both ALEXBANK's growth and the development of the Egyptian economy.



TREASURY

Responsibly managing & investing the pool of customers' deposits, to maximize interest rate margin & generate capital gains for the Bank. Handling the Bank's liquidity, banknote requirements, fixed income portfolios, currencies positions and the Bank's direct investment portfolio.



CORPORATE AND INVESTMENT BANKING

Offering a wide range of products, services, and solutions that combine between local expertise & global experience, to fit the needs of various corporations in diversified sectors. Supporting clients with cash management, trade finance, credit assessments, complex transactions, and to grow trade business. The lines of business that serve the Corporate customers are; Domestic Large Corporate Mid-Corporate, Multinational Clients, Investment Banking, Financial Institutions, and Transaction Banking.



DIGITAL BANKING

Availing a complete banking experience at the palm of the customer's hand with the Bank's digital banking services and application, such as Ma7fazty application, ALEXBANK Mobile Banking & Internet Banking Applications, ALEXPOINTS Application, ALEXBANK O-Key Application, Electronic Bill Payment, and ALEXALERTS.



2.4 ESG JOURNEY

DURING THE PAST FIVE YEARS, ALEXBANK HAS UNDERGONE A PROFOUND EVOLUTION FROM STRATEGIC CSV (CREATING SHARED VALUE) LEADERSHIP TO THE INTEGRATION OF ESG INTO THE HEART OF ITS BUSINESS MODEL. THE BANK HAS ENTERED A NEW PHASE WITH A STRONG FEELING OF PURPOSE AND A CLEAR UNDERSTANDING OF STAKEHOLDER EXPECTATIONS.



*With the intensifying attention on ESG integration we are enthusiastically embracing this new concept with the aim of affirming more and more as an “**impact bank**”, capable of directing resources, finances, and initiatives to projects and areas that create important socioeconomic benefits in the medium and long-term for the society in which we operate. We believe that as a Bank, we have the responsibility to focus on giving back to society, and we will strive to do our best in making a difference for the community we serve.*

*We believe the path forward in doing so is also via **increased awareness and engagement** with our people in order to create systematic change and an embedded **ESG culture**. Increasing individual and collective awareness of ESG issues and other significant topics requires affirming a new type of culture, and with the help and strong **commitment of our Management team**, this will result in a strong impact of our Bank on critical ESG issues such as, among others, diversity & inclusion, climate and environmental change, gender equality, financial literacy and financial inclusion.*



GIANLUCA CORRIAS
DEPUTY CEO AND ESG MANAGER



5-YEARS REPORTING JOURNEY

As **ALEXBANK's** reporting advances, so does its transparency and proper stakeholder segmentation and targeting. As 2021 marks the 5th sustainability report, the Bank has undergone an analysis of its past reports to draw conclusions on the way forward regarding its reporting technique and methodologies.

REPORTING FOCUS






REPORTING REPRESENTATION

MATERIALITY

REPORTING FRAMEWORKS

FROM CSV

TO ESG

2017	2018	2019	2020	2021
				
CSR & BUSINESS PERFORMANCE	FINANCIAL INCLUSION		DIGITILIZATION	
			COVID-19, HEALTH, SAFETY & BUSINESS CONTINUITY	
			SUSTAINABLE FINANCE, ESG & MARKET LEADERSHIP	
FACTUAL AND ACTIVITY REPORTING		ESG YOY KPI ASSESSMENT		
NOT MATERIAL/ MATERIAL	ACCORDING TO TOPIC SIGNIFICANCE			BASED ON AN IMPACT ASSESSMENT
Aspects from the GRI G4 guidelines and the Financial Services Sector Supplement, the priorities of Intesa Sanpaolo, stakeholders' views and the Bank's senior management input determined the most material topics	The assessment methodology has been developed in line with Intesa Sanpaolo Group guidelines and GRI Sustainability Reporting Standards. Factoring in a multi-stakeholder input backed-up by stakeholder engagement and surveys. Represented in the form of a matrix showcasing the material ranking.			The updated GRI Universal Standards, the GRI 3: Material Topics 2021 document was referenced in the preparation of the materiality assessment with focus on the organization's impact on Human Rights, People, Economy, and Environment. The topics were presented as a ranking with scoring



The updated GRI Universal Standards, the GRI 3: Material Topics 2021 document was referenced in the preparation of the materiality assessment with focus on the organization's impact on Human Rights, People, Economy, and Environment. The topics were presented as a ranking with scoring



2.5 PROGRESS SNAPSHOT

Last year's challenges and the Bank's rapid response has allowed it to stay on solid ground and address stakeholder needs and requirements.

Following the Parent Company's guidance, rules and vision has proven to be a cornerstone in advancing the Bank's ESG actions and initiatives. In 2021 ALEXBANK has sustained its strong focus on social empowerment and impact. An assessment on the Bank's operations has also been conducted to understand how it can further reduce its footprint, build a more circular organization, and improve efficiency and optimize costs. Together, those efforts have been united by an ambition to make sustainability a clear priority at every level, in every decision and for every department, branch and employee.

This year, ALEXBANK has witnessed multiple changes and advancements in its system:

GOVERNANCE



1:3 FEMALE:MALE
ratio within the
Board of Directors

29
impact partners engaged

62
non-governmental
organizations (NGOs)
since 2018

5
Ethical Complaints

285
Suppliers of which 98.6%
being local Egyptian compa-
nies or having a local presence

1,675,000
total number
of customers

40 K+
direct beneficiaries from
CSR Projects

PEOPLE



4,300
total employees

15.4% WOMEN
in managerial positions
83%
of total employees trained

546
new employees

400 **111,669 HOURS**
summer interns of training

1 : 2.6 FEMALE:MALE
employees ratio

31.3 HOURS **3,566**
of training/ employees
employee trained

ZERO
employee work-related
ill-health/ fatalities

ZERO TOTAL INJURIES
during working hours

PLANET



71.7 MTCO₂E
Scope 1 emissions

8,120.55 MTCO₂E
Scope 2 emissions

1047.9 MTCO₂E
Scope 3 emissions

2.8% REDUCTION
in electricity consumption

25% DROP
in water consumption

103.5 TONS
of shredded
paper recycled

PROSPERITY



Net interest income
UP BY 2.9%

Cost to income ratio
39.4% IN 2021
VS. 44.6% IN 2020

Net income
UP BY 4.42%

18%
Agribusiness share of
MSMEs portfolio

1 K+
Smallholder Farmers
Loans

EGP 21.98 MILLION
CSR Donations

43K+
Microfinance Loans



2.6 OVERVIEW

BANK PROFILE

ALEXBANK provides value-added and impactful financial products, services and solutions to Retail, Small Business, Medium and Corporate Enterprises, including current and savings accounts, loans, deposits, credit cards, credit facilities, financial derivatives, lifestyle services, remittances and insurance products and digital services. The Bank also handles company mergers, investment purchases, restructuring financing, treasury management, and financial instruments.

	2020	2021	YOY
Total Customers	1,613,672	1,674,750	4%
Retail	1,538,155	1,593,260	4%
Corporate	4,620	4,684	1%
SME	4,012	4,367	9%
Small Business	66,885	72,439	8%

BANK'S BUSINESS ACTIVITIES	CORPORATE	SMES	SMALL BUSINESS	RETAIL AND MICROFINANCE	OTHERS ¹	TOTAL
Gross Income per Type of Business Activity (EGP)	603,574,455	192,205,203	479,639,647	2,850,003,641	3,168,557,042	7,293,979,988
Proportion of the Bank's Overall Business	8.27%	2.64%	6.58%	39.07%	43%	100%

¹ Treasury, Investment and Head Office



GOVERNANCE

Organizational Structure

As of 14th of December 2021

HIGHLIGHTS

Board Diversity (F:M Ratio): 1 : 3

Executive Management Committee (EXCO) has been restructured from a Board of Director committee to a Management committee

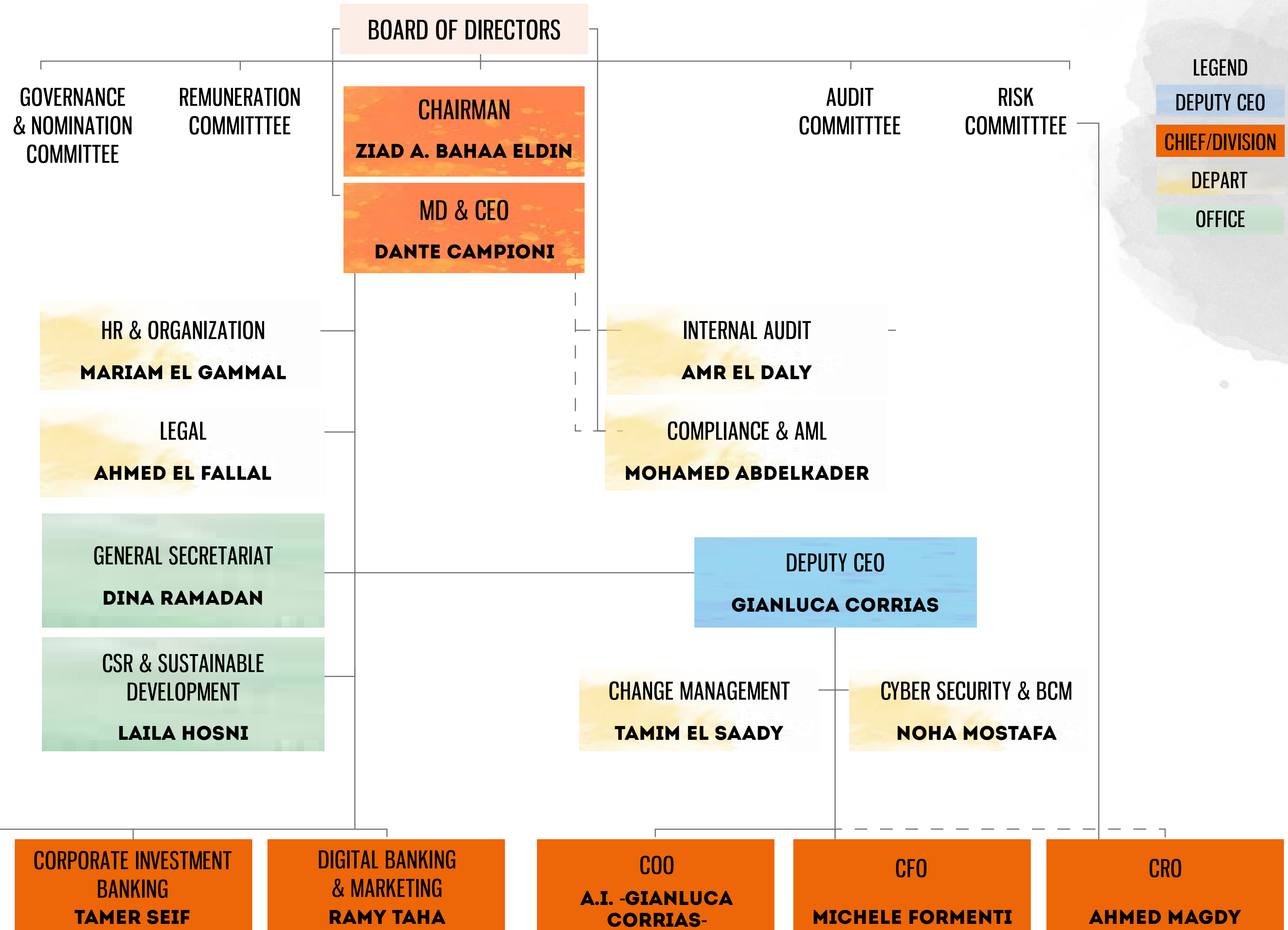
Establishing the Cybersecurity & Business Continuity Management department

Change Management and Cyber Security & BCM department directly report to the Deputy CEO

Ms. Alessandra Alcesi
Deputy Chairman (appointed as of July 2021)

Mr. Gianluca Corrias
Deputy CEO & Executive Board Member
(appointed as of July 2021)

Mr. Gianfranco Pizzutto
Non-executive Board Member
(appointed as of September 2021)





BOARD

The Board of Directors (further referred to as the Board or BoD) is the highest governance body within the Bank, overseeing and monitoring the operations and financial performance of ALEXBANK by covering policy approval and strategy development. Convening a minimum of 8 times per year, the BoD overgoes periodic reports tabled and submitted for approval and acknowledgement. The main part of their duty includes looking out for the best interest of shareholders, employees, depositors and other stakeholders and avoiding conflict of interest. In turn, any board member with potential conflicts of interest pertaining to any decision abstains from taking part.

During the selection and nomination of Board members, the local regulations and requirements, the shareholders review and approve all the changes introduced to the Board after obtaining the CBE's approval on the nominations.

The Managing Director and CEO, Mr. Dante Campioni, reports to the Board.

Board of Directors Remuneration:

The General Assembly annually determines the remuneration and other benefits of ALEXBANK's Non-Executive Board members. As for any executive directors, their remuneration and other benefits are

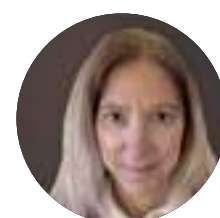
determined in accordance with the rules and procedures established by The Board of Directors and in alignment with the local regulations and Group's policies.

ALEXBANK Board of Directors*

**DR. ZIAD BAHAA ELDIN**

CHAIRMAN

NON-EXECUTIVE CHAIRMAN REPRESENTING ISP

**MS. ALESSANDRA ALCESI**

DEPUTY CHAIRMAN (APPOINTED AS OF JULY 2021)

NON-EXECUTIVE MEMBER REPRESENTING ISP

**MR. DANTE CAMPIONI**MANAGING DIRECTOR AND CEO
EXECUTIVE BOARD MEMBER**MR. GIANLUCA CORRIAS**EXECUTIVE BOARD MEMBER
(APPOINTED AS OF JULY 2021)**MR. GIANFRANCO PIZZUTTO**NON-EXECUTIVE BOARD MEMBER REPRESENTING ISP
(APPOINTED AS AT SEPTEMBER 2021)**MR. ALESSANDRO D'ORIA**

NON-EXECUTIVE BOARD MEMBER REPRESENTING ISP

**DR. EHAB ABOEISH**NON-EXECUTIVE BOARD MEMBER REPRESENTING
THE MINISTRY OF FINANCE**MS. SHERINE EL SHARKAWY**NON-EXECUTIVE BOARD MEMBER REPRESENTING
THE MINISTRY OF FINANCE

*The Annual Shareholders Meeting will review the constitution of the Board of Directors including the 2021 appointments during its meeting scheduled on 31st March 2022.



COMMITTEES

The **General Secretariat's Office** is responsible for carrying out corporate governance at ALEXBANK, serving as the link between stakeholders and ALEXBANK's Senior Management in line with its organizational structure. Any issue identified by the office is immediately communicated to the CEO and Chairman.

The office has been updated to include the Board and Committees Management Unit and the Translation Unit. Currently, the Office Operation Manual is being updated to include the new changes in duties and responsibilities.

The senior management team convenes with the established committees periodically to monitor and discuss issues which fall under each committee's responsibilities.

Governance Committees:

The Board currently has four committees that are tasked with supporting the Board in the decision-making process. The Executive Committee has been re-established as a management committee in accordance with the new CBE Banking Law.

DUE TO THE INTRODUCTION OF THE NEW CBE BANKING LAW IN SEPTEMBER 2020 THE FOLLOWING CHARTERS AND DOCUMENTS WERE UPDATED TO FACILITATE ALIGNMENT:

- 1 ALEXBANK Code of Governance that covers all the charters of the Board and its Committees**
- 2 ALEXBANK Management Committee Charter that covers all Senior Management Committees charters and work methods**
- 3 Started reviewing Articles of Association that will reflect the changes in Capital and Shareholders Structure**
- 4 Started reviewing ALEXBANK's Commercial Register to reflect the changes in Board constitution**



Branches are designed to provide customers privacy



GOVERNANCE AND NOMINATION COMMITTEE

The Governance and Nomination (GNC) Committee primarily evaluates ALEXBANK's governing system and works collaboratively with the Board of Directors to optimally assign tasks and responsibilities across the Board and other sub-committees. Local and group requirements drive the Board's annual assessment under the supervision and initiation of the Nomination committee.

The annual assessment is carried out via two Questionnaires:

- (1) Board Assessment Questionnaire.**
- (2) Individual Self-Assessment for Board members and the Board of Directors collectively.**

The Chairperson of the Board may ask to interview the Board members separately to discuss the results further.

The GNC also nominates the appointments of new directors for the Board.

REMUNERATION COMMITTEE

Along with the Parent Company's Guidelines on Corporate Governance, local Regulatory requirements and the Articles of Association of Bank of Alexandria, the Remuneration Committee is a body of the Board of Directors set with the purpose to support the BoD in all activities concerning remuneration as well as discussing and recommending to the Board the final approval on remuneration policies, incentive schemes, remuneration related issues and analysis of reviews and recommendations.

All updates to the remuneration policy are tabled by the HR department to the committee which sets recommendations to the Board for approval. All remuneration takes into consideration the alignment with the Labor Law and other relevant local laws as well as Internal and Local salary surveys.

RISK COMMITTEE

The Risk Committee provides strategic risk management framework supervision along with supervising the risk management function at the Bank. The Committee pays special attention to those activities which are conducive in helping the Board properly define an effective Risk Appetite Framework (RAF) and risk management policies and makes other risk-related decisions. The Chief Risk Officer (CRO) reports to the Risk Committee on quarterly basis all types of Risks and the Risk Management reporting.

AUDIT COMMITTEE

The Audit Committee is simultaneously working as an advisory and recommendation entity, supporting functions towards the BoD in reference to periodic evaluation of the adequacy and effectiveness of the overall internal control system of the Bank. It regularly assesses the efficiency and functionality of the internal control system and accounting system of the Bank and analyses information regarding the most significant and transversal/structural criticalities of the Bank from the internal control perspective.

The Head of Internal Audit Department, the Head of the Compliance Department and ALEXBANK External Auditors reports to the Audit Committee on quarterly basis and flags any issues or concerns that require the Committee's intervention.



NGO children painting camel coin banks that were gifted today during the launch of Hady Bady's mobile Application



MANAGEMENT COMMITTEES

ALEXBANK has nine permanent Management Committees responsible for making daily decisions on critical operational activities. Each decision making, advisory and consultative committee was established by the Board and reports to the Board on their respective area.

EXECUTIVE COMMITTEE

The Executive Management Committee (EXCO) has been restructured from a Board of Director committee to a Management committee. It is a permanent decision making and advisory committee mandated to manage and monitor day-to-day activities and affairs of the Bank, to ensure alignment with bank strategy, and the efficient use of the Bank's resources. Additionally, the committee serves as the key forum for all matters related to corporate governance and makes decisions on new ideas of product features.

CREDIT RISK GOVERNANCE COMMITTEE

The Credit Risk Governance Committee (CRGC) is a permanent decision-making and advisory Committee whose mission is to ensure a qualified and coordinated management of credit risk within the exercise of credit prerogatives of the Bank and in compliance with the applicable laws, Group regulations and Parent Company strategic decisions. The Committee's main responsibility is to define and update credit risk strategic guidelines and credit management policies based on the constant credit portfolio monitoring and, for Product Governance purposes, to analyze and assess issues related to the launch and monitoring of the products that imply credit risk.

CREDIT COMMITTEE

The Credit Committee is the highest permanent decision-making committee of the Bank regarding performing counter parties whose main responsibility consists of adopting credit decisions in line with the issued strategic guidelines and credit policies, while acting within the credit prerogatives of the Bank and in compliance with the applicable laws and Group regulations.

ASSETS AND LIABILITIES MANAGEMENT COMMITTEE

The Assets and Liabilities Management Committee (ALCO) is a permanent decision making and consultative committee, focused on financial risks governance, on the active value management issues, on the strategic and operative management of assets and liabilities and on Financial and Liability Product Governance in compliance with Parent Company guidelines, Bank's internal regulations, laws, rules and regulations set by the competent Authorities.

The Committee, acting within the limits of the delegations and competencies established by the Board of Directors, is dedicated to the following areas:

- **Financial Risk Governance and Assessment**
- **Operative Management.**
- **Product Governance for Financial and Liability Products**



ALEXBANK's community development projects aim to not only teach communities Egyptian crafts, but to also excel at the crafts through accuracy and precision

Photo by: Ahmed Hayman

INTERNAL CONTROLS COORDINATION COMMITTEE

The Internal Controls Coordination Committee (ICCC) is a permanent advisory committee, acting within the limits of the delegations and competencies established by the Board of Directors, with the aim to strengthen the coordination and the cooperation among the various Bank's control functions, facilitating the integration of risk management processes.

OPERATIONAL RISK COMMITTEE

The Operational Risk Committee (ORC) is a permanent decision-making and advisory committee whose mission is to ensure a qualified and competent management of operational risk issues (including, but not limited to, ICT and Cyber Risk), in compliance with the applicable laws, Group regulations and internal procedures.

PROBLEM ASSETS COMMITTEE

The Problem Assets Committee is the highest permanent decision-making Committee of Bank regarding risky and non-performing counterparties whose main responsibility consists in taking necessary measures to prevent and mitigate credit losses connected with risky and deteriorated assets while acting within credit prerogatives of the Bank and in compliance with the applicable laws and Group regulations.

CHANGE MANAGEMENT COMMITTEE

The Change Management Committee (CMC) is responsible for the strategic management of changes within the Bank's overall operations through the definition and monitoring of the Bank's project portfolio, prioritizing the respective projects and investments in line with the Bank's strategy, monitoring of the related activities and spending as well as solving any escalated issues.

TENDER COMMITTEE

The Tender Committee is ALEXBANK's top most procurement decision-making body established with the aim of ensuring that ALEXBANK makes effective decisions when selecting suppliers and contractors for goods and services on a tender basis.

The Committee is functioning on a permanent basis to approve the awarding of contracts and select the tender winners for procurement of goods, services or assets in full compliance and respect of ALEXBANK Procurement Rules.



2.7 PARENT COMPANY

INTESA SANPAOLO GROUP (HEREINAFTER: THE GROUP) ASPIRES TO BE A LEADER IN WEALTH MANAGEMENT, PROTECTION, ADVISORY SERVICES, EFFECTIVE COMMISSIONS, AND DIGITALIZATION. THE GROUP IS COMMITTED TO ESG EXCELLENCE, CREATING SOCIAL IMPACT AND PROVIDING A SIGNIFICANT CONTRIBUTION TO CLIMATE ACTION AND CIRCULAR ECONOMY THROUGH INTERNAL INITIATIVES AND EXTERNAL ENGAGEMENT.

RELATIONSHIP WITH ISP GROUP - INTERNATIONAL SUBSIDIARY BANK

As an International Subsidiary Bank, ALEXBANK uniquely benefits from robust frameworks, and comprehensive guidelines set out by the Parent Company while retaining its unique identity and necessary flexibility to operate in its local context effectively.

OWNERSHIP

- Joint Stock Company with Intesa Sanpaolo's ownership in ALEXBANK being 80% (minus 1 share)
- ISP 79,99999975%
- Egyptian Government 20%
- Ahmed Said Elfallal 0,00000025%

COMMUNICATION AND BUSINESS STRATEGY

ALEXBANK launched its new communication tag-line, designed and developed by an agency in Egypt for all 11 International Subsidiary Banks of Intesa Sanpaolo, the leading banking group in Europe.

The new tag-line reflects Intesa Sanpaolo Group's response to the significant changes the world is experiencing due to the pandemic by focusing more on what really matters today in the lives of people, companies and the country. The new communication tag-line is reflected in the pay-off "For All That Counts", which was devised to describe the bank's desire to be at its customers' side at different stages of their lives. In parallel, the tag-line also supports the new campaign "Joyful Dilemma" which reflects how the bank supports people facing complex decisions by tailoring services for their every need.

The new Intesa Sanpaolo 2022-2025 Business Plan sets an ambitious roadmap for ALEXBANK and provides unique opportunities to build upon the bank's established capacities. Foremost, the elevated focus on stakeholder-focused value creation, excellent workplace and significant ESG commitment resonates with the Bank's longstanding priorities while providing new trajectories for action. Technology-enabled optimization, harnessing new revenue sources and massive up-front de-risking are expected to make ALEXBANK particularly resilient to any external disruptions while securing its well-paced and confident development.

3. MATERIALITY & STAKEHOLDER ENGAGEMENT

Sustainability Context

Stakeholder Engagement

Material Topics

A picture of a happy child enjoying the camel coin bank that was gifted to children during the launch of Hady Bady's mobile Application



3.1 SUSTAINABILITY CONTEXT

THE FOLLOWING SECTION PRESENTS AN OVERVIEW OF ALEXBANK'S ESG PERFORMANCE WHICH IS BASED ON AN UPDATED MATERIALITY ASSESSMENT WHICH IS IN TURN FOUNDED UPON A COMPREHENSIVE IMPACT ASSESSMENT INCLUDING SPECIFIC STAKEHOLDER PREFERENCES AND NEEDS.

Egypt's Corporate Governance Code emphasizes the need to oversee environmental and social issues. Sustainability implementation locally is tightly linked to national economic, social and environmental challenges and specific development priorities. Participation in the international sustainable finance efforts and flows, growing awareness and engagement among the business community and dedicated efforts to support ESG integration at the national level provides sound opportunities to develop the responsible banking culture.

//

ALEXBANK is a leader in the market. They are always very different; they have an impact in anywhere they go! ALEXBANK makes sure not to simply overlook the projects, they dig deeper and fix each and every challenge that comes along the way whenever possible. When discussing handicrafts in Egypt, we tend to find ALEXBANK's projects are always executed in a very proper manner and well-structured way. They're all very crucial and very much needed. It's not a hit and run – it's not just targets they are developers and idea incubators due to their training, guidance, and coaching they provide along with each project. Even on the level of sustainability reporting perspective, they give everyone their right and go all the way to marketing their partners. Due to COP 27 happening in Egypt, we are all automatically directed towards the development of environmental projects.



LAMISE A. NEGM
CSR ADVISOR TO THE GOVERNOR,
CENTRAL BANK OF EGYPT

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Bagawet project facilitates for females to bring their children with them at the production premises

Photo by: Ahmed Hayman



ALEXBANK-S DIRECTIONS ARE ALIGNED WITH NATIONAL AND INTERNATIONAL SUSTAINABLE DIRECTIONS

GLOBAL



NET ZERO
BANKING ALLIANCE

PRINCIPLES FOR
RESPONSIBLE BANKING

UNITED NATIONS
GLOBAL COMPACT

UNITED NATIONS SUSTAINABLE
DEVELOPMENT GOALS

NATIONAL



EGYPT VISION
2030

EGYPT'S NATIONAL
CLIMATE CHANGE
STRATEGY 2050

ETHADDAR LEL AKHDAR
(GO GREEN)

CASHLESS
SOCIETY

CBE'S INSTRUCTIONS FOR
THE INCLUSION OF PEOPLE
WITH DISABILITIES

CBE SUSTAINABLE
FINANCE PRINCIPLES

HAYA KARIMA
(A DECENT LIFE)

TAKAFUL & KARAMA
(SOLIDARITY & DIGNITY)

NATIONAL STRATEGY
FOR HUMAN RIGHTS
2021-2026

EGYPT'S HUMAN
DEVELOPMENT
REPORT

IMPACT-DRIVEN APPROACH

In alignment with the parent company and ISBD, the CSR office, under the supervision of the ESG manager/ deputy CEO, has been coordinating and steering all the activities related to the integration of ESG aspects into the wide spectrum of business operations. Hence, an ESG governance framework and strategic alignment between concerned functions and the Group is currently being established resulting in the creation of the ESG forum.

The initiation of the 2022-2025 Strategy coupled with the Equator Principles and assessment of ESG risks in lending operations and UNEP-FI portfolio assessment shall cover the Bank's goal in establishing a sustainable business. The impact assessment tool was designed to identify a Bank's positive and negative impacts stemming from its portfolio diversity and activities, providing data as of July 2021.

Following the business activity identification, the Bank's cartography had to be determined. The Bank cartography is defined as the sectors the bank's clients or client activities belong to, and what percentage of the bank's portfolio these represent. ALEXBANK defined the type of activities it conducted for its retail consumers and identified the main sectors to which its corporate banking and business banking segments cater.

The areas are then assessed with reference to the proportion of the Bank's portfolio and their expected positive and negative impacts with relation to Egypt's needs. The results of the assessment provide a holistic overview of the alignment of the Bank to its country's needs, the contribution of the portfolio to each country's need and the positive and negative impacts associated with it.



Diakonia Development Centre
enriches the talents of people with
disabilities to create beautiful art

Photo by: Ahmed Hayman



MULTIFACETED ENGAGEMENT

Memberships and Endorsements

ALEXBANK's memberships and endorsements define its commitment to promoting sustainability through multiple international and national frameworks and incorporating diversity in its approach.



ALEXBANK has been applying the Equator Principles since 2012 and implements the framework for managing the impacts on the environment and on local communities that may arise from financing large projects.



ALEXBANK has been a signatory of the United Nations Global Compact initiative since 2014. The Bank's membership ensures business operations are approached through a framework that is both ethical and sustainable.



Since 2013, ALEXBANK has been an active member of the FEB and its Social Development Steering Committee of the Social Development Committee.



UNEP FI is a partnership between the United Nations Environment Programme and the global financial sector created in the wake of the 1992 Earth Summit. Following in the footsteps of Intesa Sanpaolo Group, who has been a member of the UNEP FI since 2006, ALEXBANK became one of the first banks in Egypt to join UNEP FI in 2019.



In the same year, ALEXBANK has also become a Founding Signatory of the Principles for Responsible Banking (Alignment, Impact and Target Setting, Clients and Customers, Stakeholders, Governance and Culture, Transparency and Accountability).

ALEXBANK's second self-assessment report on implementing the PRB can be found on its website.

In line with the Bank's continuous collaboration with UNEP-FI and its responsibility to remain transparent to the public, for the second time this sustainability report reflects on the results achieved with respect to the six principles.

Partnerships

Over the past years, ALEXBANK has – in collaboration with over 100+ partner – positively influenced and benefitted the people of Egypt in multiple ways across the whole country. For further insight please read our Social Empowerment section and the Bank's past [sustainability reports](#) as well as its [newsletters](#).

CIVIL SOCIETIES
62

DONOR PARTNERS
9

GOVERNMENTAL PARTNERS
11

INTERNATIONAL ORGANIZATIONS
8



3.2 STAKEHOLDER ENGAGEMENT

ALEXBANK MAINTAINS REGULAR AND CONSISTENT STAKEHOLDER ENGAGEMENT DEPENDING ON ESTABLISHED RELATIONSHIPS AND CHANNELS WITH SPECIFIC STAKEHOLDER GROUPS. THE BANK ACTIVELY COLLECTS, ANALYSES AND INTEGRATES STAKEHOLDER FEEDBACK INTO ITS STRATEGY, OPERATIONS, PRODUCTS AND SERVICES, ENGAGEMENTS AND OTHER ACTIVITIES.

APPROACH TO ENGAGEMENT

Rooted in building a strong and caring relationship with all stakeholders, the Bank ensures constant and effective communication leveraging an open mind to feedback, criticism and new ideas. ALEXBANK strives yearly to enhance their communication and transparency with all partners.

GRI 2-29

The bank's stakeholders are defined as groups or individuals that the bank affects through its activities or products and services. ALEXBANK's stakeholders include customers, communities, industry peers, employees, local and national government agencies, and international institutions, all of whom factor into the bank's responsible and sustainable business decisions.

ALEXBANK inclusively, responsibly, and creatively identifies partners, causes, and initiatives with which to initiate and implement projects that increase and positively impact the bank's focus areas. Thus, it is only natural that the bank continuously prioritizes stakeholder engagement to meticulously classify and assign priorities to relevant business topics to mitigate emerging risks and harness new opportunities for ALEXBANK to create ongoing value for all stakeholders. This year's approach with stakeholders allowed for a full overview of ALEXBANK from an outside perspective leading to the proper advancement of the Bank and genuine connection. Engagement was heavily reliant on introducing the pivotal changes the Bank has undergone and is currently in the process of streamlining. Issues communicated cover

ESG awareness, HSE topics, updates on business, feedback and concerns, awareness and inclusion.

Marking the second year of proactive external stakeholder engagement, ALEXBANK capitalized on identifying changes in input, feedback and satisfaction of partners measuring their views on operation and interactivity. This year, during the 1-on-1 meetings with the Bank's partners, the Bank's ESG strategy was communicated, as well as multiple case studies were conducted to improve the overview of ALEXBANK's activities and impact.

All stakeholder communication methods can be categorized as follows:

Events & Initiatives: 2-way communication channel with impact on the stakeholder

Consultation: 2-way communication with impact on the Bank's decision-making

Information: 1-way communication based on information sharing either from stakeholders to the Bank or the other way around



GROUP	CHANNELS	FREQUENCY	TOPICS AND ISSUES	TYPE OF ENGAGEMENT		
				EVENTS AND INITIATIVES	CONSULTATION	INFORMATION
Employees	Calls and conference calls Company internet and email Face-to-face meetings Virtual meetings Internal or external surveys Interviews Quizzes Simulations Training sessions	Daily Weekly Monthly Quarterly Annually Biennially Ad hoc	Career development and workplace wellbeing Healthy and safe working conditions CommUnityShip Continuity of business Awareness and surveys News and business updates Compliance		✓	✓
Customers	ATMs, mobile & internet banking ads Calls and conference calls E-mails In-branch material Internal or external surveys Personal meetings Public Portal SMS and social media	Daily Annually Ad hoc	Complaints handling and management Information security awareness Commercial campaigns Updates and offers of products and services Accessibility and convenience Continuity of business Quality of service Health and Safety measures	✓	✓	✓
Suppliers and business partners	Calls and conference calls E-mails Handbook Internal or external surveys Face-to-face meetings Virtual meetings	Daily Weekly Bimonthly Monthly Quarterly Annually Ad hoc	Complaints Resolution Information Security awareness Supplier assessment and contract conditions awareness Training Reviewing and amending policies, process and work maps of banks departments Monitoring and evaluation	✓	✓	✓



GROUP	CHANNELS	FREQUENCY	TOPICS AND ISSUES	TYPE OF ENGAGEMENT		
				EVENTS AND INITIATIVES	CONSULTATION	INFORMATION
Communities and NGOs	On-ground activations Formal communications	Monthly Quarterly Annual Ad hoc	CSR and Social Development communications and initiatives UNEP-FI membership, UNGC, and supranational reporting (EIB, EBRD, GGF) Sustainability Publications	✓	✓	
Governments and regulators	E-mails Calls Portal Formal letters Face-to-face meetings Virtual meetings Formal communications	Daily Weekly Monthly Quarterly Yearly Ad hoc	CBE reporting & compliance with CBE regulations Updates on products and services Garnishments and seizures Approval of new products		✓	✓
Shareholders, Investors	Reports Calls Meetings All types of internal engagements	Daily Ad hoc	Legal Consultancy Streamlining Processes Ensuring the corporate governance rules and regulations are applied	✓	✓	✓



3.3 MATERIAL TOPICS

ALEXBANK'S REFRESHED MATERIALITY ASSESSMENT HAS INFORMED THE CONTENT OF THIS DISCLOSURE AND ALLOWS THE BANK TO KEEP ITS ESG EFFORTS AND DEVELOPMENTS IN LINE WITH AREAS OF ITS GREATEST IMPACT. THIS YEAR'S ASSESSMENT HAS DEFINED 12 MATERIAL TOPICS, ON DIFFERENT ENVIRONMENTAL, SOCIAL AND GOVERNANCE MATTERS. ENVIRONMENTAL TOPICS ENCOMPASS BOTH DIRECT AND ENVIRONMENTAL IMPACTS.

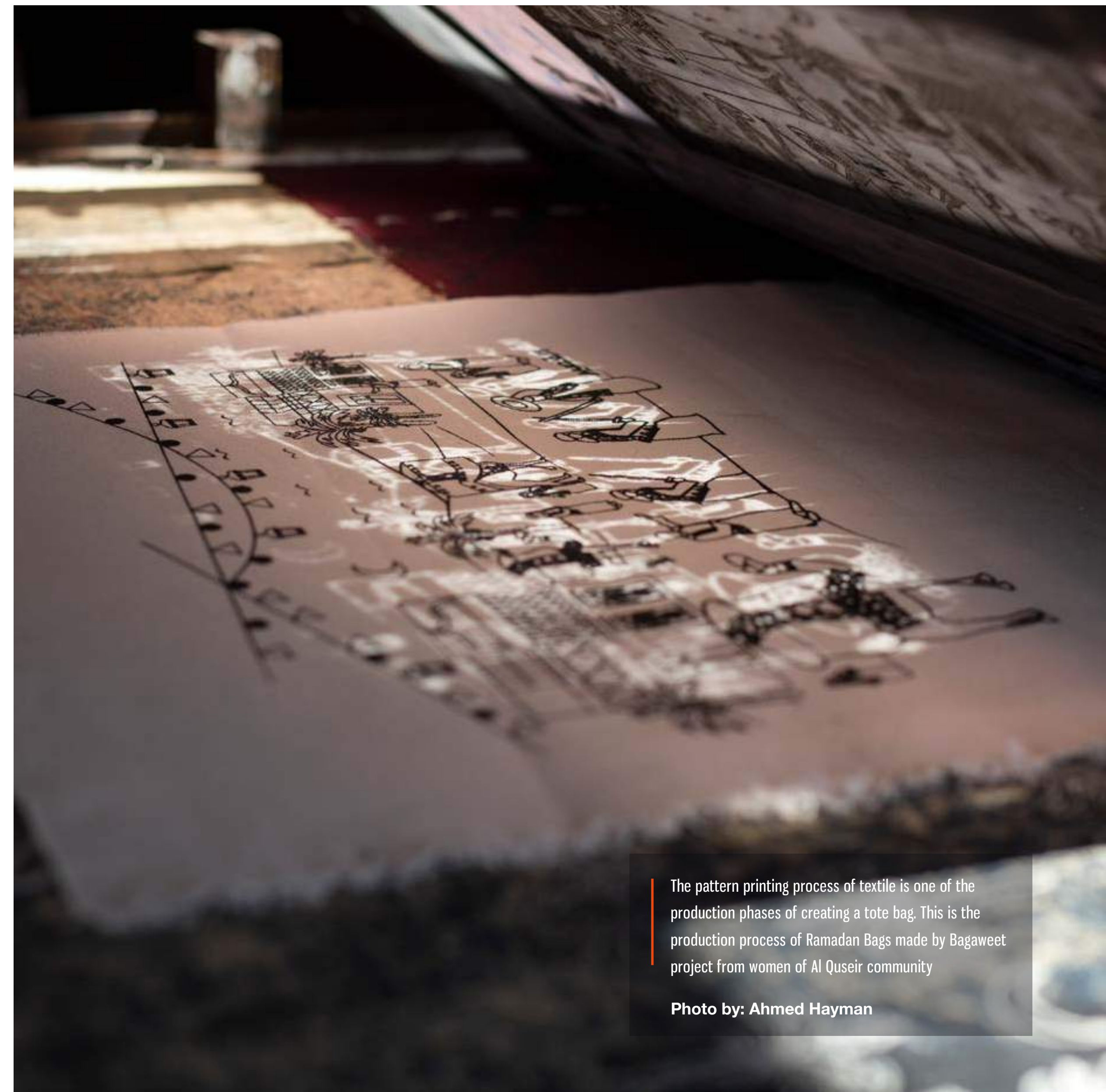
MATERIALITY PROCESS

ALEXBANK's Materiality Assessment is essential to devising ESG strategy and initiatives, structuring efforts, and developing new initiatives as part of being a responsible corporate citizen. This year the Bank has undergone two dedicated assessments to determine its direct impacts from operations and day-to-day activities and indirect impacts related to its lending and investment.

The updated GRI Universal Standards, the GRI 3: Material Topics 2021 document was referenced in the preparation of the current materiality assessment with focus on the organization's impact on Human Rights, People, Economy, and Environment. The GRI requirements allowed for building upon last year's ALEXBANK's materiality approach

where key segments were identified by internal and external stakeholders and their impact on the sustainability of the was determined.

This year, we preserved the double materiality approach while making particular focus on external impacts. Internal risks related to each impact were determined to enhance the Bank's understanding of the interrelation of its impact on the People, Environment and Society or its business success, however the materiality scoring was determined in accordance to the external impact only. The UNEP-FI portfolio impact assessment tool was used to further solidify the assessment of the Bank's indirect impact associated with its portfolio.



The pattern printing process of textile is one of the production phases of creating a tote bag. This is the production process of Ramadan Bags made by Bagaweet project from women of Al Quseir community

Photo by: Ahmed Hayman



To accurately identify the material topics the following steps were conducted:

DIRECT IMPACT ASSESSMENT

Conducting a baseline study on the banking sector, factoring in the Egyptian market and the context in which ALEXBANK operates

- Analyzing the SASB and CSA sectoral key impact areas
- Assessing other bank's ESG ranking and initiatives
- Analyzing Egypt's current vision, high need areas, top impact sectors, and sustainability initiatives
- Factoring the Central Bank of Egypt's initiatives and requirements

Devising a list of all expected and current positive and negative impacts related to ALEXBANK

- Assessing the operations and business relations of the Bank
- Collecting and structuring ESG related activities
- Analyzing internal processes, strategies and targets

Evaluating all impacts and devising a scoring system to determine the highest positive and negative impacts along with setting of a threshold value to distinguish high impact areas

- Rating positive and negative impact areas separately across each impact area
- Rating impact areas in relation to the likelihood of occurrence – where stakeholder feedback and surveys, compliance, legal issues, risk assessment and operational framework of the Bank provided the basis for the likelihood of negative impact occurrence and stakeholder feedback, customer and employee retention, ESG related initiatives and activities, CSR strategy and donations provided the bases for positive impact likelihood
- Rating impact areas¹² in relation to the severity of occurrence – where the severity has been determined in accordance with the Bank's operation, concluding an internal rating system for all initiatives

Testing all material topics with expert information and GRI requirements to prioritize the most significant topics for reporting

- Multiplying the severity and likelihood ratings to rank the positive and negative impact
- Grouping impacts that fall under related categories to generate material topics accordingly

¹ Impacts with NA positive scoring indicate impacts where any action there can only reduce the severity or likelihood of the negativity of an impact or its risks.

² Impacts with NA negative scoring, indicate that any negative risk associated with the impact is either too small to calculate or falls outside of the Bank's boundaries.



PORTFOLIO IMPACT ASSESSMENT

Scoping the Bank's activities and identifying key negative sectors

- Determining the main business activities
- Factoring the largest exposures
- Marking the markets where the Bank is a leader
- Identifying key negative sectors where the Bank might provide business solutions

Determining the bank cartography and its relation to Egypt's country and local level needs

- Breaking-down the Bank's cartography in percentage by activity (consumer and private, business, corporate, investment, asset management, trading and other)
- Assessing the volumes of customers for each segment
- Assessing the country's needs – indicating the current main areas of focus in Egypt and the population's need

Evaluating all impact associations and identifying key impact areas

Through providing the above data, the tool conducts the assessment automatically

A holistic overview of each business activity's positive and negative impacts is provided and incorporated in the overall materiality assessment

- The output of the tool consists of an overview of the portfolio alignment with Egypt's needs
- Key negative and positive impacts are highlighted in relation to the portfolio's sectoral activities

The following assessment also factors in the Bank's 2022-2025 Strategy preparation process. Scoring and conclusions were made in accordance with GRI's guidance document with reference to current initiatives and the UNEP-FI portfolio assessment tool. Internal risks have been assessed to generate a double perspective on materiality and consider interconnectivity of different impacts on ALEXBANK.



A beneficiary from My Craft, My Chance project sewing a tablecloth
Photo by: Ahmed Hayman



IMPACT ASSESSMENT

GHG AND ELECTRICITY

IMPACT	SCORING
<p>Internal impact Operational Risk Reputational Risk</p> <p>External impact People: Overall People: Human rights Economy Environment</p>	<p>Description of the topic</p> <p>Portfolio emissions of global financial institutions are on average 700x larger than their direct emissions according to the CDP, leading ALEXBANK to start investigating proper impact identification and mitigation measures. As a first step, the Bank leveraged the UNEP-FI portfolio assessment to determine key activities where negative impacts are present. Activities such as mobility, shifting towards a digital operation and electricity consumption are a few examples of the different areas where such direct negative impacts occur.</p> <p>The Bank implements the Group Rules for the Environmental and Energy Policy allowing for different approaches to manage these impacts and will shift to a more sustainable operation with hopes of reaching a 30% renewable energy mix by 2030.</p> <p>Renewable energy loans were considered part of ALEXBANK's positive impact as well.</p>

Material topic (based on grouping impacts)

Environmental Stewardship,
Responsible and Purposeful Lending and Investment,
Sustainable Agribusiness Development

NEGATIVE IMPACT		POSITIVE IMPACT	
SEVERITY	4	SCOPE & SCALE	2
LIKELIHOOD	5	LIKELIHOOD	5
SCORE	20	SCORE	10

OVERALL
RATING
20

SEVERITY, LIKELIHOOD AND SCOPE & SCALE OUT OF 5
SCORE OUT OF 25

MATERIALS AND WASTE

IMPACT	SCORING
<p>Internal impact Operational Risk</p> <p>External impact People: Overall Environment</p>	<p>Description of the topic</p> <p>As ALEXBANK shifts to a fundamentally fully digital bank, an altered material consumption and waste portfolio is expected. Currently, it is forecasted that organic material - such as paper and ink - consumption will decrease and electronic equipment will increase. E-waste contains toxic material that can damage the environment and human health and organic material at their end-of-life stage generate greenhouse gases as well. Proper handling and consumption reduction of both electronics and office material is currently being analyzed, with the aim of achieving circularity in alignment with ISP.</p>

Material topic (based on grouping impacts)

Environmental Stewardship,
Responsible and Purposeful Lending and Investment

NEGATIVE IMPACT		POSITIVE IMPACT	
SEVERITY	4	SCOPE & SCALE	2
LIKELIHOOD	5	LIKELIHOOD	3
SCORE	20	SCORE	6

OVERALL
RATING
20



IMPACT ASSESSMENT

WATER AND WASTEWATER

IMPACT

Internal impact

Operational Risk

External impact

People: Overall
Environment

SCORING

Description of the topic

As an organization, the Bank's water and wastewater is minimal in relation to other sectors and activities. However, this does not deter the Bank from reducing consumption and optimizing operations as Egypt is already at water stress and facing increased shortages in available water. ALEXBANK is currently in the process of scoping out solutions for its indirect impact on water availability generated through their lending portfolio.

Initiatives such as awareness sessions and leveraging loans related to water efficiency are also under consideration.

Material topic (based on grouping impacts)

Environmental Stewardship,
Responsible and Purposeful
Lending and Investment

NEGATIVE IMPACT

SEVERITY	2
LIKELIHOOD	5
SCORE	10

POSITIVE IMPACT

SCOPE & SCALE	1
LIKELIHOOD	2
SCORE	2

OVERALL
RATING
10

SEVERITY, LIKELIHOOD AND SCOPE & SCALE OUT OF 5
SCORE OUT OF 25

HUMAN RIGHTS AND COMMUNITY REALTIONS

IMPACT

Internal impact

Compliance Risk
Reputational Risk

External impact

People: Overall
People: Human rights

SCORING

Description of the topic

Investment, lending, retail, supply chain and day-to-day operations are all at risk of human rights violations. Discrimination, child labor and forced labor are the most prominent impacts at hand however, issues such as forced misplacement or failure to pay minimum wage need to be considered when dealing with suppliers, investing in certain projects, or providing loans. It is up to ALEXBANK to ensure proper assessment to reduce and mitigate any expected impacts. Mitigation tools such as risk assessment, supplier assessment and framework setting were assessed to determine the likelihood of such occurrence. CSR and internal initiatives show a strong connection between ALEXBANK and the facilitation of human rights conformity, awareness, respect, and protection.

Material topic (based on grouping impacts)

Integrity in Corporate
Conduct, Responsible
and Purposeful Lending
and Investment

NEGATIVE IMPACT

SEVERITY	5
LIKELIHOOD	2
SCORE	10

POSITIVE IMPACT

SCOPE & SCALE	4
LIKELIHOOD	4
SCORE	16

OVERALL
RATING
16



IMPACT ASSESSMENT

CUSTOMER PRIVACY AND DATA SECURITY

IMPACT

Internal impact

Compliance Risk
Operational Risk
Reputational Risk

External impact

People: Overall

SCORING

Description of the topic

According to the Cost of a [Data Breach Report 2021](#), financial industries have suffered on average \$5.72 million in losses directly connected to data breaches. ALEXBANK drives a huge cybersecurity and privacy operation, capitalizing on daily adaptation to new and emerging risks.

Following the most updated frameworks and international standards is at the core of providing customer privacy and data security accompanied by imposing newer cybersecurity protocols and capacity building.

Material topic (based on grouping impacts)

Data Management and Cyber-security

NEGATIVE IMPACT

SEVERITY	5
LIKELIHOOD	3
SCORE	15

POSITIVE IMPACT

SCOPE & SCALE	-
LIKELIHOOD	-
SCORE	NA

OVERALL
RATING
15

SEVERITY, LIKELIHOOD AND SCOPE & SCALE OUT OF 5
SCORE OUT OF 25

HEALTH AND SAFETY

IMPACT

Internal impact

Operational Risk

External impact

People: Overall
Environment

SCORING

Description of the topic

In line with the Rules for Occupational Health and safety management systems in the International subsidiaries, ALEXBANK verifies proper health and safety protocols are being followed along with yearly training and capacity building. The Bank actively eliminates suppliers with such risks from their value chain and is currently assessing their lending and investment portfolio for such risks.

Internal and external initiatives related to capacity building of the community, employees and CSR initiatives and donations were considered during the assessment.

Material topic (based on grouping impacts)

Wellbeing, Health and Safety,
Responsible and Purposeful
Lending and Investment

NEGATIVE IMPACT

SEVERITY	5
LIKELIHOOD	3
SCORE	15

POSITIVE IMPACT

SCOPE & SCALE	2
LIKELIHOOD	3
SCORE	6

OVERALL
RATING
15



IMPACT ASSESSMENT

CORRUPTION, BRIBERY AND MONEY LAUNDERING

IMPACT	SCORING
Internal impact Compliance Risk	Description of the topic Corruption, bribery and money laundering are known for eliciting illegal behavior and weakening financial institutions and structure leading to the increase of macroeconomic instability. Proper identification methods, reporting channels and constant training are offered by ALEXBANK to cutoff such activities from happening.
External impact People: Overall Economy	

Material topic (based on grouping impacts)

Integrity in Corporate conduct

NEGATIVE IMPACT

SEVERITY	4
LIKELIHOOD	3
SCORE	12

POSITIVE IMPACT

SCOPE & SCALE	-
LIKELIHOOD	-
SCORE	NA

OVERALL RATING

12

SEVERITY, LIKELIHOOD AND SCOPE & SCALE OUT OF 5
SCORE OUT OF 25

ANTI-COMPETITIVE BEHAVIOR

IMPACT	SCORING
Internal impact Compliance Risk Reputational Risk	Description of the topic Competition in the banking sector is pivotal in ensuring the increase of social welfare. Due to the high risks associated with banking operations, the stability of the sector needs to be ensured. The Bank enforces a strong anti-competitive behavior policy and training in order to eliminate any internal risks from arising while ensuring the enrollment of new and innovative products and solutions to increase customer base and market presence.
External impact Economy	

Material topic (based on grouping impacts)

Integrity in Corporate conduct

NEGATIVE IMPACT

SEVERITY	4
LIKELIHOOD	2
SCORE	8

POSITIVE IMPACT

SCOPE & SCALE	-
LIKELIHOOD	-
SCORE	NA

OVERALL RATING

8



IMPACT ASSESSMENT

EMPLOYEE ENGAGEMENT, DIVERSITY AND INCLUSION

IMPACT

Internal impact
Compliance Risk

External impact
People: Overall
Economy

SCORING

Description of the topic

Current studies show that new generations are more demanding of their employer's ESG activities, engagement and inclusion. Expectations range from work flexibility to seeing the organization's positive impact on the society, regular communication, fair pay, diversity and proper education and career development. The lack of fast acting and mitigation in approaches leads to employee dissatisfaction and higher turnover causing potential issues in operation and customer retention. ALEXBANK has actively engaged its employees in countless initiatives, activities and training over the years with the goal of ensuring wellbeing and satisfaction. The Bank recognizes the current changes and shifts in the global market and is constantly developing new approaches to maintain its reputation and impact on its employees. Currently ALEXBANK is analyzing the best way forward in increasing gender equity and ensuring proper diversity.

Material topic (based on grouping impacts)

Retention, Enhancement,
Diversity and Inclusion of our
People

NEGATIVE IMPACT

SEVERITY	3
LIKELIHOOD	4
SCORE	12

POSITIVE IMPACT

SCOPE & SCALE	3
LIKELIHOOD	2
SCORE	6

**OVERALL
RATING**
12

SEVERITY, LIKELIHOOD AND SCOPE & SCALE OUT OF 5
SCORE OUT OF 25

ESG RISK MANAGEMENT

IMPACT

Internal impact
Operational Risk

External impact
People: Overall
People: Human rights
Economy
Environment

SCORING

Description of the topic

ALEXBANK introduced new ESG roles and responsibilities to their main framework of their organizational code on Enterprise Risk Management (ERM). This is in efforts to properly assess all ESG risks related to operations and lending with the goal of ensuring no internal or external impacts occur. ESG risk management includes the assessment of physical and transition risks on the Bank along with environmental, social and economic damage inflicted on the population and the surrounding environment. Improper assessment of activities can lead for example to the Bank's association to human rights violation or damaging the environment through investing in high impact sectors.

Material topic (based on grouping impacts)

Good Governance and
Risk Management

NEGATIVE IMPACT

SEVERITY	5
LIKELIHOOD	3
SCORE	15

POSITIVE IMPACT

SCOPE & SCALE	-
LIKELIHOOD	-
SCORE	NA

**OVERALL
RATING**
15



IMPACT ASSESSMENT

DIGITALIZATION

IMPACT

Internal impact
Operational Risk

External impact
People: Overall
Economy
Environment

SCORING

Description of the topic

As the banking industry evolves into a multi-channel service provider, so does ALEXBANK. Customers are currently able to access and conduct financial activities anywhere and at any time leading to an increase in financial activities as well as demand for new solutions. This fast-paced shift cannot occur without proper risk assessment, a well-structured privacy and cybersecurity plan, market study and correct and inclusive accessibility options. The Bank ensures that all new digital services provided are well studied and heed customer needs. Future systems of shifting to a digital operation to cut environmental impacts are understudy.

Material topic (based on grouping impacts)

Digitalization & Accessibility

NEGATIVE IMPACT

SEVERITY	2
LIKELIHOOD	1
SCORE	2

POSITIVE IMPACT

SCOPE & SCALE	3
LIKELIHOOD	5
SCORE	15

OVERALL
RATING
15

SEVERITY, LIKELIHOOD AND SCOPE & SCALE OUT OF 5
SCORE OUT OF 25

FINANCIAL INCLUSION AND ACCESSIBILITY

IMPACT

Internal impact
Compliance Risk
Reputational Risk

External impact
People: Overall
Economy

SCORING

Description of the topic

Egypt has been focusing on the financial inclusion of minorities, people with disabilities, banking the unbanked and providing services and solutions to MSMEs to uplift the general economy and social welfare.

ALEXBANK has been vigorously working on providing services, products and training in alignment with the CBE and the overall national direction.

It should be noted that indirect negative impacts on financial inclusion and accessibility can result from investing or lending to medium and large-scale corporates.

Material topic (based on grouping impacts)

Financial Inclusion
and Literacy

NEGATIVE IMPACT

SEVERITY	3
LIKELIHOOD	1
SCORE	3

POSITIVE IMPACT

SCOPE & SCALE	5
LIKELIHOOD	3
SCORE	15

OVERALL
RATING
15



IMPACT ASSESSMENT

COMMUNITY DEVELOPMENT AND EMPOWERMENT

IMPACT

Internal impact
Reputational Risk

External impact
People: Overall
Economy

Material topic (based on grouping impacts)

Community Development
and Empowerment

SCORING

Description of the topic

Community development and empowerment has been identified by the UNEP-FI as a key impact area of banks. The marginalization or inclusion of communities as well as facilitating easier access to banking services is tied to product offerings, CSR activities and donations.

ALEXBANK is currently providing multiple annual CSR initiatives aiming at developing the community and empowering marginalized communities, women and at-risk sectors. The Bank aims to achieve economic and social stability and integration of communities into the society.

NEGATIVE IMPACT

SEVERITY	-
LIKELIHOOD	-
SCORE	NA

POSITIVE IMPACT

SCOPE & SCALE	5
LIKELIHOOD	3
SCORE	15

SEVERITY, LIKELIHOOD AND SCOPE & SCALE OUT OF 5
SCORE OUT OF 25

OVERALL RATING

15

ACCESSIBLE BRANCHES AND CUSTOMER EXPERIENCE

IMPACT

Internal impact
Compliance Risk
Reputational Risk

External impact
People: Overall
People: Human rights
Economy

Material topic (based on grouping impacts)

Quality of Service
and Customer Experience

SCORING

Description of the topic

People with disabilities are being marginalized and excluded from basic financial offerings and products. Today, ALEXBANK is developing its retail and branch infrastructure to ensure proper accessibility to persons with disability (PwD) along with its ongoing yearly disability training and inclusion initiatives. Ensuring proper customer retention and great experience not only allows for the sustainability of the Bank, but it also ensures consumer dignity and rights are maintained. The Bank offers constant incentives, capacity building solutions and customer integration in CSR activities as means to ensure such.

ALEXBANK operates on a multitude of levels to ensure all customers are satisfied. Constant upgrades to the banking experience, regular training and proper complaints management systems are implemented.

NEGATIVE IMPACT

SEVERITY	3
LIKELIHOOD	2
SCORE	6

POSITIVE IMPACT

SCOPE & SCALE	3
LIKELIHOOD	5
SCORE	15

OVERALL RATING

15



IMPACT ASSESSMENT

FOOD

IMPACT

Internal impact
Reputational Risk

External impact
People: Overall

Material topic (based on
grouping impacts)

Sustainable Agriculture
Development

SCORING

Description of the topic

By Food, the population’s accessibility to sufficient, safe and nutritious food is indicated. Focusing on agriculture and agribusiness solutions has been at the forefront of ALEXBANK lending activities. ALEXBANK’s Agribusiness Loans amount to 18% of the MSMEs portfolio.

NEGATIVE IMPACT		POSITIVE IMPACT	
SEVERITY	-	SCOPE & SCALE	3
LIKELIHOOD	-	LIKELIHOOD	5
SCORE	NA	SCORE	15

SEVERITY, LIKELIHOOD AND SCOPE & SCALE OUT OF 5
SCORE OUT OF 25

OVERALL
RATING
15

MOBILITY

IMPACT

Internal impact
Reputational Risk

External impact
People: Overall
People: Human rights
Economy

Material topic (based on
grouping impacts)

Responsible and Purposeful
Lending and Investment

SCORING

Description of the topic

Providing a safe, affordable, efficient and sustainable mobility and transport systems and infrastructure has been at the forefront of Egypt’s strategy. ALEXBANK’s portfolio assessment shows minor additions to the mobility sector through their car loans and offering with further investigations on other positive and negative impacts being underway.

NEGATIVE IMPACT		POSITIVE IMPACT	
SEVERITY	1	SCOPE & SCALE	2
LIKELIHOOD	3	LIKELIHOOD	3
SCORE	3	SCORE	6

OVERALL
RATING
6



IMPACT ASSESSMENT

HOUSING

IMPACT

Internal impact
Reputational Risk

External impact
People: Overall

SCORING

Description of the topic

Providing affordable housing and providing necessary means for the population to achieve as such is an underlying requirement to ensure the safety of the population and maintaining their human rights and dignity. ALEXBANK provides lending offerings for customers to obtain their households.

Material topic (based on grouping impacts)

Responsible and Purposeful
Lending and Investment

NEGATIVE IMPACT

SEVERITY	-
LIKELIHOOD	-
SCORE	NA

POSITIVE IMPACT

SCOPE & SCALE	4
LIKELIHOOD	2
SCORE	8

OVERALL RATING

8

SEVERITY, LIKELIHOOD AND SCOPE & SCALE OUT OF 5
SCORE OUT OF 25

EMPLOYMENT

IMPACT

Internal impact
Compliance Risk
Reputational Risk

External impact
People: Overall
Economy

SCORING

Description of the topic

The banking sector show a correlation between providing employment and offerings. Retail, SME and Corporate lending, investments and capacity building are all tools that facilitate this.

ALEXBANK's current activities and portfolio lead are in alignment with such.

Material topic (based on grouping impacts)

Responsible and Purposeful
Lending and Investment

NEGATIVE IMPACT

SEVERITY	-
LIKELIHOOD	-
SCORE	NA

POSITIVE IMPACT

SCOPE & SCALE	4
LIKELIHOOD	3
SCORE	12

OVERALL RATING

12



ALEXBANK'S 2021 MATERIAL TOPICS



OVERALL
RATING
20

ENVIRONMENTAL STEWARDSHIP

Focusing on green and sustainable operations mitigating all impacts related to the Bank's operations, including: GHG emissions and Electricity, Materials & Waste and Water & Wastewater.

RESPONSIBLE AND PURPOSEFUL LENDING AND INVESTMENT

Ensuring sustainability benefits of Lending and Investment initiatives are achieved with great focus on portfolio impact analysis and strategic economic advancement. The Bank's has a double-fold aim of preventing negative impacts while addressing significant sustainability challenges through the Bank's priorities and strategic investment decisions.

GRI 3-2



OVERALL
RATING
15

GOOD GOVERNANCE & RISK MANAGEMENT

Ensuring ESG Risk Management across all operations factoring in all governance-related impacts to ensure a robust and resilient banking experience.

DIGITALIZATION & ACCESSIBILITY

Providing Digitalization and most up-to-date services. An all-inclusive product offering is considered, allowing for proper customer satisfaction and robust complaints management.

FINANCIAL INCLUSION AND LITERACY

Focusing on Financial Inclusion and Accessibility products with the aim of increasing socioeconomic wellbeing in an inclusive and equitable manner.

SUSTAINABLE AGRIBUSINESS DEVELOPMENT

Aligning with the CBE and National focus on the Agribusiness sector with the added edge of providing sustainable business solutions.



OVERALL
RATING
12

RETENTION, ENHANCEMENT, DIVERSITY & INCLUSION OF OUR PEOPLE

Ensuring Employee Engagement, Diversity & Inclusion to reach a sustainable work environment where employees can grow and develop.

INTEGRITY IN CORPORATE CONDUCT

Providing a proper assessment framework for all activities related to corporate conduct, AML, corruption, bribery and monopoly to ensure a transparent and proper operation and elimination of any illegal behavior.



OVERALL
RATING
10

HEALTH, SAFETY & WELLBEING

Factoring the Wellbeing, Health and Safety of employees and the general population in ongoing operations and providing safe solutions.

COMMUNITY DEVELOPMENT & EMPOWERMENT

Conducting community-related initiatives aimed at empowering at-risk communities, marginalized people and ensuring the proper empowerment of the community.

QUALITY OF SERVICE AND CUSTOMER EXPERIENCE

Maintaining the Bank's image and providing customer excellence throughout all operation activities and channels. Facilitating accessible branches, training and proper customer care and management with the aim of including all and providing the best customer experience in alignment with CBE initiatives.

DATA MANAGEMENT & CYBERSECURITY

Customer Privacy and Data Security mitigating any internal or external risk and ensuring employee capacity building.



CHANGES IN MATERIAL TOPICS

The new impact-centric materiality determination approach allows for a set of distinguishment between previous and current materiality topics. Most material topics stayed the same, however, some were either merged or discarded entirely due to their lack of high impact on the overall environment and society.

MERGED TOPICS

Topic 1
Responsible and Purposeful Lending

Topic 2
Sustainable Investment

New Topic
Responsible and Purposeful Lending and Investment

Reason
Assessing the external and often overlooked aspects of the Bank’s impacts falls under its lending and investment portfolio. Seeing as agribusiness, investment and lending are all tied to external indirect impacts, they have been merged as one material topic.

REMOVED TOPICS

Business Performance and Market Presence

Reason
As the GRI approaches materiality in an objective, outward-impact focused manner, ALEXBANK has deemed this topic as not material anymore. Going forward, the sustainability report shall shed light to all activities with positive, negative or both impact on the Environment, People, Human Rights and the Economy. Even though Business Performance and Market Presence has impact on all these aspects, it was approached in previous reports with market leadership and business presence, reflecting on internal impacts such as operational, reputational and compliance risks. This year, all material topics provide insight on the influence of sustainability on the Bank’s performance however, this will not be a key element of the report anymore. For more insight on ALEXBANK’s financial performance, kindly check the financial statement reports on the website.

CHANGED TOPICS

Old Topic 3
Agribusiness

New Topic
Sustainable Agribusiness Development

Reason
The definition of the topic has expanded from just focusing on aligning with country priority and agenda to boost the economic sector through agribusiness financing, to include renewable energy and energy efficiency target loans leading to a bigger and more sustainable impact on the segment.

Old Topic 4
Wellbeing, Health and Safety

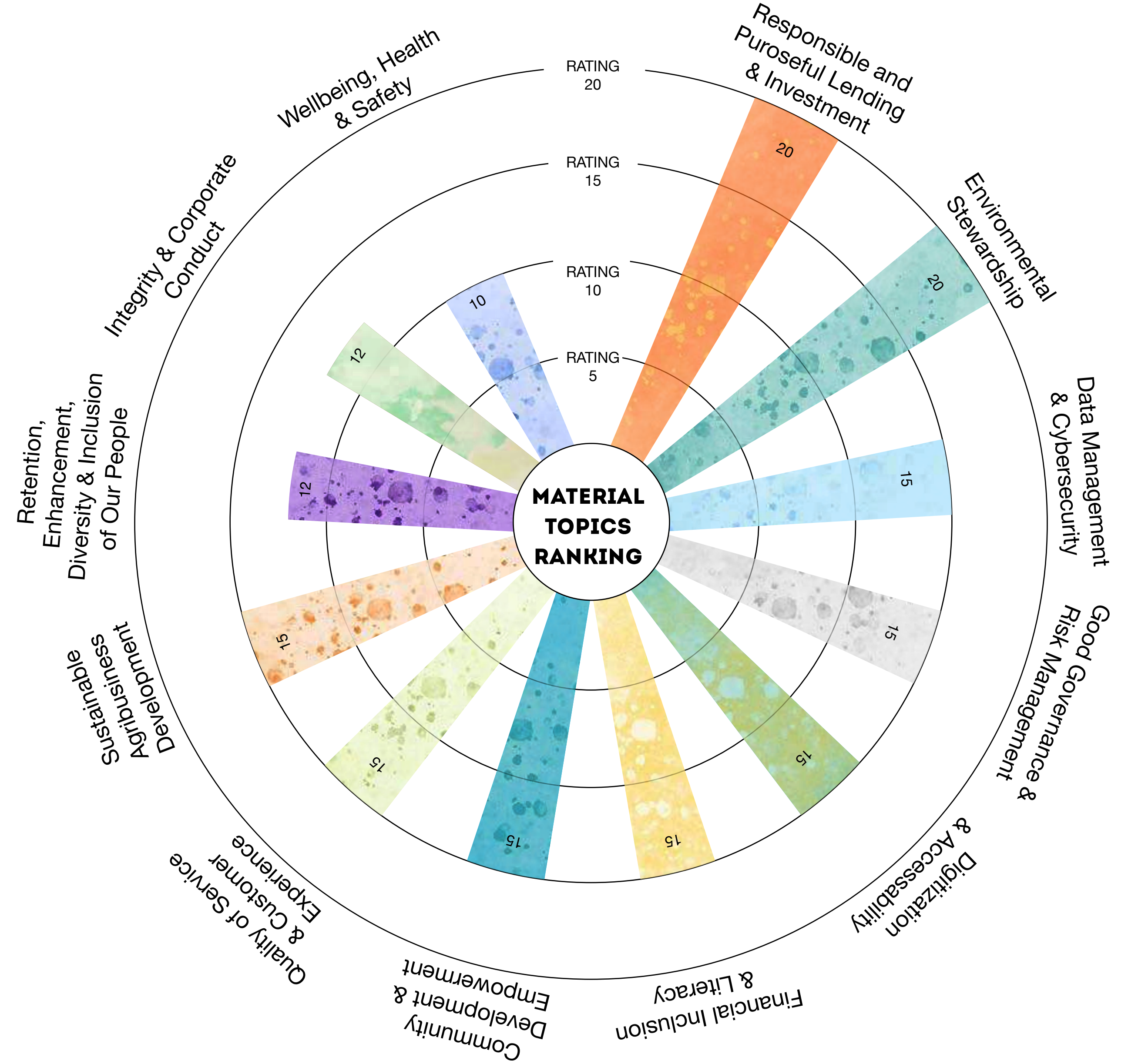
New Topic
Health, Safety and Wellbeing

Reason
Title has been amended to maintain alignment to the Parent Company’s Material Topics.



Bagaweeet beneficiaries working meticulously to perfect a craft

Photo by: Ahmed Hayman



4. GOVERNANCE

Good Governance & Risk Management
Integrity in Corporate Conduct

Artistic doors in the heart of an
old neighborhood in Al Quseir

Photo by: Ahmed Hayman



4.1 GOOD GOVERNANCE & RISK MANAGEMENT

A ROBUST GOVERNANCE FOUNDATION AND SOUND RISK MANAGEMENT ENABLE ALEXBANK'S LONG-TERM SUCCESS AND BUSINESS CONTINUITY. THEY INCLUDE APPROPRIATE ARRANGEMENTS, MECHANISMS AND PROCEDURES, SUCH AS INTERNAL CONTROLS, REPORTING, DECISION-MAKING APPROACH, STRATEGY, METRICS AND TARGETS.

ESG FORUM

In light of the growing attention and continuous requirements from our Parent Company to focus on the integration of ESG parameters in the Bank's business management model and processes, ALEXBANK created its own ESG forum.

The Forum acts as a dedicated working group for integration of ESG parameters in ALEXBANK model delegated by the EXCO to support the Bank in fulfilling its responsibilities in respect to environmental, social and governance (ESG) matters.

The forum comprises of supervisory, executive members and senior management, who will report to the relevant internal governance bodies at the group and ALEXBANK level. The Deputy CEO is to play the role of the Forum's ESG Manager.

Acting as the highest governance body entrusted with defining the Bank's ESG approach, the Forum will set and evaluate KPIs and the progress of the ESG Strategy. Under all circumstances is the Bank to be provided with adequate and needed resources to ensure the streamlining of the Strategy, the implementation of new initiatives and projects and the diffusion of ESG awareness.

The Forum includes the following members:

- ESG Manager and Deputy CEO
- EXCO Members
- Head of Physical Security & Logistics Department
- Head of HR & Organization Department
- Head of CSR & Sustainable Development Office
- Head of Risk Management Department

The subdivisions are created with the aim to increase focus and ensure full coverage of all ESG matters from risk management and implementation to ensuring proper enrollment of ESG governance methods, diversity & inclusion and activities, within the Bank as well as efficiently providing targeted products and offerings to customers.





MANAGING RISKS

ALEXBANK INTEGRATES LEADING GUIDELINES AND HAS DEVELOPED RIGOROUS REQUIREMENTS TO DELIVER INTERNALLY ALIGNED AND HIGHLY COORDINATED RISK MANAGEMENT ACROSS LEVELS OF THE ORGANIZATION. RISK MANAGEMENT BY THE BANK IS BUILT ON CLEAR PRINCIPLES, CRITERIA, POLICIES AND PROCEDURES TO ENSURE EARLY IDENTIFICATION AND MINIMIZATION OF RISKS WHILE CONTINUOUSLY BUILDING ON ONGOING RISKS ASSESSMENT TO STRENGTHEN THE ORGANIZATION AND DEVELOP EFFECTIVE AND TIMELY RESPONSES.

Risk Management continuous improvement has remained a top strategic priority at ALEXBANK during 2021. ALEXBANK managed to strengthen its existing Risk Management processes, tools and activities especially as senior management assigns clear directions towards at the continuous reinforcement of the Risk Management capabilities, tools and mechanisms as a top priority. Following the Bank's shift towards an ESG active management and strategy, the Capital

Management Unit introduced new ESG roles and responsibilities under the main framework of the organizational code of Enterprise Risk Management adding to the Credit Strategy and Risk Return Framework as well. Promoting balanced development that can redirect capital flows towards sustainable investment has been an integral part of the Bank's transformation leading to the creation of the Policy for the Governance of Environmental, Social and Governance

Risks Concerning Lending Operations. The policy sets strategic guidance and outlines based upon ISP's Guidelines and ALEXBANK's approach to ethics and CSR, the Bank's commitment to the Group's Environmental and Energy Policy Rules as well as in coherence with the CBE Guiding Principles of Sustainable Finance.



As we deal with the consequences of the pandemic on the evolving risk landscape and in keeping with the Bank's strategic and swift direction towards digitalization, ALEXBANK is targeting to redesign some of its workflow processes for increased efficiency and customer satisfaction. In 2021, we have successfully met our targets by launching the new workflow for the retail segment as well as an end to end process for small business segment. We are envisioning an automated decision making process that aligns with the business growth strategy with higher rates of accuracy, mitigation of operational risks and optimization of resources.

AHMED MAGDY
CHIEF RISK OFFICER





Equipping marginalized communities with craft expertise and knowledge is one of the ways ALEXBANK empowers communities

Photo by: Ahmed Hayman

THE ESG RISK ASSESMENT FOR LENDING OPERATIONS PROCESS CAN BE SUMMARIZED AS FOLLOWS:

- Upon receiving the customer's lending request, a set of documentations are to be fulfilled by the customer (ex. Relevant permits/ approvals from government authorities including the Egyptian Environmental Affairs Agency license and Environmental Health and Safety Permits Granted, Environmental and Social Policy, HR Policy, Fire and Safety Plan etc.), in addition to filling in questionnaires catered to ESG Risk Assessment and Reputational Risk Assessment.
- The Bank's Enterprise Risk then assesses the documentation for clearing and identifies the appropriate autonomy, reviews the provided information and generates an ESG assessment reports.
- Credit Underwriting Department then prepares the Credit Case in order to submit it to the Credit Committee for approval prior to execution of the transaction.

Meanwhile, the Risk Management Department works closely with the Credit Underwriting Department and the CSR and Sustainable Development Office to identify cases where the ESG process, Equator principles Criteria and UNEP-FI portfolio impact analysis results are applied to ensure harmonious necessary actions and mitigations are taken.

A dynamic risk culture is spread across the organization, where educational risk training was rolled out to almost 20% of ALEXBANK staff to embed the risk culture and transfer the knowledge especially for the new Risk Frameworks such as Operational Risk. Further efforts are presented by the Internal Audit department where branch staff have been subjected to weekly trainings (amounting to 30 training sessions) targeting increased awareness of high-risk issues through common observation and mitigation measures.



RISK MANAGEMENT FRAMEWORK

Credit Risk

Following the pandemic, and the relative increase in credit risk especially in the retail and microfinance segments. Credit risk have led several initiatives to contain the impact on the credit portfolio by reviewing the product catalogue of several products.

On the other hand, Credit risk has initiated a training sessions for the branch and area managers to increase their awareness on the new approaches recently introduced by the parent company like the new default definition principals and IFRS9 classification and provisioning rules. The training sessions will be ongoing in order to make sure that front liners are fully aware of the new guidelines. Within the awareness sessions, a new set of reports is shared on a monthly basis to the front liners in order to track the performance of their portfolios.

Market and Financial Risk

Market and Financial Risk has played a supportive and consultancy role for the business i.e., Treasury and Retail for the treasury and financial products' creation and development. It has achieved its defined objectives for monitoring, managing, and mitigating financial risk.

Capital Management

The Capital Management has succeeded to provide a holistic overview on the outstanding Regulatory and RAF limits to ensure alignment with the Business Strategy, in addition to Capital Highlights, Analysis and regulations related to Pillar I Risks & Pillar II Risks through the Enterprise Risk Management Comprehensive report. The ICAAP & ILAAP Package managed to contribute to the bank continuity from a capital perspective through ensuring adequate level of capital that can absorb losses and follow a sustainable strategy even during a prolonged period of adverse developments considering (Pillar I & II) risk profile and vulnerabilities.

Operational Risk

Operational Risk managed periodically conducted Operational Risk Awareness sessions to bank staff in addition to having an online Operational Risk Awareness presentation on the bank's training and development portal. A quiz is completed by the branch managers to ensure embedding the Operational Risk Culture throughout the bank in addition to regular participation in the new hires induction to ensure embedding the Operational Risk culture to the new hires.

LEGAL INFLUENCE

ALEXBANK's legal department participated in the amendment of the Central Bank of Egypt Law, as well as the Real Estate Finance Law No. 148 of 2001. Participation in this amendment was significant in ensuring the Bank's main objectives are fulfilled through collaborative meeting with members of the Minister of Justice's team, fellow lawyers from the "Federation of Egyptian Banks" as well as members of the General Bar Association. The department worked in parallel on increasing the awareness of branch employees on new laws, regulations leading to an enhanced performance on applicable policies and procedures.

Although customary procedure for selling any real estate depends on two evaluations conducted from experts regarding determining the basic price at which the auction begins, and the higher price evaluation is chosen, ALEXBANK's Legal department managed to obtain the

principle of reliance on the evaluation that includes the lowest price with respect to the Real Estate Finance Law No. 148 of 2001. Then, the principle of reliance on the average of the two evaluations was obtained, which had the most effect in breaking the reluctance of the bidders and opened the door for the entry of many of them, leading to the sale of the property under the guarantee and the sale order.

This, in turn, expedited the selling process of real estate and helped ALEXBANK achieve targets in a faster manner.

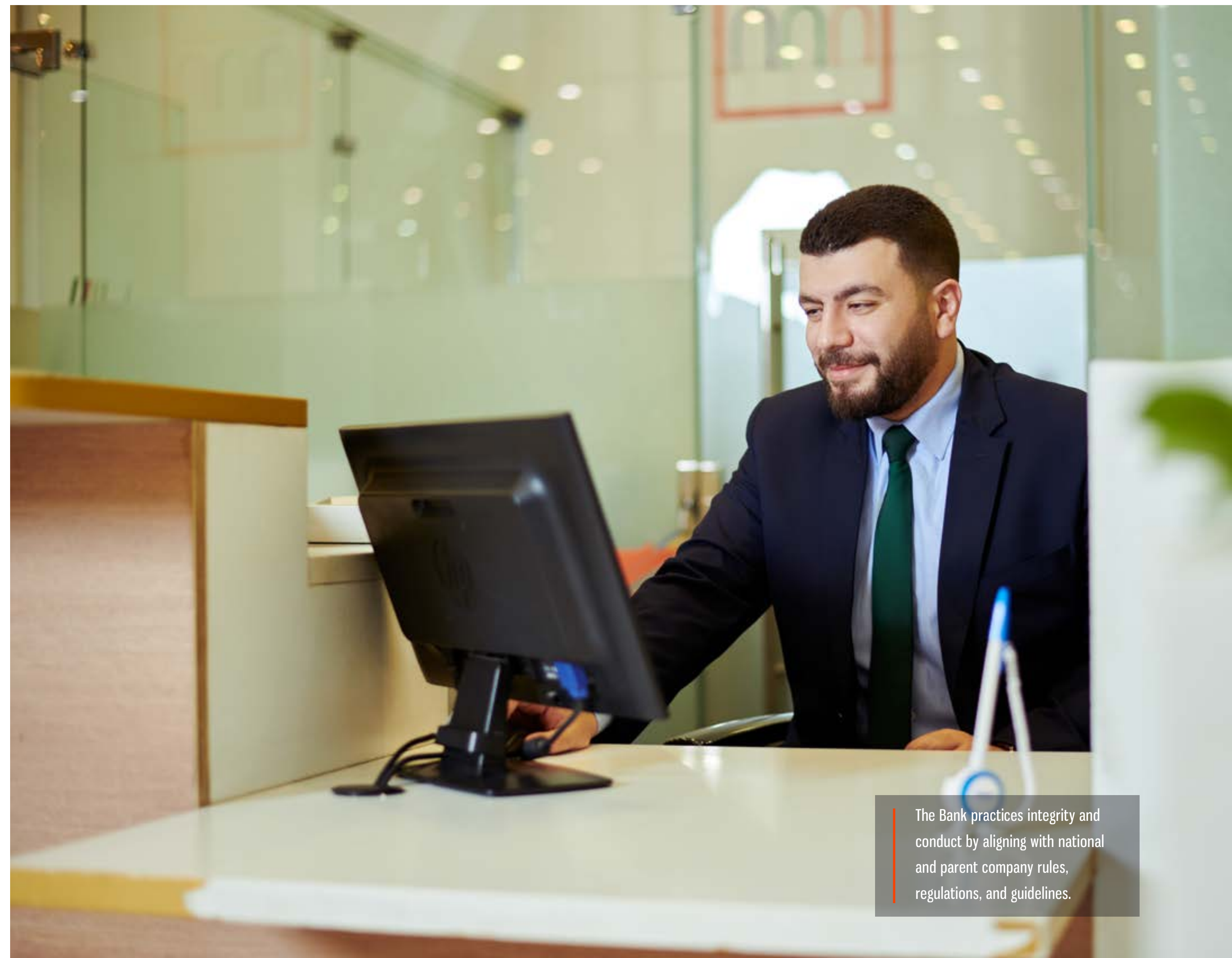


4.2 INTEGRITY IN CORPORATE CONDUCT

AS A CONSTANT PRIORITY, INTEGRITY IN CORPORATE CONDUCT REMAINED A LOW-RISK TOPIC FOR ALEXBANK, WHILE THE BANK SUSTAINED DEDICATED EFFORTS ON MAINTAINING NO CORRUPTION AND PROVIDING NECESSARY TRAINING. IN LINE WITH ITS ONGOING EFFORTS ON ESG INTEGRATION, ALEXBANK HAS PARTICIPATED IN MULTIPLE EVENTS AND TRAINING SESSIONS BY INTESA SANPAOLO GROUP AND HAS ALSO BEEN DEVELOPING THE CAPACITIES OF ITS TEAMS AND DEPARTMENTS ON DIVERSE ESG TOPICS.

ETHICS, INTEGRITY AND COMPLIANCE

Operating in an integral and ethical manner is a widely enforced priority within the Bank. Addressing all levels of operation from highest management bodies to the externally sourced workforce, ALEXBANK's policies ensure full alignment with regulations and Group policies and requirements. All stakeholders are ensured proper administration and rights from employees, suppliers, customers and investors to the community.



The Bank practices integrity and conduct by aligning with national and parent company rules, regulations, and guidelines.



ALL POLICIES RELEVANT TO ETHICS, INTEGRITY AND COMPLIANCE

CROSS POLICIES

- Group Code of Ethics
- Group Internal Code of Conduct
- ALEXBANK Code of Conduct
- Rules for Combatting Sexual Harassment **NEW**
- ALEXBANK Code of Ethics

ANTI-CORRUPTION

- ALEXBANK Corporate Governance Code **UPDATED**
- Intesa Sanpaolo Group Compliance Guidelines **UPDATED**
- Group Anti-Corruption Guidelines
- ALEXBANK Compliance Policy **UPDATED**
- Guidelines for the Governance of the Group's Reputational Risks
- Security Principles
- Group Rules on Reporting Violations
- Conflict of Interest Management Group Rules **UPDATED**
- Antitrust Compliance Programme
- Guidelines for Combating Money
- Laundering and Terrorist Financing and for Managing Embargoes

HUMAN RIGHTS

- Rules for Occupational Health and Safety Management System
- Legal Department Policy
- Principles of Human Rights

SOCIETY

- Rules for Donations in the International Subsidiary Banks

LABOR

- Whistleblowing Policy **UPDATED**
- Diversity and Inclusion Principles **NEW**



Children playing Hady Bady mobile App during World Savings Day



CUSTOMERS--RIGHTS PROTECTION OFFICE ("CRPO")

In February 2019, the Central Bank of Egypt has issued a regulation (i.e. CBE regulation #123) to regulate the consumers' rights protection framework in the banking sector in Egypt. Such regulation aims to emphasis on many customers related principles, as stated below, in relation to their financial and banking relationship with their respective banking and/or financial institutions. Committing to ensuring the safety of customers and helping them feel empowered in their financial activities, the Central Bank of Egypt has instructed all working banks in Egypt to establish a separate office inside each bank, precisely "Customers' Rights' Protections Office" to be dedicated to preserve customers' rights and handle their complaints. The CRPO was first established in Alex Bank in March 2020, according to the CBE regulation #123. The CRPO is under the Compliance umbrella, which is under the supervision of the CEO of Alex Bank.

Among the Customers' Rights Protection Principles are the following:

- Dealing with customers on the principles of fairness and equity
- Protect customers' data and account confidentiality
- Disclosure and transparency
- Spreading banking culture and awareness
- Complaints' handling and reporting mechanisms

**GRI 2-23, 2-25, 2-26,
201-1, 205-2, 205-3**

ETHICS, COMPLAINTS AND CONDUCT

Throughout previous years – a campaign launched by the Compliance Department aimed to raise awareness among all Bank staff on the Bank's Anti-Corruption Guidelines. The campaign targeted all Bank staff and was followed by an e-learning training course to enable participants to recognize Anti-corruption and prevent bribery in their daily work. In addition, the Anti-Corruption Policy is available for review to all staff over the intranet and is continuously being capitalized on.

Accompanied by the internal communication announcement pertaining to the newly updated Code of Conduct and ensuring the acknowledgement of the document, employees are well aware of the operational frameworks of the Bank. The updated code addresses all business matters that bank staff could interact with while working at ALEXBANK and how employees may conduct work ethically therein to avoid any business violation including how to identify and tackle any instances of conflict of interest that might arise. For ease of access, the Code of Conduct has been made available on ALEXBANK's intranet. All staff are required to thoroughly read and acknowledge the code.

The Bank's "**Welcome on Board**" kit targets all new hires and includes a welcome letter along with a QR code that they are instructed to scan to be directed to ALEXBANK's website where they should read the internal code of conduct and familiarize themselves with. This workflow ensures that all staff whether

working for years in ALEXBANK or have just started their journey, are aware of ALEXBANK's internal code of conduct and all the matters that they must comply with including providing a safe and ethical work environment where all staff perform their day-to-day business based on honesty and integrity. The Code of Conduct cites the collection of values and principles specified in the Code of Ethics, aimed at guiding the conduct of the recipients, as well as the procedures with which ALEXBANK intends to pursue its mission in compliance with the legal and corporate obligations.

HIGHLIGHTS:

All new-hires and outsourced staff were trained on Anti-Corruption

Updated bank policy according to the updated Group Compliance Guidelines in consistence with the new CBE law no. 194 /2020 and the organizational and operational evolution of the model for governing the compliance risk.



INTRODUCTION

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THE BANKMATERIALITY
& STAKEHOLDER
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CUSTOMER EXPERIENCEFINANCIAL
INCLUSION
AND LITERACYCUSTOMER
AND EMPLOYEE
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NEW CODE OF CONDUCT CIRCULAR



Dear Colleagues,

We would like to introduce the **newly updated code of conduct related to ALEXBANK** that outlines principles and standards that all employees must follow as well as the procedures with which the ALEXBANK intends to pursue its mission in compliance with the legal and corporate obligations.

Kindly note that all employees are obligated to read and understand the code of conduct thoroughly as well as comply with it.

All employees must **acknowledge reading** the Code of Conduct through the intranet, no later than **Thursday the 15th of November**, to prevent the application of the **Bank's penalty** chart in this regard.

Click here on the intranet to read the newly updated code of conduct (Arabic and English versions are available) and follow the below step in order to acknowledge the document :

Required step : After clicking on the intranet, and reading the Code of Conduct, please click on the **"check box"** and then finally click on **"Save"** to submit your acknowledgement as shown in the below picture:

الزميلين والزملاء الأعزاء،

يسرنا أن نقدم لكم **النسخة المحدثة من ميثاق سلوكيات العمل الداخلي** بنيتك الإسكندرية التي يحدد المعايير والمعايير التي يجب على جميع العاملين ببنيتك إتباعها. وننشد الجدارة التي يتبعها البنك في سياق أداء مهمته وفق القواعد القانونية والداخلية.

يرجاء العلم أن جميع العاملين بالبنك ملزمون بقراءة وفهم ميثاق سلوكيات العمل الداخلي بنيتك الإسكندرية بدقة وكذلك الالتزام به.

ويجب على جميع العاملين **التعريف بالاطلاع وقراءة** الميثاق من خلال الشبكة الداخلية منعا لتطبيق **الجزاءات** في هذا الشأن وذلك خلال موعد انتهاء يوم **الخميس الموافق 15 نوفمبر**.

انضغط هنا على شبكة البنك الداخلية لقراءة ميثاق سلوكيات العمل الداخلي بنيتك الإسكندرية (متوفر باللغة العربية والإنجليزية) ثم اتبع الخطوات التالية لإقرار بإتمام القراءة.

الخطوة المطلوبة : بعد الضغط للدخول على شبكة البنك الداخلية، وقراءة ميثاق سلوكيات العمل الداخلي بنيتك الإسكندرية، يرجى الضغط على المربع الموضح في الصورة أدناه لوضع علامة "صح". ثم اضغط على **"حفظ"** لتتميز والإقرار بإتمام القراءة.

COMPLIANCE REGULATORY ALIGNMENT CIRCULAR



COMPLIANCE REGULATORY ALIGNMENT SECTION ON THE INTRANET REGARDING CBE INSTRUCTIONS AND CORRESPONDENCES

Dear Colleagues,

We would like to remind all Bank's employees across all functions of the importance of referring back to **Compliance Regulatory Alignment** section on the intranet, for checking & reviewing the instructions and correspondences issued by the CBE to comply with it. This will help avoid violations or any compliance regulatory risk.

Compliance Regulatory Alignment section has been created by the Compliance & IAR Department on "ALEXBANK Intranet", and it's updated daily. It consists of CBE incoming communications as well as rules, regulations and instructions from 2005 till the date. This represents a database of CBE rules and instructions issued to the Banks, and ALEXBANK in particular.

Click here on the intranet to read the work related instructions issued by the supervisory bodies that must be complied with, to settle any clarifications that might arise.

After accessing the Intranet Homepage click on "Compliance Regulatory Alignment" from the side menu as shown below to access CBE instructions throughout the years.



In case of any inquiries please contact:
Compliance.Regulatory.Alignment@ALEXBANK.com

ALEXBANK | بنك الإسكندرية
FOR ALL THAT COUNTS.

All grievances related to the Bank's internal teams and activities can be communicated through the Whistleblowing, Code of Ethics and Diversity & Inclusion Principles channels. ALEXBANK continuously communicates that significant interpersonal issues need to be reported to the direct superior, HR function or relevant corporate individual/structure to ensure timely and appropriate mitigation.

The Audit function is an independent body responsible for maintaining the strictest confidentiality in regard to the performance of its audits; anyone that wishes to report an unlawful action or a situation that is questionable in the slightest is encouraged to do so to the Audit function in a timely manner. Possible breaches to the Code of Ethics and those of the Management and Control Model and Anti-Corruption Guidelines are directly reported to the Head of Compliance and the Head of Internal Audit. ALEXBANK abides by the Equator principles (principle 6 dedicated to grievance mechanisms) and PRBs guaranteeing that individuals who report such situations shall not be subject to any reprisals, discrimination or penalization, while ensuring the strictest confidentiality, without prejudice to legal obligations.

Non-compliance with ALEXBANK's Principles of Human Rights can be communicated through
mailto:**CSR@ALEXBANK.com**

Reports of cases of non-compliance with ALEXBANK's Code of Ethics should be sent by email to

CodeofEthics@ALEXBANK.com

All complaints related to breach of customer rights are directly communicated to the Bank's Customer Rights Protection Office in compliance to the CBE rules and regulations issued and distributed to the bank on 19/2/2019.

HIGHLIGHTS:

5 Ethical Complaints recorded, in line with the Code of Ethics

Policies: Code of Ethics

Updated Policy: Code of Conduct



SUPPLIER ENGAGEMENT

In the quest to achieve proper environmental and social sustainability within and outside of Bank activities, the Bank's procurement department has updated its Vendor and Contract Management Policy which is complementary to the ALEXBANK Procurement Policy currently under finalization and follows CBE regulations and Group guidelines. Suppliers are requested to comply with social and environmental policies and sustainable guidelines. During the selection process of suppliers, an assessment for human rights, proper employment conditions, business ethics and proper health and safety measures is conducted. In addition, ALEXBANK Procurement Department scope has expanded by working alongside the Real Estate Department to maximize the value of the Bank's Real Estate, through the assignment of Professional valuers to the Bank's property and preparing case studies on Branch renewals, relocations and new locations.

In its efforts to foster governance, risk mitigation and transparency, ALEXBANK Procurement Department has issued its new Outsourcing Policy in compliance with CBE and ISP requirements on Outsourcing. The new Policy sets another powerful example of collaboration between several Bank's Department to ensure an integrated and holistic review of the Bank's Outsourced activities where the Legal, Risk Management, Cybersecurity and Business Continuity, Compliance and ICT Departments

GRI 308-1, 407-1, 408-1, 409-1, 414-1

assess outsourcing activities periodically to monitor and control financial and operational risks and ensure consistent service provider performance.

To ensure the proper onboarding of suppliers, ALEXBANK provides each supplier with the following set of information:

- Workplace operational risks and prevention and emergency measures in place to protect vendors and to deal with any emergency situations that may arise.
- Acquiring a statement of the supplier's awareness of and consent to the workplace operational risks and the risk reduction and elimination measures therein where the supplier's service shall take place.
- Informing the supplier of safety-related expenditures undertaken by the bank to ensure the supplier's safety as is relevant to the service/supply that will be offered.

Global Buyer

ALEXBANK is working alongside Global Procurement – a Group collaboration – applying new supplier categorization and approval processes to conclude international purchase agreements that improve the economic outcomes of the agreements and procurement procedures.

HIGHLIGHTS:

Updated Policy: Vendor and Contract Management Policy

ALEXBANK Outsourcing Policy being updated

285 Suppliers with 98.6% are local Egyptian companies or having a local presence

152 Trainees on asset and liability management under the umbrella of green financing

80% of workforce trained on critical control topics

61 Employees trained on ESG with a total of 224 hours



Summer towels created by the talented hands of the women of My Craft, My Chance project

Photo by: Ahmed Hayman

TRAINING FOR ESG EXCELLENCE

ALEXBANK in tandem with ISBD and following ISP's regulation has increased its focus on ESG training internally as well as across its value chain. Multiple workshops and capacity building has taken place over the course of the year covering training on ESG and risk assessment, the induction of new initiatives across the board as well as education on diversity and inclusion and persons with disability training. Simultaneously, constant training on updated or new policies have been taking place, ensuring the full awareness of Bank staff and their active engagement. ALEXBANK has also expanded its capacity building to include current and potential customers, and suppliers. Capacity building included but was not limited to education on the benefits of joining the NILEX, capacity building on energy and efficiency optimization as well as business and operational efficiency and excellence. The Bank is growing its efforts yearly to embed ESG mindset within its population and customer base.

ALEXBANK in collaboration with the EBRD and Egyptian Banking Institute provided training on asset and liability management under the umbrella of green financing to 22 external and 130 internal trainees. In the course of 2021, following the importance of ESG as part of Intesa Sanpaolo's business strategy, different initiatives were organized, in which the Bank's employees took part.

Various training formats addressed different functions—Risk, Credit, Compliance, Legal, Business

functions, the CSR teams and Energy Efficiency referents – to increase specific competences, covering aspects from the regulatory framework for sustainable finance to the risks and opportunities connected to the ESG and the impact on the risk management operations/assessment. In addition, a specific program was dedicated to the Top Managers, to raise awareness of the topic relevance and engage them for a definition of an ESG-oriented strategy. A total of 61 employees were trained with a total of 224 training hours.

To strengthen internal control and governance awareness as well as to increase knowledge of the bank's policies amongst the Bank's staff, 3362 employees (approximately 80% of the bank's workforce) were enrolled in various programs covering critical control topics. The major topics are:

- Internal Audit Awareness
- Internal Control Practices
- AML
- Compliance
- Operational Risk
- ESG Practices & Performance
- Code of Conduct & Conflicts of Interest
- Customer Rights Protection
- Health & Safety Practices



5. RESPONSIBLE AND PURPOSEFUL LENDING AND INVESTMENT

Business Performance

Banking Across the Segments: Leveraging our Impact

ALEXBANK recognizes the significance of increasing loans to agribusinesses to boost the Egyptian economy



5.1 BUSINESS PERFORMANCE

ALEXBANK has maintained improvement along its financial sustainable growth, and is reflected through its financial performance of 2021, in commitment to providing a continuous service and tangible contribution in the Egyptian society.

In 2021 FY, ALEXBANK achieved sound results despite the pandemic. The consolidated net income went up **4.42%** YOY to **EGP 6,969 mln**, net interest income went up by **2.9%** from 2020, and net fees and commission income grew 18.45% over the previous year to reach **EGP 771 mln**. ALEXBANK maintained operational efficiency, with the cost-to-income ratio standing at **39.4%** compared to **44.6%** in 2020.

Overall, the Bank witnessed a **3.8% increase in customer base** with the Small Business sector witnessing **8%** growth.

Please see [ALEXBANK's Financial Statements for 31 December 2021](#) for full details.



The embroidered pouches for Ghalya March Campaign "Sekoun" reflect refugee craftswomen's definition of a home



ECONOMIC VALUE DISTRIBUTION

EMPLOYEE WELFARE

2021 witnessed a decrease in pension cost by **EGP 293 mln** or **-52 %** YOY due to the Early Retirement Plans. Pension costs reached **EGP 271 mln** in 2021. Total salaries cost increased by **EGP 57 mln** (including social insurance), around **5.1%** higher than 2020.

LOANS TO CUSTOMERS

ALEXBANK's financing of businesses and individuals grew by **7.1%** to reach **EGP 54.2 bn**.

STABLE PARTNER TO THE EGYPTIAN GOVERNMENT

ALEXBANK maintained its stable track in supporting the economy and the Egyptian government through the major channels where the bank paid Corporate Tax of **EGP 1.2 bn** for the year 2021.

GROWTH FOR THE ECONOMY

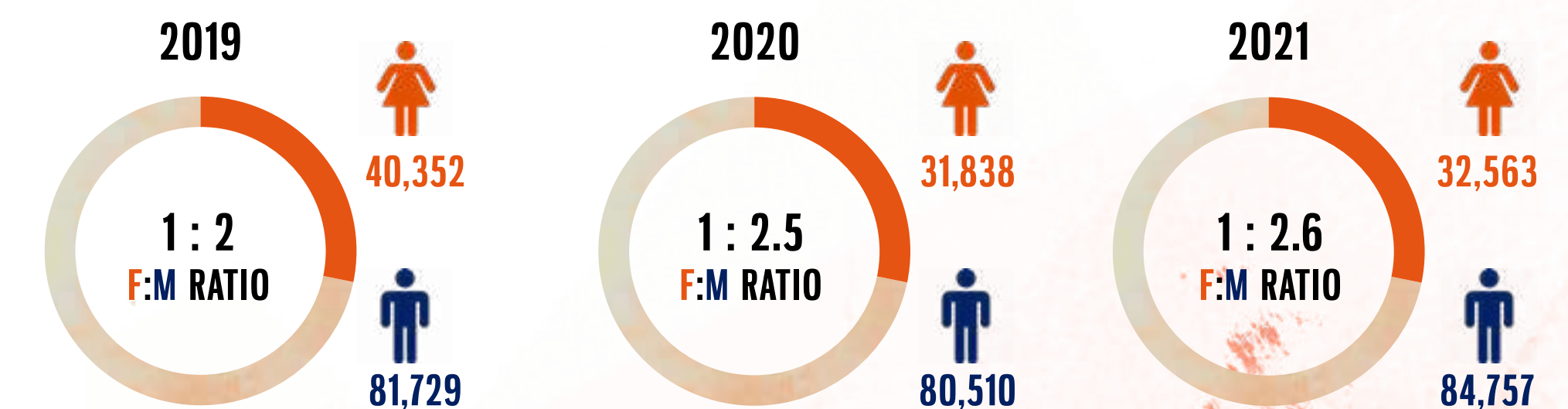
In its efforts to create a sustainable supply chain, the Procurement Department issued several policies aiming to incorporate environmental and social aspects in the selection of the Bank's vendors and goods in addition to the conventional cost-efficiency measures. The ongoing renovation of the Head Office in El Gomhoreya building is an epitome of sustainable procurement where the building is following Green-building standards.

The Procurement department, in collaboration with the Business, also work along supply chain financing by forming strategic partnerships with vendors that enable the Bank to finance some of its suppliers. Through a transparent and governed tendering process, ALEXBANK's suppliers' base have a representation from SME's as well as large corporates contributing to the growth of different sectors in the economy including Construction, ICT, Utilities, Real Estate, Financial Services, Medical sector, Professional services and Research and Development.

TOTAL LOANS GRANTED COUNT

The Bank's dedicated efforts have gradually increased female participation in banking services while promoting smart, responsible and aware decisions among customers.

The loans granted have witnessed a **4.4%** increase YOY change, however the diversity ratio dropped by **0.6%**. ALEXBANK is currently devising new strategies to enhance female financial inclusion and tying it to business performance indicators and KPIs.



**ESG Products**
(Newly Issued Loans)

2021

2020

2019

SEGMENT ADDRESSED

DESCRIPTION

**Renewable energy loans
for corporate customers
(Green Economy Financing
Facility (GEFF) & Green
Growth Fund (GGF))**

2

1

4

SMEs / Midcaps / Large Corporates - SMEs
mainly and part of the large corporate as
all supranational are using the Euro Zone
definition for SMEs which impacts the Large
Corporate according to the CBE definition.“GEFF” A Loan of up to USD 30 million tranching into
two tranches of USD 15 million with grace period of 2
years and tenor of 5 years by EBRD To assist ALEXBANK
in financing sub-loans aimed at renewable energy and
energy efficiency projects to its clients, ALEXBANK can
lend clients in (EGP/EUR/USD)**ALEXBANK Pension Loans**

3,803

4,216

0

Private Individuals (senior customer that
receive pension from their employer)Loan for retired customers receive pension from the social
insurance authority or armed force**Microfinance**

43,174

46,638

61,094

Private Individuals (Mass) / Micro Businesses

A finance designed to empower micro individuals or
micro companies that perform micro projects to enhance
their living standards, and accompany them through the
business enlarging phases**Microfinance in
cooperation with NGOs**

496

24

20

Private Individuals (Mass) / Micro Businesses

A lending platform allowing finance to micro finance
customer based on a contractual agreement conducted
with NGOs, local top tiers, multinational companies, or
governmental bodies, targeting customers with micro
activities either documented or undocumented sourced
under different initiatives (Ebda3 Men Masr, WFP
Smallholders Farmers Programme)



5.2 BANKING ACROSS SEGMENTS: LEVERAGING OUR IMPACT

A LARGE PORTION OF THE ONGOING ESG AND RESPONSIBLE BANKING EFFORTS WITHIN ALEXBANK ARE FOCUSED ON REDUCING PORTFOLIO ESG RISKS, ENABLING SUSTAINABLE CHOICES AMONG ITS CUSTOMERS, AND FACILITATING BROADER SUSTAINABILITY TRANSITIONS THROUGH LENDING PRIORITIES AND DECISION-MAKING APPROACHES. OVER THE PAST YEAR, ALEXBANK HAS BEEN EXTENDING ITS ACTION ON THE TOPIC, FROM DEDICATED RESEARCH ON BEST PRACTICES TO IMPACTFUL PARTNERSHIPS AND TAILORED ADVISORY SERVICES.

HIGHLIGHTS:

9 GEFF Clients with 10% or 15% cashback of the loan amount

13.5k + Meeza Cards Issued

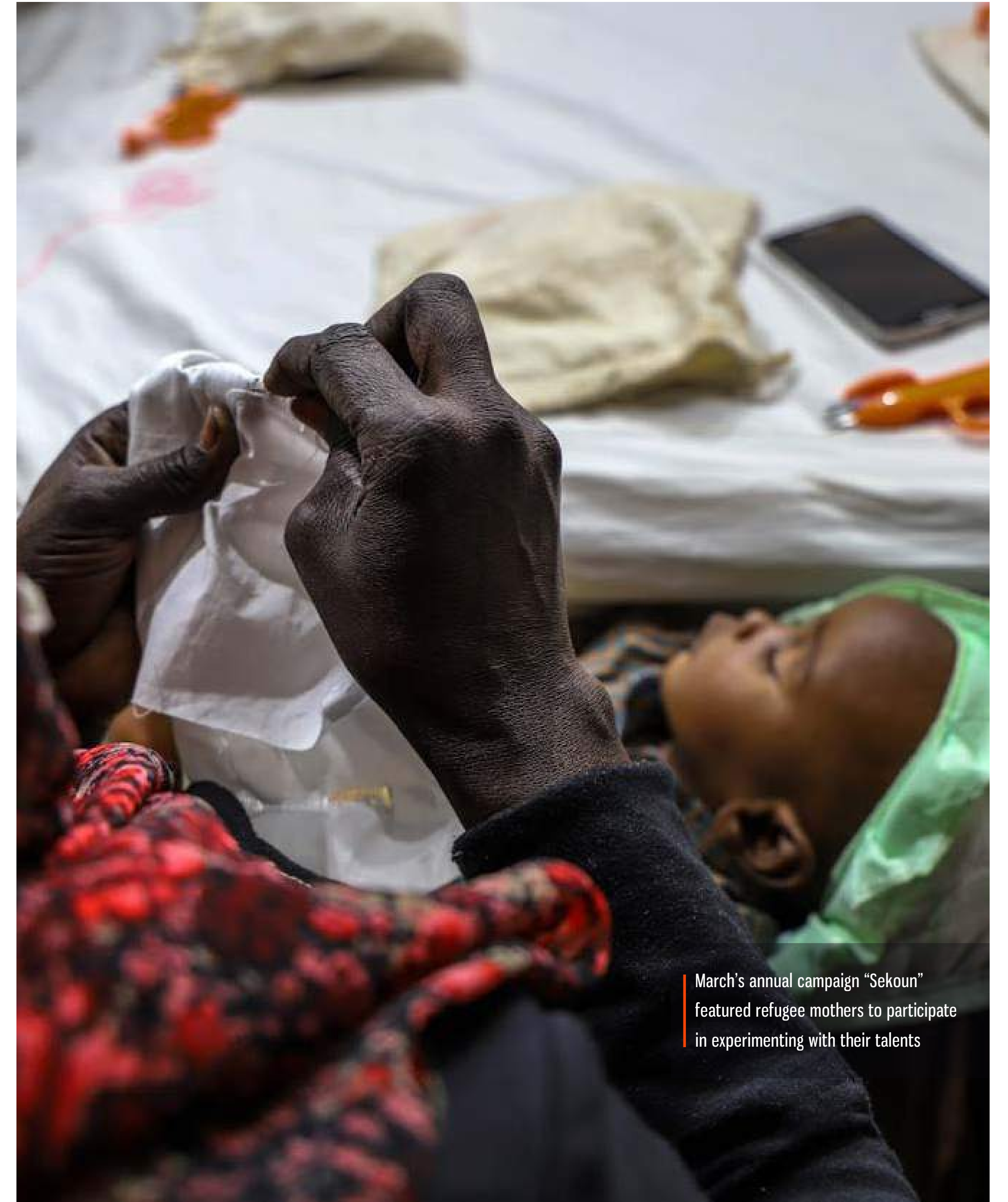
Ma7fazty customer base increased by almost 15%

Net Income up by 4.42%

Total ESG Loans and Microfinance: 47,475

CORPORATE INVESTMENT BANKING

ALEXBANK's investment banking team and in alignment with the Corporate and Investment Banking Business Coordination function within ISBD Corporate & SME Department structure is working on reinforcing a structured transaction including project finance, syndication, acquisition finance and advisory. This cooperation is expected to enhance the volumes, interest income, and fee income considering the fee associated with such types of transactions and the contribution of the medium/long term benefits to the total loan portfolio and in turn providing more stability to the loan portfolio.



March's annual campaign "Sekoun" featured refugee mothers to participate in experimenting with their talents



GREEN ECONOMY FINANCING FACILITY (GEFF)

ALEXBANK promotes the penetration of energy-efficient and renewable energy technologies, appliances, and equipment in Egypt by stimulating demand and raising awareness of the benefits of investments in such Technologies. **Green Economy Financing Facility (GEFF)** results from cooperation amongst the European Bank for Reconstruction and Development (EBRD), European Investment Bank (EIB), and Agence Française de Développement (AFD). The EBRD partnered with ALEXBANK to support Egypt's energy efficiency and renewable energy projects up to **USD 30 mln** financing package out of which only tranche one so far was obtained totaling **USD 15 mln**. Seeing as the 1st tranche was fully on lend and has no room for new borrowers, a second tranche for another USD 15 mln is currently being discussed among ALEXBANK, ISP and EIB.

12 Clients benefitted from the facility out of which **9** reaped **10%** or **15%** cash back of the loan amount or capital invested whichever is lower depending on their degree of energy saving with a total injection of incentives.

As part of the cooperation, 12 capacity building sessions were conducted by an external consultant about the energy efficiency sector and major milestones in the market as well as industry analysis highlighting bottle necks related to different project structure.

EGYPT CABLE: AN ENERGY EFFICIENCY SUCCESS STORY

Egypt Cable is one of ALEXBANK's large corporate clients that has been awarded an incentive grant by EBRD as part of the GEFF. For choosing to invest in an energy efficient production line, Egypt Cable was granted a **10%** incentive loan by the GEFF program. The company's new high-performance production lines will result in significant job creation, more efficient energy production, and increased production capacity. Based on information provided by the beneficiary of the grant which is on-loan through ALEXBANK, it is estimated that the number of permanent jobs created as a direct result of the investment is 48 highly skilled, sustainable jobs with the following breakdown:

- **27 jobs** within Operations (engineers and technicians)
- **6 jobs** within Quality Control (engineers)
- **15 jobs** within Service and Maintenance (engineers and technicians)

Egypt Cable's new production pipeline is yielding efficient energy production and energy waste reduction with the exemplary results of **3,972 MWh/year** in direct energy savings per year which equates to a reduction of **2,307 tCO₂eq emissions** annually. We are certain that the benefits will compound as time passes. As a result, two other clients are currently following the same process Egypt Cable underwent.



EGYPT CABLE'S FACTORY

“ Thanks to ALEXBANK, Egypt Cable has been able to obtain a loan of USD 5 mln to completely shift its operation lines to function in a fully sustainable manner. This grant has enabled us to outsource lower consuming equipment with higher result yields leading to a great and new start of a successful chapter in our business. We were able to reduce our consumption by **23%** which was higher than the anticipated amount!

I would also like to commend the Bank team on their immense knowledge on the different aspects of green financing & climate change matters and their effort in helping Egypt Cable throughout the whole process. The wealth of information provided and to aid in finalizing our project has been immense and highly appreciated.

MR.HASSAN MERSA
FINANCIAL MANAGER OF EGYPT CABLE



ADVISORY SERVICE AND PROJECT FINANCE - NILEX PROJECT

In 2021 the Bank started acting as a nominated advisor (NOMAD) that is registered with the Egyptian Stock Exchange (EGX) and holds the license to provide sponsorship for SME companies that need to be listed on the NILEX Stock Exchange (which is a dedicated stock market for SMEs under the supervision of EGX). In 2021, the Advisory Team in its capacity and the European Investment Bank (EIB) cooperated on all pre-IPO required activities to short-list SME clients who are interested to be supported in enrolling under NILEX. In 2021 the EIB worked along with the Bank to create a list of best fit SMEs that are able to join the NILEX. Out of 700 SME clients, 16 clients have been qualified to join the NILEX and two clients have been enlisted in the stock exchange successfully and sustainably.

The internal training covered topics related to the operation of NILEX, legal framework, SME selection criteria and marketing guidelines, outreach and communication.



CONSUMER BANKING

ALEXBANK is constantly working on increasing their reach and customer base. This year, the Bank issued 134,548 Meeza Cards and witnessed a general increase in card activities and issuances in comparison to last year.

MEEZA CARDS ISSUED

2019	5,946
2020	164,412
2021	134,548



ادفع ببطاقات
ميزة على
ابل كيشن
Woffarha
واحصل على خصم يصل الى
300 جنيه
العرض ساري من 19 أكتوبر إلى 19 ديسمبر

*تطبيق الشراء والتكامل

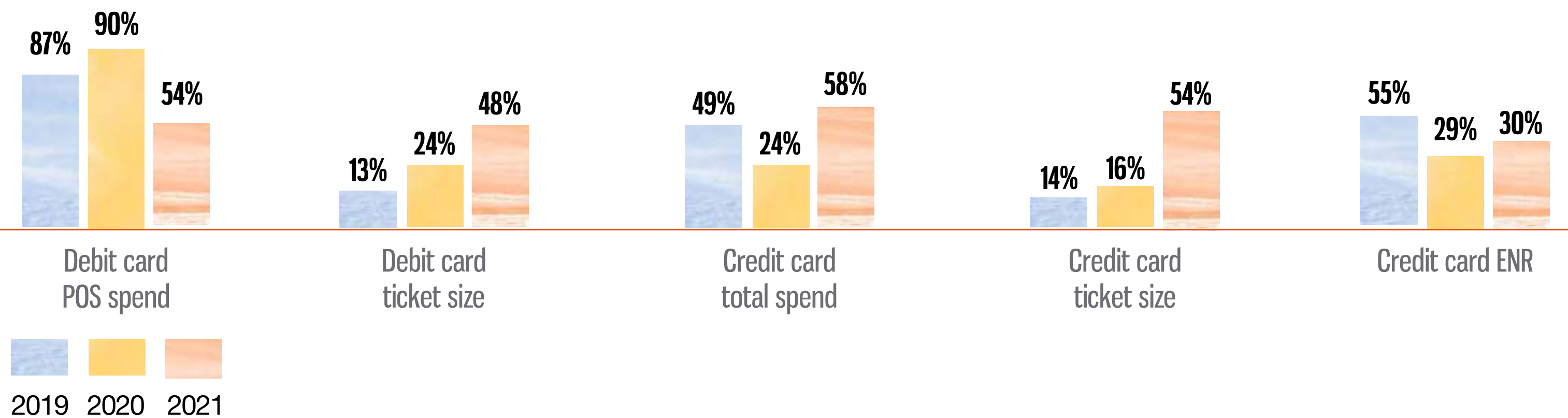


MA7FAZTY

Ma7fazty facilitates all essential and daily financial transactions in one mobile application such as transferring money to any digital wallet in Egypt, paying cellular and utility bills, and making online purchases. As a result of simplifying secure money transactions, Ma7fazty is one of the Bank's most popular digital services since its launch in early 2016. Ma7fazty's user base increased by almost 15% in 2021 from 2020, achieving considerable growth in all metrics.



YOY GROWTH RATE PERCENTAGE OF NEW CARDS ISSUED





REMITTANCE

ALEXBANK defines a remittance as a non-commercial transfer of money by an individual living in Egypt to an account outside of Egypt for the purposes of household income in their home country. Remittances can also be made by Egyptians living abroad for the same purpose. ALEXBANK has worked on its marketing campaigns and promotions allowing for higher access to target segments. As the Bank aims to become more accessible to the Egyptians working abroad, it launched its Western Union Mega GOLD promotion in April 2021.

REAL-TIME REMITTANCE & API TECHNOLOGY

ALEXBANK introduced a new sophisticated system and platform for the remittances transaction flow. The API (Application Programming Interface) integrated system caters to the day-to-day remittances activities and business processes for the Bank's correspondent partners, FLAs, and back-office users to efficiently process real-time remittances. Customers, banks, money agents and exchange houses can also send remittances in multiple currencies on real-time basis allowing for very high efficiency in operation and instant money cash transfers. Upon its finalization in Q1 2022, customers can now obtain the transfers over the counter, on their accounts or to their mobile wallets.

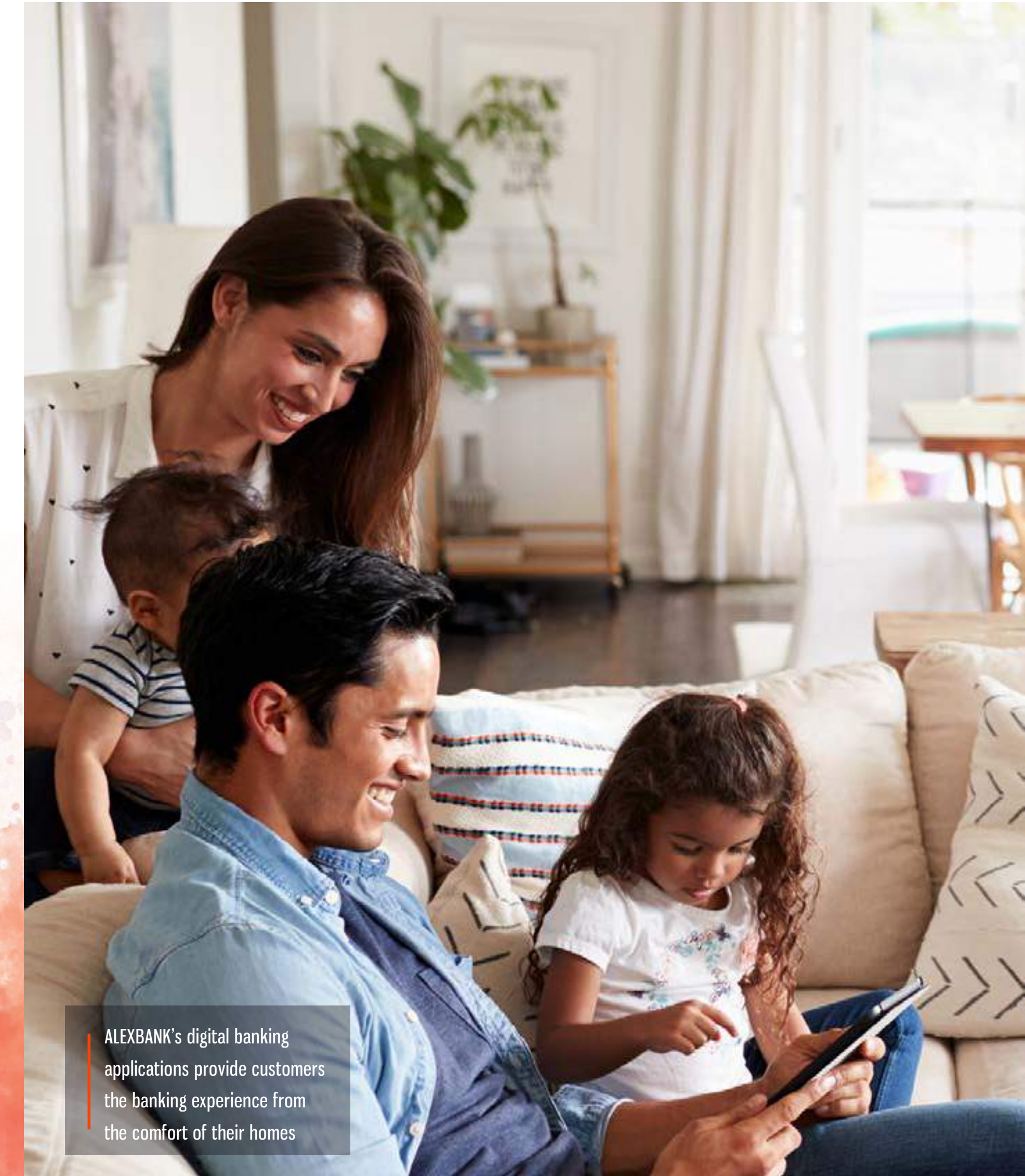
WESTERN UNION STRATEGIC PARTNERSHIP

Aiming to deliver better customer experience and offering seamless remittance products to more than 200 countries, ALEXBANK has partnered with Western Union to allow customers in Egypt to send money worldwide directly to a recipient's account quickly and efficiently. The offering also extends to disbursement of inflow remittance payments currency allowing customers to choose EGP as the preferred pay-out currency when receiving money transfers from ALEXBANK branches.

WesternUnion WU

INTRODUCING NRE TO JORDAN

Non-Resident Accounts (NREs) are now open to Egyptians working in Jordan. The new scheme allows Egyptians to open new accounts in ALEXBANK and enables them to send their hard-earned money back home. The NREs are designed exclusively with multiple benefits in mind with currently around 500 accounts opening per month with increasing traction.



ALEXBANK's digital banking applications provide customers the banking experience from the comfort of their homes



POS ACQUIRING

INSTALMENT SERVICE

Enabling installment services on POSs to enhance customer experience for both ALEXBANK merchants and cardholders by providing equal payment plans for their purchases.

UNION PAY CARD ACCEPTANCE

ALEXBANK POSs can now accept China Union Pay card schemes.

QUICK RESPONSE CODE -QR CODE- ACCEPTANCE

Clients can now use their digital wallets as a payment method through ALEXBANK's POSs.

MSMEs

The Bank is working on increasing its Micro, Small and Medium Enterprise customer base, allowing for their financial stability and integration within the banking segment.

This year has witnessed an increase of **1.8% in loans** allocated to MSMEs

Loans towards MSMEs:

Year	% of total loans	Amount (EGP, Million)
2021	23.78%	10,463
2020	21.98%	9,671
2019	20.49%	7,657

Distribution of ALEXBANK's MSMEs Clients across sectors

In alignment to Egypt's strategic goals, ALEXBANK is targeting the agribusiness sector aiming at enhancing the sector's contribution to the economy and allowing for their sustainable financial inclusion.

	CLIENT NUMBER	SERVICE SECTOR	TRADE SECTOR	INDUSTRIAL SECTOR	AGRICULTURE SECTOR
2021	72,744	17%	33%	32%	18%
2020	79,000	26%	26%	30%	18%

“

MSMEs are the corner stone for the ongoing economic reform taking place in Egypt. That is why here in ALEXBANK we focus on creating value and sustainably developing this sector by vast financial products and a complete proposition. This is supported by a dedicated alliance & cooperation with supra nationals and local top tiers to ensure that the bank is participating in the development of this Ecosystem. Such practices enabled the bank to ensure the financial inclusion of under-served segments and to give a special dedication to the agriculture sector by designing innovative products that were firstly introduced in the Egyptian market. Purposeful and sustainable lending was the focus in 2021 by offering tailored agribusiness products to MSMEs sector like Crops financing & Solar irrigation systems. The support we provided through partnerships with different entities, whether governmental or NGOs, to provide an all-around financial solution for our customers & ensure the business sustainability and continuity along with financial inclusion impact that reached rural and untapped territories.

”



TAREK SALAH
HEAD OF RETAIL & SME DIVISION



Reda Saleh is a 40 year old father of four Nursing University graduate girls from Assiut. He has been an ALEXBANK Microfinance client since 2019 and has witnessed great success in growing his business since getting the first loan for EGP 10,000. He found out about ALEXBANK's microfinance loans through a friend and he was absolutely encouraged because of the ease of applying and the competitive interest rate.

Reda Saleh's project mainly focuses on recycling scrap of different material and primarily plastic waste; he started off with a small warehouse and, through the help of the loans he acquired from ALEXBANK, he now has a big warehouse, a small shop and 3 electric cargo tricycles and he managed to enlarge the business through his dedication and by the help of the three loan top-ups he obtained since 2019. Reda is planning on expanding his business more and to be a formal, documented business to be able to get a higher funding tier from ALEXBANK.

REDA SALEH - A MICROFINANCE CLIENT



SOLARSOL is one of the few manufacturers in Egypt specialized in the production of environmentally friendly products, outdoor solar lights and EPC of solar plants.

As most of local SMEs in the market, SOLARSOL faces multiple business expansion barriers and obstacles due to limited funds and tailored banks' products and services. For example, increasing working capital debts, long term loans, and funding assets other than machinery and equipments.

ALEXBANK's support has helped SOLARSOL expand further and obtain a new spacious factory which will allow for room to increase equipment and machinery. Clients have shared feedback on the higher quality SOLARSOL has been providing and the quick spread of "word of mouth" has been reflected on the sales, market share and client base.

- » *ALEXBANK took SOLARSOL in a green journey from small to medium (2018 -Small 8-9 million to 2022-Medium 40 million).*
- » *Increased their machinery by 2,500,000 EGP.*
- » *The company's work force was 15 in 2018 now exceeds 50 and planning to triple them up in 2022.*
- » *Acquired industrial land from 5000- 15000 sqm. Suez Canal economic zone.*

SOLARSOL, SMALL BUSINESS CLIENT

6. DIGITALIZATION, DATA MANAGEMENT & CUSTOMER EXPERIENCE

Digitalization & Accessibility

Data Management & Cybersecurity

Quality of Service and Customer Experience

Children from Tawasol Community School
enjoying Hady Bady mobile App



6.1 DIGITALIZATION & ACCESSIBILITY

THE HIGH PACE OF DIGITALIZATION EMBARKED BY EGYPTIAN SOCIETY OVER THE PAST FEW YEARS HAS BROUGHT STRONG OPPORTUNITIES FOR REACHING NEW CUSTOMERS, DESPITE THE DIFFICULTIES OF DEEP DIGITAL INEQUALITIES ACROSS THE COUNTRY. RECONDITIONING THE BENEFITS AND CHALLENGES BROUGHT BY THIS CHANGE, ALEXBANK HAS CAREFULLY EXAMINED THE ACCESSIBILITY OF ITS SERVICES, THROUGH THE DIVERSIFIED IMPACTS OF DIGITALIZATION, AS WELL AS THE NEW OPPORTUNITIES TO ENHANCE ITS VALUE IN THE EGYPTIAN SOCIETY, IMPROVING ITS LIFE QUALITY.

STRATEGIC DIGITAL TRANSFORMATION

Relying strongly on the fast digital transformation of the Bank, all key initiatives, operations and procedures and structured customer lifecycle management are being targeted to build behaviors that drive the Bank's customers towards using lower cost alternative channels while simultaneously providing higher security and stability. Strong data analytics and constant developments and enhancements of the various digital platforms avail to a fast transformation.

Inspired by the drastic changes in the market landscape with the introduction of the Instant Payment Network (IPN), ALEXBANK has adjusted its digital transformation strategy to focus on new partnerships and the opportunities they bring. The IPN is a network that is powered by the Egyptian Banks Company (EBC) – a company fully owned by the CBE - and provides instant 24/7 transactions between different sources of funds including Bank Accounts, E-wallets and Cards, and provides a comprehensive solution which serves both Peer-to-Peer (P2P) and Peer-to-Merchant (P2M) transactions.

Marking a significant leap towards open banking, the IPN platform allows banks, FinTechs and Payment Service Providers (PSPs) to work together in running and developing innovative applications and analyzing financial transactions' data with customer consent.

Providing niche products and services that cater to their financial needs, while simultaneously helping lower income customers to reduce excessive expenditures and encouraging better control on financials is now achievable. ALEXBANK's PSP certification allows the Bank to partner with FinTechs and other PSPs to provide customers with better financial inclusion as customers will be able to make instant payments on the service provider's app through the integrated network.



MOU WITH EL GAMEYA

According to Egypt's Vision 2030 with the objective of turning the country into a regional hub for the Fintech industry, ALEXBANK has signed a memorandum of understanding with “**El Gameya Information Technology Company**” for Fin-Tech services. ALEXBANK announced the cooperation with El Gameya application specialized in rotating savings and credit association (ROSCA) in the Fintech Regulatory Sandbox to pass through 5 phases of starting from the application, evaluation, preparation, experimentation, and the graduation. El Gameya has successfully passed the first 2 phases of the Sandbox moving to the third phase, the collaboration with ALEXBANK covers different things that support in a better user experience, thus fulfilling Fintech Regulatory Sandbox requirements.



From left to right: Tarek Salah, Head of Retail & SMEs Division at ALEXBANK; Ramy Taha, Head of Digital Banking and Marketing Division at ALEXBANK; Dante Campioni, Managing Director & CEO at ALEXBANK; Amr Abou El-Azm, Chairman & CEO of Tamweely Micro Finance Company (Non-Executive Chairman of El Gameya); Ahmed Mahmoud, CEO of El Gameya Co.; Hossam Abdelaal, Head is SME Department at ALEXBANK; Tarek Roushdy, Vice President, MEA Region Q'Max Solution (Advisory Board Member at El Gameya)

HIGHLIGHTS:

Enrolling INSTANT 24/7 transaction via IPN

One of the first 5 Banks completing the certification for both Payment Service Providers (PSPs) and Preauthorized

Memorandum of Understanding with “El Gameya”

Updated Policy: Public Relations (PR)



PROCESS IMPROVEMENT FOR AN ENHANCED CUSTOMER EXPERIENCE

During the pandemic, ALEXBANK has transformed some of its operations to allow for customers to conduct business safely from home. This digital innovation has ensured business continuity and the people's safety.

The Legal Team currently offers the following:

- Exchange Correspondences between the bank & its clients via mail (to be signed one time by the clients).
- Standing instructions to issue Letters of Guarantee and Letters of Credit (to be signed one time by the clients).
- Special wording undertakings and documents to handle the daily work due to the partial lock-down of the governmental/non-governmental bodies.

Further, automated financial reporting was developed amongst the pandemic crisis management plan to accurately monitor daily banknote and transfer transactions in all currencies across all branches. This optimized the ability to monitor all segments' transactions behaviors and facilitated the identification of transactions with remarkable increases following CBE's new measures regarding ATM cash withdrawals. ALEXBANK additionally automated liability codes to better monitor liabilities trends in the balance sheets.

FX DIGITAL TRANSFORMATION PROJECTS

"ALEXBANK FOREX ET"

"The department's Foreign Exchange (FX) office set out a digital transformation plan that has gained traction and overall positive feedback leading to the expansion of the FX platform to include bigger clients."

ELECTRONIC TRADING PLATFORM

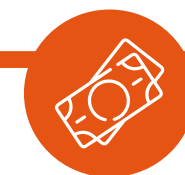
ALEXBANK is the 1st bank in market to launch ET that provides FOREX live streaming prices & executions, facilitating customers' trading gaining a competitive edge in the market

ONBOARDING PROCESS

The pilot phase was intended to include Arab exchange customers. They were successfully listed with a total FX transactions of \$2.2M and Egyptian remittances abroad have been executed

EXPANSION PLAN

Phase 2 is planned to include major corporate clients
System enhancements are in process for enhanced clients' experience



SYSTEM LAUNCH

After 2 years of setup & negotiations to design the system, fulfilling CBE's 20 requirements, and team training, ET finally launched on Nov 2021

CUSTOMERS' FEEDBACK

Received very positive feedback from customers for enhancing the process experience & FX rates monitoring

ALEXBANK's Mobile Banking Application features the option of reviewing the customers' banking transactions instantly



FAST-TRACKING DIGITAL SOCIETY

In 2021, the Egyptian banking system implemented about one billion electronic transactions, with a value exceeding EGP 2.8 trillion, during fiscal year (FY) 2020/21, compared to nearly EGP 1.9 trillion during FY 2019/20, an increase of about 49%. The unprecedented pace of digitalization provided people with unseen possibilities to solve their everyday issues. At ALEXBANK, we take this seriously, embracing every opportunity to proceed towards a trustful and efficient digital society.

Over the last three years ALEXBANK's digital channels have witnessed varying increases in traction. This year has witnessed a huge increase in transactions further cementing the Bank's approach and goal in onboarding and streamlining digital banking across its clients.

	2019	2020	2021
Internet / Mobile Banking Customers	64%	26%	43%
Active Users of Internet / Mobile Banking	47%	96%	82%
Internet / Mobile Banking Transactions	87%	151%	160%

HIGHLIGHTS:

ALEXBANK public portal users
witnessed a 52% increase

تم السداد بنجاح

مش محتاج مشوار للفرع... سدد مستحقات بطاقتك
الائتمانية في ثواني مع تطبيق الموبايل البنكي

تطبيق الشروط والأحكام

GET IT ON
Google Play

Download it on
AppGallery

Download on the
App Store

Mobile



2021 witnessed multiple launches of digitally innovative solutions across the Bank's offerings. Customers can now finalize almost all their banking needs digitally with added security and safety.

DIGITAL DEPOSIT BOOKING

ALEXBANK's new mobile app has been released allowing individual customers the bookings of deposits online.

APP RELEASE ON HUAWEI APPGALLERY



ALEXBANK's mobile app and O-Key app are now available on the HUAWEI AppGallery providing higher accessibility to specific segments in the society.

E-COMMERCE BUSINESS

A new business model catered to match the changes in market dynamics and expand business opportunities through accepting online payments via merchant's websites and applications.

DIGITAL BANKING REGISTRATIONS ONLINE AND THROUGH THE CONTACT CENTER

Digital Banking Registration channels now include the Contact center and self-registration through the public portal providing faster and more convenient methods than filing a 12-page form through the branches.

ZERO NEGATIVE NEWS

Maintaining a neutral-positive PR coverage for the second year in a row has leveraged ALEXBANK's strong media relations.

LOAN INSTALLMENT POSTPONEMENT REQUEST THROUGH BANK WEBSITE

With reference to the CBE regulations in March 2020, all banks were required to allow customers to postpone their loans' installment for 6 months due to COVID-19. Customers who want to cancel the loan postponement option were requested to fill-in an online form through the Bank website or through the Contact Center.

BIOMETRIC LOGIN

The new mobile app release now features Face ID login for iOS and Fingerprint/Touch ID login for all Operating Systems availing easier and faster accessibility to all digital services.

LEADS MANAGEMENT

Digital Customers can easily choose products that they are interested in from My Shopping Window and request someone to contact them for further explanation. Front-liners receive the request immediately, where they use such data to generate more sales opportunities.

CALLBACK FORM

Availing call-me-back, leave a message and lead forms through the Bank's website for prospective /customers inquiries and to apply for different products, in addition to complaints forms to have an easy and convenient communication channel with the bank. All forms' requests are handled through the Contact Center team.



MOBILE APP REACTIVATION

Customers can now reactivate the Mobile Banking app and O-Key online or through contact center.

PROSPECTS MANAGEMENT THROUGH CRM

Handling prospects customers indicating interest in certain products while talking to the contact center inbound team or generating leads from the bank's social media pages.

SOCIAL MEDIA PRESENCE

The brand is further maximizing its reach by adding new social media platforms such as Instagram. Customers have a stronger chance to engage with our content across platforms and get to know our latest offerings.



CONTACTLESS

In compliance with CBE mandates, ALEXBANK now enables Meeza cards' contactless feature.



ENGAGEMENT AND REACH

PUBLIC PORTAL



ALEXBANK's new website launched in September 2019. The total number of visits has grown by **52%** in 2021 compared to 2020 with the number of sessions averaging to **1.74** Pages/Session and 00:1:39 Avg. Session Duration.



FACEBOOK REACH

2021:

REACH: 80 Mln

ENGAGED USERS 8.9 Mln

2020:

REACH: 23.7 Mln

ENGAGED USERS: 2.9 Mln

2019:

REACH: 72.3 Mln

ENGAGED USERS: 4 Mln

ALEXPOINTS



ALEXPOINTS provides customers with a completely digitized points redemption experience through a best-in-class mobile application. Customers earn points on a host of banking products and services that they can redeem instantly at the finest brands. The application is designed to serve iOS and Android users in Arabic and English, allowing users to constantly access their account and track their earnings. The program has marked remarkable customer engagement and significant growth rates. New registrations to the ALEXPOINTS app have increased by **45%** in 2021 vs 2020 and similarly the total number of registered customers showing **74%** growth. Number of redemptions transactions have also increased by **70%** in 2021 YOY thus reflecting the great appeal of our program to the customers.

ATM Physical and Cyber Security

To mitigate further identified and potential security risks, ALEXBANK launched its ATM security enhancement project aimed at enhancing security controls. The new controls are under process.

3D Secure

All Mastercard and VISA transactions are now enrolled under the 3D Secure V.20 system facilitating higher protection against cyber risks.





6.2 DATA MANAGEMENT & CYBERSECURITY

THE INCREASING RELIANCE ON DIGITAL SYSTEMS PAIRED WITH GROWING CYBER THREATS HAS MOTIVATED ALEXBANK GUIDED BY THE INTESA SANPAOLO GROUP TO ADAPT AND EVOLVE BANKING STRUCTURE AND MITIGATION MEASURES. THE BANK HAS FURTHER INVESTED IN ENHANCING PROCEDURES THAT PROTECT ITS CUSTOMERS' DATA, ENSURING CONTINUITY OF ITS SERVICES UNDER DIFFERENT SCENARIOS AND IMPROVING OUR RESPONSE TO CURRENT AND POTENTIAL CYBER THREATS AND INCIDENTS.

Digital transformation and the direction towards digitalization, e-Banking and digital solutions which is supported by the Central Bank of Egypt can be attained only when having secure platforms and solid cyber security controls to secure the customer data as well as the Bank critical information. Perceiving the impotence of the function both locally and globally and the highlight from ISP on the strategic role of Cybersecurity, Cyber Fraud as well as the Business Continuity, ALEXBANK applied a model adopted by ISP focused on creating the new department: Cybersecurity and Business Continuity that includes the three mentioned functions.

COVID-19 had a major impact pushing more towards digitalization as well as introducing working from home as the new normal. This had to be supported with Business Continuity plans to ensure adequate risk assessment of all factors and at the same time maintaining the business

activities at the desired level of performance. Activation of the working from home was tied to having reliable infrastructure as well as adequate controls to ensure security of the financial critical data. The situation pointed out the criticality of the role of the cybersecurity together with the Business Continuity management as business enablers being agile and responsive to the evolving changes in the market.

“2021 has witnessed continuous efforts by the Business continuity management to monitor and manage the pandemic this included complete sanitization for the bank premises using Nano technology, monitoring closely the attendance in the premises, the new cases daily in the bank and decisions related to quarantine when needed to ensure safety of the employees and customers as first priority and continuity of the services provided which is reflected on the stability of the Egyptian financial market.

ALEXBANK was one of the first banks organizing vaccination campaigns in the market the regular awareness emails sent to all employees and open communication with all departments to better understand how best to support them resulted in ALEXBANK's recognition as one of the best banks in dealing with the pandemic situation.”



NOHA MOUSTAFA

HEAD OF BUSINESS
CONTINUITY MANAGEMENT
& CYBERSECURITY DEPARTMENT

Aligned to CBE's digitalization direction, Cybersecurity and customer protection are among ALEXBANK's highest priorities



ENSURING BUSINESS CONTINUITY

Challenges faced globally by corporations of all sizes because of COVID-19 highlighted the crucial role of the Business Continuity Management function within the Cybersecurity & Business Continuity Management Department. Attempts to minimize exposure to the virus resulted in the implementation and adoption of new work methods accelerated digital transformation on one hand, but this introduced new risks associated with the use of VPN connections amongst staff and the increased use of internet banking amongst clients on the other.

The resulting expansion of the threat landscape associated with increased digital banking practices is bringing about new challenges which re-

quire adaptive and innovative responses. In response, the Central Bank of Egypt as well as Intesa San Paolo group are paying particular attention to the country's Cybersecurity and Cyber Fraud systems to ensure controls are well established and risks are mitigated. ALEXBANK is propelling secure digitization in tandem with the Egypt's and CBE's cyber security efforts by strengthening its technical resources and applying all necessary controls. These risk mitigation efforts include ensuring all functions and activities in the cybersecurity department are implemented and constantly in parallel with the latest international frameworks and standards. While fortifying the Bank's cybersecurity and cyber fraud systems, it is also imperative that ALEXBANK educates both

employees and customers about cyber threats so they are vigilant in their digital interactions as well.

As per ISP's model, ALEXBANK established a new department – the Cybersecurity & Business Continuity Management department - containing the following three critical functions:

- Business Continuity Management
- Cyber Fraud Prevention
- Cyber Security

Seeing as all three functions are highly critical and address current issues and risks from different perspectives, merging them under one umbrella and framework was the advised way to go.

HIGHLIGHTS:

New department and policies

Assessing the risks associated with the Bank's various activities, including connecting to the Bank network when working from home

Guiding policies:

- Incident Management Process
- ALEXBANK BCM Procedures
- ALEXBANK Contingency Plan
- Change Management Policy Network Management Process
- Intesa Sanpaolo Group Cybersecurity Guidelines
- Intesa Sanpaolo Group Business Continuity Guidelines
- Security Rules for Business Continuity Management

ALEXBANK aims to have vigilance in response to any cybersecurity threats



UPGRADING BANK'S SYSTEM AND PROTECTING CUSTOMER RIGHTS

The Bank has taken extensive and elaborate actions to ensure alignment with international frameworks, systems and procedures that allow ALEXBANK to lead on processes optimization, transparency and customer protection.

ALEXBANK's strategic plan aims to apply the latest technologies in the market and implement advanced tools, ensuring an advanced security posture supporting the business goals. The plan aims at increasing cross-board digitalization as well as the expansion of e-channels including internet banking and wallets. In doing so, the Bank has also invested in providing the latest training courses for its people to be able to handle the evolving technologies and cope with the continuous development in the area of cybersecurity. The cybersecurity office has focused during 2021 on the activation of the Security Operation Center – SOC – as per the international standards which allowed the bank to have full visibility and continuous monitoring on Bank systems 24/7.



HIGHLIGHTS:

Applying most updated frameworks and standards

Enhancement of security tools

Applying the latest cybersecurity monitoring tools

Fraud Detection and Prevented Loss:

- Number of detected cases 462 cards Fraud and 41 application Fraud
- Prevented loss: EGP 12,191,967 in cards fraud and EGP 7,046,100 in application fraud
- Number of blocked cards for suspicious and fraudulent transactions with no actual fraud loss: 445
- Number of blocked cards for suspicious and fraudulent transactions with actual fraud loss: 0



6.3 QUALITY OF SERVICE AND CUSTOMER EXPERIENCE

AT ALEXBANK, WE UNDERSTAND THAT THE QUALITY OF SERVICES PROVIDED DEPENDS ON CLEAR OPERATIONAL PROCEDURES AND CONSISTENT QUALITY AND EXPERIENCE ACROSS THE CUSTOMER JOURNEY. BEYOND WHAT CUSTOMERS EXPECT WHEN OPENING AN APP OR ENTERING THE BRANCH, ALEXBANK STANDS OUT WITH ITS SEAMLESS DELIVERY, HUMAN APPROACH TO EVERY INTERACTION, AND ATTENTION TO QUALITY IN EVERY DETAIL.

HIGHLIGHTS:

95% Customer Satisfaction

Guiding Policies:

- Group Guidelines for the management of Complaints, Disavowals, Petitions Authorities and appeals to Alternative Dispute Resolution Bodies
- Code of Ethics
- Code of Conduct

IMPROVING CUSTOMER EXPERIENCE

Over the years, ALEXBANK has developed a unique and highly tailored approach to customer experience based on transparency, fairness and open communication.

Guided by its Code of Ethics and following the Group's approach, these values are embedded within the Bank's customer service and satisfaction considerations.

The Bank sustains the highest standard of quality of service, ease and convenience when it comes to every customer interaction. It also carefully monitors evolving customer preferences and needs and introduces new banking products, services and solutions that can make human lives easier and more joyful.



مع الإصدار الجديد لتطبيق الموبايل والإنترنت البنكي، معاملتكم البنكية هتخلص في دقائق... هتسجل دخول بالـ Face ID (لمستخدمي iOS فقط) وتربط شهادات الادخار والودائع وأنت في مكانك.

تطبق الشروط والأحكام





HANDLING COMPLAINTS AND CUSTOMER SATISFACTION

ALEXBANK is operating a sound process to ensure effective complaints management by offering a free of charge mechanism to deal with customers' complaints either via the Call Center or directly through the **Customers' Rights Protection Office** ("CRPO"). The capture and registration of the complaints is done by the Customer Support team on the bank's CRM system. Once a complaint is received, through all the Bank's complaints' different channels, whether internally or externally, it's directed to the relevant function(s) to be investigated from their side and finally resolved and a reply is officially communicated to the customer closing his complaint with the bank.

The CRPO is entitled to manage the bank's customers' complaints and shall ensure their proper handling in line with the rules and regulations set by the supervisory authorities in this regard. Furthermore, the CRPO has a significant assessment role illustrated in the analysis undertaken on the bank's total complaints referencing the different products and ratio of complaints by customer & product type allowing for a full overview of the operation and capitalization on customers' rights & protection. The CRPO assesses the root cause, identifies the actions to be taken covering a month-to-month analysis, sets responsibilities & recommendations, and provides a target date for

closing all complaints. Such analysis is then reported **monthly, quarterly, semi-annually and annually whether internally to the bank's senior management** (Executive Management, Audit Committee, etc.), or externally to the regulatory authorities (e.g. CBE).

A system has been set to handle all customer complaints and dissatisfaction building upon IVR surveys, ensuring that all dissatisfied customers are contacted within 24 hours to target the root cause of their dissatisfaction, and handling the situation accordingly. All contact center systems and technology are currently being upgraded to avail more digital channels for customer and non-customer contact and complaint handling. The Bank's IVR surveys show a 95% satisfaction for the year 2021.

Currently the Bank is undergoing a third party DOXA survey under the initiation of ISP to determine overall customer satisfaction.



For convenience and quick facilitation, ALEXBANK provides an ATM drive-through experience



TOTAL COMPLAINTS OF 2021

Total complaints in 2021 decreased by **-16 %** compared to Total Complaints in 2020

Complaints by Products	Rate of change from 2020	Root Cause
Cards	- 37 %	Delivery & Delay
Account & deposit Complaints	- 2 %	Problem in SMS & Block accounts
ATM	+ 56 %	No deposits appear & No cash exiting from ATM machine
Loans	- 67 %	Delays in loan procedures & last installment
Remote Banking Services (E-Banking + Ma7fazty)	+ 46 %	Delay in activation & Fawry services

ALEXBANK is driven to address customer complaints with respect and innovative solutions. The implemented systems following Group guidelines and regulated by both Central Bank of Egypt and the European Central Bank allow the Bank to:

- Identify complaint causes and sources
- Determine fair customer reimbursements within appropriate limits
- Effectively process and track customer complaints and suggestions
- Fine-tune employee performance and system execution



Shereen, one of My Craft My Chance's beneficiaries, and her daughters think of Helwan Community Development Foundation as family

Photo by: Ahmed Hayman



ACCESSIBILITY IN BRANCHES AND NETWORK EXPANSION

With around [14% of the population estimated to be of disabilities](#), it is up to each entity influencing a country's infrastructure to ensure proper accessibility and targeted solutions. As of October 2021, the CBE further enforces this ideology by sharing its financial services and products by developing **Instructions for the Inclusion of People with Disabilities** circular, urging banks to further enhance their systems and branches to accommodate all People with Disabilities' (PwD) needs. The provided circular covers everything from general rules to firm points of actions and structural changes that leverage transparency, justice and equity for the customers.

Since 2019, the Bank has enhanced the accessibility of its branches around Egypt to ensure a seamless, dignified, and inclusive customer experience for persons with disabilities. Currently **14%** of all branches have been renovated with physical accessibility in mind. Further, a "Customer Care for People with Disabilities" virtual training course in partnership with the EBI has been facilitated. The training was given to 21 front line branch employees in ALEXBANK's accessible branches to better accommodate the needs of our people with disabilities. The 3-day training course consisted of a brief Disabilities Equality Training and a sign language training.

NETWORK EXPANSION

Physical branches continue to be the core physical space for all relationship between the Bank and its customers. Over the years, ALEXBANK has worked on ensuring proper preparation of branches in terms of efficiency, accessibility, product offering and exceeding customer expectation

2019**Number of Branches
and Offices****175****2020****Number of Branches
and Offices****178****2021****Number of Branches
and Offices****175¹**

¹ **14%** of all branches have been renovated with physical accessibility in mind



ALEXBANK has installed an automatic lift to help People with Disabilities enter the branch

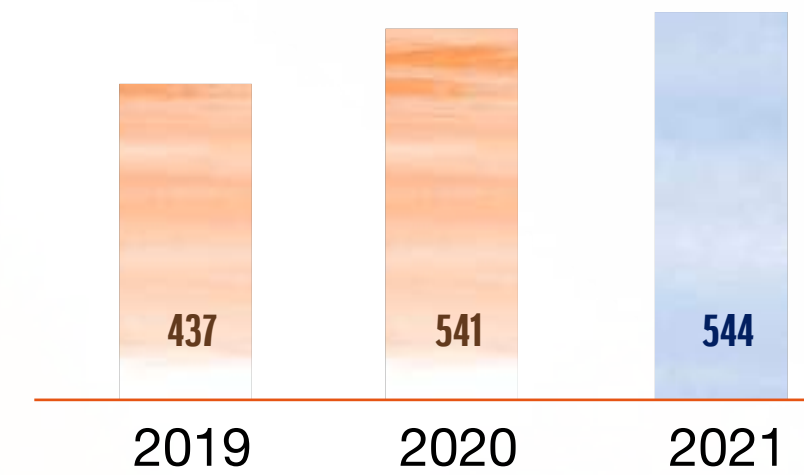


REGION	TOTAL NUMBER OF BRANCHES
Head Office	2
North Cairo Region	30
South Cairo Region	27
Alexandria & Matrouh Region	19
East Delta Region	17
West Delta Region	21
North Upper Egypt Region	20
South Upper Region	21
Canal, & Red Sea Region	18

ATM Expansion

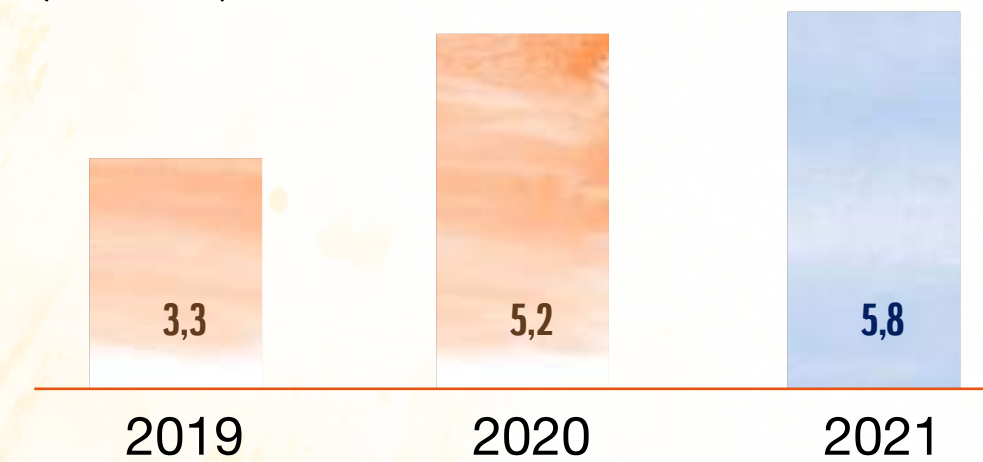
ALEXBANK is currently targeting an increase in their ATM network across Egypt focusing on providing accessibility solutions targeted at its diverse customer base.

NUMBER OF ATMs ACROSS THE YEARS



POS Terminals

NUMBER OF POSs TERMINALS (thousand)



Tawasol Community School student holding his painted camel coin bank, that was gifted to them during Hady Bady's mobile App launch day

A photograph of three children riding bicycles on a paved path. The child in the foreground is a boy with dark hair, wearing a white hoodie and blue pants with red stripes, riding a blue and white 'SAFARI' bicycle. A younger child is riding alongside him, and another child is visible in the background. The background shows a coastal area with buildings and a clear sky. The image is framed with blue and teal splatter effects.

7. FINANCIAL INCLUSION AND LITERACY

Driving Microfinance
Sustainable Agribusiness Development

Raising awareness on ESG matters and promoting sustainability helps prepare younger generations to preserve the environment and direct their ambitions towards sustainability

Photo by: Ahmed Hayman



IN THE EGYPTIAN CONTEXT, MANY MODERN SERVICES REMAIN INACCESSIBLE TO THE UNBANKED POPULATION DUE TO LIMITED KNOWLEDGE, STEREOTYPES, OR LACK OF CONVENIENCE. ALEXBANK TACKLES THOSE BARRIERS, PARTICULARLY REACHING OUT TO VULNERABLE AND DISADVANTAGED GROUPS, TO HELP THEM IMPROVE THEIR QUALITY OF LIFE AND ATTAIN A BETTER STANDARD OF LIVING BY ENHANCING THEIR KNOWLEDGE AND SKILLS OF HOW TO USE MODERN BANKING SERVICES AND TAKE CARE OF THEIR FINANCES.

ALEXBANK recognizes the far-reaching implications of financial literacy and inclusion on people's capacity to reach their dreams and the ability of business owners to scale up and succeed over the long-term. People who can effectively manage their finances are the foundation of any prosperous nation and healthy economic system.



HIGHLIGHTS:

15% increase in Financial Inclusion Fund Size

43K+ Microfinance Loans in 2021

1K+ Smallholder farmers Loan with WFP



7.1 DRIVING MICROFINANCE

STRATEGY

ALEXBANK's financial inclusion strategy focuses on banking the unbanked through targeting Micro, Small and Medium-Sized Enterprises (MSMEs) to support customer business expansion, financial depth and avoid access-usage gaps. The strategy further enforces the Bank's efforts to increase micro-individuals lending.

Currently, two accounts have been created catering to the financial inclusion strategy:

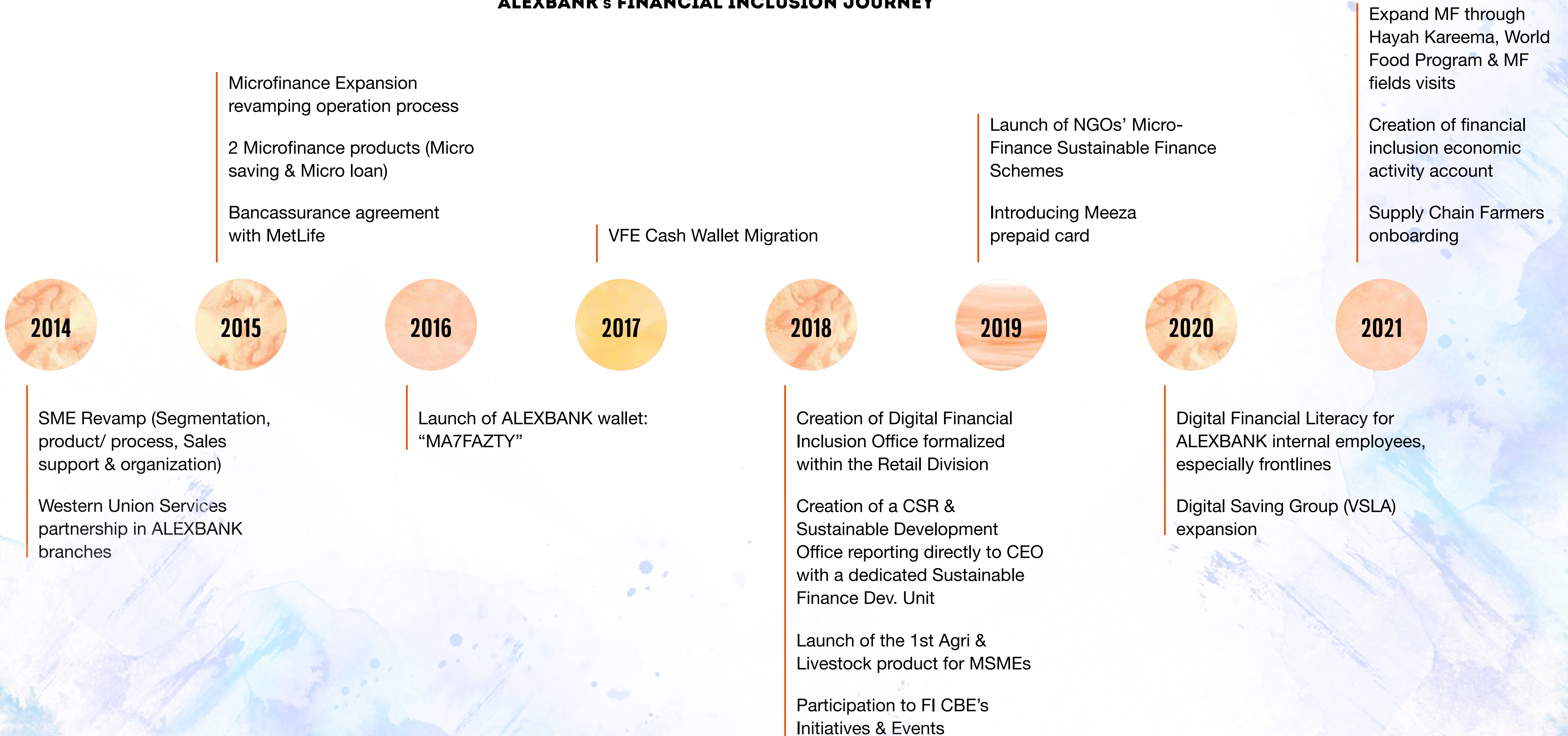
- Microfinance individual account (economic activity) without commercial registration or a Tax card, and Micro-companies account; where financial inclusion limit caps are applied on daily and monthly transactions.
- Building on new CBE regulations, ALEXBANK's youth proposition with lifetime incentives account has been revamped and youth starting 16 years of age are being onboarded.



During the making of "Sekoun", Ghalya's annual gift, refugee women created pouches with sewn patterns that reflect their home



ALEXBANK's FINANCIAL INCLUSION JOURNEY





Microcredit financing is at the core of ALEXBANK's poverty reduction and socioeconomic development strategies. This will cement the Bank's position as the authority on financial inclusion, economic empowerment and income support for small businesses and customers with no access to banking. The bank is paying particular attention to the agribusiness and handicrafts sectors as well as striving to enhance women's financial inclusion by assessing indicators related to business performance on a disaggregated basis.

Throughout 2021, the Bank disbursed microfinance investments with more than **EGP 1.55 bn** for a total of more than **43K loans**, also providing some customers with advisory services aimed at fostering financial literacy developed in cooperation with various strategic partners.

Youth Accounts that Fit your Lifestyle

ALEXBANK has now updated its Youth Accounts to accommodate for young adults' daily needs and activities, providing coupons, discounts and gifts to highly frequented stores.

6K+ Accounts

Microfinance Account Revamp

In compliance with CBE's financial inclusion limits update, ALEXBANK created the Economic Activity Account targeting the informal sector with no documentation to onboard the formal sector and gain access to credit.

In 2021 its range of solutions for retail customers and micro-enterprises, has been enriched with the implementation of the MoU with the World Food Programme resulting in disbursing a total of **1,011 loans** to the smallholders farmers amounting to **EGP 15 mln** for **rural and livestock activities**.

Microfinance Loans	EGP	Number of Loans
Ebda3 Men Masr	4,275,998	128
WFP	5,672,000	368
Total NGOs	9,947,998	496
Livestock and Agriloans	720,351,500	10,236
WFP - Livestock	10,307,000	643
Total Livestock	730,658,500	10,879
Other Microfinances (Excluding NGOs & Livestock)	811,976,393	32,295
Total Microfinances	1,552,582,892	43,670



Helwan for Community Development Foundation,
ALEXBANK's partner for My Craft, My Chance project,
allow beneficiaries to bring their children and
also give the children skill-enriching sessions

Photo by: Ahmed Hayman

ALEXBANK has collaborated with multiple NGOs and entities to increase its microfinance lending and its reach across Egypt. The below table identifies the relation between the Bank's total new booking volumes in EGP and the influence of such partnerships and collaborations.

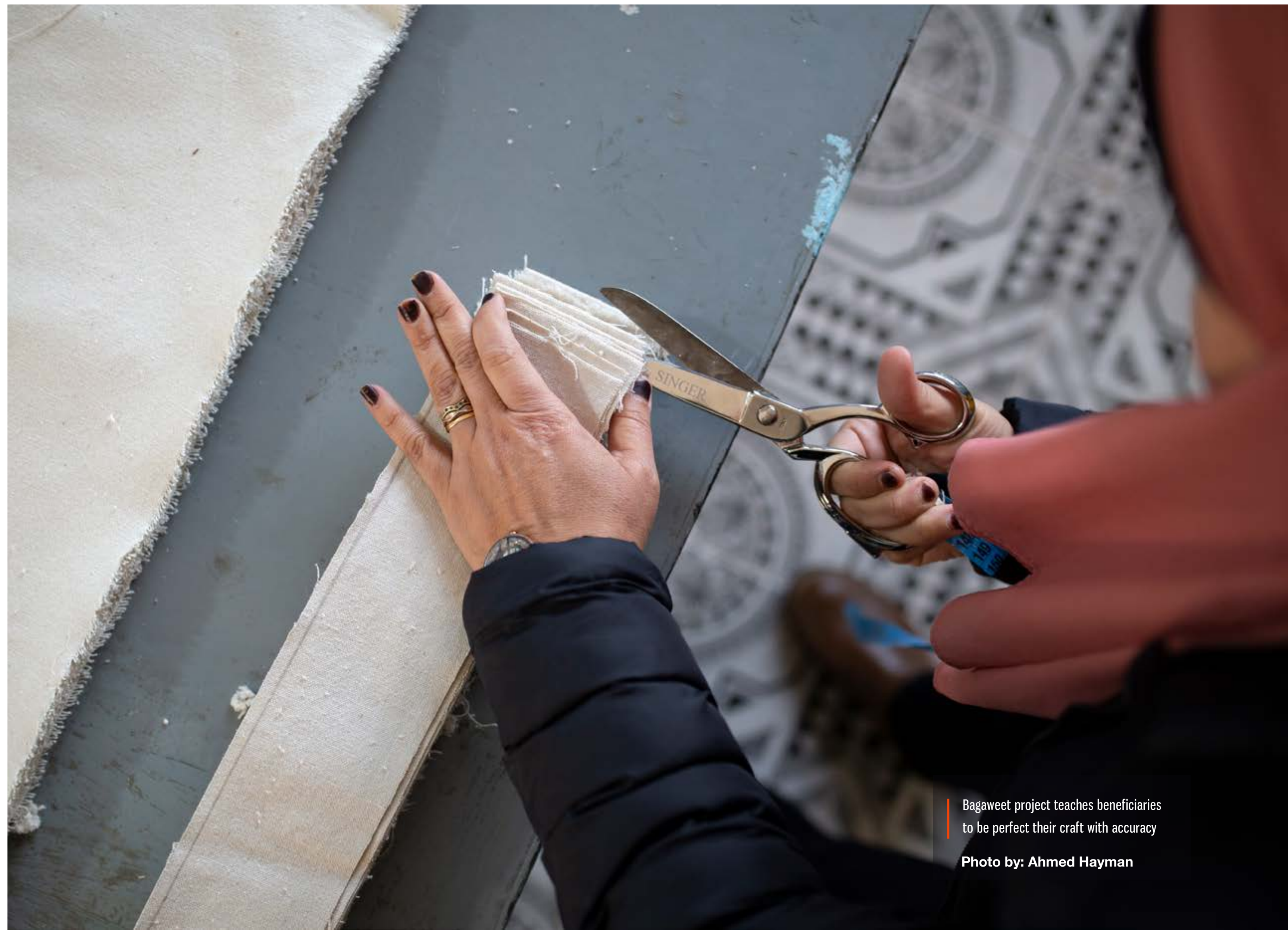
New Booking Volumes (EGP)	2019	2020	2021
Total Microfinance (for Individuals)	877,434,100	1,201,710,300	1,255,066,192
Of which Microfinance in coordination with NGOs/ entities (for Individuals)	593,000	535,000	8,902,998
Total Microfinance (for Enterprises)	162,260,000	301,828,000	297,516,699
Of which Microfinance in coordination with NGOs/ entities (for Companies)	260,000	675,000	1,045,000



ORANGE CORNERS ENTREPRENEURSHIP PROGRAMME

In light of the sustainable development framework, ALEXBANK and the Embassy of the Kingdom of The Netherlands in Egypt announced their partnership with the Ministry of International Cooperation as the patron partner for the entrepreneurial programme ‘Orange Corners Egypt’. Orange Corners Egypt provides young entrepreneurs with training, networks and facilities to start and grow innovative businesses. The initiative consists of two separate incubation programmes – one in Cairo and one in Upper Egypt (Assiut) – each of which offers recurring 6-month training cycles for 15-25 entrepreneurs at a time.

The entrepreneurial training pays special attention to startups in agriculture and the creative sector, ensuring a minimum of 50% participation of female entrepreneurs and thus promoting the sustainable economic growth as well as creation of decent job opportunities. ALEXBANK acts as the annual financial contributor and in-kind support provider such as masterclasses and mentorship for participating entrepreneurs.



Bagaweet project teaches beneficiaries to be perfect their craft with accuracy

Photo by: Ahmed Hayman



FINANCIAL INCLUSION EVENTS

Allowing for easier access to credit and providing support to people in vulnerable conditions through projects and initiatives has been one of the Bank's highest priorities over the last years. ALEXBANK collaborates yearly with the CBE in financial inclusion events where financial literacy and banking the unbanked are the main goals. This year, ALEXBANK and in collaboration with ISP, has participated in the ISBD's yearly World Savings Day by adhering to the 'Art of Saving' initiatives framework promoted by the Parent Company's Museum of Saving as well.

Financial Inclusion Events Overview

Under the Supervision of the CBE

During 2021 ALEXBANK celebrated all CBE FI events (Women, Youth, Farmers, Saving and People with Disability) promoting accounts with no account opening fees, no maintenance fees and discounts on administrative fees for microfinance loans encouraging customers to open accounts at the Bank.

HIGHLIGHTS:

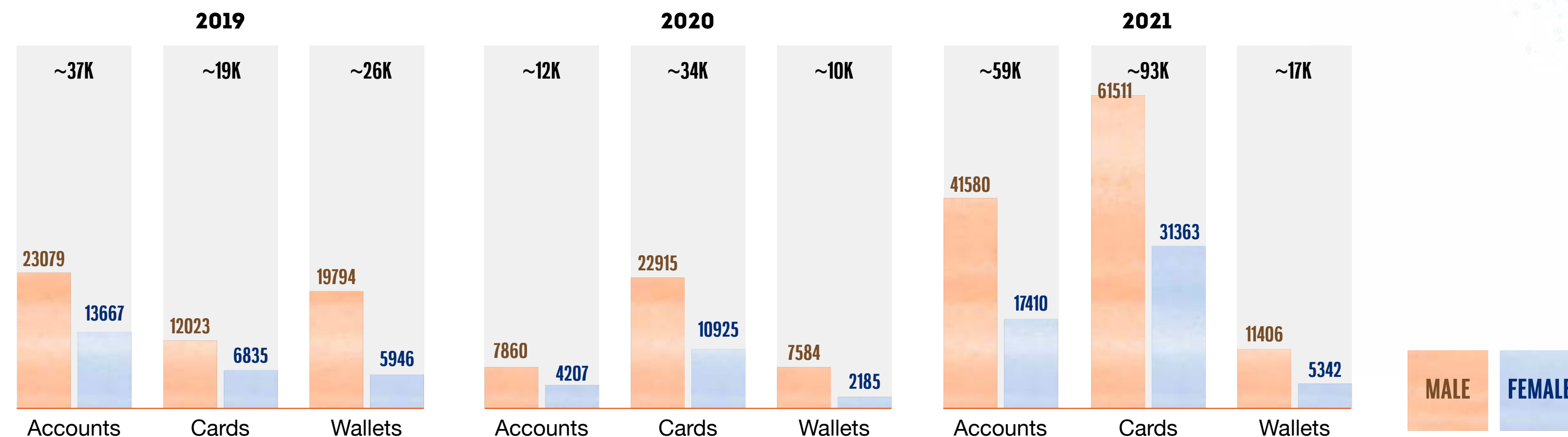
Accounts showed YOY increase of more than

300%

Cards showed a YOY increase of

100%+

Results of ALEXBANK Participation in CBE Financial Inclusion Events



To encourage customers to open accounts and use the Bank's products, several incentives techniques were used including loyalty points, vouchers, cashback. In 2021, Accounts showed YOY increase of approximately 390% and Cards with more than 100%.



During CBE celebrations of Farmers' Week, ALEXBANK, in partnership with WFP, held financial inclusion activations

The Bank has been involved in six FI events this year amongst which where the International Financial Inclusion Week and World Savings Day Celebration and Persons with Disabilities Day Celebration. ALEXBANK helped shed light on the struggles of marginalized communities during key circular celebration days by highlighting relevant sustainable finance projects on the LinkedIn and Facebook pages.

INITIATIVE	OBJECTIVE	ADDED VALUE
International Women's Day Celebration (8-31 March 2021)	Promoting accounts offering to NTB women to increase women's engagement with banking products	Aligning with CBE initiatives targeting the increase of number of opened accounts as well as promote CASA growth. Supporting women's economic empowerment, creating job opportunities and financing micro projects.
Arab FI Day Celebration (1-30 April 2021)	Promoting the Bank's products to unbanked customers	Adding depth to data quality on Financial Inclusion presented to the CBE.
International Youth Account (1 -15 Aug 2021)	Promoted the Youth account to unbanked customers in line with the CBE financial inclusion direction and capitalized on the International Youth Financial Inclusion Celebration	Supporting the informal sector with no documentation to join the formal sector and have access to credit.
Farmer's Day (1-15 Sept 2021)	FI event to promote banking products to unbanked female farmers	Increase in the customer base in rural areas especially in Upper Egypt.
World Savings Day and Financial Inclusion Week Celebration (25 – 26 October 2021)	Promoting the Bank's products to villages and increasing financial awareness and literacy through training and Meeza cards activation.	Aligning with Haya Karima initiative and supporting vulnerable people.
Financial Inclusion of Persons with Disabilities Celebration (1-15 December 2021)	Providing financial awareness and literacy sessions, providing the Bank's products and availing CBE offers.	Aligning with CBE's circular celebrations and Haya Karima initiative and supporting marginalized people.



7.2 SUSTAINABLE AGRIBUSINESS DEVELOPMENT

Financing agribusiness is one of ALEXBANK's long-standing priorities, and the Bank is committed to further increasing the share of its agribusiness loans. Today, agriculture contributes to over 11% of Egypt's GDP, having decreased from over 27% [during the past 60 years](#). The country faces critical threats in diversification while being among 36 other nations experiencing the [90% global malnutrition](#) burden. The risks are too high, and the need to transform them into opportunities is too pertinent for ALEXBANK to stand aside.

Supply Chain Integration Initiative

The Bank has provided a niche offering to agribusiness development, distinguishing the Bank from others. Microfinance and loans programs focus on the sustainable development of farmers ensuring a strong operational and unforeseen risk prevention. Financed solutions cover PV Solar pumping, environmental management

Through favorable and flexible loan terms, collaborations with international and local partners, and carefully developed capacity building initiatives, ALEXBANK enables a more dynamic and competitive agricultural sector empowered by a sustainable mindset. With a wealth of traditional farming techniques, a strong entrepreneurial spirit of its farmers and a wide range of innovative enterprises harnessing novel agricultural technologies and methods, Egypt can pave its path towards a sustainable food system that enables people to live healthier, longer and happier lives. ALEXBANK's ambition is to be a major contributor to this path.

systems and livestock solutions. Other diversified offerings such as supply chain integration have been initiated by the Bank in efforts of onboarding a diversified customer base of farmers and agribusiness companies to the digital solutions offered. A total of 2,500 accounts were opened adding up to EGP 50M in balances.

HIGHLIGHTS:

900+ Smallholder Farmers provided with a microloan under the **WFP** partnership

2.5K+ Accounts opened under the **Supply Chain Integration** Initiative adding up to EGP 50M in balances



A cattle farm belonging to one of ALEXBANK's microfinance clients, Hagg Haytham from Samanoud



Partnership with the World Food

Programme: **The Smallholder Farmers Programme**

In collaboration with the World Food Programme (WFP) under the Smallholder Farmers Programme partnership, ALEXBANK strives to complement the WFP's goals and efforts in Upper Egypt through a purposeful lending vehicle in the form of a tailor-made financial product to smallholder farmers. Through the MoU signed with the WFP on the 20th of December 2020, smallholder farmers are offered on-shelf microfinance products such as individual microloans and individual livestock microloans. The Bank aims at financially integrating smallholder farmers, enhancing their income generating capacities, and linking them to formal financial institutions.

As of December 2021, the MoU with the World Food Program resulted in a total of **15.9 mln EGP** disbursed across 1,011 loans to smallholder farmers. Furthermore, and as part of the WFP's Support Programme's capacity-building pillar ALEXBANK participated in providing financial literacy and awareness sessions impacting a total of **1,906 beneficiaries** over **16 villages** across **5 governorates**. The project's objective is to build resilience of smallholder farmers, while sustainably maximizing outputs from their land and water resources.

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Customizing programs for WFP's customers has never been easier and was very smoothly communicated. There was always room for exploration of new scopes such as the Solar Panels for SMEs Initiative, Crop Finance, Agriculture and Livestock, etc. Different ALEXBANK departments were involved throughout the process from initial public consultations with each program's beneficiaries and other stakeholders, and they clearly understood the outputs of the programs which is an indicator of a successful partnership. We Implement Together!



MAYAR EL-KHESHEN
HEAD OF STRATEGIC PARTNERSHIP
WORLD FOOD PROGRAMME (WFP)

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IBRAHIM EL-AMIN, WFP SUCCESS STORY

Ibrahim El-Amin heard about the loans that the community development association El Nour Wal Amal were providing for people in the community who want to start their own apiaries. Loans offered were under the World Food Programme's (WFP) Strengthening Climate Resilience and Food Security Project. El-Amin applied for the loan despite the fact that he had no experience in beekeeping and decided to play it safe and stick to only 10 hives to try out this new venture.

After signing up to the programme, El-Amin soon realized that this intervention provided a holistic approach whereby theoretical and practical trainings were offered to those willing to start their own beekeeping business. This is in addition to continuous follow up from those working on the project throughout the implementation period. This holistic approach encouraged El-Amin to want to invest more in his income generating project which was made possible following the visit from ALEXBANK to his village.

During the visit, ALEXBANK personnel spoke to the people in Al-Ashi, Luxor explaining how they can easily apply for ALEXBANK WFP Smallholder's Support tailored loan. El-Amin felt confident enough to apply for a EGP 150,000 loan to be paid off over a three year period.

With the money El-Amin received from the loan, he was able to buy 50 more hives on top of the 10 that he had previously established bringing the total of his hives to 60. Throughout his beekeeping, Al-Amin was quick to adapt to the needs of his hives providing benches, covers from the sun, etc.

Today Al-Amin is proud to show off his hives that bring him on average in one season: EGP 15,000. This income has enabled Al-Amin to improve his living conditions while maintaining and developing his project and production scale. He still has plans to expand his beekeeping business further by one day opening his very own shop to sell the product of his bees.



Participating in Egypt's Presidential Initiative “Hayah Karima / Decent Life”

- Under the Auspices of the Central Bank of Egypt

The national initiative **Haya Karima** endorsed by H.E President Abdel Fattah Al-Sisi is aimed at improving the living conditions and daily life of Egyptian citizens. The role of Decent Life Initiative, which is one of the most important and prominent presidential initiatives, is to consolidate all the efforts of the state, civil society, and the private sector, with the aim of addressing multidimensional poverty and providing a decent life with sustainable development for the group most in need in the governorates of Egypt. In turn, representatives from ALEXBANK joined the WFP in June to visit Sahel Selim village, one of the villages in Assuit that are under the initiative's scope, to roll out financial inclusion events and assess the farmers' needs in order to work on a suitable product offering for their profile.

In October, the Bank paid visits to Farshout and Abou Tisht (Qena) as part of the Central Bank of Egypt's World Savings Day and Financial Inclusion Week celebrations.

Included in ALEXBANK's and WFP's ongoing partnership activities was the provision of microfinance loans to villages targeted by the **Haya Karima** initiative. ALEXBANK and WFP conducted 34 visits amongst selected visits in the governorates of Qena and Assiut wherein financial literacy activities and education sessions for men, women and youth took place including the introduction of the Hady Bady financial literacy boardgame amongst the villages' children.

Overview of the financial inclusion and literacy visits under the scope of ALEXBANK's partnership with WFP:

VISIT DATE	GOVERNORATE(S)	NO. OF VILLAGES VISITED	NO. OF BENEFICIARIES ATTENDING	HAYAH KAREEMA VILLAGES
February 10 – 12	Luxor	11	195	No
June 9 – 10	Assiut	16	NA	16
July 11 – 12	Aswan – Assiut	6 (2 in Aswan, 4 in Assiut)	31 in Aswan, NA in Assiut	4 villages in Assiut
September 2 – 10 (Farmer's Week)	Aswan – Luxor – Qena – Suhag – Assiut	16	825; 644 children played the Hady Bady boardgame during Farmer's Week activations	Only one village intersects with the Haya Karima plan which is Sahel Selim.
October 25 – 26 (World Savings Day)	Qena	4	190	4
November 21 – 22	Assiut	4	410	4
December 12 – 13 (PwD Inclusion Week)	Assiut	5	255	5



8. CUSTOMER AND EMPLOYEE HEALTH & SAFETY

Health, Safety & Wellbeing
Retention, Enhancement, Diversity & Inclusion
of our People

Children of My Nursery, My Future
enjoying their weekly nursery celebrations
with their teachers and families.

Photo by: Ahmed Hayman



8.1 HEALTH, SAFETY & WELLBEING

ALEXBANK PROTECTS THE HEALTH AND SAFETY OF ITS EMPLOYEES AND CUSTOMERS WHILE PROACTIVELY SUPPORTING THEIR WELLBEING, FROM COMPREHENSIVE BENEFITS PACKAGES FOR EMPLOYEES TO RIGOROUS PROCEDURES WITHIN THE BRANCHES TO KEEP EVERYONE SAFE. IN 2021 THE BANK KEPT IDENTIFYING AND ELIMINATING HAZARDS WHILE ENHANCING EMPLOYEES' AWARENESS REGARDING THE ONGOING PANDEMIC.

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COVID-19 and its ramifications will continue to shape what happens for the foreseeable future, from hybrid or remote workforce planning to HR systems digitization. Employees expectations of hybrid work arrangements have most certainly shifted forever, and everyone is still adjusting to this new reality. Empowerment and flexibility have become critical in the age of hybrid work to increasing employee's satisfaction.



MARIAM EL GAMMAL
HEAD OF HR & ORGANIZATION DEPARTMENT

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HIGHLIGHTS:

Covid-19 awareness, sanitization, and remote working

HSE consultation and awareness sessions

Hazard Identification Practices

1,662 Employees were eligible for remote working



EMPLOYEE BENEFITS AND ENGAGEMENT

With the support of the ISBD and through the International Healthcare Program, in 2021 ALEXBANK continued to offer its employees with permanent contracts, second medical opinions and/or medical treatment in centers of excellence in foreign countries. The program provides assistance in the event of serious illnesses (i.e. cancer, highly complex surgical procedures etc.), covers treatment and other complementary service costs (visa assistance, travels, etc.), all transport and accommodation expenses in the foreign country, and reimburses medical costs borne once back home.

Covid-19 Awareness

The Bank's Business Continuity Management team along with the HR team worked on increasing awareness amongst all bank staff on how to stay safe from Covid-19 and all the necessary safety precautions needed.

Daily Covid-19 reports to top management

Top management are provided with continuous news regarding all Covid-19 updates world-wide, locally and on premises.

Work From Home

Maintaining precautions due to the Covid-19 emergency has continued on over 2021 as well. By the end of the year a maximum of 1,662 head office employees were eligible for the remote working scheme applied last year.

Vaccination Campaign

In line with CBE's initiative to vaccinate employees of the banking sector against Covid-19, ALEXBANK launched a campaign to vaccinate all workers in the main offices and branches. 86% of ALEXBANK's employees are vaccinated as part of the Bank's commitment to ensure the safety of all members of its workforce.



Preventative and Disinfectant Materials and Sanitization

Aided by the logistics unit, all departments and branches were provided with further preventative and disinfectant materials. All ALEXBANK buildings, offices & areas have been fully sanitized with availability of the effective Nano sanitization technology for 1 year.

A Tribute in honor and remembrance to those we lost during Covid-19

In the name of its employees, ALEXBANK made a donation to **Shefaa Al Orman Hospital and Ahl Masr Hospital**.

This donation has the potential to deliver a spiritual boost to the employees, who will perceive it as a source of pride and belonging to the Group and the bank, as it goes beyond "charity" to highlight the profound display of the Bank's values as an organisation and the true value we produce for its people, in honor of those we lost during Covid-19.

A Total of EGP 525,000 were donated in 2021

Health, Safety and Environment Awareness

The Bank dedicated a month towards raising awareness on health, safety and environment within the workspace through virtual training and dedicated screensavers and tips.

HEALTH, SAFETY AND ENVIRONMENT AWARENESS

توعية عن الصحة والسلامة والبيئة

Dear Colleagues,

Since your health and creating a safe work environment for you are our top priority, we would like to dedicate this month for raising awareness regarding Health, Safety and Environment in the workplace.

Therefore, a dedicated screensavers for health and safety tips in the work environment will be reflected on all Bank Staff PCs as part of educating staff on different HSE Topics. While at the same time, Health, Safety and Environment Office is conducting virtual training awareness sessions for Head Office Staff in cooperation with QHSSE Platform one of the leaders who provides health, safety and environment consultancy services. The sessions are held every Sunday for a specific number of staff and will continue until March 2022, to cover 40% of Head Office Staff.

في حالة وجود أي استفسارات يرجى التواصل من
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ALEXBANK بنك الإسكندرية

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HEALTH AND SAFETY

The health and safety of ALEXBANK's staff is of major importance to the bank and its operations. Due to the Bank's new approach towards Business Continuity Management (BCM) and general risk assessment and compliance, the BCM unit - previously responsible for all COVID-19 risk mitigation measures and contingency plans - was shifted to the Cybersecurity and BCM department. As of 2021, the Physical Security, Health, Safety and Environment (HSE) and Fraud Prevention Offices are responsible for maintaining the safety and wellbeing of employees and customers alike.

Accordingly, the Physical Security Department increased the levels of security added to the head office and branches by increasing the number of guards to monitor and arrange the traffic inside the branches and head office. The HSE office implemented its HSE Framework and Manual in alignment with Group vision, and the Fraud prevention office launched awareness campaigns, increased its fraud detection sampling, and enhanced its fraud detection system leading to no actual financial losses due to fraudulent activities.



Amidst the green recovery from the global pandemic, 2021 witnessed major developments in Physical Security & Logistics Department; one of which is our efforts in maintaining a strong structure in Health and Safety systems, reporting, and transparency. We are taking significant steps into cost optimization, and paper recycling will be one of the main pillars in our success journey.



KHALED EL SAEED
HEAD OF PHYSICAL SECURITY
& LOGISTICS DEPARTMENT



HIGHLIGHTS:

Implementing the HSE Manual
ALEXBANK H&S Rules for Personnel of
Bank who are on foreign assignments
ISBD Rules for OSHA acknowledged and
implemented in ALEXBANK

1706 employees trained on HSE

9 Hazards Identified

Guiding Principles:

Intesa Sanpaolo Group Physical Security
Guidelines



HSE Framework in ALEXBANK

ALEXBANK is committed in going beyond legal requirements in its Occupational Health and Safety strategy. The Bank aims at promoting a culture of continual improvement and risk prevention seeking continuous safety and security standard upgrades to constantly increase protection. In line with the ISO45001 and the BS OHSAS 18001, ALEXBANK implementing the Group Occupational Health and Safety management systems creates a benchmark for best practices and a place where the physical and psychological integrity of colleagues is a non-negotiable core value.

This commitment has led the Group to integrate a stronger framework of cooperation between the ALEXBANK and the ISBD Banks, to reinforce OH&S governance. The framework aims to define a common approach to harmonise local practices in respect to National and Group requirements.



ALEXBANK's vaccination campaign for employees, prioritizing health and safety

HSE Manual

The HSE Manual acts as the guiding document for all branches and departments on how to avoid HSE risks due to the COVID-19 pandemic, proper application of the manual and intensive capacity building in that regard was postponed from 2020 to 2021. The HSE Office is responsible for ensuring compliance of the Manual on the following aspects:

- Supervision of the Health and Safety, Work Environment Security and Emergency Committee of the Bank branches ensuring proper compliance to their work roles and assessing HSE submitted complaints
- Conducting continuous inspections of proper code compliance of all branch emergency response mechanisms
- Emergency Situations, including an emergency contingency plan and evacuation plans
- Incidents Response and Management, including proper hazard and incident identification assessment and mitigation

Reporting process for all HSE assigned personnel in branches

Weekly reports:

Cover HSE Systems and Tools (ex: fire extinguishers, Fire alarm systems, etc.)

Quarterly reports:

Target all branches/Premises report the HSE Issues and actions are assigned to the responsible department.

Incident Report:

Immediate follow-up on incidents reported by operation managers

Risk and Hazard Identification Report:

Ensuring proper assessment measures are taken and an all-inclusive identification approach was followed



The HSE Manual activation has resulted in the overall understanding of employee roles and responsibilities with a clear vision of their guidance tools, information flow and management hierarchy. Thus far, employees have been keen on attending all H&S meetings and capacity building leading to the:

- Timely submission of all HSE Quarterly and Weekly reports
- Regular and efficient emergency response drills performance and application
- Immediate reporting of all incidents and near misses
- Unexpected inspection visits now have an EHS file present at most Branches for Manpower offices

Starting October 2021, The HSE Office Assigned a consultant to provide comprehensive HSE inspections and awareness sessions to identify all the gaps and corrective actions needed to avoid HSE regulatory and operational risk.

Trainings and Hazards Identification

As a result, 16 trainings across all branches and offices have been conducted resulting in the proper training of target personnel on HSE issues, mitigation measures, reporting techniques and prevention response.

Total Trainings Conducted 16

Total Number of Employees Trained 1706

The Hazard identification and incident reports yielded the results below. The nine hazards identified are: Electrical Hazards – Tripping Hazards – Falling Objects Hazards – Sharp Edges Hazards – Fire Hazards – Emergency Hazards – Chemical Hazards – PPEs – Tools Hazards with the injuries being related to unsafe conditions for working at heights activities.

Number of hazards determined 9

Number of hazards that caused injuries 0

Number of cases of work-related ill health 0

Hazard mitigation and elimination methods undertaken in 2021

All corrective and preventive actions are sent to the responsible department and being followed up continuously until closing.



Members of Diakonia Development Centre learn a great deal of arts and crafts skills, music and sports activities

Photo by: Ahmed Hayman



8.2 RETENTION, ENHANCEMENT, DIVERSITY & INCLUSION OF OUR PEOPLE

The Bank values and appreciates the diverse talent and immense expertise held by its employees. From young aspiring professionals to established leaders and experts in their field, ALEXBANK provides every person with an opportunity to be themselves, do their best, and feel part of a community united by values and purpose. Diversity allows the Bank to hear and represent many voices and perspectives, while inclusion enables them to work together in synergy and harmony. With an increasing focus on gender equality, the Bank hopes to be a role model of diversity and inclusion starting with the implementation of the Group Diversity and Inclusion Principles.

CORPORATE CULTURE

ALEXBANK has worked over the years on developing and creating its own unique culture seeking the best for its employees and workers. Creating an inclusive society with constant involvement and mood alleviating initiatives and activities has proven to be the best method at ensuring employee satisfaction and retention within the Bank. Building on last year's success in maintaining employee morale during the harsh times of the pandemic, this year witnessed a diversified amount of initiatives and circulars covering activities from awareness raising, festivities and gift sharing to appreciation initiatives and donation collection.



WELCOME TO MOTHERHOOD INITIATIVE

“A new initiative for all female employees who gave birth during 2021 and moving forward to 2022”

As usual the gift is of great social impact as we chose a product from a non-profit association (Association for the Protection of the Environment – APE) that supports and empowers local women through training in creative and environmentally friendly methods to create products that contribute to Egypt’s circular economy.

The gift was a handmade baby blanket customized pink for baby girls and blue for baby boys with a “Congratulations on Your Little Bundle of Joy” message from the Bank. Each gift was delivered to each mother’s home.



WELCOME TO MOTHERHOOD

A new initiative from Alexbank for Female Colleagues

Dear Colleagues,

ALEXBANK is proud to announce a new initiative for female colleagues who entered motherhood under the name “Welcome to Motherhood”.

Every female colleague who has given birth to a baby boy or girl during 2021 and onwards, will receive a special gift for her newborn, made specifically for ALEXBANK mothers. And internal communications and Employer Branding team will reach out to all new Moms within the coming period to deliver the gift to them whether at home or at work.

This new initiative is one of the Bank’s initiatives for its female employees, where as usual the gift is of great social impact, as we chose a product from the catalog of talented Egyptian craftswomen from Association for the Protection of the Environment (APE), a non-profit association that supports and empowers local women through training on creative and environmental friendly methods to create products that contributes to Egypt’s circular economy.

For more information, please contact:
Internal.Communication@AlexBank.com

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CELEBRATING INTERNATIONAL WOMEN'S DAY

A multi-level initiative targeting all females employees

ALEXBANK’s celebrated the International Women’s Day over the whole month of March 2021. The Bank held a Virtual workshop dedicated to women throughout the Bank celebrating women empowerment and enabling them to feel confident and helping to address the different challenges that are facing working women and young talents.

The following themes were addressed:

- 1- Dress to Impress
- 2- Yoga
- 3- Self Love
- 4- Emotional Eating
- 5- Parental Coaching



BLUE NOVEMBER

“Raising Awareness regarding men’s health under the umbrella of Employee Wellbeing initiatives”

Raised awareness regarding prostate cancer by offering our male employees free blood tests along with an educational session accompanied by a small gift crafted by Egyptian Artists



PINK OCTOBER

Help raise awareness about Breast Cancer Disease under the umbrella of Employee Wellbeing Initiatives

Raised awareness through an educational session on how women can protect themselves against breast cancer, the risk factors and the importance of understanding as well as listening to the body’s needs through a yoga session in addition to distributing a small gift crafted by female artisans.



RAMADAN ACTIVITIES

ALEXBANK family celebrates the Holy Month of Ramadan despite the continuation of COVID-19 circumstances

Employees enjoyed the Ramadan mood as ALEXBANK gifted a Yameesh Ramadan bag under the name of “Nekoush” translated into patterns made of Egyptian cotton reflecting the beauty of Egyptian heritage. Further to this ramadan tradition, some exciting and enjoyable virtual activities such as “online football tournament”, “ALEXBANK Got Talent” and weekly riddles have taken place. We ended the month with a virtual Team Building activity to celebrate as one family and have some fun.



CHILDREN'S WISHED COME TRUE - RAMADAN INITIATIVE

During the month of Ramadan, ALEXBANK launched the third edition of Ramadan Children’s Wishes Coming True, to give back to the community in which the bank operates and to enhance employee engagement. As such, ALEXBANK designed a number of activities throughout the month of Ramadan to allow employees to contribute their time and donation to community-friendly causes.

This year, the Bank collaborated with Educate Me Foundation, that aspires to redefine education in Egypt through a progressive skill- based, learner-centered education. Visiting Educate Me’s community school and allowing the children the space to write down their wishes on a special wish card specially designed for this initiative, we sent the wishes to our employees to make these wishes come to life.



EMPLOYEES' WELLBEING INITIATIVE

A wellbeing initiative under the International Subsidiary Banks wellbeing framework

Within the scope of the International Subsidiary Banks wellbeing framework and since the beginning of the pandemic, different webinar sessions were organized to delve into the topic of stress and anxiety management through breathing, meditation and yoga techniques. All sessions, held by specialized trainers in online format, were open to all colleagues, recorded and made available on internal communication channels for subsequent use. In 2021, Face Yoga, Pilates and Movement Masterclasses and practice sessions were held, involving colleagues in the bank, from HQ and business network, with an aim to enhance their mind-body balance, focusing on posture, flexibility.



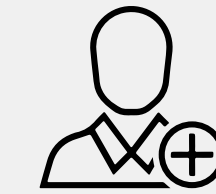
DEPARTED INITIATIVE

ALEXBANK supports the families of departed colleagues due to Covid

ALEXBANK stands by the children of ALEXBANK employees that passed away due to COVID by assisting with their educational fees.



ALEXBANK's new hired employees
being welcomed with a new hires kit



NEW HIRES KIT

A welcome kit offered to all the new hires as a simple gesture to welcome them to ALEXBANK family

As part of our employer branding strategies and employee value proposition, we decided to start a new initiative under the engagement umbrella which is the “Welcome On Board” kit. The kit colors and design reflect our identity as it depicts “Kasr el Nile” head office.

The kit includes:

- A branded water bottle with a “Stay Hydrated” slogan to encourage and remind our employees to stay hydrated as it is very crucial.
- A card holder crafted by Egyptian handcrafters to hold medical, financial and any cards they receive. The card holder was chosen as the world is moving towards digitalization and financial Inclusion
- An orange ID holder with a branded clip to guarantee that they wear their ID.
- A welcome letter written in both English and Arabic welcoming the new hires on board and reflecting our culture by giving them insights about our values. New employees can also access the “code of conduct” and “Code of ethics” through scanning the bar codes.



VOLUNTEER DAY: INTERNATIONAL CHARITY DAY '21

An initiative centered around the concept:
Together to Save A Human

In continuous efforts of the CSR & SD Office to engage ALEXBANK's employees in the change-making process in their community and allow them the opportunity of becoming CSR ambassadors, the CSV Office planned an employee engagement volunteering event in celebration of the International Charity Day in September. After a long absence of employee engagement events due to the outbreak of COVID-19, as the situation has become more stable, International Charity Day was the sublime event to bring back volunteering events to employees and their families. The event was hosted at a Homeless Shelter called "Maana Leinkaz Ensan" (Together to Save A Human). During the day, various activities took place with the users such as painting the outdoor facility at the shelter and engaging with the shelter's users through puzzles, games, and board games.

25 Employees participated

50 elders and children from the homeless shelter



ALEXBANK employees and their children in a group picture after the visit



DIVERSITY & INCLUSION

ALEXBANK acknowledged in 2021 the Group's Diversity and Inclusion Principles and is currently working on a localized version with national and regional context in mind. The intent and ultimate goal of the policy is to create a safe, respectful, and harmonious working environment where individuals with varying qualities, beliefs and opinions can freely collaborate to generate value. Creativity, innovation, and development are optimized in situations where everyone feels free to express themselves without fear of discrimination. Such a work environment acknowledges and rewards everyone's talents and qualities and provides the same opportunities for professional growth and pay irrespective of gender, marital status, age, ethnicity, religious belief, political affiliation, nationality, cultural background, physical and psychological conditions or any other differentiating feature.

ALEXBANK has set a renewed focus on gender assessment and is currently evaluating its approach towards equity and fairness going forward.

As gender equality principles enhance women empowerment efforts and increase their contribution to economic activities all over Egypt nowadays, ALEXBANK gives us an opportunity to determine our own choices and play a vital role across all levels, including the managerial level, to have an influence in the banking sector and simultaneously, the economy as a whole, to ensure sustainable growth.

SHAIMAA OSAMA
BRANCH MANAGER

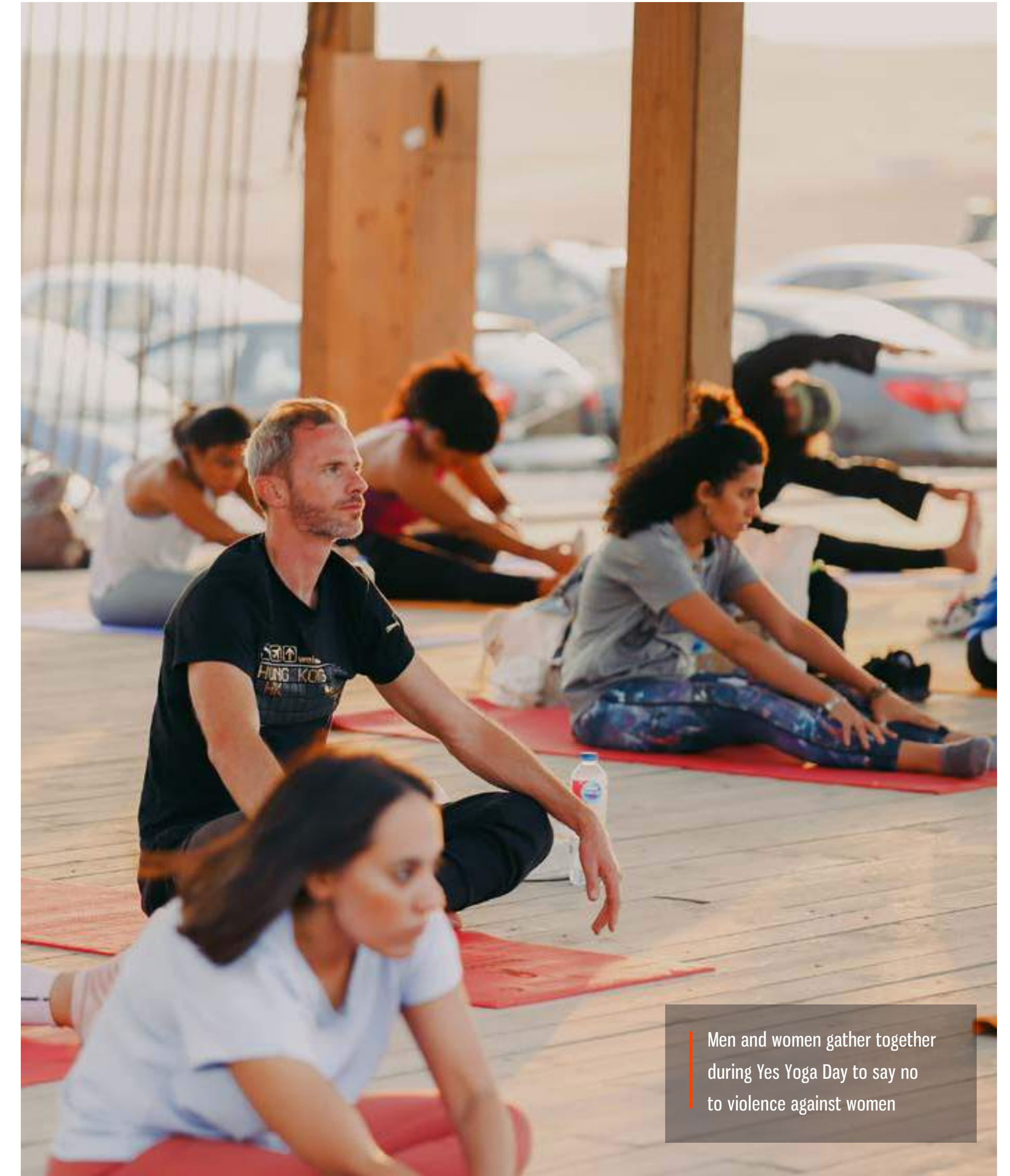


HIGHLIGHTS:

28% of ALEXBANK's total workforce is female

Female to Male entry-level wage ratio 1 : 0.99

**GRI 2-7, 2-8, 2-23,
405-1, 405-2**



Men and women gather together during Yes Yoga Day to say no to violence against women



ALEXBANK's diversity on management level has stayed constant over the past years.

The implementation of the Diversity and Inclusion Principles is expected to allow for more positive change.

Breakdown of Employees in Management Positions

Year	2019	2020	2021
Total	131	135	136
Males	110	115	115
Females	21	20	21
Female to Male ratio	1: 5.24	1: 5.75	1:5.47

ALEXBANK is witnessing a stagnancy in female to male ratio with this year's female percentage amounting to **27.7%**. In general, the Bank's age distribution is leaning towards 31-50 years with a **13%** drop in employees ages 50 years and over.

Overview of ALEXBANK's employees

Year	2019	2020	2021
Total	4494	4274	4300
Males	3333	3161	3109
Female	1161	1113	1191
30 years and under	1051	1239	1415
31 - 50 years	1677	1628	1659
Over 50 years	1766	1407	1226
Employee with Disability	72	77	68

Distribution of Employees over the Head office and Bank branches

EMPLOYEES BY REGION	TOTAL NO. OF EMPLOYEES	TOTAL MALE	TOTAL FEMALE	FEMALE %	TOTAL PERM. CONTRACT ¹	TOTAL FIXED TERM CONTRACT	TOTAL FIXED TERM CONTRACT %
Head Office	1806	1265	541	30%	1338	468	26%
North Cairo Region	408	266	142	35%	230	178	44%
South Cairo Region	344	223	121	35%	187	157	46%
Alex & Matrouh Region	323	223	100	31%	234	89	28%
East Delta Region	273	219	54	20%	183	90	33%
West Delta Region	305	258	47	15%	201	104	34%
North Upper Egypt Region	324	248	76	23%	229	95	29%
South Upper Region	300	240	60	20%	215	85	28%
Canal, & Red Sea Region	217	167	50	23%	152	65	30%

² Following the local reporting scope and aiming at higher accuracy, the reporting boundary on employees in management positions has been adjusted from 2019.¹

¹ A fixed term contract is defined as: A contract with specified duration, where there is a notice period before the end date for the renewal or termination of the contract

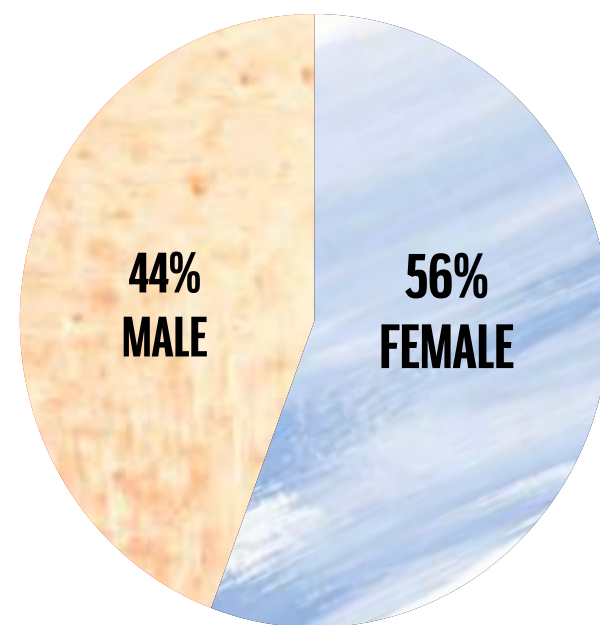


TRAINING AND DEVELOPMENT

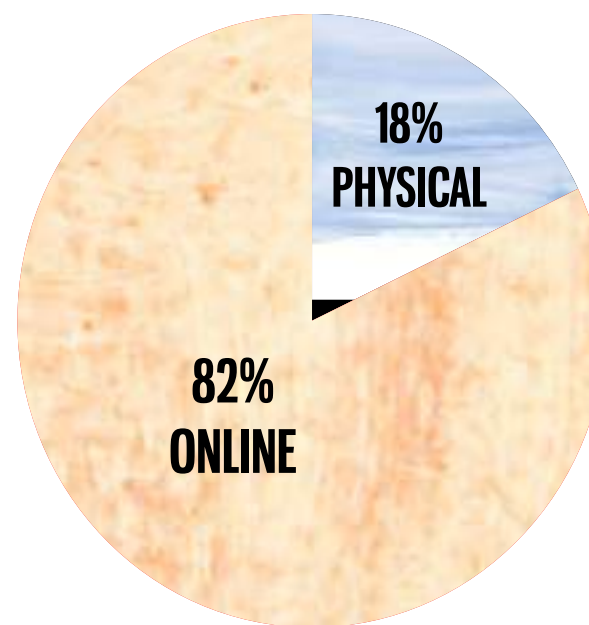
Training and Interning

ALEXBANK's training and development units recognize that in a dynamic and competitive work environment as that of the banking sector, its employees' caliber and quality that distinguish it from other banks. The Bank provides employees with continuous opportunities for learning and development and supports them in reaching their full potential and achieving their career goals. This year and going forward, new training streams are going to be added to the Bank's training system covering ESG issues, risk assessment, and gender diversification and equity topics.

**Training
Diversity**



**Training
Flexibility**



The Bank has provided flexible training solutions allowing its employees to attend most of their training from home. Of all attendees, 56% were female.

GRI 404-1, 404-2

	2019	2020	2021
Total Training hours	152,304	106,109	111,669
Total number of trained personnel	4,075	3,468	3,566
Percentage of staff trained	94%	81.1%	83%
Employees trained on Health and Work Safety	391	15	1,706
	AVERAGE TRAINING HOURS PER EMPLOYEE	CALCULATIONS	
By Gender			
Male	28	79119 hour/2786 male	
Female	31	32550 hour/1066 female	
By Position			
Employees	36	72954 Hour / 2038 trainee	
Officers	22	37997 Hour / 1775 trainee	
Managers	16	719 Hour / 43 trainee	
Technical functions	30	103769 Hour / 3442 trainee	
Administrative functions	27	11266 Hour / 410 trainee	

HIGHLIGHTS:

83% of Staff Trained

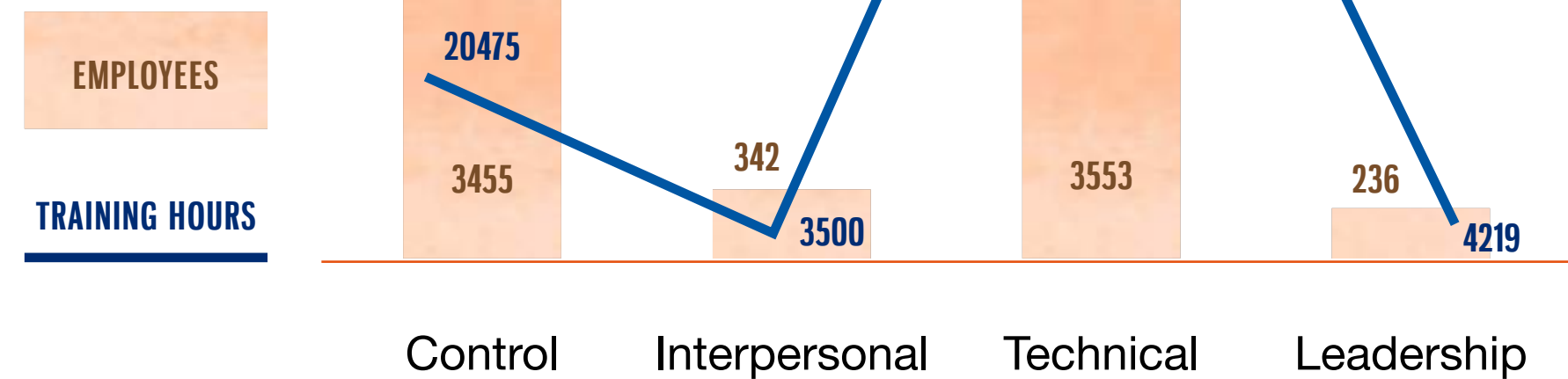
82% of Training was conducted online

30 hr/yr average training per employee

80% of workforce trained on critical control topics



In efforts of maintaining ALEX-BANK employee standard and efficiency, the Bank has focused on increasing awareness on policies and work-scope related technical upskilling. Wherever necessary and on for those concerned, leadership and interpersonal skills were provided.



Generic training categories across the Bank

Control

Training on all ethics, integrity and compliance related policies and initiatives. These trainings include new employees' code of ethics and conduct capacity building, training on AML and combatting terrorism, at-branch risk assessment and mitigation, proper education on the identification of fraud, and updating all related parties on changes in policies.

Interpersonal

Capacity building on enhancing interpersonal skills aiming at increasing employees' work ethics, collaboration skills and leadership techniques. High-impact topics related to the effective management of uncertainty in an integrated manner are properly educated. These include: Leadership, Strategic Planning, Marketing Strategy, and Business Simulation.

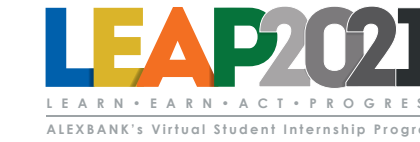
Leadership

Initiatives and training aiming to diversify each employee's skillset, enhancing their capabilities and providing an edge to their work. These trainings include updating the Bank's people's knowledge on new changes in the market, ESG related activities and ISP and ISBD new initiatives.

Technical

Technical training to all staff targeting their full knowledge of their duties, increasing their skills, leveraging an open feedback system stemming in the Bank's core belief in enhancing and diversifying employee skills and accepting new methodology and work approaches.

ALEXBANK Virtual Summer Internship, Leap 2021



Offering successful, practical and unique summer internship program to interns to help them understand more about the banking industry through technical sessions, teams project, interpersonal skills, weekly engagements, talks and functional sessions.

Interns had an overview on how Egypt Vision 2030 is linked to the 17 Sustainable Development Goals and how the Egyptian's forward looking strategy spans over the 3 dimensions of sustainable development: economic, social and environment. The interns had an overview about "Financial Inclusion" and its objectives and how it enables marginalized groups to step out of poverty and reduce the inequality in society and most importantly how Financial Inclusion is a goal for Egypt's Vision 2030.

HIGHLIGHTS:

400 Interns

63% Internship Program
Female Attendees



Members at the Diakonia
Development Centre enjoying their
time at the computer room

Photo by: Ahmed Hayman

PERFORMANCE APPRAISAL SYSTEMS

The Banks implements two different systems to manage the performances appraisal of the employees: New PAT (Performance Appraisal Tool) and GPS (Global Performance System). The New PAT system was utilized in 2021 for all Bank population in Head Office leveraging on the Group evaluation framework and reviews each employee performance against clear KPIs and qualitative indicators to review. As for the Network population, in 2021 the performance and incentive system in place is the GPS that is aligned with the ISBD methodology.

9. COMMUNITY DEVELOPMENT & EMPOWERMENT

Financial Literacy & Inclusion
Social Innovation & Education
Ghalya: Women Empowerment
Economic Development & Heritage Preservation
Health & Wellbeing
Climate Change Awareness
Integrated Development
Impactful Events and Bazaars

Children under My Nursery, My Future program enjoying Thursday's celebrations that occur weekly, in the area of Badrashin

Photo by: Ahmed Hayman



9.COMMUNITY DEVELOPMENT AND EMPOWERMENT

THROUGH ITS HIGHLY VERSATILE YET FOCUSED SOCIAL EMPOWERMENT EFFORTS, ALEXBANK HAS ALWAYS BEEN AT THE FOREFRONT OF ADDRESSING PERTINENT SOCIETAL CHALLENGES AND IMPROVING QUALITY OF LIFE AMONG VULNERABLE AND DISADVANTAGED COMMUNITIES. IN 2021 THE BANK SUSTAINED ITS COMMITMENT TO ITS TRADITIONAL PRIORITY, LEVERAGING UPON ESTABLISHED COLLABORATIONS AND MAKING EVERY ENGAGEMENT MEANINGFUL TO EVERYONE CONCERNED. IN LINE WITH THE CSR & SUSTAINABLE DEVELOPMENT OFFICE'S STRATEGY 2018-2021, THE COMMUNITY PROJECTS AIM TO ACHIEVE SEVERAL OF UNITED NATION'S SDGS, DIRECTED TOWARDS EGYPT'S VISION 2030.

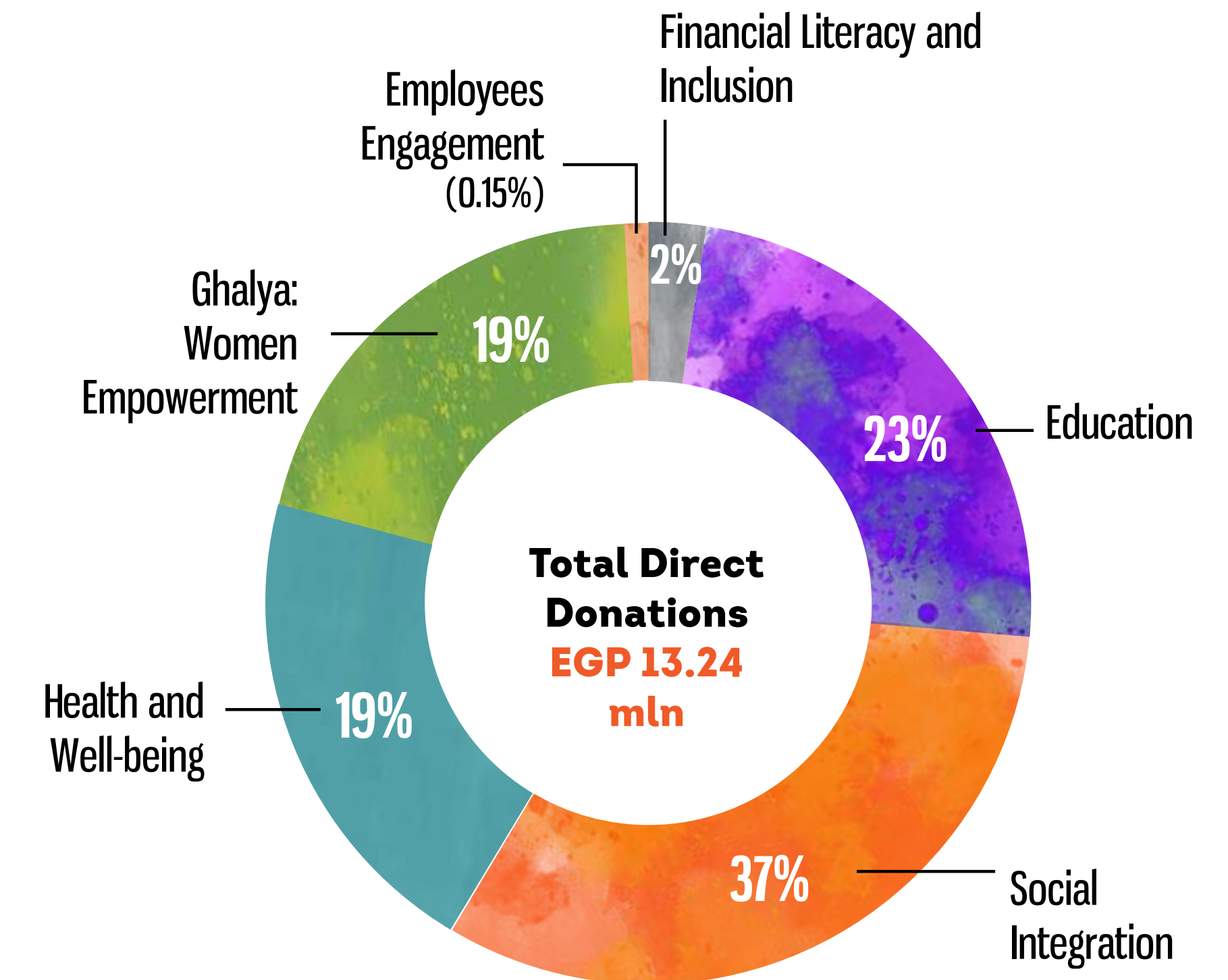
HIGHLIGHT

Total CSR Donations Budget : **EGP 21.98 MLN**

40,000+ direct beneficiaries

ALEXBANK particularly expanded its efforts to enable better education for children and youth, continued its programs on culture and crafts and elevated action on women's empowerment. Through tailored donations, interventions, campaigns and training, the Bank identifies community needs, finds optimal engagement options and contributes to lasting results that impact real people's lives and empower communities to be agents of change for the better.

In 2021, the Bank's total CSR donations budget was **EGP 21.98 mln**, of which donations to NGOs and support to community development activities amounted to **EGP 13.24 mln**. The rest of the amount is related to activities implemented by non-NGOs (by non-NGOs the Bank refers to entities such as social enterprises or individuals whose role is vital to sustain the implementation of the projects core activities and components).





MAPPING SUSTAINABLE DEVELOPMENT GOALS IMPACT OF ALEXBANK'S INITIATIVES

CATEGORY	INITIATIVE/PROJECT	SDG MAPPING	EGYPT VISION 2030
Financial Literacy and Inclusion	WFP Smallholder Farmers Programme	1 People, 2 Prosperity, 8 Prosperity and Economic Growth	1 People, 3 Prosperity
	EMM Microloan	1 People, 2 Prosperity, 8 Prosperity and Economic Growth	1 People, 3 Prosperity
	VSLA Digital Savings Groups (DSG) Project	1 People, 8 Prosperity and Economic Growth	1 People, 3 Prosperity
	Hady Bady: Financial Literacy Game	1 People, 4 Quality Education	1 People, 3 Prosperity
	Enactus	1 People	1 People
	Physically Accessible Branches	10 Reduced Inequalities	10 Reduced Inequalities
Social Innovation and Education	Developing Tawasol's Community School	4 Quality Education, 8 Prosperity and Economic Growth, 10 Reduced Inequalities	1 People, 3 Prosperity, 4 Quality Education, 10 Reduced Inequalities
	Educate Me – Champions Teachers Program and Empowering Pioneers	4 Quality Education, 8 Prosperity and Economic Growth, 10 Reduced Inequalities	1 People, 3 Prosperity, 4 Quality Education, 10 Reduced Inequalities
	Inclusive Communities	10 Reduced Inequalities	10 Reduced Inequalities
	My Nursery My Future	8 Prosperity and Economic Growth, 10 Reduced Inequalities	1 People, 3 Prosperity, 10 Reduced Inequalities
Ghalya: Women Empowerment	Banati: Improving the Living Conditions of Girls in Street Situations	5 Gender Equality, 10 Reduced Inequalities	1 People, 5 Gender Equality, 10 Reduced Inequalities
	Bagaweet	5 Gender Equality, 10 Reduced Inequalities	1 People, 5 Gender Equality, 10 Reduced Inequalities
	“Herfety Forsety” (My Craft, My Chance) Project	5 Gender Equality, 8 Prosperity and Economic Growth	1 People, 3 Prosperity, 5 Gender Equality, 8 Prosperity and Economic Growth
	Reviving Crafts in Aswan	8 Prosperity and Economic Growth	3 Prosperity
	“Sekoun” – Ghalya’s Annual March Campaign for 2021	5 Gender Equality, 10 Reduced Inequalities	1 People, 3 Prosperity, 5 Gender Equality, 10 Reduced Inequalities
Economic Development and Heritage Preservation	Digitalizing “Ebda3 Men Masr”	5 Gender Equality, 8 Prosperity and Economic Growth, 17 Sustainable Cities and Communities	1 People, 3 Prosperity, 8 Prosperity and Economic Growth, 17 Sustainable Cities and Communities
	Cotton for Life	4 Quality Education, 5 Gender Equality, 8 Prosperity and Economic Growth	1 People, 3 Prosperity, 4 Quality Education, 5 Gender Equality, 8 Prosperity and Economic Growth






























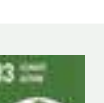
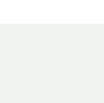













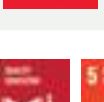

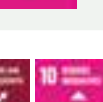







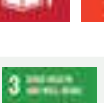
















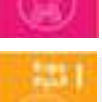

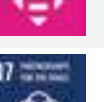
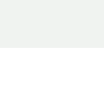
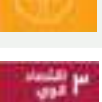






Haneen, a nursery student that is under My Nursery, My Future project

Photo by: Ahmed Hayman



MAPPING SUSTAINABLE DEVELOPMENT GOALS IMPACT OF ALEXBANK-S INITIATIVES

CATEGORY	INITIATIVE/PROJECT	SDG MAPPING	EGYPT VISION 2030
Health and Well-being	Creating Ambassadors- Tourism Hospitality Training	 	  
	“Alwan” – ALEXBANK's 2021 Gift with Impact	  	 
	Echocardiography Room at Magdi Yacoub Hospital		
	Creating Ambassadors- Healthcare Hospitality Training		  
	A Tribute in honor and remembrance to those we lost during COVID- 19		
Climate Change Awareness	World Environment Day Celebration	 	  
	Khatwa Khadra: Environmental Awareness Game	 	  
	2020 Sustainability Report Environmentally-friendly Token	 	 
Integrated Development	Hayah Karima Visits (Decent Life)	  	  
	Empowering and Supporting Street Children in Greater Cairo	  	  
	Development of Orphanages for the Rehabilitation of Youth and Aftercare Services	    	    
	One Dream (Phase 2)	   	   
Impactful Events & Bazaars	5th Awladna International Forum for the Arts of the Gifted	  	  
	Heroes’ Back to School Event	 	 
	EMM Bazaars	 	 
	Diarna Exhibition	 	 














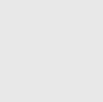

















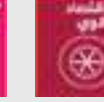


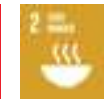









Women teaching their children how to sew under Bagaweeet project

Photo by: Ahmed Hayman



MAPPING SUSTAINABLE DEVELOPMENT GOALS IMPACT OF ALEXBANK-S INITIATIVES

CATEGORY	INITIATIVE/PROJECT	SDG MAPPING	EGYPT VISION 2030
Impactful Events & Bazaars	CBE Financial Inclusion Events	   	  
	Bagaweeet Winter Collection Launch Event	 	 
	Yes Yoga Day	 	 
	ALEXBANK MoU Signing Ceremonies	 	 
	ALEXBANK's Contribution to ICF by MoIC	 	 
	CARICATUNIS	 	 
	AIWFF through “Ghalya” as the Handicrafts Strategic Partner	  	  
	Volunteer Day: International Charity Day '21	 	
	Children Wishes Come True – Ramadan Initiative	  	  



Children going back home after a day of fun during their weekly celebrations under My Nursery, My Future program.

Photo by: Ahmed Hayman



9.1 FINANCIAL LITERACY AND INCLUSION

VSLA Digital Savings Groups (DSG) Project

The goal of the Digital Savings Group Project (DSG) is to financially integrate women of marginalized communities, by creating a digital platform, namely digital savings groups with savings and peer-to-peer lending mechanisms that would boost the women's social and economic welfare.

3,104 women onboarded onto 152 digital savings group and have received financial education trainings.

1,500 received numerical literacy sessions

1,137 received social empowerment trainings



ASMAA'S UPCYCLED TRAY MAKING BUSINESS

Asmaa is from the rural village of Beni Ghalib in the Assiut governate. Her entrepreneurial spirit stems from being part of a big family and thus wanting to ease her family's financial expenses by starting a project that will help pay for her university's tuition fees. She recognized a need for reliable and easily accessible bread-baking oven trays in her community. Not only that, but Asmaa also astutely realized the opportunity to use old paper and cardboard which she washes and shreds and then uses to make the oven trays that she sells. ALEXBANK's peer-to-peer and lending platform supported Asmaa by financially allowing her to purchase these materials. Her innovative endeavour naturally recycles what others have disposed of and as her skills developed over time, she is now also recycling old or broken trays.

The development of Asmaa's craftsmanship through this project resulted in her inevitably making a profit from her sales within her community. Not only has she been able to help pay for her tuition fees for her higher education, which she pays for via her e-wallet, she is now also able to use these profits to finance her upcoming wedding.



Asmaa from Asuit, a VSLA project beneficiary, reusing paper and cardboard to make oven trays



HADY BADY FINANCIAL LITERACY GAME

“Hady Baby” is ALEXBANK’s financial literacy game tailored specifically for children, aged 6 to 10 years, with the purpose of promoting financial literacy from a young age. The game educates children about financing principles such as mindful spending, smart saving, and donating, targeting children. With its eccentric name, translated to “Eeny Meeny”, “Hady Baby” is introduced through a storyline that tells the history of money from the barter system to banks.

Hady Baby Digitalization: World Savings Day 2021 Kick-off & Activation

On 31st of October 2021 in celebration of World Savings Day 2021, ALEXBANK has launched, under the auspices of the Central Bank of Egypt, the Hady Baby mobile Application that is available in iOS, Android and Huawei in both English and Arabic for children aged between 6 to 10 years, reaching almost 700 children in public schools & NGOs on launch day. Hady Baby App is in line with ALEXBANK’s efforts of Digital Financial Inclusion in Egypt.

Thus far, the app has been rolled out across **5** governorates, reaching a total of **2,805**.

In 2021, ALEXBANK has carried on rolling out Hady Baby board game on-ground and virtually in cooperation with several NGOs.

644 Children: For the on-ground roll-out during Farmers’ Week

457 Children aged between **5 and 16 years** during the virtual roll-out: ALEXBANK rolled out Hady Baby virtually three times with three Nongovernmental Organizations (NGOs).



A tote bag with a camel coin bank were gifted to children during Hady Baby's mobile App Launch Day



Children of Tawasol Community School playing Hady Bady mobile App during launch day

“ 2021 marks SETI Center Caritas Egypt’s first direct cooperation with ALEXBANK, as the previous collaborations were in joint project with other partners. The experience with ALEXBANK was very successful, as ALEXBANK’s team were considerate of our beneficiaries and SETI Center Caritas team needs. We would also like to express our gratitude on how they dealt respectfully with all the beneficiaries, regardless of their disability or social economic background. Let me state some facts behind our collaboration: 140 children and youth with disabilities and their siblings from various economic backgrounds, in addition to

school children from Hagganah low-income district played the game, across three different cities: Cairo, Alexandria and Sohag. To make the most out of it, their educators were introduced to it first through facilitators appointed by ALEXBANK. These educators in turn prepared the children and youth with disabilities to understand the various concepts in the game. This enabled them to subsequently play the game with ALEXBANK facilitators and learn how to make well informed decisions to spend, save and donate.

”



DR. EGLAL CHENOUDA
EXECUTIVE DIRECTOR OF SETI CENTER
CARITAS EGYPT



ENACTUS

ALEXBANK, in partnership with Enactus, was able to support the training of 450 Enactus Team students at the General Orientation Training in the topics of Business Model Canvas, Design Thinking, Marketing, Entrepreneurship, and Graphic Designing. These trainings were conducted to facilitate and promote youth development to prepare for the Enactus National Competition called “Triple Bottom Line Sustainability”, which focuses on how financial, environmental, and social issues may be included into a project before, during, and after it is started.

Where October 6 University (O6U) won the Enactus Egypt Cup Champion title during this year’s ENACTUS National Competition with their “Cellurose” project, allowing them to represent Egypt in the World Cup during the virtual ENACTUS World Cup in October 2021, which they went on to win against over 36 universities from around the world, making it the third time in a row for Egypt to win the ENACTUS World Cup.

Direct Impact: **8000** students

Indirect Impact: **100,000 - 130,000**



Competitors at the Enactus National Competition “Triple Bottom Line Sustainability”



9.2 SOCIAL INNOVATION AND EDUCATION

DEVELOPING TAWASOL'S COMMUNITY SCHOOL

ALEXBANK partnered with Sawiris Foundation for Social Development, Star Care Egypt, and "Hadia Ghabour" to cover tuition, vocational training, and performing arts academy fees for students at Tawasol's Community School in an effort to renew ALEXBANK's support for Tawasol Association for Developing Istabl Antar.

75 marginalized children
80% female

“Two things identify our relationship with ALEXBANK: Mutual Trust and High Integrity. ALEXBANK is easily distinguished in the financial market by its balance between donating, ensuring project success, and measurable impact without micromanaging our work. In spite of the Tawasol Community School, Istabl Antar, being a challenging project, we have the same goal to ensure the school's success and we are confident in ALEXBANK's expertise and other contributions to making that success sustainable.”



YASMINA ABO YOUSSEF
FOUNDER OF TAWASOL EGYPT

Our partnership's point of strength is that we share the same values. This enables us to reach further and create better work. All ALEXBANK team members from different departments give their full commitment, love, and care to the work they produce. They share an admirable vision which is to ensure everyone is benefiting while a greater impact is being put together. I honestly haven't witnessed this elsewhere. ALEXBANK's social presence is greater than many other associations and has always focused on their short, medium, and long-term impact. This is what creates ALEXBANK's edge!



OMNEYA HANA
SECRETARY GENERAL STARCARE EGYPT



Students of Tawasol Community School during the opening ceremony of the new school in 2020





EDUCATE ME CHAMPIONS TEACHERS PROGRAM AND EMPOWERING PIONEERS

ALEXBANK collaborated with the Educate Me Foundation to improve active learning skills and the development of change agents in educational institutions. Two projects are part of the collaboration:

1. Empowering Pioneers - Each year, a student camp is held for public school children. Due to the outbreak of COVID-19 in 2020 and 2021, the project was replaced with an educational board game named “Tahady El Remal,” which has reached the homes of over 1,000 public school kids.

2. Through a full-fledged programme, the Champions Teacher Program benefited a total of 365 teachers by improving their teaching abilities and procedures. All of the program’s graduates were honoured at a graduation ceremony held by the foundation.

1000 Public School Students

365 Teachers



“ALEXBANK believed in us, our dreams, and our programs before seeing the caliber of our work and the implementation of our projects. They are an unquestionably Impact Driven Partner! They were the first to support us with professional development programs which has now reached over 500 schools, across more than 10 governorates and in excess of 6,000 educators. This wouldn’t have happened if ALEXBANK didn’t believe in us in the 1st place in 2016. Agility is what defines them best among the private sector as they are always open to change. We have accomplished and come together quite far in building the capacity of educators inside public schools through our School Transformation Journey, Champion Teacher and were also the first partner to launch our very first educational board game “Ta7ady El Remal” schools.

CHRISTINE SAFWAT

EXECUTIVE DIRECTOR, EDUCATE ME FOUNDATION



Students of Tawasol Community School during the opening ceremony of the new school in 2020



INCLUSIVE COMMUNITIES

In March 2021, a contract was signed for the Inclusive Communities project between ALEXBANK and Sawiris Foundation for Social Development. The project comes under the Memorandum of Understanding of Improving the Living Conditions of Marginalized Children, signed between the two strategic partners in 2019. The project is implemented by Together Association for Development (TAD) in the governorate of Assiut over the period of 2 years.

Inclusive Communities' main objective is to empower 500 children with disability within the ages of 1-14 years, integrate 3500 children in artistic, and sports activities, and lastly, improve the development of their capabilities.

500 Children with Disability

350 Children covered by artistic and sports activities



Capacity building training session for the NGO facilitators



MY NURSERY MY FUTURE

My Nursery My Future is a social empowerment project aimed at improving the educational and health status of children aged 2 to 6 years by establishing and improving nurseries in the governorates of Giza and Aswan in order to demonstrate the quality of educational and health services for children and their families.

1500 children between the ages of 2-6 years

75 Nursery Teachers, 20 Nursery Principles

20 Local NGOs Board of Directors

1000 families of the children in nurseries

200 siblings of the children in nurseries



“ I live close to the nursery so I decided to try it out. My daughter loved it as soon as she joined. The teachers are very good the education here is great. The teachers conducted training for parents on positive parenting, child sexual harassment, and the harms of early marriage and female genital mutilation.

”

**HEND SAEED: MOTHER OF
ROQAYA AND SAMAR**



Sisters, Roqaya and Samar, enjoying the day of the nursery's celebration that occurs every Thursday in Giza, where the nursery celebrates its members.

Photo by: Ahmed Hayman



“ Our knowledge of and ability to support children with special needs has grown exponentially because of the nursery’s development. We now have learning tools and toys to help us nurture psychologically challenged children as well as children with disabilities.

We received training programs on **positive parenting, health & safety, nutrition, learning difficulties, and multiple smartness**. We now always involve parents and inform them of their children’s development. Before this program, there were no concrete plans or teachers’ evaluations.

My son used to be afraid of me because I was so firm during my teachings. Now we have a very healthy relationship because of my experience here. I have also integrated what I’ve learned here into my personal life; for example, my family and I convene for a **weekly meeting** and reflect on our strengths and weaknesses and productively work on developing our weaknesses.

TEACHER HANAA

”



Hanaa Abdelhamid, a nursery teacher under the project “ My Nursey my Future”

Photo by: Ahmed Hayman



“ Our neighbors used to praise this nursery and as a result, I attended trainings on many things such as positive parenting and being cautious not to let children go out alone because of sexual harassment. Because of this nursery and the teachers’ exposure to **positive parenting training sessions** under My Nursery, My Future program, Haneen has grown much closer to her father and he has become so involved in her education and regularly visits the nursery to talk to her teachers about her development.

DOAA GABER:
MOTHER OF HANEEN

”



Haneen and her mother Doaa during the weekly celebration bringing children with their parents.

Photo by: Ahmed Hayman



9.3 GHALYA: WOMEN EMPOWERMENT

BANATI: IMPROVING THE LIVING CONDITIONS OF GIRLS IN STREET SITUATIONS

In collaboration with the “Banati” Foundation, ALEXBANK’s strategic partnership with the Sawiris Foundation for Social Development tackles the phenomenon of street children by providing safe housing in care homes, nutrition programmes, medical assistance, psycho-social counselling, education, and professional training of social workers, with the goal of facilitating children’s reintegration into society and qualifying them for the job market. In addition, daily care centres and mobile units are used to reach out to particularly vulnerable girls.

2,190 girls



بناتي
أبناء الغد



Nursery children under My
Nursery, My Future program
during their weekly celebrations.

Photo by: Ahmed Hayman



BAGAWEET

Under the umbrellas of “Ghalya” and “Ebda3 men Masr”, ALEXBANK has taken over the “Red Sea Craft” project; under the auspices of the Ministry of Social Solidarity and the Red Sea Governorate, ALEXBANK became the owner of the project and has chosen Thaat Social Enterprise as the main implementing partner for the second phase, as well as Drosos Foundation in Egypt as a second donor and partner. The project has been renamed “Bagaweet”, meaning “our language” in the Red Sea dialect. “Bagaweet” targets women from two NGOs in the two Red Sea Governorate cities of Safaga and Al Qusair, Bagaweet serves as the very first design hub in the Red Sea area to serve the South of Egypt’s artisans, as a way to sustain Research & Development for an area that is extensively rich in talented handcrafters.

300 women



drosos (...)

“ALEXBANK is actively committed to creating a positive impact and sets a very positive model for corporate social responsibility. We selectively partner with ALEXBANK as it diligently advocates for and empowers the success of individuals in the handicrafts and artistry sector in Egypt, which is critical to the promotion of creative skills and economic independence. Our collaboration to jointly fund the THAAT Enterprise – only one of our many partnerships with ALEXBANK – which supports female artisans of the Red Sea governorate, has achieved commendable results. Our mutual desire to serve and enrich communities from the ground up has resulted in the engagement of several local NGOs, skilling women and ensuring income generation for handcrafters and artisans’ families. We look forward to delighting in more success stories at the grassroots level of Egyptian communities and are excited to discover how ALEXBANK will continue to diversify its partnerships and become more engaged at a system level



DR. WESSAM EL BEIH
COUNTRY DIRECTOR (EGYPT, JORDAN AND
LEBANON) DROSOS FOUNDATION

”



Bagaweet logo is placed in all of the products created

Photo by: Ahmed Hayman



Women from different ages while creating crochet products at AIQusair

Photo by: Ahmed Hayman

“

We can clearly say that we have witnessed a big difference between our 2020 and 2021 collaborations. Bagaweet, in its essence, is a very challenging project that suffered from two extremes, poverty and luxury, due to the fact that it's a tourist destination. ALEXBANK has helped and believed that we need to collaborate to create a “Visual Cultural Identity using storytelling and to give the whole community a voice.” Working on a community's mentality and resilience to change, trying to make them understand the value of their city and location is very challenging and only ALEXBANK as an active listener was able to immediately understand the short and long-term impact of such a project.

”



PERI ABOU ZEID

FOUNDER OF THAAT SOCIAL ENTERPRISE



"HERFETY FORSETY" (MY CRAFT, MY CHANCE)

ALEXBANK partnered with one of the very famous and prestigious NGOs that economically and socially empower females who were subjected to domestic violence, empowering them in the handicrafts sector. Bashayer Helwan, kicked off “ Herfety Forsety” project to empower more women in the creative economy and open access to marketing opportunities as well as awareness sessions on combating violence against women.

1,500 women



My Craft My Chance project beneficiaries also produce children's dolls

Photo by: Ahmed Hayman



Photo by: Ahmed Hayman

“

The program instructors accepted me and welcomed me with open hearts. They taught me how to crochet, which I now love, and they were extremely patient. I learned that even when there is a flaw with something I've made, that I can and will do better next time; what is important is to keep going. To make things even better, the members here are so wonderful with each other. When I learned the art of crochet, it increased my income, they took me to production, and during production you learn a lot more, more than just the basics. Now my houseware is all made by me; I made the tablecloths, my daughter's pullover, and I repair all my pullovers myself.

Prior to this experience, I had not mingled or interacted on a meaningful level with individuals that practice and observe a religion and beliefs other than my own. Showing up with a friendly and enthusiastic demeanour, I found that everyone else here showed up with happiness and the same sense of drive and my nervousness regarding our different beliefs were quickly forgotten. The other trainees and I always like to joke with each other that we make a good duet with our different beliefs.

I am grateful to everyone in the program. When you're stressed and pressured, you feel like you need something to be distracted with and when you are crocheting, you want to reach a certain goal so you feel like the problems you have will get solved no matter what. As long as you're holding the crochet needle and working, the world's burdens leave your heart, and that's reassuring.

”

WAHEEDA LATEEF,

One of the women specialized in crochet production
under “My Craft my Chance project



“

In spite of my husband's attempts at securing an income, we were struggling a lot with money. We couldn't cover our children's school fees and it was a great struggle for us. My neighbour told me about Bashayer Helwan and how they could provide educational income. As soon as I walked in the door, there was an undeniable sense of love and kindness. After only one week of training with the program, I was advanced to production.

I want to thank all the instructors including Ms. Elham and Ms. Mariam. They were so supportive, were always really patience when teaching me, and they gave me a lot of work. I now know how to do the “princessa” and “dantella” crochet patterns on towels and tablecloths. With my husband's encouragement to attend the program, I was able to pay off a part of our family's debt. I'm so thankful and grateful for them. We are all equal and the same here; with them, I found a home, friends and second family. Even my kids are happier because they see that I am happier and especially because I learned from the program how to be friends with your kids. I hope I develop more and more with the program and its community and I am so grateful for their awareness sessions that will help me look after my kids' wellbeing when it comes to difficult topics and practices like vaginal mutilation and early marriages.

”

MANAL MOHAMED,

One of the beneficiaries enrolled in My Craft
My Chance project



Photo by: Ahmed Hayman



Photo by: Ahmed Hayman

“

I've been here for 4 years. Economically, we are very poor and paying rent is difficult. We didn't have the financial ability to educate our son but Ms. Elham, Bashayer Helwan's long-standing member and program supervisor, who is like a mother to us, helped me financially with Eyad's school applications and uniforms. When I first came here, I looked inside and instantly felt hope and relief. My Craft, My Chance program changed my mindset and my way of thinking and they're supportive financially and emotionally. I cry here and they embrace me; they hear me, and they encourage me to stay patient and hopeful in life. Ever since coming here, attending the training, and being able to take my kids to school, my life has pivoted 180 degrees. Before, I couldn't stand on my own two feet; now, I am independent and create value. I know my rights; I now know I have rights. The program's workshops enlightened me and empowered me to confront situations I didn't know I could overcome. Previously, I didn't know how to make decisions but now I know I can give back to my kids, even with the simplest things like paying for education. You can absolutely help your kids; you can be their spine and their support. The program's community is now also my family, and they are my support and security. One of the greatest gifts they have given me is the knowledge that we, women, are valuable and we are of value in society.

AYA MOHAMED ABDELDAYEM,
One of the enrolled beneficiaries under
My Craft My Chance project, and her son Eyad

”



REVIVING CRAFTS IN ASWAN

The goal of the project is to economically empower young, disenfranchised men and women in Aswan through jewelry-making training and employment. It is centered on equipping trainees with the technical expertise needed to design and make jewelry, as well as the necessary job skills.

185 beneficiaries



The boats at the port of Al Quseir
Photo by: Ahmed Hayman



"SEKOUN" - GHALYA'S ANNUAL MARCH CAMPAIGN FOR 2021



Building on ALEXBANK's values of the realization of the Sustainable Development Goals and women's empowerment as well as their economic and social inclusion and in celebration of the International Women's Day (8th March) and the Egyptian Women's Day (16th March), efforts were exerted to bring a unique giveaway to the Bank's female partners; a gift that tells a story. In collaboration with "Threads of Hope," a training center that not only focuses on offering training and employment to female refugees in the field of embroidery, but adopts a holistic approach that focuses on the general wellbeing that each woman deserves. Alongside the training center, "Threads of Hope" offers a daily nutritious meal, raises the awareness of women on the importance of proper and affordable nutrition, does regular medical checkups, and focuses on mental health with a special focus on trauma therapy, in addition, in efforts to ensure the sustainability of the project, the center is working towards building a nursery for

50 craftswomen from Threads of Hope Center and **20** craftswomen from Kheir and Baraka Association



the women with children to create a more convenient space for the female refugees.

The center's craftswomen are refugees from Egypt, Palestine, Somalia, Ethiopia, Eritrea, and Syria. Through this collaboration, ALEXBANK supported "Threads of Hope" to conduct a training for a new batch of 50 refugee craftswomen. In addition, an awareness campaign was raised on the domestic violence targeted women face in Egypt.

A delicately embroidered pouch with the illustration of home "sekoun"; as a representation of the safety, security, and protection that each woman deserves was part of the training outcome. Each pouch speaks of the story of each woman through the art of embroidery. This collaboration has been an activation of impact as it revived the work opportunities for the female refugees, stimulated exposure to the center, and acted as training to the women. To ensure the sustainable success of the project, the center exerted all efforts to provide handicrafts products that meet international quality. On the other hand, building on the project's impact, the packaging of the gift was made of environmentally-friendly material to continue building on the impact of the gift and promote the usage of material that serve the environment.



A refugee from Threads of Hope carrying her child while working on the gift



9.4 ECONOMIC DEVELOPMENT AND HERITAGE PRESERVATION

DIGITALIZING -EBDA3 MEN MASR-

ALEXBANK has partnered with the Sawiris Foundation for Social Development and Egypt's premier online commerce platform, Jumia Egypt, to launch a unique online store called "Ebda3 men Masr." The store's goal is to expose users' products to a larger audience in order to boost Egypt's creative economy. The official handicrafts store also has a section dedicated to an extra 38 craftswomen who work under the National Council for Women's umbrella.

4700 craftswomen

547 craftsmen

298 communities and **65** crafts

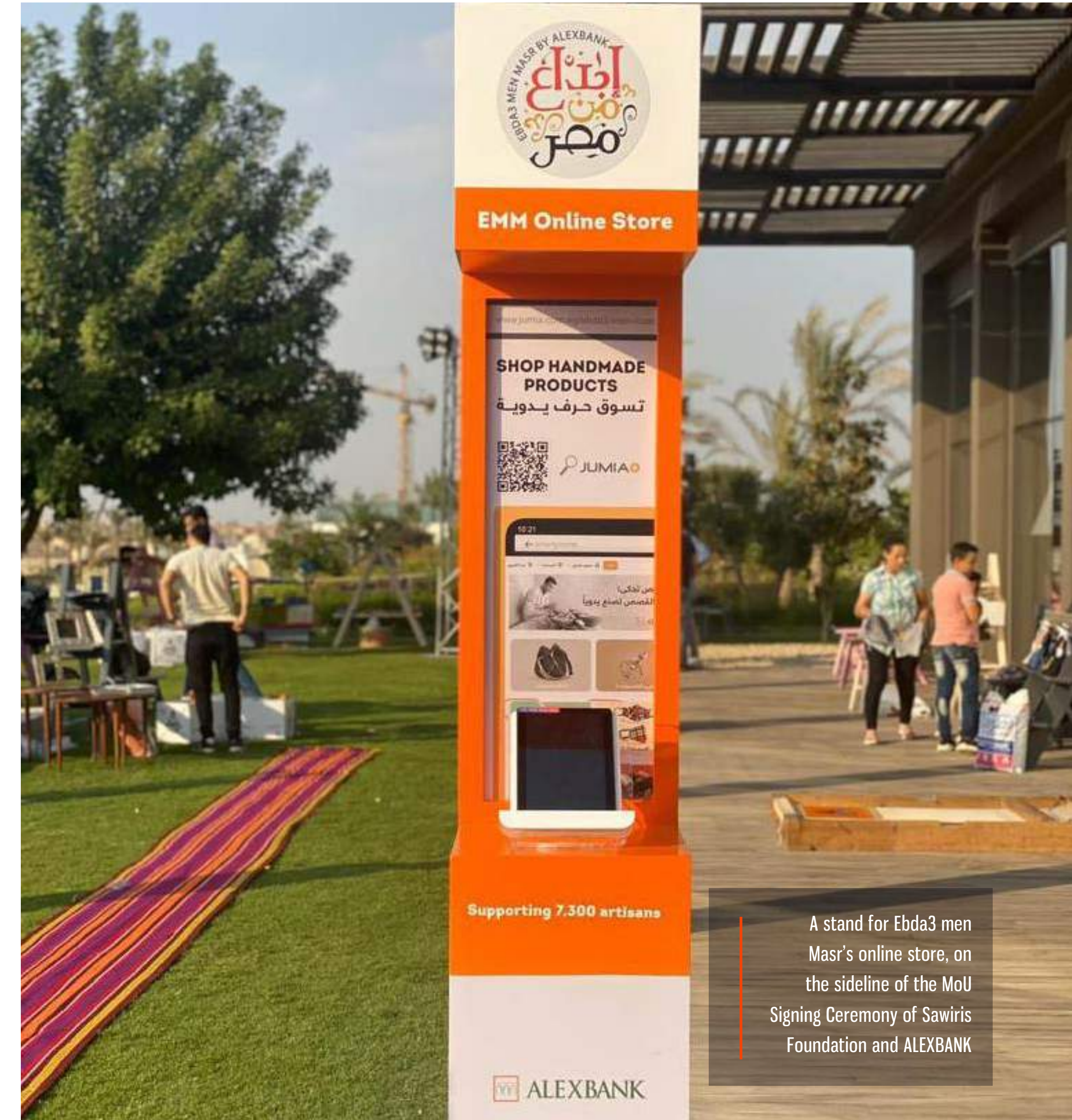


EMM- Social Media Platforms

Ebda3 Men Masr (EMM) social Media platforms have been performing organically without paid ads on great number of campaigns, constantly raising awareness about Egyptian culture and heritage, providing direct support to the crafts community through directed tips and tricks campaigns, while marketing for EMM's e-store on Jumia, and also featuring EMM success stories along with announcing a lot of the CSR's events and activities which are related to crafts.

EMM- Jumia Influencers Campaign

Under the umbrella of EMM activities of promoting local artisans and supporting them in reaching new markets, and in reference to our partnership with Jumia through Ebda3 Men Masr online store for handicrafts. "Ebda3 men Masr" have partnered with Jumia through their impactful campaign supporting SMES and handicrafts businesses.





“

My project is owning a ceramics and pottery workshop in Al Fustat in Old Cairo under the name of “Modern Pottery”; it is my and my family’s main source of livelihood and basic income and has been our main craft descended to us from our greatest ancestors. The project depended on profit returned from selling handcrafted pottery for kitchens and home decorations; mainly achieved through our presence in exhibitions and galleries, but we faced major marketing problems and selling obstacles. The first time we heard of the EMM initiative was in 2017 in the national handicraft exhibition; in 2018, our project joined EMM and accordingly we received an EMM loan. The truth is, joining this initiative has helped us on many levels; it enabled us to have financial aid to develop our workshop and cover operational and wage costs for handcrafters, it also gave us opportunities to attend a vast network of exhibitions and bazaars, not to mention the bank’s ability to market our products and achieve increased sales.

My ambition is to sustain this workshop well enough to maintain our handcrafters’ livelihoods and to progress our products to meet the market’s needs.

”

ASMA GOUDA,

Member of Ebda3 men Masr’s initiative, and owner of “Modern Pottery” project



“

My project consists of handmade traditional dolls, made from various fabrics created through the art of embroidery; it started out in the neighborhood of Mo'tamadiya, Giza. I started my project years ago with my mother, sister, and brother; it was mainly dependent on marketing within NGOs and with a limited scope of small opportunities. The first time I heard of the EMM initiative was in 2018 during the national handcraft exhibition.

When we found out about Ebda3 men Masr and were able to get a loan, the initiative gave us great opportunities such as joining big exhibitions such as Diarna and contributing to the bank's corporate gifts. These opportunities really gave us the capability to employ a big number of women handcrafters. Further to this, the loan helped us advance our workshop and expand our production capacity by purchasing new sewing machines and different materials. Being a part of the EMM network also gave us the platform to market our products to many customers during exhibitions. Despite the global pandemic, being a member of EMM really sustained our livelihood. My plan for my small project is to continue developing it to become a small company with the name of "An Egyptian Tale"; a company aimed to help develop the art of traditional handmade dolls in Egypt, where we can employ a large number of women and we can also overcome any marketing challenges for this business to prosper.

MERVAT AZMY,

Member of Ebda3 men Masr's initiative, owner of
"An Egyptian Tale" company

”





COTTON FOR LIFE

“Cotton 4 Life” is a collaboration between Filmar Nile Textile and the Italian Filmar Group, and is run under the Ministry of Education’s auspices. The project aims to educate and train farmers and technical students at a school in Borg Al Arab to improve the quality of the Egyptian textile industry and allow international competition through upcycling leftovers into fashionable wear through educating and training young Egyptian designers, particularly women, as well as teach beneficiaries the integration mechanisms in the textile value chain.

600+ students, teachers, and trainers from Borg El Arab and Damietta



Filmar **Nile** Textile



Fostering Egypt's unique
textile industry



CREATING AMBASSADORS- TOURISM HOSPITALITY TRAINING

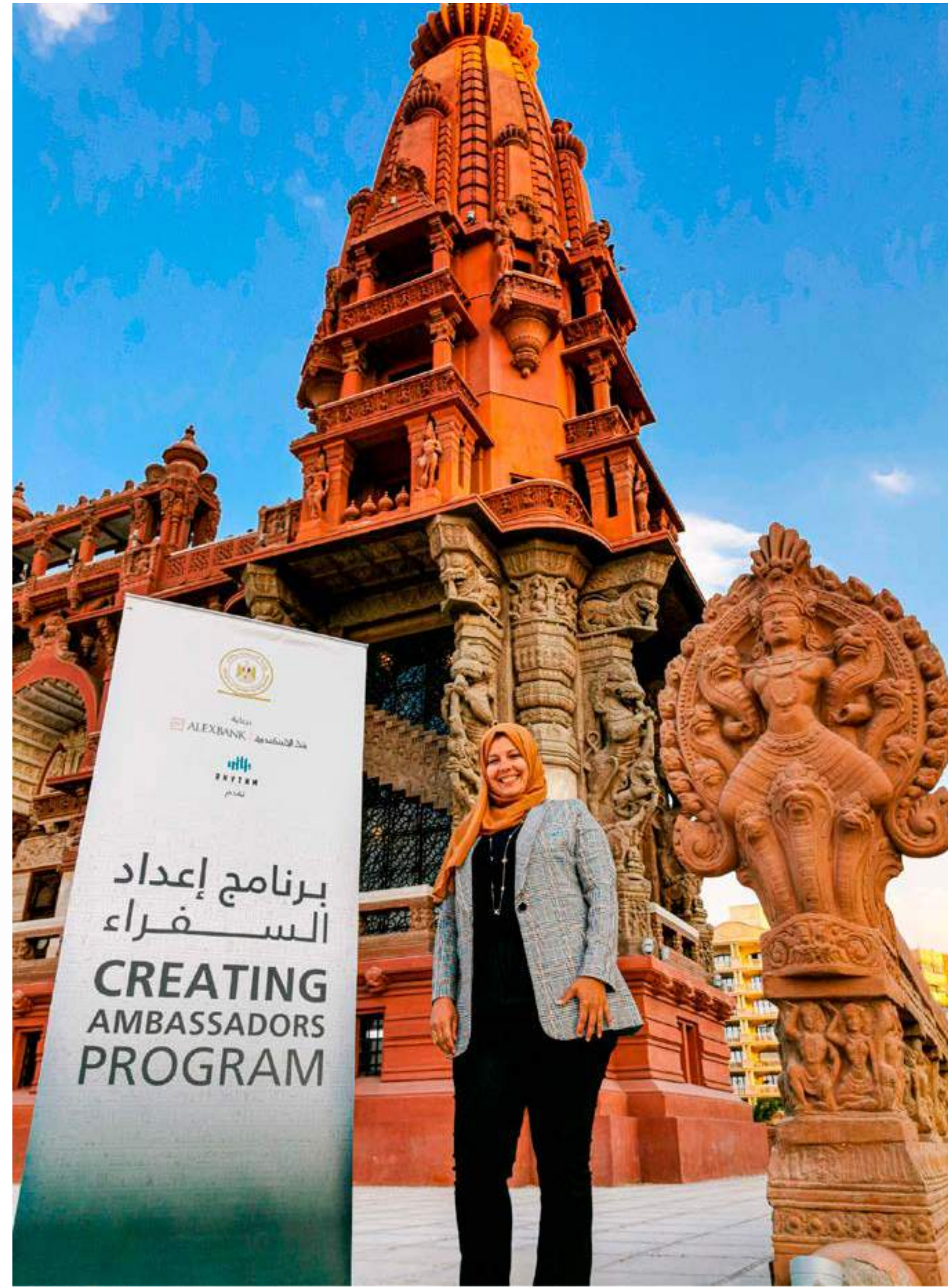
“Advancing the success in our Hospitality Training “Creating Ambassadors” Program for 600 employees from archeological and touristic sites across the country, and over 500 doctors and nurses for the “Healthcare Hospitality” program (medical staff and universities), ALEXBANK was the first entity to trust our services ever since we were a start-up and now, we are working with President Sisi’s initiatives, the Ministry of Electricity, Ministry of Tourism & Antiquities and Ministry of Health. ALEXBANK is one of the very few entities that don’t focus on the publicity generated by our program but are instead focused on its impact.”



KARIM ADIB
MANAGING DIRECTOR OF RHYTHM
HOSPITALITY TRAINING AGENCY

Providing tourism professionals with the required soft skills to allow them to deal effectively with tourists in their jobs, hence improving the level of hospitality and services supplied. The Institute of Hospitality in London has certified this course.

523- trainees



“

The most satisfying conclusion I came to, upon adjourning from the training, was that the team here came to the realization that they are not here to simply punch in and punch out; they finally started realizing that the palace is similar to a theater, and they are performing to an audience and should create an experience for them. They also realized how to positively influence their guests’ experience with simple acts of kindness and hospitality.

”

DR. BASMA SELIM
DIRECTOR OF THE BARON PALACE



ALWAN – ALEXBANK'S 2021 GIFT WITH IMPACT DIAKONIA SUCCESS STORY

Under ALEXBANK's flagship initiative for supporting handicrafts "Ebda3 men Masr," and in continuation of ALEXBANK's support to the Egyptian economy, especially post COVID-19, through empowering Egyptian local artisans, the CSR & SD Office curated ALEXBANK's 2021 corporate giveaways from the heart of the Egyptian handicrafts sector with the aim of preserving Egyptian heritage and supporting local artisans. 2021's Gift with Impact was driven by the dedication to revive and uphold Egyptian heritage and the craft of glass-blowing.

About the gift:

The gift was composed of a set of two authentically-designed glass-blown bowls and candle holders along with a set of candles to light up and reflect the beauty of the bowls' designs. Hence, the gift fell under the name of "Alwan" meaning colors in Arabic, holding a special weight of value and impact as it raised awareness on the craft and hence played a vital role of impact through the launching of the establishment of the first school in Egypt and the Middle East for Blowing Glass. Misr El Kheir Foundation and "Ebda3 men Masr" are in collaboration to deliver the impact behind the gift and kickoff the pilot for this project.



“ALEXBANK has significantly helped make special needs children's lives better through their contributions to Ezbet El-Nakhl special needs school. The five different devices at the Sensory Integration Center at Ezbet El-Nakhl benefited numerous children by helping activate and stimulate a child's impaired senses. The room for sensory integration has been receiving further recognition and demand, as more parents are becoming more aware of the benefits of sensory integration for special needs children. The room is now receiving 8 children per day, which is the maximum capacity for the room, as sessions are conducted on an individual basis with a specialist. The specialists are highly trained on how to address each specific child's needs.”

The Bank's cooperation during "Lady of Peace House" in Sheraton has also paid off greatly with our children with special needs. Our "Lady of Peace House" is a residence dedicated to hosting orphans with special needs and supporting them in all aspects of life including medical care, accommodation, nutrition, clothing, education, etc. With ALEXBANK'S assistance, we are now taking care of 50 children with special needs, and we look forward to carrying on with our rewarding collaboration once again to further support our community, help those in need and empower societies



BISHOP BAKHOUM
PATRIARCHAL VICAR FOR THE
PATRIARCHAL DIOCESE, DIAKONIA
DEVELOPMENT CENTER



"Alwan", ALEXBANK's 2021 Gift with Impact, is creating through the art of glass-blowing and is designed to be colorful and lively



9.5 HEALTH AND WELL-BEING

ECHOCARDIOGRAPHY ROOM AT MAGDI YACOUB HOSPITAL

ALEXBANK teamed with Magdi Yacoub Foundation to finance the building of a “Echocardiography Room” at the New Aswan Heart Center in an effort to make a real effect in Egypt’s health sector. The Modern Aswan Heart Centre is a significant initiative for heart patients, particularly those from low-income backgrounds, because it provides new facilities, resources, and the highest levels of care.

Expected to serve up to **12,000** patients per year when complete



Sir Magdi Yacoub, Egypt's iconic heart surgeon, with Dante Campioni, ALEXBANK's Managing Director and CEO



HEALTHCARE HOSPITALITY TRAINING PROGRAM

This program seeks to equip the medical staff in hospitals and graduates in Faculties of Nursing, with the necessary skills to treat their patients with courtesy and respect.

Trainings include:

- Leaving the right impression,
- Communication skills,
- Emotional intelligence,
- Handling complaints,
- Discretion and confidentiality,
- Motivation and spirit lifting.

Targeted hospitals:

Kasr El Ainy, National Cancer Institute,
Abou El Reish, Aswan University,
Magdi Yacoub

“

To be a doctor, you must have medical knowledge and skills. However, to be a good doctor, you must also know how to deal with your patients and colleagues in different situations appropriately. The ‘Healthcare hospitality’ program is one of the most helpful and insightful training I have ever taken. The content broadened my knowledge and showed me different perspectives to dealing with patients aside from medicine as a practice.

Special thanks to Mr. Kareem and Dr. Mostafa for being such great instructors we learned a lot. Furthermore, I would like to thank Dr. Ehab Soliman, Dr. Nadine Alaa, and the rest of the OBGYN department for providing us with this great opportunity and finally, ALEXBANK for their vision and support to lead this fruitful campaign.

AHMED ABDELNASSER
DOCTOR AT KASR AL-AINY HOSPITALS

”



505 graduates





9.6 CLIMATE CHANGE AWARENESS

WORLD ENVIRONMENT DAY CELEBRATIONS

Launch of Khatwa Khadra: ALEXBANK's Environmental Game



In celebration of World Environment Day in June & to contribute to Intesa San Paolo Group's participation to the event, ALEXBANK launched its first Environmental awareness game "Khatwa Khadra" (translated to "Green Step"), exposing children aged 8 years and above to daily habits and practices which impact the environment. Khatwa Khadra was launched at the Association for the Protection of the Environment (APE), located in the area of Manshiyet Nasser; a community focused on garbage collection & waste management.

50 children



Children's Visits to Kendaka Factory during World Environment Day

Kendaka is a flagship project harboring upcycled handicrafts made by women artisans in Badr City. Kendaka factory provides a fun, educational atmosphere which combines hands-on learning with short informative sessions about upcycling. As a part of World Environment Day celebrations, ALEXBANK organized visits for children to the factory, educating them on responsible production & waste upcycling to equip them with knowledge to lead the future responsibly.

100 children of Banati Foundation and Tawasol Community school visited Kendaka factory



KHATWA KHADRA: ENVIRONMENTAL AWARENESS GAME

After its launch, Khatwa Khadra further expanded its scale over the months of September & October to reach a total of 2,550 children spread across children of community impact partners & public schools. With the help of our Implementing Partner, Skill Up, and in partnership with Tawasol, APE, Kheir W Baraka, Educate Me and Ana El Masry, we were able to include and teach underprivileged children of different circumstances the importance of being environmentally conscious and the harms of wasteful consumption.

2,500 children of NGOs & public school students



Children's visit to Kendaka factory,
during the glass upcycling workshop



2020 SUSTAINABILITY REPORT ENVIRONMENTALLY FRIENDLY TOKEN

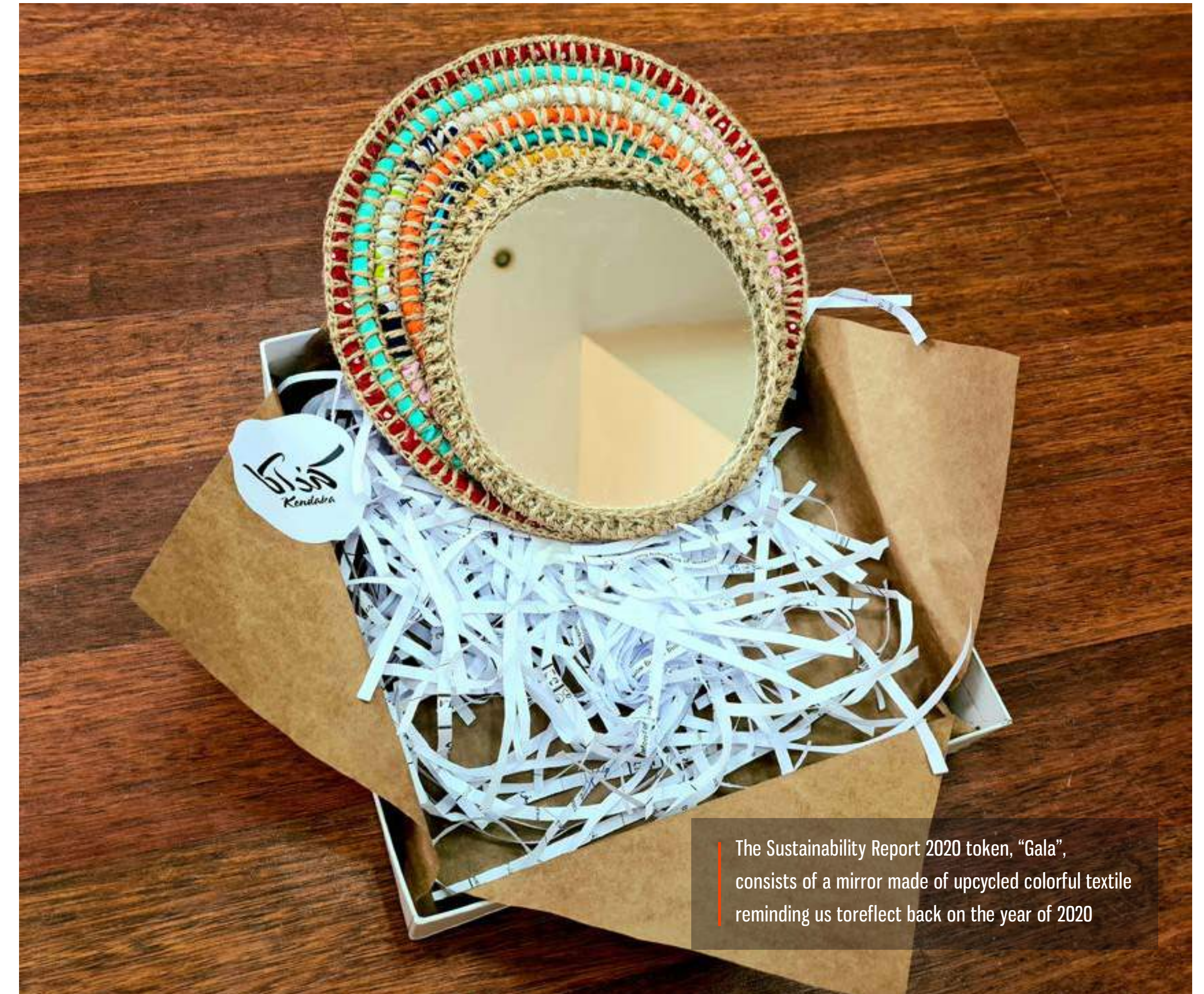
ALEXBANK partnered with Kendaka on their annual sustainability report rollout token gift. The token, at its core was designed with recycled and upcycled products promoting sustainability and circularity.

10 female artisans

“Our relationship with ALEXBANK is founded upon shared environmental and social goals. In 2021, we developed their token giveaway and ALEXBANK was involved from the start with the upcycling artisans of these tokens. Their magnanimous order supported our business financially and their enthusiasm and openness to get involved all the way from waste upcycling impact to product development are what solidifies the essence of ALEXBANK’s identity as supportive partners.”



HANA DUSUKY
KENADAKA.UPCYCLES



The Sustainability Report 2020 token, “Gala”, consists of a mirror made of upcycled colorful textile reminding us to reflect back on the year of 2020



9.7 INTEGRATED DEVELOPMENT

EMPOWERING AND SUPPORTING STREET CHILDREN IN GREATER CAIRO

This project intends to provide long-term housing in a proper care institution for street children, as well as improve their skills, psychological health, and overall well-being. The non-profit will deal with youngsters aged 7 to 14, focusing on nutrition and mental health. The money for this project will cover the procurement of appropriate infrastructure for care facilities and institutions to ensure that they thrive in a healthy environment.

330 children



DEVELOPMENT OF ORPHANAGES FOR THE REHABILITATION OF YOUTH AND AFTERCARE SERVICES

This programme aims to help young people in shelters aged 14 to 18 years old. Its goal is to help people transition out of the facility by teaching them fundamental life skills, job skills, and working on their mental health. Wataneya will also use its network with the private sector to assist these youth in finding appropriate career prospects. To ensure project sustainability, the project's outcomes will be documented through a well-organized curriculum for children and youth in institutional care in the post-care phase.

440 children



“

We believe ALEXBANK immediately integrated into our ecosystem and amongst many of our initiatives. ALEXBANK has been a great initiator of connections with projects beyond our immediate collaboration and they eagerly unite with our other partners for greater impact. ALEXBANK lends its support to development rather than charitable work as it knows development leads to fruitful long-term impact.



YASMINE EL HAGRY
EXECUTIVE DIRECTOR OF WATANEYA

”



ONE DREAM (PHASE 2)

One Dream, a community development project seeking to improve the living conditions of the less fortunate individuals in Mansheyet Nasser and Tora, is commencing with its second phase planned to last for one year. In partnership with the Sawiris Foundation for Social Development, Shorouk Misr Foundation and Star Care Egypt, and the implementing arm Association for the Protection of the Environment (A.P.E.). The second phase focuses on three main pillars: education, health and capacity building projects.

4,250 beneficiaries



My Nursery My Future children during class

Photo by: Ahmed Hayman



9.8 IMPACTFUL EVENTS AND BAZAARS

DIARNA EXHIBITION

Carrying on the Bank's annual tradition, ALEXBANK remains a strategic partner to Diarna Exhibition for the third year in a row. One of Egypt's biggest exhibitions, Diarna 2021, under the auspices of the Ministry of Social Solidarity, is the 61st Edition, with ALEXBANK along with strategic partners Sawiris Foundation for Social Development, WE Telecom Egypt, the Egyptian Red Crescent (ERC), and for the very first time Cairo Festival City Mall. This year is the very first year for Diarna Exhibition to be located in Cairo Festival City, Fifth Settlement, Cairo; facilitating larger land capacity for the exhibition and reaching a larger scale of high-end consumers. Witnessing the launch of a new slogan "Egypt Speaks Craftsmanship Diarna exhibition connects shoppers with talented Egyptian handcrafters from across all walks of Egypt who work to preserve Egyptian heritage through their art and skills.

370 exhibitions



EMM BAZAARS

Participating in Mother's Day Bazaar at Zed Park, With Sawiris Foundation for Social Development and Ora Developers

In line with the United Nations' Sustainable Development Goal of decreasing inequalities, ALEXBANK organized booths during the Mother's Day Bazaar in ZED Park, El Sheikh Zayed, as part of its flagship initiatives EMM and Ghalya. The Mother's Day Bazaar was a three-day event that featured over 20 EMM partners as well as gifted people with disabilities from the Qesetna fe Herfetna programme, giving people of all ages the opportunity to learn more about Egyptian handicrafts and Arabic calligraphy. Salespeople from our partners El Nidaa Foundation displayed the handmade authentic handicrafts and conducted product sales using ALEXBANK POS equipment. The POS terminals, which aligned with the Central Bank of Egypt's digitalization activities, allowed craftsmen to quickly enable payments, making their items accessible to cashless consumers and thereby expanding their market reach.

2500 beneficiary



EMM Enactus National Competition

EMM hosted a booth to promote ALEXBANK's CSR activities and our services for youth. The EMM activation was hosted in the form of a bazaar with live calligraphy and macrame shows and delightfully included handcrafted giveaways. These handcrafted mementos tell the story of Egypt's culture and heritage and successfully market EMM artisans' products by providing direct sales opportunities.

Gifts with Impact

Gifts with Impact are handcrafted by EMM artisans and are granted in special occasion to various recipients as a form of recognition. In partnership with the Ministry of Social Solidarity, these gifts spread the crafted goods along with gift cards telling the stories of these artisans and their culture while simultaneously preserving our Egyptian creative heritage.

60 Gift boxes for Military graduates

2021 Beneficiaries **26** artisans men and women

Direct Sale: **18,000 EGP**





FIFTH AWLADANA INTERNATIONAL FORUM FOR THE ARTS OF THE GIFTED: NURTURING TALENTS FOR COHESIVE SOCIAL INCLUSION

In honor of International Day for the Celebration of People with Disabilities, ALEXBANK was featured as a strategic partner at the Fifth Awladna International Forum for the Arts of the Gifted, which took place at the Cairo Opera House from November 16th to November 22nd under the patronage of the Ministry of Social Solidarity and the Ministry of Culture. The Ministers of Tourism and Antiquities, Planning and Immigration, as well as the President of the National Council of Women and the Governor of Fayoum, all attended the inauguration ceremony.

This yearly forum, which attracts over 400 children from around the world, lasts for 20 days and includes seminars in speech therapy, life counselling, handicrafts, music, therapeutic nutrition, family and community development, poetry writing, and theatre.

400- children



“ Our unyielding commitment to help children, especially the gifted, and support their integration is emblematically matched by ALEXBANK’s partnership and support of our goals. ALEXBANK’s meticulous and world-class standards have proven that we can carry out and deliver events and initiatives at exemplary international standards. They have been our supporters since Awladna’s inception and look forward to continuing to grow with their reinforcement.

”



DR. SOHEIR ABDELKADER
FOUNDER AND HEAD OF THE BOARD OF
TRUSTEES OF AWLADNA



A live performance show by the participants with the star Samira Saeed during the ceremony



MOU SIGNING CEREMONIES

MoU Signing Ceremony between ALEXBANK & DROSOS Foundation

In June, ALEXBANK and DROSOS Foundation signed an MoU to collaborate on key projects targeting the promotion of the handicraft sector, over the period of two years. To celebrate ALEXBANK's and Drosos Foundation MoU signing, EMM hosted a handicrafts bazaar welcoming the summer season at KMT House in Maadi. The bazaar showcased over 15 EMM artisans and their products along with calligraphy, kheyameya, mat art, decoupage and sand art live crafts shows. The MoU officialized the strategic partnership between both ALEXBANK and DROSOS Foundation with the aim of empowering women economically and supporting the creative economy through ALEXBANK's EMM initiative and its women empowerment platform "Ghalya", while continuously striving to achieve real impact for the communities they operate in.

ALEXBANK & Sawiris Foundation for Social Development Memorandum of Understanding Signing Ceremony

ALEXBANK and Sawiris Foundation for Social Development (SFSD) inked an MoU for a total of EGP 60 million under the auspices of the Ministry of Social Solidarity and in the presence of Mr. Giampaolo Cantini, the Italian Ambassador to Egypt. ALEXBANK will invest EGP 30 million over a three-year period (starting 2022 until 2025), aimed at enhancing the livelihood of several vulnerable communities and individuals.



On the sidelines of both signing ceremonies, EMM bazaars have been held to showcase the crafted products, made by the hands and hearts of Egyptian handcrafters.



“

We deeply cherish our partnership with ALEXBANK, which we are truly proud of. Our partnership is more than a one-time project or collaboration, it is a strategic partnership, in every sense of the word, where each of us leads when it comes to their area of expertise, and where the other partner constantly provides consultation and support. Together, our collaboration encompasses a multitude of sectors, which allows us to maximize our contributions to society, as well as our impact. We are also glad to see the tremendous harmony that has been established between our teams. It is due to this remarkable teamwork that we were able to mobilize funding, especially amid the financial stress that was brought about by the COVID-19 pandemic. Our partnership's latest focus is also on agriculture – where we have already signed an MoU that we believe will have significant impact on this vital sector in our beloved Egypt.

”



ROSA ABDEL MALEK
SAWIRIS FOUNDATION
PARTNERSHIPS DIRECTOR



CARICATUNIS

The “International Caricature Competition; CARICATUNIS” was held at Fayoum Art Center in Tunis village. This event aimed to showcase the output of a partnership between ALEXBANK and Fayoum Art Center which promotes reviving the cultural and artistic heritage of Tunis Village as well as contribute to promoting the tourism of the village. The event started with the opening of “Ali Al-Sumaikh” caricature exhibition, followed by a technical caricature lecture by “Ahmed Abd El-Naeim.” After this, the award ceremony took place for the winners, which were four in total, two winners for the Naji Al-Ali portrait and two caricaturist winners for the “Good Tourism and Bad Tourism” theme. This competition included participants from all over the world as the winners were from Syria, Poland, Brazil, and Czech Republic.

BAGAWEET WINTER COLLECTION LAUNCH EVENT: SHOWCASING THE PRODUCTS PRODUCED BY THE HANDS AND HEARTS OF THE TRAINED WOMEN FROM AL QUSEIR

Under the auspices of the Ministry of Social Solidarity, ALEXBANK, in collaboration with the DROSOS Foundation, held a ceremony for the “Launch of the Winter Collection” in Al Quseir, Red Sea Governorate, to commemorate the success of the first phase of the Bagaweet project. 12 women from Al-Quseir were invited by ALEXBANK to see the true impact of their amazing work on the ground. The ceremony began with words from the project partners, followed by a short film about Bagaweet, and then a live performance by “El Ababda,” a well-known Red Sea band. The fashion show, which aimed to showcase the products made by Al Quseir’s trained women, was the event’s centerpiece. The event included a market to show off the products and the efforts of the Red Sea’s artisan women to the participants.



Clothing and accessories made by hands of Bagaweet beneficiaries was showcased during the Bagaweet Winter Collection Launch event



YES YOGA DAY: COMBATting VIOLENCE AGAINST WOMEN



Under the auspices of Ministry of Social Solidarity and National Council for Women and in partnership with SFSD, “Ghalya” hosted the 2nd edition of “Yes Yoga Day: Combatting Violence Against Women” event at the 9 Pyramids Lounge on November 12th, 2021. The day was composed of 2 yoga sessions, opening remarks, and a panel entitled “Egypt’s Position as the Key Player in the MENA Region for Peace and Hospitality of Female Refugees in Egypt. A Developmental Activation also took place in which Art of Nushu conducted an art therapy session at the Tadamon premises for 15 female refugees to help them share their happy memories of their homes through their art pieces. These pieces were then exhibited at the event for sale. The art pieces’ sales and the tickets’ proceeds all go to the development of Tadamon’s NGO.



Men and women convene together to stand up to violence against women

ALEXBANK-S CONTRIBUTION TO INTERNATIONAL COOPERATION FORUM BY MINISTRY OF INTERNATIONAL COOPERATION

ALEXBANK’s flagship “Ebda3 Men Masr” and “Ghalya” initiatives continuously help support the local artisanal community by raising awareness of their handicrafts skills as the endorsement of their skills preserves Egyptian heritage. EMM and Ghalya are contributing to the International Cooperation Forum by the Ministry of International Cooperation by providing a collection of giveaways at their event and hosting a live handicraft show. The giveaway components include several handmade items including tote bags pens, mask, notebooks, etc



Her Excellency Ms. Rania Al Mashat attending the live calligraphy performance

AIWFF THROUGH -GHALYA- AS THE HANDICRAFTS STRATEGIC PARTNER

In light of Aswan International Women Film Festival (AIWFF), and Ghalya’s participation as a sponsor to the event, EMM in partnership with NCW and their national project “Taa’a Marbouta” hosted handicrafts bazaar for the first time at the festival showcasing the crafts and arts of Egyptian culture. While seizing the opportunity through inviting women artisans to tell their own stories through live crafts shows. The bazaar also included VIP and other giveaways and was supported with ALEXBANK PoS machines.

38 NGO/Artisans

95% Female Beneficiaries



Dr. Maya Morsy attending the live craft show



HEROES' BACK TO SCHOOL EVENT

Under the auspices of the Ministry of Social Solidarity and in partnership with SFSD, ORA, Carrefour, and Samusocial, ALEXBANK and partners hosted a “Back to School” Event for 400 marginalized children from six different shelters, which took place in October. The event was comprised of Edutainment (Education and Entertainment) activities and workshops, Entertainment (clowns – Disney shows – children’s performance – movie screening), Giveaways for the children and Zed park’s amusement games.

400 children from 6 different NGOs



Participants attending Heroes' Back to School Event with their children

10. ENVIRONMENTAL STEWARDSHIP

Resource Efficiency & Circularity

Climate Action

Green Procurement

Photo by: Ahmed Hayman



10.1 RESOURCE EFFICIENCY AND CIRCULARITY

ALEXBANK EMBRACES RESPONSIBILITY FOR ITS DIRECT ENVIRONMENTAL FOOTPRINT AND BROADER IMPACTS OF ITS FINANCE FLOWS AND DECISION-MAKING. DURING THE PAST YEAR, THE BANK HAS FURTHER OPTIMIZED ITS PAPER CONSUMPTION WITHIN PREMISES AND IMPROVED DIGITAL SERVICES TO ITS CUSTOMERS WHILE RESPONSIBLY MANAGING DIFFERENT TYPES OF WASTE. FURTHER, THE BANK HAS IMPLEMENTED DEDICATED MEASURES TO OPTIMIZE WATER AND ENERGY CONSUMPTIONS, DIVERSIFIED ITS ENERGY MIX AND INTEGRATED SUSTAINABILITY CONSIDERATIONS INTO CORPORATE CULTURE AND BUSINESS RELATIONSHIPS.

HIGHLIGHTS:

New Green Banking Procurement Policy

25% water consumption reduction

In a double-targeted effort at protecting the Bank's employees from COVID-19 and reducing the Bank's internal ecological footprint, most training sessions were conducted online

82% of all staff training was achieved virtually and included 3,143 attendees

GRI 301-1, 301-2, 302-1, 302-4, 303-1, 303-2,
303-3, 303-5, 306-1, 306-2, 306-3, 306-4, 306-5



Environmentally friendly tote bags made
by women of Bagaweet project

Photo by: Ahmed Hayman



Currently, ALEXBANK is drafting its new ESG Strategy which will encompass energy efficiency and resource consumption targets. The following areas are the tentative areas of which the environmental segment of the Strategy will include:

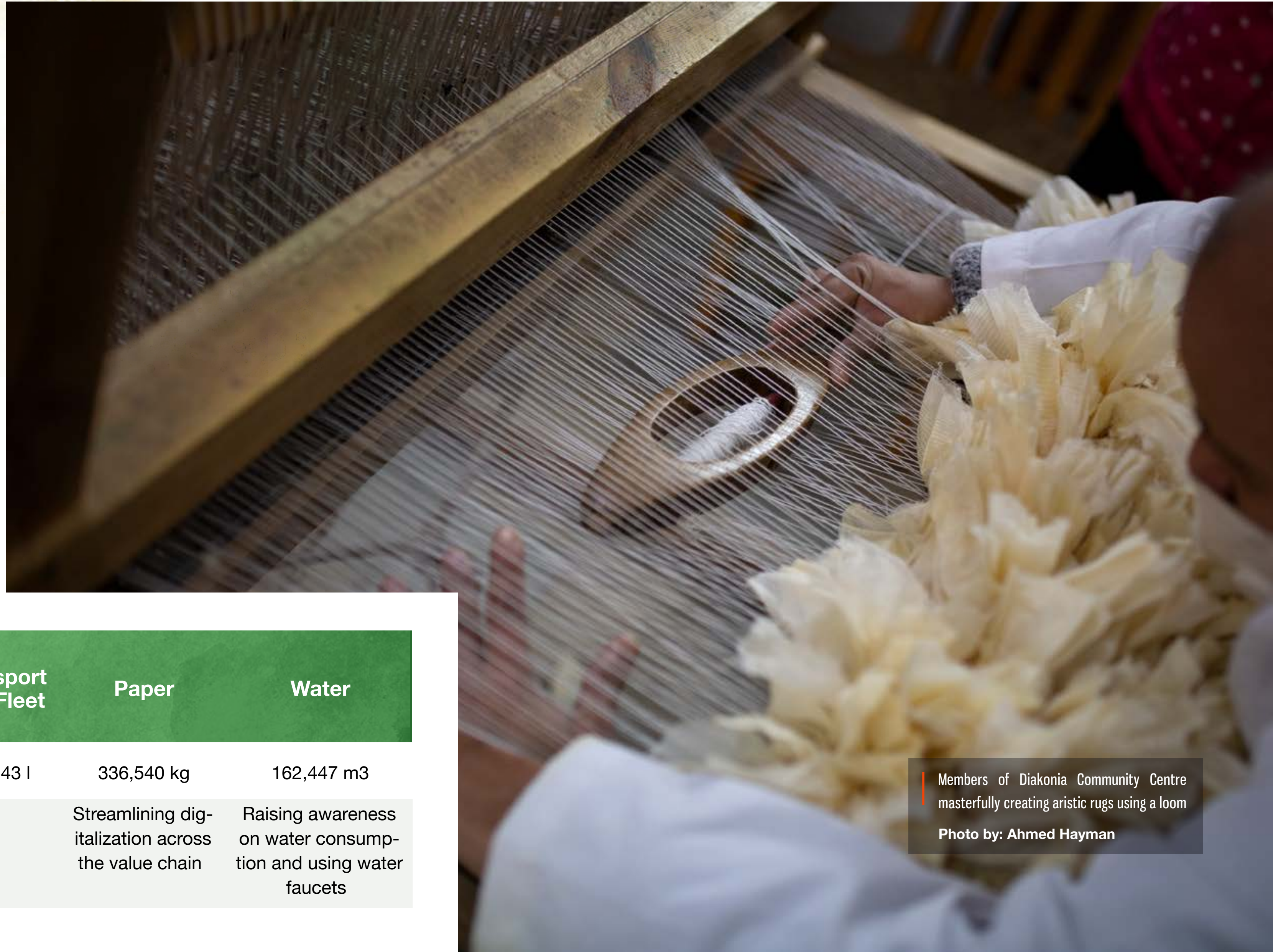
- Energy consumption: electricity and fuel
- Water consumption
- Paper consumption, waste disposal and circularity

Early signs of operational efficiency can be seen on both water and electricity consumption levels.

ALEXBANK has been witnessing a decrease in both, with water consumption dropping by **54,606 m3 (25%)** and electricity by **2.8%**, albeit this is due to the smart working approach adopted by the Bank. The Bank's vehicle consumption has also witnessed a **2 %** drop.

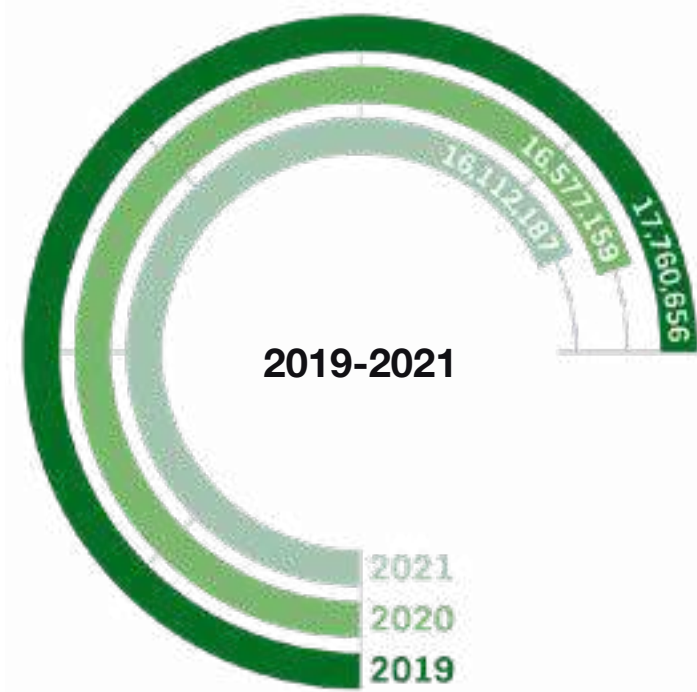
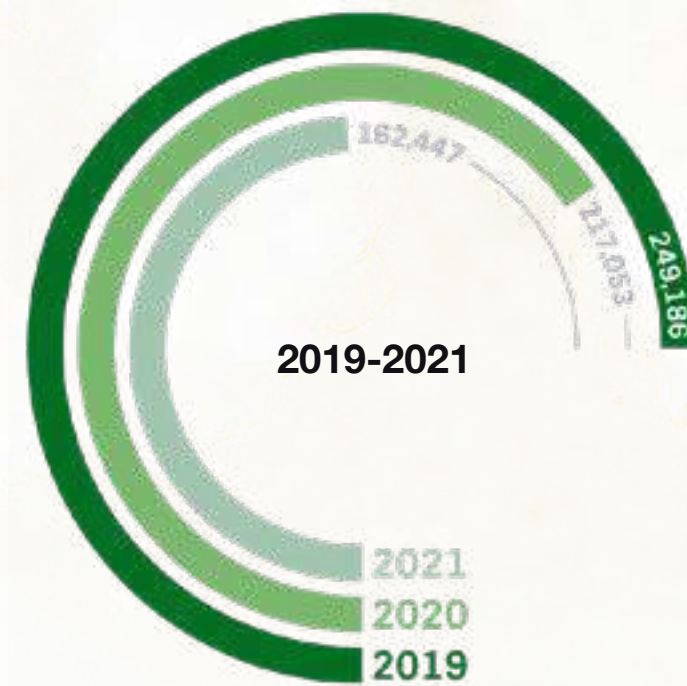
Below is a summary of the Bank's consumption of resources in 2021:

HIGHLIGHTS OF ALEXBANK-S RE- SOURCE CONSUMPTION IN 2021					
	Electricity	Waste Disposal	Transport and Fleet	Paper	Water
Consumption	16,112,187.00 kWh	104,298.43 kg	26,643 l	336,540 kg	162,447 m3
Current Initiatives	Shifting to LED leading to the saving of 35% of lighting electricity used	Scoping the Bank's waste production and scrap storage		Streamlining digitalization across the value chain	Raising awareness on water consumption and using water faucets



Members of Diakonia Community Centre masterfully creating aristic rugs using a loom

Photo by: Ahmed Hayman

**ELECTRICITY CONSUMPTION
KWH****WATER CINSUMPTION -M₃****MAIN BANK CONSUMPTION
OVER THE YEARS**

	2019	2020	2021
Electricity consumption (kWh)	17,760,656	16,577,159	16,112,187
Municipal water consumption (m ₃)	249,186	217,053	162,447
A4 Paper and Envelopes (tons)	400.78	343.45	336.54
Recycled shredded paper (tons)	120.08	102.16	103.45
Number of owned private cars	13	11	11
Fuel consumption of fleet (l)	20,187	25,873	26,643
Total solid waste disposed (tons)	121.53	103.37	104.30

For further analysis and understanding of operations, the Bank underwent a waste disposal survey aimed at recognizing the waste disposal streams to set proper solutions, below are the recycling rates currently being achieved.

Waste Treatment Survey	Disposal method
Paper and Cardboard	100% Recycling
Cartridges, Ribbons and Film	100% Incineration without energy recovery
Office Equipment	100% sold to vendors
Other	100% sold to vendors



Children of Tawasol Community School playing Khatwa Khadra and learning about correct habits of preserving the environment



10.2 CLIMATE ACTION

Regulators, authorities and policymakers are becoming strong advocates of the low-carbon transition, under the understanding that the financial system is the central element of the equation being as common as ever. The concerns about the aptness of the financial system in the rapidly changing world are being translated into new requirements and frameworks, outlining the role of financial institutions in the much-needed transition. Investors are also increasingly considering ESG factors in making decisions, with recent data showing better performance of ESG funds.

As a result, multiple initiatives have launched providing incentives for organizations to focus more on such issues with high emphasis on environmental issues. The Net Zero Asset Managers Initiative, the Partnership for Carbon Accounting Financials, the Net Zero Insurance Alliance and the Science-Based Target Initiative (SBTi) are a few examples of such

initiatives. The Net Zero Banking Alliance (NZBA) in particular brings together banks over the grounds of shifting their lending and investment portfolios to net-zero emissions by 2050. Net-zero means that the total amounts of carbon emitted by an organization is negated by activities that aim at removing emissions from the atmosphere.

Egypt for example aims to convert half of its national projects to green ones by 2024 through bonds and the preparation of a national strategy for climate change. In November 2021 and as part of Egypt's participation in the Conference of Parties on Climate Change (COP 26), the Minister of the Environment launched the National Climate Change Strategy. The Strategy seeks to achieve 5 main objectives: Achieving Sustainable Economic Growth, Enhancing Adaptive Capacity and resilience to climate change, enhancing climate change action governance, improving infrastructure for financing climate activities, enhancing scientific research, technology transfer, knowledge and awareness management for combating climate change, increasing awareness on climate change among different stakeholders.



The making of a bag with patterns signifying Al Quseir heritage
Photo by: Ahmed Hayman



CLIMATE ACTION

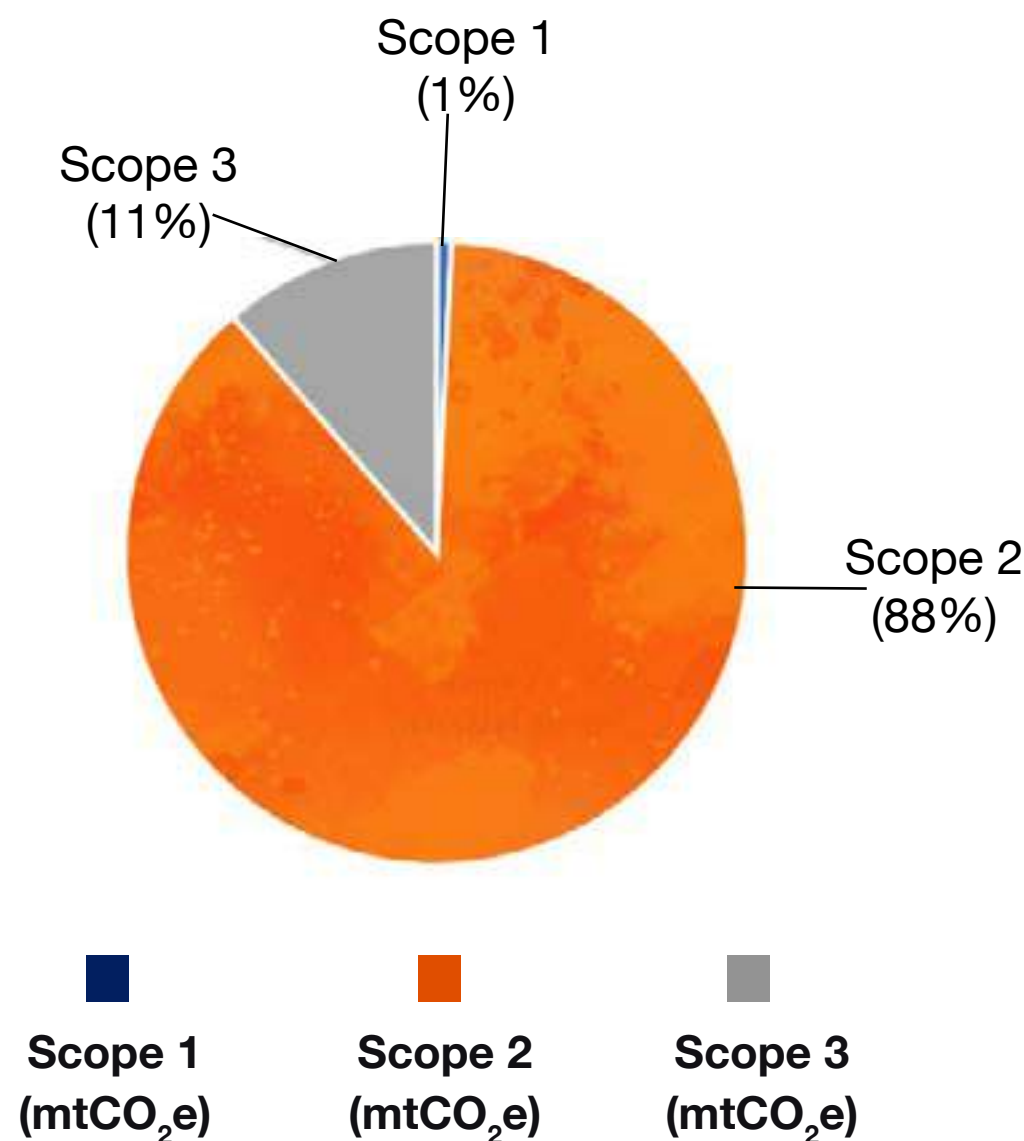
In October 2021, Intesa Sanpaolo committed to a target of net zero emissions by 2050, leading ALEXBANK to follow track.

Indirect emission categories (mtCO ₂ e)	2019	2020	2021
Air Travel	78.60	17.03	9.48
Paper	375.13	321.47	322.07
Waste	1.23	1.53	1.77
Office Machine	294.02	1,139.03	714.58
Internet Banking	0.16	18.17	N.A.
Energy Carriers	2,150.82	2,007.50	N.A.
Cash in Transit	454.60	441.46	N.A.
TOTAL SCOPE 3 EMISSIONS	3,504.37	4,015.87	1,047.89

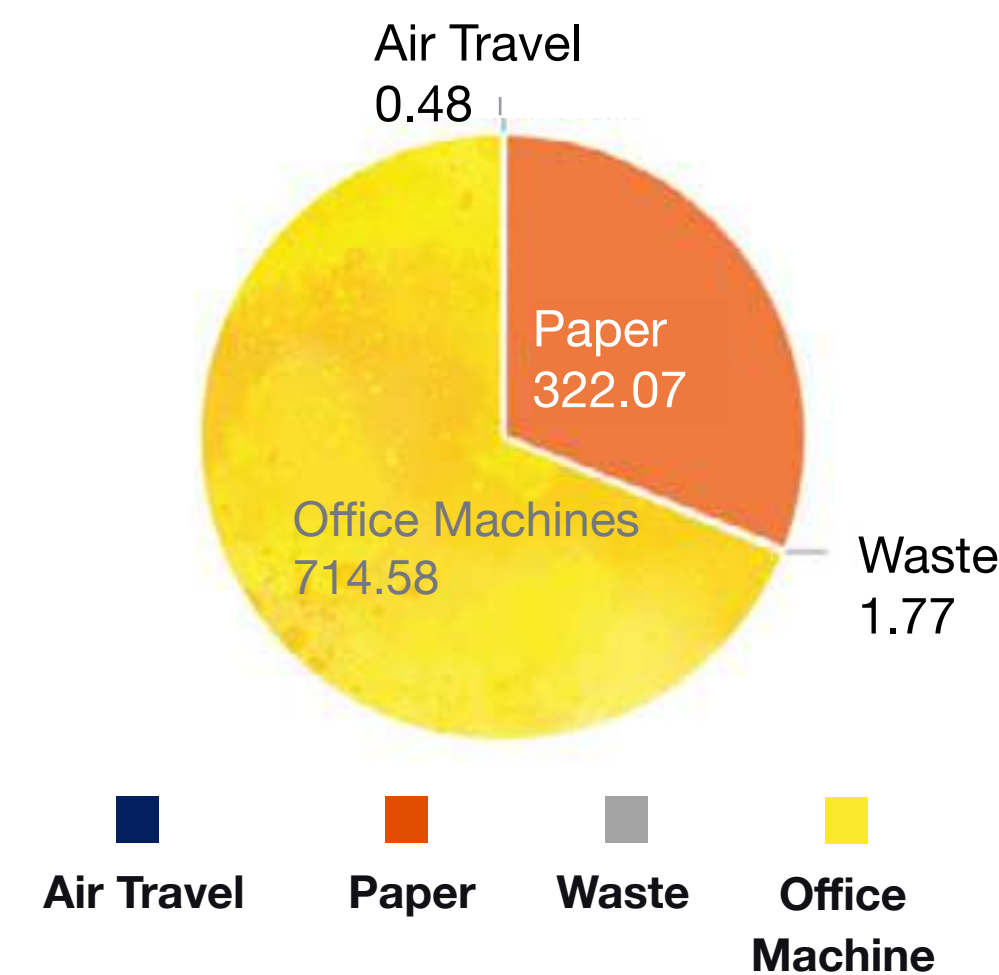
Overall, an average of only **0.7%** increase was witnessed to the overall Bank's emissions.

Emissions intensity (kgCO ₂ e/square meter) (scopes 1, 2 & 3)	2019	2020	2021
Scope 1 (mtCO ₂ e)	71.10	71.10	71.66
Scope 2 (mtCO ₂ e)	7,867.97	8,056.50	8,120.55
Scope 3 (mtCO ₂ e) ¹	3,504.37	4,015.87	1,047.90
Emissions intensity (kgCO ₂ e/employee) (scopes 1 & 2)	1,769.37	1,901.64	1,905.16
Emissions intensity (kgCO ₂ e/employee) (scopes 1, 2 & 3)	2546.4	2841.2	1905.2
Emissions intensity (kgCO ₂ e/square meter) (scopes 1, 2 & 3)	77	81.7	55.1

Carbon Footprint 2021



Scope 3 Emissions Breakdown in mtCO₂e



Following the footsteps of Intesa Sanpaolo, ALEXBANK's carbon footprint analysis and calculations were based on a number of standards and guidelines, including but not limited to the following:

- The Greenhouse Gas Protocol which is recognized as the most widely used international accounting tool to quantify and manage GHG emissions.
- ISO 14064-1:2018 Specification with guidance at the organisation level for quantification and reporting of GHG emissions and removals.

ALEXBANK has considered Scope 1, Scope 2 and Scope 3 emissions associated with its operations, categorizing them as either direct or indirect emissions.

SCOPE 1

Direct Emissions: Emissions from sources that are owned or controlled by the Bank. This includes transport fuel used to run vehicles owned by the bank.

SCOPE 2

Indirect Emissions: Emissions associated with the consumption of purchased electricity, heat or steam from a source that is not owned or controlled by the Bank. This includes purchased grid electricity.

SCOPE 3

Indirect Emissions: Emissions resulting from other activities. This includes fuel used for air, train and personal cars' business travel; waste emissions; and emissions generated in the production of paper and office machinery purchased by ALEXBANK.

¹ The Bank, following ISP's new Carbon Footprint calculation approach has witnessed changes to its Scope 3 calculations.



10.3 GREEN PROCUREMENT

ALEXBANK adopted the Group's Green Banking Procurement Policy targeting environmental protection and sustainable development, adopting solutions that ensure a progressive improvement in efficiency; paying constant attention to the environmental consequences of choices; and prioritising procurement systems that do not generate negative impacts on the environment. Currently, a localized version capitalizing on national requirements and consideration is being drafted.

Based on the Group Rules for Green Procurement provided by the Parent Company, ALEXBANK managed to identify the suppliers that would be most responsible and least harmful to the biosphere. The topics tackled by the CSR & Sustainable Development Office in 2021 were paper supply, air conditioning units, and envelopes, which are highly used in day to day operations. Regarding paper and envelopes the Bank managed to filter through the various suppliers at hand in order to analyze their certifications which proves this paper is procured from a responsible chain of custody, and thus, creates less strain on environmental.

In regards to air conditioning units, it was essential to choose units that put less strain on electrical consumption, and that do not emit harmful gases as well.

The policy also encompasses green building renovation providing a generic scope of work aiming at increasing the efficiency of all renovated branches/locations and integrating green solutions. 2020 and 2021 have witnessed the smart renovation of the Gomhoreya Building aiming at a more sustainable business facility. Already the use of a new Variable Refrigerant Flow (VRF) system is expected to drop emission production by 40%, the new infrared water faucet technology will reduce water consumption by a further 40% and the use of low energy and structure glazing shall reduce the heat load inside the further eliminating the need to constant air conditioning.



Environmental preservation is at the heart of ALEXBANK's goals towards ESG
Photo by: Ahmed Hayman

A photograph of two men in white head coverings sitting on a wooden bench, looking out over a body of water. The image has a warm, orange-toned overlay on the left side with bokeh light effects.

ESG APPENDIX INDICATORS

ESG Data

GRI Index

UNGC Index

PRB Self-Assessment

ALEXBANK continues to contribute to Agribusiness through the offering of financial products, awareness sessions, and trainings

Photo by: Ahmed Hayman



ABBREVIATIONS

AFD	Agence Française de Développement	CEO	Chief Executive Officer	ERM	Enterprise Risk Management	HQ	Headquarters
AIWFF	Aswan International Women Film Festival	CMC	Change Management Committee	ESG	Environmental, Social, and Governance	HR	Human Resources
ALCO	Assets and Liabilities Management Committee	CO2	Carbon Dioxide	ESH	Environment, Safety and Health	HSE	Health, Safety, and Environment
AML	Anti-money Laundering	COP	Conference of the Parties	EUR	Euro	ICAAP	Internal Capital Adequacy Assessment Process
APE	Association for the Protection of the Environment	CRGC	Credit Risk Governance Committee	EXCO	Executive Management Committee	ICCC	Internal Controls Coordination Committee
API	Application Programming Interface	CRM	Customer Relationship Management	FEB	Federation of Egyptian Banks	ICF	International Coaching Federation
APN	Account Payout Network	CRO	Chief Risk Officer	FI	Financial Inclusion	ICT	Information and Communication Technology
AT-PHOS	Abu Tartour for Phosphoric Acid Company	CRPO	Customers' Rights Protection Office	FINTECH	Financial Technology	IFC	International Finance Corporation
ATM	Automated Teller Machine	CSA	Corporate Social Assessment	FLAS		IFRS	International Finance Reporting Standards
AVG.	Average	CSR	Corporate Social Responsibility	FRA	Financial Regulatory Authority	ILAAP	Internal Liquidity Adequacy Assessment Process
BCM	Business Continuity Management	CSV	Creating Shared Value	FX	Foreign Exchange	IOT	Internet of Things
BN	Billion	DSG	Digital Savings Groups	FY	Financial Year	IPN	Instant Payment Network
BOD	Board of Directors	EBC	Egyptian Banks Company	GDP	Gross Domestic Product	IPO	Initial Public Offering
C&IB	Corporate and Investment Banking	EBRD	European Bank for Reconstruction and Development	GEFF	Green Economy Financing Facility	IRRBB	Interest Rate Risk in the Banking Book
CAPEX	Capital Expenditure	EGP	Egyptian Pounds	GGF	Green for Growth Fund	ISBD	International Subsidiary Banks Division
CASA	Current Account Savings Account	EGX	Egyptian Stock Exchange	GHG	Greenhouse Gas	ISO	International Standardization Organization
CBE	Central Bank of Egypt	EIB	European Investment Bank	GNC	Governance and Nomination Committee	ISP	Intesa Sanpaolo
CC	Call Center	EMM	Ebda3 Men Masr	GPS	Global Performance System	ISBD	Intesa Sanpaolo's International Subsidiary Banks Division
CDAS	Community Development Associations	ENR	Ending Net Receivable	GRI	Global Reporting Initiative	IT	Information Technology
CDP	Carbon Disclosure Project	ERC	Egyptian Red Crescent	H&S	Health and Safety		



ABBREVIATIONS

IVR	Interactive Voice Response	MWH	Megawatt-hour	PPE	Personal Protective Equipment	SOC	Security Operation Center
K	Thousand	NCW	National Council for Women	PR	Public Relations	SQM.	Square Meters
KG	Kilogram	N.E.C.	Not Elsewhere Classified	PRB	Principles of Responsible Banking	TCO2EQ	Tons of Carbon Dioxide Equivalent
KGCO2E	Kilogram of Carbon Dioxide Equivalent	NGOS	Non-governmental Organizations	PSPS	Payment Service Providers	UN	United Nations
KPIS	Key Performance Indicators	NO.	Number	PV	Photovoltaic	UNEP FI	United Nations Environment Program Finance Initiative
KWH	Kilowatt-hour	NOMAD	Nominated Advisor	PWD	Person with a Disability	UNHCR	United Nations High Commissioner for Refugees
LCS	Letters of Credit	NPL	Nonperforming Loan	QR	Quick Response	USD	United States Dollar
LED	Light Emitting Diode	NPS	Net Promoter Score	RAF	Risk Appetite Framework	UNGC	United Nations Global Compact
LGS	Letters of Guarantee	NRES	Non-Resident Accounts	RFPS	Requests for Proposals	VFE	Vodafone Egypt
LIT.	Liters	NTB	New to Bank	ROAA	Return on Average Assets	VPN	Virtual Private Network
						VRF	Variable Refrigerant Flow
M3	Cubic Meters	NZBA	Net-Zero Banking Alliance	ROAE	Return On Average Equity	VSLA	Village Savings and Loan Association
MD	Managing Director	O6U	October 6 University	ROSCA	Rotating Savings and Credit Association	YOY	Year over Year
MENA	Middle East and North Africa	OH&S	Occupational Health and Safety	SASB	Sustainability Accounting Standards Board	WFP	World Food Programme
MGA	Merchant Grade Phosphoric Acid	OHSAS	Occupational Health and Safety Assessment Series	SBD	Subsidiary Banks Division		
MLN	Million	ORC	Operational Risk Committee	SBTI	Science-Based Target Initiative		
MOIC	Ministry of International Cooperation	OSHA	Occupational Safety and Health Administration	SDGS	Sustainable Development Goals		
MOSS	Ministry of Social Solidarity	P2M	Peet-to-Merchant	SETI	Support, Education, Training for Inclusion		
MOU	Memorandum of Understanding	P2P	Peer-to-Peer	SFSD	Sawiris Foundation for Social Development		
MSMES	Micro, Small and Medium-sized Enterprises	PAT	Performance Appraisal Tool	SMES	Small and Medium-sized Enterprises		
MTCO2E	Metric Tons of Carbon Dioxide Equivalent	POS	Point of Sale	SMS	Short Message Service		



LIMITED ASSURANCE STATEMENT

Independent auditors' report on the ALEXBANK
2021 SUSTAINABILITY REPORT

To the ALEXBANK Board of Directors',

We have been appointed to perform a limited assurance engagement on the ALEXBANK 2021 SUSTAINABILITY REPORT, with the reporting period being 01.01.2021 to 31.01.2021.

The Board of Directors responsibility

ALEXBANK Board of directors is responsible for preparing this report according to the Global Reporting Initiative (GRI) Universal Standards 2021. The Directors are responsible for ensuring sufficient internal control to prepare a report that is free from material misstatements caused by fraud or error. Their responsibility includes the definition of methodology, reporting scope, assumptions and estimations, stakeholder engagement, materiality assessment, and the contents of the final report.

Auditors' Independence and Quality Control

We adhere to integrity, objectivity, competence, due diligence, confidentiality, and professional behaviour. We maintain a quality control system that includes policies and procedures regarding compliance with ethical requirements, professional standards, and applicable laws and regulations.

Auditors' Responsibility

It is our responsibility to ensure this report is in accordance with the updated GRI Universal Standards 2021. We conducted a limited assurance engagement based on our professional judgment, inquiries, document analysis, recalculations, and other relevant procedures, to obtain evidence sufficient to the assurance scope.

We have performed the following procedures based on documentation provided by ALEXBANK:

- Review and analysis of ALEXBANK and Intesa Sanpaolo group strategies, guidelines, policies, procedures, reports, and statements.
- Auditing stakeholder engagement process and outcomes, including channels, frequencies and topics.
- Analysis of the coherence and consistency of the materiality assessment and its alignment with the Intesa Sanpaolo Group materiality assessment.
- Review of the final report and the featured indexes in regards to compliance with the Universal Standards 2021 as listed in the report.

Conclusion

Based on the aforementioned procedures, nothing has come to our attention that would cause us to believe that the ALEXBANK 2021 SUSTAINABILITY REPORT has not been prepared in all material topics, in accordance with the requirements of the GRI Standards.

We do not assume and will not accept responsibility to anyone other than ALEXBANK for the provided assurance and conclusion.

Dr. Abdelhamid Beshara,

Founder and Chief Executive Officer

Masader, Environmental and
Energy Services S.A.E Cairo,
March 28th, 2022





ESG DATA

ESG PRODUCTS

PRODUCT NAME	PURPOSE (ESG)	SEGMENT ADDRESSED	DESCRIPTION
Pension Loans	S	Private Individuals (Senior Customer That Receive Pension From Their Employer)	Loan For Retired Customers Receive Pension from The Social Insurance Authority or Armed Force
Microfinance In Cooperation with NGOs	S	Private Individuals (Mass) / Micro Businesses	A Lending Platform Allowing Finance to Micro Finance Customer Based On A Contractual Agreement Conducted With NGOs, Local Top Tiers, Multinational Companies, Or Governmental Bodies, Targeting Customers With Micro Activities Either Documented Or Undocumented Sourced Under Different Initiatives (Ebda3 Men Masr, WFP Smallholders Farmers Programme)
Microfinance Lending	S	Private Individuals (Mass) / Micro Businesses	A Finance Designed to Is To Empower Micro Individuals Or Micro Companies That Perform Micro Projects To Enhance Their Living Standards, And Accompany Them Through The Business Enlarging Phases
Renewable Energy Loans for Corporate Customers	E	SMEs/ Midcaps / Large Corporates - SMEs Mainly and Part Of The Large Corporate As All Supranational Are Using Euro Zone Definition For SMEs Which Hit In Large Corporate CBE Definition	“GEFF”, a loan of up to USD 30mn provided by EBRD to aid ALEXBANK in financing and distributing sub-loans dedicated to clients’ renewable energy and energy efficiency projects. ALEXBANK can lend clients in (EGP/EURO/USD); with a loan grace period of 2 years and tenure of 5 years.

PEOPLE

Community Support

SOCIAL AND COMMUNITY IMPACT AT A GLANCE	2019	2020	2021
Donations to NGO (Mln LE)		23,5	13,2
Donations to Non-NGO (Mln LE)		8.6	8,7
Total CSR Spending (Mln LE)	28	32 .1	21,9

Customer Satisfaction and Protection

	2019	2020	2021
Number of blocked cards for suspicious and fraudulent transactions with no actual fraud loss	500	440	445
Number of blocked cards for suspicious and fraudulent transactions with actual fraud loss	7	1	0

Investing in our People

SOCIAL AND COMMUNITY IMPACT AT A GLANCE	2019	2020	2021
Total Training hours	152,304	106,109	111,669
Total number of trained personnel	4,075	3,468	3566
Percentage of Staff trained	94%	81.1%	83%
Employees trained on Health and Work Safety	391	15	1706

Average training hours per year per employee 2021

AVERAGE HOURS OF TRAINING PER YEAR PER EMPLOYEE (BY GENDER)	
Male	28
Female	31
AVERAGE HOURS OF TRAINING PER YEAR PER EMPLOYEE (BY CATEGORY)	
Employees	36
Officers	21
Managers	17
Technical functions	30
Administrative functions	27



PLANET

Direct Environmental Impact (306-4)

	2019	2020	2021
Electricity Consumption (kWh)	17,760,656	16,577,159	16,112,187
Municipal water consumption (m3)	249,186	217,053	162,447
Total solid waste disposed (tons)	121.53	103.37	104.3
Recycled shredded paper (tons)	120.08	102.16	103.45
A4 Paper and Envelopes (tons)	400.78	343.45	336.54
Number of owned private cars	13	11	11
Fuel Consumption of Fleet (lit)	20,187	25,873	25,143
Scope 1 (mtCO2e)	71.1	71.1	71.66
Scope 2 (mtCO2e)	7,867.97	8,056.5	8,120.55
Scope 3 (mtCO2e)	3,504.37	4,015.87	1,047.89
Emissions intensity (kgCO2e/employee) (scopes 1 & 2)	1,769.37	1,901.64	1,905.16
Emissions intensity (kgCO2e/m2) (scopes 1 & 2)	53.82	55.01	55.14

EMPLOYEE BREAKDOWN

All Employees By Gender And Age

YEAR	2019	2020	2021
Total	4494	4274	4300
Males	3333	3161	3109
Female	1161	1113	1191
30 years and under	1051	1239	1415
31 - 50 years	1677	1628	1569
Over 50 years	1766	1407	1226
Disability (differently-abled)	72	77	68

Employee Breakdown By Region, Gender And Contract Type 2021

EMPLOYEES BY REGION IN 2021	TOTAL NO. OF EMPLOYEES	NEW HIRES	OUTFLOW	TOTAL MALE	TOTAL FEMALE	TOTAL PERM. CONTRACT	TOTAL FIXED TERM CONTRACT
Head Office	1,806	228	228	1,265	541	1,338	468
North Cairo Region	408	53	61	266	142	230	178
South Cairo Region	344	52	39	223	121	187	157
Alex & Matrouh Region	323	27	52	223	100	234	89
East Delta Region	273	38	23	219	54	183	90
West Delta Region	305	34	34	258	47	201	104
North Upper Egypt Region	324	41	26	248	76	229	95
South Upper Region	300	41	31	240	60	215	85
Canal, & Red Sea Region	217	38	25	167	50	152	65

All Employee By Contract Type And Gender Group During 2021

MALE			FEMALE		
3109			1191		
PERM. CONTRACT	FIXED TERM CONTRACT	FULL-TIME	PERM. CONTRACT	FIXED TERM CONTRACT	FULL-TIME
2287	822	3109	682	509	1191



EMPLOYEE BREAKDOWN

Total Number of Employees by Region

TOTAL NO. OF EMPLOYEES BY REGION	2019	2020	2021
Head Office	2,077	1,771	1,806
North Cairo Region	425	431	408
South Cairo Region	325	335	344
Alex & Matrouh Region	299	350	323
East Delta Region	277	264	273
West Delta Region	287	308	305
North Upper Egypt Region	314	316	324
South Upper Region	302	292	300
Canal, & Red Sea Region	206	207	217
Total	4,494	4,274	4,300

GRI 202-1

New Employee Hires

YEAR	2019	2020	2021
Total	676	378	546
Males	379	260	347
Females	297	118	199
30 years and under	566	293	457
31 - 50 years	111	85	89
Over 50 years	0	0	0
Entry level wage compared to minimum wage ratio	3:1	2.26:1	2.1:1
Disability (differently-abled)	18	0	1

Employee Outflow (401-1,3)

YEAR	2019	2020	2021
Total	690	597	516
Males	550	430	399
Females	140	167	117
30 years and under	94	98	134
31 - 50 years	138	127	127
Over 50 years	458	372	255

Lost days and absenteeism

YEAR	2019	2020	2021
Number of cases	370	519	1,201
Number of days	607	5,434	5,565

Parental Leave

YEAR	2019	2020	2021
Number Employees who are entitled/ took Paternity leave	1,165	1,113	1,191
Number of Employees who took Maternity Leave	54	18	71
Rate of Return from Maternity Leave within 4 Months	8	11	1
Rate of Return from Maternity Leave within 1 Year	31	7	21
Rate of Return from Maternity Leave within 2 Years	8	0	8

Employees in Management Positions

YEAR	2019	2020	2021
Total	131	135	136
Males	110	115	115
Females	21	20	21
Female to Male ratio	1: 5.24	1: 5.75	1:5.47



GRI INDEX

Material Topics and GRI Alignment

To ensure transparency and alignment, all material topics and impacts were assessed in reference to the GRI disclosures. This shall act as ALEXBANK’s own specific disclosure set with yearly KPIs and updates monitored until the GRI Financial sector specific disclosure set is published.

MATERIAL TOPIC	IMPACTS CONSIDERED	GRI	POLICIES & STRATEGY
Environmental Stewardship	GHG & Electricity	Energy (302) Emissions (305)	<ul style="list-style-type: none">Rules on Green Banking ProcurementEnvironmental Social and Governance Risks Concerning Lending Operation Policy
	Material & Waste	Materials (301) Waste (306)	
	Water & Wastewater	Water and Effluents (303)	
Responsible and Purposeful Lending and Investment	GHG & Electricity	Energy (302) Emissions (305)	<ul style="list-style-type: none">Rules on Green Banking ProcurementEnvironmental Social and Governance Risks Concerning Lending Operation PolicyGuidelines for the Approval of New Products, Services and Activities Aimed at Specific Target Customers
	Material & Waste	Materials (301) Waste (306)	
	Water & Wastewater	Water and Effluents (303)	
	Human Rights & Community Relations	Local communities (413)	
	Health and Safety	Occupational health and safety (403) Child labor (408) Forced or compulsory labor (409)	
	Mobility		
	Housing	Indirect Economic Impacts (203)	
	Employment	Market Presence (202) Employment (401) Labor management relations (402)	
Sustainable Agribusiness Development	Food		<ul style="list-style-type: none">Rules on Green Banking ProcurementEnvironmental Social and Governance Risks Concerning Lending Operation Policy
	GHG & Electricity	Energy (302) Emissions (305)	
Data Management & Cybersecurity	Customer Privacy & Data Security	Customer privacy (418)	<ul style="list-style-type: none">Access Control PolicyChannels Security PolicyData Protection and Asset Handling PolicyEmail Acceptable Use PolicyEnd User PolicyMaster Information Security PolicyChange Management Policy

MATERIAL TOPIC	IMPACTS CONSIDERED	GRI	POLICIES & STRATEGY
Good Governance & Risk Management	ESG Risk Management	Economic performance (201) Market presence (202)	<ul style="list-style-type: none">Articles of AssociationAudit CharterBCM PolicyChange ManagementClassification PolicyCode of GovernanceCollateral & Guarantees Management PolicyCompliance PolicyConcentration Risk PolicyCountry Risk Management PolicyCredit PolicyFinancial Portfolio PolicyICAAP and ILAAP Framework PolicyICAAP and ILAAP Stress Testing PolicyICT Risk Management PolicyInterest Rate Risk Policy and Rules on the Governance of IRRBBInternal System for Reporting Violations Policy “Whistleblowing Policy”Management of Transaction with Related Parties and Associated Entities with the bank and Group PolicyManagement Committee CharterManagement of Groups of Connected Clients/Related Parties PolicyOperational Risk Management PolicyPolicy for Conflict of Interests ManagementPolicy for the Governance of Environmental Social and Governance Risks Concerning Lending OperationsRAF PolicyReputational Risk Policy <ul style="list-style-type: none">Rules on Lending Operations in the Unconventional Oil & Gas SectorSmall Business Credit Lending PolicyAntitrust Group RegulationAntitrust Compliance ProgramAntitrust Inspections RulesAntitrust Rules of Conduct



GRI INDEX

Material Topics and GRI Alignment

MATERIAL TOPIC	IMPACTS CONSIDERED	GRI	POLICIES & STRATEGY
Digitalization & Accessibility	Digitalization and IoT	Customer privacy (418)	<ul style="list-style-type: none">Policy for management of Inside and Confidential InformationConsumer Protection Policy for IndividualsAccess Control PolicyChannels Security PolicyData protection and Asset handling PolicyEmail Acceptable Use PolicyEnd User Security PolicyMaster Security PolicyNetwork management processIT Stock dispatching
Financial Inclusion and Literacy	Financial Inclusion and Accessibility	Diversity and equal opportunity (405) Non-discrimination (406)	<ul style="list-style-type: none">Rules for Donations
Social Development and Empowerment	Social Development and Empowerment	Local communities (413)	<ul style="list-style-type: none">Rules for DonationsRules For Donations In The International Subsidiary Banks2023-2025 ESG Strategy
Quality of Service and Customer Experience	Accessible branches and customer experience	Policy Commitment (2-23)	<ul style="list-style-type: none">Vendor and Contract Management PolicyOutsourcing PolicyPolicy for Disclosures and TransparencyVendor and Contract Management PolicyProcurement PolicyOutsourcing PolicyGroup Business Continuity Guidelines
Retention, Enhancement, Diversity & Inclusion of our People	Employee Engagement, Diversity & Inclusion	Market Presence (202) Employment (401) Labor management relations (402) Training and Education (404)	<ul style="list-style-type: none">Diversity & Inclusion PolicyPR Policy
Integrity in Corporate Conduct	Competitive Behavior	Anti-competitive Behavior (206)	<ul style="list-style-type: none">Principles on Human RightsCode of EthicsLegal Department PolicyCode of ConductRules for Combatting Sexual HarassmentProcedures Regulating the Conduct of Transactions with Related Parties and Associated Entities of the Bank and Group
	Corruption, Bribery and Money Laundering	Anti-corruption (205)	<ul style="list-style-type: none">Anti-corruption GuidelinesGuidelines for Combating Money Laundering and Terrorist Financing and for Managing Embargoes
	Human Rights & Community Relations	Policy Commitment (2-23)	<ul style="list-style-type: none">Local Policy for ALEXBANKInternal Code of Conduct

MATERIAL TOPIC	IMPACTS CONSIDERED	GRI	POLICIES & STRATEGY
Wellbeing, Health & Safety	Health and Safety	Occupational health and safety (403) Child labor (408) Forced or compulsory labor (409)	<ul style="list-style-type: none">ISP physical security policyHSE Policy



GRI CONTENT INDEX

STATEMENT OF USE	ALEXBANK has reported in accordance with the GRI Standards for the period from January 1st 2021 to December 31st 2021.
GRI 1 USED	GRI 1: Foundation 2021
APPLICABLE GRI SECTOR STANDARD	None

To ensure transparency and alignment, all material topics and impacts were assessed in reference to the GRI disclosures. This shall act as ALEXBANK's own specific disclosure set with yearly KPIs and updates monitored until the GRI Financial sector specific disclosure set is published.

For the Content Index - Essentials Service, GRI Services reviewed that the GRI content index is clearly presented, in a manner consistent with the Standards, and that the references for disclosures 2-1 to 2-5, 3-1 and 3-2 are aligned with the appropriate sections in the body of the report.



GRI STANDARD	INDEX NUMBER	DISCLOSURE	RESPONSE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.	INDEX MAPPING
					REQUIREMENT(S) OMITTED	REASON	EXPLANATION		
GRI 2: GENERAL DISCLOSURES 2021	GRI 2: GENERAL DISCLOSURES 2021								
	THE ORGANIZATION AND ITS REPORTING PRACTICES								
	2-1	Organizational details	ALEXBANK is a Joint Stock Company with Intesa Sanpaolo's ownership in ALEXBANK being 80% (minus 1 share): - ISP 79,99999975% - Egyptian Government 20% - Ahmed Said Elfallal 0,00000025% ALEXBANK's headquarters are located at 49 Kasr El Nile, Cairo, Egypt and operates exclusively in Egypt	About The Bank (p. 9, p.23)					PRB 1.1
	2-2	Entities included in the organization's sustainability reporting	ALEXBANK						
	2-3	Reporting period, frequency and contact point	Reporting Period: 01.01.2021-31.12.2021 Financial Reporting Period: Quarterly Contact point: Laila Hosni	Spatial and Temporal Boundaries (p. 5)					
	2-4	Restatement of information	1. Branch definition has changed to include offices. 2. Management definition now follows a localized description. 3. Scope 3 categories reported have been amended following the Parent Company's reporting.						
	2-5	External assurance		External Assurance (p. 10)					
	ACTIVITIES AND WORKERS								
	2-6	Activities, value chain and other business relationships		Lines of Business (p. 12)					PRB 1.1
	2-7	Employees		Diversity & Inclusion (p. 108)					SDG 8.5, 10.3 PRB 1.1
	2-8	Workers who are not employees		Diversity & Inclusion (p. 108)					SDG 8.5
	GOVERNANCE								
	2-9	Governance structure and composition		Organizational Structure (p.17), Board (p.18), Committees (p.19)					SDG 5.5, 16.7 PRB 5.1
	2-10	Nomination and selection of the highest governance body		Board (p. 18)					SDG 5.5, 16.7
	2-11	Chair of the highest governance body		Board (p. 18)					SDG 16.6
	2-12	Role of the highest governance body in overseeing the management of impacts		Board (p. 18)					SDG 16.7



GRI CONTENT INDEX

GRI STANDARD	INDEX NUMBER	DISCLOSURE	RESPONSE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.	INDEX MAPPING
					REQUIREMENT(S) OMITTED	REASON	EXPLANATION		
GRI 2: GENERAL DISCLOSURES 2021	GOVERNANCE								
	2-13	Delegation of responsibility for managing impacts		The Credit Risk Governance Committee (p.21)					PRB 5.1
	2-14	Role of the highest governance body in sustainability reporting		Board (p. 18)					
	2-15	Conflicts of interest		Board (p. 18)					SDG 16.6
	2-16	Communication of critical concerns	A horizontal chain of communication is present at each department where any critical issue related to said department is communicated to the higher chain of command. Department Heads either communicate concerns to the CEO, the Board or the respective Committee depending on the concern type and magnitude. Concerns are communicated through meetings or indirect communication channels such as reports.		b.	Information unavailable	Currently the Bank doesn't analyze the number of communicated critical concerns. The Bank aims to align its monitoring and data management with the requirements and disclose applicable data in the next sustainability report.		
	2-17	Collective knowledge of the highest governance body		Committees (p. 19)					
	2-18	Evaluation of the performance of the highest governance body		Board (p. 18)					
	2-19	Remuneration policies		Remuneration Committee (p. 20)					
	2-20	Process to determine remuneration		Remuneration Committee (p. 20)					SDG 16.7
	2-21	Annual total compensation ratio			2-21	Confidentiality Constraint	Information has been deemed confidential by the assigned department.		
	STRATEGY, POLICY AND PRACTICES								
	2-22	Statement on sustainable development strategy		Chairperson & Managing Director and CEO (p.7)					PRB 1.2
	2-23	Policy commitments		Committees (p.19), Ethics, Complaints and Conduct (p.53) Diversity & Inclusion (p. 108)					SDG 16.3 PRB 5.2 UNGC 7, 10
	2-24	Embedding policy commitments	Each policy has within it a band describing all impacted personnel, who shall be responsible for the policy application and monitoring and how the policy shall be embedded. With each policy amendment or new policy introduction all affected parties and concerned personnel are provided with needed training and capacity building.						
	2-25	Processes to remediate negative impacts		Ethics, Complaints and Conduct (p. 53)					
	2-26	Mechanisms for seeking advice and raising concerns	Whistleblowing, Code of Ethics and Diversity & Inclusion Principles channels	Ethics, Complaints and Conduct (p. 53)					SDG 16.3



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GRI STANDARD	INDEX NUMBER	DISCLOSURE	RESPONSE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.	INDEX MAPPING
					REQUIREMENT(S) OMITTED	REASON	EXPLANATION		
	STRATEGY, POLICY AND PRACTICES								
GRI 2: GENERAL DISCLOSURES 2021	2-27	Compliance with laws and regulations	Zero non-compliance instances were reported during the time period						
	2-28	Membership associations		Memberships & Endorsements (p. 27)					
	STAKEHOLDER ENGAGEMENT								
	2-29	Approach to stakeholder engagement		Approach to Engagement (p. 28)					PRB 4.1
	2-30	Collective bargaining agreements	There are no collective bargaining agreements in ALEXBANK. However, there is room for communicating grievances or any type of feedback due to ALEXBANK's open-door policy and systematic cycle of feedback between managers and employees.						SDG 8.8 PRB 4.1
	GRI 3: MATERIAL TOPICS 2021								
GRI 3: MATERIAL TOPICS 2021	3-1	Process to determine material topics		Materiality Process (p. 31)					
	3-2	List of material topics	1) Environmental Stewardship, 2) Responsible and Purposeful Lending and Investment, 3) Good Governance and Risk Management, 4) Digitalization and Accessibility, 5) Financial Inclusion and Literacy, 6) Sustainable Agribusiness Development, 7) Community Development and Empowerment, 8) Quality of Service and Customer Experience, 9) Data Management and Cybersecurity, 10) Retention, Enhancement, Diversity and Inclusion of our People, 11) Integrity in Corporate Conduct, 12) Health, Safety and Wellbeing	ALEXBANK's 2021 Material Topics (p. 43)					
	GRI 201: ECONOMIC PERFORMANCE 2016								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Managing Risks (p. 48)					
GRI 201: ECONOMIC PERFORMANCE 2016	201-1	Direct economic value generated and distributed		Business Performance (p. 53)					SDG 8.1, 8.2, 9.1, 9.4, 9.5,
	201-2	Financial implications and other risks and opportunities due to climate change			201-2	Information unavailable	The Bank is working on integrating assessments of risks and opportunities related to climate change, allowing such disclosure for future reports.		SDG 13.1
	201-3	Defined benefit plan obligations and other retirement plans			c, d, e	Information unavailable	These requirements will be integrated into the Bank's data management system and considered in the future reporting cycle.		
	201-4	Financial assistance received from government	None						
	GRI 202: MARKET PRESENCE 2016								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Retention, Enhancement, Diversity & Inclusion of our People (p. 103)					
GRI 202: MARKET PRESENCE 2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Both male and female entry-level wages are the same. The entry-level wage ratio compared to Egypt's minimum wage	New Employee Hires (p. 168)					SDG 1.2, 5.1, 8.5 UNGC 7
	202-2	Proportion of senior management hired from the local community	100% of The Bank's Senior managers (excluding the Board) are from Egypt.						SDG 8.5



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ABOUT
THE BANK

MATERIALITY
& STAKEHOLDER
ENGAGEMENT

GOVERNANCE

RESPONSIBLE AND
PURPOSEFUL LENDING
AND INVESTMENT

DIGITALIZATION, DATA
MANAGEMENT, AND
CUSTOMER EXPERIENCE

FINANCIAL
INCLUSION
AND LITERACY

CUSTOMER
AND EMPLOYEE
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COMMUNITY
DEVELOPMENT AND
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GRI CONTENT INDEX

GRI STANDARD	INDEX NUMBER	DISCLOSURE	RESPONSE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.	INDEX MAPPING
					REQUIREMENT(S) OMITTED	REASON	EXPLANATION		
	GRI 203: INDIRECT ECONOMIC IMPACTS 2016								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Responsible and Purposeful Lending and Investment (p. 58), Community Development and Empowerment (p. 114)					
GRI 203: INDIRECT ECONOMIC IMPACTS 2016	203-1	Infrastructure investments and services supported		Responsible and Purposeful Lending and Investment (p. 58), Community Development and Empowerment (p. 114)					SDG 5.4, 9.1, 9.4, 11.2
	203-2	Significant indirect economic impacts		Responsible and Purposeful Lending and Investment (p. 58), Community Development and Empowerment (p. 114)					SDG 1.2, 1.4, 3.8, 8.2, 8.3, 8.5
	GRI 205: ANTI-CORRUPTION 2016								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Integrity in Corporate Conduct (p. 51)					
GRI 205: ANTI-CORRUPTION 2016	205-1	Operations assessed for risks related to corruption			205-1	Information unavailable	The Bank is working on integrating assessments of risks and opportunities related to corruption, allowing such disclosure for future reports.		SDG 16.5 UNGC 10
	205-2	Communication and training about anti-corruption policies and procedures		Ethics, Complaints and Conduct (p. 53)					SDG 16.5 UNGC 10
	205-3	Confirmed incidents of corruption and actions taken	There have been no confirmed incidents of corruption during the reporting period.	Ethics, Complaints and Conduct (p. 53)					SDG 16.5 UNGC 10
	GRI 206: ANTI-COMPETITIVE BEHAVIOR 2016								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Integrity in Corporate Conduct (p. 51)					
GRI 206: ANTI-COMPETITIVE BEHAVIOR 2016	206-1	Legal actions for anti-competitive behavior, antitrust, and monopoly practices	In 2021, no litigations were filed.						SDG 16.3
	GRI 3 GRI 301: MATERIALS 2016								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Resource Efficiency and Circularity (p. 156)					
GRI 301: MATERIALS 2016	301-1	Materials used by weight or volume		Resource Efficiency and Circularity (p. 156)					SDG 8.4, 12.2
	301-2	Recycled input materials used		Resource Efficiency and Circularity (p. 156)					SDG 8.4, 12.2, 12.5
	301-3	Reclaimed products and their packaging materials			301-3	Not applicable	The Bank is primarily a service provider and does not produce any physical products of reclamation value.		SDG 8.4, 12.2, 12.5
	GRI 302: ENERGY 2016								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Resource Efficiency and Circularity (p. 156), Climate Action (p. 159)					
GRI 302: ENERGY 2016	302-1	Energy consumption within the organization		Resource Efficiency and Circularity (p. 156)					SDG 7.2, 7.3, 8.4, 12.2, 13.1
	302-2	Energy consumption outside of the organization	Indirect energy consumption due to business travel amounts to 132.2 GJ						SDG 7.2, 7.3, 8.4, 12.2, 13.1



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GRI STANDARD	INDEX NUMBER	DISCLOSURE	RESPONSE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.	INDEX MAPPING
					REQUIREMENT(S) OMITTED	REASON	EXPLANATION		
	GRI 302: ENERGY 2016								
GRI 302: ENERGY 2016	302-3	Energy intensity		Climate Action (p. 159)					SDG 7.3, 8.4, 12.2, 13.1
	302-4	Reduction of energy consumption		Resource Efficiency and Circularity (p. 156)					SDG 7.3, 8.4, 12.2, 13.1
	302-5	Reductions in energy requirements of products and services			302-5	Not Applicable	ALEXBANK does not sell products or services with applicable energy reduction requirements		SDG 7.3, 8.4, 12.2, 13.1
	GRI 303: WATER AND EFFLUENTS 2018								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Resource Efficiency and Circularity (p. 156)					
GRI 303: WATER AND EFFLUENTS 2018	303-1	Interactions with water as a shared resource	Recognizing the high level of water stress in Egypt, ALEXBANK consistently reduced its water-related impacts. Due to the nature of its operations, ALEXBANK does not have significant impacts on the water as a shared resource.	Resource Efficiency and Circularity (p. 156)					SDG 6.3, 6.4, 6.A, 6.B, 12.4
	303-2	Management of water discharge-related impacts	Due to the nature of its operations, ALEXBANK does not have significant water discharge related impacts.	Resource Efficiency and Circularity (p. 156)					SDG 6.3
	303-3	Water withdrawal	ALEXBANK's water is provided through the Egyptian water network system that provides water from the river Nile mainly. Depending on the location, groundwater or treated saline water is used.	Resource Efficiency and Circularity (p. 156)					SDG 6.4
	303-4	Water discharge	Discharged water is collected through the Wastewater network system to be treated before final disposal.						SDG 6.3
	303-5	Water consumption		Resource Efficiency and Circularity (p.156)					SDG 6.4
	GRI 305: EMISSIONS 2016								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Climate Action (p. 159)					
GRI 305: EMISSIONS 2016	305-1	Direct (Scope 1) GHG emissions		Climate Action (p. 159)					SDG 3.9, 12.4, 13.1, 14.3, 15.2
	305-2	Energy indirect (Scope 2) GHG emissions		Climate Action (p. 159)					SDG 3.9, 12.4, 13.1, 14.3, 15.2
	305-3	Other indirect (Scope 3) GHG emissions		Climate Action (p. 159)					SDG 3.9, 12.4, 13.1, 14.3, 15.2
	305-4	GHG emissions intensity		Climate Action (p. 159)					SDG 13.1, 14.3, 15.2
	305-5	Reduction of GHG emissions		Climate Action (p. 159)					SDG 13.1, 14.3, 15.2
	305-6	Emissions of ozone-depleting substances (ODS)				305-6	Information unavailable	ISP calculates all emissions related the Bank. ODS emissions are not currently at the Bank's disposal. This requirement will be integrated into the Bank's data management system and considered in the future reporting cycle.	



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GRI STANDARD	INDEX NUMBER	DISCLOSURE	RESPONSE	LOCATION (PAGE NO.)	OMISSION			GRI SECTOR STANDARD REF. NO.	INDEX MAPPING
					REQUIREMENT(S) OMITTED	REASON	EXPLANATION		
	GRI 305: EMISSIONS 2016								
GRI 305: EMISSIONS 2016	305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions			305-7	Information unavailable	ISP calculates all emissions related the Bank. Significant air emissions are not currently at the Bank's disposal. This requirement will be integrated into the Bank's data management system and considered in the future reporting cycle.		SDG 3.9, 12.4, 14.3, 15.2
	GRI 306: WASTE 2020								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Resource Efficiency and Circularity (p. 156)					
GRI 306: WASTE 2020	306-1	Waste generation and significant waste-related impacts		Resource Efficiency and Circularity (p. 156)					SDG 3.9, 6.3, 6.6, 11.6, 12.4, 12.5
	306-2	Management of significant waste-related impacts		Resource Efficiency and Circularity (p. 156)					SDG 3.9, 6.3, 8.4, 11.6, 12.4, 12.5
	306-3	Waste generated		Resource Efficiency and Circularity (p. 156)					SDG 3.9, 6.6, 11.6, 12.5, 12.4, 15.1
	306-4	Waste diverted from disposal		Resource Efficiency and Circularity (p. 156)					SDG 3.9, 11.6, 12.4, 12.5
	306-5	Waste directed to disposal		Resource Efficiency and Circularity (p. 156)					SDG 3.9, 6.6, 11.6, 12.4, 12.5, 15.1
	GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT 2016								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Supplier Engagement (p. 55)					
GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT 2016	308-1	New suppliers that were screened using environmental criteria		Supplier Engagement (p. 55)					
	308-2	Negative environmental impacts in the supply chain and actions taken			308-2	Information unavailable	The Bank is working on integrating assessments of environmental impacts of its supply chain, allowing such disclosure for future reports		
	GRI 401: EMPLOYMENT 2016								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Retention, Enhancement, Diversity & Inclusion of our People (p. 103)					
GRI 401: EMPLOYMENT 2016	401-1	New employee hires and employee turnover		Employee Breakdown (p. 109)					SDG 5.1, 8.5, 8.6, 10.3 UNGC 1
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	ALEXBANK does not employ part-time employees. All employees are employed on a full-time basis.	Retention, Enhancement, Diversity & Inclusion of our People (p. 103)					SDG 3.2, 5.4, 8.5 UNGC 1



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GRI STANDARD	INDEX NUMBER	DISCLOSURE	RESPONSE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.	INDEX MAPPING
					REQUIREMENT(S) OMITTED	REASON	EXPLANATION		
GRI 401: EMPLOYMENT 2016									
GRI 401: EMPLOYMENT 2016	401-3	Parental leave	Male and female employees are entitled to parental leave.	Retention, Enhancement, Diversity & Inclusion of our People (p. 103)					SDG 5.1, 5.4, 8.5 UNGC 1
	GRI 402: LABOR MANAGEMENT RELATIONS 2016								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Ethics, Integrity and Compliance (p. 51)					
GRI 402: LABOR/ MANAGEMENT RELATIONS 2016	402-1	Minimum notice periods regarding operational changes	There is no minimum notice period regarding operational changes, while the formal communication system ensures transparency regarding such changes within the Bank. Communication is carried out as a two-way process.	Ethics, Integrity and Compliance (p. 51)					SDG 8.8
	GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Health, Safety and Wellbeing (p. 98)					
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018	403-1	Occupational health and safety management system		Health and Safety (p. 100)					SDG 3.3, 3.4, 3.9, 8.8, 16.1
	403-2	Hazard identification, risk assessment, and incident investigation		Health and Safety (p. 100)					SDG 8.8
	403-3	Occupational health services		Health, Safety and Wellbeing (p. 98)					SDG 8.8
	403-4	Worker participation, consultation, and communication on occupational health and safety		Health and Safety (p. 100)					SDG 8.8, 16.7
	403-5	occupational health and safety		HSE Manual (p. 101)					SDG 8.8
	403-6	Promotion of worker health		Health, Safety and Wellbeing (p. 98)					SDG 3.3, 3.5, 3.7, 3.8
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		Health, Safety and Wellbeing (p. 98)					SDG 8.8
	403-8	Workers covered by an occupational health and safety management system		HSE Manual (p. 101)					SDG 8.8
	403-9	Work-related injuries	Total injuries in 2021 during working hours: 0	HSE Manual (p. 101)					SDG 3.6, 3.9, 8.8, 16.1
	403-10	Work-related ill health	Number of cases of work-related ill health: 2	HSE Manual (p. 101)					SDG 3.3, 3.4, 3.9, 8.8, 16.1
	GRI 404: TRAINING AND EDUCATION 2016								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Training and Development (p. 110)					
GRI 404: TRAINING AND EDUCATION 2016	404-1	Average hours of training per year per employee		Training and Interning (p.110)					SDG 4.3, 4.4, 4.5, 5.1, 8.2, 8.5, 10.3



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GRI STANDARD	INDEX NUMBER	DISCLOSURE	RESPONSE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.	INDEX MAPPING
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	GRI 404: TRAINING AND EDUCATION 2016								
GRI 404: TRAINING AND EDUCATION 2016	404-2	Programs for upgrading employee skills and transition assistance programs		Training and Development (p. 110)					SDG 8.2, 8.5
	404-3	Percentage of employees receiving regular performance and career development reviews	100% of employees, both male and female, get performance and career development reviews every year. Feedback and comments are given from both sides, the employee and the employer.	Performance Appraisal Systems (p. 112)					SDG 5.1, 8.5, 10.3
	GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Diversity & Inclusion (p. 108)					
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016	405-1	Diversity of governance bodies and employees		Diversity & Inclusion (p. 108)	a	Information unavailable	Currently, the Bank doesn't analyze the diversity of its governance bodies by age. The Bank aims to align its monitoring and data management with the requirements and disclose applicable data in the next sustainability report.		SDG 5.1, 5.5, 8.5
	405-2	Ratio of basic salary and remuneration of women to men	Average basic gross remuneration for employees Female to Male ratio: 1:1.15	Diversity & Inclusion (p. 108)					SDG 5.1, 8.5, 10.3 UNGC 6
	GRI 406: NON-DISCRIMINATION 2016								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Integrity in Corporate Conduct (p. 51), Diversity & Inclusion (p.108)					
GRI 406: NON-DISCRIMINATION 2016	406-1	Incidents of discrimination and corrective actions taken	Five Ethical Complaints were communicated during 2021		406-1	Confidentiality Constraints	Due to confidentiality reasons, the proper amount of incidents of discrimination cannot be disclosed.		SDG 5.1, 8.8
	GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING 2016								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Supplier Engagement (p. 55)					
GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING 2016	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	All employees have the right to join the union and vote in the election of the union's board. All employees are free to participate in any form of workers/professional organizations. Code of Ethics	Supplier Engagement (p. 55)					SDG 8.8
	GRI 408: CHILD LABOR 2016								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Supplier Engagement (p. 55)					
GRI 408: CHILD LABOR 2016	408-1	Operations and suppliers at significant risk for incidents of child labor	There are no commercial relationships with suppliers considered to have a significant risk for incidents of child labor.	Supplier Engagement (p. 55)					SDG 5.2, 8.7, 16.2



GRI CONTENT INDEX

GRI STANDARD	INDEX NUMBER	DISCLOSURE	RESPONSE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.	INDEX MAPPING
					REQUIREMENT(S) OMITTED	REASON	EXPLANATION		
	GRI 409: FORCED OR COMPULSORY LABOR 2016								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Supplier Engagement (p. 55)					
GRI 409: FORCED OR COMPULSORY LABOR 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	The Bank avoid commercial relationships with suppliers considered to have a significant risk of incidents of forced or compulsory labor.	Supplier Engagement (p. 55)					SDG 5.2, 8.7
	GRI 413: LOCAL COMMUNITIES 2016								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Community Development and Empowerment (p.114)					
GRI 413: LOCAL COMMUNITIES 2016	413-1	Operations with local community engagement, impact assessments, and development programs		Community Development and Empowerment (p.114)					
	413-2	Operations with significant actual and potential negative impacts on local communities	There are no operations that have significant actual and potential negative impacts on local communities.	Community Development and Empowerment (p.114)					SDG 1.4, 2.3
	GRI 414: SUPPLIER SOCIAL ASSESSMENT 2016								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Supplier Engagement (p. 55)					
GRI 414: SUPPLIER SOCIAL ASSESSMENT 2016	414-1	New suppliers that were screened using social criteria	All suppliers are screened using the Code of Ethics. Supplier human rights clauses are included in all contractual agreements.	Supplier Engagement (p. 55)					SDG 5.2, 8.8, 16.1 UNGC 1, 2,3,4, 5, 6
	GRI 415: PUBLIC POLICY 2016								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic	Managing Risks (p. 48)						
GRI 415: PUBLIC POLICY 2016	415-1	Political contributions			415-1	Not applicable	No political contributions have been made directly or indirectly by the Bank.		SDG 16.5
	GRI 416: CUSTOMER HEALTH AND SAFETY 2016								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Quality of Service and Customer Experience (p. 79)					
GRI 416: CUSTOMER HEALTH AND SAFETY 2016	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	There have been no recorded incidents of non-compliance concerning the health and safety impacts of products and services within the reporting period.						SDG 16.3
	GRI 418: CUSTOMER PRIVACY 2016								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Upgrading the Bank's System and Protecting Customer Rights (p.78)					
GRI 418: CUSTOMER PRIVACY 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data		Upgrading the Bank's System and Protecting Customer Rights (p.78)					SDG 16.3, 16.10 UNGC 2



Child sleeping while his mother creates macrame art for My Craft, My Chance project

Photo by: Ahmed Hayman

UNGC INDEX TABLE

DISCLOSURE	DESCRIPTION	SECTION
PRINCIPLE 1: HUMAN RIGHTS	Businesses should support and respect the protection of internationally proclaimed human rights.	Ethics, Integrity and Compliance (p.51)
		Ethics, Complaints and Conduct (p.53)
		Managing Risks (p.48)
PRINCIPLE 2: HUMAN RIGHTS	Business should make sure they are not complicit in human rights abuses.	Ethics, Integrity and Compliance (p.51)
		Ethics, Complaints and Conduct (p.53)
PRINCIPLE 3: LABOUR	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	GRI 2-30 (p.173)
PRINCIPLE 4: LABOUR	Businesses should uphold the elimination of all forms of forced and compulsory labour	Supplier Engagement (p.55)
PRINCIPLE 5: LABOUR	Businesses should uphold the effective abolition of child labour	Supplier Engagement (p.55)
PRINCIPLE 6: LABOUR	Businesses should uphold the elimination of discrimination in respect of employment and occupation.	Diversity & Inclusion (p.108)
PRINCIPLE 7: ENVIRONMENT	Businesses should support a precautionary approach to environmental challenges	Environmental Stewardship (p.156)
PRINCIPLE 8: ENVIRONMENT	Businesses should undertake initiatives to promote greater environmental responsibility	Environmental Stewardship (p.156)
PRINCIPLE 9: ENVIRONMENT	Businesses should encourage the development and diffusion of environmentally friendly technologies.	Digitalization & Accessibility (p.70)
PRINCIPLE 10: ANTI-CORRUPTION	Businesses should work against corruption in all its forms, including extortion and bribery.	Integrity in Corporate Conduct (p.51) Training and Development (p.110)



PRB SELF-ASSESSMENT REPORT

The Principles for Responsible Banking provides a framework and guidelines for sustainable banking industry, as designed by the United Nations Environment Programme – Financial Initiative. These principles ensure that a Signatory Bank’s strategy and daily operations align with the societal and environmental well-being and strive towards implementing the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and national frameworks such as Egypt’s Vision 2030.

REQUIREMENTS	BANK’S RESPONSE & SELF-ASSESSMENT	REFERENCES
PRINCIPLE 1: ALIGNMENT We will align our business strategy to be consistent with and contribute to individuals’ needs and society’s goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional frameworks.		
1. Describe (high-level) your bank’s business model, including the main customer segments served, types of products and services provided, the main sectors and types of activities, and where relevant the technologies financed across the main geographies in which your bank has operations or provides products and services.	<p>Established in 1957, today, ALEXBANK is one of Egypt’s leading private sector banks and performing under the provisions of the Central Bank of Egypt (CBE) and Monetary Law No. 194/2020. The Bank has been a subsidiary of the Intesa Sanpaolo Group since 2007, with its shares reaching 80 % by 2020. ALEXBANK owns one of the largest private-sector branch networks with 175 branches and offices across Egypt as of 2021. Located in every major Egyptian governorate the Bank plays a significant role in Egypt’s economic development. ALEXBANK is currently in the midst of a radical digital transformation aimed at providing customers with the best possible banking experiences, via seamless multi-channel experience incorporating Internet and Mobile Banking, Cards, Electronic wallets, and the latest generation of point-of sale and ATMs, all powered through the capabilities provided by Big Data and key players in the Fintech ecosystem.</p> <p>Building on ALEXBANK’s constant innovation, the bank remains mindful of its stakeholders by:</p> <ul style="list-style-type: none">• Aiming to be a trusted partner to its customers• Providing Financial Services that empower sustainable growth• Securing individual savings and helping clients make easy purchases on all fronts.• Advising individuals about the best ways to invest in their future. <p>Our main customer segments are:</p> <ol style="list-style-type: none">1. Retail & Private Banking.2. Micro, Small and Medium Sized Enterprises (MSMEs).3. Corporate and Financial Investment. <p>Our variety of products and services as well as their aim can be found in our sustainability report (Link presented in reference column) highlighting their impact and reach but namely they are current and savings accounts, loans, deposits, credit cards, credit facilities, financial derivatives, lifestyle, remittances and insurance products and digital services.</p> <p>Loaning to agribusiness has been an increasing priority for ALEXBANK over the past years, recognizing its significant potential to boost the Egyptian economy, the need to feed a growing population within a sustainable & stable food system, and large quantities of food waste and loss in production.</p>	<p>About The Bank (p.9)</p> <p>Mission and Values (p.10)</p> <p>Strategic Digital Transformation (p.70)</p> <p>Strategic Goals (p.11)</p> <p>Lines of Business (p.12)</p> <p>Sustainable Agribusiness Development (p.93)</p>
2. Describe how your bank has aligned and/or is planning to align its strategy to be consistent with and contribute to society’s goals, as expressed in the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and relevant national and regional frameworks.	<p>ALEXBANK strives to make sure its priority areas correspond with Global and National priorities in every step it takes, in order to be aligned with the expectations of us as a responsible financial institution.</p> <p>Over the past year, the concept of CSR (A pillar of the governance Culture at ALEXBANK) has gone through various changes from being focused on corporate giving and employee volunteering, to be a fully-fledged strategy embedded in various external and internal activities revolving around ESG to increase the integration of sustainability into our core business operations.</p> <p>This year, with ALEXBANK’s four-year CSR & Sustainable Development Office Strategy (2018-2021) coming to an end, ALEXBANK is aspiriwnng to strengthen its sustainability positioning through a more comprehensive and transformative approach from CSV (Corporate Shared Value) to ESG (Environmental, Social, and Governance) in a way that contributes to the Bank’s long term successful performance The new ESG Strategy (2022-2025) will be built on stakeholders’ capitalism approach and high corporate governance standards and accounts for the wide range of ESG material topics & indicators associated to the bank’s operations in correspondence with the Bank’s Business strategy for the same time horizon. Our strategy will also factor the outcomes and findings impact areas identified through the portfolio impact analysis tool.</p> <p>ALEXBANK’s strategic objectives & goals is Aligned with Egypt Vision 2030 CBE Sustainable Finance Guidelines, and sustainable international standards and initiatives such as: GRI, UN Global Compact Principles, Equator Principles, Principles for Responsible Banking, universal Principles of Human Rights, and United Nation’s SDGs.</p>	<p>Global and National Context (p.26)</p> <p>Impact Driven Approach (p.26)</p> <p>Frameworks, Standards and Tools (p.6)</p>



PRB SELF-ASSESSMENT REPORT

REQUIREMENTS	BANK’S RESPONSE & SELF-ASSESSMENT	REFERENCES
PRINCIPLE 2: IMPACT AND TARGET SETTING We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our ctivities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.		
<p>1. Impact Analysis:</p> <p>Show that your bank has identified the areas in which it has its most significant (potential) positive and negative impact through an impact analysis that fulfills the following elements:</p> <p>a. Scope: The bank’s core business areas, products/services across the main geographies that the bank operates in have been as described under 1.1. have been considered in the scope of the analysis.</p> <p>b. Scale of Exposure: In identifying its areas of most significant impact the bank has considered where its core business/its major activities lie in terms of industries, technologies and geographies.</p> <p>c. Context & Relevance: Your bank has taken into account the most relevant challenges and priorities related to sustainable development in the countries/regions in which it operates.</p> <p>d. Scale and intensity/salience of impact: In identifying its areas of most significant impact, the bank has considered the scale and intensity/salience of the (potential) social, economic and environmental impacts resulting from the bank’s activities and provision of products and services. (your bank should have engaged with relevant stakeholders to help inform your analysis under elements c) and d))</p> <p>Show that building on this analysis, the bank has</p> <ul style="list-style-type: none">Identified and disclosed its areas of most significant (potential) positive and negative impact	<p>ALEXBANK strives to define and manage environmental and social (E&S) risks associated to its financing operations as well through the establishment of a robust governance framework for the management of E&S risks as part of the overall risk management and credit risk assessment frameworks with clear processes and assigned roles and responsibilities especially for those risks resulted of high risk ESG sectors. ALEXBANK undergoes a materiality analysis identification process with regards the impact of its scale of business on the relevant economic, social and environmental issues according to the updated GRI methodology and actively engages in communication with its stakeholders to understand emerging needs and priorities.</p> <p>Having applied the UNEP FI portfolio Impact Analysis tool, the following analysis will be based on findings and input in so mentioned tool:</p> <p>a. Our analysis was based on only 1 country which was Egypt, with our portfolio divided into Consumer Banking (43%), Business Banking (7%), Corporate Banking (12%).</p> <p>b. In terms of scale of exposure, as mentioned in the previous point you can find the repartition of our portfolio. It is also worth mentioning that for consumer banking, we have chosen the products and services the bank offers. When it comes to Corporate and Business Banking we have inputted in the tool the top 30 sectors in both Corporate and Business banking, which constitutes 41% of our Business Banking Portfolio and 77% of our Corporate Banking Portfolio.</p> <p>c. We have managed to identify from the tool that the following areas are the one with high need in the country: Water (3), Food (4), Health & Sanitation (3), Education (3), Mobility (3), Communication & Information (4), Justice (4), Strong Institutions (3), Resources efficiency (4), waste (4), Inclusive healthy economies (4), Economic convergence (3).</p> <p>d. This point was covered under Point a) and b). although, the next steps would be to choose the 2 most significant impact areas (preferably 1 positive to further improve it, and 1 negative to minimize its impact) and set 2 SMART targets for each to accomplish in order to be compliant with the PRBs</p>	<p>About The Bank (p.9)</p> <p>Materiality Process (p.31)</p> <p>Impact Driven Approach (p.26)</p> <p>Material Topics (p.43)</p>
Please provide your bank’s conclusion/statement if it has fulfilled the requirements regarding Impact Analysis.		
We have undertaken our impact analysis and identified the significant impacts that are associated with our operations.		
<p>2. Target Setting</p> <p>Show that the bank has set and published a minimum of two Specific, Measurable (can be qualitative or quantitative), Achievable, Relevant and Time-bound (SMART) targets, which address at least two of the identified “areas of most significant impact”, resulting from the bank’s activities and provision of products and services.</p> <p>Show that these targets are linked to and drive alignment with and greater contribution to appropriate Sustainable Development Goals, the goals of the Paris Agreement, and other relevant international, national or regional frameworks. The bank should have identified a baseline (assessed against a particular year) and have set targets against this baseline.</p> <p>Show that the bank has analysed and acknowledged significant (potential) negative impacts of the set targets on other dimensions of the SDG/climate change/society’s goals and that it has set out relevant actions to mitigate those as far as feasible to maximize the net positive impact of the set targets.</p>	<p>According to the output of the impact analysis tool and linking it to the bank’s areas of interest and correspondence, the areas where we could have the most impact are waste, climate (in terms of negative impact we can reduce), as well as inclusive, healthy economies and health & sanitation (in terms of positive impact we can increase). this is due to the fact that our bank can improve certain areas in the environmental impact area (there are lots of opportunities in this area) and the fact that being a more social impact oriented bank, we can look for ways to improve our impact on the society even further by introducing new initiatives and projects affecting the social health of the society.</p> <p>However, these 2 impact areas are not the final SMART targets chosen by our bank as the next steps would be to choose the 2 most significant impact areas.</p> <p>Even though Consumer Banking constitutes the biggest part of the Portfolio, another preliminary direction, is that the business lines that will be mostly put into consideration to identify our SMART Targets will be Corporate and Business Banking as they are the most granular lines of business in the analysis and therefore will be the most accurately captured.</p>	<p>Material Topics (p.31)</p> <p>Impact Driven Approach (p.26)</p> <p>ESG Forum (p.47)</p>
Please provide your bank’s conclusion/statement if it has fulfilled the requirements regarding Target Setting.		
We are currently in the process of choosing our most relevant impact areas in order to proceed setting targets. In the areas where we can have the most significant impact and contribution.		



PRB SELF-ASSESSMENT REPORT

REQUIREMENTS	BANK’S RESPONSE & SELF-ASSESSMENT		REFERENCES
PRINCIPLE 2: IMPACT AND TARGET SETTING We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our ctivities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.			
3. Plans for Target Implementation and Monitoring Show that your bank has defined actions and milestones to meet the set targets. Show that your bank has put in place the means to measure and monitor progress against the set targets. Definitions of key performance indicators, any changes in these definitions, and any rebasing of baselines should be transparent.	We are currently in the phase of choosing which impact areas we will take into consideration in order to set targets on how to improve or mitigate them • Our internal working group dedicated to facilitate the implementation and compliance with the PRBs will be assigned to discuss and define the most relevant impact areas and to collectively agree on the proposed SMART targets with detailed action plan. • In keeping with the growing integration of ESG aspects, a dedicated governance body “ESG Forum” has been established to oversee and monitor the bank progress on ESG implementation including the objectives falling under the scope of PRBs.		
Please provide your bank’s conclusion/statement if it has fulfilled the requirements regarding Plans for Target Implementation and Monitoring.			
We have set a plan to choose impact areas we will take into consideration in order to set targets on how to improve or mitigate them. We have completed our impact analysis to the point of identifying our impacts. As a next, and final step, we will start setting SMART targets in 2022.			
4. Progress on Implementing Targets For each target separately: Show that your bank has implemented the actions it had previously defined to meet the set target. Or explain why actions could not be implemented / needed to be changed and how your bank is adapting its plan to meet its set target. Report on your bank’s progress over the last 12 months (up to 18 months in your first reporting after becoming a signatory) towards achieving each of the set targets and the impact your progress resulted in. (where feasible and appropriate, banks should include quantitative disclosures)	ALEXBANK discloses annually in its annual Sustainability Report the progress made to achieve its corporate sustainability targets and main results achieved according to the GRI standards covering a wide of range of indicators related to society, environment, economy and our people. Furthermore, ALEXBANK reports regularly to the top management and BoD on results and plans for the ESG & Sustainability.		Disclosure Context (p.5) Spatial and Temporal Boundaries (p.5) Methodology (p.6)
Please provide your bank’s conclusion/statement if it has fulfilled the requirements regarding Progress on Implementing Targets			
Please refer to previous answer in 2.2 and 2.3			
PRINCIPLE 3: CLIENTS AND CUSTOMERS We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.			
1. Provide an overview of the policies and practices your bank has in place and/or is planning to put in place to promote responsible relationships with its customers. This should include high-level information on any programmes and actions implemented (and/or planned), their scale and, where possible, the results thereof.	Through our own policies regulating the management of our ESG risks/ impacts associated with our lending operations, we are working closely with our clients to learn more about the requirements of the market in order to increase our capacity to react to actual market needs in the area of green financing, increase their awareness of our sustainability framework, and to develop schemes to mitigate potential risks and impacts of our investments activities. Impact (negative or positive) generated by our clients is a key area of focus and therefore, we constantly push our clients and suppliers towards virtuous actions regarding environmental impact and social impact in abidance with international frameworks such as the Equator Principles. At all levels, employees hold to the highest ethical and professional standards when serving clients, customers, and communities and report non-compliance, serious concerns, suspected fraud cases, or corruption in line with the bank’s code of ethics which stipulated stringent principles of conduct in customer relations.		Ethics, Integrity and Compliance (p.51)
2. Describe how your bank has worked with and/or is planning to work with its clients and customers to encourage sustainable practices and enable sustainable economic activities. This should include information on actions planned/implemented, products and services developed, and, where possible, the impacts achieved.	ALEXBANK’s policy for the governance of ESG risks concerning lending operations ensures a clear and positive engagement with our clients and customers. In addition to that, ALEXBANK provides Training for employees as part of its ESG vision with special focus on RMs and branch employees (front line) on the key topics relevant to their business to enable our employees to provide the customers with sustainability advisory services for their projects Under ALEXBANK’s flagship initiative for supporting handicrafts “Ebda3 men Masr,” and in continuation of ALEXBANK’s support to the Egyptian economy, the CSR and SD Office curated ALEXBANK’s 2021 corporate giveaways from the heart of the Egyptian handicrafts sector with the aim of preserving Egyptian heritage & promoting environmental friendly products helping with educating its clients and customers on the quality of Egyptian local products & the concept of circularity. ALEXBANK focuses on orienting its efforts towards empowering its clients through financial literacy programs via partnerships with national regulatory bodies and organizations active in the realm of financial inclusion with a specific focus on women and youth.		Ethics, Integrity and Compliance (p.51) Training for ESG Excellence (p.56) Community Development and Empowerment (p.114)



PRB SELF-ASSESSMENT REPORT

REQUIREMENTS	BANK’S RESPONSE & SELF-ASSESSMENT	REFERENCES
PRINCIPLE 4: STAKEHOLDERS We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society’s goals.		
1. Describe which stakeholders (or groups/types of stakeholders) your bank has consulted, engaged, collaborated or partnered with for the purpose of implementing these Principles and improving your bank’s impacts. This should include a high-level overview of how your bank has identified relevant stakeholders and what issues were addressed/results achieved.	<p>ALEXBANK stakeholders are defined as groups or individuals that the Bank affects through its activities or products and services, affecting its ability to achieve its goals. The Bank is thoughtful and responsible in identifying partners, causes, and initiatives to implement projects that increase and positively impact the Bank’s focus areas.</p> <p>The Bank’s stakeholders include customers, communities, industry peers, local and national government agencies, and international institutions, which all play a part in the business decisions. Continuous and regular stakeholder engagement takes place to identify, classify and assign priorities to relevant material topics, better identify and mitigate emerging risks, and harness new opportunities for ALEXBANK to create value for all stakeholders.</p> <p>We also interact with and hear from our stakeholders through our available communication channel in addition to surveys to capture their opinion and assess their awareness of our Sustainability journey and priorities.</p> <p>The CSR and Sustainable Development Office directly engages with a large of network of community development actors to optimize its societal interventions and impacts generated especially in in remote and rural areas.</p>	<p>Stakeholder Engagement (p.28)</p> <p>Approach to Engagement (p.28)</p>
PRINCIPLE 5: GOVERNANCE & CULTURE We will implement our commitment to these Principles through effective governance and a culture of responsible banking.		
<p>5.1 Describe the relevant governance structures, policies and procedures your bank has in place/is planning to put in place to manage significant positive and negative (potential) impacts and support effective implementation of the Principles.</p> <p>5.2 Describe the initiatives and measures your bank has implemented or is planning to implement to foster a culture of responsible banking among its employees. This should include a high-level overview of capacity building, inclusion in remuneration structures and performance management and leadership communication, amongst others.</p> <p>5.3 Governance structure for the Implementation of the Principles Show that your bank has a governance structure in place for the implementation of the PRB, including: a. target-setting and actions to achieve targets set b. remedial action in the event of targets or milestones not being achieved or unexpected negative impacts being detected.</p>	<p>This year, ALEXBANK decided to form a working group dedicated to implement the Principles for Responsible Banking in our organization. This working group is constituted by various departments within our bank for it to be encompassing of the different areas in which the principles can be implemented.</p> <p>ALEXBANK CSR and Sustainable Development Office’s is articulated in three Units (CSR and Creating Shared Value Unit, Social Performance and Reporting Unit and Sustainable Finance for Development Unit) with its head reporting directly to the CEO. This in turn facilitates integrating social responsibility and ESG criteria across all functions and lines of business. Furthermore, the Office works closely with all relevant functions in initiating policies, processes and procedures as well as localizing Intesa Sanpaolo group level rules and regulations with regards to sustainability, Environmental and Social Risk, and ESG. All of our sustainability policies go through the BoD for approval. For continuous alignment and increased integration of Sustainability aspects into the overarching business strategy, the Head of Office is periodically presenting to the BoD an update on the overall Office activities, results and plans for acknowledgment and approval.</p> <p>Our approach to responsible banking is led by the strong commitment of our top management with our deputy CEO in 2021 appointed also as the Bank’s ESG manager. Furthermore, as part of our journey towards ESG integration within ALEXBANK, an ESG Forum was activated in order to ensure the application of the strategy ensuring an adequate consideration of environmental and social impact.</p> <p>We have been working on establishing a full-fledged sustainability training scheme on wide range of topics to foster the culture and facilitate the mission of implementing the PRBs on the long term.</p>	<p>Overview (p.16)</p> <p>ESG Forum (p.47)</p>
Please provide your bank’s conclusion/ statement if it has fulfilled the requirements regarding Governance Structure for Implementation of the Principles.		
We have progressed substantially in fulfilling this requirement. The Bank has established working group/Task Force for ensuring that the Principles are implemented effectively, including managing significant impacts, and setting and monitoring targets. Our Deputy CEO is also the on in charge of ESG and acts as the ESG manager.		



PRB SELF-ASSESSMENT REPORT

REQUIREMENTS	BANK’S RESPONSE & SELF-ASSESSMENT	REFERENCES
PRINCIPLE 6: TRANSPARENCY & ACCOUNTABILITY We will periodically review our individual and collective implementation of these Principles and be transparent about and accountable for our positive and negative impacts and our contribution to society’s goals.		
<p>1. Progress on Implementing the Principles</p> <p>Show that your bank has progressed on implementing the six Principles over the last 12 months (up to 18 months in your first reporting after becoming a signatory) in addition to the setting and implementation of targets in minimum two areas (see 2.1-2.4).</p> <p>Show that your bank has considered existing and emerging international/regional good practices relevant for the implementation of the six Principles for Responsible Banking. Based on this, it has defined priorities and ambitions to align with good practice.</p> <p>Show that your bank has implemented/is working on implementing changes in existing practices to reflect and be in line with existing and emerging international/regional good practices and has made progress on its implementation of these Principles.</p>	<p>In order to promote a culture of transparency and be able to report accurately on our impact and progress made on targets, implementation of the principles, and the SDGs in general, we have developed multiple measures to establish an ongoing communication channel with our parent company Intesa Sanpaolo Group, as well as our partners and stakeholders. therefore, the bank maintains the following:</p> <p>Annual Sustainability Report: We publish our annual Sustainability Report on our website in line with GRI standards to further cement the incorporation of social development and environmental sustainability dimensions into our core business operations, creating shared value for all ALEXBANK stakeholders. It is also worth mentioning that we have included the PRB Self-Assessment Template to our Sustainability Report (and individually on the website) to make it more accessible to our stakeholders and increase our transparency.</p> <p>Sustainability News and Topics: A bi- annual publication highlighting the CSR & SD Office activities and updates and it’s being published on the website.</p> <p>The Bank’s Annual & BoD Report: A report submitted to the Central Bank of Egypt, outlining the bank’s financial performance, key achievements and also published on the website.</p> <p>In addition to these independent reports, ALEXBANK also contributes to mapping of the group’s impact on society and wider community through the group’s consolidated non-financial statement (annual) as we report data that is relevant to the employees, resources, as GHG emissions and ESG products.</p>	<p>Sustainability and Corporate Social Responsibility</p> <p>ALEXBANK’s Media and News Section</p> <p>ALEXBANK’s Publications</p>
Please provide your bank’s conclusion/statement if it has fulfilled the requirements regarding Progress on Implementing the Principles for Responsible Banking		
The Bank has made good progress over the first 18 months of implementing the Principles. We are currently applying the principles for responsible banking through our diverse efforts to contribute to the SDGs and Egypt’s Vision 2030 as stated in our 4 years strategy and as reported transparently in our various publications and reports.		