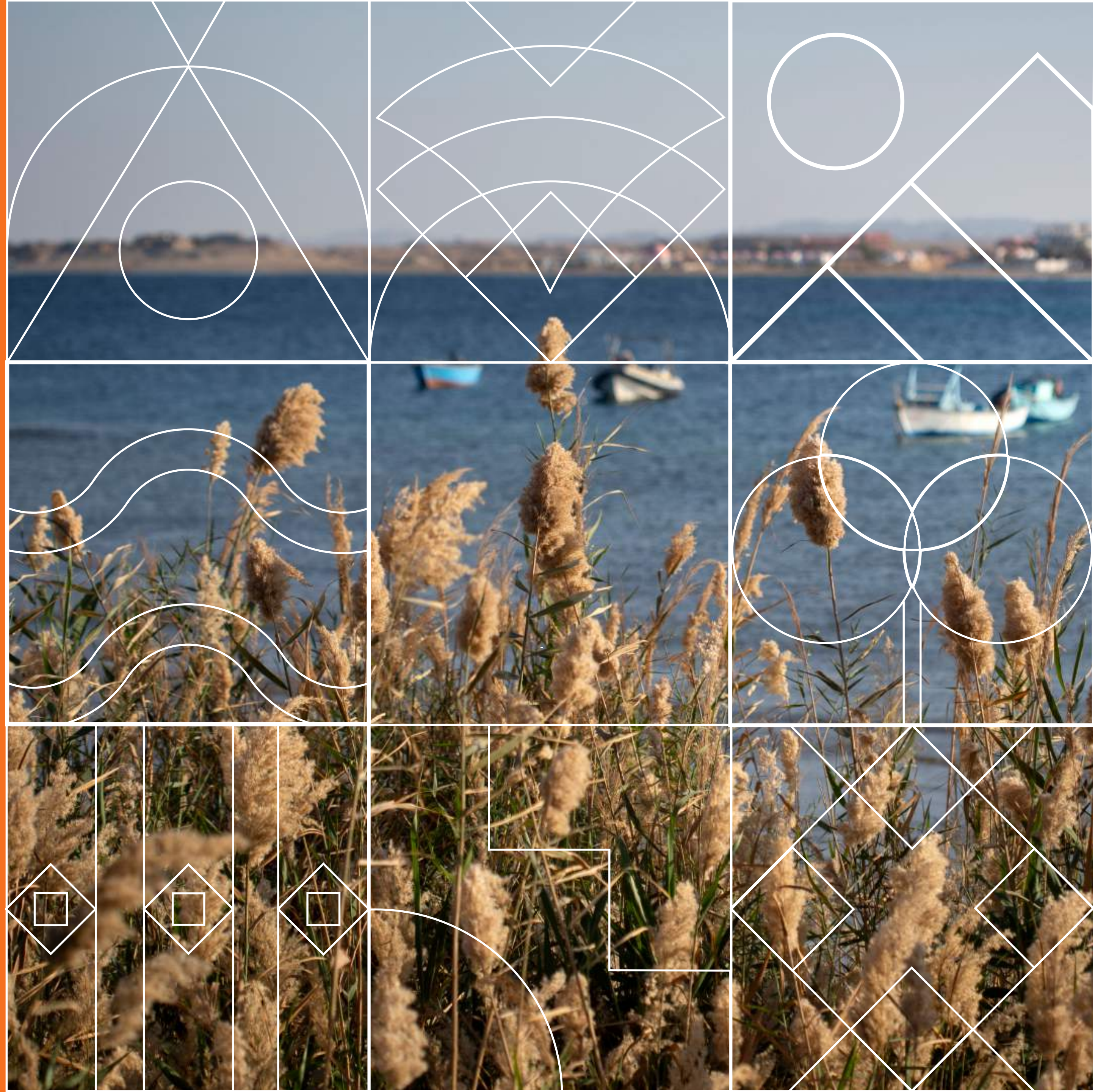


2022 SUSTAINABILITY REPORT

ENABLING ESG
TRANSITION FOR AN
INCLUSIVE FUTURE



2022 SUSTAINABILITY REPORT

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DESIGN CONCEPT



The design is inspired by ALEXBANK's accessibility and widespread presence in different Egyptian governorates through impactful projects, partnerships and business operations catered to the diversity of the population.

Egypt is home to 27 governorates spread across a million square kilometres. Although all under one nation, each district distinguishes itself with its unique set of characteristics, presented through its terrain, architecture, landmarks, patterns and people.

This year's theme is visual exploration with the concept of convergence through mapping out Egypt's visual diversity.

Egyptian history and culture are represented by dynamic patterns composed of basic symbols and shapes, representing the building blocks that make up the essence of an integrated foundation whilst remaining fresh, young and constantly evolving.

The fundamental shapes such as the circle, square, and triangle are reworked, layered and overlapped to create further complexity that enriches the design narrative of depicting Egypt's various visual identities.

This design formula is utilised throughout this report; focusing on an identifying feature for each chapter and deploying our elemental shapes to create a distinctive representational emblem. The report chapters, although each are identified by a unique token or emblem, are connected with a meandering line representing the River Nile; which links all the chapters from start to end; running through a pictorial rendering of Egypt's lifeline.

Beginning the report with the capital; Cairo, we chose to represent it with its monumental wonder; The Great Pyramids, depicted by 3 consecutive triangles and a circle for a rising sun. This pattern converges and multiplies to form another one that is explored further within **Chapter 1**: Introduction's pages.

Chapter 2: About the Bank identifies the South region of Upper Egypt characterized with the infamous tulip flower in its most basic form, notoriously found in many of the temples and walls from Egypt's Pharaonic era.

Moving to the Northmost point of Egypt, **Chapter 3:** Methodology was designated the governorate of Alexandria, identified by its distinctive Mediterranean shores using a consecutive circular pattern to emulate the shape of never-ending waves.

Chapter 4: Governance takes us to the furthest East at the Red Sea, represented by its arched entryways and vernacular architecture that uses natural materials from its surrounding environment, identified further using warm colors and overlaying simple shapes.

Traversing to the West of the Nile, **Chapter 5:** Prosperity is assigned the enigmatic governorate of Fayoum, identified using clearly expressed shapes to identify popular patterns found on architecture and utilized in embroidered textiles indigenous to the area.

Chapter 6: People and Communities, the Delta city of Port Said is depicted by its famed East-West architecture. As a port, the city of Port Said underwent many influences by its trade-based economy and the emblem was inspired by its buildings' wooden verandas.

Chapter 7: Sinai, is depicted by the overlaying quadrants to emulate the region's well known embroidery cross stitch pattern found of many of its artisanal textiles and crafts.

We end the report with **Chapter 8:** ESG Appendix, assigned the agricultural regions of Gharbiya and Sharkiya identified by the overlaying circular shapes to create a cotton plant bud representing the two areas' notable history in the cotton cultivation industry.



INTRODUCTION

- 1.1 CHAIRPERSON, MD AND CEO LETTER
- 1.2 ESG JOURNEY AND PROGRESS SNAPSHOT
- 1.3 COP27: CONTRIBUTING TO EGYPT'S CLIMATE LEADERSHIP



A teacher of Tawasol Community School leading the path of education to her student at Istabl Antar.

1 INTRODUCTION

This report has been prepared in line with the Intesa Sanpaolo's "GUIDELINES ON THE DRAFTING OF THE CONSOLIDATED NON-FINANCIAL STATEMENT" in accordance with Legislative Decree No. 254/2016, other bank policies and guidelines, in addition to regulatory requirements and guidelines for financial institutions.

The **ALEXBANK Sustainability Report 2022** provides a comprehensive summary of the Bank's ESG performance, progress made on its core priorities and impact created during the reporting period from 1st of January 2022 to the 31st of December 2022.

ABOUT THE BANK section provides an overview of the Bank's business model, lines of business, governance and organisational structure. It further presents the Bank's reporting approach and alignment with applicable regulatory and disclosure frameworks.

The **METHODOLOGY** section presents the bank's sustainability context, stakeholder engagement and materiality assessment approach. It further provides a comprehensive overview of its material topics, including impact assessment results, key initiatives under each topic and metrics in line with applied reporting frameworks.

Different sections of the report such as **GOVERNANCE, PROSPERITY, PEOPLE AND COMMUNITIES**, and **ENVIRONMENTAL STEWARDSHIP** focus on specific pillars of sustainability action and respective material topics.

ALEXBANK consistently works on the alignment of its disclosure with Intesa Sanpaolo, CBE requirements and guidelines, GRI standards and other globally recognised frameworks.



ALEXBANK's iconic Alexandria building overlooking the Mediterranean Sea.



1.1 CHAIRPERSON, MD AND CEO LETTER

In 2022, ALEXBANK's employees evident dedication and efforts have contributed to witness a year of transformation across multiple fronts, to turn commitments into actions and results. With care and insight, the Bank has also advanced in **green transition finance** while setting clear targets, in digitalization, financial inclusion and environmental stewardship related initiatives coupled with deeper **ESG integration** into our corporate culture and performance assessment, in alignment with the **responsible banking principles** undertaken by both our Bank and the Intesa Sanpaolo Group.

As ALEXBANK aims to be at the center of the society, we are determined to play an instrumental role to uphold our commitments towards social responsibility as corporate citizens. Leveraging on our donation budget, we managed to reach an increasing number of beneficiaries in consistence with **"SDG 17: Partnership for Goals"** by activating partnership initiatives with NGOs, private and public institutions; and ministries.

The Bank also accelerated its diversity and inclusion achievement targets, as highlighted by the attainment of **the Gender Equity Seal Certificate** from the National Council for Women & the World Bank with a clear roadmap to a more equitable workplace environment, capable of attracting and retaining great potential talents from across the country.

Mirroring the parent's vision, ALEXBANK has led the group participation in **COP 27** which served to highlight the Group's ESG commitments, while facilitating the exchange of experiences in sustainable development and climate action. Our main panel discussion was held under the title **"The New Climate and Energy Agenda: Competitive Dynamics for the Agribusiness and the Territorial Development"**, with the aim to showcase the Bank's impact driven vision, targeting the climate, inequality, food and poverty crises in an integrated way.

This report highlights how fast we are proceeding with our ESG ambitions and how we manage to turn them into action for real sustainable development in line with Egypt's vision 2030 for a prosperous and inclusive future. This is the impact we try to make with every new decision, initiative and service we launch.

Ziad Bahaa El-Din
Non-Executive Chairman of the BoD, Representative of Intesa Sanpaolo

Dante Campioni
Managing Director & CEO



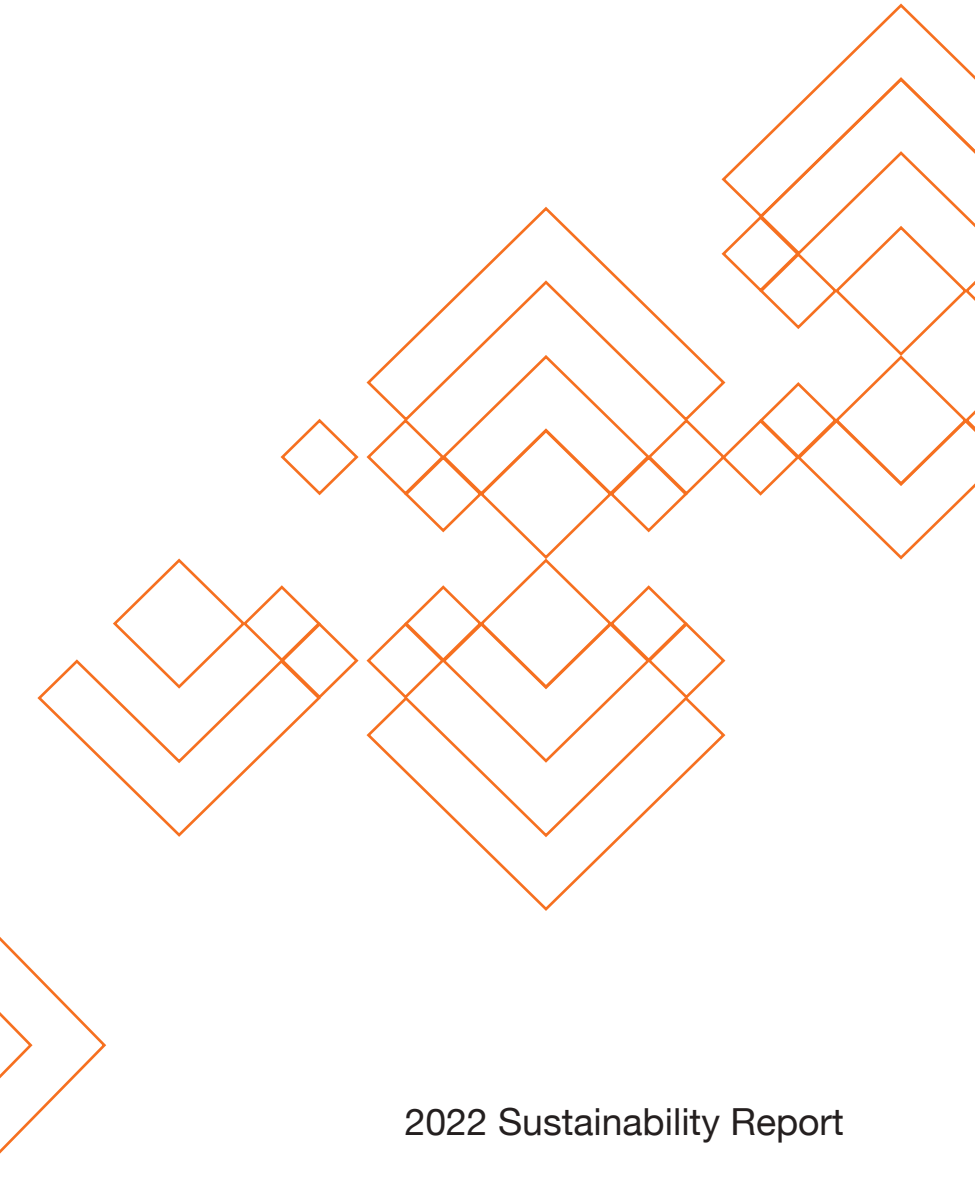
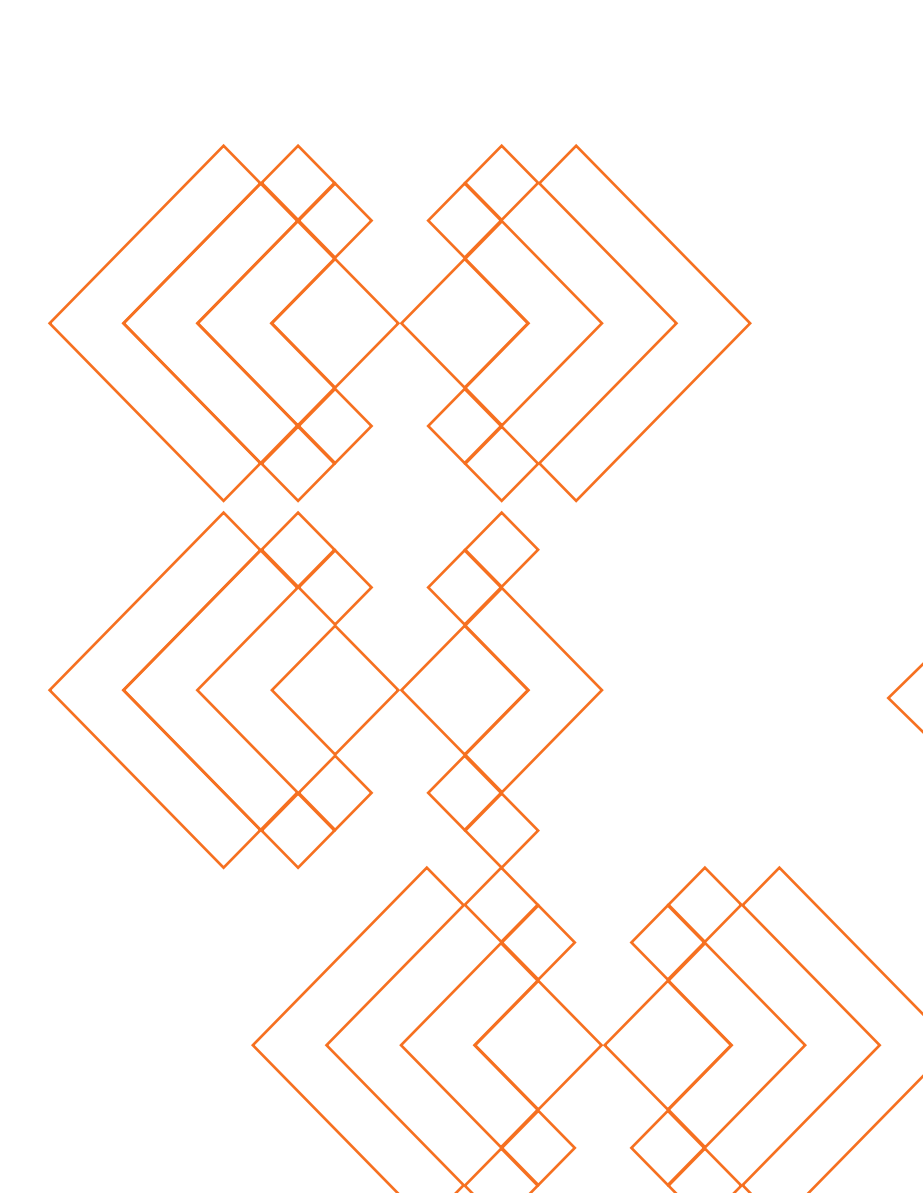
ZIAD BAHAA EL-DIN

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



DANTE CAMPIONI

MANAGING DIRECTOR & CEO





1.2 ESG JOURNEY AND PROGRESS SNAPSHOT

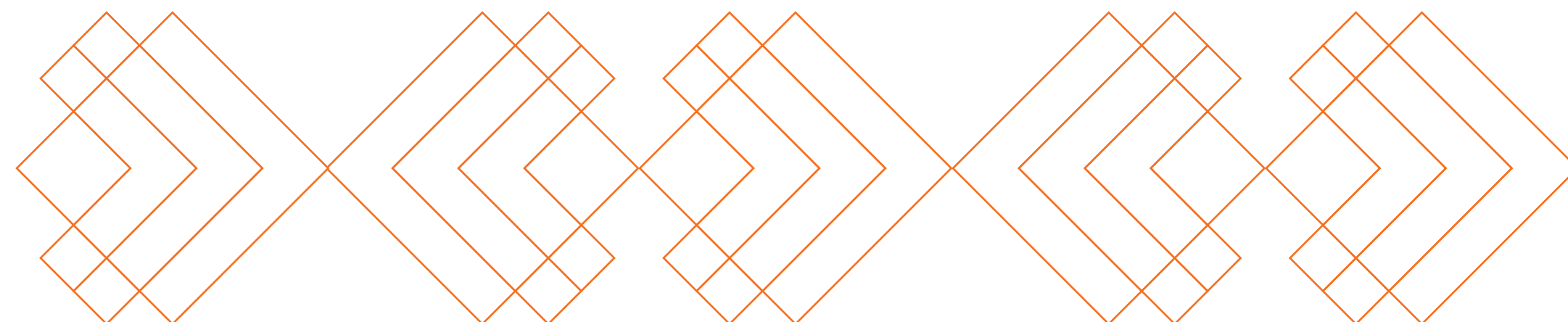
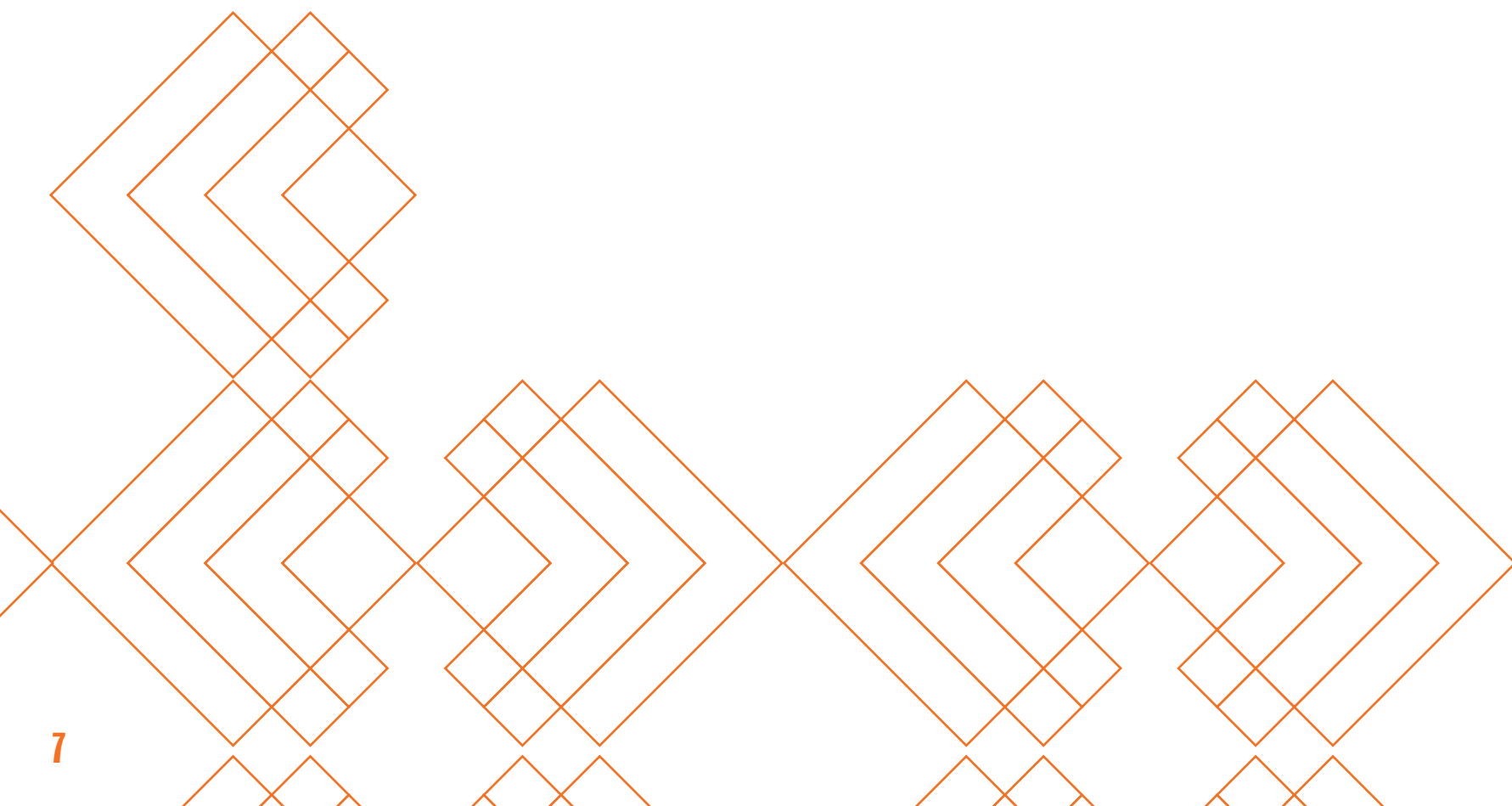
This sixth sustainability report reflects a long journey towards the impact ALEXBANK makes today. Over a decade of accelerated sustainability ambition, the Bank has refined its focus and forged collaborations to deliver at scale. The Bank's journey today is well grounded in robust governance, clear principles and trustful relationships with all of its stakeholders. And yet, this journey is an ongoing discovery that keeps revealing new opportunities to make a difference that matters.

The past year has seen major improvements in the Bank's approach to ESG, driven by revised policies, refined guidelines and streamlined processes based on richer data and insights. ALEXBANK has been able to continue delivering on its longstanding priorities, such as financial inclusion, digitalization and community development while expanding action on sustainable agribusiness, supply chain sustainability, diversity and inclusion.



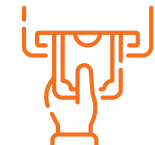
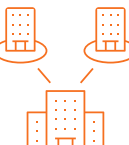
Today, considering ESG factors while running a business is no more a choice, as they permeate every activity and daily interaction with our stakeholders. They are at the core of Intesa Sanpaolo Group's long-term strategy. We work to make a difference for our business and our world, responding to the call coming from different stakeholders. Regulators and governments are pushing for a sustainable transition, and at the same time, the urgency to act is strongly requested, especially by young generations. Our group, with the strong commitment of our people, aims to achieve sustainable results that drive value and fuel growth while strengthening the environment and society. The International Subsidiary Banks Division, thanks to its widespread presence in countries bordering the Eastern Mediterranean Sea and ones located in Eastern continental Europe, is playing a central role in supporting change. ALEXBANK is one of Egypt's leading private sector banks, with a wide network serving about 1.7 million customers. Through its wide and growing range of services and products, following best financial inclusion practices, offering innovative lending programs and microfinance solutions, it aims to be an impact bank, acting to ensure a better future for all Egyptians.

- Alice Grittini, ISP International Subsidiary Banks Division - Sustainability Manager





1.2 ESG JOURNEY AND PROGRESS SNAPSHOT

GOVERNANCE 	PROSPERITY 	PEOPLE 	PLANET 
 0 Cases Non-compliance legal cases	 17% Net interest income increase compared to 2021	 4,330 Total number of employees	 145.7 tons Wastepaper recycled in 2022
 22% Females in the Board of Directors	 4% YOY increase in Net Profit, totaling EGP 2.8 bln	 29% Percentage of females from the total workforce	 856 KG Material weight of ATM enclosures recycled
 1.7 mln Customers	 EGP 8.1 bln Net income from core banking activities	 12% of new hires are with disabilities	 19,988 tCO₂e Total carbon footprint in 2022
 17% of branches are accessible	 36% Agribusiness Loans of MSMEs portfolio	 90% of total employees received training	 8,399 mtCO₂e Scope 1 emissions
	 13.1% Percentage YOY increase in microfinance lending	 0 Accidents Number of HSE accidents in 2022	 6,247 mtCO₂e Scope 2 emissions
	 EGP 22 mln Donations to NGOs & Non-NGOs	 30.7 Hours of training per employee	 5,342 mtCO₂e Scope 3 emissions
	 +60,000 Direct Beneficiaries		

1

1.3 COP27: CONTRIBUTING TO EGYPT'S CLIMATE LEADERSHIP



200 Nations
with exposure of 35K persons



The New Climate and Energy Agenda
ALEXBANK's own panel discussion in the blue zone supported by prominent speakers



CBE Panelist
ISP participated as a panelist in CBE's main panel with ALEXBANK taking part in Save the Children panel

ALEXBANK was honored to participate in the 27th Conference of the Parties (COP27) in Sharm El-Sheikh as part of the Bank's ESG commitments and its vision towards sharing experiences in the field of sustainable development and climate change mitigation; and their adaptation strategies.



The panel's invitation sent to ALEXBANK's significant partners to attend and see first hand the climate action and change ALEXBANK strives for.

THE NEW CLIMATE AND ENERGY AGENDA: COMPETITIVE DYNAMICS FOR THE AGRIBUSINESS AND THE TERRITORIAL DEVELOPMENT

On November 12th, ALEXBANK and ISP organized a panel discussion during the Adaptation and Agriculture Day titled "The New Climate and Energy Agenda: The Competitive Dynamics for the Agribusiness and the Territorial Development". The side event panel discussion aimed to showcase existing and potential know-how transfer in the field of agribusiness and capitalize on the international best practices. The discussion targeted supporting the adoption of up-to-date, affordable and accessible technological solutions that aims to sustain agricultural activity; and boost financial inclusion and the provision of specific financial services in rural areas.

The panel was moderated by Dr. Ziad Bahaa El-Din, Non-Executive Chairman of ALEXBANK, and featured a recorded pre-panel message from Prof. Gian Maria Gros-Pietro, Chairman of Intesa Sanpaolo. The panel discussions were supported by prominent speakers such as H.E Dr. Rania Al-Mashat - Minister of International Cooperation; Mr. Walid Ali - General Manager of Sustainability Department at the CBE; Mr. Praveen Agrawal - World Food Program (WFP) Country Director for Egypt; Mr. Tarek Tawfik - President of AmCham and Vice-Chairman of the Federation of Egyptian Industries; Mr. Marco Elio Rottigni - Chief of International Subsidiary Banks Division at Intesa Sanpaolo; and Mr. Dante Campioni Managing Director and CEO of ALEXBANK.



The panel's finale wrapped with a picture featuring its leading figures.

1 1.3 COP27: CONTRIBUTING TO EGYPT'S CLIMATE LEADERSHIP

NOVEMBER 15TH, ENERGY + ACE & CIVIL SOCIETY DAY “SAVE THE CHILDREN” PANEL

During COP27, “Save the Children Italy” organized a side event to showcase a vast range of best practices demonstrating how children and youth, especially those most impacted by inequality and discrimination, should be at the heart of the world’s response to the climate crisis, through their safe participation in the climate debates. Different stakeholders, from youth movements to private sector and institutional actors, are therefore called to share their experiences on how they are engaging with children and youth in listening processes as well as in strengthening their skills and knowledge to help fight the climate crisis and ensuring a sustainable planet and future. Laila Hosny, the Head of CSR and Sustainable Development Office, was invited to this panel as a speaker to shed light on the leading role of banks and the private sector in advocating children and youth as ambassadors of climate change.



Laila Hosni displaying ALEXBANK’s efforts towards the common ground of climate change and youth through her presence at the panel.

CBE MAIN PANEL: FINANCE DAY 9TH OF NOVEMBER (ISP PARTICIPATION)

Mauro Micillo - Chief of IMI Corporate and Investment Banking Division at ISP, has been invited to CBE’s main panel titled “Incorporating Climate Commitments within Banks Business Strategy and Role of Regulators”. The panel discussed the increasingly important role of banks in developing markets as they are the main source of funding for private businesses and shifting the behavior of the banking sector to focus more on long-term goals.

BAGAWEET PROJECT AT COP27

ALEXBANK’s project Bagaweet was chosen by the Ministry of Culture (1 out of 5 projects only) to participate in the Green Zone, showcasing the developmental outcomes of the project that was kicked off in 2021. Bagaweet’s booth had been visited by VIPs and high-level representatives.

Read more on Bagaweet Project under Community Development and Empowerment



ALEXBANK's 'gift with impact' handcrafted by one of EMM's leading artisans, Rania Hilal, crafted from a gold-plated bookmark with carvings of Ancient Egyptian symbols.

COP 27 EVENTS

- Ministry of Planning and Economic Development and Federation of Egyptian Industries Gala Dinner
- “Towards More Resilient Climate Solutions”

HANDCRAFTED GIVEAWAYS FOR THE MINISTRY OF PLANNING AND ECONOMIC DEVELOPMENT & FEDERATION OF EGYPTIAN INDUSTRIES’ GALA DINNER: “TOWARDS MORE RESILIENT CLIMATE SOLUTION”

The gift is handcrafted by seven craftsmen and women under Rania Helal Designs: a brand under Ebda3 men Masr by ALEXBANK. The gift crafted from of a gold-plated bookmark with a carved icon inspired by Ancient Egyptian symbols and the COP27 logo. Each bookmark has an engraved “symbol ” that holds a valuable meaning.

Read more on Ebda3 men Masr Under Community Development and Empowerment.



Bagaweet project showcased at COP27’s Green Zone, demonstrating the works of the craftswomen.

1 1.3 COP27: CONTRIBUTING TO EGYPT'S CLIMATE LEADERSHIP



//

Intesa Sanpaolo's participation at COP27 comes from our rooted efforts in ESG and sustainability principles, as we direct undivided efforts and commitments towards a more environmentally and socially sustainable world, with significant commitments all across the Intesa Sanpaolo Group network worldwide. During the COP27 event, we will elaborate on our Agribusiness approach in Egypt, as well as the business opportunities according to which we envisage our development path.

- Marco Elio Rottigni, Chief of International Subsidiary Banks Division



//

Banks have to make sure that their strategy consistently adapts and evolves with structural changes in the sustainability field. One of the strategic pillars of Intesa Sanpaolo IMI CIB Division envisages a strong effort to support our clients' sustainable transition through a specialized ESG platform and product suite.

- Mauro Micillo, Chief of IMI Corporate and Investment Banking Division at Intesa Sanpaolo Group



//

Stemming from ALEXBANK's strategy and strong belief in the importance of innovation and inclusive finance to support the development of Egypt's countryside, we are actively participating in COP27 and putting more of our attention to the "Adaptation and Agriculture Day", to highlight our commitment to supporting the transition to a more sustainable agri-business sector and the role such financial institutions can play in this regard.

Over the years, ALEXBANK, under the Intesa Sanpaolo Group's global ESG strategy, has adopted a very dynamic approach towards climate change, energy efficiency, and the adoption of flagship sustainability initiatives within the green and circular economy.

- Ziad Bahaa El-Din, ALEXBANK's Non-Executive Chairman



ALEXBANK's COP27 panel in action.

1 1.3 COP27: CONTRIBUTING TO EGYPT'S CLIMATE LEADERSHIP



“

The Central Bank of Egypt fully recognizes its role as an enabler and regulator for all businesses, and it guides banks operating in Egypt to apply sustainable financing models for that purpose. Given that most agri-businesses in Egypt are either small or micro enterprises, CBE collaborates with Egyptian banks to direct 10% of the total banking sector MSMEs financing portfolio for agricultural enterprises. The financial inclusion strategy that CBE follows currently also prioritizes financial education and creating a better work environment for micro and small enterprises, as part of its commitment towards the achievement of its strategic sustainable development goals.

- **Walid Ali**, General Manager of Sustainability Department at CBE



“

Agriculture is a business model, and we need to look at small farmers as equal partners in this business model and explore how we can bring them to this formal economy to achieve financial inclusion. Agriculture is the base of everything we do, we should dig more into how we can use the available technologies in enabling small farmers whom we consider our partners.

- **Praveen Agrawal**, WFP Country Director for Egypt



“

The most important pillar of facilitating the transformation process of the agriculture sector to be more environment friendly, is the presence of a solid business model, starting from responsible demand for agricultural products, followed by healthy infrastructures and supply chains to enhance the complete development of the sector and ensure commitment to environmental responsibility, food safety and waste management.

- **Tarek Tawfik**, President of AmCham and Vice-Chairman of Federation of Egyptian Industries



“

The complementarities between climate action and development efforts need to be reflected in country-led national strategies that incorporate the green transition as a key element of economic development. The government of Egypt is committed to supporting mitigation and adaptation efforts, accelerating the country's just energy transition plan and attracting private sector investments. This includes strengthening Egypt's electrical grid, optimizing opportunities in green hydrogen as well as supporting green technologies and service value chains.

- **Rania Al-Mashat**, The Minister of International Cooperation



Side-view shot starring the panel's speakers.



Bagaweeet craftswoman leading an example of empowerment to her daughter.



ABOUT THE BANK

2.1 PARENT COMPANY

2.2 BANK OVERVIEW



ALEXBANK's branch merging the art of Islamic architecture with today's modern taste.

2

ABOUT THE BANK

Established in 1957, ALEXBANK is one of Egypt's leading private sector banks and performs 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 the group's stake reaching 80% by 2020. Today, ALEXBANK employs over 4330 individuals, between internal and outsourced workforce, and owns one of the largest private-sector branch networks with 174 branches located in every major Egyptian governorate, while serving over 1.7 million clients and shaping Egypt's sustainable economy among the leading financial institutions.

2.1 PARENT COMPANY

Intesa Sanpaolo Group aims to be a wealth management, protection and advisory leader, distinguished by zero NPLs, digitalization, effective commissions and outstanding expertise. The group is committed to ESG excellence, social impact and unparalleled action on climate change and circular economy via internal and external engagement.

Intesa Sanpaolo has a significant international presence with 5,200 branches and 20.2 million customers spread across 12 countries in Central Eastern Europe, the Middle East and North Africa, as well as an International Corporate Network comprised of corporate hubs, representative offices, branches and banks active in 25 countries.

The group's strong ESG commitment includes providing communities €115 billion in impact lending by 2025 to support their green transition and €500 million in contributions to support people most in need,

positioning Intesa Sanpaolo as a world leader in terms of social impact. With reference to ESG issues, Intesa Sanpaolo intends to further strengthen its role as a leading bank. The new 2022-2025 Business Plan confirms and envisages strong and sustainable value creation and distribution, solid capital position and a significant ESG (Environmental, Social, Governance) commitment. It envisages achieving this by committing funds through 2022-2025.



€ 115B

to society and green transition



€ 500M

in support of people in need



NET ZERO EMISSIONS BY 2030

in terms of own emissions



NET ZERO EMISSIONS BY 2050

in terms of Portfolio

OWNERSHIP

Joint-stock company with Intesa Sanpaolo owning approximately 80% and the full ownership detailed as follows:

- ISP: 79,99999975%
- Egyptian Ministry of Finance: 20%
- Ahmed Said El-Fallal⁶: 0.00000025%

⁶ Representing legal share



Parent company, Intesa Sanpaolo's iconic Head Office in Italy.

2 2.2 BANK OVERVIEW

ALEXBANK is a responsible impact Bank providing value-added financial products, services, and solutions to retail, small business, and medium and corporate enterprises. It serves clients through current and savings accounts, loans, deposits, credit cards, credit facilities, financial derivatives lifestyle, remittances and insurance products; and digital services. The Bank also handles company mergers, investment purchases, company restructuring financing, treasury management and financial instruments.

MISSION AND VALUES

ALEXBANK's mission is to promote a growth style that is attentive to financial strength, capital solidity, sustainable results and the development of a process based on trust derived that is customer and shareholder satisfaction, a sense of belonging on the part of our employees and close monitoring of the needs of the community and the local area.

VALUES DRIVING OUR GROWTH STRATEGY AS PER THE CODE OF ETHICS:



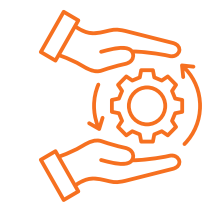
INTEGRITY

ALEXBANK pursues its goals with honesty, fairness and responsibility with full and true respect of the rules, professional ethics and the spirit of signed agreements.



EXCELLENCE

ALEXBANK sets for itself the target of continuous improvement, farsightedness, challenge anticipation, and the cultivation of extensive creativity aimed at innovation; moreover, it recognizes and rewards merits.



RESPONSIBILITY IN THE USE OF RESOURCES

ALEXBANK aims to utilize all its resources attentively and promote behavior based on the best use of resources and the avoidance of waste and ostentation.



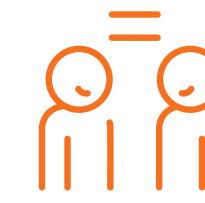
TRANSPARENCY

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



RESPECT FOR SPECIFIC QUALITIES

ALEXBANK intends to combine large-scale operations with profound local roots to be a Bank with a broad vision without losing sight of details and the considerations of individuals.



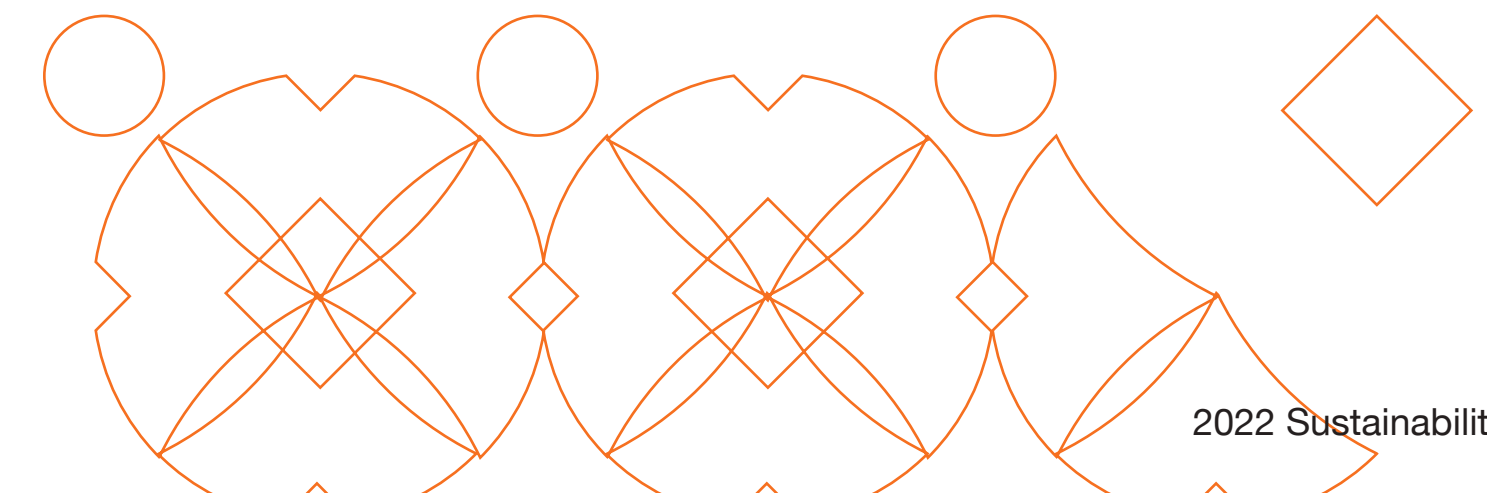
EQUALITY

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



VALUE OF INDIVIDUAL

The value of every single person is a guide for ALEXBANK's routine, which adopts listening and dialogue as tools for continuously improving its relationships with all stakeholders.



2 2.2 BANK OVERVIEW



Art inspired by the environment displayed at The GoodKind Exhibition

STRATEGIC GOALS

ALEXBANK's digital infrastructure, new developments in the fintech ecosystem and big data capacities enable deep insight into the market dynamics and offer innovative solutions that help spread wealth through society. The Bank keeps enhancing its customer experience, increasing transaction efficiency and streamlining access to funds. 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.

The Bank secures individual savings and helps its customers make easy purchases, from traditional transactions to digital purchases, improving the quality of their lives. ALEXBANK advises individuals about the best ways to invest for future needs, including their children's education and retirement service. 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, contributing to the growth of the national economy.

ALEXBANK ESG STRATEGIC GOALS



2022



Move from CSV to ESG

by leveraging our core business to create a sustainable impact.



Elevate environmental stewardship among our employees, clients and the wider community.

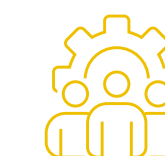


Bank the unBanked through working towards financial inclusion for all segments, including the informal sector.



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

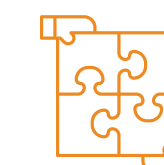
Formalize a more robust risk management system by integrating ESG in the risk framework, which will give a more efficient and secure system.



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



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



Sustainable Business Positioning by catering ESG products & services to support our clients through their transition journeys.



2



2.2 BANK OVERVIEW

LINES OF BUSINESS

Mass Retail and Affluent

ALEXBANK offers modern and convenient financial services to its retail and private customers through the development and distribution of value-based products, services and consumer solutions; and provides comprehensive and competitive banking services efficiently and sustainably.

Micro, Small, and Medium-Sized Enterprises (MSMEs)

The Bank provides financial solutions and access to credit for micro, small and medium-sized businesses aim to improve cash flow and acquire new assets.

Treasury

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

Digital Banking

ALEXBANK provides a complete and accessible banking experience through its digital banking services and mobile application, in addition to the expansion in developing digital corners in the physical branches.

Corporate and Investment Banking

ALEXBANK offers high-quality and sophisticated credit assessments to fit the needs of different corporations working in diversified sectors. The Bank supports clients with cash management, trade finance, credit

assessments complex transactions and growing trade business. The lines of business that serve corporate customers include domestic large corporates and medium-sized corporates, multinational clients, investment banking, financial institutions and transaction banking.

BANK PROFILE

Total Customers	2021	2022	YOY
Retail	1,593,260	1,616,981	1%
Corporate	4,684	4,707	0.5%
SME	4,367	4,840	11%
Small Business	72,439	77,975	8%
Total	1,674,750	1,704,503	2%



Main hall at ALEXBANK’s HQ in Downtown

Bank’s Business Activities	Corporate	Medium Enterprises	Small Business	Retail	Other Activity	Total
Gross income per type of business activity (EGP)	924,480,338	232,359,809	623,140,324	2,883,771,707	3,525,462,579	8,189,214,757
Percentage of the Bank’s overall business	11.29%	2.84%	7.61%	35.21%	43.05%	100%

1. Microfinance is reported under Retail (micro individuals) & SB (micro-enterprises)
2. Other activity refers to treasury and governance.

A woman's strength is demonstrated by how strong her daughter feels.





METHODOLOGY

3.1 DISCLOSURE CONTEXT AND BOUNDARY

3.2 SUSTAINABILITY CONTEXT

3.3 STAKEHOLDER ENGAGEMENT

3.4 MATERIALITY



Jewelry craft by the hands of a young passionate craftswoman.

3 METHODOLOGY

The CSR and Sustainable Development Office coordinates all involved functions of the Bank in the non-financial data collection, according to group's approach to drafting the Consolidated Non-Financial Statement and under the guidance of the ESG forum.

The Bank discloses its ESG performance based on recognized global frameworks, strategic ESG priorities and materiality assessments reflecting its areas of impact and stakeholder preferences to provide a transparent and exhaustive representation of its action on ESG. ALEXBANK measures ESG performance through a set of metrics adopted at the level of the organization. Different departments have metrics based on their internal priorities and areas of work.

HIGHLIGHTS

- Acquired Gender Equity Seal in May 2022
- All internal functions participated in providing the report content
- 25+ External Stakeholders Testimonials throughout the report

3.1 DISCLOSURE CONTEXT AND BOUNDARY

ALEXBANK complies with all legal and regulatory requirements and parent company guidelines on ESG disclosures. The report has been prepared considering the current ESG regulations, including the most recent requirements and guidelines by Intesa Sanpaolo and the Central Bank of Egypt's (CBE) Sustainable Finance Principles.

ALEXBANK's sustainability reporting aligns with the following frameworks and standards either within the content of this report or through standalone statements and annexes as required:

- Global Reporting Initiative (GRI) revised standards.
- United Nations Global Compact (UNGC).
- UN Sustainable Development Goals (SDGs).
- UNEP-FI Principles of Responsible Banking (PRB).
- ISO 26 000.

ALEXBANK adheres to the GRI reporting principles: accuracy, balance, clarity, comparability, completeness, context sustainability, timeliness and verifiability, in addition to the UN's ten principles for Global Compact.

The report's scope is limited to ALEXBANK's offices and branches in Egypt. The reporting period is from January 1, 2022, to December 31, 2022. The report may present certain data and insights bound by those boundaries according to the relevant scope.



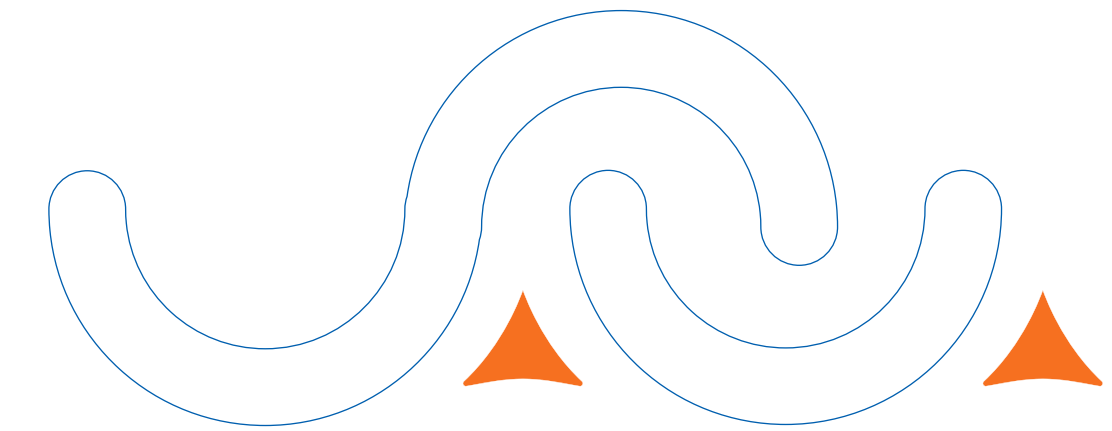
"Alwan" (translating to colors in Arabic) reflecting the bright colors of the glass-blown candle holder.



3.2 SUSTAINABILITY CONTEXT

COP27 has put Egypt at the center of the global sustainability discussion, shedding light on its achievements as much as areas that require stronger and more ambitious action. It reiterated attention to the persistent contrasts that characterize Egypt: poverty and innovation, vulnerability to climate change and rapid expansion of solar energy, gender gap and emerging women leaders.

These contrasts drive Egypt forward and are at the foundation of how local stakeholders embrace sustainability challenges and devise solutions for them. The push for ESG, responsible banking and sustainable finance is as strong as ever, and ALEXBANK monitors all new developments to sustain its leadership and ensure compliance.



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 our parent company Intesa Sanpaolo, which 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.



The Six Principles aim to align the UN SDGs' financial sector activities and align with ALEXBANK's 4-year ESG Strategy (2022-2025) and Intesa Sanpaolo Group's Business Plan for 2022-2025. In 2021, we set up the UNEP-FI working group to proceed with implementing the portfolio impact analysis tool developed by UNEP-FI in order to identify the Bank's most significant impact areas and determine priorities.



ALEXBANK has been a signatory of the United Nations Global Compact initiative since 2014. The UNGC policies are multifaceted, addressing ten universal principles to promote environmental welfare, human rights and ethical practice. 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 Federation of Egyptian Banks (FEB) and its Social Development Steering Committee, and the sustainable finance committee managing and governing major and national developmental projects related to slum areas in Giza and Helwan in addition to the establishment of a flagship school named Eisha w Haweya.



We have been adoptees of the Equator Principles since 2012 and we have implemented the framework for managing the impacts on the environment and on local communities that may arise from financing large projects.



The EGES is a certification awarded to Egyptian companies that aims to promote gender equity and eliminate gender discrimination and practices that hinder the promotion of women in companies following the world Bank gender equity model. The EGES is now institutionalized within the National Council for Women (NCW). ALEXBANK has successfully acquired the certificate in May 2022.



3.2 SUSTAINABILITY CONTEXT

In November 2022, the CBE issued the first of its kind binding Framework of Sustainable Finance and the framework included 6 principles.

1. Include the Bank's sustainable investment and credit policies within the Bank's credit decisions (before October 2023).
2. BoD to follow up on the commitment and execution of the sustainable finance policies and procedures.
3. Set-up an independent department for sustainability and sustainable finance (before April 2023).
4. Sustainability and sustainable finance department to follow up on the requirements.
5. Assign a certified consultant to assess the environmental risks for the large corporate projects (starting July 2023).
6. Prepare and provide the following periodic reports to the CBE's sustainability department.
 - a. Semi-Annual follow up report of the execution of the principles (starting July 2023).
 - b. Quarterly quantitative report on the sustainable finance activities within the credit portfolio (starting July 2023).
 - c. Annual Sustainability Report (starting March 2024).

In May 2022, Egypt issued its climate change strategy, The strategy contains five key goals and sets directions to achieve each objective:

Goal 1:

Achieving Sustainable Economic Growth and Low-Emission Development in Various Sectors

Goal 2:

Enhancing Adaptive Capacity and Resilience to Climate Change and Alleviating the Associated Negative Impacts

Goal 3:

Enhancing Climate Change Action Governance

Goal 4:

Enhancing Climate Financing Infrastructure

Goal 5:

Enhancing Scientific Research, Technology Transfer, Knowledge Management and Awareness to Combat Climate Change

Egypt aims to convert half of its national projects to green ones by 2024 through bonds, and The Ministry of Electricity and Renewable Energy has taken several measures aimed at increasing the contribution of new and renewable energy, which is planned to reach 42% of the total electrical energy produced in 2035.



Ancient Egyptian pillars withholding Egypt's great civilization.

3

3.3 STAKEHOLDER ENGAGEMENT

All ALEXBANK departments have established channels for efficient communication with stakeholder groups they interact with regularly. ALEXBANK also maintains separate channels for engaging diverse internal and external stakeholders to gain realistic feedback and inform its planning, strategy and materiality assessment.

To showcase our stakeholder engagement internally, 7 in depth meetings were conducted with the top management to pinpoint the

management areas of focus and testimonials were collected and spread across the report accordingly. For the external stakeholder engagement, ALEXBANK communicated with selected clients to share their success stories and experience with the bank spanning across large corporate clients investing in renewable energy sources such as Intro Taw and SB & microfinance clients operating in agribusiness. Testimonials were also collected from ALEXBANK’s partners in success to make sure that their opinions are showcased.

LEGEND: TYPE OF ENGAGEMENT

-  **Events and Initiatives**
-  **Consultation**
-  **Information**

Group	Channels	Frequency	Topics and Issues	Topics and Issues			
				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 ▪ Service Now 1	Daily, Weekly, Monthly, Quarterly, Annually, Biannually, Ad hoc	▪ Career development and workplace wellbeing ▪ Healthy and safe working conditions ▪ CommUnityShip ▪ Continuity of business ▪ Awareness and surveys ▪ News and business updates ▪ Compliance ▪ Daily operations ▪ Product and Business Development	▪ Initiatives discussion ▪ Implementation, training, and necessary assessment ▪ Complaints, inquiries and feedback ▪ Compensations & benefits ▪ Regulations announcement ▪ Data management			
Customers 	▪ ATMs and mobile ▪ Internet banking ▪ Ads calls and conference calls ▪ Videos, Emails and in-branch material ▪ Internal or external surveys ▪ Personal meetings ▪ Audit investigations ▪ External visits ▪ Public portal ▪ SMS and social media	Daily,Weekly, Monthly, 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				

3

3.3 STAKEHOLDER ENGAGEMENT

Group	Channels	Frequency	Topics and Issues		Topics and Issues		
					Events And Initiatives	Consultation	Information
Suppliers and Business Partners 	▪ Calls and conference calls ▪ Emails ▪ Handbook ▪ Internal or external surveys ▪ Face-to-face meetings ▪ Virtual meetings	Daily, Weekly, Bimonthly, Monthly, Quarterly, Biannually, Annually, Ad hoc	▪ Complaints resolution ▪ Information security awareness ▪ Supplier assessment and contract conditions ▪ Awareness training ▪ Reviewing and amending policies, processes and work maps across the Banks’ departments ▪ Monitoring and evaluation ▪ World Food Programme ▪ Legal consultancy ▪ Initiatives discussion	▪ Vaccination & early detection campaigns ▪ Branding designs, employees internal & external activities, and gifts & giveaways ▪ System enhancements, feature additions & integrations ▪ Trainings ▪ Surveys & market trends ▪ Regulation updates ▪ External hiring			
Communities and NGOs 	▪ On-ground activations ▪ Formal communications	Monthly, Quarterly, Biannually, Annually, Ad hoc	▪ CSR and social development ▪ Communications and initiatives ▪ UNEP-FI membership	▪ UNGC and supranational reporting (EIB, EBRD, GGF, CBE and Central Agency for Public Mobilization and Statistics) Sustainability publications			
Governments and regulators 	▪ Emails ▪ Calls ▪ Portal ▪ Formal letters ▪ Face-to-face meetings ▪ Virtual meetings ▪ Formal communications	Daily, Weekly, Monthly, Quarterly, Biannually, Annually, Ad hoc	▪ CBE reporting ▪ Compliance with CBE, FRA, GAFI, ACA and MCDR regulations ▪ Egyptian Banking Institute ▪ Ministry of Manpower & Immigration ▪ Ministry of Health ▪ CBE audits ▪ CBE initiatives	▪ Updates on products and services ▪ Garnishments and seizures ▪ Approval of new products, insurances and salary taxations ▪ Permits & initiatives			
Shareholders, Investors 	▪ Reports, calls, meetings and all types of internal engagements	Dail, Weekly, Quarterly, Ad hoc	▪ Legal consultancy ▪ Streamlining ▪ Processes	▪ Ensuring the corporate governance rules and regulations ▪ Group rules engagement			

3 3.4 MATERIALITY

ALEXBANK's materiality assessment is aligned with GRI standards and is strongly driven by the UNEP-FI portfolio impact assessment tool. The Bank's material topics closely resemble the group's material topics but are adjusted to reflect the local context. Following previous comprehensive materiality assessments, the material topics featured in this report have been updated to reflect the most significant changes in impact areas and high-level priorities during the past year.

MATERIALITY ASSESSMENT

Regular Materiality Assessment allows the Bank to direct its ESG and business strategies and initiatives, cater to stakeholder needs, and align with national and international priorities. The assessment has been conducted in line with Intesa Sanpaolo Group's guidelines and the updated 2021 GRI Sustainability Reporting Standards and informed by multiple sources of data and insights. The Bank applies a double and dynamic materiality approach to reflect the significance of its material topics in terms of their impact on the business; and the Bank's impact on the economy, the environment and people, recognizing impact as both relatively stable and continuously evolving. The assessment included four phases as follows:

UNDERSTANDING THE CONTEXT

Trends across the financial sector have informed a broader overview of the context, global sustainability issues, parent company and the Bank's strategic priorities, Egypt's current priorities and top impact sectors; and the requirements and guidelines of the Central Bank of Egypt.

IDENTIFICATION OF ACTUAL AND POTENTIAL IMPACTS

Individual interviews were conducted by an independent consultant with selected representatives of internal and external stakeholder groups to obtain their feedback and gather qualitative insights. Interview results were recorded and transcribed. External impacts have been collected based on sectoral ESG material topics and the previous year's assessment informed by the UNEP-FI portfolio impact assessment tool.

ASSESSING THE SIGNIFICANCE OF IMPACTS

For external impact areas, ALEXBANK has engaged an external consultant to rate positive and negative impacts, stakeholder inputs, available ESG data, risk assessments and the operational framework of the Bank provided the basis for the likelihood of negative impact and occurrence. Stakeholder feedback, customer and employee retention, ESG-related initiatives and activities, strategic priorities, and donations provided the bases for positive impact likelihood. The negative impacts were also rated concerning the severity, and positive impacts were rated regarding their scale and scope. The positive and negative impacts were scored separately. The scoring scale was as follows: minor (0), low (1), moderate (2), significant (3), high (4), and very high (5).

For impacts of material topics on business, we asked top management to select their most important material topics from the list of current and prospective topics (before topic grouping). We also asked them to discuss the significance of diverse ESG issues for the Bank. Based on each interview, the following scale was used for the scoring: no reference to the specific material topic (0), contextual reference (1), single reference with no detail (2), several explicit references (3) multiple references and in-depth elaboration (4), top material topics list based on prioritization exercise (5).



The craft of calligraphy paving its lines on paper.

FINAL PRIORITIZATION AND VALIDATION OF MATERIAL TOPICS FOR REPORTING

The rating resulted from the positioning of material topics across the X (in-out impacts, or impacts on the society, economy and the environment) and Y (out-in impacts or financial impact) axes. The impact scores were further adjusted based on the feedback from the Bank's ESG managers to reflect the relative topic significance better and consider specific changes that occurred within the Bank during the past year that may not have been fully captured during the previous phases. The final list of topics reflected in the materiality matrix and their positioning have been further verified, validated and approved by ALEXBANK's top management and ESG managers.

3 3.4 MATERIALITY

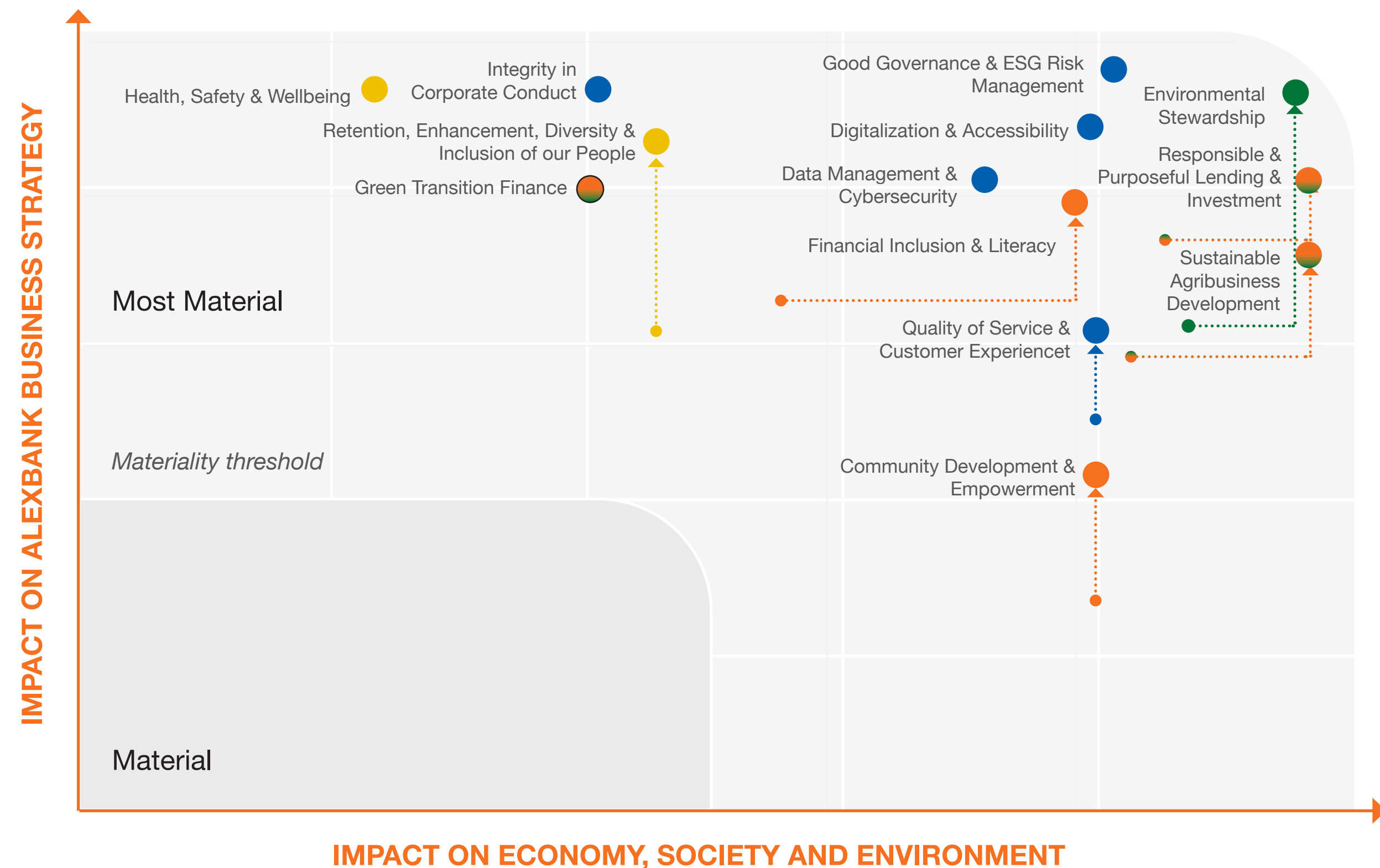
MATERIALITY MATRIX

The materiality matrix presents the positioning of **ALEXBANK's** material issues concerning the impacts on the economy, society and environment; and the level of priority of each for the Bank and the Intesa Sanpaolo Group, also intended as the financial impact on the Bank.

Topic Group		Topics Dynamics	
●	Governance	○	New Topic
●	Prosperity	○	Updated Topic
●	Planet	→	Position change from 2021
●	People		

This materiality matrix reflects our understanding of the importance of each topic to the economy, society and the environment; and their impact on business success. Top material topics have been grouped into four key groups:

People, Prosperity, Planet & Governance.



Green & Orange topic groups have mixed impact that tackles both the Planet & Prosperity Pillars

Horizontal movement refers to an impact increase on the Economy, Society and Environment

Vertical movement refers to an impact increase on ALEXBANK's business strategy

For further details on our material topics' descriptions, please refer to [ALEXBANK 2021 Sustainability Report](#) (page 43)

3

3.4 MATERIALITY

LIST OF MATERIAL TOPICS 2021 VERSUS 2022

 New Topic

 Updated topic title

 Change in score/ranking

 No change from 2021

Pillar	2021 Material Topics	2022 Material Topics	Status	Rationale: Change from 2021 to 2022
	Environmental Stewardship	Environmental Stewardship		This topic gains significance in terms of its impact on the business strategy, relevance to stakeholders and alignment with Intesa Sanpaolo Group's Strategy and targets. ALEXBANK focuses on achieving resource efficiency, advancing environmental management systems and reporting; and reducing its operations' overall carbon footprint and resource consumption.
	Good Governance and Risk Management	Good Governance and ESG Risk Management	 	This topic has been updated to include ESG Risk Management as a pillar within the Bank's risk management policies and procedures. In 2022, the Bank established the <i>ALEXBANK Policy for the Governance of ESG Risks</i> . The topic gains significance in terms of its impact on the Bank's business strategy and external impacts.
	Digitalization & Accessibility	Digitalization & Accessibility		This topic gains significance from national and internal contexts across the Bank's operations and business strategy. It is reflected across several other material topics, including Financial Inclusion, Quality of Service and Customer Experience.
	Data Management & Cybersecurity	Data Management & Cybersecurity		The significance is also in terms of external contexts and their important concerning topics gaining national momentum, such as financial inclusion and the digitalization impacts of payment systems and operations.
	Integrity in Corporate Conduct	Integrity in Corporate Conduct		This topic remains of high significance to ALEXBANK. Following ISP Group's guidelines and framework for ethical operations and integrity in corporate conduct is a non-dynamic topic.
	Quality of Service & Customer Experience	Quality of Service & Customer Experience		This topic remains of high significance and impact on both the Bank's business strategy, market presence and success; as well as on the Bank's stakeholders and their demand for better, higher quality products and services; in addition to advanced digitalization solutions and services, and considering services accessibility for all our customer groups.
	Community Development & Empowerment	Community Development & Empowerment		This topic has always been at the core of ALEXBANK's identity. Throughout the years, this topic has significantly impacted not only the Bank's external stakeholders but also the Bank's strategic market position and business strategy.

3 3.4 MATERIALITY

+ New Topic

↻ Updated topic title

↗ Change in score/ranking

✗ No change from 2021

Pillar	2021 Material Topics	2022 Material Topics	Status	Rationale: Change from 2021 to 2022
	Financial Inclusion and Literacy	Financial Inclusion and Literacy	↗	This topic gained significance in terms of heightened national priorities and increased focus by the Central Bank of Egypt through the new mandate; and financial inclusion and literacy initiatives introduced in 2022. It is a focus area from a national context as well as from a business strategy and social impact development priority action area. Innovating in digital solutions and advancing accessibility for our customer groups is also contributing to the increased significance of this topic.
	-	Green Transition Finance	+	Aligning with national priorities, ALEXBANK is committed to supporting the transition to a low-carbon economy by facilitating environmental projects and supporting the supply and demand of low-carbon products and services.
	Retention, Enhancement, Diversity & Inclusion of our People	Retention, Enhancement, Diversity & Inclusion of our People	↗	This topic gains significance in terms of its impact on the Bank's business strategy and success. ALEXBANK is focusing efforts on advancing the inclusion of its stakeholders across the Bank.
	Health, Safety, and Wellbeing	Health, Safety, and Wellbeing	✗	The health, safety and wellbeing of our stakeholders and employees are never to be compromised, and this is a core, consistent material topic.
	Sustainable Agribusiness Development	Sustainable Agribusiness Development	↗	This topic gains significance in terms of its external impacts, with an increased focus on the social impact and the environmental impact sides (seen in green projects' financing related to agribusiness operations).
	Responsible & Purposeful Lending and Investment	Responsible & Purposeful Lending and Investment	↗	This topic gains significance and higher importance every year. Responsible and purposeful lending includes social and environmental development impact areas on which ALEXBANK is strategically focussing. Financing National environmental projects, microfinancing green projects (including agribusinesses) and circular economy solutions are also topping the agenda.

For further details on our material topics' descriptions, please refer to [ALEXBANK 2021 Sustainability Report](#) (page 43).



3.4 MATERIALITY

SIGNIFICANT VARIATIONS VERSUS PREVIOUS YEARS

Last year's assessment was explicitly focused on the in-out materiality prioritized by GRI Sustainability Reporting Standards. This year, ALEXBANK refocused on double materiality to ensure further alignment with the Intesa Sanpaolo approach, taking into consideration the impact assessment conducted last year in accordance with the GRI Standards.

In 2022, ALEXBANK assessed the significance of the identified material topics in 2021, on its strategic business performance, by engaging with the Bank's top management and key external and internal stakeholders guiding the Bank's ESG performance. During the assessment, ALEXBANK was able to detect slight changes in terms of the positioning of the topics across both the x-axis (impact on Economy, Society and Environment) and the y-axis (Impact on ALEXBANK's Business Strategy). The positioning of the topics in the previous year was guided by the impact scorings assigned to each topic based on the impact assessment conducted, as well as the outcomes of the 2021 stakeholder engagement process.

The main changes identified in 2022 include the new topic "Green Transition Finance" which is becoming a strategic national priority, and through which ALEXBANK aims to expand its products and services in the coming years, while aligning to the ISP Group's 2022-2025 Business Plan. Another updated topic is "Good Governance and ESG Risk Management" which emphasizes the Bank's ongoing focus on integrating ESG risk management within its corporate risk management system and procedures. This is reflected through the newly established ALEXBANK Policy for the Governance of ESG Risks. Other topics have slightly risen to prominence (specifically with regard to their impacts on the Bank's business strategy) including "Community Development and Empowerment", "Environmental Stewardship", "Sustainable Agribusiness Development" and "Retention, Enhancement, Diversity, and Inclusion of our People", and "Responsible and Purposeful Lending".



The sunset of El Quseir painting the skies behind the silhouettes of its greenery.



Education is a child's strongest protection shield.



GOVERNANCE

- 4.1 GOOD GOVERNANCE & ESG RISK MANAGEMENT
- 4.2 INTEGRITY IN CORPORATE CONDUCT
- 4.3 QUALITY OF SERVICE AND CUSTOMER EXPERIENCE
- 4.4 DIGITALIZATION & ACCESSIBILITY
- 4.5 DATA PRIVACY AND CYBERSECURITY
- 4.6 HORUS PROGRAM



Merging the impact of crafts with environmentally-friendly material.

4 GOVERNANCE

ALEXBANK consistently invests in the governance framework as an essential foundation for its long-term success. The Bank's governance framework is built upon effective board oversight, strong policies and efficient procedures facilitated via streamlined communication, internal controls, strategy, metrics and reporting.

4.1 GOOD GOVERNANCE & ESG RISK MANAGEMENT

The Bank's governance framework has been enhanced to improve the integration of ESG KPIs into its core performance metrics and ensure holistic risk management. Intesa Sanpaolo provides ALEXBANK with a suite of training modules, policies and guidelines that help in shaping a solid and transparent governance approach and tackle risks in an informed and tailored way.

In 2022, ALEXBANK has conducted a continuous review and significant development of its Corporate Governance framework to meet the standards by leading professional bodies and regulatory authorities. The standards of corporate governance and in particular, those defined by Central Bank of Egypt and other regulatory bodies, are fundamental in supporting ALEXBANK to facilitate better execution of activities and creating sustainable shareholder value, without overlooking the interests of other stakeholders in the Bank and the business community. During 2022, due diligence has been made to our Corporate Governance Framework in terms of introducing necessary amendments to our Article of Association, Corporate Governance Code, process map for board meetings and committees board assessments. The main updates were introduced as per the New CBE Banking Law 194/2020 stipulations, successfully reflecting the change in capital increase and shareholders structure.

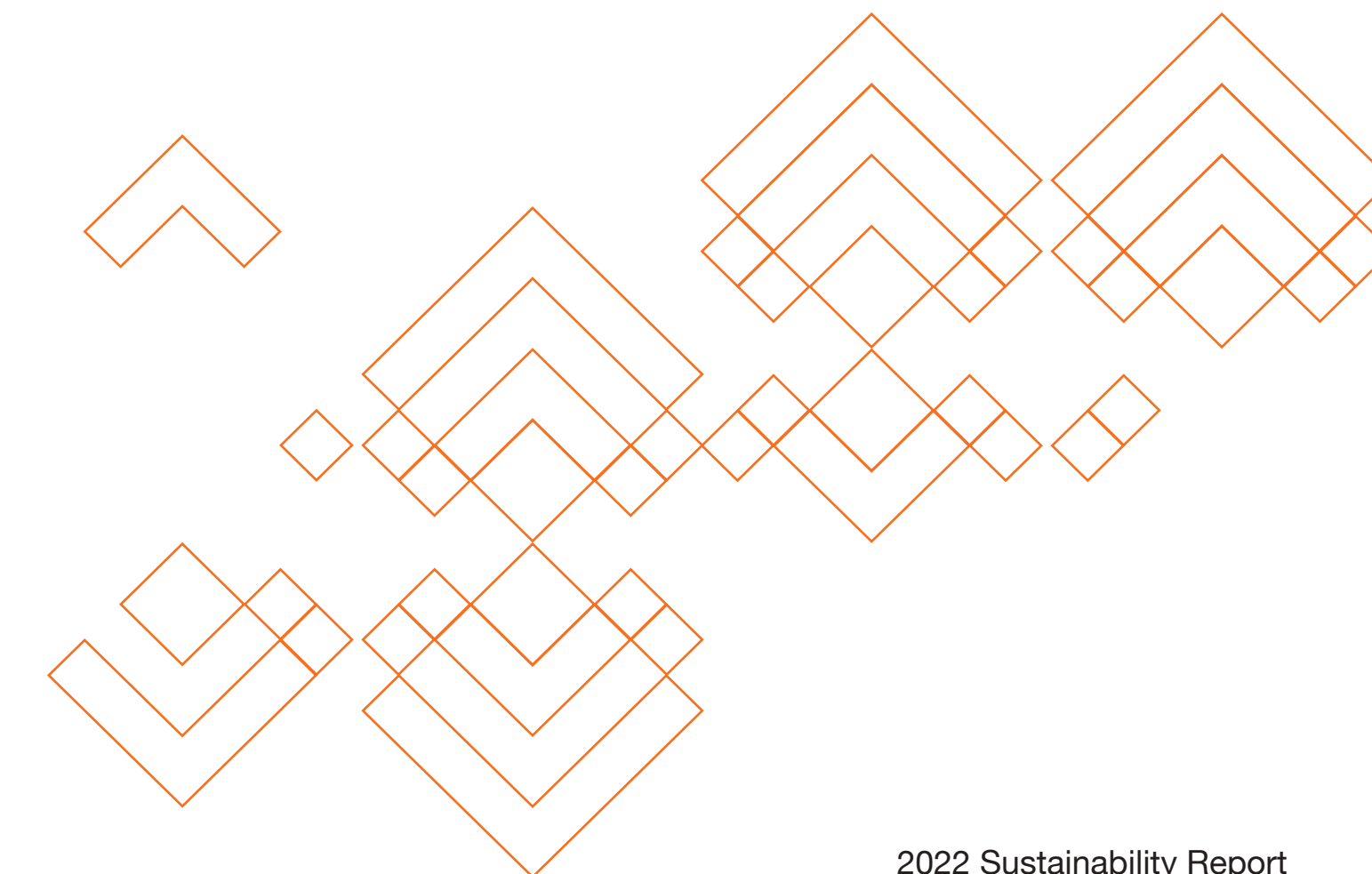


ALEXBANK is building a diversified and localized risk culture that reflects the nuances of various industries and sources of risk. We aim to ensure a highly accurate and effective model that can be applied within the Bank, considering available data and capacities. We strive to expand the knowledge on our ESG risk model to all bank employees to maximize their role in dealing with multiple risk types the Bank is exposed to. We also ensure to carefully pace the implementation of new requirements and good practices to avoid lock-ins while staying up-to-date with external changes via an expanded and refined cross-cutting approach.

- Ahmed Magdy, Chief Risk Officer

HIGHLIGHTS

- 29 Renovated branches and systems
- 145 Enhanced ATMs for PWD accessibility
- 30% Increase in active customers over 2021
- 167% Increase in deposits online booking from 2021
- 70% Increase in ALEXBANK points transactions redemption
- 43% E-ratio for deposit units in 2022





4.1 GOOD GOVERNANCE & ESG RISK MANAGEMENT

ESG INTEGRATION INTO PERFORMANCE SCORECARDS

ALEXBANK has successfully integrated ESG in performance scorecards through a strategic KPI adopted in line with ISP to all managerial population of all of its subsidiaries. This was aimed at assembling all parties in the understanding and achievement of such essential KPI that included different environmental, social and governmental aspects; and also the diversity and inclusion principles. Year 2022 was also insightful to include evaluation drivers that each function is going to be assessed upon. With the collaboration of CSR & Sustainable Development and HR, this KPI was introduced in the ESG forum to help in the articulation and work on different aspects of implementation with the responsible business lines.



ESG integration into
performance scorecards



The localization of
ALEXBANK's policy
for the governance of
Environmental, Social, and
Governance risks



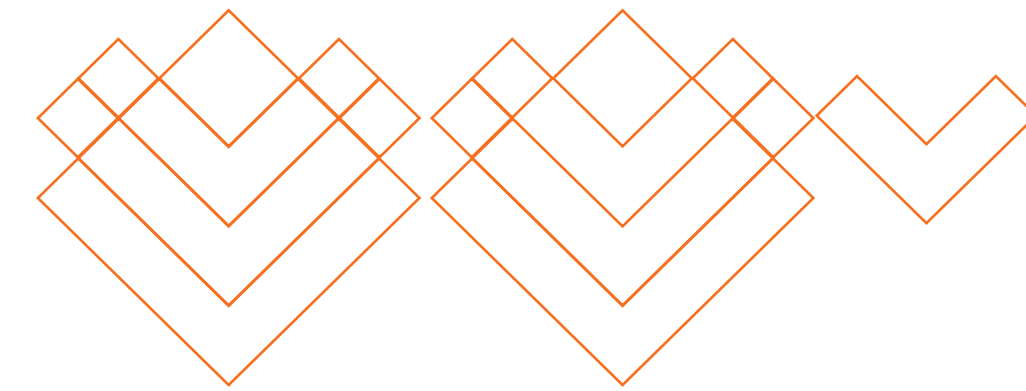
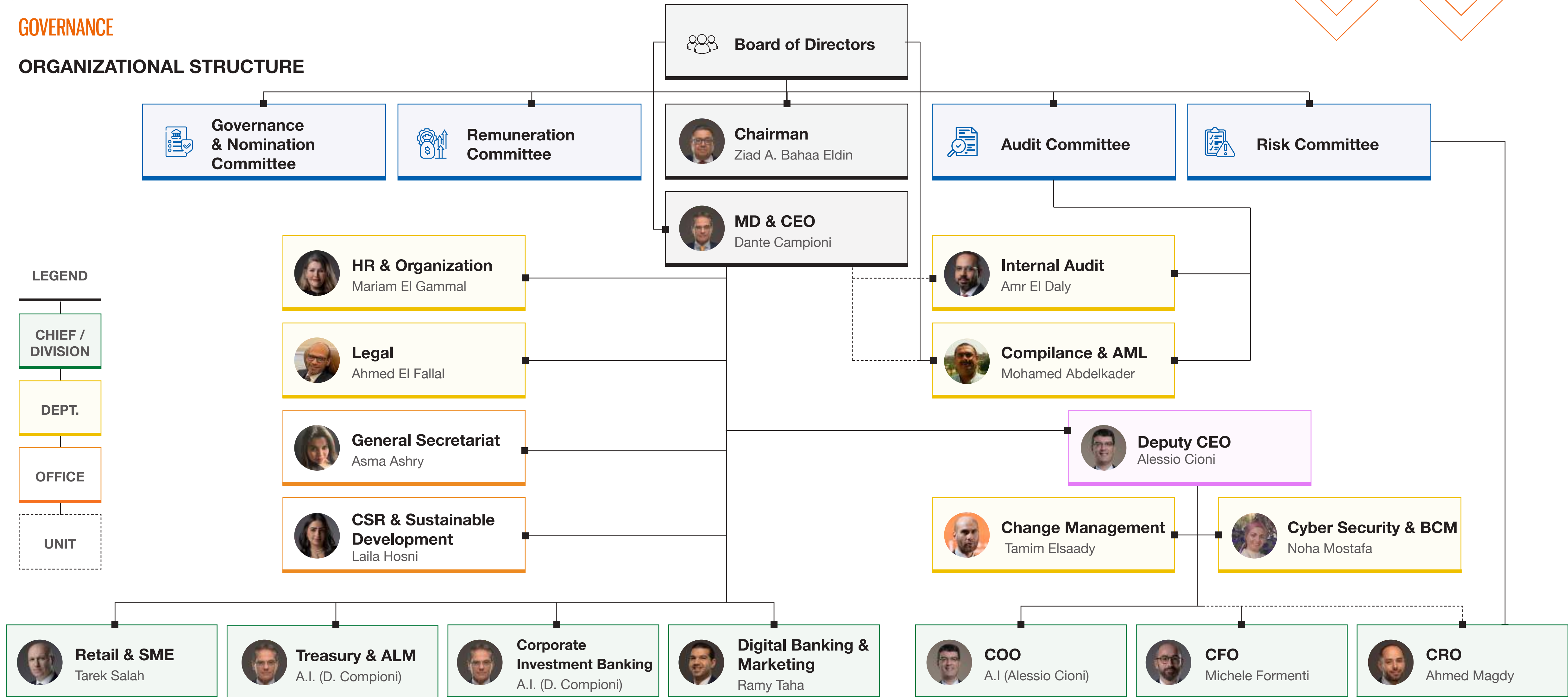
Logo captured at the heart of ALEXBANK's HQ in Downtown.

4

4.1 GOOD GOVERNANCE & ESG RISK MANAGEMENT

GOVERNANCE

ORGANIZATIONAL STRUCTURE





4.1 GOOD GOVERNANCE & ESG RISK MANAGEMENT

BOARD OF DIRECTORS

The Board of Directors is the highest authority of ALEXBANK, with a mission of overseeing the Bank's operations and financial performance, providing the Bank with the strategic approach and maintaining the integrity and compliance needed to operate on optimal performance.

In 2022, ALEXBANK welcomed three new members to its Board of Directors. Mr. Carlo Persico and Mr. Stefano Cozzi as Non-Executive Board Members representing ISP and Mr. Alessio Cioni as Executive Board Member representing ISP, with witnessing the end of Mr. Gianluca Corrias and Mr. Alessandro D'Oria's terms.

Board Composition



Dr. Ziad Ahmed Bahaa El-Din
Non-Executive Chairman
Representing ISP



Mr. Carlo Persico
Non-Executive Board Member
Representing ISP



Mrs. Alessandra Alcesi
Non-Executive Deputy Chair
Representing ISP



Mr. Stefano Cozzi
Non-Executive Board Member
Representing ISP



Mr. Dante Campioni
Managing Director and Chief
Executive Officer



Mrs. Sherine Hamed El Sharkawy
Non-Executive Board Member
Representing the Ministry of
Finance



Mr. Alessio Cioni
Executive Board Member
Representing
ISP & Deputy CEO



Dr. Ehab Mohammed Hassan Abouaish
Non-Executive Board Member
Representing the Ministry of
Finance



Mr. Gianfranco Pizzutto
Non-Executive Board Member
Representing ISP

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

STRUCTURE OF THE BOARD OF DIRECTORS

ALEXBANK's board composition maintains a balance between executive members (not more than two) and non-executive members (at least two independent non-executive members). The board shall include at least two female members, per CBE's Banking Law 194/2020 & Corporate Governance Principles. The Bank has also removed the possibility of assuming the positions of the Chairperson & the CEO by the same person. ALEXBANK introduced its policy on Corporate Governance Code to regulate relevant issues, including the composition, competence and procedural rules of the Board of Directors and its Committees, fully in line with the New CBE Banking Law 194/2020. The Bank also established its policy for the regulation of managerial committees that sets out the context and procedural rules, which are common to all of the Management Committees, while also providing specific features of single committees. The Bank also updated its Article of Association and Commercial Register to reflect the change in the Capital and Shareholder Structure.

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, Chairman and the Board of Directors.

BOARD MEMBERS REMUNERATION:

The remuneration of the Non-Executive Board members (i.e. attendance allowance/other benefits) shall be defined annually by the General Assembly. The Board of Directors shall determine the remuneration, salary, allowances and other benefits any of the managing directors in accordance with the rules and procedures established by the Board of Directors, and then duly ratified by the Bank's General Assembly.



4.1 GOOD GOVERNANCE & ESG RISK MANAGEMENT

COMMITTEES

Board Committees

As a part of ALEXBANK's newly added and established policies, following CBE Corporate Governance principles, and the incorporation of ESG within its risk management, the following changes and responsibilities were added to the Board Committees:

Risk Committee

As per the CBE Banking Law 194/2020, the Risk Committee is to support the Board of Directors in approving/examining proposals associated with a Recovery Plan, including a number of assumed major events which may be witnessed by the banking system or the Bank and the possibilities of its exposure to financial problems affecting its solvency, liquidity, or profitability. The committee shall support the Board as well as supervise and follow up on the executive management's compliance with the Recovery Plan. The Committee is to ensure that the executive management of the bank periodically review the value of the collateral offered by customers against the finance and credit facilities extended to them. This is in addition to specifying the measures to be taken against any decrease in these values and reporting this decrease to the Bank's Board of Directors for decision; The Committee's decision-making regulations were amended in line with the CBE Corporate Governance principles as well. With regard to ESG risk management, the Risk Committee supports the board of directors in the exercise of its functions. In this framework, the Risk Committee is notified in advance about the ESG risk management related issues indicated within the roles and responsibilities of the Board of Directors.

Remuneration Committee

In light of CBE's Corporate Governance Principles, the Committee independently assesses the remuneration principles, supports

the Board of Directors in supervising the implementation of the remuneration rules, and ensures the involvement of the competent bank's functions in the process of preparation and control of the Remuneration and Incentive Policies. In addition, the Committee's decision-making regulations were amended in line with the CBE Corporate Governance Principles to raise the Committees' convening frequency.

Governance & Nominations Committee

The Committee's decision-making regulations were amended to be aligned with CBE Corporate Governance principles.

Audit Committee

As per the CBE Banking Law 194/2020, the Audit Committee's responsibility is to ensure that the executive management of the Bank periodically reviews the values of the collateral offered by customers is shifted to the Risk Committee. However, the Committee is responsible for amending decision-making regulations in line with the Corporate Governance principles as well. The Board of Directors may appoint a fourth member, after obtaining the approval of the CBE Governor, to support the Committee in the performance of its tasks and contribute to a sound decision-making process.

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 areas. No changes were introduced to the management committees' responsibilities during 2022. Read more on their general roles within the Bank's structure in [ALEXBANK Sustainability Report 2021](#), page 19.

Executive Management Committee (EXCO)

Credit Risk Governance Committee (CRGC)

Credit Committee (CC)

Problematic Assets Committee (PAC)

Assets & Liabilities Management Committee (ALCO)

Operational Risk Committee

Change Management Committee (CMC)

Internal Controls Coordination Committee (ICCC)

Tender Committee



4.1 GOOD GOVERNANCE & ESG RISK MANAGEMENT

ESG JOURNEY

Mid 2021 marked the beginning of the efforts
towards the transition from CSV to ESG

JUL - DEC
2021

2018

2019

2020

2021

2022

2023

2024

2025

ESG Framework
Implementation

CSR & SD strategy (transformation from CSR to CSV)

Intesa Sanpaolo Group as well as ALEXBANK's growth strategy aim at nurturing solid economic, financial, social and environmental values.

ALEXBANK believes that corporate success and social contribution are interdependent. This was reflected in ALEXBANK's CSR & SD strategy and the approach was founded on the belief that corporations can create shared value by using their core business in ways that contribute to both social progress & economic success.

ESG strategy (Transformation from CSV to ESG)

In light of the growing attention and continuous requirements from all stakeholders to focus on the integration of ESG parameters in ALEXBANK's business management model & processes as reflected by the parent company's strategy for ESG integration and the consideration of ESG as a key component of the business plan.

- 1. Appointment of the deputy CEO as the ESG manager** acting as the main focal point for all ESG projects with ISP & ISBD.
- Adaptation of our organizational structure: setting up of a dedicated governance body **"ESG Forum"** endowed with the necessary authorities to steer our ESG strategy.
- Ongoing **gap assessment of ESG requirements and trends** to identify the bank's ESG strategic objectives and priority areas.



4.1 GOOD GOVERNANCE & ESG RISK MANAGEMENT



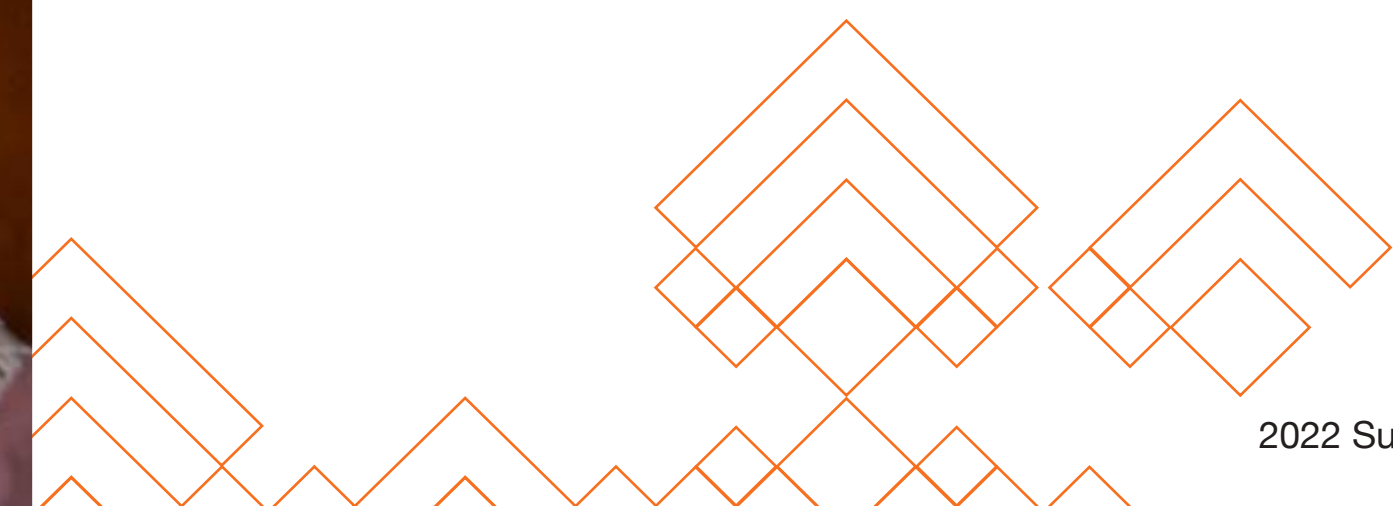
During Marco Rottigni's, Chief of International Subsidiary Banks Division at ISP, CSR visit to Bagaweeet project in El Quseir.



“

We continue to put our People first in everything we do, through value creation and innovation for people, businesses and communities. Beyond our direct impact, we learn to see and manage the far-reaching indirect impact of our services, initiatives and decisions. ALEXBANK is committed to become a leading bank in the agribusiness sector supporting financial literacy and financial inclusion. We have been refining its ESG vision by building continuous connections: between people and services, between communities and investments, and between profit and planet. This year we have been honoured by being part of significant projects covering health, education, craftsmanship, financial inclusion and beyond.

- Alessio Cioni, Deputy CEO & ESG Manager





4.1 GOOD GOVERNANCE & ESG RISK MANAGEMENT

ESG RISK MANAGEMENT

ESG FORUM

The ESG Forum acts as the highest governance body entrusted to define and make decisions for the Bank regarding its Environmental, Social, and Governance (ESG) approach. This management framework allows the Bank to operate sustainably and responsibly. It collaborates on the identification of sustainability issues (ESG) and ensures the availability of adequate required resources for the ESG strategy implementation. In addition, the forum collaborates, taking into account the objectives of solid and sustainable creation and distribution of value for all stakeholders, forming the definition of strategic guidelines and sustainability (ESG) policies. The Forum is responsible for promoting common and consistent communication on ESG issues and to identify training and capacity-building needs to diffuse ESG awareness.

For more information about the ESG Forum please refer to Sustainability Report 2021 (p.47)

GOVERNANCE OF ESG RISKS

Putting its long-term strategic goal of forming a more robust risk management system and following ISP's guidelines, ALEXBANK has succeeded in formalizing its localized ESG policy for the governance of Environmental, Social, and Governance Risks. The policy regulates the ESG risks that ALEXBANK may be exposed to by establishing the responsibilities and obligations of the Corporate Bodies' Internal Governance entities, as well as the major Intesa Sanpaolo Corporate Functions as a Bank and parent company.

Overall, the policy aims to foster a risk-aware culture in ALEXBANK, focused on encouraging sustainable behavior and integrating ESG aspects into risk management processes, knowing that they contribute to the long-term sustainability and achievability of the Bank's vision, as well as the creation of value in the interests of all internal and external stakeholders.

ALEXBANK is abiding by the group's rules for the classification of sustainable credit products and lending transactions, with these rules promoting greater internal and external transparency with respect to products and transactions considered sustainable.

Related policies and principles issued or updated during 2022 in support of ALEXBANK's purposeful lending target:



Financial Risk Portfolio Policy



Reputational Risk Policy



Credit Policy



ICT Risk Management Policy



Risk Appetite Framework Policy



Rules Concerning the Equator Principles



Sustainable Credit Products & Lending Transactions

ESG RISK GOVERNANCE MACRO-PROCESSES

ALEXBANK follows Intesa Sanpaolo Group's risk governance process, which is broken down into the following phases:



Identification

Identification and description of ESG risk factors and related risks, including the ones in terms of transmission channels, with particular reference to climate and environmental risks.



Assessment & Measurement

Determination of exposure to ESG risks.



Monitoring & Control

Monitoring the evolution of exposure to ESG risks on an ongoing basis.



Mitigation

Containment of ESG risks through appropriate actions and strategies aimed at reducing the severity of the impact of such risks.



Communication

Provision of appropriate information flows to allow adequate transparency and knowledge about exposure to ESG risks.



4.1 GOOD GOVERNANCE & ESG RISK MANAGEMENT

ALEXBANK is working on a qualitative assessment, adopted from ISP, to give a perspective on favorable and less favorable business sectors in ESG assessment for credit transactions. The objective of this assessment is to identify the sectors and sub-sectors most affected by climate change and ESG risks, through financial materiality analysis. The result represents business sectors according to their exposure to ESG risk factors.



Under one of ALEXBANK's previous projects of beautifying Tunis Village, Fayoum.

Credit Risk

The Bank considers climate and environmental risk factors in assessing the creditworthiness of counterparties and in the credit granting process, ensuring their monitoring within its own portfolios.

Reputational Risk

Through the ESG & Reputational Risk Clearing process, ALEXBANK assesses potential ESG and reputational risks associated with business operations, major capital budget projects and the selection of the bank's suppliers/partners. It also monitors its online reputation by integrating specific assessments of events related to environmental risks/climate change and considers specific scenarios related to ESG and climate issues in the list of scenarios assessed by senior management as part of the Reputational Risk Assessment process.

Liquidity Risk

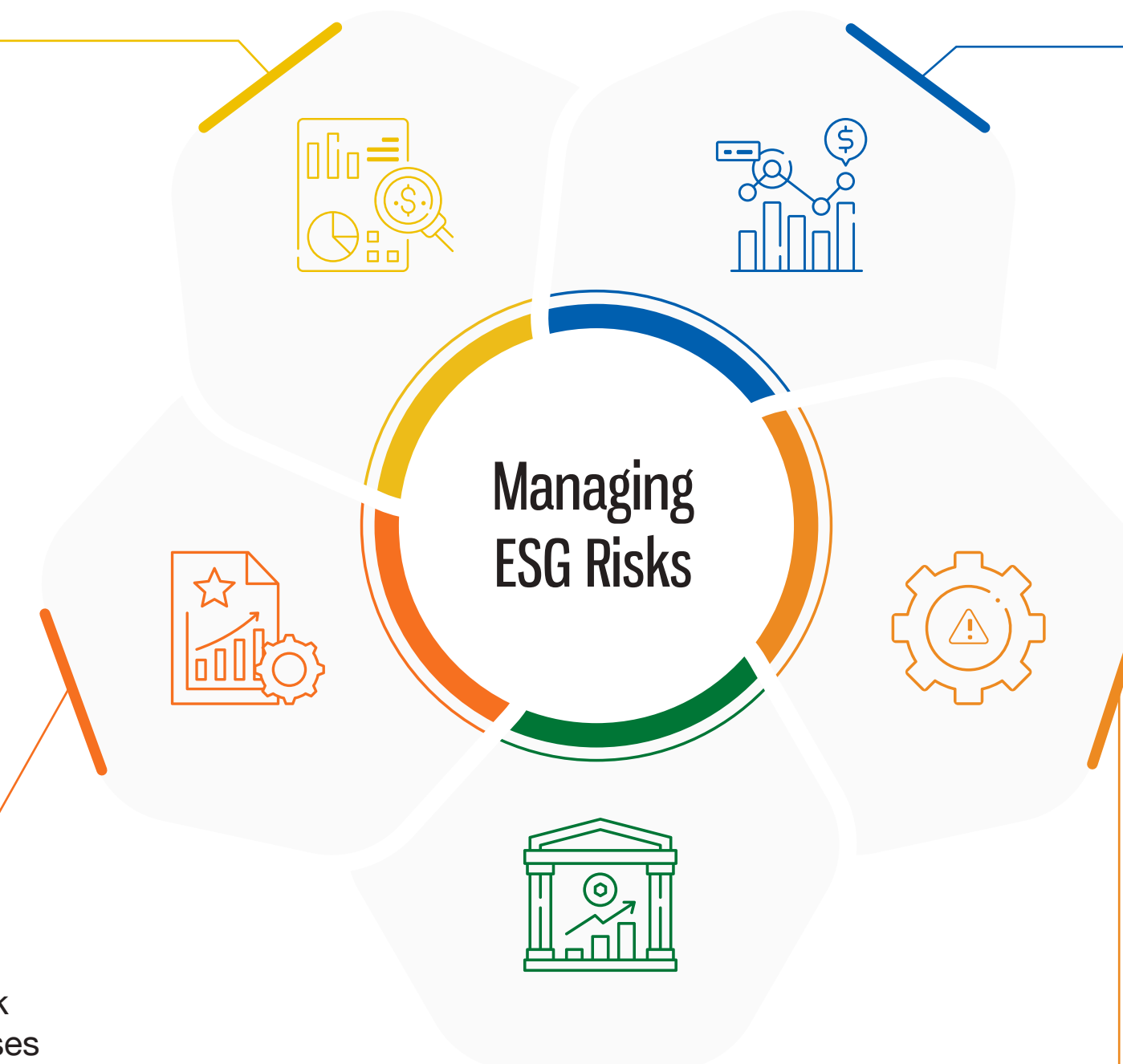
Identifies climate and environmental risk factors that could adversely affect the bank's liquidity positions in conjunction with the bank's qualitative assessments at the sector, sub-sector and counterparty levels using the classifications developed for all key analyses relevant to liquidity risks.

Market Risk & Financial Instruments

Analyses and monitors market prices and liquidity of financial instruments to identify possible evidence of climate and environmental risk factors and classifies current positions subject to market risk using ESG indicators available internally and externally.

Operational Risk

ALEXBANK assesses the possible losses deriving from damage of any of its properties that can cause possible interruptions to its operations and possible legal liabilities by means of specific risk scenarios dedicated to climatic and environmental risks and assesses the impact of physical risks associated with IT centers, identifying alternative locations for the case of disaster recovery.





4.2 INTEGRITY IN CORPORATE CONDUCT

ALEXBANK maintains an unparalleled commitment to integrity in corporate conduct. The major revision of policies and provisions conducted in 2022 has further enhanced the Bank's anti-corruption measures with a precautionary mindset, while the Bank's employees were trained on up-to-date group's policies and guidelines. In 2022, the Bank adopted an updated operating rulebook for managing compliance macro-processes, as well as an updated compliance policy and rulebook.

ETHICS, INTEGRITY AND COMPLIANCE

ALEXBANK established and updated multiple policies and guidelines in 2022, following ISP's commitment to establishing a strong ethical environment and operations for all stakeholders. No incidents were reported related to bribery or money laundering in 2022. ALEXBANK follows the group's rules for combatting sexual harassment and does not tolerate any kind of harassment, sexual harassment, whether committed or attempted, while constituting the breach of these internal rules in addition to the Principles of Human Rights, the Code of Ethics, the Group's Internal Code of Conduct and the Diversity & Inclusion Principles.



0 Cases

Bribery or Money Laundering in 2022

In 2022, the Internal Audit Department released its service level agreement (SLA) to measure and control cycle time of core services provided by the Internal Audit Department to ALEXBANK and is currently in the process of releasing its Audit Manual. The department conducted 30 awareness sessions to train ALEXBANK's employees and enrich their information on high-risk issues and their mitigation processes. Following ISP's internal audit function, the head of the Internal Audit ensures the ability of the department to work in an unbiased manner, in terms of the audit selection, scope, procedures, frequency, timing and report content. The department reports quarterly on technical investigations and issues; and prepares an annual report, aggregating the outcomes of all its activities. In case of incidents and non-compliance cases, the department promptly informs the Managing Director and CEO, the Board of Directors, the Audit Committee, and the Surveillance Body under the Legislative Decree 231/01.

LEGAL INFLUENCE & CONTROL ROLE

In-light of the CBE's guidelines and instructions, the legal department nowadays plays a wider range role in ALEXBANK to maintain the legal control across the bank and ensure that all ALEXBANK's legal aspects are in compliance with the local and international laws, in order to safeguard the rights of the Bank, customer protection, employees and shareholders; in this context, the legal department is exercising a bunch of procedures to ensure legal risk mitigation:

- review all of the bank's policies
- provide ALEXBANK management and employees with accurate legal opinions
- draft all the bank contracts, application forms and agreements
- handle effective litigation
- review all the Bank's products criteria
- periodically update ALEXBANK's top management & employees with the newly issued laws
- handle the Bank's internal investigations with employees breaching policies and provide the Bank's BOD with a semi-annual report on such investigations with violation analysis



Dream Art Exhibiton visitors mesmerized by the masterpieces hand-drawn by marginalized children.

**GRI 2-23,
2-25, 402-1**



4.2 INTEGRITY IN CORPORATE CONDUCT

The following policies related to the integrity of conduct have been added or updated during 2022:

ALEXBANK Rules Regarding Disavowals of Unauthorized Payment Transactions

The Bank rules are aiming at encouraging the adoption of a unified approach to the management of disavowals of unauthorized payment transactions, in line with the regulatory provisions regarding payments.

Group Operating Rules For Managing Compliance Macro-Processes (Compliance Rulebook)

The updated Group document refers to the revamps on the AML Risk assessment activities and operating model, diffusion activities of AML training initiatives, the updated process for reporting Compliance/AML Tableau de Board and updated Annexes related to Compliance/AML information flows.

ALEXBANK Rules for the Management of the Relationships with the Supervisors and the Regulatory Authorities

The rules introduce the definitions and scope of supervisory and resolution authorities; the model for managing the relationships with the supervisory, resolution and regulatory authorities, Bank structures (pivot structures and functional structures) roles and responsibilities; the strategic and coordination activities.

ALEXBANK Policy for the Governance of Regulatory Reporting

The Bank policy explicates its activities on financial instruments markets and on money markets with the obligations to report to the Supervisory Authorities.

Group Guidelines On The Governance Of Regulatory Reporting – Non-Financial Reporting – Financial And Money Markets Area

The Said Group Guidelines are affected by the European and US regulations reporting obligations for areas of:

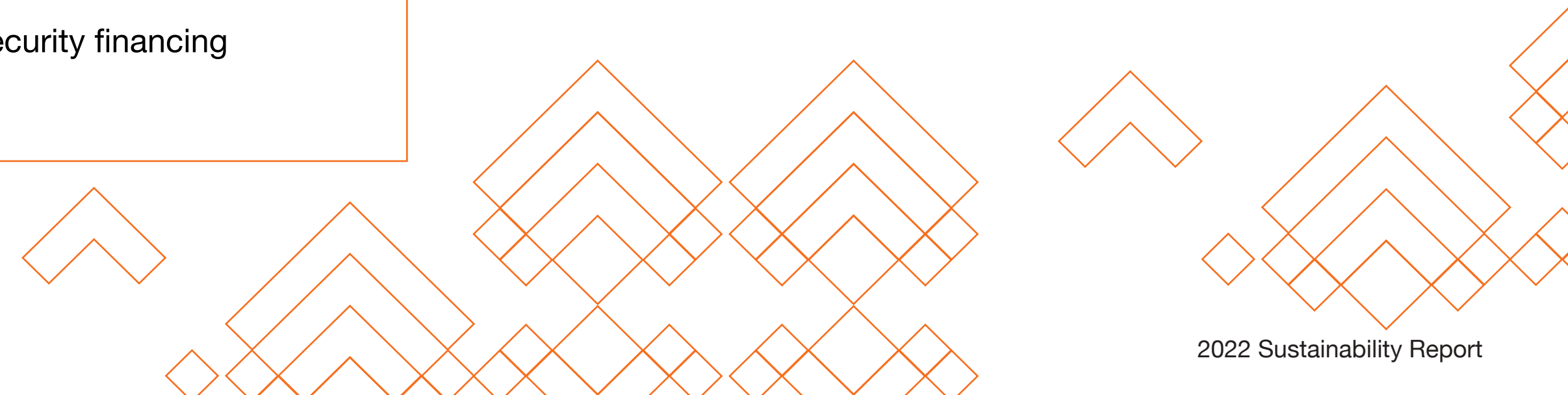
- Investment services and activities, including short selling, credit default swaps ...etc.
- Depositary and sub-depositary activities and the settlement of transactions in financial instruments
- Money market transactions and security financing transactions.

Group Rules for the Disclosure of Significant Holdings in Listed Issuers

The Group Rules aimed at monitoring the relevant shareholdings held by the Group in the capital of issuers listed on regulated markets and monitoring the related disclosure obligations where the said document is for bank acknowledgment only.

Group Rules for Monitoring Takeover Bid Procedures

The group's rules mainly refer to the risks associated with operations in securities issued by Italian companies and listed on Italian regulated markets; as agreed with the group, said rules are for acknowledgment only, with no implementation required.





4.2 INTEGRITY IN CORPORATE CONDUCT

Proprietary Finance – Collateral Management Process Guide

This policy describes the management, reconciliation and control activities relating to variation margins and initial margins with market counter-parties, with reference to non-centrally cleared derivatives and to Securities Financing Transactions.

ALEXBANK Employee Social Media Policy

This policy describes the actions that should be adopted by all ALEXBANK staff, representing and associating the bank when posting, sharing and engaging or hash-tagging anything related to ALEXBANK.

ALEXBANK Compliance Policy

ALEXBANK Compliance Policy is an updated version derived from the modifications introduced by the group within the compliance macro-processes, compliance activities and information flows.

ALEXBANK Code of Conduct

Read more in the Complaints & Conduct section.

Group Compliance Guidelines

The updated Group Compliance Guidelines is an updated version with modifications introduced within the compliance macro-processes, compliance activities and information flows.

ALEXBANK Compliance Rulebook

The updated Bank Compliance Rulebook is mainly introducing the revamps on the AML risk assessment activities and operating model, diffusion activities of AML training initiatives, updated process for reporting compliance/AML Tableau de Board and updated annexes related to Compliance/AML information flows.

Conflict of Interests Management Group Rules

Group Rules is an updated version that introduces a minor amendment to the description of the measures for the management of conflicts of interest identified in the Intesa Sanpaolo internal regulatory framework, where said document is for Bank acknowledgment only.

Group Rules for obtaining the preliminary opinion on relevant transactions related to embargoes

These rules aim to provide operating rules related to the acquisition of the preliminary opinion from the Anti-Financial Crime Head Office Department of the Parent Company, identifying:

- Transactions that require a preliminary opinion;
- Arrangements and timing for proposing Units to request the opinion;
- Procedures of Anti Financial Crime Head Office Department of the Parent Company for formalizing the opinion;
- Assessment of the correct completion of the transaction

Group Rules for the management of embargoes

These rules introduce restrictive measures targeting goods or services or financial instruments in order to counter attacks, terrorism acts, criminal offenses or human rights violations to encourage sanctioned regimes or countries to change their behaviors, to prevent blocked persons from having access to funds; and to promote democracy, human rights and conflicts resolution.



4.2 INTEGRITY IN CORPORATE CONDUCT

Group Rules for the management of lists and detection of embargoes, antiterrorism, and anti-money laundering

It defines rules regarding (Screening checks, Filtering controls, List of Embargoes, antiterrorism and anti-money laundering, etc.). It also outlines the minimum standards of controls to be implemented and properly executed by the Intesa Sanpaolo Foreign branches and banks on the screening and filtering activities.

Group Rules for the management and use of Country Lists for combating money laundering and terrorist financing

These rules include Annexes of the Countries List with an indication of the risk level.

Group Rules for the adoption of measures to mitigate money laundering and terrorist financing risk in Third Countries (outside the European Economic Area)

These rules define the measures adopted at the Group level to ensure compliance with the provisions contained in Delegated Regulation for the minimum and additional measures to be taken to mitigate money laundering and terrorist financing risk in the “third countries” - countries outside the European Economic Area.

ISP Guidelines for combatting money laundering and terrorist financing and for managing embargoes

These Guidelines implement the Bank of Italy’s dispositions on the assessment procedure, update the regulatory, adapt the duties of the Head of Suspicious Activity Reporting on anti-money laundering obligations, and also includes the models adopted for the transactional monitoring in the Chief Risk Officer Governance Area, align the specific obligations related to the customer due diligence and transactional monitoring with the new operating model, and integrate the assurance process with the quality assurance activities carried out by the Anti Financial Crime Head Office Department.

Group Rules for the harmonization of the money laundering Risk profile of the shared customers

It reflects the evolution of the organizational structures of the AFC Head Office Department and the new risk bands adopted by ISP. It relates to the new KYC operating model for financial institution customers.

ALEXBANK Diversity & Inclusion Principles

Read more in the Diversity & Inclusion Principles section.

Group Anti-Corruption Guidelines

It defines the roles, responsibilities and macro-processes for managing the risk of corruption by the group, and supports specific initiatives for the non-application of market conditions and principles of conduct and controls similar to those for charity.

ALEXBANK Guidelines for Combating ML and Terrorist Financing

This Guidelines identify the applicable standards and define the risk management model regarding money laundering, terrorist financing and breach for embargoes of the Bank of Alexandria.

ALEXBANK Health, Safety & Environment Policy

The policy aims to sustain Health, Safety & Environment (HSE) related workflow and to identify the roles and responsibilities of concerned main parties involved in the process.





4.2 INTEGRITY IN CORPORATE CONDUCT

Rules for Occupational Health & Safety Management Systems in ALEXBANK

The rules aim to provide guidance for the management of Occupational Health and Safety activities in ALEXBANK, in line with the approach adopted by the Intesa Sanpaolo Group's OH&S strategy.

Rules Concerning The Equator Principles

The rules define the Guidelines for the Implementation of Equator Principles in the Management of ESG Risks and Impacts on Lending Operations and ensures their application by ALEXBANK's relevant functions within the credit cycle process.

Environmental, Social, and Governance Risks

The policy tackles the activities of customer companies and pays particular attention to in-depth analysis of sustainability issues related to sectors considered sensitive, i.e. those with a significant risk profile.

The sensitive sectors are:

- Chemicals, Rubber and Plastics
- Defence
- Mining (other than coal)
- Coal Mining
- Pharmaceuticals and Biotechnology – Manufacturing
- Gambling
- Oil and Gas
- Electricity Production
- Logging and Other Forestry Activities
- Tobacco

COMPLAINTS AND CONDUCT



Updated

Anti-Corruption Policy



2,751

employees participated in “Anti-Corruption Group Guidelines” on Learn Everyday Anywhere (LEA) e-learning platform

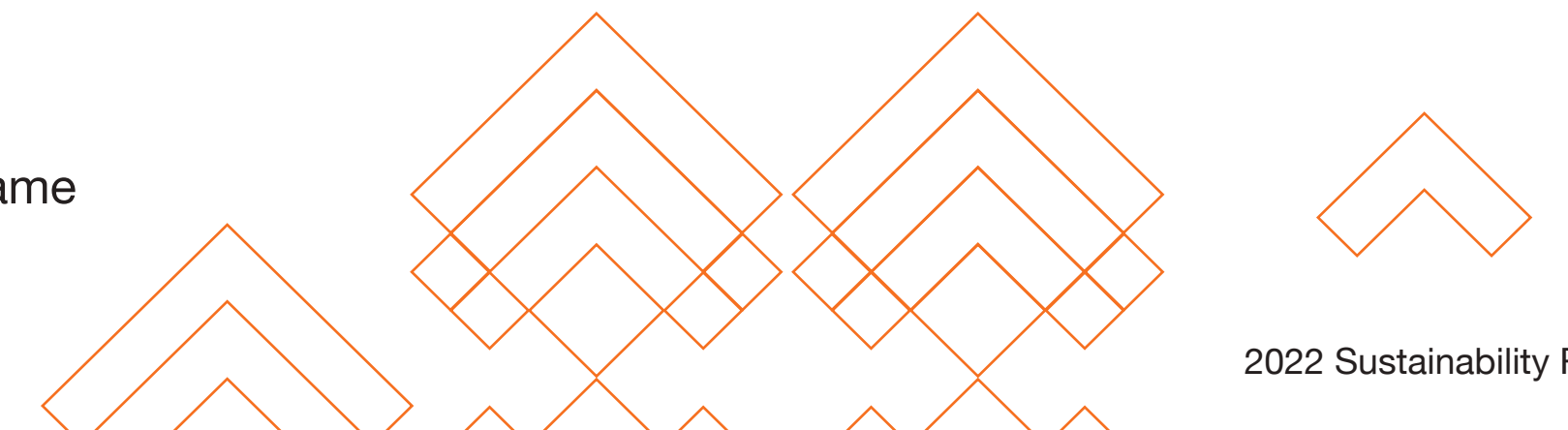
ALEXBANK updated its Code of Conduct in 2022, the code cites the collection of values and principles specified in the Code of Ethics, aimed at guiding the conduct of the Recipients, as well as the procedures with which ALEXBANK intends to pursue its mission of compliance with the legal and corporate obligations.

REPORTING COMPLAINTS

As maintained the past few years, the Bank continues using the same procedure of reporting.

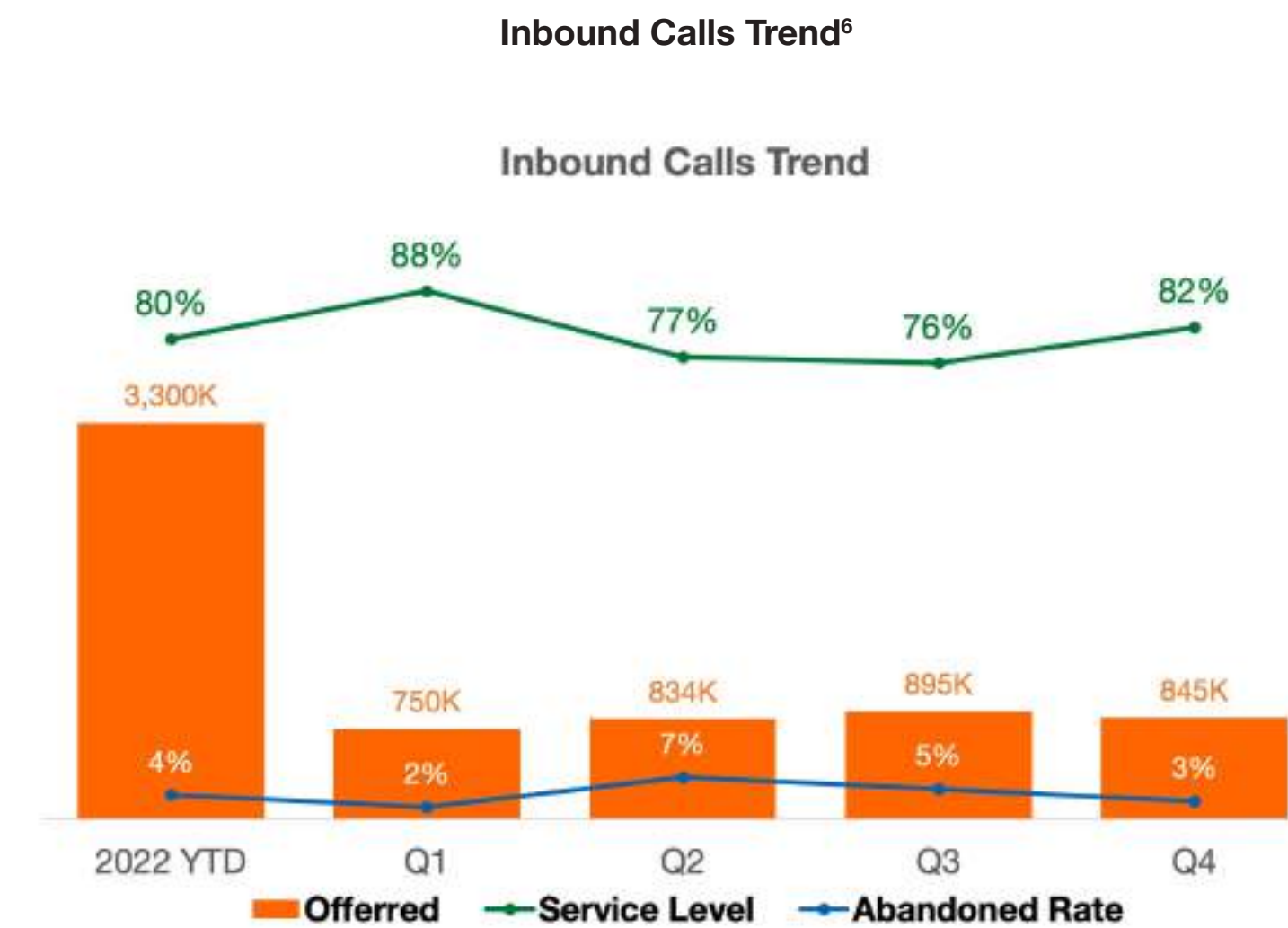
The Bank has established multiple channels as the Code of Ethics channel, ALEXBANK Diversity & Inclusion Principles channel and WhistleBlowing channel. Those channels are used to provide assistance for ALEXBANK employees to report and raise their concerns through a number of internal routes while also being able to approach the Compliance Head or Audit Head directly. Any received concerns are assessed by the internal audit team to take appropriate action to validate these concerns, in addition to discovering underlying causes and escalating them to the CEO with recommendations. They also develop actions to prevent similar incidents from occurring in the future. The Bank continues its previous years' efforts to raise awareness among of the Bank's staff by providing them with an e-learning training course launched to enable participants to recognize Compliance Ethics related to anti-corruption and preventing bribery in their daily work. Emails are circulated to all Bank employees on Anti-Corruption. The bank has also carried out a comprehensive training programme by LEA_ISP e-learning platform in 2022, regarding “Anti-Corruption Group Guidelines”, through which 2,751 staff members participated, noting that LEA is an eLearning platform created by ISP for all subsidiaries' staff to improve skills, abilities, knowledge in various fields.

In 2022, ALEXBANK has reported 8 ethical complaints related to Customers and Employees.



4 4.3 QUALITY OF SERVICE AND CUSTOMER EXPERIENCE

In order to meet ALEXBANK's customer satisfaction and ensure better legal services are provided immediately to ALEXBANK's internal colleagues that reflects directly on the Bank's customers, the legal department is annually formulating and updating the "FAQ" which are a ready-made frequently Asked legal Questions and answers for the queries that are required by ALEXBANK's employees in order to facilitate and quickly serve the Bank's customers (Corporate, Retail and SMEs).



⁶ Contact Center Channel's are (inbound calls, emails, facebook, customer rights protection)

⁷ Service Level, Ratio of Numbers of Customers answered within 20 Seconds

The total complaints in 2022 increased by 20% Compared to 2021, with a total number of 74,286 compared to 62,074 Complaints in 2021. The total number of accepted complaints was 58,531, in 2022 and the classification of complaints by gender is based on accepted complaints only.

Type of Customer

Retail Customers

The number of complaints for female customers	11,715
The number of complaints for male customers	41,332
Total number of complaints for retail customers	53,047

Small, Medium, and Micro-enterprise customers

Number of small, medium, and micro enterprise customers complaints	815
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Corporate Customers

Number of corporate customers' complaints	19
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Non-Customers

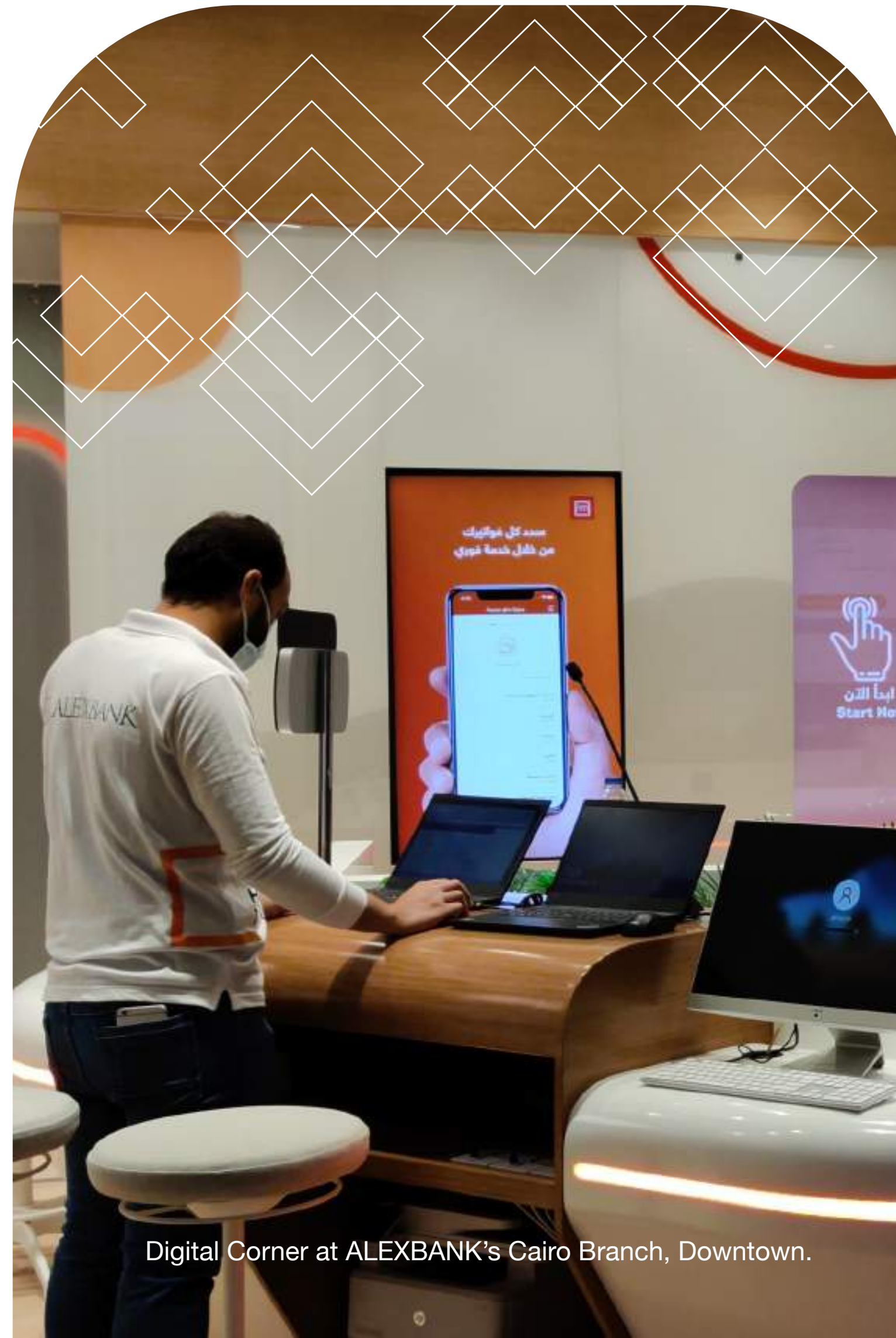
Number of non-customer complaints	4,650
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Total number of complaints	58,531
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4 4.3 QUALITY OF SERVICE AND CUSTOMER EXPERIENCE

Complaints by Products	YOY change	Root Cause
Cards	+20%	Transaction not appearing in accounts, and delay in unblocking the related guaranteed amounts after the cards are cancelled.
Account & deposit	+27%	Hold Funds & deduction of amounts.
ATMs	-5%	Deposits on Cash Acceptance ATMs do not appear in accounts.
Loans	+41%	Delays in loan procedures & final installments.
Digital Channels (E-Banking + Ma7fazty+ Instant Payment) ⁸	+76%	Delay in activation, Objection to Fawry process and transfer failures and rejecting transactions without reasons.

⁸ The high increase in digital channels related complaints in 2022 is due to the exponential growth in digital banking services and associated transactions



Digital Corner at ALEXBANK's Cairo Branch, Downtown.

SURVEYING CUSTOMER SATISFACTION

As ALEXBANK is driving the improvement of customer experience and sustaining the highest standards of quality of service, ease and convenience when it comes to every customer interaction, the Bank has conducted, for the first time in 2022, a survey on several customers' segments to identify the most important strengths and areas that need improvement and development.

Core Customers

ALEXBANK surveyed 556 Mass and Upper Mass core customers through phone call questionnaires, with an average duration of 11 minutes. The survey's aim was to measure the Bank's product efficiency and investigate the reasons behind some products abandonment and cancellation. The survey showed that the customers consider the feasibility of approval procedures within ALEXBANK, and the Bank's geographic coverage in the Delta and Upper Egypt region are strong points. 64% of the customers are willing to rebuy products.

Small Business Customers

The Bank surveyed 757 small business customers, with borrowing customers being the largest percentage of the surveyed customers pool, through phone calls with an average duration of 11 minutes. The Bank has scored an overall satisfaction degree of 83% (ECIS index on a scale 0-100) among clients with loan consultancy and support received. Products features and bank credibility are among the most appreciated items. Moreover, The survey showed that the after-sales services are a key strength to the Bank, proving ALEXBANK's keenness to satisfy customer needs.



4.4 DIGITALIZATION & ACCESSIBILITY

ALEXBANK uses digital solutions to transform operations and build a resilient, competitive and efficient organization. At the same time, as digitalization penetrates people's lives, its benefits remain inaccessible for many, especially vulnerable groups such as women and people with disabilities, as well as remote communities. Better integration of people with disabilities (PwDs) within our client base and introduction of braille format and PwD accessibility criteria applied within branches renovation are just a few examples of the Bank's cross-cutting approach to accessibility. The Bank uses digitalization to bridge the inequality gap, drive a successful fintech sector, advance sustainability transitions; and create a more inclusive and equal society.



Digitalisation is more than a shift in the way we do things. It is a change in how fast we can solve problems for our customers and facilitate their everyday financial needs. With this in mind, during the past year, we have focused on enhancing the digital infrastructure to achieve an even more seamless customer experience and harness data to make more effective commercial decisions while also benefitting economically marginalized segments of society. There is an essential belief here at ALEXBANK that digital and financial inclusion go hand in hand and true inclusion is extremely hard to achieve without leveraging technology. Optimizing digitalization has and will continue to support our ESG goals and allow us to more easily integrate with constantly evolving fintech landscape. In 2022, we transitioned over 50% of our physical Saving product sales from branches to mobile channels; keeping an eye on reducing our environmental footprint while optimizing our cost to serve.

- Ramy Taha, Head of Digital Banking and Marketing Division

4

4.4 DIGITALIZATION & ACCESSIBILITY

STRATEGIC DIGITAL TRANSFORMATION



Cairo and El-Gouna

Digital Corners

As a part of ALEXBANK's alignment with Egypt's goal for a complete digital transformation, ALEXBANK has been taking steady steps towards that goal by opening two digital corners in Cairo and El-Gouna branches. The Bank's digitization framework is based on the principles of innovation, development and accessibility, thus,

ensuring continuous improvement to provide tailored solutions to meet the community's needs with an aim to provide customers with quick and convenient financial transactions through digital channels. ALEXBANK has set a goal to expand its digital corner experience across its branches.

The digital pavilions provide ALEXBANK's customers with an educational environment to familiarize themselves with the Bank's digital services. This is done by providing them with hands-on experience to test the electronic services. Moreover, to further smoothen the digitalization transition, a specialized team are present to help with all inquiries regarding internet and mobile banking services, Ma7fazty application and the ALEXPOINTS application.



Digital corner shot at branches.



DIGITAL BANKING PERFORMANCE

Digital banking performance has been growing significantly. For 2022, Internet/Mobile banking customers have grown by 23%, active users of Internet/Mobile banking have grown by 31%, and Internet/Mobile banking transfers have grown by 154%.

	2021 YOY Growth	2022 YOY Growth
Internet/Mobile Banking Customers	43%	23%
Active Users of Internet/Mobile Banking	82%	31%
Internet/Mobile Banking Transfers	160%	154%



Gouna branch.



4.4 DIGITALIZATION & ACCESSIBILITY



154%

Total transactions compared to 2021
(2022 monthly average run rate grew by 154% compared to 2021)



26%

Of 2022 total transactions were INSTAPAY transactions



167%

Increase in online booking of deposits through digital channels



85%

Growth rate in the digital total contracted customers compared to 2021



96%

Growth in transactional customers compared to 2021



30%

Active customers YoY growth



52%

ALEXPOINTS redemptions YoY increase

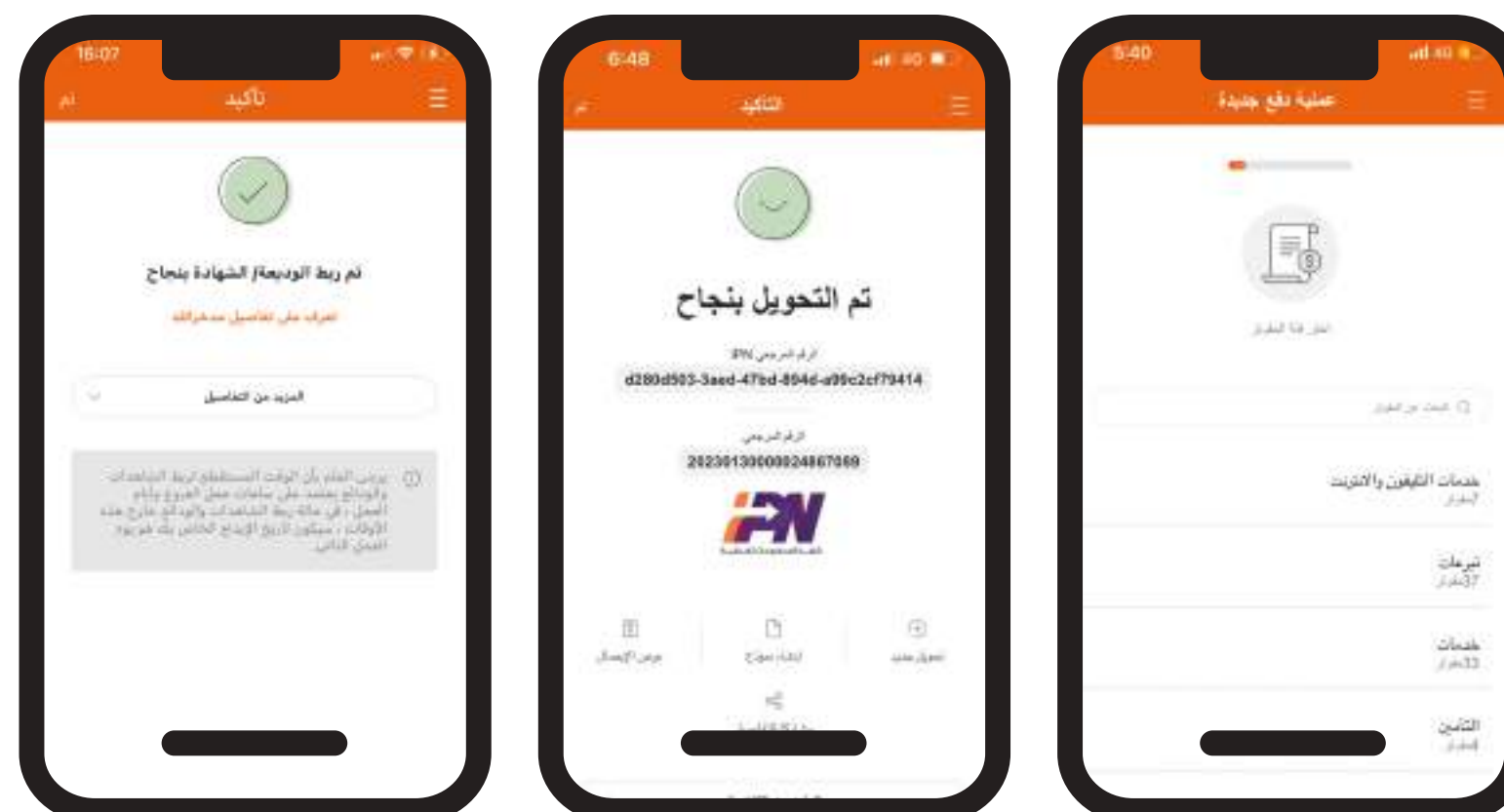


43%

E-ratio for deposits units in 2022



Screenshots of InstaPay in action.



InstaPay Platform

ALEXBANK was one the first banks to participate in the instant payment network “IPN” through the InstaPay application, where customers can instantly transfer to any other bank, any e-wallet in Egypt or any bank card instantly at any time of the day. Additionally, credit card dues can be paid for any of the participating banks in the instant payment network.

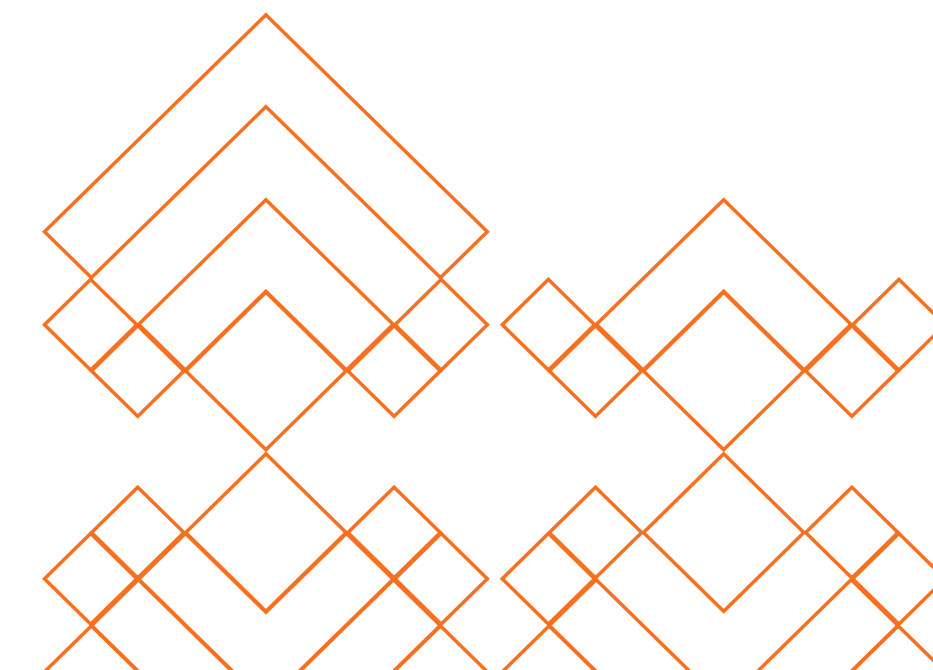
The total transactions grew by 154% compared to 2021, 26% of 2022 total transactions were INSTAPAY transactions, while the monthly average run rate for the year 2022 grew by 154% compared to 2021.

December 2022’s run rate grew by 218% against December 2021’s run rate, 45% of the transactions were INSTAPAY debit transactions.

For more information, please visit **ALEXBANK’s INSTAPAY application page**

ALEXPOINTS

The program has marked remarkable customers’ engagement and significant growth rates, new registrations to the ALEXPOINTS app have increased to reach 47K in 2022 vs 16K in 2021. Number of redemption transactions have also increased by 70% in 2022 reaching 118K Vs. 40K in 2021, thus reflecting the great appeal of our program to the customers.





4.4 DIGITALIZATION & ACCESSIBILITY

PUBLIC PORTAL

ALEXBANK's SEO⁹ adoption grew at a rapid pace YOY compared to 2021 in Users Acquisition (27.41%), New Users Acquisition (29.37%+), Sessions (29.21%+), average session duration (3.02%+) while the bounce rate decreased 2.67%.

	Users	New Users	Sessions	Bounce Rate
2021	1,829,052	1,790,761	4,506,673	48.42%
2022	2,330,326	2,318,970	5,823,084	49.71%
Growth	501,274	528,209	1,316,411	1.29%
Growth%	24.1%	25.7%	25.4%	2.6%

ALEXBANK has the highest SEO score in the market across all banks

- Over the past year ALEXBANK's main focus was on fixing many SEO issues that badly affected the website's performance on Google. ALEXBANK's website health grew from 66% to 94%, the number of errors decreased from 501 to 0 (the errors included on-page and technical issues).

⁹ SEO (Search Engine Optimization) score: is a metric that indicates how well our site performs when it comes to search engine optimization and it describes a site's overall technical SEO health. A high Site Health SEO score means our site's technical aspects are well-optimized for search engines. The more technical issues and problems we have within our site, the lower our SEO score will be.

- There has been an increase in the total amount of keywords intercepted by 14K, which are often associated with high competition and therefore having a high cost per click, with estimated savings in ad costs reaching an overall of USD 171K (EGP 5.1M) during 2022.
- In 2022 we managed to create a comprehensive Google Business profile and added all ALEXBANK branches and ATMS with a total of 430 listings, and as a result, we received 31,200,839 total search impressions (distributed to 3.2M Direct Search Impression, 12.1M Branded Search Impression, 15.8M Discovery Search Impression and 4.4M Views on Search).

	Mid 2021	End 2021	End 2022
SEO Site Score	66%	79%	94%
Growth%	-	20%	19%

PAPERLESS BANKING APPROACH

Digital Banking Registration

ALEXBANK has successfully replaced the old registration process that requires physical presence in the Bank, accompanied by filling a twelve-page form, with a greener paperless process that strengthens ALEXBANK's journey towards zero waste. The registration process can now be done through the Bank's call center or by self-registration through the public portal.

Transfers and e-payments

Towards its goal of paperless digitalized banking services and

increased customer convenience end-goal, ALEXBANK has successfully digitalized transfers and e-payments that can now be done through the digital banking service in replacement of the need for the customer to fill a form through the branch. The Bank enabled the Instant Payment Transfers over the Internet and Mobile Banking services for both individuals and corporate customers.

Marketing materials and Login pin

The Bank has eliminated the print of any marketing materials, including brochures and banners, with electronic versions found on the website. In addition, instead of printing the initial login pin, it is now sent via SMS to customers.

Small Business & ME paperless insurance initiative

ALEXBANK is on its way to activate a new initiative replacing the original insurance policies for SB & ME segments with electronic copies. This initiative facilitates and minimizes process procedures, saves storage places and preserves the working environment due to reduced printing.

Read more under Resource Use and Waste Management section.

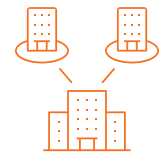


ALEXBANK's coastal branch in Gouna.

4

4.4 DIGITALIZATION & ACCESSIBILITY

PWD ACCESSIBLE BRANCHES



29

Accessible branches by the end of 2022



375

Staff members trained to deal with PwDs



17%

Percentage of the branches renovated to become physically accessible



145

ATMs upgraded (22% of the total) to serve people with disabilities



Sign language introduced in digital corners

Since 2018, ALEXBANK has been renovating its branches and internal systems to become more accessible to clients with disabilities. This ongoing upgrade is part of the Bank's continuous effort towards a more equal society that leaves no one behind. In partnership with the Egyptian Banking Institute, CBE's training arm, ALEXBANK has also trained 375 staff members to deal with PwDs efficiently through the 'Customer Care for People with Disabilities' and 'Sign Language' programs for front liners.

ALEXBANK has defined a revision of its physical accessibility standards and detailed policies and procedures to ensure accessibility to PwDs (People with Disabilities) when it comes to financial and banking services. The project is divided into the following pillars: Technology, Process and Procedures, Accessibility; Products and Services; and Training.



Social inclusion efforts demonstrated through having all branches accessible.





4.4 DIGITALIZATION & ACCESSIBILITY

Pillar 1: Technology

The technological updates implemented include flagging on the Core Banking System for PwDs, in addition to the disability categories as per Egyptian law, with a field for the PwD card number.

In order to support visually impaired PwD customers, the Bank also provides its applications' terms and conditions in audio format in the branches, as well as an ISBD group Web Reader solution on its website for Terms and Conditions documents. This is one of the first applications of this kind in the Egyptian market.

Customer experience has further been enhanced for PwDs by ensuring them priority in the queuing management system. In addition, ALEXBANK has availed a pod in the digital corner of some branches to facilitate conducting a video call with its contact center agents using sign language, another first of its kind solution in the Egyptian market.

Pillar 2: Policies and Procedures

The Bank has updated its policies and procedures to include facilitated onboarding of PwD customers. Thus, account opening forms have been redesigned accordingly to include PwD requirements. ALEXBANK also relies on a Braille format for the account opening form in its branches and will provide a home visit service to PwD customers. In addition, a dedicated counter is available in branches to serve PwD customers.

Pillar 3: Accessibility

Around 17% of the branches have been renovated to become physically accessible following renovation efforts that started in 2018. Changes have been applied to entrances and exits by providing ramps and elevators, as well as installing handles in the bathrooms. Furthermore, the proper signage for the branches has been applied as per the ADA standards and the Egyptian Code. By the end of 2022, the Bank had reached 29 accessible branches out of a total of 174 (20%), surpassing CBE's 10% requirement. The plan for 2023 is to raise this figure to 25%. ALEXBANK also upgraded 145 ATMs (22% of the total) to serve people with disabilities, 134 of which now offer visually impaired support solutions.

Pillar 4: Insights, Product Development, and Services

To better understand and serve the PwDs segment, the Bank contracted NielsenIQ to conduct a qualitative study through in-depth interviews and home visits to deliver a better picture of the following topics: customers' identification; lifestyle and habits; attitude towards banks, saving and investment behavior, barriers faced with banks, the role of technology in their lives; financial concerns and aspirations. The goal of the study is to help the Bank provide better financial products and services for PwDs.

Pillar 5: Training of Employees

In partnership with the Egyptian Banking Institute, CBE's training arm, ALEXBANK has trained 375 staff members to deal with PwDs efficiently through the 'Customer Care for People with Disabilities' and 'Sign Language' programs for front liners.

These new standards have been then shared with the Bank's massive Facebook base of over 3.5 million followers to create awareness about the initiatives. Out of its belief and commitment to a truly inclusive future where everyone has the same access to financial solutions and education, the Bank is committed to bringing about more accessibility and technological innovations in the coming years to help in improving the lives and financial futures of people with disabilities.



4.4 DIGITALIZATION & ACCESSIBILITY

COMMERCIAL GROWTH THROUGH DIGITAL NETWORKS

LIVERPOOL FOOTBALL CLUB (LFC) TACTICAL CARDS CAMPAIGN

Back in 2019, ALEXBANK signed a partnership agreement with Mohamed Salah to act as the bank's official ambassador. It is worth noting that ALEXBANK is also the Official Banking Partner of Liverpool FC in Egypt since 2017. ALEXBANK currently offers a wide range of cards featuring Mohamed Salah and an unprecedented experience for LFC and Mohamed Salah fans across the country.



132M

Video Views



35M

Reach



408M

Impressions



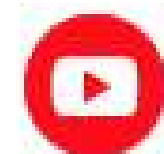
8.6M

Clicks



TRENDING #3

#03 Trending on YouTube for the **first 7 days** of the launch



FEATURED ON SHOTS.NET

Featured on one of the **Top** Websites in the **Advertising industry**



FEATURED ON SKYNEWS

The copy got featured on **Sky News** one week post launch generating **150K organic views**





4.5 DATA PRIVACY AND CYBERSECURITY

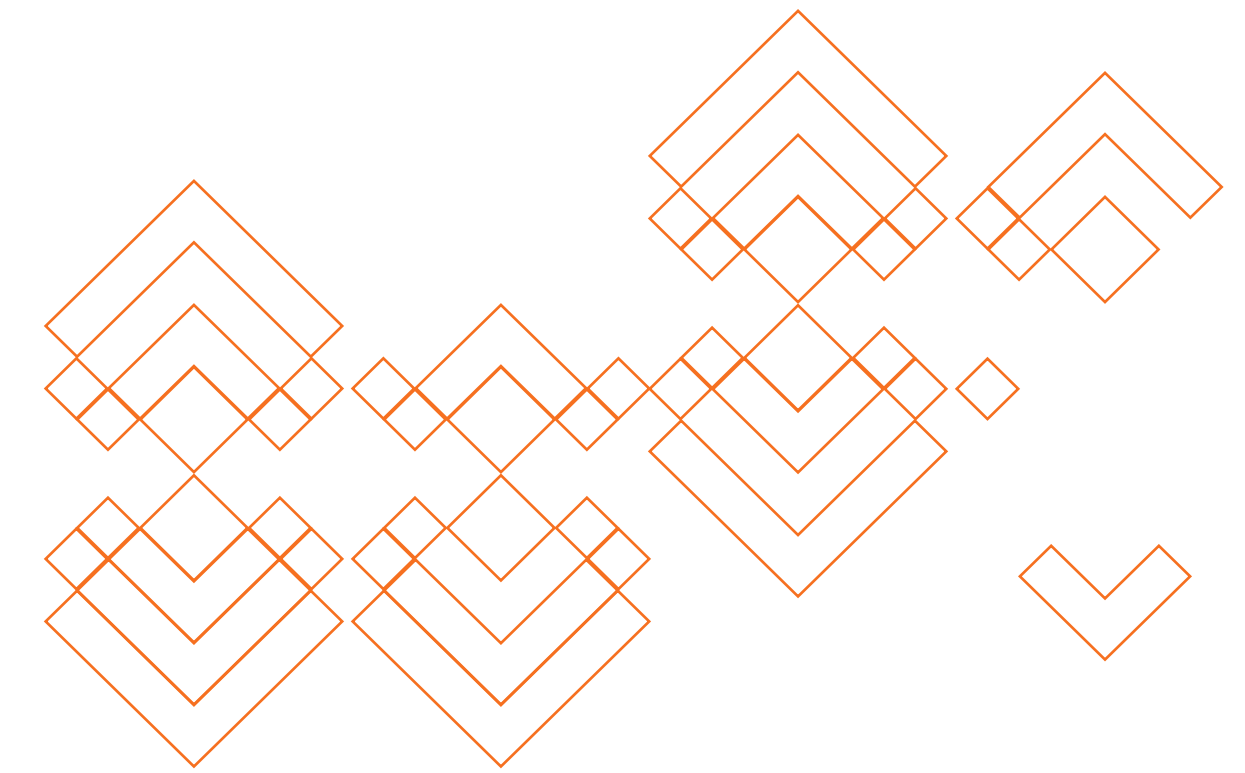
During the past year, ALEXBANK continued strengthening its organizational resilience in line with the international standards, Intesa Sanpaolo's guidelines as well as national regulations. With the Central Bank of Egypt publishing the new cybersecurity framework, ALEXBANK started a plan to comply with new regulations including enhancing the cybersecurity governance level as well as cyber risk management, and a road map that includes promoting the operations of cyber security.

To enhance ALEXBANK's cybersecurity posture, a program has started introducing the latest technology in the market within Cybersecurity and covering many areas including access management, application security, network security, data management, monitoring and incident management.

Cybersecurity took part in enhancing ALEXBANK's governance by adopting policies, standards, rules and procedures to define roles, responsibilities, controls and baseline. With the aim of embedding the cybersecurity culture; multiple awareness sessions were conducted to increase the awareness and improve the employees' response in case of incidents. ALEXBANK has been monitoring the cyber risks in the market to decrease the fraud risks, and it initiated the cyber-fraud function to aid its efforts to have a holistic vision and monitoring on all bank channels including the internet banking and the wallet. All of this is in addition to brand monitoring.

On the other hand, from a business resilience perspective, the Bank's crisis management model allows for smooth handling of emergencies depending on levels of escalation and complexity. The Business Continuity Management Office worked during 2022 on enhancing

the coverage of the critical systems to ensure the continuity of critical services provided by the bank in case of emergency/ crisis. Continuous testing for the Business continuity plan was essential to measure the degree of effectiveness and enhance the plan. Incident management was a new function added to the BCM office monitoring the incidents, the impact, the root cause, the solution and ensuring that the problem is solved from the root.





4.5 DATA PRIVACY AND CYBERSECURITY



SERVICENOW PORTAL

As part of ALEXBANK's long strides during 2022 to automate its operations and drive a digital transformation with improved efficiency, all users of the Bank's various systems and programs are required to use ISP's ServiceNow portal to send any new request to the ICT department. This system is deployed to ensure that all ALEXBANK's systems and applications are continuously evaluated and monitored, as well as to ensure quick intervention to address emerging issues or improvements requested by all users. The portal works on improving the communication between the Bank's departments and the ICT, aiming to save time and effort and increase efficiency.



4 4.6 HORUS PROGRAM

Horus Program was a multiyear program that included the upgrade of the core banking system, infrastructure and network connectivity of the bank. The program was sponsored by ISP and comprised a challenging timeline where ALEXBANK staff showed complete dedication and perseverance to achieve this common goal in order to enhance the system performance and offer better service to customers. The program tackled a re-engineering of our processes, rationalization of the previously existing customization and exploitation of the default functionalities of the core system. This was achieved through requirements gathering sessions with our suppliers and vigorous testing of both system functionality and stability to achieve optimum performance. In July 2022, ALEXBANK successfully went live with its core banking upgrade (Horus) after a two year journey involving over 400 employees.

Throughout Horus program, four different levels of trainings were executed from June 2020 to February 2022:

CORE TEAM TRAINING

The training aimed to prepare a restricted group of business team to fulfill the requirements gathering phase.

CHAMPIONS TRAINING

The training provides business heads the E2E visibility on new CBS functionalities to share knowledge with their teams.

END USER TRAINING

Champions sharing knowledge internally to Bank teams.

TECHNICAL TRAINING

Specific training to IT team to provide technical support to other teams.



“

Horus represents the spark of a transformation for ALEXBANK; not only from infrastructure and system perspectives but also from the way we work together as a team for a common goal with persistence. Our journey started with the business process re-engineering phase and we had to adapt to remote work while going through very detailed and long sessions with our partners during performing our daily activities. Our requirement gathering process was performed through 10 parallel sessions daily. We have performed more than 8 rounds of testing for the system, 18 mock runs of data migration, 12 rounds of data validation and 7 business simulations to ensure successful go live. As per the testimonial of our core banking vendor, ALEXBANK represents one of the most successful and smoothest core banking system implementations in the MENA region.

- Tamim Elsaady, Head of Change Management Department

Horus has allowed ALEXBANK to operate with more advanced technology with freshly gathered requirements tackling pain points in the previous system. The new one runs on a smooth, fast and stable infrastructure. As a result, the Bank's performance on the internet, mobile and IPN has improved dramatically, offering better customer experience. ALEXBANK is also able to comply with CBE requirements on instant payment and other requested features are all included in the new version of the core banking system. The success of the Horus project is a foundation for the bank that will drive ALEXBANK further through the era of digitalization, the era in which customer satisfaction and customer experience are of utmost importance.

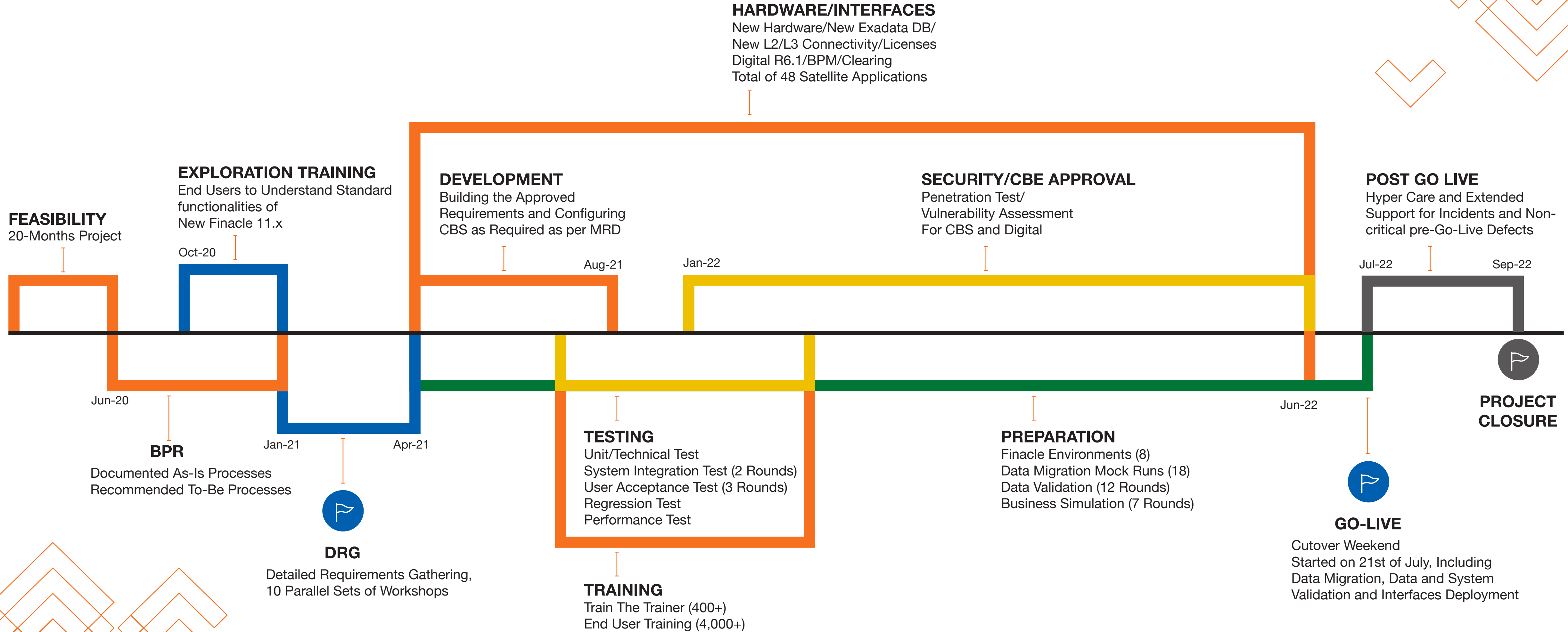


Faces of pride and hard work, moments after Horus went live.

4

4.6 HORUS PROGRAM

HORUS PHASES 2019-2022



ALEXBANK employee rowing towards a better environment.





PROSPERITY

- 5.1 BUSINESS PERFORMANCE AND MARKET PRESENCE
- 5.2 RESPONSIBLE AND PURPOSEFUL LENDING
- 5.3 FINANCIAL INCLUSION AND LITERACY
- 5.4 SUSTAINABLE AGRIBUSINESS DEVELOPMENT
- 5.5 FINANCING GREEN AND CIRCULAR TRANSITION
- 5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT

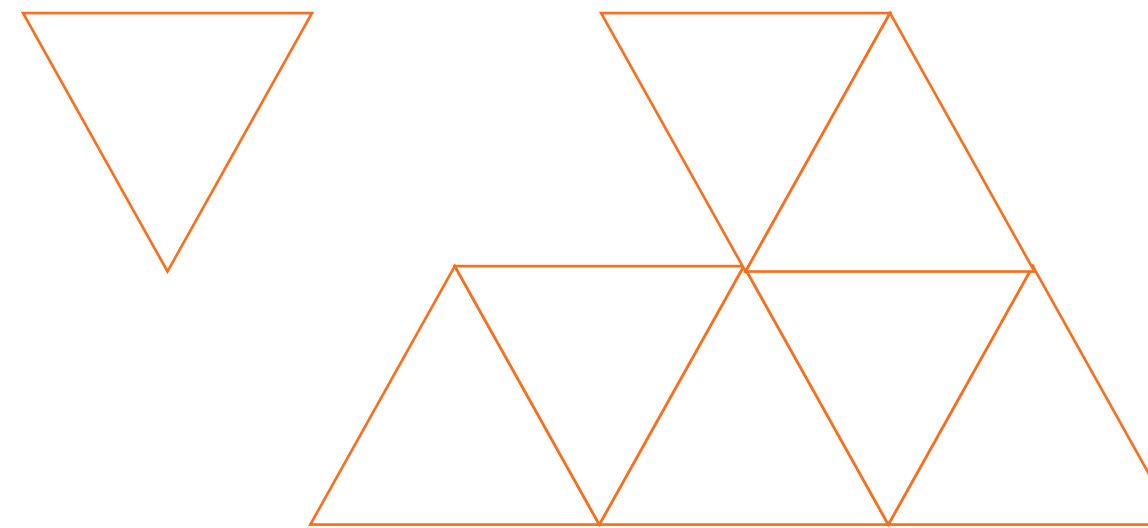


Young stars of Hady Bady App.



PROSPERITY

The new vision of prosperity is inexplicable from purpose, responsibility and impact. ALEXBANK advances this new vision by creating a model for the future of sustainable banking, from the rigorous implementation of responsible banking principles to a growing suite of financial solutions that can accelerate the transition to a green and circular economy. Long-term business performance and financial resilience are now inseparable from the impact every service and every decision ALEXBANK makes on its community and the environment.



"I admire the incredible teamwork of ALEXBANK employees from different departments, who combine focus and dedication no matter what challenge comes their way. This has been an essential factor in bringing innovative solutions to life such as supply chain finance for agribusiness, flexible finance options for women and tailored microfinance solutions. We are working to make our services for MSMEs more straightforward. We are rethinking R&D and working for our diverse customer groups to better understand their needs and capabilities; and tailor offerings accordingly. Combined efforts on financial literacy, inclusion and accessibility of financial solutions help us reconfigure the entire business ecosystem and get our society on a more prosperous and sustainable path."

- Tarek Salah, Head of Retail & SMEs Division

BUSINESS PERFORMANCE HIGHLIGHTS

- 16% YoY growth in customer deposits
- 4% YoY growth in net profit
- Maintained Operational Efficiency at a 40% cost-to-income ratio
- 16% YoY growth in total assets
- 9% YoY growth in net loans
- EGP 133 mln Increase in total salaries compared to 2021
- 12.3 % YoY growth in Bank gross income
- 24% share of MSMEs from total lending portfolio
- +1.6 million retail customers
- 37% YoY growth in ma7fazty (e-wallet)
- 18% YoY growth in youth accounts
- 23k monthly average ma7fazty wallets transactions
- 13.1% YoY growth in microfinance lending

COMMUNITY DEVELOPMENT HIGHLIGHTS

- Reduced youth accounts opening age to 16 years
- 36% of MSMEs loans portfolio to support agriculture
- Financial literacy sessions delivered across 18 villages
- Financed one of three solar PV plants at COP 27
- Reached 21,427 children in 19 governorates through Hady Bady App
- 500 trained graduates through "Creating Ambassadors Campaign"
- 17,500 reached children by Khatwa Khadra game
- 81 women impacted by Bagaweet
- 450 women impacted by "Herfety Forsety"
- 450 families were provided roofs and shelter by upcycling Diarna exhibition materials
- 113.8% YoY growth in support to smallholder farmers



5.1 BUSINESS PERFORMANCE AND MARKET PRESENCE



40%

cost to income ratio remained constant at 40% as 2021



9%

increase in the net loans portfolio up by to EGP 55,788 mln



EGP 8.1 bln⁶

net income from core banking activities



2%

increase in customer base driven by SMEs and small businesses



1.7 mln

customers

In FY 2022, ALEXBANK's growth rates increased after some slowdown during the pandemic, with YOY increase in net loans and customer deposits by 9% and 16%, respectively, compared to 7% and 13% in FY 2021. Net income from core banking activities reached EGP 8.1 bln at a growth rate of 4.4% over 2021, which witnessed a net income of EGP 8,088 mln. Net interest income went up by 17% YOY at EGP 7,252 mln marking the highest growth rate since 2018, and net fees and commission income grew 8% YOY to reach EGP 836 mln. ALEXBANK maintained operational efficiency, with the cost-to-income ratio standing at 40%. Overall, the Bank witnessed a 2% YoY increase in customer base driven by the SMEs and the small business sector which have witnessed a growth of 11% and 8%, respectively.

ALEXBANK's total assets witnessed an increase of 16% compared to 2021, reaching EGP 133,058 mln and the net profit for FY 2022 increased by 4%, reaching EGP 2,849 mln. The Return on Average Equity (ROAE) and Return on Average Assets (ROAA) reached 19.9% and 2.3% respectively, compared to FY 2021 values of 21.8% and 2.5%, respectively. The capital adequacy increased compared to FY 2021, from 20.38% to 25.04%, well above the minimum requirement. The net trading income in FY 2022 is EGP 91 mln, a drop from the FY 2021 value of EGP 156 mln. ALEXBANK maintained its stable track in supporting the economy and the Egyptian government through the major channels as the Bank paid corporate tax of EGP 1.28 bln for the year 2022.

Year	Net Interest Income (EGP mln)	Total Assets (EGP mln)	Net Profit Before Income Tax (EGP mln)	Net Loans (EGP mln)	Customers' Deposits (EGP mln)	Net Profit (EGP mln)
2022	7,252	133,058	4,125	55,788	110,700	2,849
2021	6,198	114,900	3,988	51,413	95,720	2,750
YOY	17%	16%	3%	9%	16%	4%

⁶ This number refers to the net income from core activities represented in net interest income and commission income



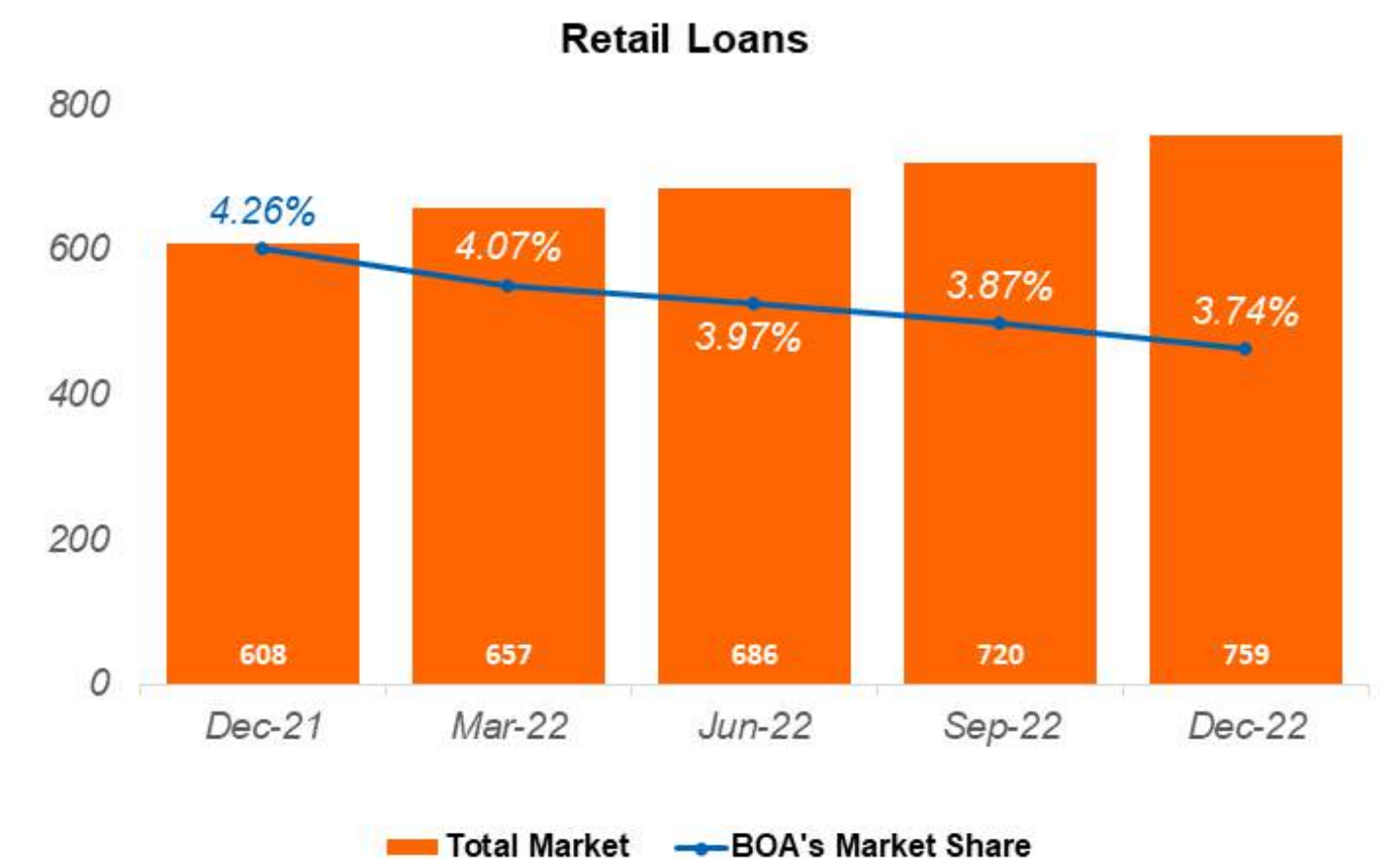
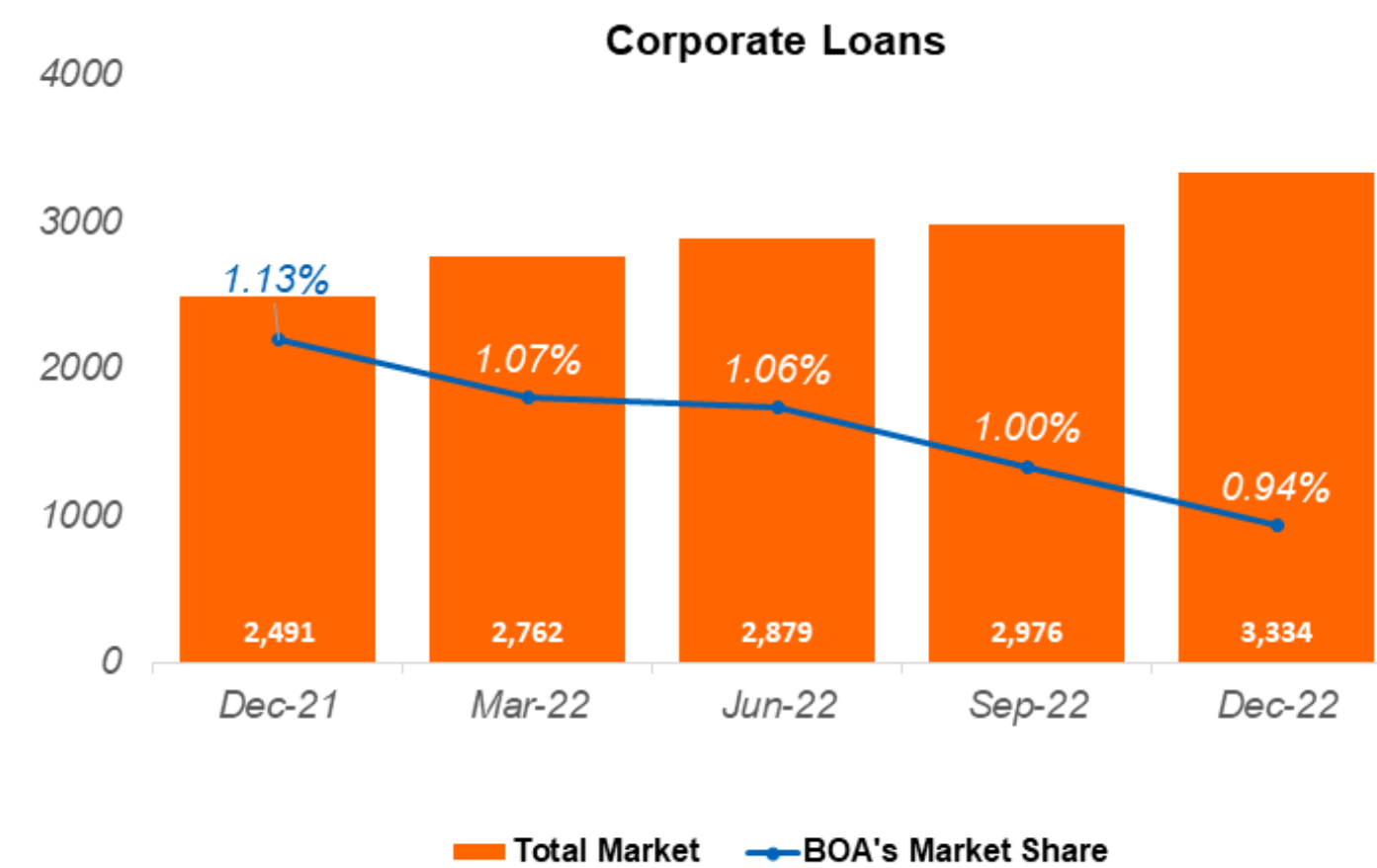
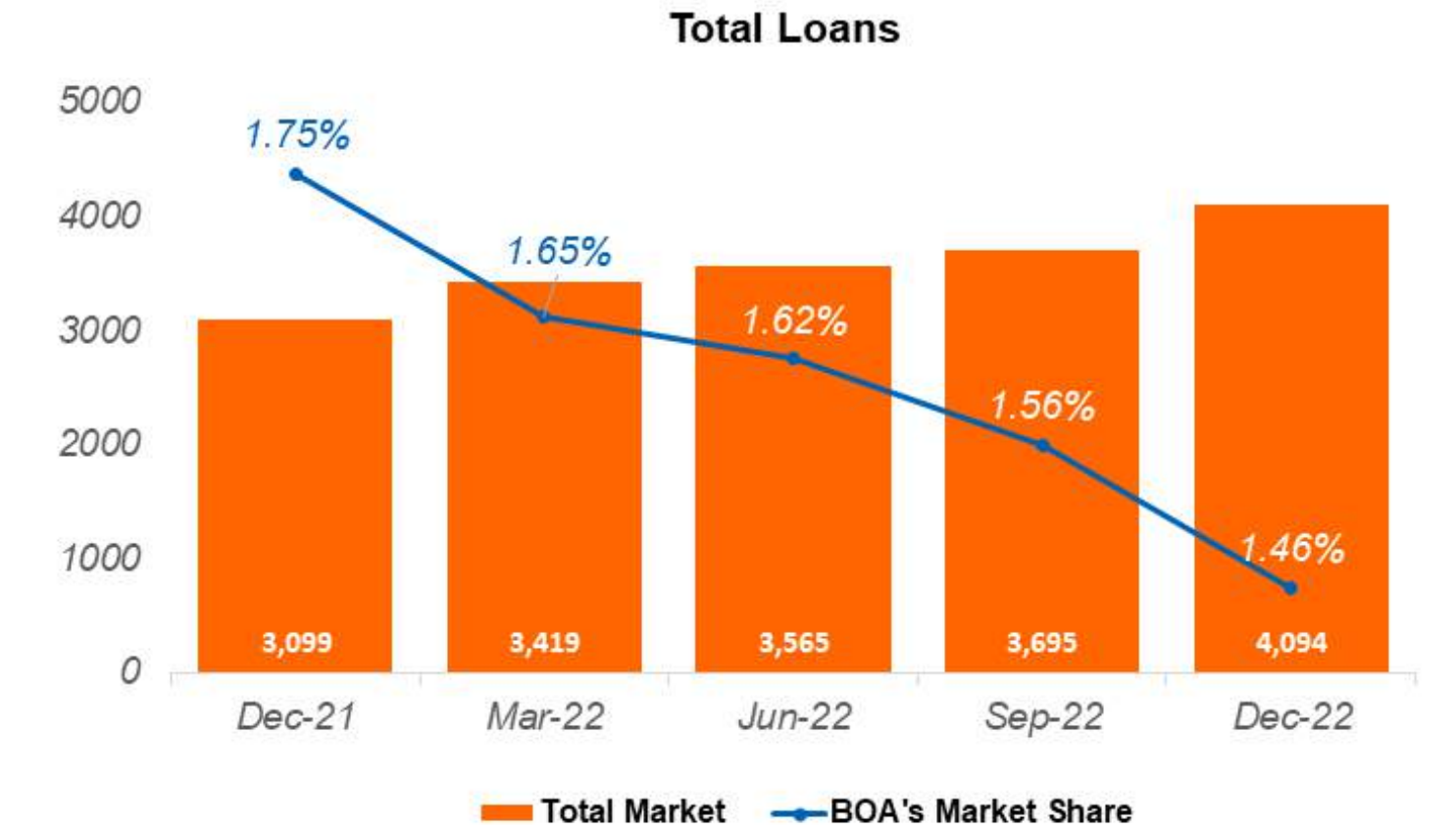
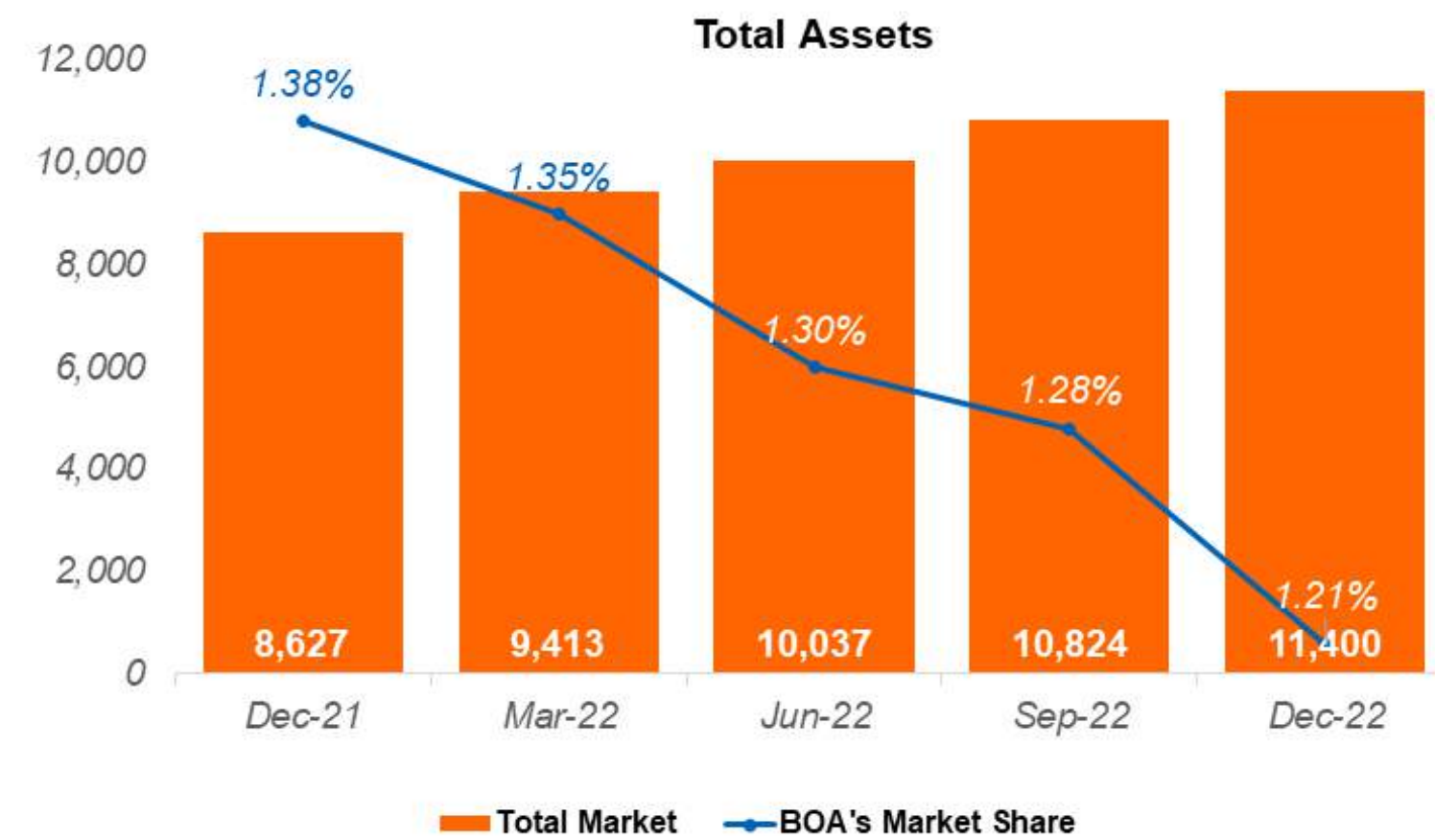
Greenery overstepping the urban design of El Quseir.

5

5.1 BUSINESS PERFORMANCE AND MARKET PRESENCE

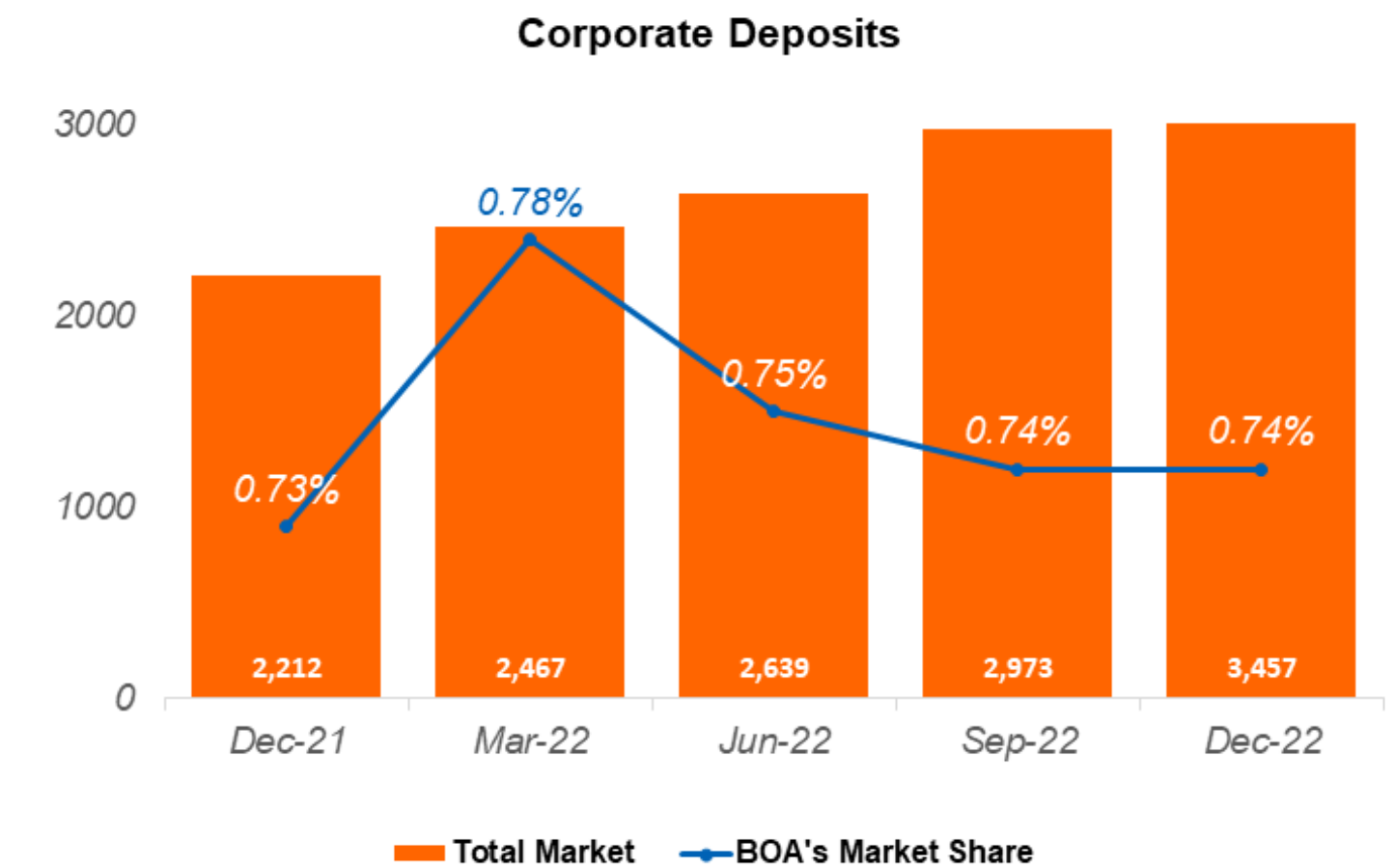
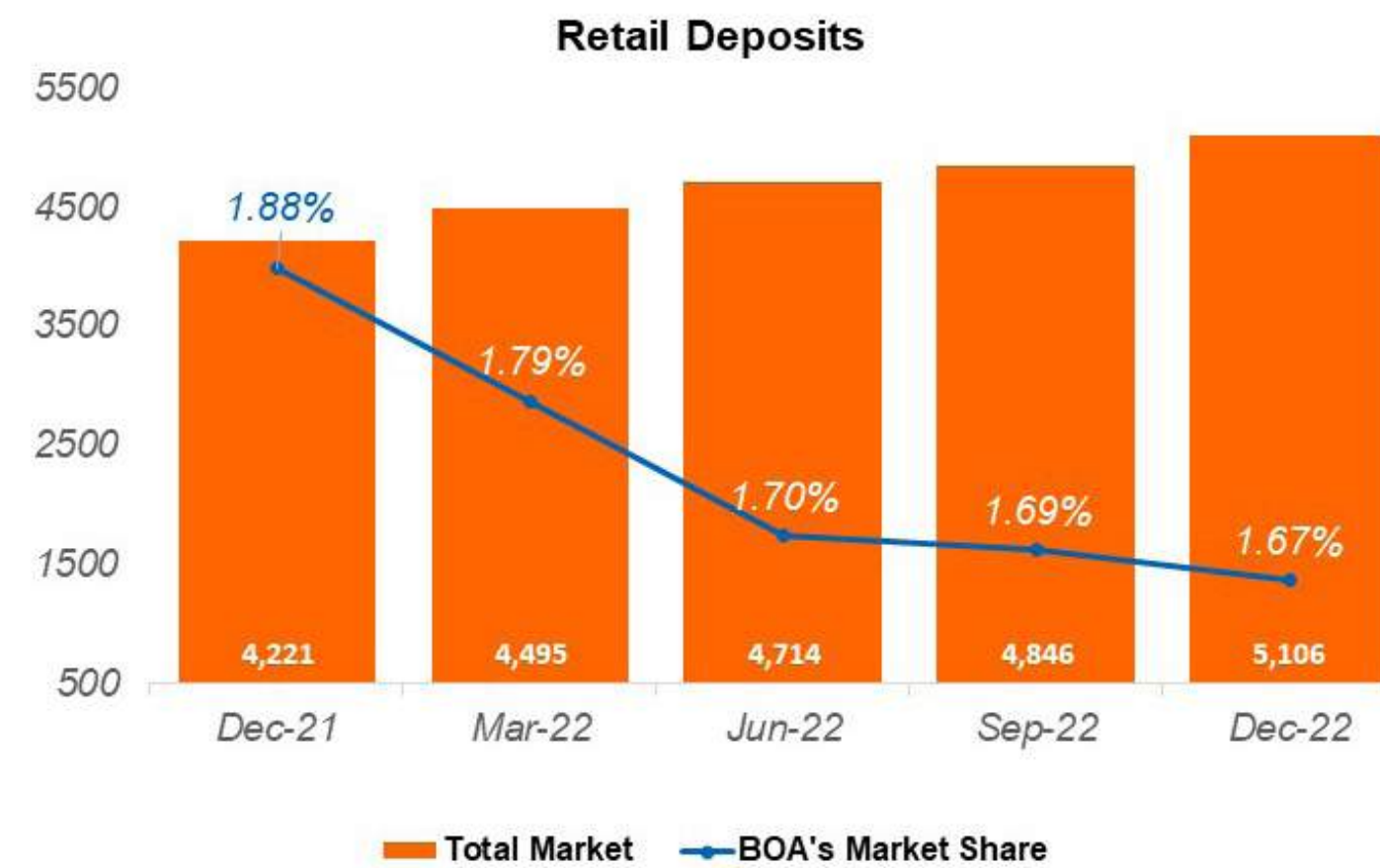
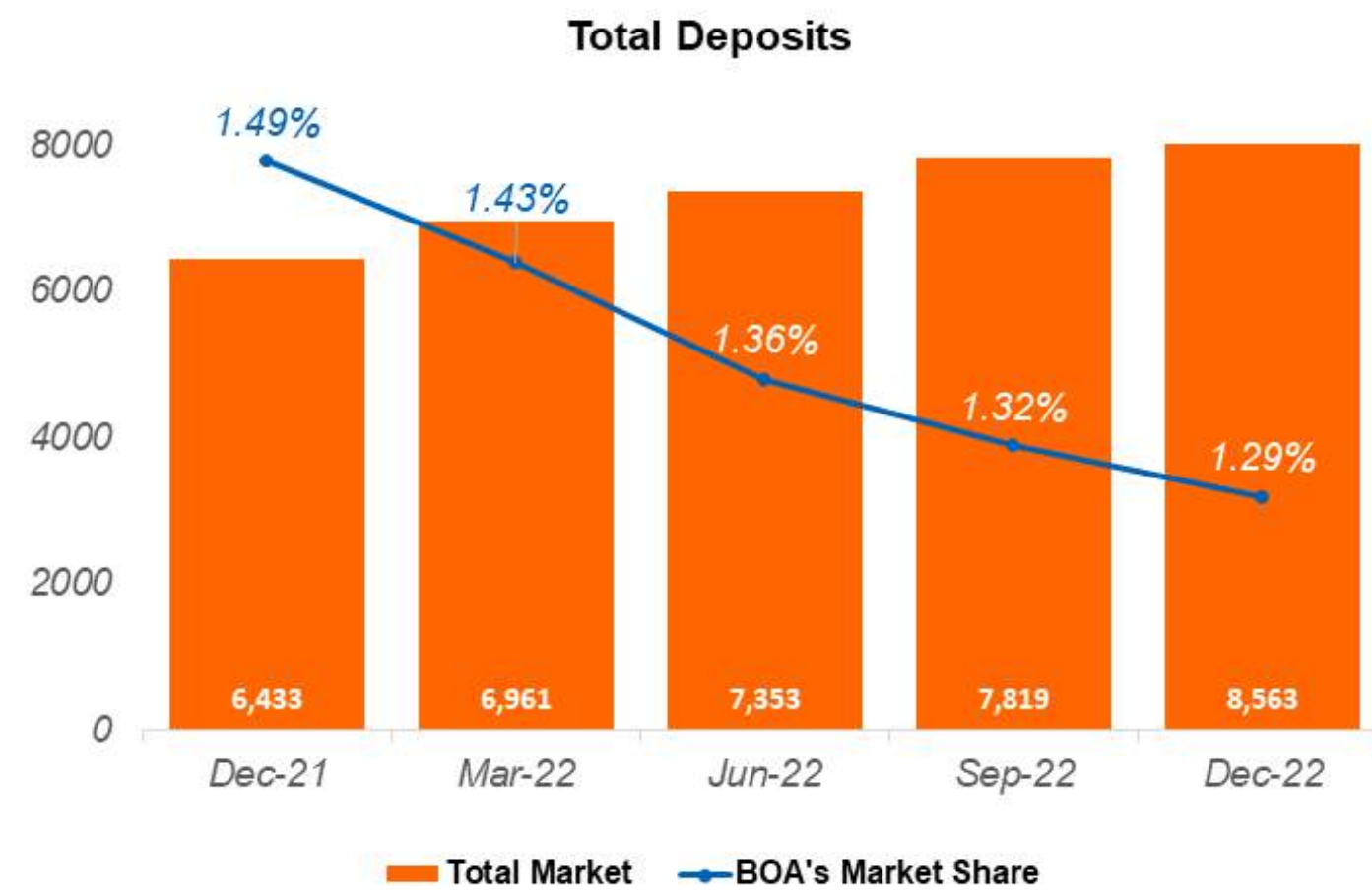


Artisans with disabilities from Diakonia mastering candle-making.





5.1 BUSINESS PERFORMANCE AND MARKET PRESENCE



7 Data is provided by the CBE from December 2021 to September 2022 only.

ALEXBANK's annual revenue has reached EGP +200mIn, thanks to the effective litigation handling coupled with precautionary measures contributing to the Banks' avoidance of facing significant financial losses of more than EGP 150 mln. The legal department joined ALEXBANK's revenue-generating divisions for reaching the bank's earnings and profits during the year 2022 through effective litigation handling in terms of taxation and debt recoveries.

Please see [ALEXBANK's Financial Statements](#) for 31 December 2022 for full details.



The certified trainees of "Creating Ambassadors" hospital campaign.



5.1 BUSINESS PERFORMANCE AND MARKET PRESENCE

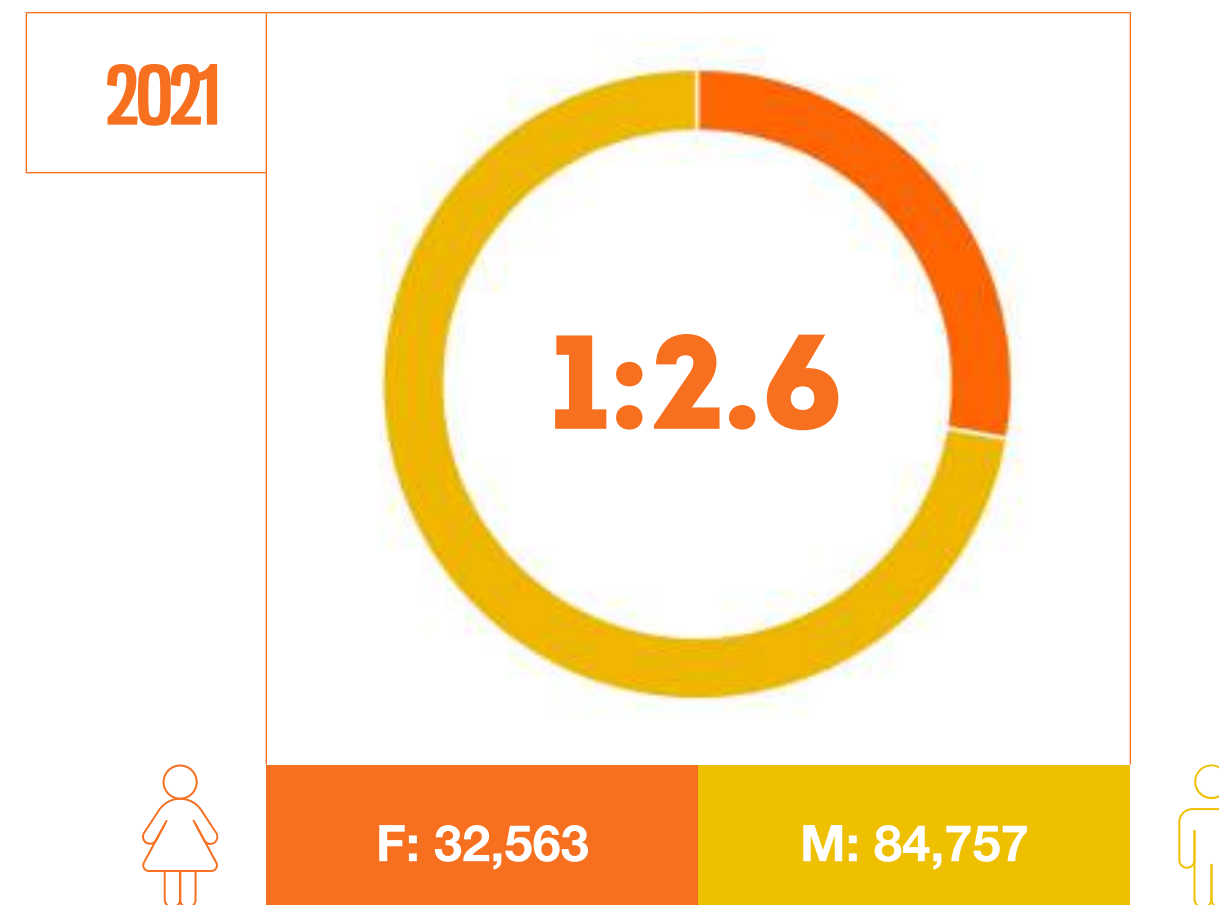
ECONOMIC VALUE DISTRIBUTION

TOTAL LOANS GRANTED FOR INDIVIDUAL CUSTOMERS

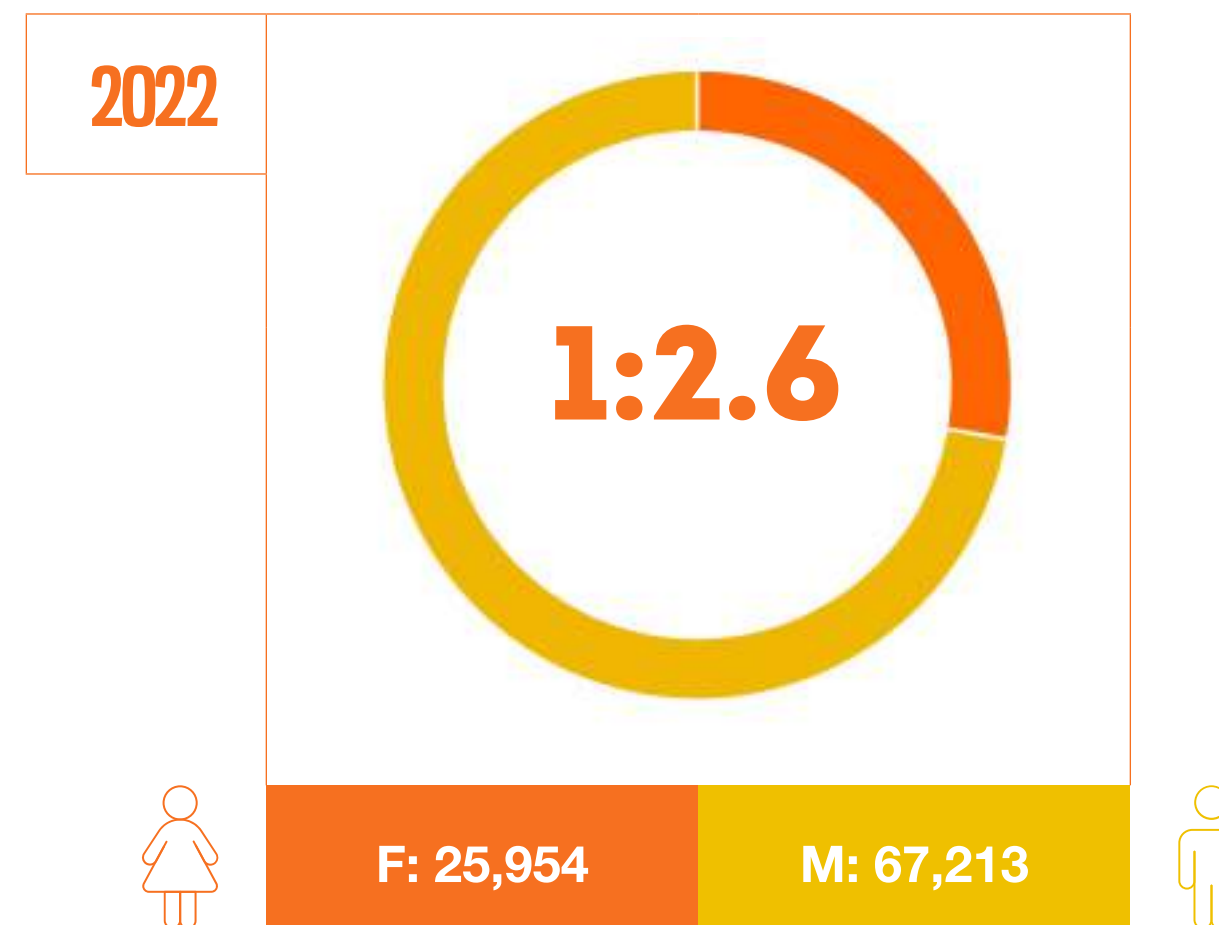
ALEXBANK had a total booked loans count of 93,167 during 2022. The loans granted by ALEXBANK have increased by 9% YOY to reach EGP 55,788 mln, compared to EGP 51,413 mln in 2021. For 2022, the median female granted loans were EGP 50K and the median male granted loans were EGP 75K. The diversity ratio increased by 1.3% compared to 2021 as a result of the Bank's continuous efforts to improve gender equity and inclusion.

MSMEs

In 2022, ALEXBANK's MSME's lending has reached 24.07% of the total lending portfolio as per the CBE's target set for all banks operating in Egypt being 25% by 2023.



Total Number of Loans Granted by Gender



Total Number of Loans Granted by Gender



The teachers of "My Nursery, My future" Project standing tall with pride as they paint a brighter future for their students.



5.1 BUSINESS PERFORMANCE AND MARKET PRESENCE

TREASURY & ALM

Despite the Russia-Ukraine disruption that affected the Egyptian economy and global financial markets, ALEXBANK's treasury strategy was to sustain a consistent performance during 2022 through which we have resiliently succeeded to go through the challenges with a fair tailwind.

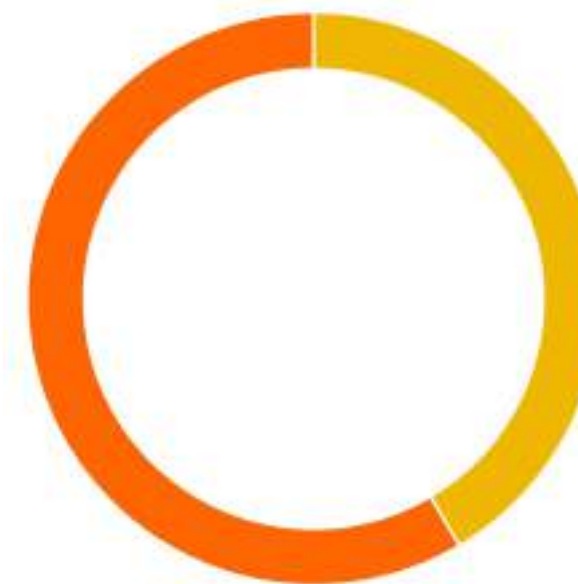
Managing near 50% of ALEXBANK's balance sheet, a decent portion of balance sheet returns depend on effective & dynamic portfolio management given interest rate and duration, in order to protect the balance sheet composition and evade from losses that may hit the bottom line, the treasury team successfully maneuvered the whole portfolio to shift towards very short durations to benefit from the projected consecutive hawkish interest rate environments.

Treasury successfully launched Egyptian Eurobonds executions and custody services for clients, while promoting Egypt's green bonds to our customers contributing positively to our ESG commitments.

On the FX front, being on top of Egyptian economy concerns, ALEXBANK's treasury team cautiously maintained 2022 profits vs 2021 despite the FX resources drop by more than 26% compared to previous years.

CUSTOMER EXECUTION

Clients' T-Bills Volume



2022

12.4 Bln

8.8 Bln

2021



Digitizing and automating more than 400 interest rate benchmark indices manual inputs

ET Registered Clients



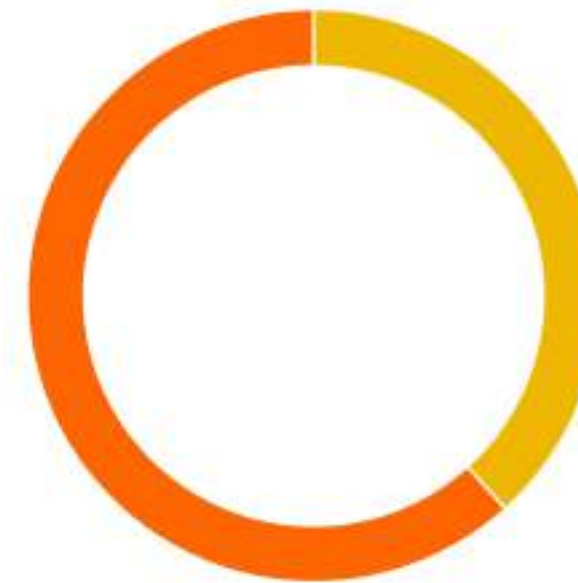
2022

9 Clients

4 Clients

2021

Clients' T-Bills Portfolio



2022

EGP 3.7 Bln

EGP 2.3 Bln

2021



ALEXBANK ET FOREX platform breakthrough in the Egyptian market

ET Forex Traded Volumes



2022

\$12.4 Mln

\$1.9 Mln

2021



5.1 BUSINESS PERFORMANCE AND MARKET PRESENCE

FIXED INCOME

ALEXBANK successfully managed Egyptian Eurobonds executions and custody services for clients through capitalizing on global relations with international custodian “Clearstream.”

Volumes Traded



2022

31 Bln

27 Bln

2021

Eurobonds Intermediation



2022

EGP 2.7 Mln

0

2021

Eurobonds Clients' Portfolio

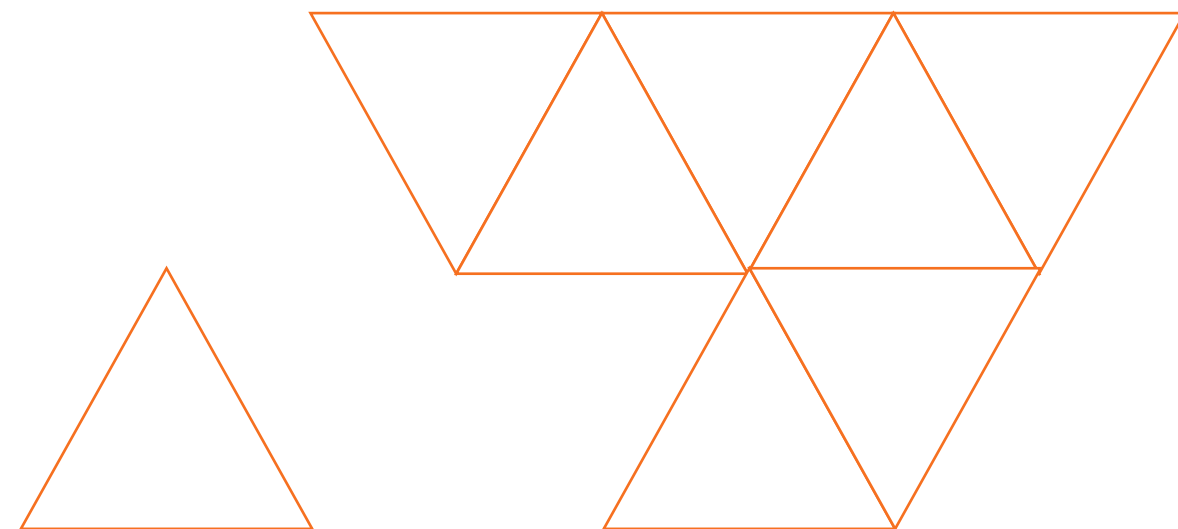


2022

EGP 100 Mln

0

2021



The insightful story behind one of the masterpieces exhibited at “The GoodKind” Exhibition.



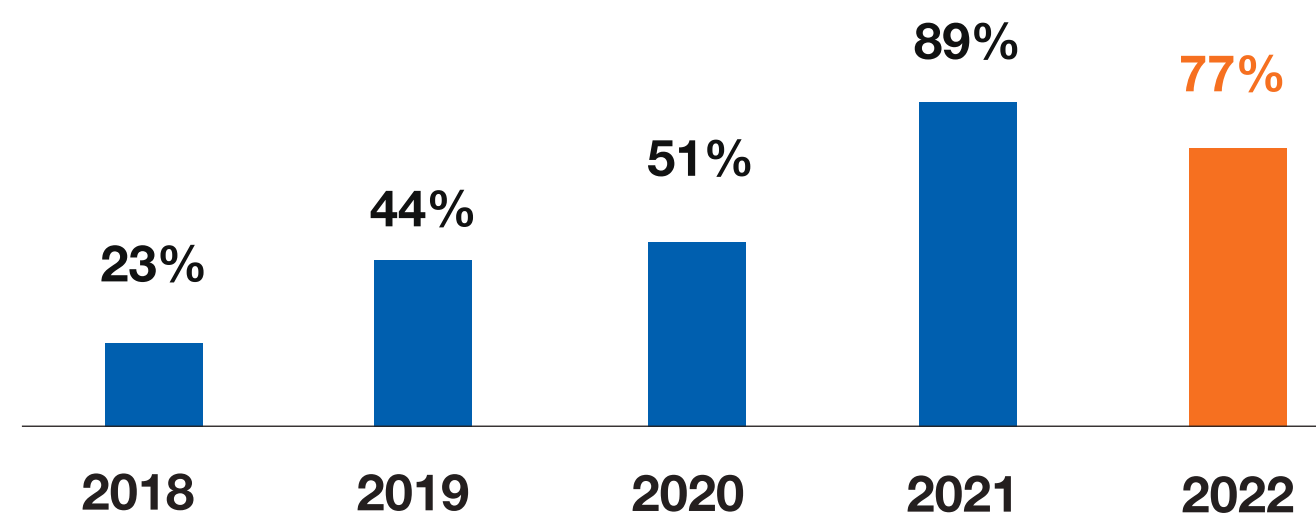
5.1 BUSINESS PERFORMANCE AND MARKET PRESENCE

FOREIGN EXCHANGE

Following CBE instructions regarding derivative products and banks liberty in pricing FX derivatives, ALEXBANK offered FX-related derivatives to clients.

FX Profits Growth

Baseline year 2017



Money Market

ALEXBANK, as a member of the Money Market Contact Group (MMCG) along with CBE, EBRD and Bloomberg is putting the final touches to the newly launched OIS product to enhance and develop the money markets in Egypt. The treasury team successfully introduced FCY and new RFR benchmarks in ALEXBANK ahead of USD and EUR benchmark cessation, and an extra milestone was achieved to avail extra benchmarks on Bank systems (SOFR/ESTR/CONIA). Digitizing interest rate benchmarks input in addition to the automation of money market corridor linked product.

ALEXBANK successfully over-performed local market performance in money market placements across interest rate benchmarks in 2022.

ALEXBANK Performance vs Benchmarks



The gates of one of the branches welcoming in customers.



5.1 BUSINESS PERFORMANCE AND MARKET PRESENCE

BANKING ACROSS SEGMENTS

CORPORATE & INVESTMENT BANKING

The corporate investment banking team has been increasing the ALEXBANK share from the mid-corporate sector throughout 2022 by focusing on mid-corporates (companies with turnover up to EGP 1 bln) to ensure diversification of its portfolio. Total mid-corporate assets increased by EGP 497 mln over Dec, 2021 and the net operating margin reached EGP 176 mln during 2022, compared to EGP 123 mln in FY 2021. The Bank has been working on increasing its share in the multinational sector by attracting companies with no global relationship with ISP and having financing needs within ALEXBANK's local credit limit in which we can secure faster process and supports granting the customers the needed financing within a respective timeframe.

ALEXBANK has been working on securing a stable source of revenue by boosting fee income via attracting ancillary business (trade, cash management, FX transaction, digital services, point of sales, credit cards), as the corporate division has achieved a total fees income of EGP 183 mln in FY 2022, compared to EGP 105 mln in FY 2021.

Diversifying the Lending Portfolio

ALEXBANK has been adopting measures to diversify its lending portfolio. The Bank reinforced structured transactions, including project finance, syndication, acquisition finance, advisory, etc., capitalizing on ALEXBANK's Investment banking team and in alignment with the Corporate and Investment Banking Business Coordination function within ISBD Corporate & SME Department structure.

This pillar will enhance volumes, interest income and fee income considering the fee associated with such type of transaction and the contribution of the medium/long term to the total loan portfolio and, in turn, provide more stability to the loan portfolio. The Bank continues to support the defensive industries, among which are food and beverage, health care and pharmaceuticals in addition to enhancing the business in the construction sector coping with the mega projects currently under construction in Egypt. Moreover, the corporate banking in ALEXBANK is working on supporting all large corporate clients who are engaging in all mega projects in the new administrative capital (NAC), infrastructure projects either on a bilateral basis or in syndication with other banks. The Bank has been promoting the Green Economy Financing Facility (GEFF) in 2022 to support Egypt's energy efficiency and renewable energy projects.

Read more under Financing Green and Sustainable Transition.

ALEXBANK's corporate banking has been focusing on supply chain financing during 2022, which involves financing the borrowers' suppliers. Many of ALEXBANK's customers showed interest in the supply chain financing initiative as it relieves the burden on their cash flow.



Each line engraved on his skin tells a unique story.



5.1 BUSINESS PERFORMANCE AND MARKET PRESENCE

The beauty of the contrast between greenery and the Nile River.



Advisory Service and Project Finance

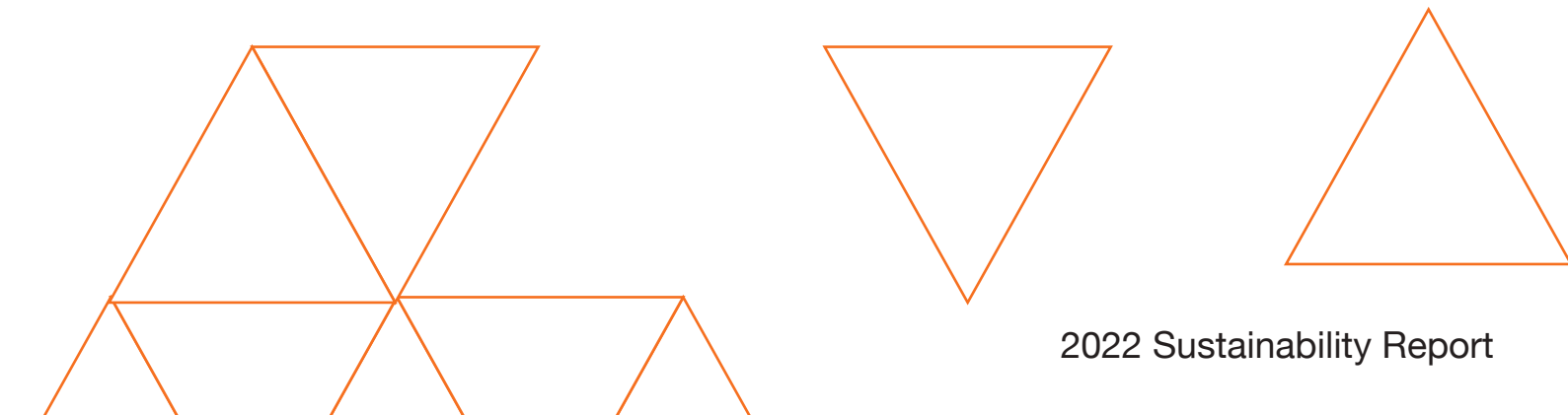
ALEXBANK Advisory services were introduced in late 2014 in parallel with the inauguration of the Investment banking office operations, which were backed by ALEXBANK's vision to enforce the corporate & investment banking division with a dedicated and specialized arm to offer investment banking products such as project financing, structured finance as well as tailored financial products/services to complement other divisions' products and services.

ALEXBANK succeeded to achieve multiple key milestones, wherein in November 2016, ALEXBANK acted as the financial advisor for one of the largest companies working in ports and logistics field in Egypt, in relation to the construction, operation and maintenance of Container Terminal Project in Egypt. Additionally, in 2017/2018, ALEXBANK investment banking team assisted one of the top players in the fertilizers production field in the Egyptian market through providing finance and financial advisory services, to help the company to optimize its financial structure as well as to advise on its capex plan.

Furthermore, starting from 2018 till date, ALEXBANK's investment banking team in its capacity acts as the exclusive financial advisor for Abu Tartour for Phosphoric Acid Company ("AT-PHOS") for providing financial advisory services in relation to the development of 500,000 tons per year of Merchant Grade Phosphoric Acid (MGA) Production Plant and Offsite Facilities, with an associated sulphuric acid unit in Abu Tartour, New Valley Governorate, Egypt. The project is one of the mega and strategic projects of the Government of Egypt, as it will secure hard foreign currency inflows during the lifetime of its operation, and in addition to many job opportunities, as well as, rejuvenating the New Valley Governorate with auxiliary industries to service it. Over and above, ALEXBANK's Advisory team in 2020, has been assigned a major project in the railway sector, to provide advisory services with respect to the establishment of a railway track line in New valley.

Adding to the said, during 2019/2020, ALEXBANK's investment banking team, has assisted a consortium of top notch investors in providing advisory services with respect to the financial engineering required for the establishment of a mega sugar plant in Egypt, that was aiming to close the sugar demand gap in the Egyptian Market, with the project reaching its financial closure during second quarter of FY 2022.

Finally, ALEXBANK's investment banking team in its capacity acts as a nominated advisor (NOMAD) that is registered with the Egyptian Stock Exchange (EGX) and holds the license to provide sponsorship for SMEs that need to be listed on the Nilex Stock Exchange (which is a dedicated stock market for SMEs under the supervision of EGX). ALEXBANK is currently approaching various SME clients to provide sponsorship and to offer specialized financial advisory services for prospect SME companies that has the appetite to be listed at the Nilex Stock Exchange. ALEXBANK's investment banking team has strong potential to provide advisory services on a large scale to existing corporate clients at ALEXBANK as well as new clients, with their strong expertise in financial modelling, conducting feasibility studies, market valuations; and their background and experience in corporate finance, structured finance and DCM fields.





5.1 BUSINESS PERFORMANCE AND MARKET PRESENCE

One of ALEXBANK's most historical and iconic buildings.



CONSUMER BANKING

Retail

In 2022, ALEXBANK's retail customers reached a total of 1.6 million clients.

Customers by age	2022
0-32	357,799
33-42	376,529
43-52	326,249
53-67	392,523
>67	163,881
Total	1,616,981

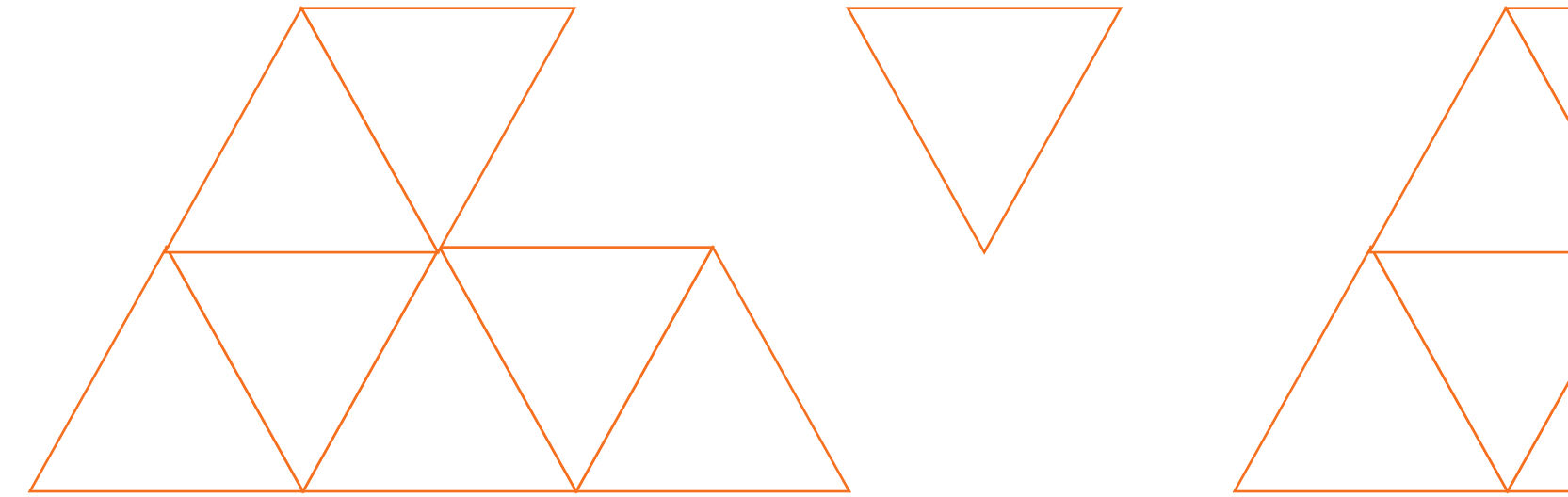
Meeza Cards



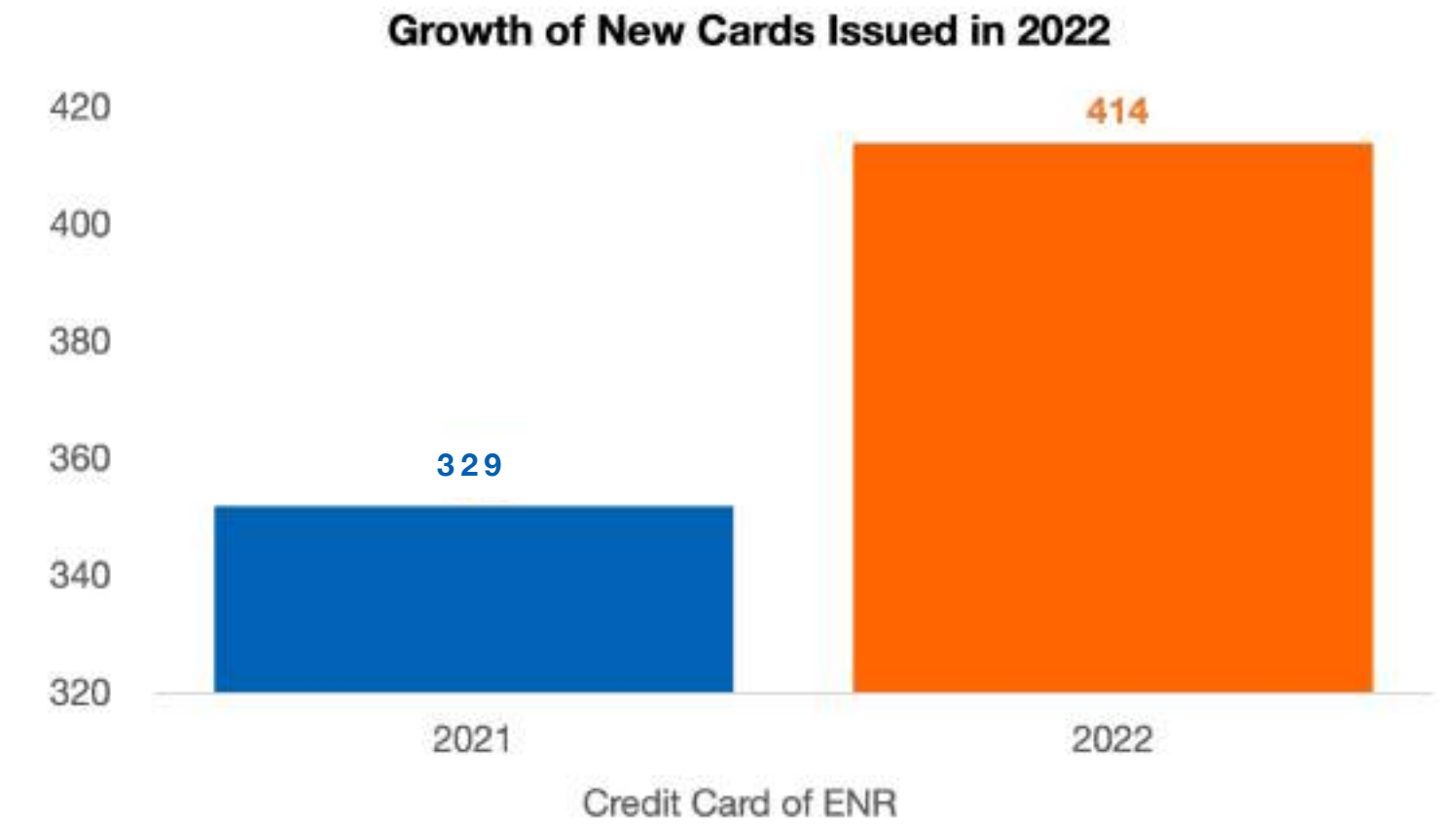
38%

Increase in Meeza Cards portfolio in 2022

ALEXBANK is constantly working on increasing its outreach and customer base. This year, the Bank increased its Meeza Cards portfolio by 38% compared to 2021, and witnessed a general increase in card activities and issuances in comparison to last year.



Cards



Ma7fazty

ALEXBANK recorded a total of 137K ma7fazty users by 2022, after adherence to CBE instructions of closing dormant wallets, with a total of 2.7 mln transactions of EGP 2.7 bln, indicating a 37% growth compared to 2021. Ma7fazty recorded 23K monthly average of actively transacting wallets with 226K as a monthly average transaction count with EGP 221 mln in volume.



5.1 BUSINESS PERFORMANCE AND MARKET PRESENCE

POS Acquiring

Initiative	Objective	Results/ KPIs	Added Value
DCC (Dynamic Currency Conversion)	Enable Dynamic Currency Conversion on ALEXBANK POSs	80% Complete	Enhance customer experience and attract new merchants in the tourism sector.
Geidea Payment Facilitator	Contracting with Geidea to deal with the sub-merchants on behalf of ALEXBANK	90% Complete	Increase ALEXBANK's market share and attract a new segment.
NDIMO Payment Facilitator	Contracting with NDIMO to deal with the sub-merchants on behalf of ALEXBANK	Completed	
E-commerce Business	Accepting online payments through the merchant's websites and applications	Completed	New business model to match the market dynamics and expand business opportunities.

Acquiring absolute values:

Year	2018	2019	2020	2021	2022
Number of deployed POS terminals	3,600	3,400	5,200	5,500	5,200
Number of POS transactions (mln)	2.5	3.8	4.2	7.2	7.8

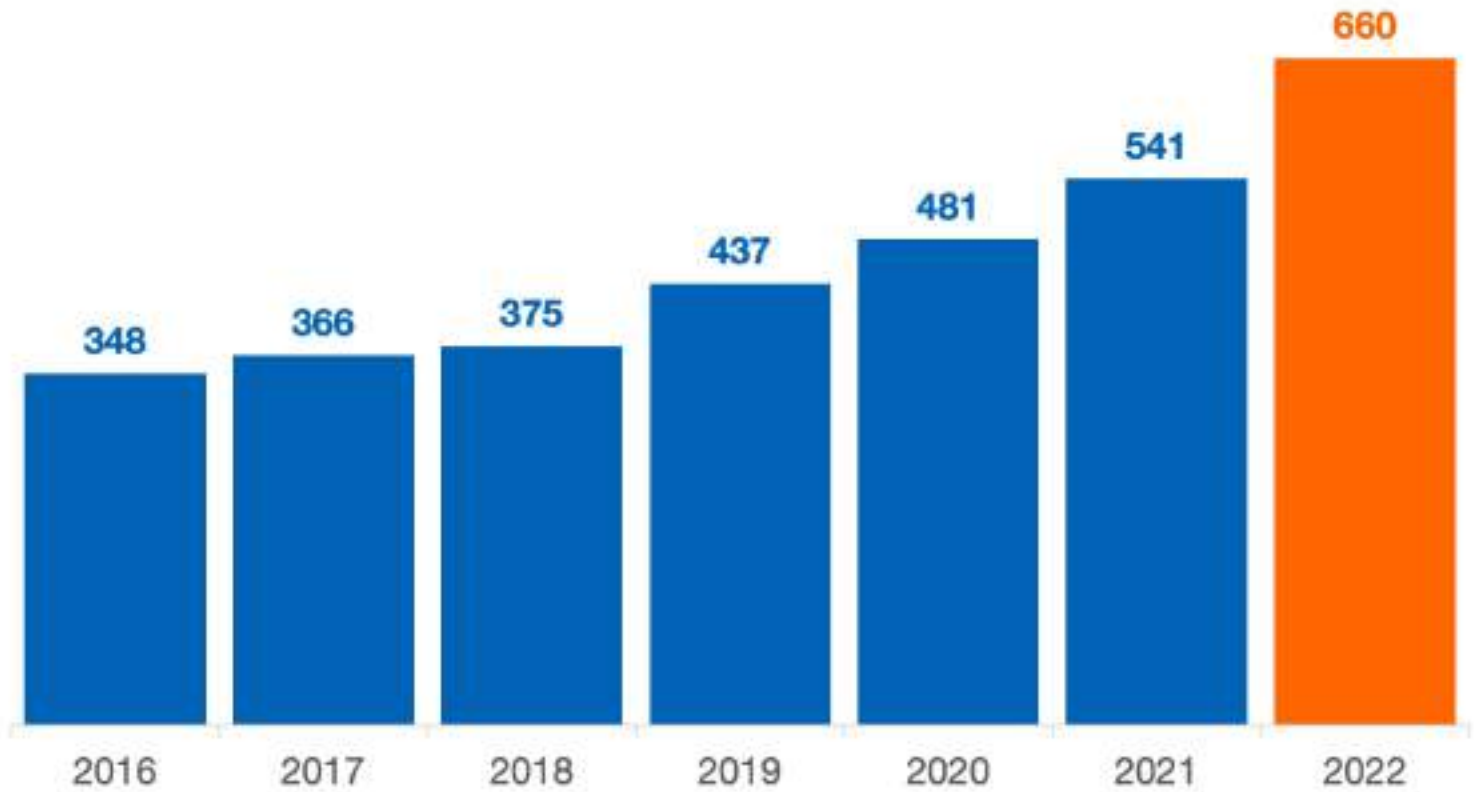
ATMs

For better customer experience and satisfaction levels, ALEXBANK has completed its ATM interface and screen revamp initiative. This aims to provide a more convenient look and feel for the ATM screens for customers, in addition to its Meeza Cards Deposit initiative, which allows other banks' Meeza cardholders to deposit through ALEXBANK's ATMs.

As part of ALEXBANK's efforts in enhancing and mitigating ATM services-related risks, it has developed and improved its ATM security controls through its ATM Physical and Cybersecurity initiative, which is 95% nearing completion. This is an inevitable risk that ALEXBANK has set as a key priority and as part of its strategy to ease the experience for visually impaired customers to smoothly utilize ALEXBANK's ATMs when it completes its visually impaired people focused project in 2022.

Another customer experience enhancement with a significant increase in ATM revenue has been witnessed this year through ALEXBANK's Visa DCC Program, which allows international visa cardholders to choose to withdraw in their card's currency.

Number of ATMs





5.1 BUSINESS PERFORMANCE AND MARKET PRESENCE

Remittance

Remittances is one of Egypt's main foreign currency sources that play an important role in the Egyptian economy, contributing to ~10% of the country's GDP. ALEXBANK is one of the most influential players in the remittances market. The bank serves wide range of Egyptian foreign workers through over 174 branches strategically located across Egypt. The bank owns an extensive correspondence network in the main sending corridors throughout the world via various strategic partnerships including Western Union and an extensive portfolio of banks and financial institutions in the GCC area which enabled the bank to witness significant growth rates over the past years. The bank also aims to transform its existing remittance services through digital and e-channels platforms to better serve its remittance customers 24/7 through cutting-edge technology and to become the most preferred remittance partner for the Egyptian community.

Western Union Services

ALEXBANK recently added Western Union services inside El-Gouna Branch through a digital corner, and reinstated the service in three relocated branches (New Bagour, New Badary and New Damietta). The bank aims to launch a new service which allow senders to transfer money from more than 200 countries worldwide to bank accounts across Egypt.

Remittance API Technology

ALEXBANK has recently launched its Remittance API technology to facilitate real-time money transfer services to its valued customers. The Remittance API is a complete integrated system that caters to the day-to-day remittance activities and business processes for our correspondent partners, frontliners and back-office users to efficiently process real-time remittances. The system is integrated seamlessly with ALEXBANK's core banking system and other third-party systems. This facilitates instant money transfers as cash over the counter and offers instant credit to the beneficiary's account maintained with ALEXBANK or any other domestic bank for cross-border payment or mobile wallets.

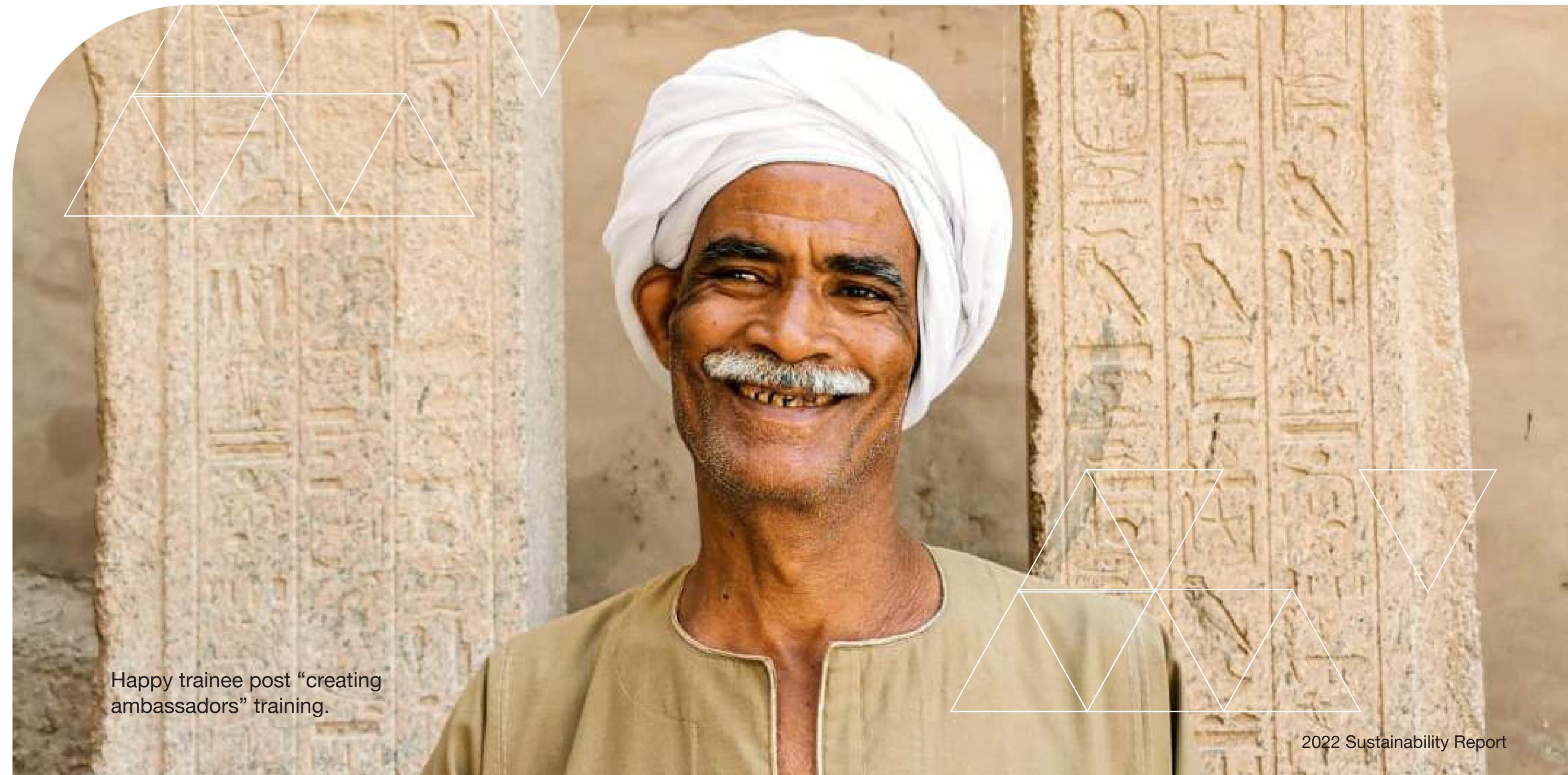
Mass Segment

The launch of the upper-mass segment offers competitive financial services and offerings in addition to lifestyle benefits to the upper-mass customers. Upper-mass customers benefit from having a dedicated regional officer to cater their banking needs. This attracted a more premium segment to the Bank that was not catered earlier, which resulted in the increase of the upper-mass portfolio customer base in ALEXBANK during 2022.

Insurance

Credit life insurance for a new mortgage loan

A group credit life insurance coverage for the new mortgage program covering the loan's outstanding balance in case of the customer's death or total permanent disability, providing customers with a higher coverage limit and FCL for automatic enrollment.



Happy trainee post "creating ambassadors" training.



5.2 RESPONSIBLE AND PURPOSEFUL LENDING

The purpose of banking has drastically changed over the past decade. Today, lending is a way to make a profit and build the desired future, one impossible without the other. This is why ALEXBANK aims to align with frameworks such as Equator Principles and Principles for Responsible Banking. The Bank has revised multiple policies and procedures to ensure that all of its financial flows do no harm and serve as a force for good. The Bank has also set new straightforward goals, such as exiting the oil and gas industry by 2025.

PORTFOLIO IMPACT ANALYSIS AND TARGET SETTING

Being a founding signatory of the Principles for Responsible Banking since 2019, ALEXBANK has committed itself to tackle the second principle, which addresses impact and target setting. Therefore, ALEXBANK started its journey by conducting an impact analysis across its portfolio to identify its most significant impact areas and to set targets accordingly. We are currently in the phase of target setting and have completed our impact identification process.



One of EMM's artisans creating a hybrid of crafts by merging copper with the art of calligraphy.



5.2 RESPONSIBLE AND PURPOSEFUL LENDING

ESG LENDING PRODUCTS AND SERVICES

Pension Loans

Loans tailored to serve seniors that receive pension from their employer, and is used to finance personal needs.

Microfinance for Lending Individuals

A financial solution designed to empower customers with low income who start micro projects to enhance their lives, and accompany them through the business enlarging phases.

Microfinance for Individuals in Cooperation with NGOs

A lending platform allowing financing to microfinance customers 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.

Micro Livestock Loan for Individuals

The program is targeting smallholder farmers to support their effort in rearing animals by providing them a tailored product that aligns with their livestock business cycles.

Green Car loans

Vehicle finance option that is available for eco-friendly cars — or cars with lower than average emissions. Green auto loans typically offer lower interest rates than conventional auto loans, which could come in the form of lower base interest rates or rate discounts.

Livestock Loan

The program is targeting farmers to support their effort to rear animals by providing them a tailored product that aligns with their livestock business cycle.

Crops Finance

A tailored financing to support cultivation activities, with a unique payment cycle matching with the business proceeds, and targeting smallholder farmers.

Crops Finance

A tailored finance to support cultivation activities, with a unique payment cycle matching with the business proceeds, and targeting small businesses.

Value Chain Lending “El-Dokan Card”

A Value chain credit card to be provided to micro retailers based on shared value with multi nationals working in Egypt, supporting the payment cycle digitalization by using POS or payment gateways. This comes in alignment with the Egyptian government’ direction towards digitalization.

PV Pumps Finance

In cooperation with the World Food Programme, this program is supporting smallholder farmers to consolidate their lands and install PV Pump to their consolidated farms replacing old diesel pumps.

MF Loan Disbursement (service)

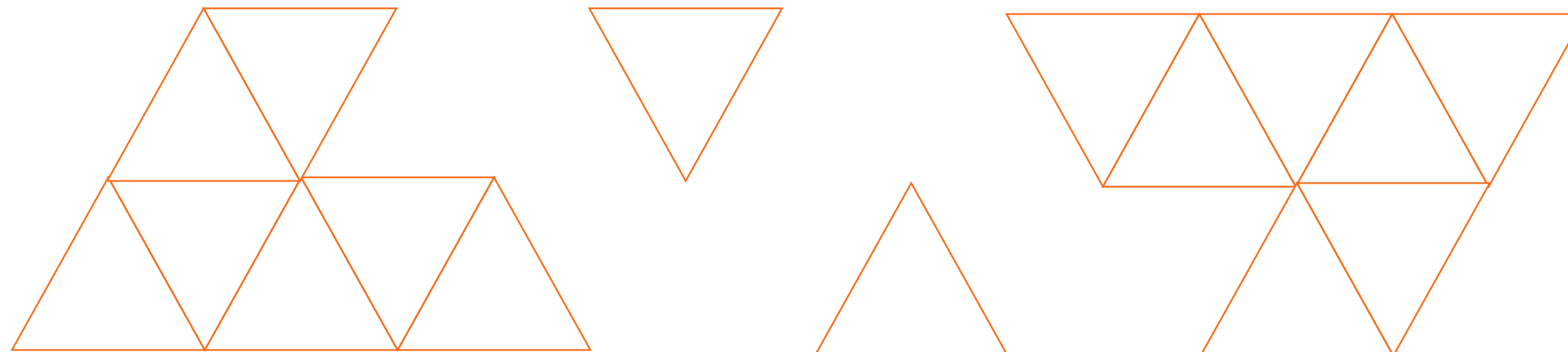
Allowing microfinance loans to be disbursed through AB wallet, this will impact financial inclusion positively for this underserved segment, and will decrease the use of hard documents.

Digital Loan Collection (Service)

Enabling the microfinance loan collection through third party payment facilitators in order to save our customers’ time & effort while decreasing the use of hard copies.

Mum@work

Lending provided to working women, in order to support their different consumer needs (with a special pricing).





5.3 FINANCIAL INCLUSION AND LITERACY

People who can effectively manage their finances are the foundation of any prosperous nation and healthy economic system. 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 in the long term. The Bank's events, training, interactions with clients and apps make financial inclusion a seamless journey for every person, no matter their background.

ALEXBANK strategically aims to expand financial literacy and increase the financial capabilities of consumers and MSMEs. The Bank also encourages entrepreneurs by providing financial and non-financial services, encouraging their integration into the formal economy. ALEXBANK has been initiating new products for targeted customers based on savings, insurance and payment instruments. In cooperation with CBE, the Bank has been reducing credit-granting requirements and considering the customers' circumstances to avoid exploitation.

The Bank issued its Financial Inclusion Procedures in 2022, aiming to facilitate the accessibility of its financial products and services to people in an efficient and convenient manner, especially marginalized segments of society with low incomes and those in rural areas. The procedures describe the operational steps followed by the Financial Inclusion Solution Office and the Financial inclusion activities starting from strategy preparation, annual plan preparation, annual plan execution, monitoring and reporting activities. The procedures identify the governance of the process and the responsibilities of the main stakeholders involved in the process.

DRIVING MICROFINANCE

Continuing its efforts to spread financial inclusion among the informal sector, ALEXBANK has been revamping its microfinance accounts with multiple new microfinance lending products and awareness campaigns. In 2022, MSME clients reached a total count of 66,853 with microfinance lending witnessing a moderate growth rate of 13.1% due to the disturbance in the Egyptian Market created by the devaluation of the local currency and high inflation rates which has in turn significantly increased the prices of all input providers. In this respect, ALEXBANK efforts were focusing on improving the selection criteria of farmers with a tightened risk appetite towards new lending activities. However, the portfolio has witnessed a 14% percentage increase that implies higher flows than in 2021. In 2021, microfinance to enterprises recorded a drop, while the results for 2022 are positive even after the currency devaluation impact, which is also driven by our increased focus on the agriculture sector by introducing products with longer tenure, walking away from the standard microfinance product logic of 12 months – 12 installments, in favor of products matching the product cycles, in a logic that prioritizes customer protection.

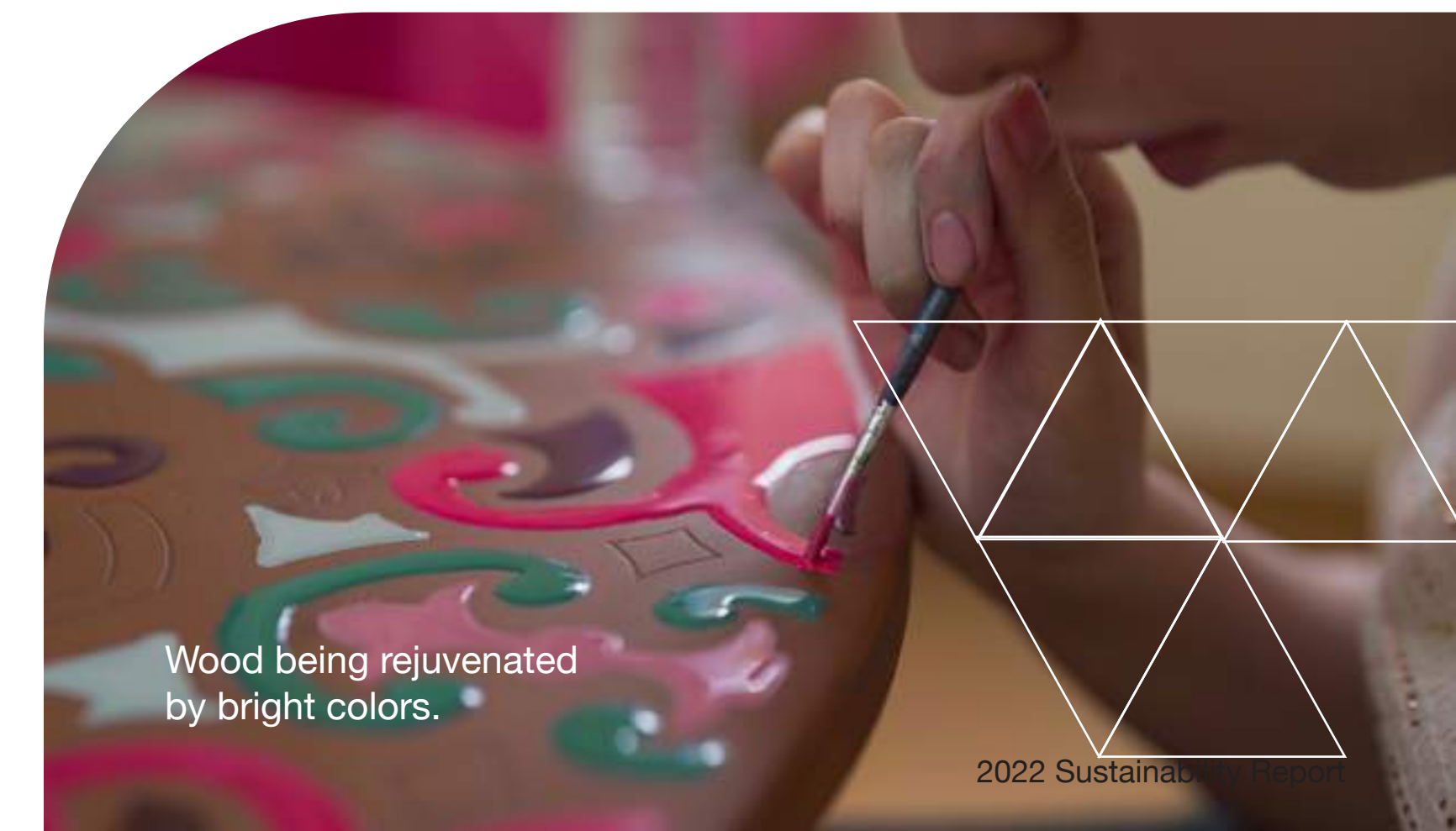
Outstanding Exposure (EGP)	2021 YOY growth	2022 YOY growth
Microfinance (Individuals)	4%	14%
Microfinance (Enterprises)	-12%	8%
Total Microfinance Lending	1%	13%

The microfinance production for individuals during 2022 surpassed EGP 400 mln, while as for the enterprises the total production surpassed EGP 70 mln.

EMM LOAN

In addition to the financial package, a bouquet of customized non-financial services was designed, including legal advisory services, business skills training sessions; digital marketing training and consulting services; and an opportunity to sell and market products on an e-commerce platform. The EMM Microloan proposition is expected to create business value for ALEXBANK in the sense of serving the under-banked handicraft men and women (aged 21 – 65) under EMM who were not encouraged to borrow under the traditional microfinance product.

To date, 482 microloans have been disbursed to EMM artisans with an amount of EGP 13.5 million.



Wood being rejuvenated
by bright colors.



5.3 FINANCIAL INCLUSION AND LITERACY

YOUTH ACCOUNTS

Youth accounts have increased in count since their launch, especially since reducing the minimum opening age of customers to 16 without the requirement of having a legal guardian's presence at account opening. 2022's New to Bank accounts showed a slight decrease compared to 2021's record breaking NTB production, however the portfolio has been managed to maintain a healthy and strong customer base. The Youth portfolio increased by 18% by the end of 2022 vs end of 2021.

EBDA' ACCOUNT

In 2022, the account was revamped to include new features: no minimum balance, no maintenance fees, no account opening fees and a preferential interest rate. Ebda' aims to support individual customers for opening an account by just providing their National ID, targeting citizens who don't have occupancy, proof of income or have changed their addresses. It also aims to include marginalized segments including women, farmers and PwDs.

EBDA' SAVING ACCOUNT



No minimum
opening balance



No account
opening fees



No maintenance fees





5.3 FINANCIAL INCLUSION AND LITERACY

VSLA DSG PROJECT

Direct Beneficiaries: 3104 women

Indirect Beneficiaries: 13,000

The VSLA DSG Project (Dec 2019 – Dec 2022) supported 3,104 marginalized women in Assiut in Upper Egypt. The aim of the project is to empower these women economically and socially through onboarding them to the VSLA DSG Project.

Following the success of the initial pilot phase, ALEXBANK embarked on a second phase of the National Digital Savings Groups' pilot (that is led by the Central Bank of Egypt and the National Council for Women) by targeting the onboarding of more than 3,000 women into 150 saving groups in Assiut, with the primary objective of enabling the digital financial inclusion of women in marginalized communities.

By the end of the year 2022, 3,104 women received financial education training, 1,500 women received numerical literacy sessions, and 1,137 women received social empowerment training. The objective has been achieved by dividing women into groups, offering digital and financial literacy sessions, social skills training and economic empowerment opportunities led by experts from CARE Egypt, Vodafone e-wallet and Vodafone Cash.

MUM@WORK

In light of the International Day for the Elimination of Violence against Women, ALEXBANK supports all working women through its personal loans programs, offering zero admin fees from November 27 to December 29, 2022.

#For_her

FINANCIAL INCLUSION EVENTS WITH THE CBE

Savings Week Activation

In celebration of CBE's FI circular Savings Week celebration, WFP and ALEXBANK's teams activated CBE's offers on account opening and loans. ALEXBANK visited Aswan to celebrate the event and conduct awareness sessions over two days, with a total of 96 beneficiaries in three villages.

PwD Activation

ALEXBANK's Financial Inclusion, Microfinance, and CSR & Sustainable Development team, with the support of WFP, visited Sohag between the 4th and 6th of December, targeting Haya Karima villages and promoting Ebda' Financial Inclusion Saving accounts, Microfinance (MF) loans, and Meeza cards. Financial Inclusion, MF, and Customer Service officers carried out financial literacy sessions for men and women in targeted villages reaching 170 beneficiaries.

Youth Activation

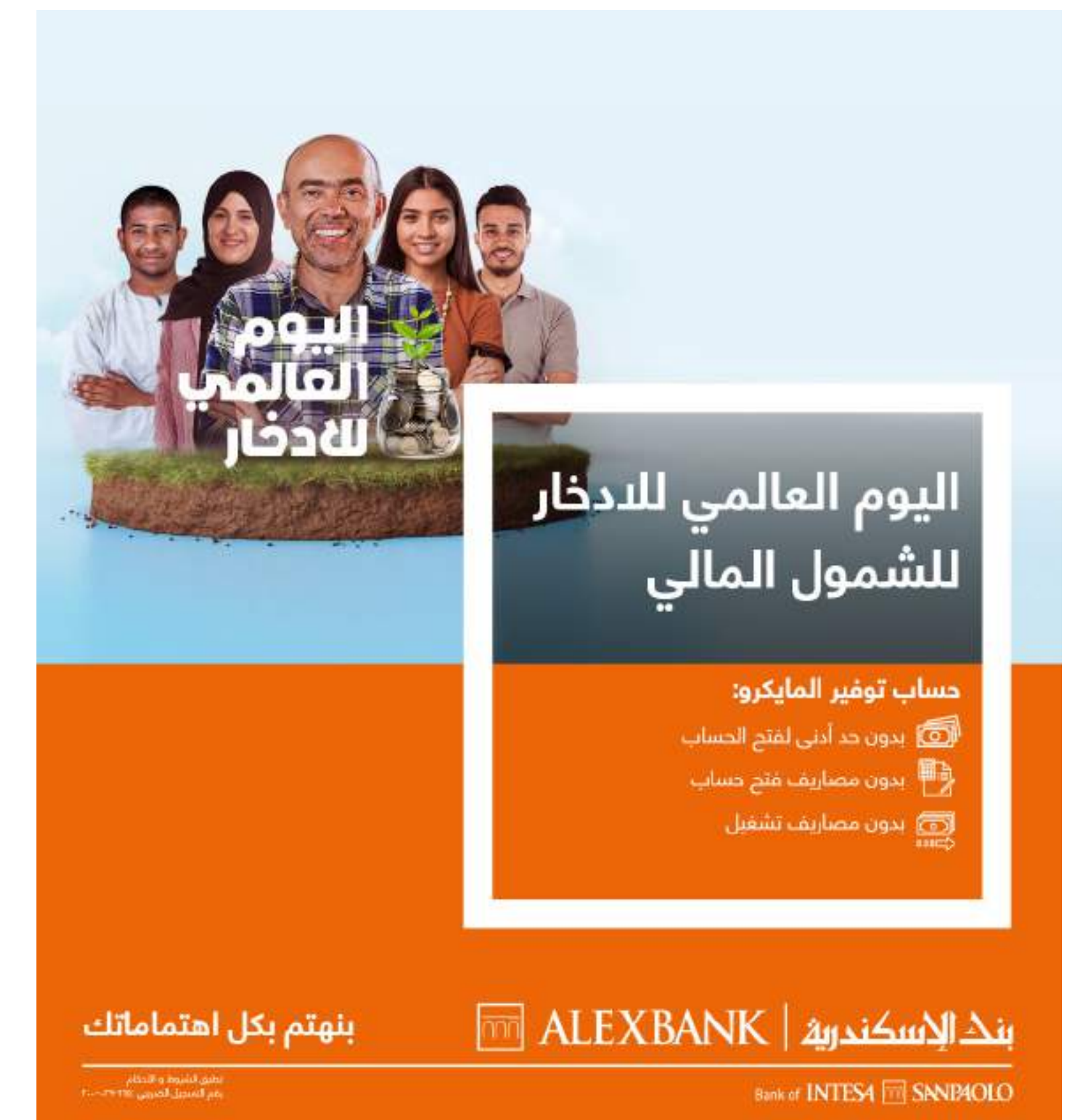
ALEXBANK visited Luxor in celebration of CBE's Financial Inclusion (FI) celebration of the Youth. A total of 147 beneficiaries attended these sessions in the 4 villages ALEXBANK has visited. A total of 231 children played Hady Bady App in the villages of Luxor as well.

Women's Day Activation

ALEXBANK kicked off phase 2 of the Presidential Initiative Haya Karima with a visit to Maragha, Sohag, in light of CBE's FI celebration for Women's Day. Representatives from ALEXBANK and the WFP teams conducted financial literacy and awareness sessions in four villages. A total of 405 beneficiaries attended these sessions.

Haya Karima External Visits with WFP

In 2022, we were able to reach 1,287 beneficiaries by visiting 18 villages in 5 governorates (Assiut, Sohag, Qena, Luxor and Aswan) to conduct financial literacy and inclusion sessions, under the umbrella of the CBE and the Haya Karima Presidential Initiative.

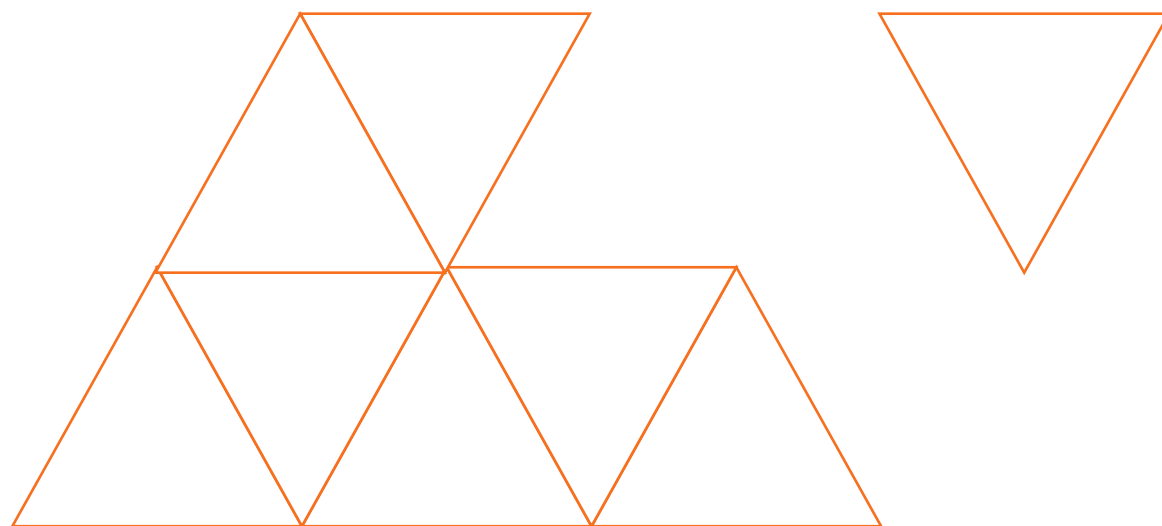




5.3 FINANCIAL INCLUSION AND LITERACY

HAYA KARIMA EXTERNAL VISIT WITH ORANGE CORNERS

With the support of the ALEXBANK Fintech team and Orange Corners initiative by the kingdom of Netherlands implemented by Outreach Egypt in Upper Egypt, the ALEXBANK Financial Inclusion, MF, CSR & Sustainable Development team and the Orange Corners team visited Asyut on the 7th of Dec to expand financial inclusion outreach through promoting accounts, Meeza Cards and MF Loans for supporting entrepreneurs in upper Egypt. ALEXBANK provided financial literacy and awareness sessions to 50 entrepreneurs in coordination with the Orange Corners team. Q&A sessions were conducted to discuss entrepreneurship opportunities in rural areas, including agriculture activities; recycling and upcycling projects supporting Haya Karima villages.



The women of Dahshur embroidering the beauty of their hometown with pride.



5.4 SUSTAINABLE AGRIBUSINESS DEVELOPMENT

Regenerative and sustainable agriculture is at the bedrock of tackling global challenges including food security, biodiversity collapse; and the breakdown of nitrogen and phosphorus cycles, yet farmers often lack access to basic financial instruments to develop their businesses. Through its three pillars of action: business development, product development and dedicated technical desk, ALEXBANK and its partners, including the Food and Agriculture Organization, the World Food Programme and the Ministry of Agriculture, enable a competitive and innovative agricultural sector with an efficient and fair value chain.

36% of ALEXBANK's MSME loans portfolio is diverted to support the agriculture related businesses with an amount that exceeded EGP 3 Billion, of which about 50% are directly connected to lending to farmers.

ALEXBANK's strategy aims at focusing on the agri-business moving alongside three pillars which are:

Agriculture Desk

A dedicated desk composed of technical personnel with an agriculture background. The aim of this team is to analyze the market dynamics and the required elements to ensure the best product and proper business development, while spreading the specific know-how across our staff, processes & products.

Product Development

Through the Agri Desk, ALEXBANK can design lending products that can fit customers' businesses' cycle. This allowed ALEXBANK to acquire the trust of farmers who benefited from loans that matched their payment capabilities. Also, the targeted activities are aligned with the Egyptian strategy to expand the agricultural contribution to the GDP, either by targeting the livestock breed enhancement project or by targeting the strategic crops supported by the government.

Business Development

ALEXBANK was able to participate in alliances with some of the mega players of the agri-business in Egypt, some of which are:



The Egyptian Arab Republic
Ministry Of Agriculture and Land Reclamation



"Believing in its important role in empowering the Egyptian Economic reform, ALEXBANK decided to be one of the mega players in the agriculture sector. Our plan is to help develop this underserved sector sustainably by offering a set of products and services that fit farmer needs and help grow their business. We adopted a holistic module to support this important value chain by depending on three main pillars, which are product development business development and knowledge sharing with our customers. We believe in a specific message while serving this important sector which is "winning together" and since 2018, we have served more than 35K farmers with finance that exceeded EGP 5 bln."

- Hassan ElSaghir, Head of Small Business and Microfinance Lending Products Unit



A farmer's wealth is indeed reaping what he sows.



5.4 SUSTAINABLE AGRIBUSINESS DEVELOPMENT

ALEXBANK is committed to becoming a leading bank in the agriculture sector. The bank's management strives to understand the needs, concerns and challenges faced by farmers, proactively remove barriers, build trustful relationships; and amplify farmer stories to help everyone value their contribution and support their success. The Bank helps farmers adapt best international practices to enhance the quality of their products, increase revenues, reduce emissions, and save water while building successful business models. It reaches out to the most remote rural areas to generate a synergy of financial inclusion and combating entrenched inequalities.

In alignment with Egypt's strategic goals, ALEXBANK is prioritizing the agribusiness sector with an aim at enabling the sector's contribution to the economy and promoting sustainable financial inclusion.

Financing agribusiness has been a long-standing priority for ALEXBANK, multiple financial and non-financial solutions are developed to support businesses in the sector, especially small farmers. The Bank has dedicated a side event at the business pavilion in COP27's Blue Zone to overview the agribusiness dynamics in Egypt.

Read more under COP27: Contributing to Egypt's Climate Resilience



WFP SMALLHOLDER FARMERS SUPPORT PROGRAM

Direct Beneficiaries: 2,241

Amount of loans: EGP 31 million

ALEXBANK signed a Memorandum of Understanding (MoU) with the World Food Programme in December 2020. The MoU marked the beginning of a partnership under the umbrella of WFP's Smallholders Support Programme in Upper Egypt, in which both entities aim at supporting smallholder farmers by offering financial and non-financial services.

Further, as part of the Haya Karima initiative, aimed at improving the living conditions of Egyptian citizens, under the supervision of the Central Bank of Egypt in partnership with ALEXBANK and the World Food Program increased support in providing microfinance loans was achieved, with phase 2 being dispatched, targeting 20 villages in the governorates of Luxor and Suhag, where ALEXBANK conducts financial literacy and awareness sessions and promotes Meeza cards, as well as offering WFP Smallholder Farmers Loans. The second phase is a continuation of 2021's efforts, where **34 Haya Karima Villages** were visited in Qena and Assiut under this partnership. Thus far in the project's second phase, 21 villages in Suhag, Luxor, Qena and Aswan have been visited, aiding **2384 beneficiaries**.



The color palette of Egypt's rural side of the country.g.



5.4 SUSTAINABLE AGRIBUSINESS DEVELOPMENT

MICROFINANCE LENDING PRODUCTS

Micro Livestock Finance	Microfinance in cooperation with NGOs	PV Pumps Finance	Livestock Loan	Micro Crops Finance	Crops Finance
This program is targets supporting individual Egyptian farmers or micro companies for more than one year by providing them with a loan with a repayment frequency based on their rearing or milking activity.	Egyptian individuals under an initiative for more than one year.	In cooperation with the World Food Programme, this program is supporting smallholder farmers to consolidate their lands and install PV Pump to their consolidated farms by replacing by their old diesel pumps.	The program is targeting farmers to support their effort to rear animals by providing them a tailored product that match their livestock business cycles.	A tailored finance to support cultivation activities, with a unique payment cycle matching with the business proceeds and targeting smallholder farmers.	A tailored financing solution to support cultivation activities, with unique payment cycles matching with the business proceeds and targeting small businesses.

CROPS SMALL BUSINESSES

ALEXBANK provides financial solutions to support the farmers to produce crops with higher quality that is demanded for enhanced markets such as export and food processing markets by providing them with contractual agreements to sell their yields, the expenses required to cultivate their crops and the required fixed assets.

INSURANCE

Adding Pandemics Coverage to Livestock Insurance Coverage

Adding pandemics coverage to livestock insurance policies to cover any losses that may occur due to pandemic diseases. This initiative is aimed at increasing customer satisfaction by providing rear coverage on the Egyptian market that will protect our customers in case of cattle pandemics.

Crops Insurance for SMEs & Small Businesses

Group insurance covering any losses that may occur to the financed crops due to fire, theft or natural hazards.



Hope captured in the eyes of users



5.4 SUSTAINABLE AGRIBUSINESS DEVELOPMENT

OUR AGRIBUSINESS SUCCESS STORIES

Small Business

In 2011, Nashaat Marzouk started a cattle fattening business based in Assiut in North Upper Egypt. In 2015, he approached ALEXBANK for a small business loan in order to accelerate the growth of his business. Nashaat was granted a loan under A.D.P in order to increase the number of cattle heads under his care. Renewing annually, he was eligible for CBE's 5% interest initiative. At the time of the loan, Nashaat had 15 cattle heads and, thanks to the acceleration that was granted to him, he now owns 180 calf heads in addition to 30 heads of milking cows.

In 2022, Ahmed Elkassaby from Kafr El-Shaikh in West Delta had a milking business that comprised 150 imported breed milking cows. He was granted a milking loan to aid him in acquiring an additional 150 imported breeds that have higher milk productivity. Ahmed was able to expand his business and now owns 400 heads of productive and to-be productive heads. Consequently, he is aiming for a further expansion of his business by applying for an extra loan to acquire an extra 100 heads.

OUR BUSINESS SUCCESS STORIES

Emad Abd Elmaksod Sayed from Assiut in North Upper Egypt started an electricity shop in 2015 and approached ALEXBANK for the MF companies program to expand his business. In 2017, Emad was granted facilities of 35,000 EGP to accelerate his business. He was able to annually renew the loan until he was able to reach the top tier with a facility valued at 100,000 EGP in 2023.



The cattle stars of the barn featured in one of ALEXBANK's agribusiness success stories



5.5 FINANCING GREEN AND CIRCULAR TRANSITION

Financing green transition is a rapidly growing priority for ALEXBANK, with immense possibilities in climate and green tech, growing competitiveness of sustainable companies from Egypt and clear benefits for society, such as expanding access to clean water and renewable energy. ALEXBANK recognizes the role financial institutions can play in supporting global and national priorities; combining technological advances and benefits to territorial development.

Since 2017, ALEXBANK has been granting financing facilities to Corporate & SME clients to serve the green economy transformation in Egypt. As of 2022, the total number of clients corresponding to the criteria of green finance (i.e., renewable energy, energy efficiency, waste to energy, etc.) reached 30 companies with a total amount granted of 1.26 bln to support installing, constructing and manufacturing solar panels. The financing activities were channeled to support our clients' green transition across their diverse business sectors as they include, green energy producers (solar plants, waste management, plastic recycling) in addition to regular manufacturers in various range of industries using energy saving machinery.



We need to see sustainability with a holistic point of view. ESG criteria are tools to align your compass and get you on the right path. The integration of ESG in ALEXBANK's green procurement and lending activities has enhanced our positioning in the financial services industry in Egypt. For ALEXBANK, it is an ethical choice, an opportunity to create positive social and environmental impacts, and a source of competitive advantage by reducing business risks and contributing to long-term growth for the Bank and for the Egyptian society.

- Michele Formenti,
Chief Financial Officer



Exerting the busy bees' honey work at the bee farm of one of ALEXBANK's microloan users.



5.5 FINANCING GREEN AND CIRCULAR TRANSITION

GREEN ECONOMY FINANCING FACILITY (GEFF)

The EBRD partnered with ALEXBANK to support Egypt's energy efficiency and renewable energy projects with an up to USD 30 mln financing package, provided by EBRD & EIB (50%-50%) out of which only tranche one; provided by EBRD, was utilized, totaling USD 15 mln OpNo 49376) has been signed in 2017, and the second tranche is under release procedures. The second tranche is USD 15 mln is to be provided by EIB and it has been signed at the end of 2022.

All sub-borrowers under EBRD GEFF “**14 ALEXBANK clients**” are split across different segments (SMEs, mid corporates and large corporates) benefited from the facility that has been fully disbursed for USD 15 mln and reaped out their incentive, which is either 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 reaching USD 1.7 mln. This year, 5 clients have received their incentives.

During 2022, the technical assistance component of the partnership agreement with EBRD covered the delivery of capacity building sessions to ALEXBANK interns & external partners on various topics such as: financial literacy, internship, dealing with PwDs, fintech and digital banking.



THE GREEN GROWTH FUND (GGF)

The Green Growth Fund targets SMEs mainly and part of the large corporate as all supranational use Euro Zone definition for SMEs. A total amount of USD 20 million to finance a sub-loan portfolio related to renewable energy and energy efficiency projects owned by public and private entities was provided. The GGF RE facility is totaling USD 15 mln, and the GGF EE facility total is USD 5 mln; ALEXBANK has successfully paid off the GGF EE USD 5 mln loan, back in February 2022.



Contrasting the three rows of nature; sky, sea, and ground.



5.5 FINANCING GREEN AND CIRCULAR TRANSITION

GREEN FINANCE PROJECT: INTRO TAW

As part of the country's masterplan to become an energy hub, Egypt is eyeing to increase its supply of electricity generated from renewable resources to reach 42% by 2035, while this plan is currently being revised in order to increase this said percentage to reach 55% by the same year, thanks to an abundance of land and natural renewable resources making it a prime distinguished location for implementing of renewable energy projects, as the increase of supply comes from various streams such as wind, hydropower, photovoltaic (PV), wind and other eco-friendly sources.

The Egyptian Government is cognizant of the rising need for a sustainable energy mix to satisfy the increasing demand for energy without neglecting its ESG goals and objectives. The cumulative and

endless efforts exerted by the Egyptian Government to incorporate ESG practices into its long-term strategies have not gone unnoticed, and they have been augmented by hosting the COP 27 "United Nations Climate Change Conference" in Sharm El-Sheikh where 100 heads of numerous states and governments along with 35,000 participants came together to discuss and take steps towards the world's collective climate goals.

Capitalizing on ISP's vision and awareness of the essence of sustainability and contribution towards reducing the impact of climate change and social inequalities, The Intesa Sanpaolo Group is one of the few European financial groups to adhere to all of the main United Nations Sustainability initiatives regarding the financial sector, also adopting environmental sustainability by adding its objectives into its strategy which is evident by the increase in loans to the Green and

Circular Economy sectors by more than triple of its total amount in 2021 compared to 2020, also being named "Bank of The Year in Italy" in 2022 for the third consecutive year by the Banker in appreciation of its continuous support and inputs towards better and cleaner future.

ALEXBANK is keen to align its strategy with the harmonic patterns between Egypt's wider vision of ESG objectives and ISP's goals into being a responsible financial intermediary that empowers the concepts of reducing harmful environmental impact, mitigating climate change and ensuring ESG standards in its daily work practices. ALEXBANK is undertaking a variety of projects to boost the achievement of ESG objectives which fall between economic empowerment, financial inclusion, education, in addition to green project finance that is being tailor made by the ALEXBANK Investment Banking Team to accommodate each project's aspects and circumstances.





5.5 FINANCING GREEN AND CIRCULAR TRANSITION

In light of the above strategy, ALEXBANK's Investment Banking team led the negotiations and successfully closed a project financing deal to finance the establishment and development of one of three photovoltaic plants that have been exclusively supplying electricity to power the COP 27 event that took place in Sharm El-Sheikh in early November 2022 under a signed long term power purchase agreement. ALEXBANK is considered the sole commercial Bank to participate into financing one of the aforementioned plants backed by its commitment to mirror its ESG strategy and vision on the ground. The investment team of ALEXBANK capitalized on their broad experience in structured finance and were keen to offer a tailor made financing structure that reflects flexible terms and conditions, while maintaining a structure that maximizes the return for all project stakeholders. The project has successfully started its operation and energy generation by the commencement of COP 27 events, providing a clean source of energy to the conference activities of the event aimed at reducing carbon emissions and footprint in the long term.

The project sponsors are a consortium of Intro Group and Mr. Mohamed Tawakol, who both enjoy vast experience in energy sectors, with Intro Group being a conglomerate of renowned entities that work in different fields, mainly oil and gas, real estate and other financial investments, owning Intro Power and Utilities which is one of the group's entities that specializes in engaging into various sectors including renewable energy, energy efficiency and water distillation through its investments into several SPVs. On the other hand, Mr. Mohamed Tawakol is a leading Egyptian market player and entrepreneur who has maintained his presence in the solar energy field since 2013, in addition to taking part in developing, investing in and providing maintenance services to approximately 200 MW of projects through his portfolio and accumulated experience in the renewable energy sector.

As the world needs smarter business models complying with ESG standards, investors and lenders have prioritized and emphasized on the importance of creating sustained outcomes for environmental and societal good. ALEXBANK, in parallel, is orchestrating a combination

of projects and tailor-made financing and investment tools through its investment banking team that are made exclusively for green and ESG-compliant projects which drive sustainable objectives to the heart of the ISP business plans, in order to generate and deliver long term social friendly sustainable value and returns to its stakeholders.



Greenery standing tall with the blue sky background.



“

“We are incredibly proud to have partnered with an institution such as ALEXBANK, which share our vision towards a green transition, on such a momentous project.”

- Mohamed Abbas, Intro Sustainable Resources – CEO



“

“Intro-Taw project is a reflection of the Egyptian government continuous commitment toward the sustainable development”

- Mohamed Tawakol, Al Tawakol Electric “Gila” - CEO



5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT

ALEXBANK's strong ties with communities have continued to deliver outcomes that are well attuned to local needs. Geographical reach and breadth of efforts allowed the Bank to benefit diverse groups such as mothers and children; youth and students; craftsmen and refugees. ALEXBANK has also focused on synergies between its activities, supporting marginalized children through training on financial literacy, environmental awareness and agricultural entrepreneurship. As a signatory of the Women Empowerment Principles, ALEXBANK also implemented multiple initiatives targeting women, such as Digital Savings Groups and Ghalya, in synergy with its other strategic priorities.



+60,000

Total number of direct beneficiaries

CREATING SHARED VALUE (CSV)

Throughout the years, ALEXBANK's efforts have focused on social empowerment, improving the quality of life among vulnerable and disadvantaged communities, as well as addressing both societal and environmental issues. Therefore, ALEXBANK has made sure to have an encompassed social inclusion mission, where all ages, genders and vulnerable groups are incorporated into the Bank's efforts. This is to enable better education for children and youth and empower both male and female entrepreneurs in various sectors; with this contribution also including refugees and other marginalized communities. ALEXBANK also engages employees through volunteer events to provide a sense of community awareness to them and advocate the idea of giving back to the community.



21

Government Partners



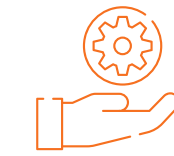
16

Donor Partners



8

International Organizations



49

Service Providers

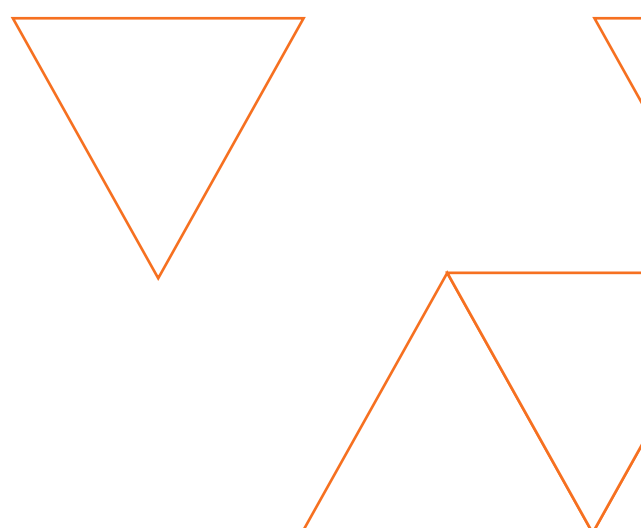
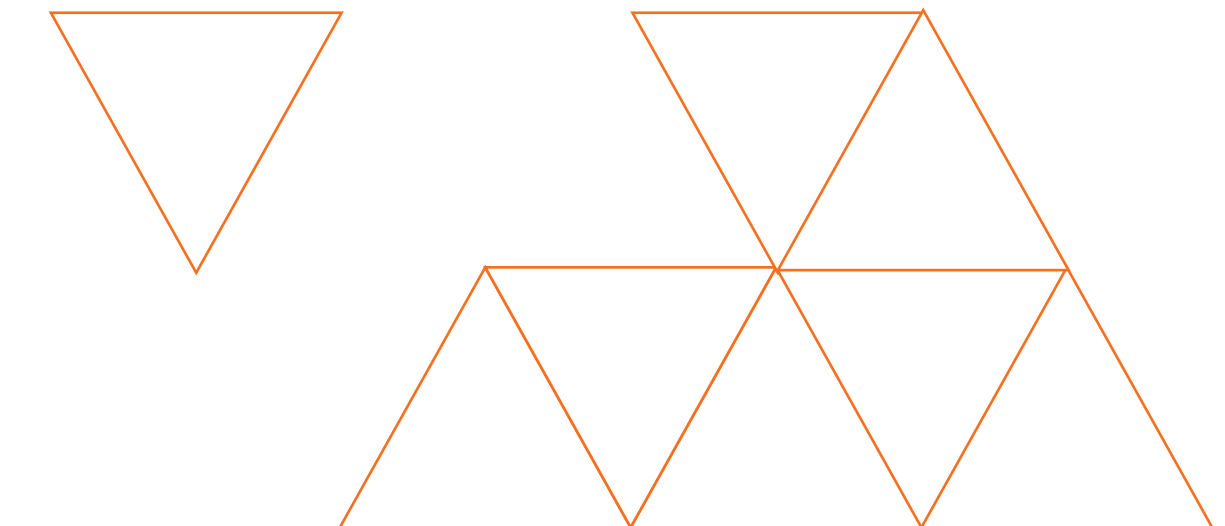
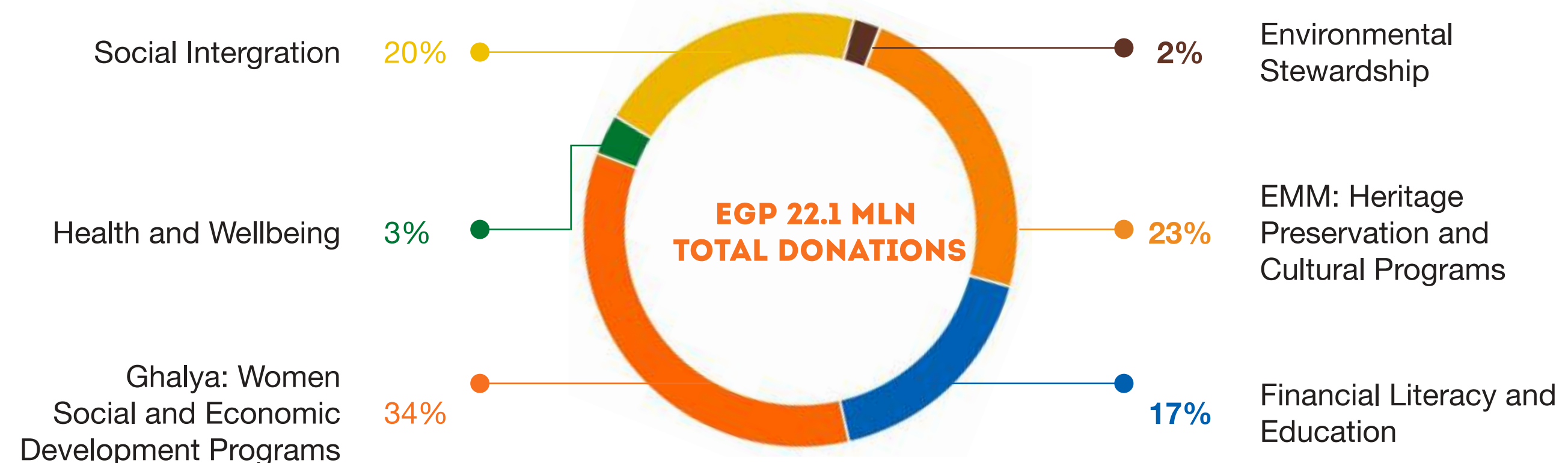


26

Civil Societies

In line with the Corporate Social Responsibility (CSR) and Sustainable Development Office's vision, a vision that aims to achieve several United Nations SDGs and caters towards Egypt's vision for 2030, and in line with the CBE's vision, ALEXBANK has provided tailored donations, interventions, training and campaigns, through identifying community needs in order to find optimal engagement solutions which contribute to lasting results making an actual impact on lives while maintaining sustainable outcomes.

Categorization of Budget spent on CSR Projects in 2022





5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT

“EBDA3 MEN MASR” HERITAGE AND CULTURAL PROGRAM

In 2016, ALEXBANK launched one of its flagship initiatives “Ebda3 men Masr” which aims to preserve Egypt’s cultural heritage through empowering the creative industry of the Egyptian handicrafts community. Ebda3 men Masr is present across the majority of Egyptian governorates and since its launch it has impacted more than 20K beneficiaries.



24

Number of Events in 2022



7,500

Direct Beneficiaries

Ebda3 men Masr has been the strategic partner to the Ministry of Social Solidarity in handicrafts activities, sponsoring several national crafts exhibitions and festivals and providing marketing; and direct sales opportunities for craftsmen to showcase their work and reach new markets.

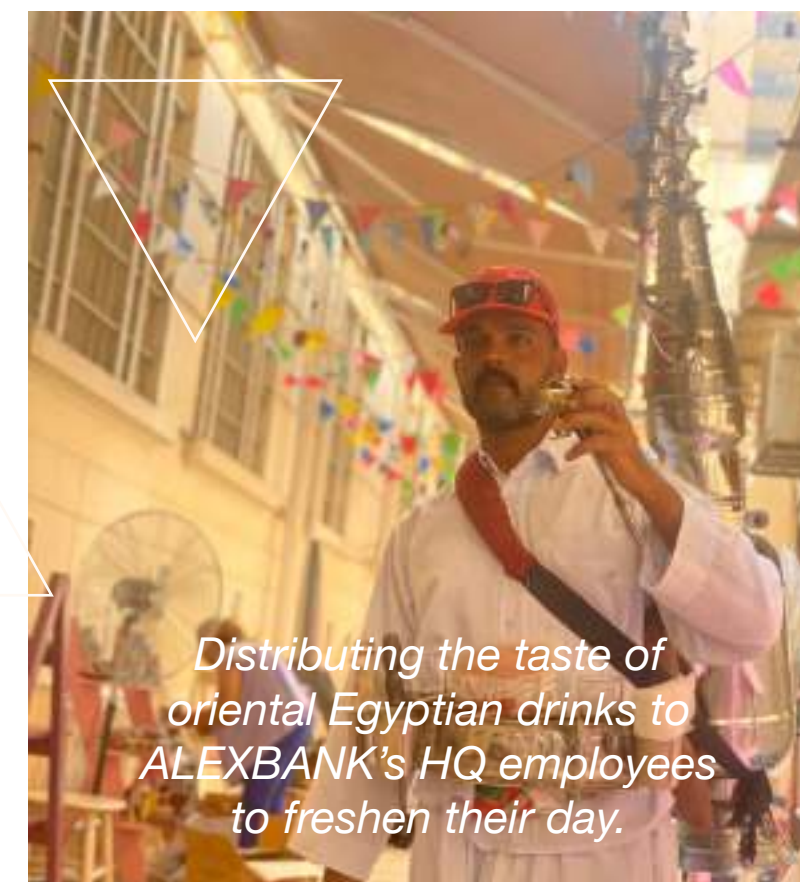
EMM JUMIA ONLINE STORE

As direct sales opportunities continued to decline nationally due to the COVID-19 pandemic, ALEXBANK, in partnership with Sawiris Foundation for Social Development, DROSOS Foundation, National Council for Women powered by the International Labor Organization and Jumia developed this fully-fledged assistance and capacity building program “Ebda3 men Masr Online Store on Jumia” to exclusively tailor the needs of the Egyptian handicrafts community and support local artisans while also providing them with a strong and solid digital selling proposition and therefore direct sales opportunities. In 2022, the store achieved total sales of EGP 305,355.

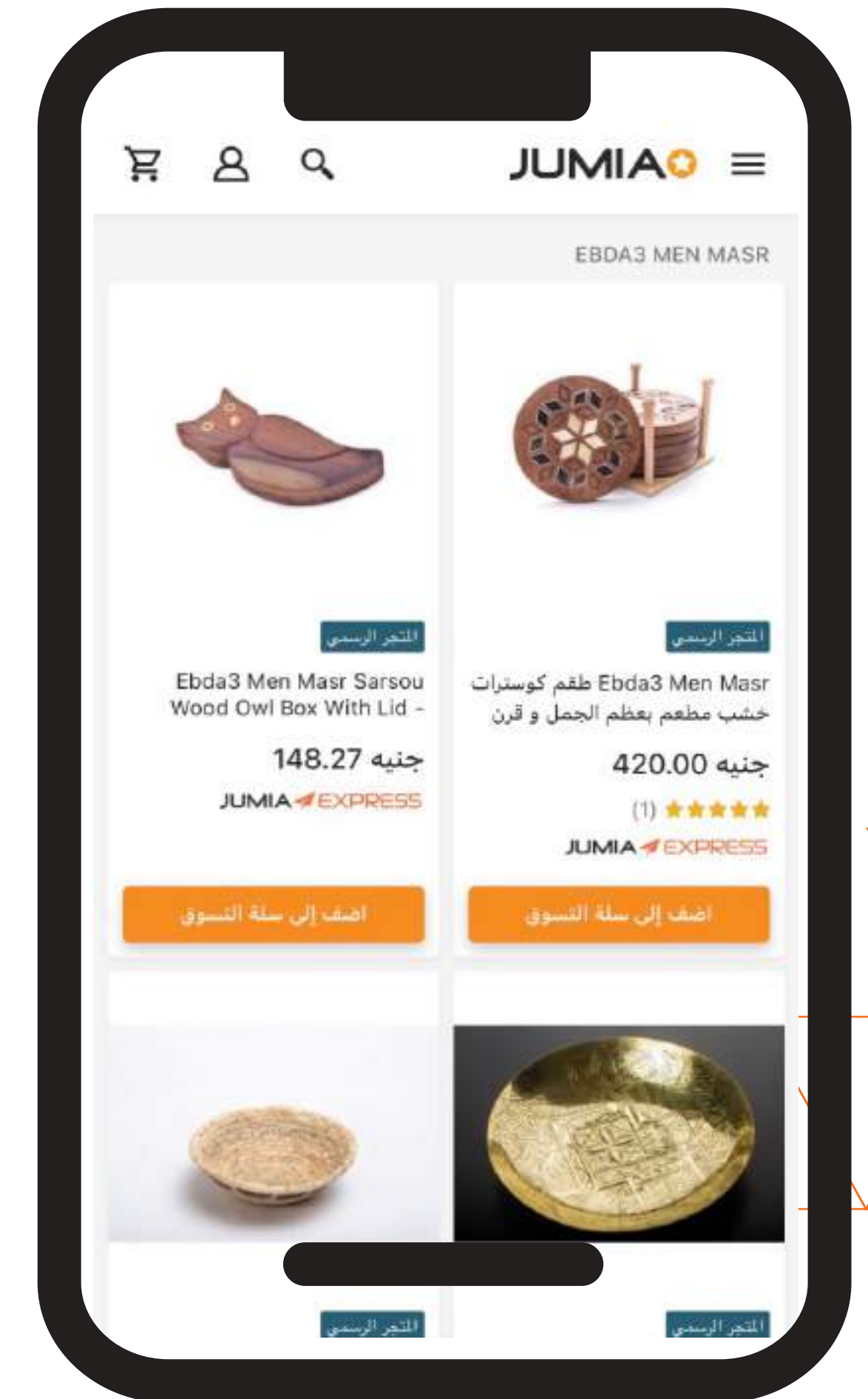
EMM online jumia store beneficiaries: +12,860



The art of calligraphy crafting its way to write one of the employees' names on Forsa Bazaar's calligraphy card.



Distributing the taste of oriental Egyptian drinks to ALEXBANK's HQ employees to freshen their day.



Connecting the local artisanal community with today’s digital world through EMM’s Online Jumia store



5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT

DIGITAL AND FINTECH JUMIA TALKS

Supporting digital and fintech industry leaders and market experts, “Jumia Talks” is a monthly panel discussion between field experts for the interests of the public. The theme of October talks was handicrafts; the panel discussion was titled “Digital of Our Heritage: The Story of Handcrafts Online Exposure,” and it was moderated by Ms. Rana Arafa. During the panel, three artisans from EMM participated presenting jewelry, leather art and a local NGO which manufactures products from various crafting materials. ALEXBANK’s participation in the virtual event was through nominating EMM artisans’ as panelists in order to inspire other local artisans who are striving to become entrepreneurs or establish micro enterprises.



The speakers of Jumia Talks upon sharing their digital and fintech expertise with the attendees.

ALEXBANK’S 2022 GIFT WITH IMPACT- SADDAF

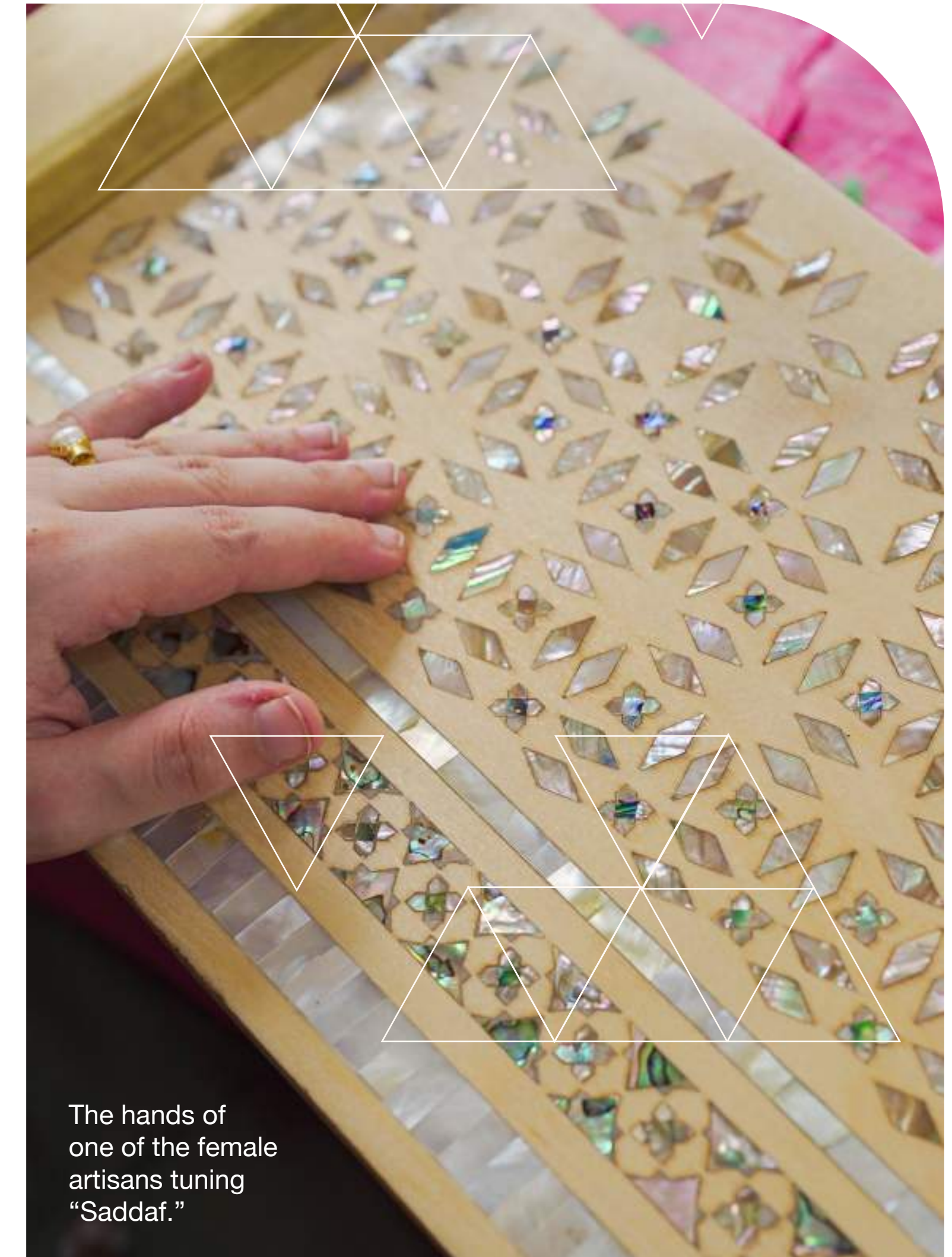
Direct Beneficiaries: 8 artisans

The CSR and SD Office curated ALEXBANK’s 2022 Annual Gift with Impact from the hands and hearts of the Egyptian handicraft sector with the aim of preserving Egyptian heritage and supporting local artisans. This year’s gift of impact, Saddaf (translating to pearls in Arabic), is driven by the dedication to revive and uphold Egyptian heritage by creating a piece that holds a hybrid of multiple crafts. Saddaf is a tray composed of brass handles and a wooden base with inlaid pearls. The geometric motifs integrated into the tray are inspired by Egyptian Islamic art. The execution of the tray undergoes multiple stages between Faiyum and Cairo, made by the hands of eight artisans. In efforts to create an impact through our annual gift, training was conducted for these artisans by Nada Talaat, the craftswoman behind this unique piece of art. Around 600 gifts were produced and distributed to ALEXBANK’s VIP partners.

Duration: 2022



2022 Gift with Impact "Saddaf."



The hands of one of the female artisans tuning “Saddaf.”



5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT

EMM NEW BRANDING AND SOCIAL MEDIA REVAMP



1,900%

Increase in Facebook Reach



83.1%

Increase in Facebook Page Likes



2,000%

Increase in Instagram Followers

The new identity launch aimed at modernizing the look and feel of the brand, helping in preserving heritage while also catering to the present public taste. This was represented through a new visual language that utilized illustration of various crafts, creating eye-appealing patterns and highlighting the crafts as hero icons to raise further awareness.



EMM EVENTS

Direct Beneficiaries: 402

Through 2022, the below bazaars have been organized to support artisans with diversified direct sales opportunities and market access:

- Tawasol School Visit (May)
- Enactus Final Competition (June)
- EBI Conference (June)
- Ahlan Madares (August)
- Awladna International Forum for Arts of the Gifted (September)
- MoU Signing at the Italian Embassy (October)
- The GirlsMile Run at the Museum of Civilization (October)
- Yes Yoga Day (November)
- Christmas Bazaar at Foroseya Clun in Zamalek (December)
- Christmas Bazaar at Zed Park (December)



The entrance of the 800 marginalized children Heroes' Back to School.



5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT



“

The participation with ALEXBANK through Forsa Bazaar and various exhibitions via the initiative of “Ebda3 men Masr” has helped spread and promote our products of pottery, ceramics and handicrafts in general and helped us to know our customers more, increasing their awareness and interest in our workshops in Al-Fustat.

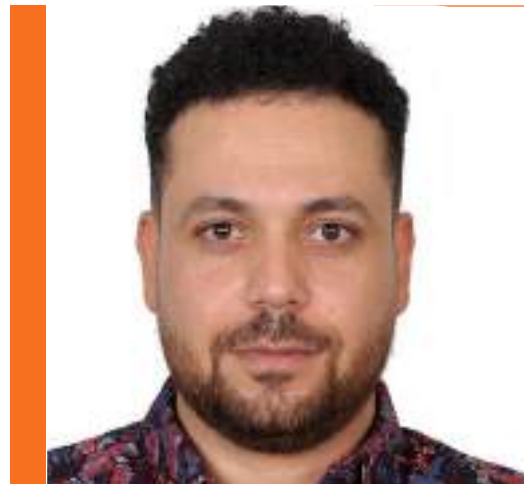
- **Mandour Mohamed Khalil, Al-Fustat Pottery,**



“

My products are handmade natural leather products, and exhibitions are the direct link between us and other people because our project is entirely online. Through the opportunities that have been offered in the bazaars and “Ebda3 Masr” we were given a very great chance to get direct opinions of different customers from different places, and new product ideas that the Egyptian market needs, while allowing us to meet new customers and gain financial profits through sales.

- **Eman Suliman, Eman Suliman Design**



“

I have started my project recently, and there hasn’t been a chance to market my products. However, with the gained knowledge during the activities of “Ebda3 Masr”, I was given the opportunity to participate in four different marketing events in Cairo. These were special opportunities that broadened my knowledge and allowed me to connect with other craftsmen, as well as with clients interested in papyrus arts. I hope to continue the promotional opportunities through the initiative that allows a larger market outreach for us.

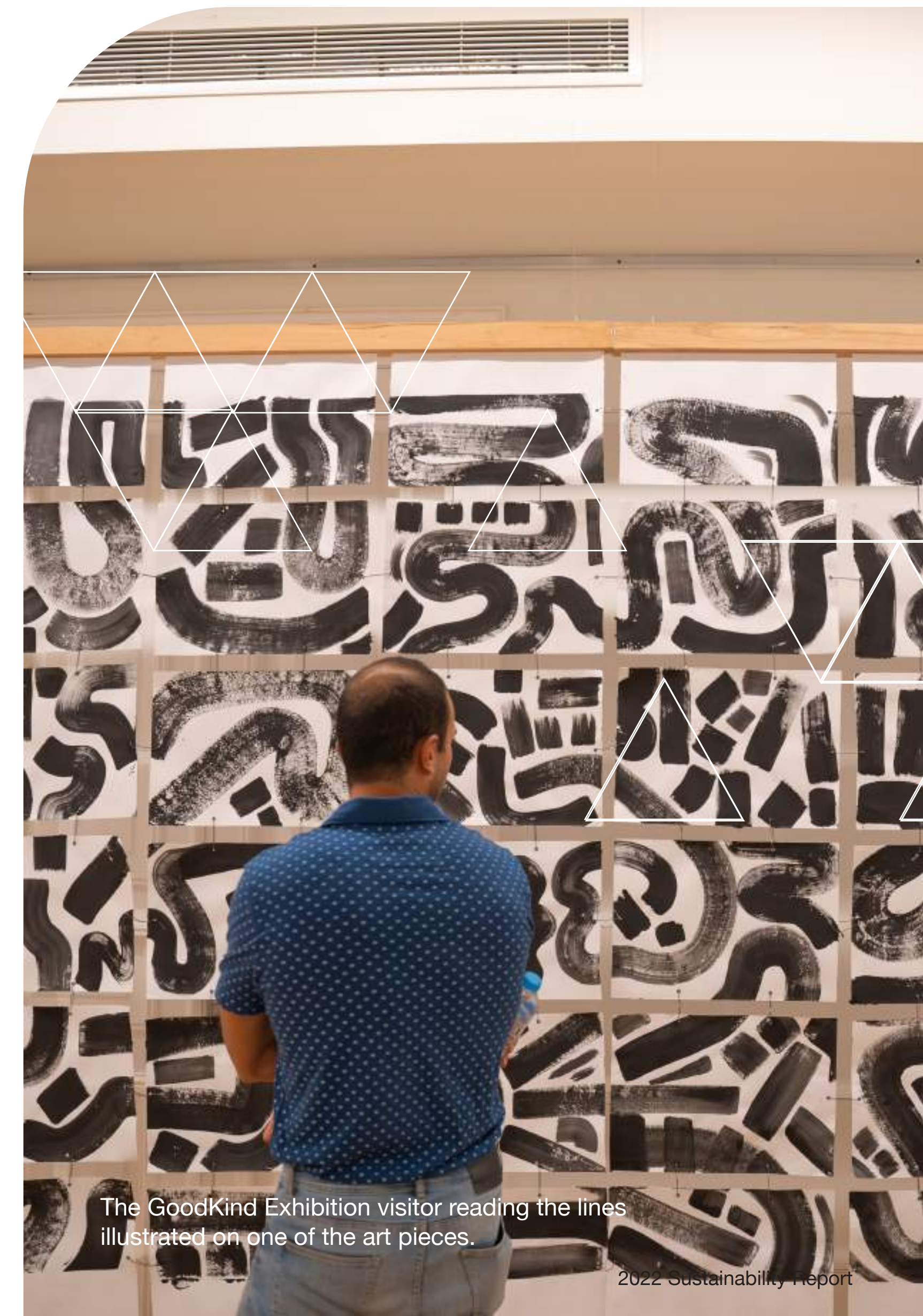
- **Michael Yonan, Papyrus**



“

I specialize in making traditional Nubian jewelry. By participating in three exhibitions opportunities with ALEXBANK this year, after getting to know the initiative two years ago, it was a very good opportunity to introduce the public to my products and the Nubian heritage, and it helped me to know the public’s opinion about the quality of the products and the demand for them.

- **Rasha Gebriel**



The GoodKind Exhibition visitor reading the lines illustrated on one of the art pieces.



5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT

FINANCIAL LITERACY AND EDUCATION

ENACTUS EGYPT AWARDED THE WORLD CUP FOR THE 4TH TIME IN A ROW AND 6TH OVERALL.

Direct Beneficiaries: 600 students

Indirect Beneficiaries: 115,000 students

ALEXBANK supports training and capacity building for ENACTUS teams so that they can present impact-driven projects in efforts to prepare them for the ENACTUS World Cup. This partnership raises awareness among 5,000 – 7,000 university students in 58 different universities, creating a platform for the students to create value for their communities, particularly in topics related to social and economic development, environmental sustainability, and how they can develop innovative solutions in the form of entrepreneurship projects.

The ENACTUS team from Ain Shams University won first place in the final round over Tunisia and England in the 2022 World Cup competition, which was held in Puerto Rico (from the 30th of October to the 2nd of November) with the participation of 32 countries. This makes the Egyptian team the World Cup Winner for the sixth time overall and Ain Shams University for the fourth time in a row.

The students presented their project based on extracting Chitosan from the Signal Crayfish of the Nile, which are used in many industries such as pharmaceuticals and cosmetics. In order to provide an environmentally friendly solution, the Signal Crayfish body was used to make poultry feed to provide a cheaper alternative to the feed that is in high demand in the Egyptian market, which contains about 20-40% protein. The winning team was also able to produce environmentally friendly bio-pesticides and a water purification filter.



Capturing the celebratory and prideful moment of ENACTUS World Cup's winning team.



Hady Bady app activation.

HADY BADY APP'S NATIONAL ROLLOUT

Hady Bady App reaching 21,427 Children

ALEXBANK is back this year with ALEXBANK's Financial Literacy App "Hady Bady"! This year, we have been successful in rolling out the application on a wider national scope by teaching the basic financial values to children from schools; community and youth centers; partner NGOs, orphanages and centers for children with disabilities, aiming to cover different governorates across Egypt. The activation featured the three main characters of Hady Bady: Hafiza, Tharwat and Karam, explaining the history of how money came to be and introducing the three main values of saving, spending and donating. The national rollout plan has reached a total of 21,427 children in 19 Egyptian governorates.

- Cairo
- Red Sea
- Al Menofia
- Al Qalyubia
- Assiut
- Ash Sharqia
- Alexandria
- Port Said
- Faiyum
- Aswan
- Giza
- Ismailia
- Qena
- Luxor
- Suez
- Al Dakahlia
- Al Gharbia
- Beni Suef
- Minya



5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT

PLAYING HADY BADY ON INTERNATIONAL DAYS:

FEB 15



International Childhood Cancer Day

28 children from the 57357 Children's Cancer Hospital.

MARCH 8



International Women's Day

215 children of female beneficiaries from VSLA Digital Savings Group, ALEXBANK's project that promotes financial integration of women into the economy.

MARCH 21-27



Global Money Week

Under this year's theme of "Build your future, be smart about money", **603 children** (of which 578 students of Misr Language School and 25 children with disabilities of Awladna Foundation) on the occasion of Global Money Week, which highlights the importance of youth being financially aware through acquiring the knowledge, skills and attitudes to make sound financial decisions.

JUNE 20



World Refugee Day

In celebration of World Refugee Day, we activated the Hady Bady App for refugee children with Threads of Hope.

OCTOBER 31



World Savings Day

In celebration of World Savings Day, ALEXBANK has rolled out the Hady Bady App in a public school to **270 students**, from Cairo, in a disenfranchised region in efforts to partake in inclusive financial literacy activities for marginalized communities in Egypt.



5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT

KHATWA KHADRA, RADIATING ENVIRONMENTAL AWARENESS

17,500 Children

ALEXBANK's Environmental Awareness Game "Khatwa Khadra" is an enjoyable, educational game that addresses daily habits and how they can be managed in order to minimize the negative environmental footprint generated by individuals. The game targets children aged 8+ years and teaches them environmental concepts such as carbon footprint, carbon emissions and climate change.

Resources were mobilized to play Khatwa Khadra in nine Egyptian governorates (Cairo, Beni Suef Qena, Al Menofia, Aswan, Faiyum, Port Said, Assiut and Minya) with partner NGOs and public schools, reaching 17,500 children at the end of 2022.

HADY BADY AND KHATWA KHADRA COMBINED ACTIVATIONS

1. Oasis Ecole International Carnival Beneficiaries: 27 children

To further increase ALEXBANK's impact on children, we activated the Hady Bady App, the Bank's financial literacy edutainment game, and Khatwa Khadra (Green Step), the Bank's environmental awareness game for **27 Children** in Ecole Oasis, as part of the schools annual carnival to elementary school students. Students were able to learn the basics of financial literacy (saving, spending and donating) through the Hady Bady App, as well as learn the importance of responsible environmental practices through Khatwa Khadra (Green Step) game.

2. Al-Khalifa Summer Camp Activation Beneficiaries: 82 children

Hady Bady App, the Bank's financial literacy edutainment game, and Khatwa Khadra (Green Step), the Bank's environmental awareness game, were activated for 82 children in AL-Khalifa Summer Camp.

Al-Khalifa summer camp is part of the heritage education and awareness program of the Athar Lna initiative and targets children in the Khalifa area in Historic Cairo from the age group of 7-13. The goal of the camp is to establish and strengthen ties between Al-Khalifa children and their neighborhood's heritage by creating a safe environment for kids to play and learn. Activities include heritage education through crafts, arts, basic literacy, field visits to historic sites, sports and environmental sciences.



The little stars with their wide smiles after their edutainment session of Hady Bady and Khatwa Khadra.



The collaboration with ALEXBANK has given us the opportunity to continue running our annual I-Khalifa Summer Camp, and introducing the children to a new set of essential life skills related to money-saving and spending habits through fun and interactive games.

- Maram A. Arafa, Deputy Project Manager



5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT

CREATING TOURISM AMBASSADORS – ADVOCATING FRONT-LINE WORKERS TO VOICE EGYPT’S HISTORY AND CULTURE

Beneficiaries: 500 graduates

To elevate the tourist experience in museums, temples and touristic sites across Egypt, ALEXBANK partnered with Rhythm – Hospitality Training Agency under the auspices of the Ministry of Tourism and Antiques, initiating the “Creating Ambassadors Campaign”. To date, the campaign covered over 30 tourist and archeological destinations in Cairo, Alexandria, Luxor, Aswan, Isna and Sharm El-Sheikh.

The nationwide campaign successfully enrolled during August and September, with 180 graduates being certified by the Institute of Hospitality in England. They have been involved in a capacity-building program designed to equip them with the right skills and mindset, turning them into national ambassadors who are able to represent the country’s hospitality values.

Throughout the program, beneficiaries learn effective guest communication along with emotional intelligence and enlightenment through verbal and (non)verbal channels. Trainees also partake in cross-cultural training, where they learn how to respect and interact with diverse cultures, races and genders.



Ready to share his ancestors’ history with tourists post obtaining his certification from “Creating Ambassadors” campaign.



5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT

SUSTAINABILITY ACTION VOYAGE EXPERIENCE AMBASSADORS INITIATIVE (S.A.V.E)

Direct Beneficiaries: 154 students

Under the direction of our parent group Intesa Sanpaolo, ALEXBANK is implementing the S.A.V.E Ambassadors Initiative, launched on World Savings Day 2022. S.A.V.E Ambassadors is a special initiative aimed at upper secondary schools interested in actively involving their students in topics of sustainability and inclusion. 154 students were invited to map the unsolved problems of their city through field research on, in environmental and social terms, and to propose solutions and ideas to solve them through field visits and analyses of their surrounding community. 50 students conducted research and submitted project proposals with a total of 13 participating groups. The best locally chosen project across Egypt will participate in an international competition held by ISBD to select the S.A.V.E. international ambassadors in January 2023.



COTTON FOR LIFE

Direct Beneficiaries: 600 students, teachers and trainers

Cotton for Life is a partnership with Filmar Nile Textile, a subsidiary of the Italian Filmar Group, running 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 and mainly by educating and training young Egyptian designers, particularly women, as well as teaching beneficiaries the integration mechanisms in the textile value chain. The project also focuses on facilitating financial inclusion of youth and farmers; and deploying demonstration plots in Damietta school to raise awareness.

Duration: 2021 - 2023



S.A.V.E. Ambassadors with their innovative hats on.



The young boy knows cotton is his country's wealth.

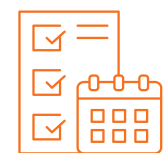




5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT

GHALYA: WOMEN'S SOCIAL AND ECONOMIC DEVELOPMENT PROGRAMS

In line with ALEXBANK's commitment towards social inclusion, women empowerment is a keystone, given the prominent role of women in community development.



15

Total Number of Projects and Events



6,705

Beneficiaries



1,800

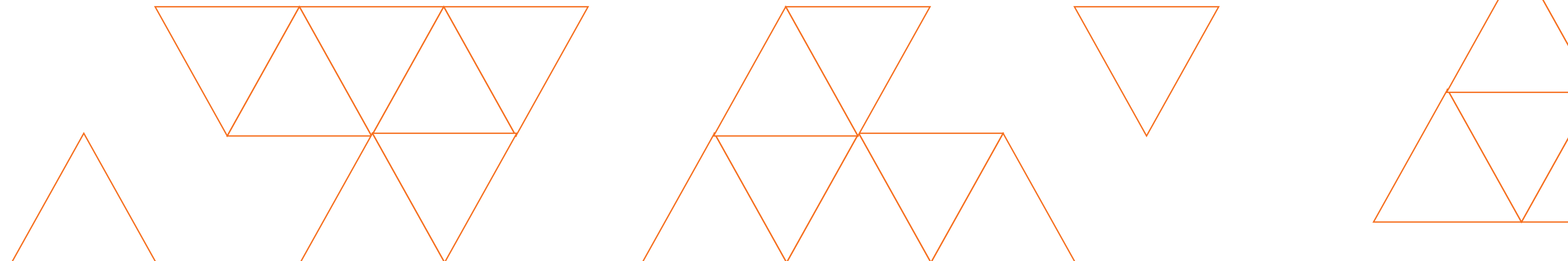
Indirect Beneficiaries



“

We are fortunate to have an ongoing collaboration between the Council and ALEXBANK on numerous development initiatives, notably the “Ghalya” initiative, which strives to help and empower women both economically and socially, along with supporting all organizations dedicated to improving the status of women in society. I would also like to take this opportunity to congratulate ALEXBANK on receiving the “Egyptian Seal for Gender Equality” certificate. This recognition is expected outcome resulting from ALEXBANK's uninterrupted efforts in applying gender equality practices, in private sector institutions and companies, while following the World Bank's approach to gender equality in the fields of employment, career development, as well as the balance between family and work; all simultaneously while implementing policies to combat sexual harassment. I sincerely hope that banks and other private sector businesses adopt ALEXBANK's approach in embedding gender equality and women's empowerment related practices.

- Dr. Maya Morsi, The President of the National Council for Women





5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT

FEMALE PRISONERS' CHILDREN INTEGRATION INTO THE SOCIETY

ALEXBANK collaborated with the Children of Female Prisoners' Care Association (CFPA) activities, which aims to aid female prisoners and their children by protecting their rights and providing them with resources to ensure an adequate and decent standard of living while fully reintegrating them into society. The Children of Female Prisoners' Care Association (CFPA) was founded in 1990, and its main goal is to improve the quality of life for female poverty prisoners and their families by supporting and empowering them economically, socially and legally; and working to rehabilitate them to integrate into society. This contribution aims to achieve the below strategic outputs:

- Enhancing the abilities of the association in resource mobilization and human resources;
- Changing the social and cultural stigma through raising awareness and solidarity towards female prisoners – current or previous – and their children;
- Creating a sphere of legal and legitimate protection for female prisoners and their children that are struggling with the law;
- Building an effective and influential foundation of associations which support the mission and vision of CFPA;
- Empowering women to become self-sufficient socially, economically and mentally;
- Providing an environment which ensures the safety, protection and positive wellbeing of children of female prisoners within and outside the prison environment.

BASHAYER HELWAN – “HERFETY FORSETY” MY CRAFT, MY CHANCE PROJECT

Direct Beneficiaries: 450 women

Indirect Beneficiaries: 1,800 women

In line with ALEXBANK's direction towards gender equality and female empowerment; and under “Ghalya,” ALEXBANK launched a project with Helwan for Community Development NGO in 2020 to execute a full-fledged empowerment program. The project provides basic literacy training, health awareness, handicraft training and family planning services. The project also contributes to improving the livelihoods of the indirect users and families by supporting breadwinners and spreading awareness on their legal and social rights amongst themselves and the members of their community. Furthermore, this comprehensive project contributes to the national program to combat poverty, illiteracy and domestic violence against women; and reducing population growth rates by integrating women into economic activity by rehabilitating them professionally, psychologically and socially. The direct beneficiaries are 83% females and 17% males.

Duration: 2020 - 2023



“

Our cooperation with ALEXBANK is not new, adding on the support provided to Helwan's women handicrafts training project, this year, ALEXBANK has provided opportunities of participation in marketing exhibitions and handicraft exhibitions at the bank and in different places around Cairo, those opportunities represented an important part of introducing the foundation's efforts and Helwan's women products to the public, and it provided a good return for some of our products, it also allowed some women to publicly display their arts in the form of a live performance in many exhibitions.

- Zeinab Abdel Latif, CEO, Helwan foundation for community Development



“Hefety Forsety,” My Craft, My Chance Project



5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT

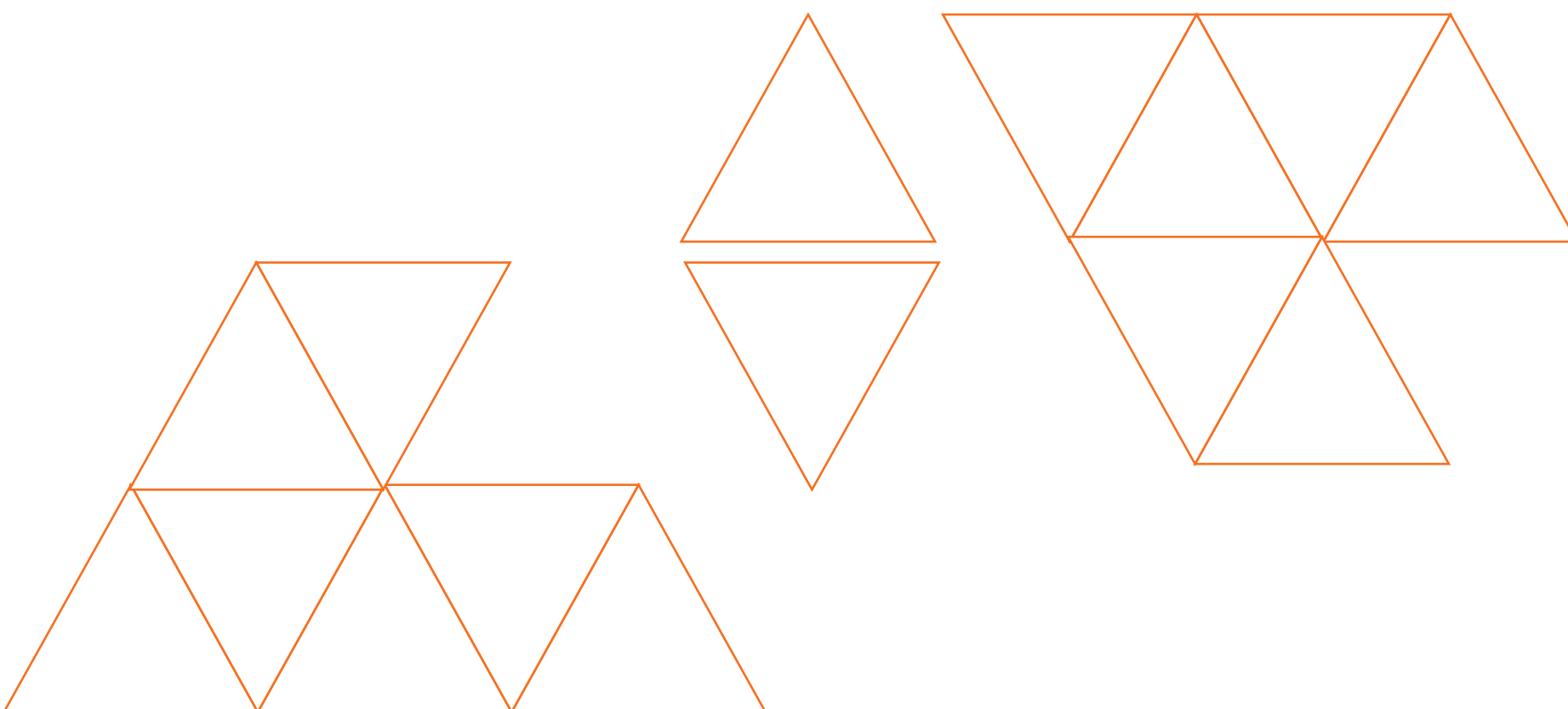
REVIVING JEWELRY HANDICRAFTS IN ASWAN WITH AZZA FAHMY FOUNDATION

Direct Beneficiaries: 60 women & men trained on jewelry and beading by 5 different trainers.

Reviving the handicrafts in Aswan and creating a new generation of skilled craftsmen, ALEXBANK, in partnership with its long-standing partner Sawiris Foundation for Social Development and Azza Fahmy Foundation (AFF), collaborated on a 3-year project which entails AFF's vocational training programs and job opportunities; focused on supporting start-ups of talented Egyptian youth in the handicraft industry.

The project contributes to highlighting the importance of the creative economy, reviving neglected cultural heritage; and uplifting Egyptian artists and artisans. The project focuses on training of trainers to conduct workshops for youth, introduce them to the market and provide them with the necessary skills to access jobs and employment opportunities.

Duration: 2021-2023



"ALEXBANK is one of the main supporters to the creative industries/economies in Egypt. The role it plays via various projects to save, support and promote handicrafts in Egypt is remarkable. Both ALEXBANK and Azza Fahmy Foundation share the same vision and responsibility towards empowering youth, women and enhancing handicrafts in Egypt. So, it made perfect sense to pursue such partnership. ALEXBANK through their strong initiatives that directly contribute to the country's economic and social development, the ability to establish sustainable businesses in addition to financial independence and overall improvement of their beneficiaries' livelihoods, makes this an important partnership for our foundation."

- Azza Fahmy, Chairwoman and Creative Director at Azza Fahmy



"Thanks to the training received on the Art of Beads provided by the Azza Fahmy Foundation I was able to upskill my talent and became an entrepreneur owning the Khan Al-Reem handcrafted accessories project after taking the training. I took the Art of Forming Beads training under the supervision of Azza Fahmy Foundation. During the training I joined the department of the art of forming beads and enhanced my life skills. It was the first time I ever worked with jewelry; I learned how to start making a simple accessory piece until I became proficient and now I'm working on my business."

- Reem Mohamed, Reviving Jewelry Handicrafts Trainee



5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT

MARCH'S CAMPAIGN- IN LIGHT OF WOMEN'S MONTH

Direct: 15 women

300 gifts distributed.

Building on ALEXBANK's values of women empowerment and their economic and social inclusion; and in celebration of March being Women's Month as it has International Women's Day and Egyptian Women's Day, ALEXBANK has brought forth a unique giveaway to the bank's female partners, a gift that tells a story. This comes in collaboration with "Kendaka," a project under the Takatof Association for Development that reduces waste and enhances the status of underprivileged women by teaching them glass upcycling, used-plastic weaving and textile-crochet. This year's gift is an art piece handcrafted by the female artisans of Kendaka in Badr City.

The gift is a jewelry box under the name of "حالا" (pronounced Hala), translating to "beauty" in Arabic, and is extracted from the word "حلي" (pronounced Holey), meaning jewelry. The gift is a hybrid of inspiration between sustainability, recycling and women empowerment. Ghalya, through its 2022 Gift with an Impact, promotes empowering female local communities and talents through economic development, value creation and promotion of the circular economy. The production process is in an effort to support the circular economy in Egypt as it is made of upcycled material.



Shots of "7ala" witholding the talents and efforts of the Kendaka's craftswomen in Badr City.





5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT

“GHALYA BY GHABBOUR” PROJECT

Direct Beneficiaries: 30 female students

ALEXBANK kicked off a partnership with Ghabbour Foundation to support female students to enroll in Ghabbour Technical School for three academic years. Ghabbour Foundation has two vocational schools that offer four specializations within the automotive program curriculum: Passenger Cars Maintenance (Mechatronics), Commercial Vehicles Maintenance (Mechatronics), Body Repair and Automotive Paint. As such, ALEXBANK and Ghabbour Foundation hosted a launch event for the project in February to kick off the partnership to empower girls in a male-dominated industry.

Under the project’s objectives, awareness training on gender equity has been conducted by CARE Egypt Foundation for 29 male employees of Ghabbour’s technical center.

Duration: 2022 - 2024



ALEXBANK and Ghabbour Foundation’s management teams moments after signing their project of impact in the virtual presence of Dr. Maya Morsy.



“

We automatically see the automotive sector as being a heavily male-dominated industry when we talk about it. To defy this social norm and provide passionate girls equal opportunities, we needed to look for solid collaborations. A partnership with an organization with experience and a strong commitment to diversity and inclusion, in ALEXBANK, is required to empower girls and give them the necessary capacity building and safe space to participate in this expanding industry. ALEXBANK has made significant advancements in women’s empowerment over the years, in part due to its strong presence demonstrated by “Ghalya” initiatives.

- Aleya Serag Eldin, Executive Director of Ghabbour Foundation for Development



“

I’m Jessica Barih, I’m 18 years old, started my high school a year ago. I’ve always had an interest in the field of cars for a long time. When I learned that the Ghabbour Foundation opened the door for girls to study the automotive industry in Egypt; I fell in love with the school system and the modern method of education. I went through difficulties in the first year of school, but there was support from the school and from my parents. Indeed, if I go back in time, I will go back to Ghabbour Auto School. It doesn’t matter to me if society thinks that I am a girl and that this is the first time I go to an automotive workshop. This is simply what school taught me, to be strong and courageous, not to give in to any negative words or a society’s negative view. In my second year, I wanted to specialize in Automotive Paint, because it is a rare specialty in Egypt. I started and excelled in this specialization because I’ve always loved art. I kept drawing on sheet metal, following the previous steps in painting, and this is the thing I loved most about specializing in the field of cars. I feel very proud of myself with every time I learn something new in school. I’d like to thank Ghabbour Foundation for Development, and thank everyone who made the idea of educating girls in the field of cars possible. I am sure that we, girls, can prove high proficiency in the field of cars.

- Jessica Barih Boshra, Student



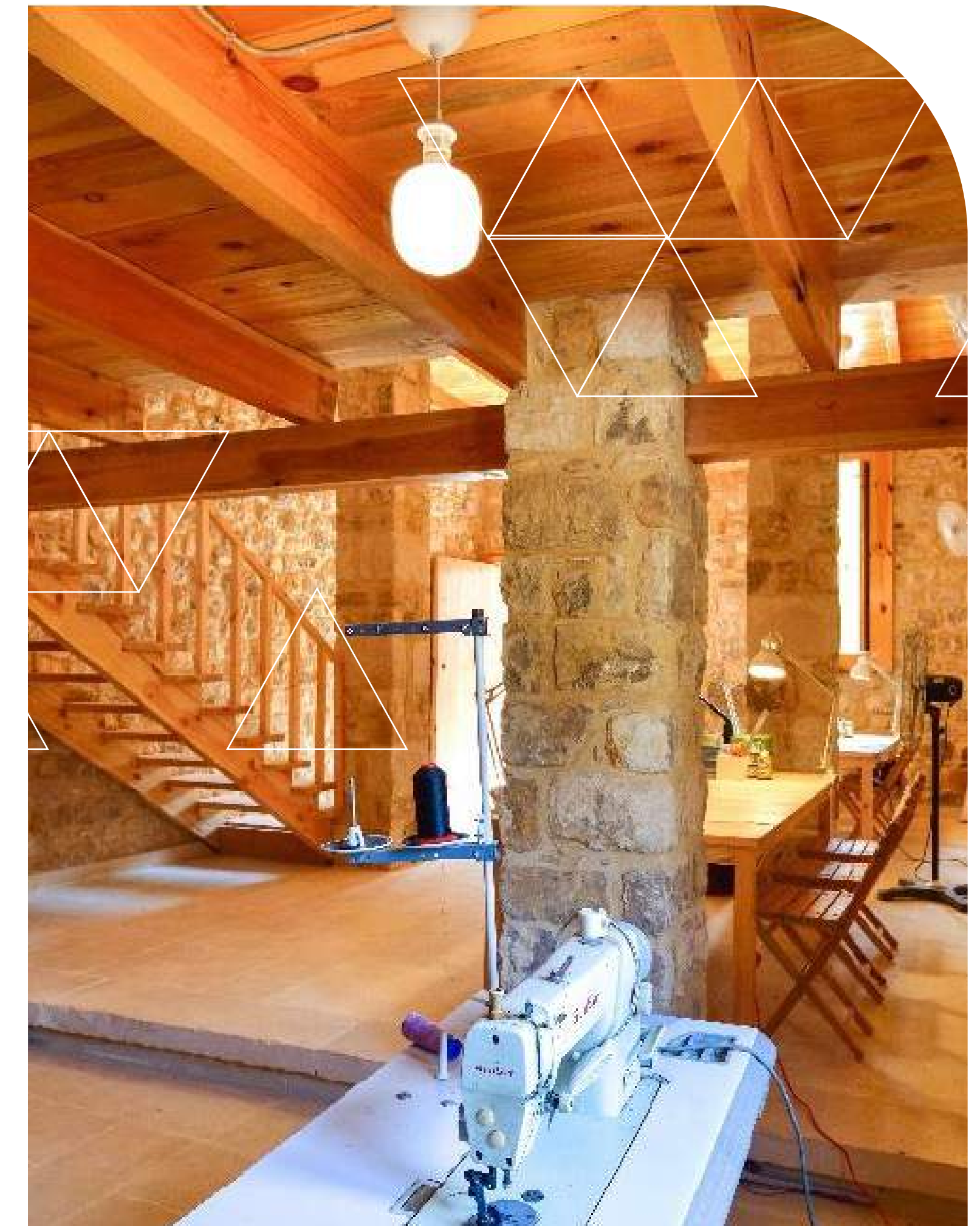
5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT

MISHKA PROJECT

Direct Beneficiaries: 140 women

The purpose of the project is to develop and strengthen the MISHKĀ social entrepreneurship enterprise that aims at empowering and improving the lives of local women in underprivileged neighborhoods. This program aims at empowering local women by giving them a chance to contribute to their household's income by producing and selling crafted products. Eighty women have been trained (initially by a world-renowned designer from London) in making high-quality leather products with designs inspired by the heritage of the neighborhood. Subsequently, the range of products crafted by local women has been expanded into metal jewelry and accessories. The products are marketed under the specially established brand MISHKĀ. The project ensures the implementation of a fully equipped workshop with professional machinery and safe working conditions with safety measures, ventilation and good lighting at the workshop to produce leather goods for women in the City of the Dead.

Duration: 2022 - 2023



The BEFORE and AFTER shots of Mishka's workshop demonstrating the impact of ALEXBANK's investment.



5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT

BAGAWEET

Direct Beneficiaries: 81

Indirect Beneficiaries: 320

Under the umbrellas of “Ghalya” and “Ebda3 men Masr”, ALEXBANK took over the “Red Sea Craft” project; under the auspices of the Ministry of Social Solidarity and the Red Sea Governorate, to rename it Bagaweeet” meaning “our language” in the Red Sea dialect, while the project comes in partnership with DROSOS FOUNDATION in Egypt and Thaat Social Enterprise as the main implementing partner for the second and third phase. Bagaweeet” targets women in partnership and support with two NGOs in the two Red Sea Governorate cities of Safaga and El Quseir and 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 and development for an area that is extensively rich in talented handcrafters. The project targets disadvantaged women from remote areas in Safaga and El Quseir. The Red Sea community is known for engaging in diverse economic activities, which include trade, fishing and grazing; and its unique nature is often reflected in artwork and designs. This technique was used in designing Bagaweeet project products with inspiration by the Red Sea elements, in order to express and shed light on the nature of these cities through artistic handmade products. For example, motifs and patterns of El-Quseir products tell a folkloric story about Holy Month of Ramadan’s celebrations called Hawdag.

Bagaweeet Project has directly impacted 81 women in El Quseir and Safaga, as well as indirectly affected the lives of their families financially, technically and socially. The impact was reflected in the local NGOs in the Red Sea Region, as 50 women from Al Shubaan

Al Muslimeen Association and 31 women from Omar Ebn El Khattab Association attended training and workshops for three months on six different crafts and 32 patterns in total (16 patterns for each city). The project also economically empowered the Red Sea women by helping them design and sell these unique products. The NGOs were economically empowered and supported through Bagaweeet’s revenue and sales. This allowed new channels of investment to open for the Red Sea Region. The unique products and designs –inspired by different Red Sea elements- encouraged consumers to know more about “Bagaweeet” and the cities behind these unique products; as the products will also inspire the creation of the design hub for the Bagaweeet Project.

Project Duration: 2021-2025



The project is outstanding for all of us because, for the first time, we could tell the story of my town’s heritage, its customs, and traditions.”

- Aziza Abd El Razak, El Quseir Trainee



Ramadan bags handcrafted by the hands and hearts of almost 40 women in El Quseir under Bagaweeet project.



5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT

WINTER COLLECTION LAUNCH EVENT

In order to promote the project branding and marketing for unique products, we kicked-off the “Winter Collection Launch Event,” which included a fashion show for the winter collection and a mini bazaar of Bagaweet products.

BAGAWEET’S EL QUSEIR WOMEN CREATE ALEXBANK’S RAMADAN BAGS

Direct Beneficiaries: 35 female craftswomen from El Quseir city
Indirect Beneficiaries: 175

On the Holy Month of Ramadan, ALEXBANK continues the annual tradition of celebrating Ramadan with employees by creating shared value through empowering local artisans and encouraging them to produce unique products. This Ramadan’s traditional Yameesh Bags were made by the hands of women artisans from El Quseir city in Red Sea. A product of ALEXBANK’s Bagaweet project, in collaboration with DROSOS Foundation and Thaat Social Enterprise, the project helps promote handicrafts across the Red Sea and employ the local community. This year’s bag was made of pure cotton, through using screen printing techniques, where designs are inspired by the beauty and serenity of El Quseir city, such as the motifs and patterns that tell a folkloric story about the Ramadan celebrations. The number of bags distributed was 5,250, and these bags included Yameesh Ramadan.



Craftswomen of Bagaweet Project building their empire of empowerment through handicrafts.



5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT



How much a woman feels empowered is measured by how much she empowers other women.



Our partnership with ALEXBANK is full of hope and passion; for several years, we have worked on projects to empower women and girls economically; and combat all forms of violence against them in poor and marginalized communities. Our experience with ALEXBANK is an experience of partners who dream and plan together to make women and girls equally active partners in building a fair society where everyone enjoys dignity and respect; ALEXBANK is not only a financing partner but also a visionary partner that helps in alleviating everyone's suffering. Through this partnership, we succeeded in providing psychological support, legal support, economic empowerment grants, literacy classes and awareness sessions for hundreds of women and girls, which helped them resist violence. It also helped in improving the conditions of their families' and economic and social lives. Due to this support, more women now have their own voice to express themselves; and their existence now has a stronger meaning and impact.

- Dr. Azza Kamel, Chairperson of the Board of Trustees of Appropriate Communication Techniques for Development Center (ACT)

COMBATTING VIOLENCE AGAINST WOMEN THROUGH SOCIAL & ECONOMIC EMPOWERMENT PROJECT

Direct Beneficiaries: 400 direct females between the age of 18-45

Building on ALEXBANK's community investment agenda and strategy through empowering the vulnerable population, and under the umbrella of the Bank's flagship initiative "Ghalya" for women empowerment, we have relaunched our partnership with the Appropriate Communication Techniques (ACT) Foundation to empower females economically and socially in Manial Shiha area, Giza Governorate. The project aims to uplift both the social and economic status of girls and young

women in the targeted geographical area by providing them with education, psychological support and economically empowering them -through micro-projects- to become financially stable. This is through providing psychological support and rehabilitation to 200 girls in the area, empowering 100 girls while improving their educational conditions, providing legal support to 100 girls and women in the targeted communities to claim their violated rights, enabling 100 girls and women to obtain their identification papers, and improving the living conditions of 50 girls and women; and their families within the targeted communities.

Duration: 2022 - 2024



5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT

IMPROVING THE LIVING CONDITIONS OF GIRLS IN STREET SITUATION PROJECT

Direct Beneficiaries: 690 marginalized girls

Indirect Beneficiaries: 3,630

Under the partnership between ALEXBANK and Sawiris Foundation for Social Development, this Banati Foundation project aims to implement quality and protection standards for children in the streets by providing them safe accommodation and reception centers. The project is centered around providing care, support, empowerment, and social and psychological rehabilitation services for homeless children and their families who are at risk of being in the street; providing health, psychological and social support to the children who arrive through the mobile unit and centers in the Governorates of Cairo and Giza. Banati seeks to develop the infrastructure of several care facilities to ensure the safety of the children. Through this project, the NGO will develop a “hotel management system” through modern tools and equipment to contribute to improving the housing environment for children in the permanent shelter as well as providing children over 12 years old. It will also provide the children with the necessary life skills and knowledge through the vocational guidance program to be able to enter the labor market when they graduate. The NGO supports the children’s education by offering workshops and vocational training that includes rehabilitative activities, photography, art, jewelry crafting, and employment-related training to improve their prospects with income-generation activities.

Duration: 2022 - 2023



The young heroes of Banati during their vocational training class, crafting the way for a brighter future.



5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT

SOCIAL INTEGRATION AND HEALTH

ALTERNATIVE CARE - WATANEYA

Direct Beneficiaries: 3,720

Under the auspices of the Ministry of Social Solidarity, ALEXBANK embarked on a partnership with Sawiris Foundation for Social Development (under the umbrella of the co-signed MoU) and Wataneya for the Development of Orphanages as the implementing arm. The project “Activating New Systems for Foster Families” aims at providing the best environment possible for the child in the alternative family system through capacity building of Ministry of Social Solidarity’s staff across Egypt, training of new and future alternative families on childcare and development centers to provide alternative family system training.

SUPPORT IN PROVIDING ACCESS TO HEALTHCARE FOR REFUGEES IN EGYPT

Direct Beneficiaries: 10- 20 patients depending on the type of treatment

ALEXBANK aims to support the healthcare sector by providing access to healthcare for refugees in Egypt. The Bank is contributing to the Comboniane sisters to cover the medical expenses of underprivileged communities, mainly refugees, who don’t have formal access to healthcare in Egypt. Health is a fundamental human right for all, including refugees, and access to healthcare is one of the most urgent needs to address when it comes to refugees. The clinic will be the link that connects the critical cases requiring medical assistance, with the proper healthcare services. The medical expenses included in this contribution are dialysis, diabetes, urgent care and others. The clinic will provide ALEXBANK with monthly invoices with the given treatment details.

INCLUSIVE COMMUNITIES

Direct Beneficiaries: 500 children

Indirect Beneficiaries: 7,584 children

With the aim of empowering and integrating children with disabilities into the community, ALEXBANK collaborated with Sawiris Foundation and Together Association on the Inclusive Communities project. In efforts to strengthen the governmental institutions, specifically school health units, in accommodating and dealing with children while also raising community awareness on the rights of people with disabilities. The project was implemented by Together Association for Development (TAD) in the governorate of Assiut over a period of two years. Children with disabilities in the centers and villages of the Governorate of Assiut suffer from their exclusion and lack of enjoyment of their rights regarding their integration and participation in community activities, and this is due to many reasons, including some related to children with disabilities and their families, and others related to society and the extent to which it is prepared to receive children and people with disabilities. Inclusive Communities’ main objective is to empower 500 children with disability between the ages 1-14, integrate 3,500 children in artistic and sports activities, and lastly, improve the development of their capabilities.

Duration: 2021 - 2022

HEALTHCARE HOSPITALITY TRAINING PROGRAM

Direct Beneficiaries: 506 graduates

Healthcare Hospitality Training seeks to equip the medical staff in four hospitals and graduates from four faculties of nursing with the necessary skills to treat their patients with courtesy and respect. The training includes leaving the right impression, communication skills, emotional intelligence, handling complaints; discretion and confidentiality and motivation and spirit-lifting.

Duration: 2021 – 2024



“

Inclusive communities project significantly, the project participated in improving the abilities of children of determination, provided the opportunity to integrate them into society, and this gave children a sense of their importance and their right to life. Without the Bank’s partnership with the Sawiris Foundation, we would not have been able to reach more than 600 children. We are really grateful for the Bank’s support, and we hope that it will continue to help us so that we can continue our journey.

- Michael Jamal, Director of the Inclusive Communities Project - Maana Association for Development in Assiut



The stars with disabilities of Diakonia mastering candle-making.

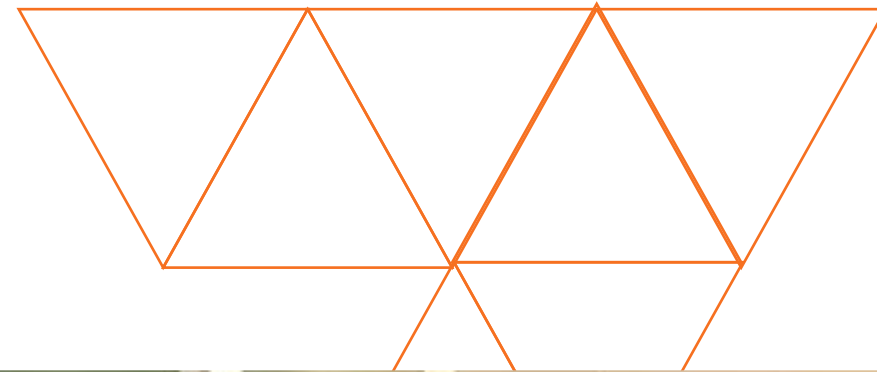
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5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT

WORLD REFUGEE DAY ACTIVATION

Direct Beneficiaries: 40 women

In light of World Refugee Day, Art of Nushu, a social art initiative, hosted an art therapy session for the female users of Threads of Hope Center. They were able to display their happiest memories through art. Circle K contributed to the activation by providing delicious meals to the activation users.



The women of Threads of Hope Center holding their pieces after their art expression session.

CONTRIBUTING TO TAWASOL'S COMMUNITY SCHOOL

Direct Beneficiaries: 75 students

In line with ALEXBANK's strategy of Economic Development, Social Innovation, and Education, and its flagship initiatives EMM and Ghalya to support the artisanal communities of Egypt, ALEXBANK re-embarked its partnership with Tawasol Community School in partnership with SFSD, Star Care and Hadia Ghabbour on a three-year partnership to support 75 students for three academic years through financially fulfilling their tuition fees, performance arts academy and vocational training for Tawasol Association for Developing Istabl Antar.

Duration: 2021 - 2024



The impact of Tawasol displayed through its education services, vocational training, and performing arts academy.



5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT

SUSTAINABILITY IN SUPPORT OF AGRIBUSINESS

ALEXBANK, EL SEWEDY EDUCATION, AND E4IMPACT FOUNDATION MEMORANDUM OF UNDERSTANDING (MOU) SIGNING TO DEVELOP AGRI-ENTREPRENEURSHIP

150 jobs created with 30 entrepreneurs accelerated annually

The Agri-Entrepreneurship program intends to support innovative entrepreneurship in the agribusiness field, addressing the emerging need for growing productivity while preserving the natural resources and the environment in general, while reaffirming the importance of the agricultural sector, and its sustainable development role to combat climate change. According to the MoU, ALEXBANK will fund the “Agri-Entrepreneurship Program” as part of its efforts to achieve sustainable development and support entrepreneurship, with formation to be delivered by E4Impact foundation and El Sewedy Education through its Innovation Hub, which nurtures the innovation ecosystem promoting innovative thinking, fosters start-ups’ growth and connects them with investors capable of enabling a faster scale up.

The MoU was signed in a ceremony held at the Italian Embassy in the presence of H.E Michele Quaroni, Italy’s Ambassador to Egypt, H.E Dr. Rania Al-Mashat, the Minister of International Cooperation, H.E Dr. Ali Meselhy, Minister of Supply and Internal Trade, Dr. Ziad Bahaa Eldin, Chairman of ALEXBANK, Mr. Dante Campioni, Managing Director and CEO of ALEXBANK, Eng. Ahmed ElSewedy, Chairman of El Sewedy Education, Mr. Ihab Salama, CEO of El Sewedy Education, and Dr. Frank Cinque, General Manager of E4Impact Foundation.



We are proud to start collaborating with relevant institutions such as ALEXBANK and El Sewedy Education in support of entrepreneurs. We really hope that this partnership will generate the same significant impact in Egypt as in the other 19 countries where E4Impact Foundation operates.

- Frank Cinque, General Manager of E4Impact Foundation



We recognize the importance of the agricultural sector for Egypt’s economy, as one of the vital contributors to sustainable development and GDP formation; and this MoU emphasize our efforts in supporting the development of this sector with a holistic approach, affirmed through several strategic alliances entered during the years with major public and private sector entities. Providing technical and financial support to the Agri-Entrepreneurship Program complements our strategy to develop the entrepreneurial ecosystem in Egypt to achieve a thriving, robust and self-sufficient agricultural sector in the long term.”

- Dante Campioni, Managing Director and CEO of ALEXBANK



5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT



The embarking of the Agri-Entrepreneurship Program.



“

Signing this agreement comes as an action step to implement the Egyptian government's directives for major investors to support entrepreneurs and their ideas, noting that it provides all training solutions in agriculture technology for entrepreneurs, supporting entrepreneurship in Egypt and contributing to supporting youth.

- **Ihab Salama**, CEO of El Sewedy Education



“

The initiative follows El Sewedy Education's broader strategy to promote entrepreneurship and apply the latest technologies and best practices on activities impacting the main economic pillars of the country and its sustainable development, in light of Egypt's 2030 vision.

- **Ahmed El Sewedy**, Founder and Chairman of El Sewedy Education

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5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT

CLIMATE CHANGE AND RESOURCE EFFICIENCY AWARENESS

DIARNA EXHIBITION GOES GREEN- REUSING AND UPCYCLING DIARNA EXHIBITION'S LEFT-OVER

Direct: 450 families

In efforts to align ALEXBANK's mission and strategy of "Environmental Sustainability" as well as supporting marginalized communities, ALEXBANK partnered with two associations in order to assist in providing roofs and proper shelter for 450 marginalized families in Shalateen, the Red Sea Governorate and Siwa Oasis by the upcycling of used banners, ceiling decorations and other materials used at both of Diarna Cairo Festival and Diarna Marina exhibitions. This initiative aims at providing quality roofs to houses for the marginalized community and those who lack shelter.



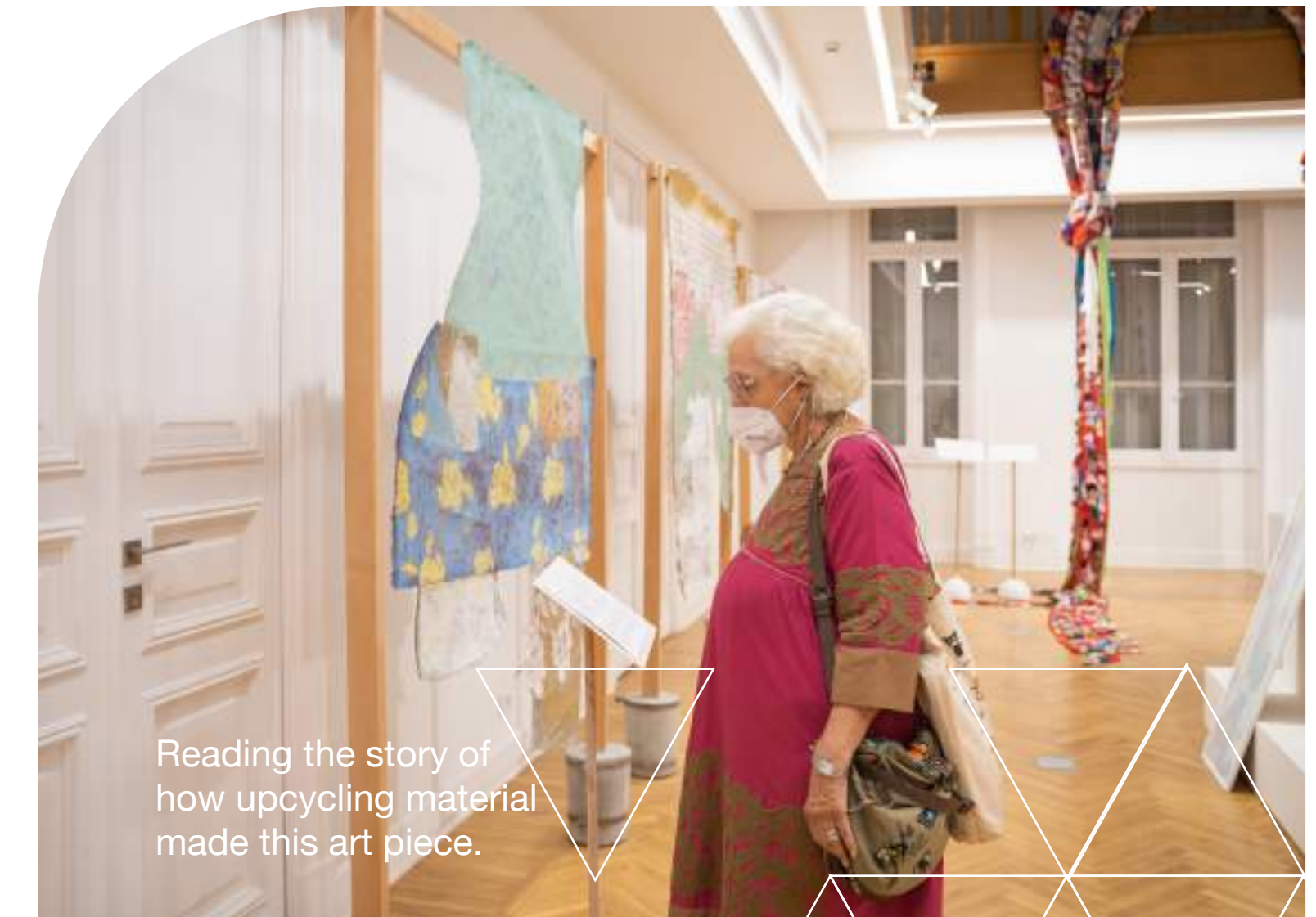
Diarna bridging the authenticity of Egyptian heritage with today's modern taste.



"THE GOOD KIND" ART EXHIBITION FOR ENVIRONMENTAL IMPACT UNDER THE GLOBAL WED'S CAMPAIGN "ONLY ONE EARTH"

Direct users: 8 uprising artists

In light of World Environment Day and under the global campaign of #OnlyOneEarth, in addition to building on ALEXBANK's environmental investment agenda and strategy through promoting the sustainability of the environment and raising awareness on the cause, ALEXBANK embarked on a partnership with Gyptian, an art initiative that organizes exhibitions with impact, to host "The Good Kind" exhibition. This exhibition followed ISP's guidance to exert ISBD's efforts towards environmental sustainability and express the group's constant commitment to the protection of the environment, hence, this activation comes in line with ISP's celebration of World Environment Day. Meanwhile, the exhibition explored the over-arching theme of environmentalism through photography, painting, illustration, installation and video; rendered through the unique artworks of artists, putting art at the front and center to allow visitors to engage and gain a complete understanding and awareness of the obstacles facing the environment in our world today.



Reading the story of how upcycling material made this art piece.





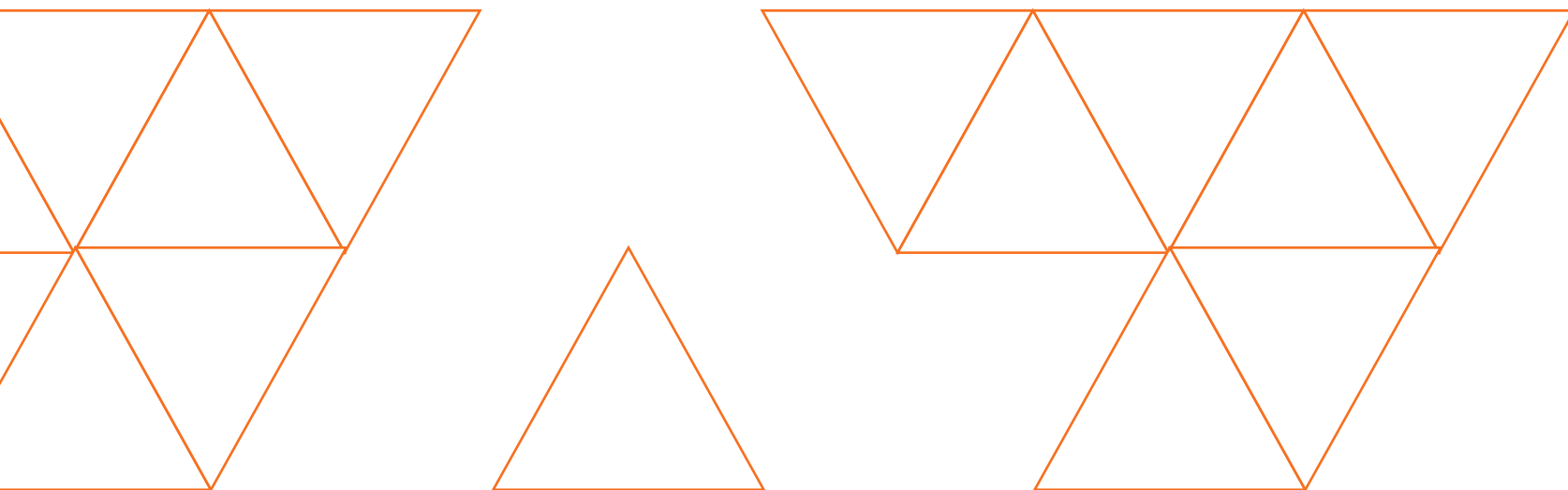
5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT

#WITHEARTH: PROJECT WITH NATURAL CONSERVATION EGYPT FOR INTERNATIONAL EARTH DAY

Aligned with Intesa Sanpaolo International Earth Day initiative for 2022 #withEarth, ALEXBANK collaborated with a local NGO called Natural Conservation Egypt (NCE) in a project that aims to protect biodiversity and natural heritage. The project: “Galala Raptor Count Center” aims to establish a permanent raptor count and research station in collaboration with the Ministry of Environment and Galala University. The station aims to provide technical and scientific support to all bird conservation organizations through regular monitoring and research in the Galala Mountains which extends along the Gulf of Suez from Ain Sukhna to Zaafarana; through which more than 1.5 million soaring birds of 37 species pass back and forth annually, getting the advantage of the thermal columns that lift them upwards, helping them to glide to and from the Sinai Peninsula. At this point, which is a bottleneck area for migrating birds in Egypt, the chance of spotting Egyptian Vultures, as well as other vultures and raptors, is easy and frequent during both spring and autumn. Moreover, the altitude there provides a very close monitoring experience of the great raptor migration event.



NCE monitoring the raptor count on the Galala Mountain.





5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT

AGRICULTURAL WASTE UPCYCLING TRAINING

Vocational Trainings Direct Beneficiaries: 25 women

Awareness Sessions Direct Beneficiaries: 275 males and females

During the Haya Karima visits, in celebration of World Environment Day 2022, ALEXBANK's "Ebda3 men Masr" initiative collaborated with WFP to kick off another phase of Sustainability Awareness with a focus on introducing the definition of sustainability to male and female farmers, from recycling and up-cycling standpoints specifically targeting agricultural and animal wastes to reduce land and air pollution generated from negative acts such as incineration. In efforts to empower the creative economy, the rollout was followed up with vocational training encouraging handmade crafts at home, where female farmers have acquired the knowledge and skills to transform agricultural waste into upcycled artistic items. We have also conducted focus groups to get acquainted with the target audiences' needs and agility to change. We have also created leads with NGOs for interested families to fill in a sheet with the most unwanted agricultural or found-at-home wastes.

Through this collaboration, **25 women from Isna, Luxor**, have acquired the knowledge and skills to transform agricultural waste to upcycled products. These products are introduced to local and global new market windows creating new value chains for achieving food security through improved green economies and innovative resource mobilization. The project complements Egypt's efforts in achieving financial inclusion through women employment and public private partnerships.



The training has completely changed my life. I took advantage of the spare time I had, and it was a great experience that made me realize the value I added to society after learning handicrafts. In addition, I was able to get an extra income to cover my house expenses, pay school fees and buy groceries. I'm looking at ways to perfect my specialty and diversify my products instead of doing chores and watching TV. Before the training, I was in despair due to the economic conditions and the fact that my husband's income was not enough to live off on. Yet, after the training, I have learned and started having a profession that aids with the expenses. Now I can proudly say that agricultural waste is being put to good use, upcycling, instead of being burnt or thrown onto the streets.

- Zeinab Abdel-Hady, Trainee, Agricultural Waste Upcycling Training



The women of Luxor during their upcycling training.





5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT

IMPACTFUL EVENTS AND BAZARS

“DREAMS”ART EXHIBITION FOR MARGINALIZED CHILDREN EVENT

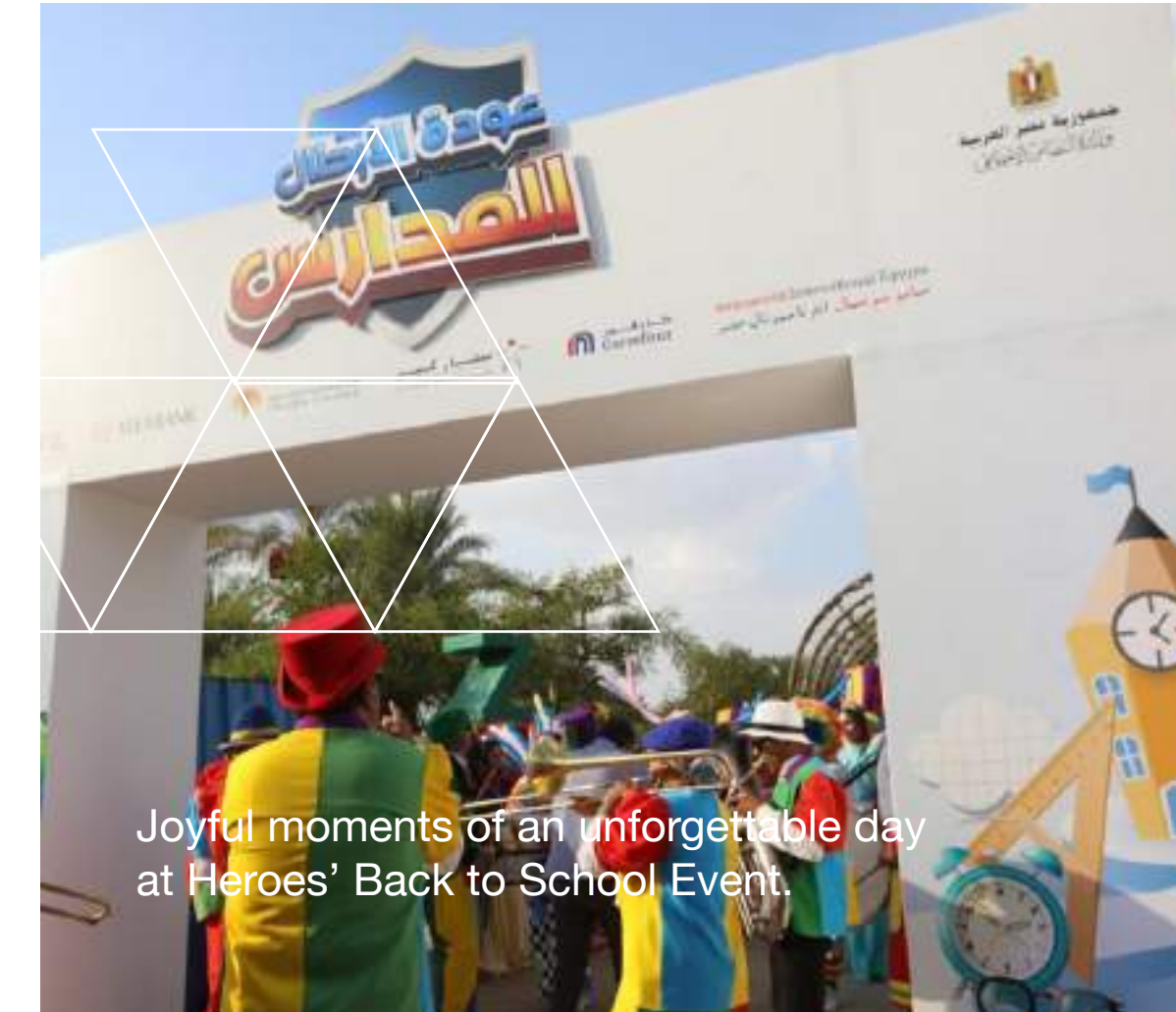
Direct: 75 children

In partnership with Sawiris Foundation for Social Development, ALEXBANK planned an Art Exhibition under the theme of “Dream”, showcasing artwork made by children who are less fortunate, partnering with artists to provide children at five local NGOs with art workshops. The event included high-profile attendees like the Minister of Social Solidarity, Dr. Nevine El Kabbage. The idea behind the exhibition was to raise the awareness of the attendees and guests on some of the most pressing issues related to marginalized children in Egypt and engage them in supporting these causes through an enjoyable event. Additionally, it aimed at empowering children through arts as a means for self-discovery and an opportunity for creative expression, encouraging talented children who were present during the exhibition alongside their artwork to express themselves. Finally, one of the goals was to raise funds to support these vital causes through guests purchasing the children’s artwork and the professional artists’ donating their own artworks.

HEROES’ BACK TO SCHOOL EDITION II

Beneficiaries: 800 children

Following last year’s success in hosting this impactful day, the second edition of Heroes’ Back to School is brought back under the auspices of the Ministry of Social Solidarity and in partnership with Sawiris Foundation for Social Development, Ora Developers, Samusocial Internationale Egypt and Carrefour. Heroes’ Back to School Edition II took place on September 7th, at ZED Park, Sheikh Zayed. In efforts to expand the event’s impact, the number of event attendees has increased this year to 800 children from almost ten different shelters.



Joyful moments of an unforgettable day at Heroes’ Back to School Event.



In presence of H.E. Dr. Nevine El Kabbag, the event’s partners stand as they witness their entities’ impact through the event.





5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT

DIARNA EXHIBITION FOR HANDICRAFTS

Direct Beneficiaries: 450

Indirect Beneficiaries: 1800

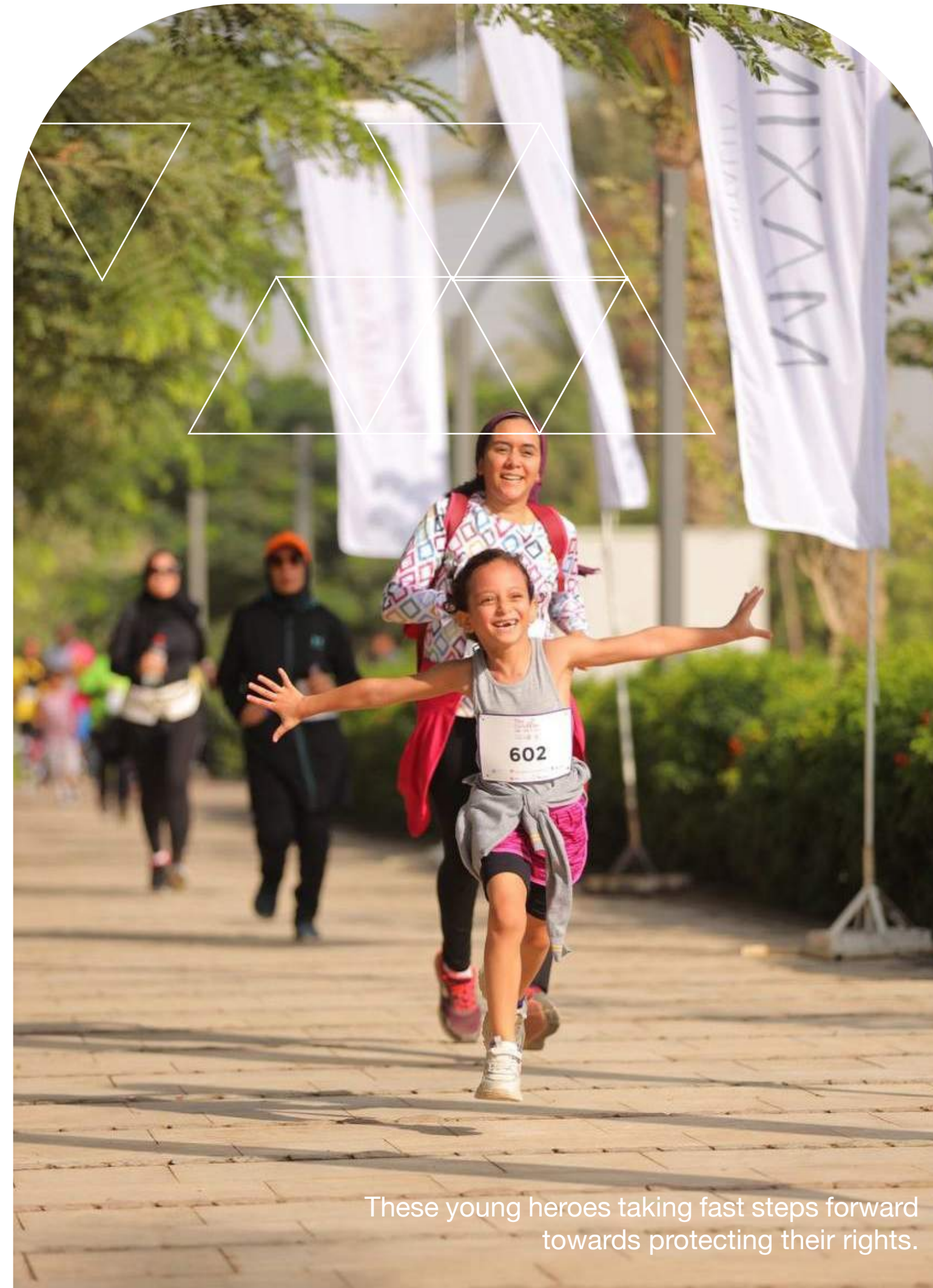
Diarna Exhibition for Handicrafts is one of Egypt's biggest exhibitions, hosting artisans from all around Egypt, supporting them in reaching new markets, gaining greater exposure and achieving direct sales opportunities. Diarna 2022 is the 65th Edition and ALEXBANK's fourth contribution as a strategic partner under the auspices of the Ministry of Social Solidarity in partnership with Sawiris Foundation for Social Development, WE (Telecom Egypt) and Cairo Festival City Mall.

Held for the second year in a row at Cairo Festival City Mall, this year's theme was inspired by Nubian culture and creating a similar experience to visiting Nubia in Aswan. This year's Guests of Honor are Nubian artisans, environmentally friendly NGOs and Artisans with Disabilities who were provided special pavilions to showcase their products. The exhibition hosted live crafting shows to engage with visitors, along with hosting daily handicrafts workshops to raise the awareness of Egyptian arts and culture.

Diarna 2022 hosted 450 exhibitors (impacting 10,000 Families) from all around Egypt's governorates, including UNHCR Refugees and Artisans with Disability. With around 32,000 visitors, Diarna 2022 was able to achieve 11.5 million EGP in earnings for its exhibitors.



The awaited moment of Diarna's opening by H.E. Dr. Nevine El Kabbag.



These young heroes taking fast steps forward towards protecting their rights.

THE GIRLSMILE RUN - "GHALYA" BY ALEXBANK'S FIRST CELEBRATION OF INTERNATIONAL DAY OF THE GIRL CHILD

Direct: 800 attendees

Under the auspices of the National Council for Women and in partnership with the UN Resident Coordinator in Egypt, Embassy of Argentina in Egypt and Sawiris Foundation for Social Development, "Ghalya" by ALEXBANK hosted a running race for the International Day of the Girl Child 2022 during October. There were 800 attendees at the event. The aim of the run was to contribute to achieving the goal of "Noura: The Girls Assets Framework," aiming to provide guidance to design and implement girl-centered programs focused on reaching the most marginalized adolescent girls. The event's impact was achieved by designing effective messaging on the empowerment of girls at the run, as well as through highlighting the importance of combating climate change and educating the attendees on the subject, given that it is currently an urgent global priority. Finally, EMM hosted a handicrafts bazaar for 20 exhibitors in partnership with NCW to provide direct sales opportunities and marketing exposure to local artisans.





5.6 COMMUNITY DEVELOPMENT AND EMPOWERMENT

YES, YOGA DAY: COMBATTING VIOLENCE AGAINST WOMEN – EDITION III

Direct: 200 attendees

2022 marks the 3rd edition of YES Yoga Day: Combatting Violence Against Women, in partnership with the Sawiris Foundation for Social Development (SFSD) and the European Union (EU). The event took place in Kundalini, by the pyramids, during the UN's 16 Days of Activism towards combatting violence against women. It was an open-invitation event that catered three yoga sessions filled with entertainment that were used as a tool to shed awareness on the cause and empower the vulnerable female population.

ALEXBANK SUPPORTS AWLADNA FOUNDATION AT “AWLADNA'S SIXTH INTERNATIONAL ART FORUM FOR THE GIFTED”

Direct beneficiaries: 1000

Indirect Beneficiaries: 2000

ALEXBANK was featured as a strategic partner to the sixth Awladna International forum for the Arts of the Gifted, which brought together participants from all over the world to witness the international integration of children with disabilities. This event offered children with disabilities the free space to enable their innate talents and enrich their skills in all art domains. Also, in efforts to empower a large scale of the handicraft community in Egypt, ALEXBANK's CSR and SD office hosted its signature flagship initiative, EMM's bazaar, on the sidelines of the sixth Awladna Forum for Arts of the Gifted. EMM contributed with the setup, display aids, branding and printing along with live crafts shows of pottery, calligraphy and glass art in efforts to shed light on Egyptian heritage and culture of its craftsmen and craftswomen by showcasing local authentic handmade products, that tell unique stories.

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Handicrafts and products made by talented and creative Egyptian women and showcased on Yes Yoga Day were once again a demonstration of the National Council for Women's support and collaboration with ALEXBANK under the “Ghalya” initiative. I am proud to be part of this event as it serves our main objective of creating a positive impact on women and empowering them.

- Mai Mahmoud, Head of Women Business Development Center at NCW



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Our children's festival for people with special abilities will not abandon the partnership with ALEXBANK because it always aids us in times of distress. Throughout the history of our partnership, aside from the financial aspect, we have received great treatment on a human level. We hope to continue our partnership with the Bank forever. I am grateful to everyone in ALEXBANK's team; you really brought us happiness.

- Dr. Suhair Abdel Kader, Chairman of the Board of Directors of Awladna Foundation



Attendees utilizing their yoga skills to voice their action towards combating violence against women.



The performance that got the attendees on their feet by “Tablet El Set” band.





PEOPLE AND COMMUNITIES

- 6.1 RETENTION, ENHANCEMENT, DIVERSITY & INCLUSION OF OUR PEOPLE
- 6.2 WELLBEING AND WORK-LIFE BALANCE
- 6.3 SAFE AND HEALTHY WORKPLACE
- 6.4 EMPLOYEE ENGAGEMENT



Women of Badr City taking leading roles in both the Egyptian circular and creative economies.

6 PEOPLE & COMMUNITIES

ALEXBANK strives to enable every person within the community to become part of the greater good for society and nature. A better future starts with listening to the diverse voices that share viewpoint and ambition with ALEXBANK. Only then will it make sense to build capacities and support change. On its part, ALEXBANK enables a more inclusive, diverse and future-fit company by applying its values throughout.

HIGHLIGHTS

- 100% Localization of Diversity and Inclusion Principles
- 12% of new hires in 2022 were from people with disabilities
- 100% of employees received standardized KPIs embedded in performance scorecards
- 93% of ALEXBANK employees received their performance appraisal in 2022
- 1:4.3 Female to Male Managers
- 1:2.5 Female to Male Employees
- 90 % of ALEXBANK employees received different training opportunity/opportunities
- 81% of ALEXBANK Training & Development reached their recipients' virtually
- 100% of medical care recipients receive medication coverage through providing medicines and treatment in addition to high level virtual care consultation through on-line clinic and prescriptions



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We are proud of our driven journey in sustainability; ESG is in the DNA of our corporate culture. This year we moved forward in better integrating ESG performance criteria through dedicated KPIs across our managerial populations, as well as revamping our staff regulations to better reflect our inclusivity. We strive to provide every person with an opportunity to enhance their impact through various training opportunities. We have come a long way in reinforcing through hiring the interability of our human capital. Further advancements in flexible work have allowed us to better cater to our employees' diversified needs and evolving preferences affirming our commitment to diversity & inclusion principles governing our management approach.

Mariam El Gammal, Head of Human Resources & Organization Department



Team spirits among HR & Organization teams.

6

6.1 RETENTION, ENHANCEMENT, DIVERSITY & INCLUSION OF OUR PEOPLE

ALEXBANK articulated its formal Diversity & Inclusion Policy in 2022. The policy spans the full spectrum of HR activities, including: recruitment, career development and remuneration. It additionally covers issues, such as: family-work balance with a special focus on gender and People with Disabilities (PwDs). The newly awarded Gender Equality Seal marks a new stage in the Bank's efforts towards becoming an organization that consistently improves for the better and where everyone can do their best with robust data.

2022 was a year full of important milestones; ALEXBANK's HR and Organization department continued to apply values, such as: Gender Equity for been committed to the cause in terms of: employment, career development, work-life balance and anti-harassment policies.

Evidently, ALEXBANK has been following a prominent strategy to strictly abide by maintaining gender equity through all of its functions. The statistics exemplify the great fact that the HR team is culturally driven by the concept of Gender Equ(al)ity; conflating both; "Equality": the end goal and "Equity": the means to get there.

#LINKEDINTOPCOMPANIES IN 2022

ALEXBANK is named one of Egypt's #LinkedinTopCompanies in 2022; the bank is honored to be selected for its culture and commitment to diversity and inclusion. Our core purpose is to provide an environment for our people to flourish. This recognition will enable our employees to build strong career paths and better serve the community in which we live and work in.



The happy faces
of ALEXBANK.

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6.1 RETENTION, ENHANCEMENT, DIVERSITY & INCLUSION OF OUR PEOPLE

DIVERSITY & INCLUSION PRINCIPLES

Respecting the unique needs, perspectives and potential of all employees, while embracing their different qualities and abilities are deep-rooted values in ISP and ALEXBANK's collective culture. The Bank drafted and implemented its localized Principles on Diversity and Inclusion (D&I Principles) to ensure a respectful and harmonious work environment that empowers all the Bank's employees. The D&I policy regulates our commitment to extend respect to all workers' identities and various expressions; and cultivate everyone's skills, abilities and competencies; by ultimately and constantly providing equal chances to all. Our commitment to diversity and inclusion across race, gender, age, religion and experience are at the heart of who we are at ALEXBANK. Our obligation to these principles is unwavering; as we believe that diversity fosters creativity and culture of equity to release its full potential.

EMPLOYMENT OF PERSONS WITH DISABILITIES

As part of awareness raised in this regards, the Bank is meticulously working on providing an inclusive, diverse and healthy workplace. ALEXBANK has issued Employment of People with Disabilities, an additional framework in 2022 to its D&I principles to establish guidelines for employing people with disabilities. ALEXBANK guarantees the rights of people with disabilities to have equal opportunities for work and protects their rights to work with the promotion equal employment opportunities. The annex aims to improve employment prospects for people with disabilities by facilitating procedures, regulating recruitment, job retention and opportunities for advancement.

The key principles at the basis of ALEXBANK's inclusion policy are:



Respect for all people in their identity and diverse expression



Nurturing of everyone's skills, abilities and competences



Meritocracy



Equal opportunities

EQUAL GENDER PAY

ALEXBANK pursues a gender-neutral remuneration that contributes to pursuing a complete pay equality among staff. In particular, the Bank guarantees that the definition of the remuneration and incentive systems and the decisions-taking regarding remuneration are independent of gender (as well as of any other form of diversity such as marital status and family situation, age, ethnicity, religious belief, political beliefs, Strade union membership, socio-economic condition, nationality, language, cultural background, physical and psychological conditions or any other characteristic of the person also linked to the expression of one's thought) and are based on merit and professional skills.

GENDER EQUITY

For ALEXBANK, gender equality implies fairness and equal opportunity for people in equivalent positions. Implementing the Bank's vision to provide a fair business operations and environment, ALEXBANK started the certification process of the Egyptian Gender Equality Seal (EGES) in 2021, and it was accomplished by May 2022. ALEXBANK has obtained the seal as result of its efforts in applying and remaining committed to apply gender equity practices, in accordance with the World Bank gender equity model across the areas of employment, career development, work-life balance and anti-harassment policies. The ESG forum shall lead and monitor the implementation of the Bank's gender action plan.



Dante Campioni holding ALEXBANK's Gender Equity Seal side by side with Dr. Maya Morsy President of National Council of Women.



6.1 RETENTION, ENHANCEMENT, DIVERSITY & INCLUSION OF OUR PEOPLE

OVERVIEW OF ALEXBANK'S EMPLOYEES

ALEXBANK increased the numbers of employees in its workforce to reach 4330, 124 of which were employees with disabilities, comprising 2.9% of the total workforce, a large increase from 2021 employees with disabilities percentage of 1.6%.

Number of employees		2021	2022
	Total	4,300	4,330
	Males	3,109	3,085
	Females	1,191	1,245
	With Disability	68	124

DISTRIBUTION OF EMPLOYEES OVER THE HEAD OFFICE AND BANK BRANCHES

In 2022, the percentage of female employees of the total workforce at ALEXBANK has reached 29% up from 27.7% in 2021. This marks a 4.6% rise in the number of female employees through the past year.

The HR team managed to successfully hire 203 Female out of 573 hirings, comprising 35.3% of the new hires in 2022 with 12% of the new hires being people with disabilities. The Bank's age distribution is leaning towards 31-50 years, comprising 44% of the total workforce.

Number of employees	Total No. of Employees	By Gender			By Age Group		
		Total Male	Total Female	% Female	Under 30	30-50	Above 50
Head Office	1901	1321	580	31%	506	890	505
North Cairo Region	385	235	150	39%	158	151	76
South Cairo Region	324	203	121	37%	136	129	59
Alexandria & Marsa Matruh Region	310	209	101	33%	81	93	136
East Delta Region	277	220	57	21%	80	123	74
West Delta Region	295	248	47	16%	79	130	86
North Upper Egypt Region	331	257	74	22%	87	166	78
South Upper Egypt Region	296	234	62	21%	91	133	72
Canal, Sinai & Red Sea Region	211	158	53	25%	56	93	62
Total	4330	3085	1245	29%	1504	1678	1148



6.1 RETENTION, ENHANCEMENT, DIVERSITY & INCLUSION OF OUR PEOPLE

DISTRIBUTION OF EMPLOYEES BY CONTRACT TYPE

At end of 2022, 70% of ALEXBANK's employees reached their open term contract phase, while 30% of employees remained in defined term contract phase.

Number of employees	Open-term Contract			Defined-term Contract		
	Total	Male	Female	Total	Male	Female
Head Office	1349	967	382	552	354	198
North Cairo Region	224	161	63	161	74	87
South Cairo Region	205	139	66	119	64	55
Alexandria & Marsa Matruh Region	240	169	71	70	40	30
East Delta Region	201	166	35	76	54	22
West Delta Region	209	183	26	86	65	21
North Upper Egypt Region	250	200	50	81	57	24
South Upper Egypt Region	214	180	34	82	54	28
Canal, Sinai & Red Sea Region	151	123	28	60	35	25
Total	3043	2288	755	1287	797	490



Female employees enjoying their Ghalya kits.

6

6.1 RETENTION, ENHANCEMENT, DIVERSITY & INCLUSION OF OUR PEOPLE

WORKFORCE BREAKDOWN

BREAKDOWN OF EMPLOYEES IN
MANAGEMENT POSITIONS

ALEXBANK increased its diversity on its management level during 2022 to reach 1:4 compared to 2021. This is a result of the Bank's efforts in enforcing gender equity and establishing its Diversity & Inclusion Principles.

Headcount		2021	2022
	Males	115	116
	Females	21	25
	Female to Male ratio	1 : 5.47	1 : 4.64

OUTSOURCING PROGRAM

In 2022, People Management worked on introducing different teams across several functions with different roles and responsibilities. This assisted in minimizing different backlogs on different projects as well as building a good pipeline on the long term for calibers exposing them to different full time job opportunities inside the bank. Moreover, HR has assisted in increasing Head Office outsourcing salaries to meet market ranges, to be updated with all changes occurring in the market in alignment with related concerned parties.



New employees after completing their induction training; a holistic 360 round on ALEXBANK.



6.1 RETENTION, ENHANCEMENT, DIVERSITY & INCLUSION OF OUR PEOPLE

TRAINING AND DEVELOPMENT

ALEXBANK's training and development function recognizes that in a dynamic and competitive work environment as that of the banking sector, it is the 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.

Training Catagory



Technical: 75.48%

Interpersonal: 3.04%

Leadership: 3.67%

Control: 17.81%

Training Diversity



Female

Male

Training Flexibility



Online

Physical

Year	2021	2022	YOY
 Total training hours	111,669	133,150	19%
 Total number of trained personnel	3,566	3,912	10%
 Percentage of staff trained	83%	90%	8%

Training	Training Hours	Number of Attendees	Online/ Physical
HSE Training	30 minutes	3,111	Online
Fire Fighting Training	1 Day	496	Physical
First Aid Training	1 Day	257	Physical





6.1 RETENTION, ENHANCEMENT, DIVERSITY & INCLUSION OF OUR PEOPLE

TRAINING HOURS

Number of employees	Employee Breakdown	Total Hours for all Active Staff	Average Hours per Employee
	Total	133,150	30.7
By Gender	Male	94,054	30.5
	Female	39,096	31.4
By Age Group	Under 30	60,466	47.5
	30-50	51,163	26.8
	Above 50	21,521	18.7
By Employee Category	Employees	87,381	35.2
	Officers	44,680	24.9
	Managers	1,089	20.5

KEY TRAINING COURSES

BOARD MEMBERS INDUCTION PROGRAMME

The initiative was launched in 2017 to address the need to train and update the members of the group of companies with reference to general and structural issues of impact for the group and its components, with the aim of creating a shared group culture. In 2022, the initiative was dedicated to ESG.

EXPANDING THE KNOWLEDGE AND AWARENESS ON CYBERSECURITY AND INFORMATION SECURITY LATEST TRENDS

ALEXBANK was keen to develop the knowledge on all trending Cyber-attacks and data theft that has been rising heavily worldwide since cybercriminals are getting smarter and their tactics are becoming more resilient to conventional cyber defenses. This occurred through certifying all Cyber Security team to solidify our employees with all the updated mechanism and tools required. The Development track involved also colleagues from ICT to equip them with the defence mechanism to support ALEXBANK's cyber coverage plan. Additionally, around 2000 users in ALEXBANK gained an external exposure through Egyptian Banking Institute on Information Security awareness, to raise the cyber knowledge across all bank on the threats of cyber-attacks and induce the sense of accountability across all colleagues.

HSE RISKS TRAINING

The HSE office has created training materials and conducted training sessions, both online and on-site, fulfilling ALEXBANK's goal to further educate and nourish its employees' knowledge and eliminate HSE risks. The bank has conducted 8655 total training hours in 2022, with 80% increase compared to last year.

GENDER BASED VIOLENCE TRAINING TO FEMALE SUPPORT STAFF

In light of the 16 Days of Activism towards eliminating violence against women, ALEXBANK's CSR and HR functions merged their efforts to host an on-site session at the Smart Village Building for the Bank's female cleaning and security staff. The session played a leading role in raising awareness among the attendees on their rights, educating them on the types of violence in order to learn how to both identify and combat them, in addition to shedding light on their self-worth. The session was conducted by Appropriate Communication Techniques (ACT), ALEXBANK's CSR partner.



Attendees participating in one of the several trainings conducted.



6.1 RETENTION, ENHANCEMENT, DIVERSITY & INCLUSION OF OUR PEOPLE

VALUING PERFORMANCE TOWARDS ACHIEVING ORGANIZATIONAL EXCELLENCE

At ALEXBANK, we believe that the success of our performance management depends on the commitment and involvement of the different stakeholders and linking it to the bank's strategic context. Thus, performance Management had an essential and impactful role in 2022.

ALEXBANK in 2022 was committed to laying the groundwork, following the footsteps of the Intesa SanPaolo (ISP) Group, in performance management arena by implementing a new KPIs Methodology Framework across all bank populations.

Standardizing our KPIs is part of the Bank's direction to fill in the gaps between employees' performance expectations and bank's strategy in order to increase employee awareness of organizational goals and linkage to their job descriptions throughout the whole performance management process reflected on promotions, merits, incentives and career progression within the bank.

In 2022, we introduced Organizational Excellence KPI aiming to allocate attention to ongoing efforts to establish an internal framework of standards and processes intended to engage and motivate managers to perform their roles that fulfill business expectations within organization Strategy. The KPI constitutes of Organization KPI that addresses the results achieved by each function in regard to process, Policies & Procedures, SLAs update/ creation and Job Descriptions update/creation. In addition, there is learning and development mandatory trainings fulfillment ratios adopted through different platforms that bank has for e-learning.

ALEXBANK is intending to be in line with group's rules in this regard to maintain a well adhered performance management cycle that supports the achievements of its employees.



Some of our branches network team along with our MD & CEO, Mr. Dante Campioni.



6.1 RETENTION, ENHANCEMENT, DIVERSITY & INCLUSION OF OUR PEOPLE

LEAP & SHINE 2022

Direct Beneficiaries: 50 women

ALEXBANK collaborated with its esteemed strategic Partner, the Egyptian Banking Institute, CBE's official training arm for coming up with a customized, comprehensive, practical and educational program under the umbrella of our LEAP Brand dedicated for non-working mothers in the Egyptian community to empower them and help them create work related opportunities that would help initiate a successful career life with the aim of reinforcing diversity and inclusion not only in the workplace but everywhere. The program included sessions like interpersonal skills such as personal branding, emotional intelligence, coping with the changes and business etiquette. Additionally, some technical skills and knowledge concepts were included such as banking foundations, financial inclusion, digital transformation and Microsoft Office.

ALEXBANK VIRTUAL SUMMER INTERNSHIP, LEAP 2022

Direct Beneficiaries: 500 students

Building on the previous two years' success. This year, the internship included 500 students (3rd year students) from different universities covering all the Egyptian governorates with different backgrounds and educational levels. LEAP 2022, was all about Diversity and Inclusion. Embracing diversity and encouraging inclusion opens up spaces for creativity, innovation and helps develop a sense of belonging, support and acceptance which in turn drives huge success.

We had more than 50 PwD students attending and working shoulder to shoulder with their colleagues, gaining trust and confidence; and interacting in working groups and workshops to deliver together a final project.

For the first time in the Egyptian banking sector – the internship is fully sign language subtitled whereby all the sessions provided are all subtitled by an accredited sign language expert which means students with different types of abilities can be truly included together in working groups, ensuring that the type of disability is not an issue anymore..

This is in addition to offering a dedicated sign language session to all interns whereby they will have the knowledge and basics on how to deal with PwDs which reinforces ALEXBANK's belief in real and actionable diversity and inclusion.

POST-GRADUATE PROGRAMS FOR INTERNS

In ALEXBANK, lack of experience is not considered as a drawback, as fresh graduates can be easily be taught according to the business's needs from the get-go. Our post-graduate program is designed as a 3-month internship for highly skilled fresh graduates, extendable for other 3 months with a two-week break. Through 2022, with the proper application of the program, ALEXBANK managed to hire 3 new employees out of 4 interns in functions like HR & Organization; CSR & Sustainable Development; and COO.

FINYOLOGY

Direct Beneficiaries: 12 interns

In cooperation with CBE, ALEXBANK has started to provide the interns with awareness on the latest updates of Digital Banking and Marketing in the workplace, the internship equipped 12 interns with the latest updates on Digital Banking and Marketing.



The attendees of Leap & Shine



6.2 WELLBEING AND WORK' LIFE BALANCE

At ALEXBANK, we believe living a good and meaningful life is a human right. Building a culture of wellbeing and work-life balance within the organization is an ongoing journey as we learn to enhance smart work, create more relevant benefits and give employees time to log off. We believe that an organization can only thrive when its people do, and that is what the ALEXBANK Human Resources team, in coordination with all departments, work on daily .

The health of employees is of the utmost importance for ALEXBANK, like it is for our Parent Company, not only for ethical reasons but also because our employees are our company's most valuable asset. For this reason, employees on indefinite-term contracts at ALEXBANK are beneficiaries of the ISBD "International Healthcare Programme". Through the "International Healthcare Programme", the Bank started offering second medical opinions and/or medical treatment at centres of excellence in foreign countries in 2022. The Programme provides assistance for employees with serious medical conditions (e.g. cancer or conditions that require complex surgical procedures), covering the cost of treatment and of any additional services (VISA assistance and travel costs), and all transport and accommodation expenses in the foreign country, and also reimburses medical costs incurred once the employee returns home. The second medical opinion services are also available for the entitled employees family members.

ALEXBANK is always keen on having clearly updated and documented procedures, which create a stable foundation for the bank. So, it was vital to update and add new procedures in 2022. These documented, step-by-step instructions for performing given tasks provide employees with everything they need to efficiently perform assignments without confusion or misinterpretation. Further, it results in more clearly established expectations about how employees will carry out their job duties while knowing their rights.

Updated Procedures in 2022

People Management & Development Procedures

Training & Development Procedures

Internal Communications & Employer Branding Procedures

Organizational Development Unit Procedures

Work Method Procedures

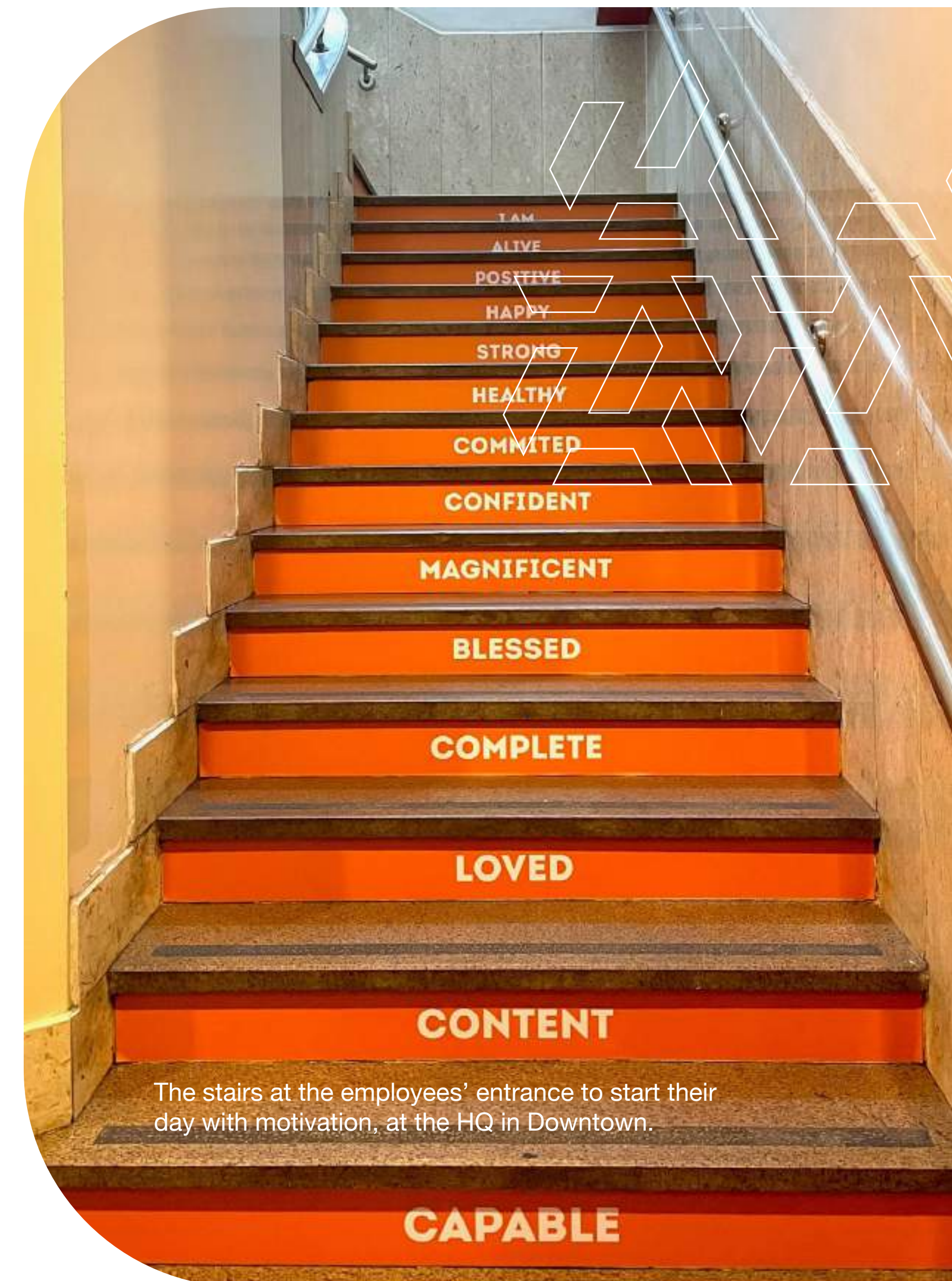
Medical Care Procedures for ALEXBANK Employees

Outsourced Personnel Management Procedures

Procedures for Access Rights Review Forum

Mobility Tools for ALEXBANK Staff Procedures

ALEXBANK Handover Framework Procedures



The stairs at the employees' entrance to start their day with motivation, at the HQ in Downtown.



6.2 WELLBEING AND WORK' LIFE BALANCE

ALEXBANK understands the importance of work-life balance for a driven, highly skilled and future-oriented workforce, which is why the Bank strives to provide employees with the optimum workplace conditions. ALEXBANK is working on creating a flexible work policy that supports employees' work-life management and assists them in handling their professional and personal responsibilities more successfully. The policy will be an expansion of ALEXBANK's Smart Work Policy.

SUPPORTING WITH SALARY INCREMENTS IN DEFIANCE WITH ECONOMIC SITUATION OCCURRING

ALEXBANK works to support its employees during the occurring financial situation as a resulted aftermath of the pandemic, along and the on-going conflict in Ukraine. This has led to profound consequences on the global economy and a constant increase in inflation, accordingly; during 2022, ALEXBANK was able to increase the standard annual merit and budget to provide its employees with remarkable salary adjustments in line with bank's remuneration practices. Moreover, a one-time contribution was disbursed to assist in partially absorbing the impact of the increase in the cost of living.

SMART WORKING AND WELLBEING

Adopting this as a concept to maintain work-life balance inherent in smart working in ALEXBANK that had added the option to non-customer facing roles, which helped their wellbeing and health and it reduced the effect on the community and environment through less commute and carbon emissions.

FURTHER CARE BEYOND INSURANCE POLICY AND STANDARD MEDICAL INSURANCE

ALEXBANK is concerned about covering Compensatory Devices for its employees such as (Handicapped, Chairs Hearing Aids, knee brace, Neck brace, Back belts, Artificial Limbs and Joints, Ventilators Pacemakers) in addition to other cases. Moreover, ALEXBANK covered medications related to Parkinson, Alzheimer and psychological diseases. Also, the Bank extended the number of physiotherapy sessions for some colleagues who exceeded their maximum annual limit as per policy while also covering organ transplant surgery costs for some cases.

DELIVERING MEDICINES TO YOUR DOORSTEP

Starting from Year 2021 and continuing till date, ALEXBANK has been providing a service for delivering chronic disease medications for ALEXBANK members to doorstep through a specialized company which is a subsidiary of Next Care medical insurance company.

WELFARE OF PENSIONERS

ALEXBANK supports medical care to pensioners with full lifetime coverage and provides their continuous services despite the increases happening in world medicine prices. In addition, to possibility of hiring pensioners' children contingent need and passing of relevant tests.

PRESIDENTIAL INITIATIVE 100 MILLION HEALTHY LIFE CAMPAIGN IN COLLABORATION WITH MOH

ALEXBANK was keen to be part of the presidential initiative 100 Million Healthy Lives for the early detection of Hepatitis C virus (HCV) and non-communicable diseases (NCDs) (diabetes, high blood pressure and obesity).

SEASONAL FLU VACCINATION

As a proactive measurement taken to avoid any seasonal flu among all active employees and to protect all employees' health and safety, all interested staff in the bank took the seasonal flu vaccine in 2022 on all bank premises within all governorates (including head office and all bank branches), a step that comes in collaboration with Vacsera.

A TRIBUTE IN HONOR AND REMEMBRANCE TO THOSE WE LOST DURING COVID-19

ALEXBANK continues to financially cover the educational fees of children whom their parents were ALEXBANK employees and passed away due to COVID-19. Implementing as well as maintaining the continuity of ALEXBANK's initiative for those colleagues who passed away as result of COVID-19 by involving their widows in the medical insurance system.



ALEXBANK's leading female Magnifica Sales team.

6

6.3 SAFE AND HEALTHY WORKPLACE

ALEXBANK takes excellent health and safety conditions as a baseline, and we always aim to improve them. The Bank's policies and procedures are tailored to safeguard its customers and employees' health and safety without sacrificing comfort and efficiency. The Bank also focuses on expanding medical coverage for its employees.

With the help of the Group's well-established Occupational Health and Safety Management Systems, ALEXBANK has been continuing its improvement and commitment to providing a safe and healthy environment for the staff members. HSE office updated the manual in 2022 and formalized the process and procedures in a new well-organized manual, reflecting the obligation to keep our employees and customers safe. Our safety manual paves the way for daily work to include less likeliness of illness, injuries and bystanders in the work place, with the aim to be more effective in preventing accidents all formalized with the support of the top management and complying with the OHSE rules and legal requirements among the bank.

REGULATORY COMPLIANCE FORUM

The Forum is responsible for reviewing, monitoring and fulfilling the CBE and civil protection requirements through developing the remediation action plan, determining the action plan target dates and and follow-up compliance until incident closures.

As part of ALEXBANK's aim towards zero accidents and promoting safety at the workplace, all security supervisors are obliged to report weekly on the HSE system and tools' status and take proper actions. In addition, evacuation drills are done on a quarterly basis in all ALEXBANK branches.

HEALTH AND SAFETY COMMITTEE

As part of enforcing governance throughout the Health, Safety, and Environment office operations, ALEXBANK is establishing the Health and Safety Committee that will be chaired by Mr. Chairman/CEO. The committee will aim to deliver and drive governance through HSE risks.


3,111

Total number of HSE-trained employees


82.4%

YOY increase in the number of HSE-trained employees

RISK ASSESSMENT OF ALEXBANK'S PREMISES

The Health, Safety, and Environment office, in cooperation with the safety consultant QHSSE Platform, has conducted physical inspections and risk assessments throughout 2022 on all ALEXBANK premises. The inspections aimed to raise awareness, identify hazards; and reduce risks and losses in case of accidents.

THE HEADQUARTER GOMHOREYA BUILDING DUE DILIGENCE

ALEXBANK conducted technical due diligence in 2016 to assess the health and safety of one of the Bank's main Headquarters, the Gomhoreya building, which was the basis for the renovations undertaken throughout 2022. The due diligence investigated the hazards and identified the needed interventions to transform the building into a safe building.

Type of Customer

2020 2021 2022
Number of hazards determined
0 9 0

Number of hazards that caused injuries

0 0 0

Number of cases of work-related ill health

0 0 0


Some of the faces
in ALEXBANK's
Digital Banking &
Marketing Division.

6

6.4 EMPLOYEE ENGAGEMENT

BLUE NOVEMBER

The health and wellbeing of ALEXBANK's employees are critical to the Bank's management and strategy. The Bank has been conducting health-awareness campaigns targeting the increase the staff's perception of multiple health conditions and provide them with medical checkups and educational materials. ALEXBANK organized a Prostate Cancer Awareness campaign for its employees, providing them with an online nurturing session given by the best urological doctors. Acknowledging the importance of early detection, the Bank provided 50+ male employees free prostate cancer medical checkups.

PINK OCTOBER

At ALEXBANK, our number one priority is our employee's health and that is why we have partnered with Baheya Foundation to provide our entire female employees (staff + outsourced) with free mammograms and ultrasound checkups. In addition to our female staff population, each male employee was offered a free checkup for one female first degree relative.

A virtual awareness session was also provided to our female population by registering through the bank's intranet. This session was provided by one of the best doctors in the field of radiology to provide our females with all the information needed regarding Breast Cancer and to answer all concerns regarding this topic.



ALEXBANK's employees from our Breast Cancer awareness campaign.

BLUE NOVEMBER AWARENESS AT ALEXBANK

Under ALEXBANK Wellbeing Initiatives

Dear Colleagues,

Tune in to the Complimentary Virtual Prostate Cancer Awareness Session on Tuesday, the 29th of November provided by the best doctors in the field of urology who will tackle all your questions regarding Prostate Cancer Awareness, how to stay protected and nurture your health.

[Click here](#) to register for the session on the bank's intranet and know more about the doctor who will be providing the session.

Early Detection Save Lives! Don't forget to register for the free prostate cancer medical checkups for Men at the age of 50 or above if you still didn't by sending an email with the request to Medical.cairo@AlexBank.com (Attaching a copy of the National ID card and a phone number with WhatsApp) by maximum the 30th of November, 2022.

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

ALEXBANK | بنك الإسكندرية

FOR ALL THAT COUNTS.

Bank of INTESA | SANDOLO

www.alexbank.com
19033

PINK OCTOBER AWARENESS AT ALEXBANK

Under ALEXBANK Wellbeing Initiatives

Dear Colleagues,

Happy October

October is the Month of raising awareness regarding Breast Cancer disease. As ALEXBANK is always keen to protect employees' health and wellbeing, ALEXBANK will offer a series of activities in October 2022 presented as follow:

Mammograms and ultrasound checkups which will be provided by ALEXBANK in cooperation with Baheya Foundation offered for the following:

- All females across all age groups, not only >40 years old
- Only one of ALEXBANK Staff first degree relatives (mother, sister, daughter)
- All outsourced female staff members

To register for the Mammogram checkup, please send an email with the request, no later than Thursday, the 29th of September to the email address mentioned below (Attaching a copy of the National ID card and a phone number with WhatsApp):
Medical.cairo@AlexBank.com

Further, a complementary virtual wellness and Breast Cancer awareness online session will take place, provided by the best doctors in the field of radiology to tackle all your questions regarding Breast Cancer awareness, how to stay protected and nurture your health.

For all female colleagues who are interested to register in the online wellness session

[Click here](#) to register on ALEXBANK's intranet. Session details will be shared soon.

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

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6

6.4 EMPLOYEE ENGAGEMENT

BLOOD DONATION CAMPAIGN

Acknowledging the multiple health benefits of blood donation and the Bank's active participation in the Egyptian society, ALEXBANK organized a Blood Donation Campaign for its employees on the 14th December, 2022.



Employees taking part of the change-making process through their blood donation.

FORSA BAZAAR

In preservation of the Bank's tradition of hosting the monthly Forsa Bazaar on the 25th of each month, Forsa aims to connect employees to local handmade products in support of the creative economy for an unforgettable shopping experience. The aim of the bazaar is to provide opportunities for EMM artisans to showcase and sell their handmade products, provide an opportunity for ALEXBANK's employees to shop for local items and get acquainted with Egyptian arts. Forsa empowered over 210 exhibitors over the six bazaars held in 2022.



FORSA BAZAAR FOR HANDICRAFTS



210 Exhibitors Over Six Months

Direct Beneficiaries



840

Indirect Beneficiaries

The Bazaar aligns with key international and national days the Bazaar with the aim to bring employees' attention towards significant environmental and social causes. Finally, the Bazaar went cashless this year, with ALEXBANK's PoS machines covering all transactions.



EMM's artisans displaying their handcrafted treasures at Forsa Bazaar.



“

Forsa Bazaar is a fantastic chance for anyone who owns a brand. It provides opportunities for us to explore new and different areas all the time, and I get to meet various individuals who know my brand and name at each event and month with Forsa Bazaar.

Sara Bahaa, Entrepreneur



6.4 EMPLOYEE ENGAGEMENT

CHILDREN'S WISHES COME TRUE 2022



19

Employees contributed to making the children's wishes come true



40

Children wishes were granted

ALEXBANK launched the third edition of "Ramadan Children Wishes Come True", with the aim of enhancing employee engagement and giving back to the community. The main target of this initiative is to bring happiness and fulfill the wishes of children. This year's chosen NGO in need of support is the Children of Female Prisoner Association. The NGO works on improving the quality of life for female poverty prisoners and their families by supporting and empowering them economically, socially and legally; and integrating them into society. The project gave the children space to write down their wishes and send them to ALEXBANK employees, who helped make them come true. These wishes were granted in the holy month of Ramadan as a token of appreciation to the children, in support of the NGO, and to create a collective sense of giving back.

BRINGING OUR MESSAGE THROUGH SCREENSAVERS

As part of ALEXBANK's wellbeing initiatives, Ramadan's month screensavers highlighted some Healthy Fasting Tips throughout the Month of Ramadan; how to maintain healthy suhour meal, What should an ideal suhour meal contain, how to break the fasting and the importance of staying hydrated and to exercise during Ramadan. Along with a glimpse of 2022's bag "El Quseir".

As a celebration of Women's Month in March, ALEXBANK's screensavers were all about women as individuals and as mothers; highlighting the theme of this month: "Break the Bias", supporting a world free from bias, stereotypes and discrimination. One that is diverse, equitable and inclusive. A world where differences are valued and

celebrated; taking ALEXBANK through a journey of "Diversity and Inclusion Principles" in light of its inclusion policy goals and commitments on Gender Equity.

CELEBRATING 15 YEARS OF ALEXBANK AS PART OF INTESA SANPAOLO GROUP

The screensavers highlighted that ALEXBANK is today one of Egypt's leading private sector banks. The Bank has been a subsidiary of Intesa Sanpaolo Group since 2007 – marking 15 years – who currently holds 80% of ALEXBANK shares as of 2020. They also focus on how ALEXBANK uniquely benefits from the 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 highlighting the Geographical wide presence, ALEXBANK mission, identity, Board of Directors, Value for Diversity & Inclusion along with the milestones of ALEXBANK and how it supports the community.

RAMADAN VOLUNTEERING EVENT AT 57357 HOSPITAL



30

Employee attendees



300

Children at the hospital

In anticipation of Ramadan, ALEXBANK hosted a volunteering event for its employees at 57357 Hospital, where they were celebrating the start of Ramadan with the hospital's patients by decorating their premises with Ramadan decorations with the children. The event's aim was to lift the spirits of the children staying at the hospital during the holy month of Ramadan, in addition to encouraging the employees to take part in creating shared value and the change-making process that ALEXBANK strives for.



Employees celebrating the start of Ramadan by decorating 57357 Hospital.



6.4 EMPLOYEE ENGAGEMENT

CELEBRATING MOTHER'S DAY AT TOGETHER TO SAVE A HUMAN SHELTER



40 women

Direct Beneficiaries

In light of Women's Month and Mother's Day, ALEXBANK organized a Mother's Day celebration through a volunteer event for the Bank's employees to bring warmth and happiness to the female elders at the "Together to Save A Human" shelter for the homeless. The event was held in collaboration with Circle K Egypt, providing food and beverages, in addition to Chi Egypt, who provided hair services to pamper the women.

WELCOME TO MOTHERHOOD



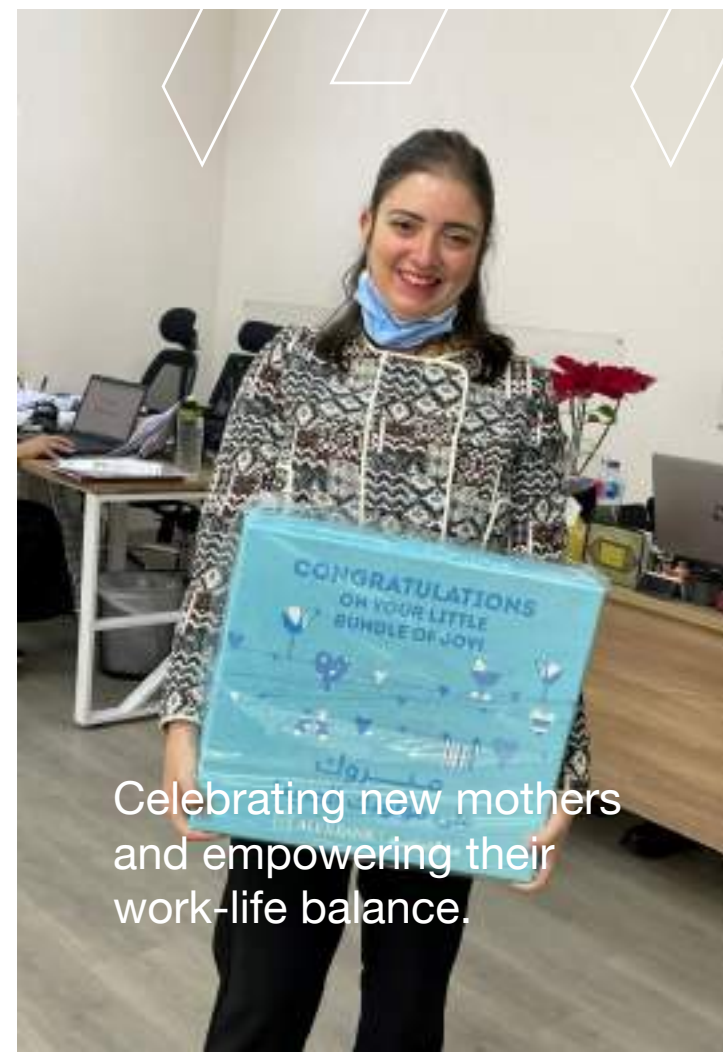
100

Direct Beneficiaries

In light of ALEXBANK's gifts with impact strategy and empowering the working mothers at the Bank, handmade baby blankets were gifted to the expecting mothers of ALEXBANK as a medium to voice the Bank's support to their new journey. The blankets are handcrafted by the women of APE Foundation by reusing leftover fabrics, giving them a new life in celebration of a new life! The initiative started from 2021 and moving forward to 2022 and will remain an ongoing initiative in the coming years.



A little hero from
Sohag's Cancer Institute
during the Iftar.



Celebrating new mothers
and empowering their
work-life balance.



Our new hires
starting their journey
in ALEXBANK.

RAMADAN BAGS



5200

Tags distributed

In celebration of the Holy Month of Ramadan, the traditional Yameesh bags were made by the hands of female artisans from El Quseir city in the Red Sea and are products of ALEXBANK's Bagaweet project. The designs were inspired by the beauty and serenity of El Quseir city, with motifs and patterns that tell a folkloric story about the Ramadan celebrations.

RAMADAN IFTAR IN SUHAG



100 Children

Direct Beneficiaries

The Bank conducted a Ramadan Iftar for 100 children from Suhag's Cancer Institute, and both Suhag's female and male shelters, accompanied by 50 supervisors at a local social club in Suhag governorate. The event agenda was comprised of full meals for all attendees, gifts for the children and entertainment shows.

NEW HIRES KIT

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 portrays "Kasr el Nile" head office.

6

6.4 EMPLOYEE ENGAGEMENT

EMPLOYEE VOLUNTEER DAY AT
QURSAYA ISLAND WITH VERY NILE**Direct Beneficiaries: 58 Adults and 50 children**

On the occasion of World Environment Day, ALEXBANK partnered with Very Nile NGO for a volunteer day for employees and their families to visit Qursaya Island, whereas several environmental activities were organized for educational entertainment purposes, such as collecting waste from the Nile, participating in upcycling workshops, visiting waste recycling stations; and learning about the process of recycling, upcycling and the importance of circularity. On the sidelines, and for the purpose of inclusion, employees' children played with Qursaya's community children through ALEXBANK's Environmental Awareness Game "Khatwa Khadra," learning basic facts about carbon footprint and climate action. 50 children played Khatwa Khadra and 29 camel banks were gifted to Qursaya community children.



“

Working with ALEXBANK for World Environment Day was one experience of a kind! We managed to engage the employees of ALEXBANK with their families in a series of activities that merged having fun with raising awareness as the participants made their own products and learned about up-cycling; cleaned the Nile while learning about water protection and the negative effects of single-use plastics. We have also benefited a lot from the collaboration as the revenues from the sponsorship have contributed to the income-generating activities we provide to the locals of Qursaya, whether plastic operators or artisans.

- Salma El Lakany, Founder of Very Nile



Employees' family force taking action and guaranteeing a better environment for their future.

Dahshur craftswoman embroidering the beauty of her hometown through crafts.





ENVIRONMENTAL STEWARDSHIP

7.1 CLIMATE ACTION AND RESOURCE USE

7.2 RESPONSIBLE PROCUREMENT & SUSTAINABLE SUPPLY CHAIN MANAGEMENT



It's always fun with Khatwa Khadra!



ENVIRONMENTAL STEWARDSHIP

The planet has entered a new phase of rapid environmental change. We must steer this change, reversing negative trends and building resilience for social and ecological disruptions. ALEXBANK is driven by a bold vision of a nature-positive economy, where financial institutions play a central role in helping nature recover, drastically change its resource use practices and habits to create a circular economy, and embark on ambitious and well organized transition towards and beyond net zero while adapting to climate change.



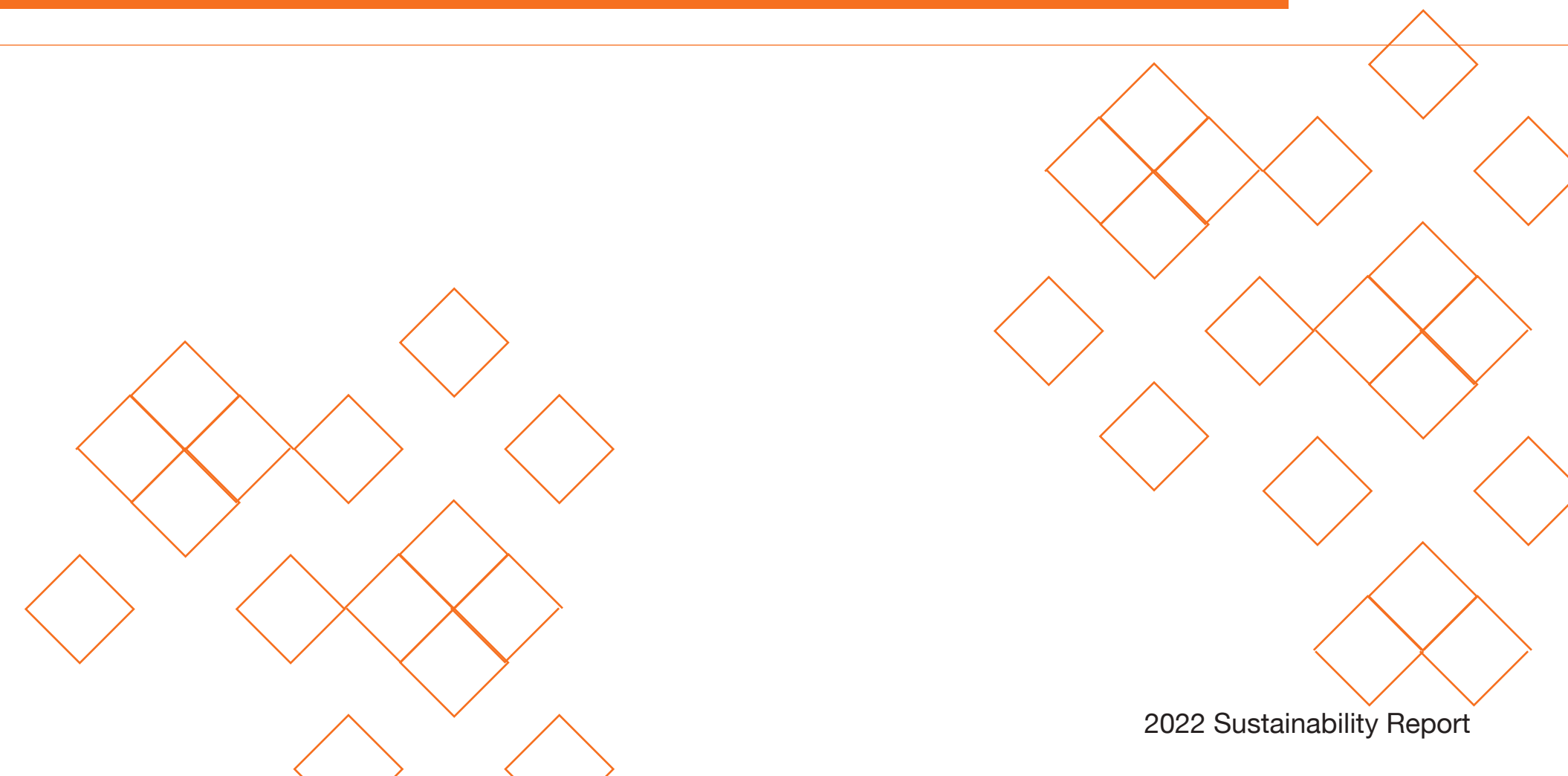
The sea at El Quseir hosting the fishermen boats



“

I am particularly proud of our three achievements made during the past year. First, we are renovating the Gomhoreya building, delivering a 40% targeted reduction in energy use and applying outstanding sustainability qualities achieved through meticulous attention to every detail, from new efficient glazing and HVAC system replacement to recycled carpets. Secondly, we made a new leap in paper waste prevention, recycling 110 tons of paper with the help of our dedicated partner. Finally, our diversity and inclusion efforts have tackled issues as fair hiring, pay gap and equality of benefits to employees. We are now tackling other new frontiers, such as increasing the share of female guards, exploring renewable energy sources and improving the sustainability of our fleet.

Khaled Elsaeed, Head of Physical Security & Logistics Department





7.1 CLIMATE ACTION AND RESOURCE USE

During the past few years, the Bank has undergone a rapid journey from setting up its GHG calculations and climate risk assessment to ambitious commitments aligned with the group's net-zero goals for its operations and portfolio; in addition to new solutions and partnerships for climate action. COP27 made the climate emergency more urgent while highlighting the breadth of emerging possibilities. The Bank's vision of the New Climate and Energy Agenda powerfully resounded at the COP27 Blue Zone, connecting the multiple threads of the much-needed transition. By bridging climate action with green and circular finance, agribusiness development, education initiatives and socio-economic empowerment, ALEXBANK creates opportunities for diverse social groups to lead a climate-positive future.

ALEXBANK works across major areas of its demand for natural resources and materials to adopt a more aware approach to nature's limited resources, minimize unnecessary usages and create closed loops that preserve and cascade value within the economy, preventing any useful material from going into waste. From drastically cutting on paper use to replacing light fixtures and introducing recycled furniture, ALEXBANK meticulously reduces its material footprint, combining smart efficiency and sound sufficiency measures to ensure every improvement is made with respect to the environment.

DIGITALIZATION OF HSE OPERATIONS

Complying with ALEXBANK's efforts to reduce waste generation and resource consumption, The HSE office adopted the initiative to digitalize its operations in 2022, resulting in an improvement and reduction in the bank's paper consumption and enhancement of the offices' response time. The centralization of all records and archives in a central archive acted as a cornerstone to the HSE digitalization initiative.



19,988

Total emissions in 2022 (mtCO₂e)



95.95

Emissions intensity per area (kgCO₂/m²)



2,425.10

Emissions intensity per employee (kgCO₂/employee)

CLIMATE CHANGE STRATEGY

All members of our Board of Directors, Executive Committee and employees recognize climate change as one of the most significant risks facing our planet and fully support ALEXBANK's commitment to mitigating climate change. ALEXBANK's climate action has been focused on financing green projects, reducing the GHG emissions of the portfolio; and reducing the footprint and environmental load of the Bank's operations. Through investing in projects with similar missions and end-goals, ALEXBANK directly invests in projects that work for positive environmental change. Throughout 2022, the Bank was keen to invest in projects powered by renewable energy or having a recycled component in their resources or products. In 2022, ALEXBANK adopted the Guidelines for the Governance of ESG risks, with an aim to lower the ESG risks and reduce the emissions of the portfolio. Following ISP's footsteps, ALEXBANK adopted internal initiatives and public campaigns aiming to mitigate climate change and raise public awareness.

OWN EMISSION PLAN

Intesa Sanpaolo has committed to the net zero emissions target by 2050, through its participation in the Net-Zero alliances promoted by the UNEP Finance Initiative: Net-Zero Banking Alliance (NZBA), Net Zero Asset Managers Initiative (NZAMI), Net-Zero Asset Owner Alliance (NZOA) and Net-Zero Insurance Alliance (NZIA). The Group aims to reach new ambitious goals through the 2022-2025 Business Plan that includes ALEXBANK's Own Emission Plan, among others. that has replaced the climate change action plan, both has been placed by ISP with a contribution from International Subsidiary Banks Division ISBD, to reduce overall GHG emissions by 2025 and 2030 (energy, car fleet, business travel, and paper).



7.1 CLIMATE ACTION AND RESOURCE USE



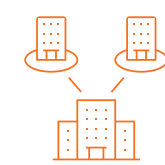
An installation composed of fabric waste displayed at The GoodKind Exhibition.

OUR CARBON FOOTPRINT

As ALEXBANK is eager to limit its environmental load, the Bank has reported on the carbon footprint resulting from the operations of all branches. The carbon footprint analyses and calculations are based on a number of standards and guidelines, including the following:

- **The Greenhouse Gas Protocol Guidelines** which include, but not limited to:
 - A Corporate Accounting and Reporting Standard
 - Corporate Value Chain (Scope 3) Accounting and Reporting Standard
- **ISO 14064-1:2019:** Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals
- **2006 Intergovernmental Panel on Climate Change (IPCC)** Guidelines for Greenhouse Gas Inventories (with 2019 Refinements).

ORGANIZATIONAL BOUNDARIES



200 Facilities

Including branches & head offices.



152,631 m²

Total gross floor area for all the included facilities.



6,039 employees

This included ALEXBANK's full-time employees and outsourced employees continuously working within the Bank premises for a minimum of 180 days.

OPERATIONAL BOUNDARIES

The emissions are broken down into three separate categories: Scope 1, which includes emissions from equipment and assets that ALEXBANK owns or controls; Scope 2, which includes emissions from purchased energy; and Scope 3, which covers significant indirect emissions from other activities. The reporting of Scope 1 direct emissions, and Scope 2 emissions indirect emissions resulting from purchased energy, are mandatory under not only the GHG Protocol Corporate Standard but also the CBE mandate applied for the first time on all Egyptian banks in 2022.

On this occasion, the disclosure of our environmental performance has taken an advanced step, with us setting the basis for an environmental data management system to improve our performance in terms of environmental data collection & management, ensuring that they follow the standards & guidelines of our parent group, aided by a capacity building workshop targeted to elevate the knowledge of the data owners to ensure the supply of higher accuracy & precise data. This step was reflected by revisiting the figures of our environmental performance (for the reporting period of 2021⁶), where we were able to capture an increase of 30% of our absolute emissions.

⁶ 2021 emissions were disclosed in the 2021 sustainability report, however, the refined approach has carried on from the CBE mandate experience and reflected in this edition.



7.1 CLIMATE ACTION AND RESOURCE USE

SCOPE 1: DIRECT EMISSIONS

Emissions from sources that are owned or controlled by ALEXBANK (i.e., any owned or controlled activities that release emissions straight into the atmosphere). Scope 1 included the following activities:

Stationary Combustion Activities



9,406

Litres of diesel fuel consumed by backup generators.



23

mtCO₂e

Scope 1 emissions are those produced by the on-site combustion of diesel fuel (direct emissions). In the event of a power outage, ALEXBANK's facilities include generators that run on diesel fuel system. The facilities of ALEXBANK consumed 9,406 liters of diesel during the reporting period of 2022, generating 23 mtCO₂e in direct emissions.

Mobile Combustion



27,349

Litres of gasoline consumed by the fleet operated by ALEXBANK.



28,312

Litres of diesel consumed by the fleet operated by ALEXBANK.



144

mtCO₂e

Scope 1 direct emissions include the emissions from ALEXBANK's fleet. ALEXBANK operates 26 cars: 12 owned & 14 rented & operated by ALEXBANK. These vehicles consumed 27,349 liters of gasoline & 28,312 liters of diesel in 2022. The vehicles are primarily used to transport employees to and from their various locations of employment and as mobile banks. The emissions estimated from the fuel combustion of the vehicles operated by ALEXBANK are 144 mtCO₂e.

Fugitive Emissions



4,094

R22 Refrigerant Leakages (Kg)



92

R410a Refrigerant Leakages (Kg)



8,024

mtCO₂e from R22 refrigerant



208

mtCO₂e from R410a refrigerant

Refrigerants are utilized to cool a space through refrigeration cycles. Scope 1 included accounting for the emissions resulting from refrigerant leakage. ALEXBANK's facilities used R22 and R410a refrigerants, with only 2.5% of the total fugitive emissions attributed to the R410a refrigerant. 8,232 mtCO₂e were emitted in the atmosphere in 2022 as a result of 92 and 4,094 kg of R410a and R22 refrigerants being used to recharge all of the cooling systems, respectively. This activity accounts for the largest share of the carbon footprint emissions of ALEXBANK in 2022, accounting for 41.2% of total emissions.



In action for climate action.



7.1 CLIMATE ACTION AND RESOURCE USE

SCOPE 2: INDIRECT EMISSIONS



16,309,768 KWh
of purchased electricity



6,247
mtCO₂e

Emissions associated with the purchase of electricity or cooling. Although scope 2 emissions physically occur at the facility where they are generated, they are accounted for an organization's GHG inventory since they are a result of the organization's energy use. The electricity consumption for the year 2022 was 16,309,768 KWh, which resulted in 6,247 mtCO₂e.



Shredded paper captured as a new purpose for it is introduced through recycling.

SCOPE 3: INDIRECT EMISSIONS

Scope 3 emissions are the result of activities from assets not owned or controlled by the reporting organization, but that the organization indirectly impacts in its value chain.

Purchased Goods and Services



341
mtCO₂e resulting from paper consumption



525
mtCO₂e resulting from office equipment

a. Paper consumption

ALEXBANK purchased a total of 364 tons of paper throughout 2022, of which 350 tons were eco-sustainable paper and 13,275 kg were 100% recycled paper, which generated 335 and 6 mtCO₂e, respectively. The Bank is working towards reducing its paper and materials consumption through its strategy to promote digital banking services and paperless marketing campaigns, that now already contribute to paper material consumption reduction.

Read more under Digitalization & Accessibility and Paperless Banking Approach.

b. Office equipment

ALEXBANK recorded all office equipment purchases at the group level in the reporting year of 2022. The Bank's entire purchases of desktop computers, laptops, LCD screens, printers, copy machines, ink, scanners, mobile phones, accessories (such headphones), projectors, tablets and ATMs resulted in emissions of 525 mtCO₂e.

Waste Generated in Operations



4
mtCO₂e resulting from disposed waste

ALEXBANK is working hard to change its waste generation rates to a minimum. A total of 150.5 tons of waste was generated in 2022. Paper and cardboard constitute the largest type of generated waste, almost 97%. ALEXBANK succeeded in recycling 1,340 kg of its generated wastepaper. The Bank is working on reducing its generation numbers through its multiple initiatives in the paperless banking approach combined with the recent partnership to recycle its wastepaper. The bank quantifies the following waste: paper waste, office equipment & electronic waste (screens such as TVs, PC monitors, etc.)

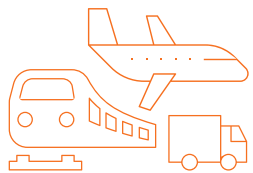
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7.1 CLIMATE ACTION AND RESOURCE USE

Waste Classification	Paper and Cardboard	Cartridges, toners and ribbons	Office Equipment	E-Waste
Amount of waste (kg)	145,659	0	4,415	462

The total disposed waste resulted in emissions of 4 mtCO₂e in the year 2022.

Business Travel



388
mtCO₂e resulting from scope 3 business travel emissions

c. Air Travel

The total kilometers travelled by all ALEXBANK employees reached 265,882 nautical miles for both domestic, international and mixed flights. The travelled distance for all passengers resulted in 57 mtCO₂e.

d. Vehicles

The total number of rented vehicles which are used for business travel purposes were equal to 8 rented gasoline running vehicles travelled a distance of 356,270 km & 23 rented diesel running vehicles travelled a distance of 589,300 km operated by the service provider. The resulted emissions were 308 mtCO₂e in the year 2021.

e. Trains

The total kilometers travelled by all ALEXBANK employees reached 485,110 kilometers, resulting in 23 mtCO₂e during 2022.



The urban sideway of El Quseir.



7.1 CLIMATE ACTION AND RESOURCE USE

Emissions Summary		2021	YOY growth rate	2022
Scope 1 – Direct Emissions (mtCO₂e)				
	Stationary Combustion	0	NA	23
	Mobile Combustion	72	100%	144
	Fugitive Emissions	0	NA	8,232
	Total Scope 1 Emissions	72	11,6%	8,399
Scope 2 – Indirect Emissions (mtCO₂e)				
	Purchased Energy	8,121	-23%	6,247
	Total Scope 2 Emissions	8,121	-23%	6,247
Total Scope 1 & 2 Emissions (mtCO₂e)		8,192	79%	14,645
	Scope 1 & 2 Carbon Intensity (kgCO ₂ e/employee)	1,905	27%	2,425
	Scope 1 & 2 Carbon Intensity (kgCO ₂ e/m ²)	55	74%	96
Scope 3 – Indirect Emissions (mtCO₂e)				
	Purchased Goods and Services	1,037	-16.5%	866
	Fuel and Energy Related Activities (This year the energy carriers are reincluded as per our parent Group's approach)	NA	NA	3,613
	Waste Generated in Operations	2	154%	4
	Business Travel	9	2,476%	388
	Downstream Transportation and Distribution (this year the cash-in-transit are reincluded as per our parent Group's approach)	NA	NA	615
	Total Scope 3 Emissions	1,048	410%	5,342
	Total Scope 1,2, & 3 Emissions	9,240	116%	19,988



A picture perfect capture of the hybrid between the industrial and rural structures.



7.1 CLIMATE ACTION AND RESOURCE USE



The environmentally friendly packaging of “Khatwa Khadra” reflecting its environmental objectives.

In the reporting year 2022, there were some modifications and changes that occurred, causing this year’s data to represent a 116% increase in the total scope 1, 2, and 3 emissions. ISP has included R22 refrigerant in their calculations database, which was not included in the previous years, accounting for 40% of ALEXBANK’s current total carbon footprint. In addition, the increase in fugitive emissions is likely caused by the Bank’s premises that include older generations of ACs which are quite inefficient thus they tend to cause higher leakage rates.

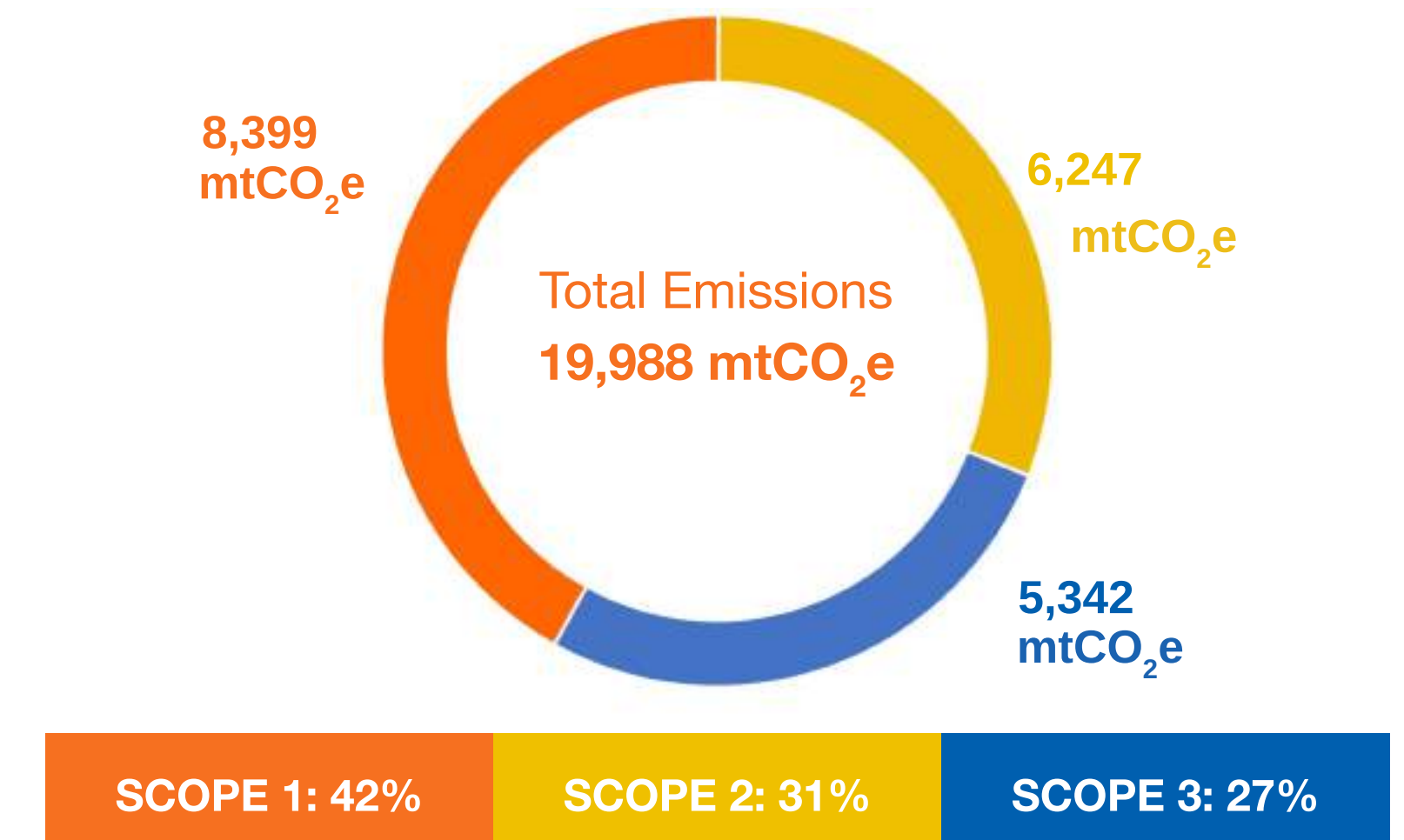
Moreover, the total electricity consumption has increased by 1% compared to the 2021 value, while reflecting a decrease of 23% in scope 2 emissions. This is attributed to the reduction in ISP’s emissions factors.

The decrease in emissions from the purchased goods and services resulted from the start of purchasing of recycled paper for the first time, which tends to recycle the paper rather than the purchase of paper from virgin resources as a step forward towards our responsibility towards our ecosystem.

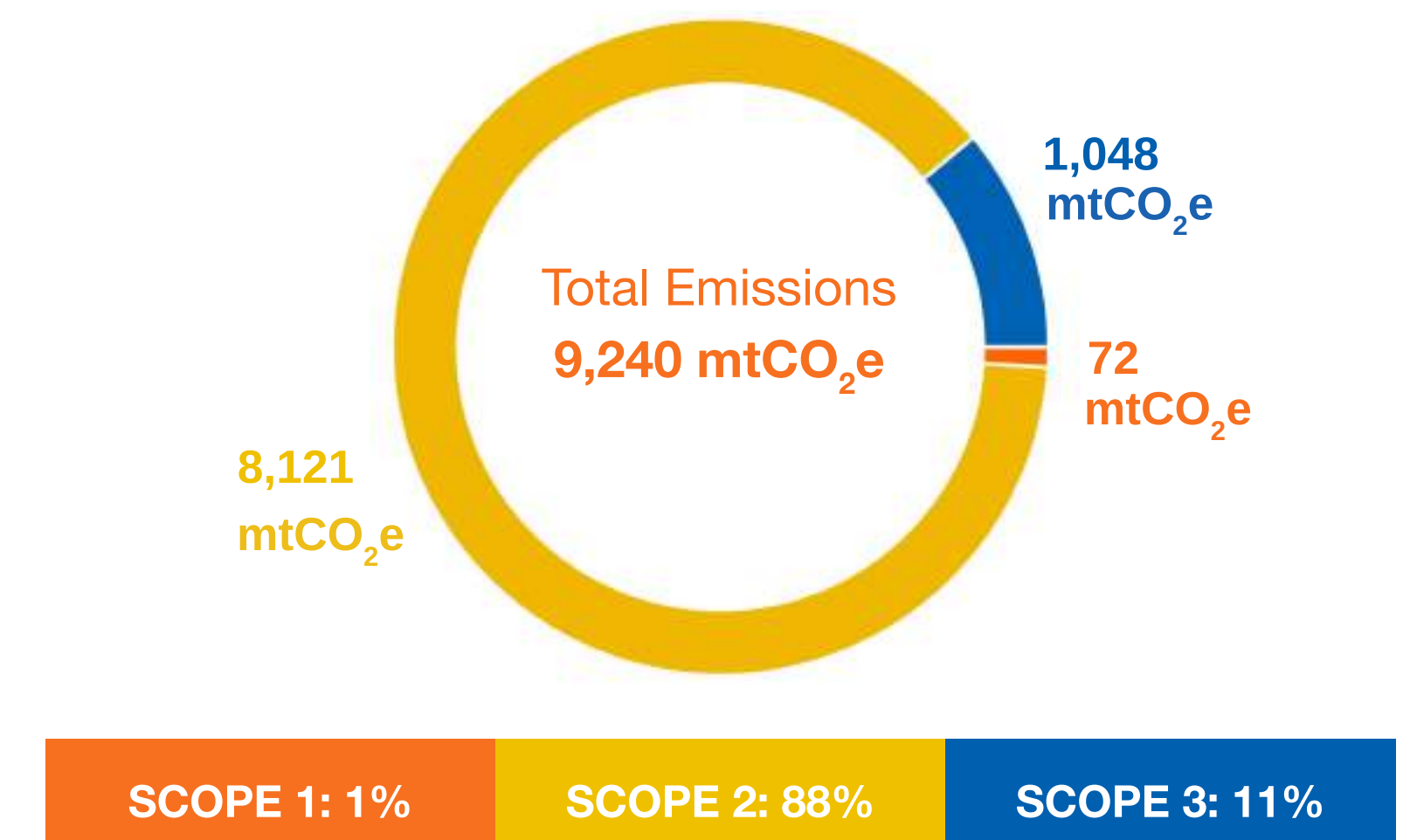
WATER CONSUMPTION

ALEXBANK uses municipal water in all of its branches for consumption and sanitary purposes. The Bank is in the process of developing its consumption management measures to further instill resources’ informed usage through the Bank’s premises. During 2022, ALEXBANK decreased its consumption of municipal water across all branches by 21%, reaching 128,100 m³.

ALEXBANK 2022 Total GHG Emissions



ALEXBANK 2021 Total GHG Emissions





7.1 CLIMATE ACTION AND RESOURCE USE

7.1.2 RESOURCE MANAGEMENT

THE GOMHOREYA RENOVATIONS

40 %

Planned reduction in water consumption from the firefighting system compared to pre-renovations

50 %

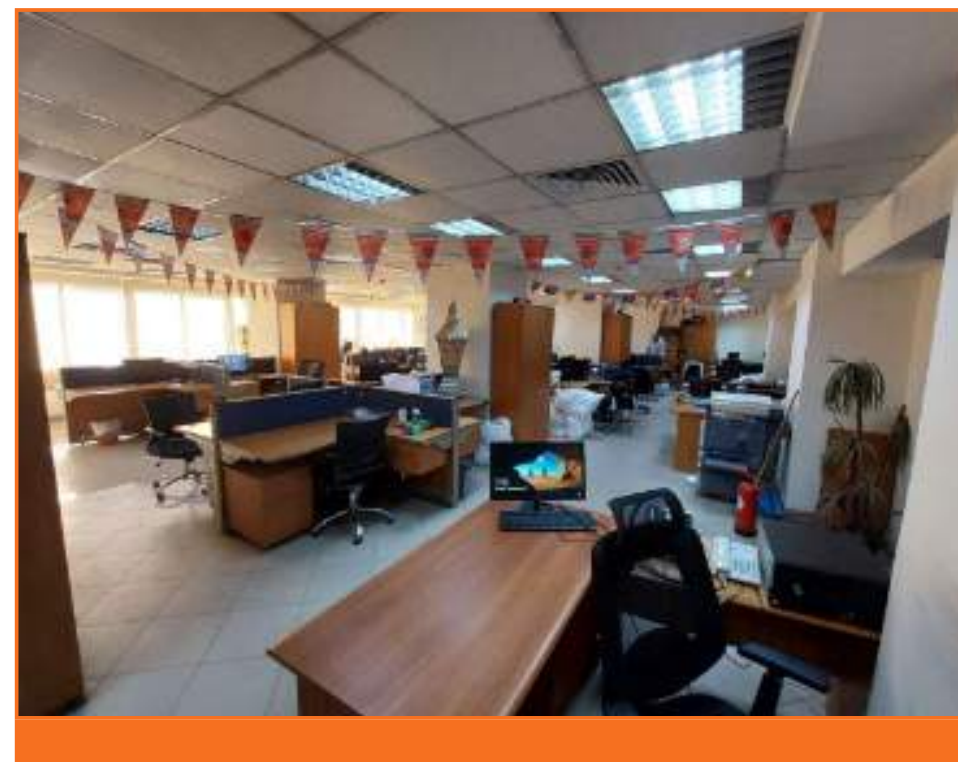
Planned reduction in CO₂e emissions from HVAC system compared to pre-renovations

El Gomhoreya is a head office building of 14 floors, where the Operations, Compliance, Human resources and Procurement departments are located. The renovation was initiated to transform the building into a safe one in terms of health and safety. The project includes the renovation of the interiors according to contemporary standards which help in increasing the efficiency and motivation of the staff.

The renovations included the shift to a more efficient HVAC system, a Variable Refrigerant Volume (VRV) system, increasing the efficiency of the air conditioning system and reducing the use of electricity, and resulting in 50% reduction in CO₂e emissions, compared to the old system. The Water Mist system pumps were installed in the firefighting system, reducing the water usage of the system by 40%. Moreover, the Bank replaced the lighting system with LED lights and employed the use of low-emissivity and structure glazing in the building's windows are a step forward for the Bank in implementing energy efficiency measurements in all of its branches. The low-emissivity windows and structure glazing work on reducing the heat penetration into the offices, reducing the need for air conditioning, which reduces the overall electricity consumption. The façade glass will also be made of a more environmentally sustainable material.



Constructing a safer version of El Gomhoreya building while inlaying a healthier environment into its walls.





7.1 CLIMATE ACTION AND RESOURCE USE



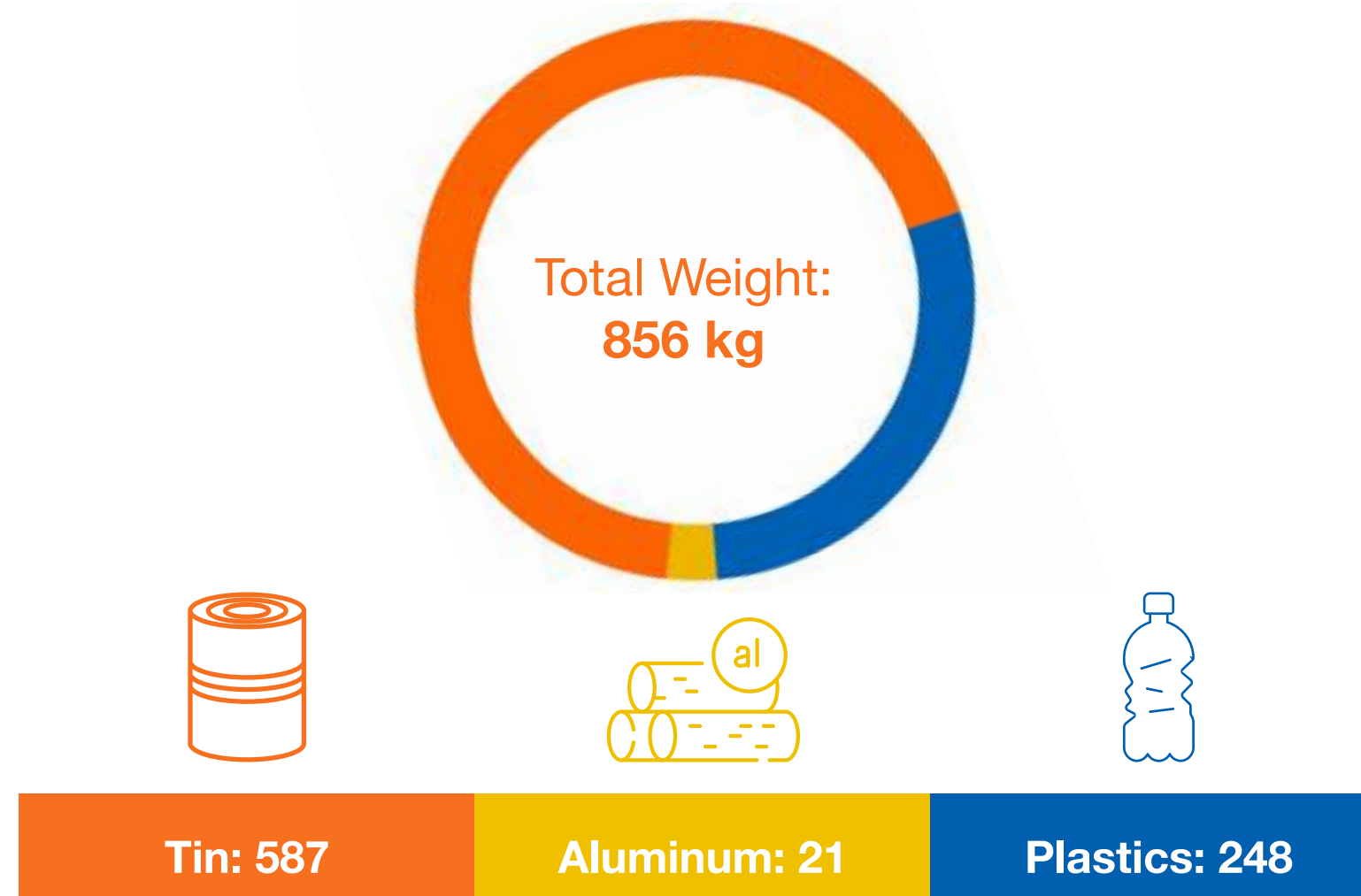
Optimizing the Bank's tools to take part of the climate action.

RECYCLING ATM ENCLOSURES

ALEXBANK's ATMs are in constant change to reflect active efforts, which leads to frequent change in ATM enclosures, and being keen on having sustainable operations, ALEXBANK partnered with OutGreens for the management of the obsolete enclosures by transporting, stripping them down, segregating the materials and eventually sending them to the recycling facilities. The pilot phase kicked off in the first half of 2022, with eight ATM enclosures sent to OutGreens facility for conditioning and recycling.

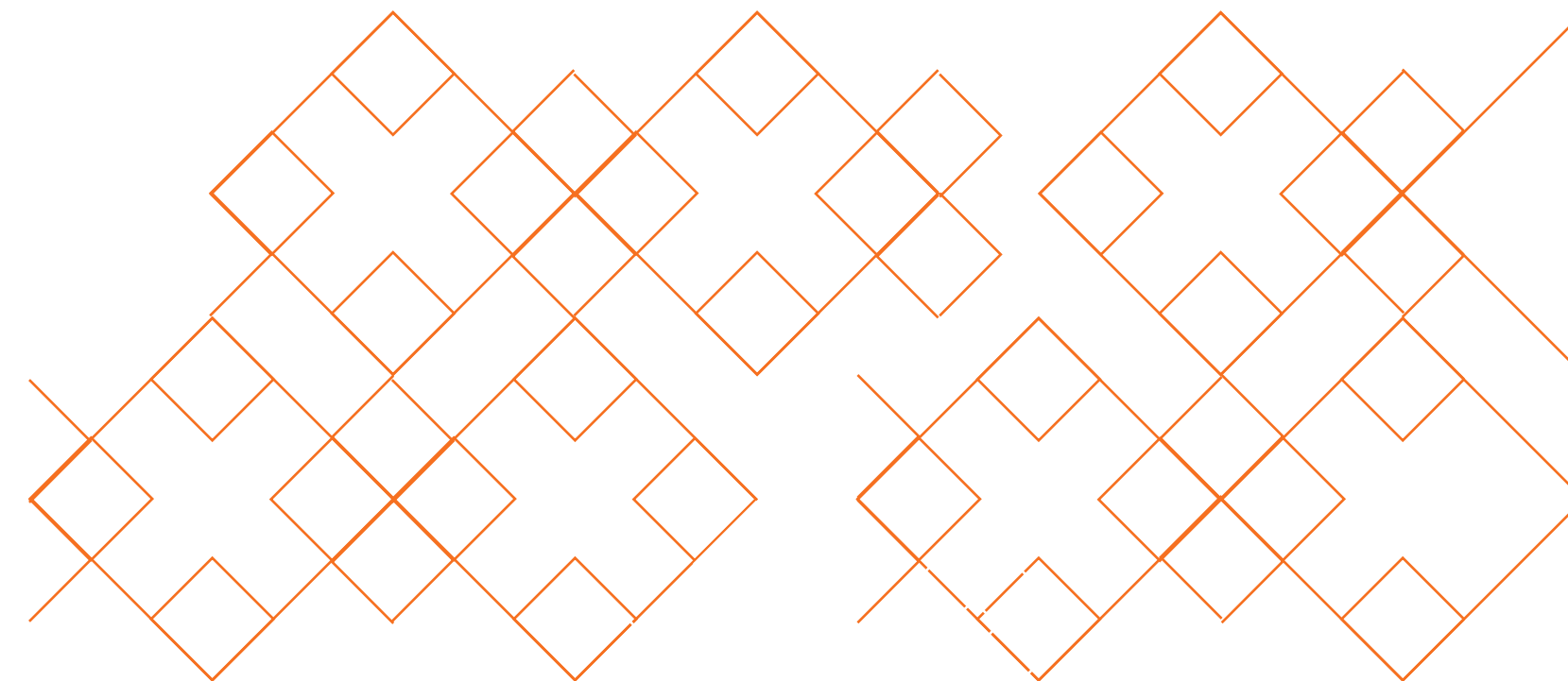
Building on the pilot phase that was kicked off during the first half of 2022 for the recycling of obsolete ATM enclosures, ALEXBANK sent 6 additional enclosures to reach a total of 14 sent during 2022. The 14 enclosures weighed a total of 856 kg, categorized to 587 kg of tin, 21 kg of aluminum and 248 kg of plastic.

Recycled Material Mass breakdown (kg)



At OutGreens, we value the initiatives taken by key private sector players like ALEXBANK in supporting the circular economy by responsibly optimizing their environmental sustainability performance. Our cooperation with ALEXBANK helped recycle materials and reduce carbon emissions, not to mention the socioeconomic aspect such as job creation and support of vulnerable communities.

- Zeinab Aly, OutGreens Business Development Specialist





7.1 CLIMATE ACTION AND RESOURCE USE

INTRODUCING PAPER CIRCULAR OPERATIONS THROUGH KNEADING AND RECYCLING

The paper kneading process inputs used paper, and turns it into recycled products like cardboard and potentially other products that are paper-based. In line with ALEXBANK's usual efforts towards having responsible operations that consider and prioritize environmental sustainability, the Bank was very keen to following a circular activity in paper use. As a result, during 2022, we sent 145.7 tons of paper to the kneading facilities and received 5,900 reams of recycled A4 paper.

REVIVING SHREDDED PAPER THROUGH RECYCLING

In an effort to elevate its sustainable operations practices, ALEXBANK has partnered with Bekia for an initial duration of six months to collect, condition and send shredded paper from the head office premises in Downtown Cairo to their recycling facilities. During October and November, Bekia collected 1,340 kg (1.34 tons) of shredded paper from Kasr el Nile and the Gomhoreya head offices. The collected papers are equivalent to more than 500 reams of A4 paper.

DIGITALIZATION OF HSE OPERATIONS

Complying with ALEXBANK's efforts to reduce waste generation and resource consumption, The HSE office adopted an initiative to digitalize its operations in 2022, resulting in an improvement in the bank's paper consumption and enhancement of the office's response time. The centralization of all records and archives in a central archive acted as a cornerstone for the HSE digitalization initiative.



The girls admiring the blooming nature of their school.



7.2 RESPONSIBLE PROCUREMENT & SUSTAINABLE SUPPLY CHAIN MANAGEMENT

Building a transparent, green, and responsible supply chain allows ALEXBANK to expand its sustainability practices across the vendor network. By setting clear ESG criteria; prioritizing local and smaller suppliers; and focusing on improved sustainability characteristics such as durability and environmental performance. ALEXBANK enhances the sustainability of its operations while contributing to just, green and resilient local economies.



ALEXBANK's Procurement Policy



Localizing the Rules on Green Banking Procurement

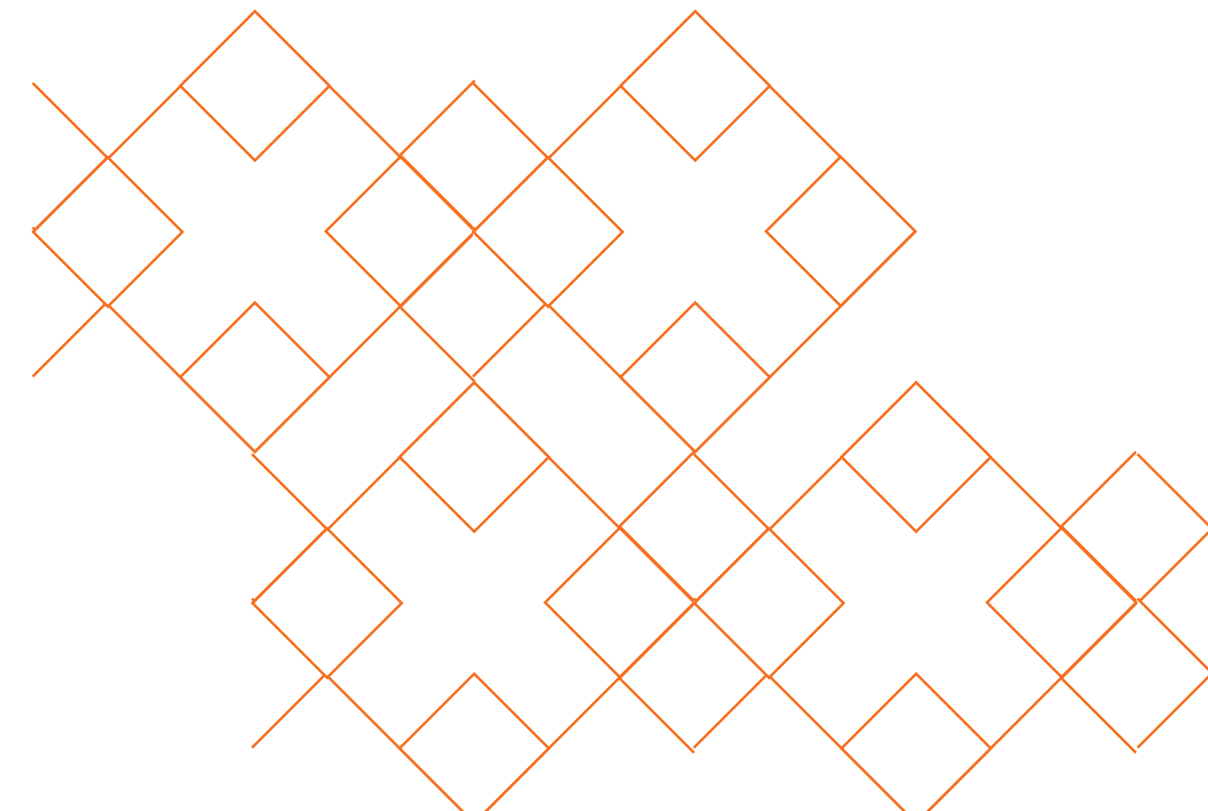
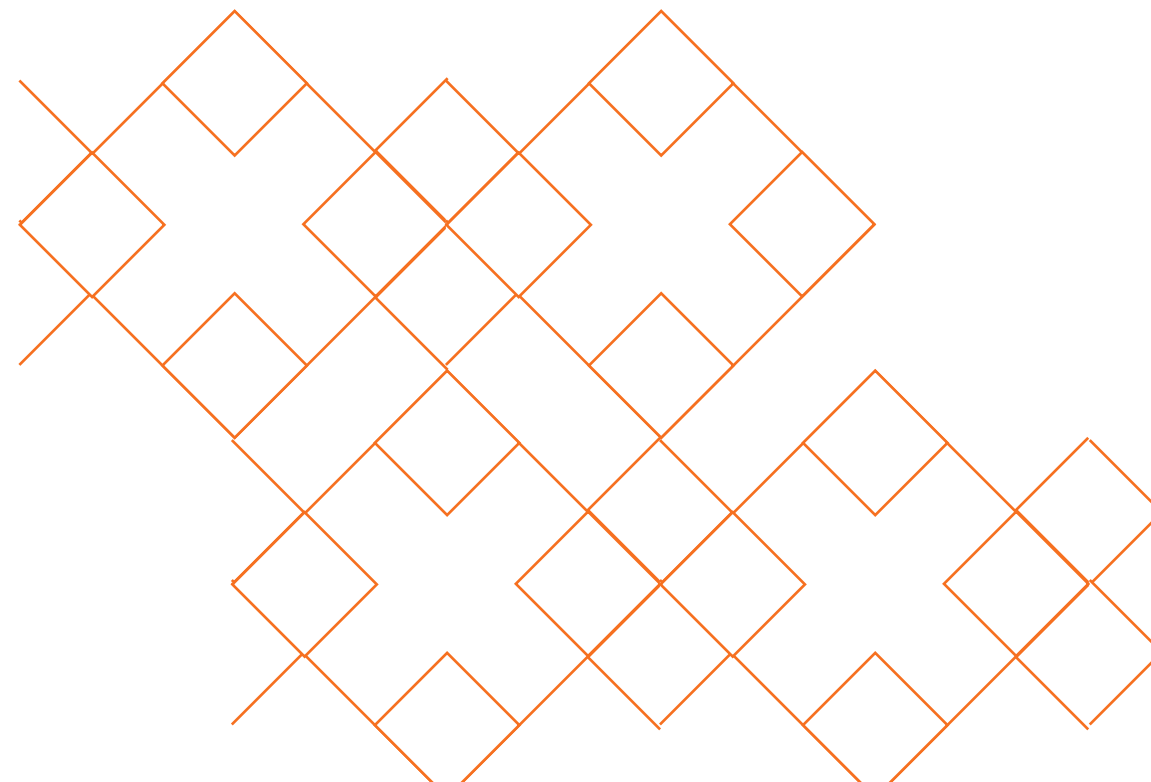
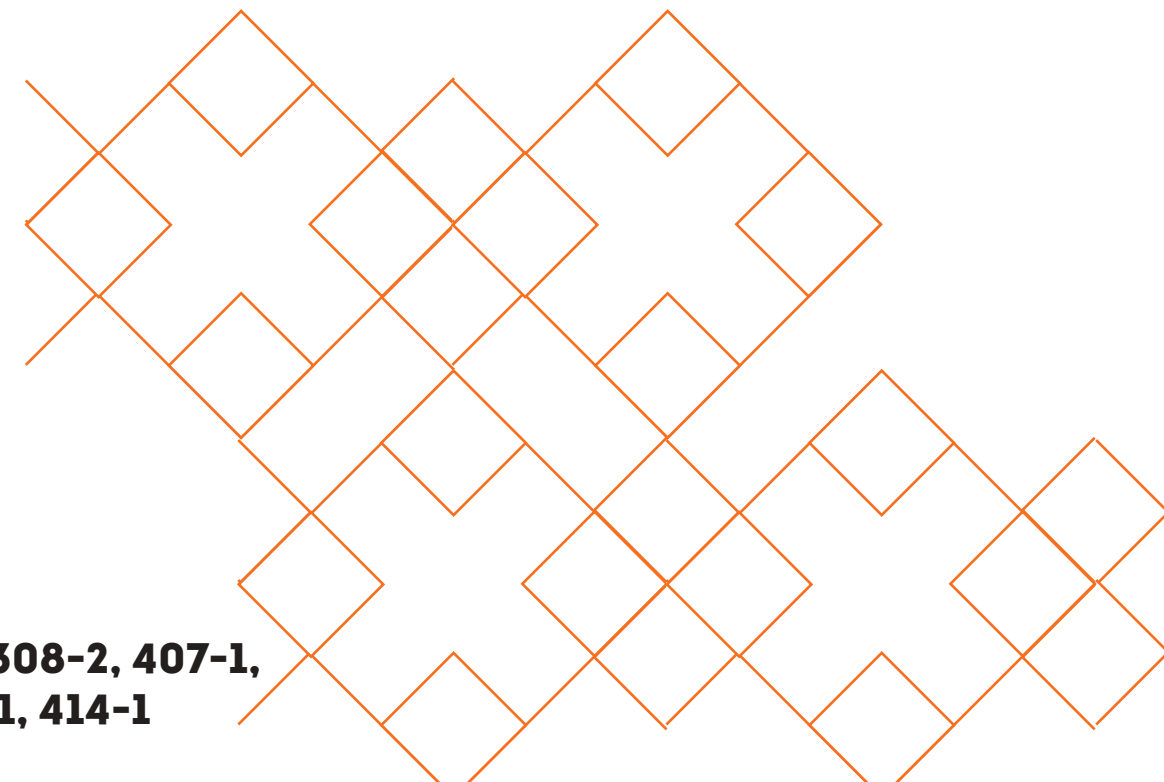


90%
Percentage of Local Suppliers



ESG became the heart of our way to do business and not limited only to the bank functions, we want to build this fundamental concept within our engagement with vendors. We kicked off the journey in 2022, and it is now under focus in 2023. We started with the introduction of the Green procurement policy followed by assessing the vendors with our CSR team for some activities under scope. We are determine to continue this journey and bring values to how our vendors operates and level up our vendor based in Egypt to be responsible base for the community.

- Nermine Farouk, Head of Procurement Department





7.2 RESPONSIBLE PROCUREMENT & SUSTAINABLE SUPPLY CHAIN MANAGEMENT

GROWTH FOR THE ECONOMY

As part of its efforts to create a sustainable supply chain, the Procurement Department issued its Procurement Policy governing the acquisition of a good or service. The key principle of the policy is to be able to get the best quality/price ratio to maximize the economic returns for the Bank (in terms of containment and efficiency of cost) and ensure the quality required to maintain high levels of service.

RULES ON GREEN PROCUREMENT

Following ISP's Rules on Green Banking Procurement, ALEXBANK is in the process of releasing its own rules on Green Banking Procurement that will focus on the responsible sourcing and use of goods and services with identifying the best design solutions, products or services from an environmental point of view throughout the whole life cycle, while taking market availability into account. In addition, the rules set minimum environmental criteria to be met for the procurement of the following product categories:

- Paper
- Stationery products
- Toners
- Electricity
- Renovation of buildings with environmental criteria
- Office machines

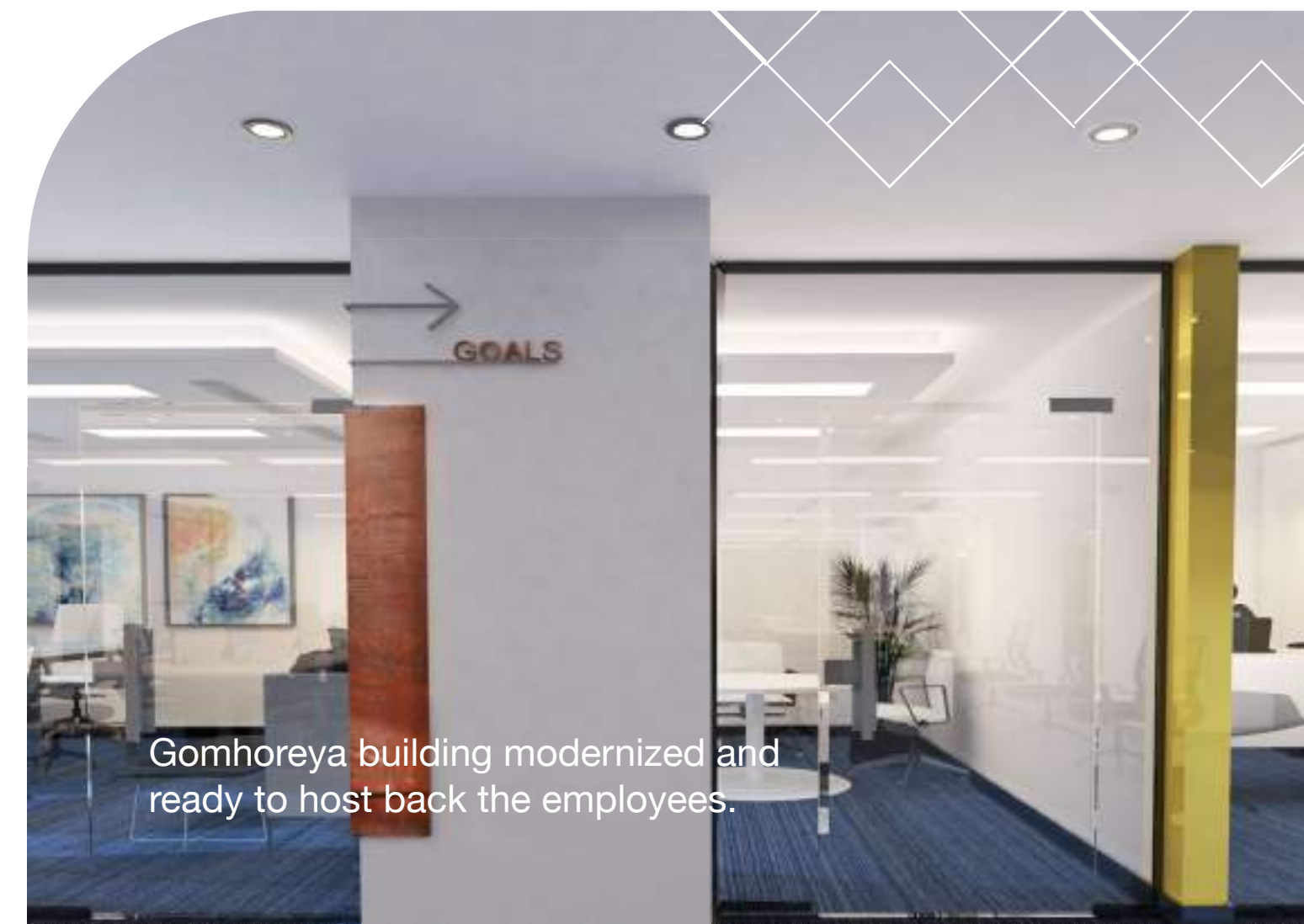
ESG SCORECARD AND OUR PROGRESS

A sustainable green supply chain is closely linked to ALEXBANK's strategy of establishing sustainability throughout its business operations. With a total number of 349 suppliers in 2022, ALEXBANK

of localizing its supply chain, with already more than 90% being local suppliers. ALEXBANK is currently using the Group's questionnaires in tenders managed by ISP and working on localizing its ESG Scorecard to ensure their alignment with its specific vision and strategy. The Bank has a transparent selection criterion for valutors to obtain the maximum value for money. The Bank requires proof from suppliers that they are abiding by the Egyptian Labor Law number 12 for year 2003, its executive regulations, and its related ministerial decrees which contains law provisions governing child and compulsory labor. ALEXBANK recently added an explicit clause on all contracts that expresses the Bank's intolerance to child labor and human rights violations and that proper action will be taken if any of the aforementioned breaches exist.

THE GOMHOREYA BUILDING RENOVATIONS

The renovation of the Gomhoreya building is a representation of ALEXBANK's efforts to establish a green and sustainable supply chain. The supplier selection was based on passing the ESG questionnaires before performing the technical and commercial bid.

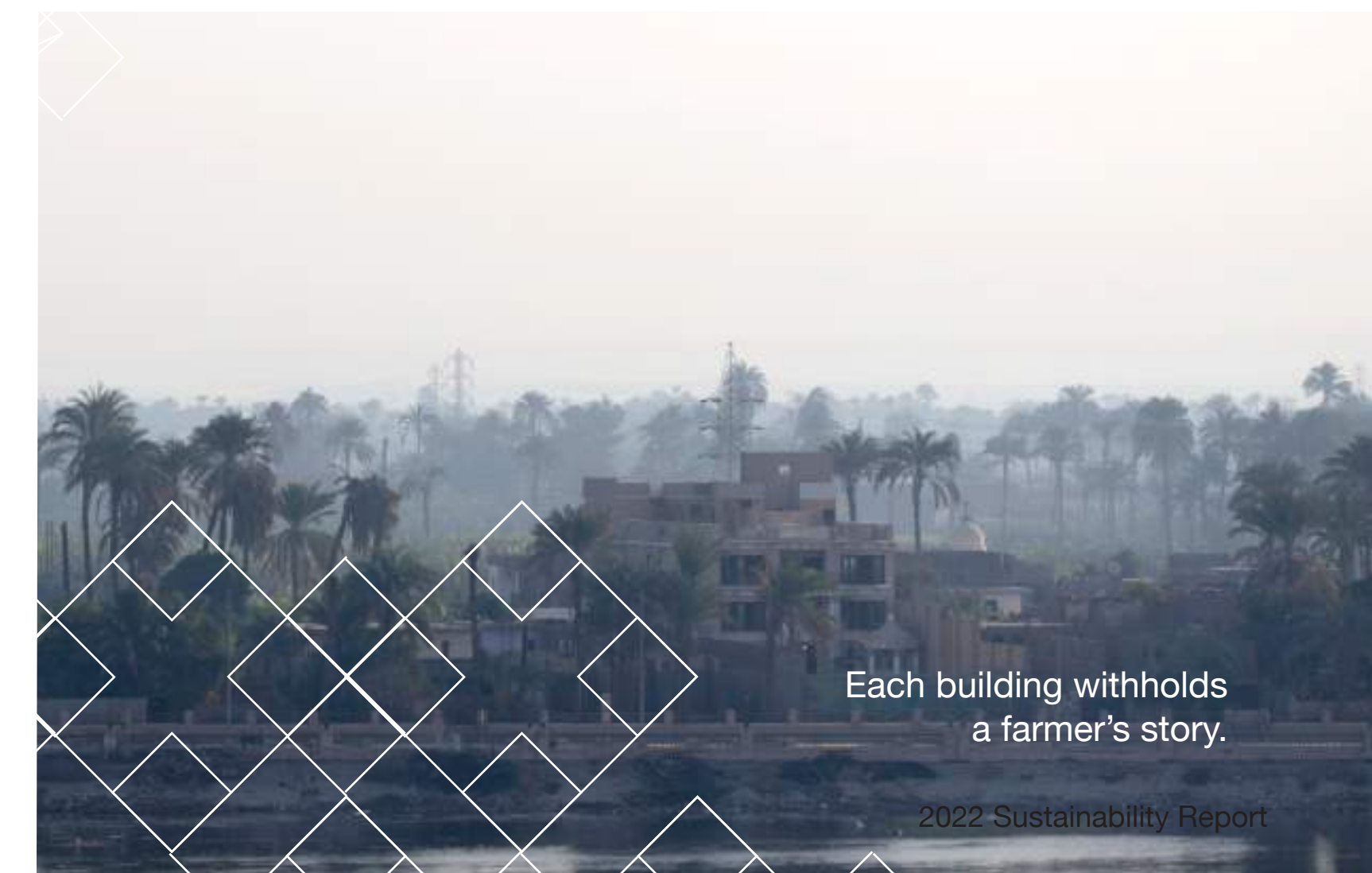


Gomhoreya building modernized and ready to host back the employees.

The building enhancements are not limited to renovation but are also aimed at providing a safe environment for our colleagues and reduce energy consumption. In collaboration with the CSR office, ESG was the first aspect to be considered for the furniture vendors selection, with 65% of it being compliant with the Green Procurement rules.

HIGHLIGHTS

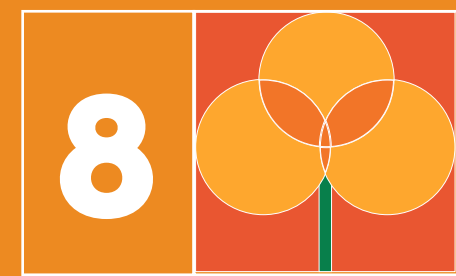
- 14 Recycled ATM Enclosures
- 13.3 Tons Recycled Paper Purchased
- 1.34 Tons of Shredded Paper Recycled Through Bekia
- 65% of El Gomhoreya Building Furniture is compliant with Green Procurement Rules



Each building withholds a farmer's story.



A rural female breadwinner practicing her daily chores with grace.



ESG APPENDIX

8.1 ABBREVIATIONS

8.2 ASSURANCE STATEMENT

8.3 ESG INDICATORS

8.4 GRI CONTENT INDEX

8.5 UNGC CONTENT INDEX

8.6 PRB SELF-ASSESSMENT REPORT

8.7 UNEP-FI PRINCIPLES OF RESPONSIBLE BANKING - INDEPENDENT
LIMITED ASSURANCE STATEMENT



The art of ancient architecture framing the blue skies of Old Cairo.



8.1 ABBREVIATIONS

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

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8.1 ABBREVIATIONS

K	Thousand	MTCO2E	Metric Tons of Carbon Dioxide Equivalent	POS	Point of Sale	SMES	Small and Medium-sized Enterprises
KG	Kilogram	NCW	National Council for Women	PPE	Personal Protective Equipment	SMS	Short Message Service
KGCO ₂ E	Kilogram of Carbon Dioxide Equivalent	N.E.C.	Not Elsewhere Classified	PR	Public Relations	SOC	Security Operation Center
KPIS	Key Performance Indicators	NGOS	Non-governmental Organizations	PRB	Principles of Responsible Banking	SQM.	Square Meters
KWH	Kilowatt-hour	NO.	Number	PSPS	Payment Service Providers	TCO2EQ	Tons of Carbon Dioxide Equivalent
LCS	Letters of Credit	NOMAD	Nominated Advisor	PV	Photovoltaic	UN	United Nations
LEA	Learn Everyday Anywhere	NPL	Nonperforming Loan	PWD	Person with a Disability	UNEP FI	United Nations Environment Program Finance Initiative
LED	Light Emitting Diode	NPS	Net Promoter Score	QR	Quick Response	UNHCR	United Nations High Commissioner for Refugees
LGS	Letters of Guarantee	NRES	Non-Resident Accounts	RAF	Risk Appetite Framework	USD	United States Dollar
LIT.	Liters	NTB	New to Bank	RFPS	Requests for Proposals	UNGC	United Nations Global Compact
M3	Cubic Meters	NZBA	Net-Zero Banking Alliance	ROAA	Return on Average Assets	VFE	Vodafone Egypt
MD	Managing Director	O6U	October 6 University	ROAE	Return On Average Equity	VPN	Virtual Private Network
MENA	Middle East and North Africa	OH&S	Occupational Health and Safety	ROSCA	Rotating Savings and Credit Association	VRF	Variable Refrigerant Flow
MGA	Merchant Grade Phosphoric Acid	OHSAS	Occupational Health and Safety Assessment Series	SASB	Sustainability Accounting Standards Board	VSLA	Village Savings and Loan Association
MLN	Million	ORC	Operational Risk Committee	SBD	Subsidiary Banks Division	YOY	Year over Year
MOIC	Ministry of International Cooperation	OSHA	Occupational Safety and Health Administration	SBTI	Science-Based Target Initiative	WFP	World Food Programme
MOSS	Ministry of Social Solidarity	P2M	Peer-to-Merchant	SDGS	Sustainable Development Goals		
MOU	Memorandum of Understanding	P2P	Peer-to-Peer	SETI	Support, Education, Training for Inclusion		
MSMES	Micro, Small and Medium-sized Enterprises	PAT	Performance Appraisal Tool	SFSD	Sawiris Foundation for Social Development		



8.2 ASSURANCE STATEMENT

INTRODUCTION AND OBJECTIVES OF THE ENGAGEMENT

Masader Environmental & Energy Services S.A.E (the ‘Assurance Provider’) has been engaged by ALEXBANK (the ‘Reporting Organisation’) to provide Moderate Assurance Type 1 (the ‘Assurance’) regarding adherence to the AA1000AS v3 (2020) over the ALEXBANK Sustainability Report 2022 (the ‘Report’).

SCOPE, SUBJECT MATTER AND LIMITATIONS

The subject matter of the Report is the Reporting Organisation ESG performance data and information for the year ended 31 December 2022. The scope of assurance is limited to a review of the Selected Information listed below:

- Intesa Sanpaolo Group’s Sustainability Policy and Strategy
- ALEXBANK’s ESG Management
- Stakeholder Engagement
- Materiality Assessment

The assurance process was subject to the following limitations and exclusions

- Verifying the data or information provided by ALEXBANK stated in the About the Bank section, and ALEXBANK’s CEO & Chairman Letters.
- Appropriateness of definitions and any internal reporting criteria adopted by ALEXBANK for its disclosures.
- Appropriateness of any new commitments and objectives established and communicated by ALEXBANK.
- Content of external websites or documents linked from the Report and ALEXBANK.

We have not been engaged to:

- Verify any statement indicating intention, opinion, belief and/or aspiration of ALEXBANK.
- Determining which, if any, recommendations should be implemented.

INTENDED USERS

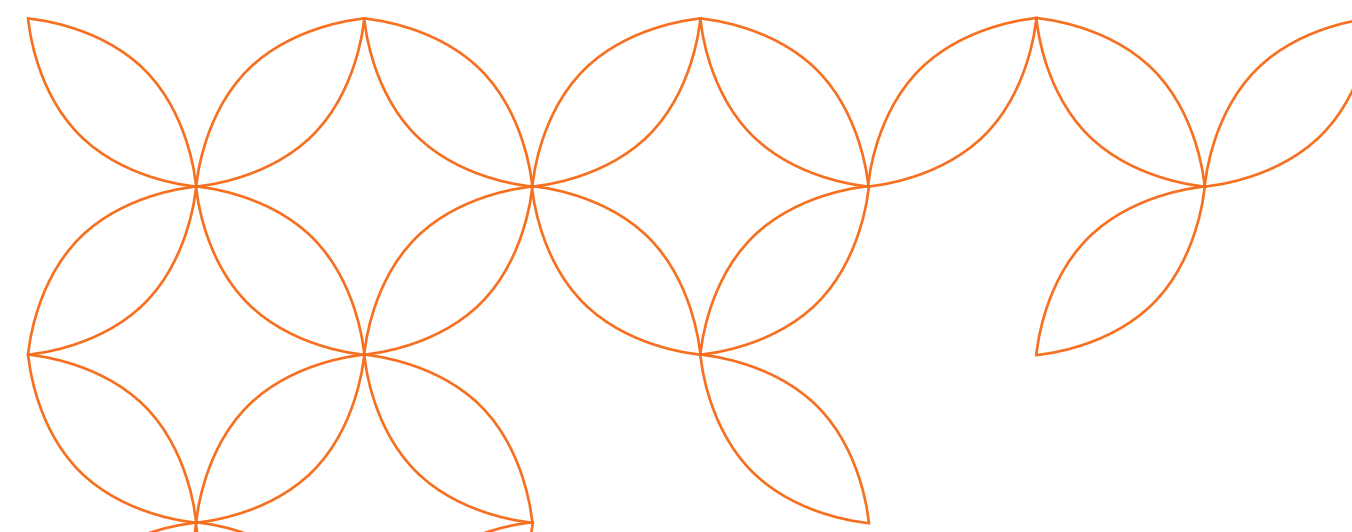
The intended users of this assurance engagement are the Reporting Organisation and its stakeholders, including but not limited to customers, employees, investors, government, and regulators.

REPORTING CRITERIA

The selected information has been prepared in accordance with the Global Reporting Initiative (GRI) Standards and the Sustainability Accounting Standards Board (SASB) Standards, in addition to the AA 1000 AccountAbility Principles (2018).

RESPONSIBILITIES OF THE REPORTING ORGANISATION

The provision of the Selected Information in the Report is the sole responsibility of the Management of ALEXBANK. The Reporting Organisation is responsible for the preparation of the Report in line with the reporting criteria and in accordance with the GRI Standards and for the calculation of the selected KPIs in accordance with the Intesa Sanpaolo Group “Basis of Reporting”.



RESPONSIBILITIES OF THE ASSURANCE PROVIDER

Our responsibility is to carry out a limited assurance engagement and to express a conclusion based on the work performed. Our responsibilities were to:

- Provide Moderate Level (Type 1) assurance as per AA1000AS v3 over the accuracy, reliability and objectivity of the information contained within the Report;
- Form an independent conclusion based on the procedures performed and evidence obtained.
- Methodology
- To form our conclusion, we undertook the following procedures:
- Interviewed management and other persons responsible for the Reporting Organisation’s ESG performance to assess the application of the GRI Standards in the preparation of the Report;
- Analysed and assessed the key structures, processes, procedures and controls relating to the preparation of the Report;
- Evaluated whether the management approach for the material topics presented in the Report is consistent with the overall sustainability management and performance at ALEXBANK;
- Assessed the completeness and accuracy of the GRI Standards content index concerning the GRI 1: Foundation 2021, including omissions;
- Interviewed management and data owners regarding the process of identification, data collection, consolidation and reporting for the selected KPIs;
- Reviewed and evaluated the ALEXBANK GHG Metrics for the selected KPIs against the actual calculation performed by Intesa Sanpaolo Group to support the figure disclosed in the Report;
- Reviewed the selected KPIs to ALEXBANK’s internal calculations and supporting documentation;
- Compared the content of the Report against the findings of the outlined procedures.

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8.2 ASSURANCE STATEMENT

STATEMENT OF INDEPENDENCE AND IMPARTIALITY

The Assurance Provider and the Reporting Organisation are not engaged in relationships that would be perceived to affect its ability to provide an independent and impartial statement.

STATEMENT OF COMPETENCE

Masader Environmental & Energy Services S.A.E is an AA1000AS v3-Licensed Assurance Provider as per the license agreement (ID: 000-882) with Accountability AA1000 CIC. The assurance team has extensive experience in the assurance of ESG data, systems, and procedures.

RECOMMENDATIONS

Based on the conducted assurance engagement, it is recommended that the Reporting Organisation can implement the following measures to enhance future reporting:

- Ensure clear alignment between reported metrics and the long-term ESG goals and targets, including progress made during the reporting period;
- Ensure consistent and complete disclosure of stakeholder engagements conducted for the purpose of the report preparation in case such actions have been undertaken.

CONCLUSION

Our conclusion has been formed based on and is subject to the matters outlined in this Report. We believe that our evidence is sufficient and appropriate to provide a basis for our conclusions. The conclusion on the application of the AA1000 Assurance Principles (2018) is presented below.

Inclusivity

The Reporting Organisation has provided evidence of the inclusivity regarding its stakeholder relations, including understanding and representation of stakeholder interests in the Report.

Materiality

The Reporting Organisation has described its material topics and the materiality assessment process. Based on the conducted engagement, we believe that the material topics accurately reflect the Reporting Organisation's ESG impacts and disclosures. The disclosures presented in the Report have been organised to present performance on each material topic. The Report would benefit from a more straightforward representation of the connection between the Reporting Organisation's targets and reported disclosures.

Responsiveness

The obtained evidence has been sufficient to conclude that the Reporting Organisation is responsive to the issues raised by its stakeholder groups by collecting regular feedback via tailored communication channels and appropriate procedures to handle grievances, feedback, and other types of stakeholder inputs.

Impact

The Reporting Organisation has provided evidence of the applied procedures and systems to monitor and measure its impacts on the environment and actions to ensure accountability for those impacts.

Based on the procedures performed and the evidence obtained, as described above, nothing has come to our attention that causes us to believe that the Selected Information of the Report of ALEXBANK for the year ended 31 December 2022, has not been prepared, in all material respects, in accordance with the GRI Standards, SASB Standards and the AA1000 Assurance Principles (2018).

In accordance with the terms of our engagement, this independent assurance statement on the Selected Information has been prepared for ALEXBANK concerning reporting to Intesa Sanpaolo and the Reporting Organisation's stakeholders and for no other purpose or in any other context.

For and on behalf of Masader Environmental and Energy Services S.A.E



Dr. Abdelhamid Beshara,

Founder and Chief Executive Officer
Masader, Environmental & Energy Services (S.A.E)
Cairo, March 15th, 2023



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8.3 ESG INDICATORS

ESG PRODUCTS

PRODUCT NAME	PURPOSE (ESG)	TARGET SEGMENT	DESCRIPTION
Pension Loans	S	Consumers	Loan tailored made to serve seniors that receive pension from their employer, this loan is used to finance personal needs
Micro finance Lending Individuals	S	Micro finance	A finance designed to empower customers with low income that perform micro projects to enhance their living standards, and accompany them through the business enlarging phases
Micro finance Individuals in cooperation with NGOs	S	Micro finance	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
Micro Livestock loan for individuals	S	Micro finance	The program is targeting small holder farmers to support their effort to rear animals by providing them a tailored made product that match their livestock business cycles
Green Car loans	E	Consumers	Vehicle finance option that is available for eco-friendly cars — or cars with lower average emissions. Green auto loans typically offer lower interest rates than conventional auto loans, which could come in the form of lower base interest rates or rate discounts.
Livestock Loan	S	Farmers	The program is targeting farmers to support their effort to rear animals by providing them a tailored made product that match their livestock business cycle
Crops Finance for microfinance	S	Micro finance	A tailored made finance to support cultivation activities, with a unique payment cycle matching with the business proceeds, targeting smallholder farmers
Crops Finance for SB	S	Farmers	A tailored made finance to support cultivation activities, with a unique payment cycle matching with the business proceeds, targeting Small business
Value Chain Lending “El-Dokan Card”	S	Micro finance	A Value chain credit card to be provided to micro retailers based on shared value with multi nationals working in Egypt, supporting the payment cycle digitalization by using POS or payment gateways. This comes in alignment of the Egyptian government direction to support digitalization
PV Pumps Finance	E	Micro finance	In cooperation with the World Food Program, this program is supporting smallholder farmers to consolidate their lands and install PV Pump to their consolidated farm to be replaced by their old diesel pumps
MF Loan Disbursement (service)	E	Micro Finance	Allow micro finance loans to be disbursed through AB wallet, this will impact positively the financial inclusion of this underserved segment, and will decrease the use of hard documents
Digital Loan collection (Service)	E	Micro Finance	Enable the micro finance loan collection through third party payment facilitator in order to preserve our customers time & effort and also decrease the use of hard copies
Mum@work	E	Micro Finance	Allow micro finance loans to be disbursed through AB wallet, this will impact positively the financial inclusion of this underserved segment, and will decrease the use of hard documents

PEOPLE

COMMUNITY SUPPORT

SOCIAL AND COMMUNITY IMPACT AT A GLANCE	2021	2022
Total CSR Spending (EGP mln)	219	221

CUSTOMER SATISFACTION AND PROTECTION

	2021	2022
Number of blocked cards for suspicious and fraudulent transactions with no actual fraud loss	462	367
Number of blocked cards for suspicious and fraudulent transactions with an actual fraud loss	0	0

INVESTING IN OUR PEOPLE

SOCIAL AND COMMUNITY IMPACT AT A GLANCE	2021	2022
Total Training hours	111,669	133,150
Total number of trained personnel	3,566	3,912
Percentage of Staff trained	83%	90%
Employees trained in Health and Work Safety	1,706	3,111

AVERAGE TRAINING HOURS PER YEAR PER EMPLOYEE 2022

AVERAGE HOURS OF TRAINING PER YEAR PER EMPLOYEE (BY GENDER)	
Male	30.5
Female	31.4

AVERAGE HOURS OF TRAINING PER YEAR PER EMPLOYEE (BY CATEGORY)	
Employees	30.8
Officers	24.9
Managers	20.5



8.3 ESG INDICATORS

	2021	2022
Electricity Consumption (kWh)	16,112,187	16,309,768
Municipal water consumption (m3)	162,447	128,100
Total Recycled Paper (tons)	104.3	145.7
Recycled shredded paper (tons)	103.45	1.34
A4 Paper and Envelopes (tons)	336.54	-
Number of owned private cars	11	12
Gasoline Consumption of Fleet (lit)	-	27,349
Diesel Consumption of Fleet (lit)	-	28,312
Scope 1 (mtCO2e)	71.66	8,399
Scope 2 (mtCO2e)	8,120/55	6,247
Scope 3 (mtCO2e)	1,047.89	5,342
Emissions intensity (kgCO2e/employee) (scopes 1 and 2)	1,905.16	2,425
Emissions intensity (kgCO2e/m2) (scopes 1 and 2)	55.14	96

EMPLOYEE BREAKDOWN

ALL EMPLOYEES BY GENDER AND AGE

YEAR	2021	2022
Total	4300	4,330
Males	3109	3,085
Females	1191	1,245
30 years and under	1415	1,504
31-50 years	1569	1,678
Over 50 years	1226	1,148
Disability (differently abled)	68	124

EMPLOYEE BREAKDOWN BY REGION, GENDER AND CONTRACT TYPE 2022

EMPLOYEES BY REGION IN 2022	TOTAL NO. OF EMPLOYEES	NEW HIRES	OUTFLOW	TOTAL MALE	TOTAL FEMALE	TOTAL PERM. CONTRACT	TOTAL FIXED TERM CONTRACT
Head Office	1901	305	283	1321	580	1349	552
North Cairo Region	385	67	70	235	150	224	161
South Cairo Region	324	35	33	203	121	205	119
Alex & Matrouh Region	310	29	38	209	101	240	70
East Delta Region	277	33	26	220	57	201	76
West Delta Region	295	26	29	248	47	209	86
North Upper Egypt Region	331	38	21	257	74	250	81
South Upper Region	296	25	25	234	62	214	82
Canal & Red Sea Region	211	15	19	158	53	151	60

ALL EMPLOYEE BY CONTRACT TYPE AND GENDER GROUP DURING 2022

MALE			FEMALE		
3,085			1,245		
PERM. CONTRACT	FIXED TERM CONTRACT	FULL-TIME	PERM. CONTRACT	FIXED TERM CONTRACT	FULL-TIME
2,288	797	3,085	755	490	1,245



8.3 ESG INDICATORS

EMPLOYEE BREAKDOWN

TOTAL NUMBER OF EMPLOYEES BY REGION

TOTAL NO. OF EMPLOYEES BY REGION	2021	2022
Head Office	1,806	1901
North Cairo Region	408	385
South Cairo Region	344	324
Alex & Matrouh Region	323	310
East Delta Region	273	277
West Delta Region	305	295
North Upper Egypt Region	324	331
South Upper Region	300	296
Canal & Red Sea Region	217	211
Total	4,300	4,330

NEW EMPLOYEE HIRES

YEAR	2021	2022
Total	546	573
Males	347	370
Females	199	203
30 years and under	457	461
31 - 50 years	89	109
Over 50 years	0	3
Entry level wage compared to minimum wage ratio	2:1	3.3 : 1
Disability (differently-abled)	1	65

EMPLOYEE OUTFLOW

YEAR	2021	2022
Total	516	543
Males	399	395
Females	117	148
30 years and under	134	202
31 - 50 years	127	155
Over 50 years	255	186

LOST DAYS AND ABSENTEEISM

YEAR	2021	2022
Number of cases	1,201	236
Number of days	5,565	3,092

PARENTAL LEAVE

YEAR	2021	2022
Number Employees who are entitled/ took Paternity leave	1,191	1,245
Number of Employees who took Maternity Leave	71	64
Rate of Return from Maternity Leave within 4 Months	1%	1%
Rate of Return from Maternity Leave within 1 Year	21%	3%
Rate of Return from Maternity Leave within 2 Years	8%	0%

EMPLOYEES IN MANAGEMENT POSITIONS

YEAR	2021	2022
Total	136	141
Males	115	116
Females	21	25
Female to Male ratio	1 : 5.47	1 : 4.64

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8.3 ESG INDICATORS

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)	- Rules on Green Banking Procurement - Environmental Social and Governance Risks Concerning Lending Operation Policy
	Material & Waste	Materials (301) Waste (306)	
	Water & Wastewater	Water and Effluents (303)	
	Responsible Procurement & Sustainable Supply Chain Management	Supplier Environmental Assesment (308) Supplier Social Assesment (414)	
Responsible and Purposeful Lending and Investment	GHG & Electricity	Energy (302) Emissions (305)	- Rules on Green Banking Procurement - Environmental Social and Governance Risks Concerning Lending Operation Policy - Guidelines 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) Freedom of Association and Collective Bargaining (407) Forced or Compulsory Labor (409)	
	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		- Rules on Green Banking Procurement - Environmental Social and Governance Risks Concerning Lending Operation Policy
	GHG & Electricity	Energy (302) Emissions (305)	
Data Management & Cybersecurity	Customer Privacy & Data Security	Customer privacy (418)	- Access Control Policy - Channels Security Policy - Data Protection and Asset Handling Policy - Email Acceptable Use Policy - End User Policy - Master Information Security Policy - Change Management Policy

MATERIAL TOPIC	IMPACTS CONSIDERED	GRI	POLICIES & STRATEGY
Good Governance & Risk Management	ESG Risk Management	Economic performance (201) Market presence (202)	- Articles of Association - Audit Charter - BCM Policy - Change Management - Classification Policy - Code of Governance - Collateral & Guarantees Management Policy - Compliance Policy - Concentration Risk Policy - Country Risk Management Policy - Credit Policy - Financial Portfolio Policy - ICAAP and ILAAP Framework Policy - ICAAP and ILAAP Stress Testing Policy - ICT Risk Management Policy - Interest Rate Risk Policy and Rules on the Governance of IRRBB - Internal System for Reporting Violations Policy “Whistleblowing Policy” - Management of Transaction with Related Parties and Associated Entities with the bank and Group Policy - Management Committee Charter - Management of Groups of Connected Clients/Related Parties Policy - Operational Risk Management Policy - Policy for Conflict of Interests Management - Policy for the Governance of Environmental Social and Governance Risks Concerning Lending Operations - RAF Policy - Reputational Risk Policy - Rules on Lending Operations in the Unconventional Oil & Gas Sector - Small Business Credit Lending Policy - Antitrust Group Regulation - Antitrust Compliance Program - Antitrust Inspections Rules - Antitrust Rules of Conduct

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8.3 ESG INDICATORS

GRI INDEX

MATERIAL TOPICS AND GRI ALIGNMENT

MATERIAL TOPIC	IMPACTS CONSIDERED	GRI	POLICIES & STRATEGY
Digitalization & Accessibility	Digitalization and IoT	Customer privacy (418)	Policy for management of Inside and Confidential Information Consumer Protection Policy for Individuals Access Control Policy Channels Security Policy Data protection and Asset handling Policy Email Acceptable Use Policy End User Security Policy Master Security Policy Network management process IT Stock dispatching
Financial Inclusion and Literacy	Financial Inclusion and Accessibility	Diversity and equal opportunity (405) Non-discrimination (406)	Rules for Donations
Community Development and Empowerment	Community Development and Empowerment	Local communities (413)	Rules for Donations Rules 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) Public Policy (415) Customer Health and Safety (416)	Vendor and Contract Management Policy Outsourcing Policy Policy for Disclosures and Transparency Vendor and Contract Management Policy Procurement Policy Outsourcing Policy Group 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)	Diversity & Inclusion Policy PR Policy

MATERIAL TOPIC	IMPACTS CONSIDERED	GRI	POLICIES & STRATEGY
Integrity in Corporate Conduct	Competitive Behavior	Anti-competitive Behavior (206)	Principles on Human Rights Code of Ethics Legal Department Policy Code of Conduct Rules for Combatting Sexual Harassment Procedures Regulating the Conduct of Transactions with Related Parties and Associated Entities of the Bank and Group
	Corruption, Bribery and Money Laundering	Anti-corruption (205)	Anti-corruption Guidelines Guidelines for Combating Money Laundering and Terrorist Financing and for Managing Embargoes Local Policy for ALEXBANK Internal Code of Conduct
	Human Rights & Community Relations	Policy Commitment (2-23)	
Health, Safety, and Wellbeing	Health and Safety	Occupational health and safety (403) Child labor (408) Forced or compulsory labor (409)	ISP physical security policy HSE Policy
Green Transition Finance	GHG & Electricity	Energy (302) Emissions (305)	ESG Policy Proprietary Finance – Collateral Management Process Guide



8.4GRI CONTENT INDEX

STATEMENT OF USE

GRI 1 USED
APPLICABLE GRI
SECTOR STANDARD

ALEXBANK has reported in accordance with the GRI Standards for the period from January 1st 202 to December 31st 2021.

GRI 1: Foundation 2021

None



CONTENT INDEX
ESSENTIALS SERVICE

2023

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 approximately 80% and as follows: - ISP: 79,99999975% - Egyptian Ministry of Finance: 20% - Ahmed Said El-Fallal: 0,00000025% ALEXBANK’s headquarters are located at 49 Kasr El Nile, Cairo, Egypt and operates exclusively in Egypt			About The Bank (p. 15)					PRB 1.1	
	2-2	Entities included in the organization's sustainability reporting	ALEXBANK									
	2-3	Reporting period, frequency and contact point	Reporting Period: 01/01/2022 - 31/12/2022 Financial Reporting Period: Quarterly Contact point: Laila Hosny, Head of CSR and Sustainable Development Office Email: laila.hosny@ALEXBANK.com Menna El Taher Head of social performance and reporting unit Email: Menna.ElTaher@ALEXBANK.com Nourhan Ghazala Social performance and reporting officer Email: nourhan.ghazala@ALEXBANK.com			Disclosure Context and Boundary (p. 21)						
	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				Assurance Statement (p. 158)						
	ACTIVITIES AND WORKERS											
	2-6	Activities, value chain and other business relationships				Lines of Business (p. 18)					PRB 1.1	
	2-7	Employees				Retention, Enhancement, Diversity & Inclusion of Our People (p.122)					SDG 8.5, 10.3 PRB 1.1	
	2-8	Workers who are not employees				Retention, Enhancement, Diversity & Inclusion of Our People (p.127)					SDG 8.5	
	GOVERNANCE											
	2-9	Governance structure and composition				Organizational Structure (p.35), Board of Directors (p.36), Committees (p.37)					SDG 5.5, 16.7 PRB 5.1	
	2-10	Nomination and selection of the highest governance body				Board of Directors (p. 36)					SDG 5.5, 16.7	
	2-11	Chair of the highest governance body	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.			Board of Directors (p. 36)					SDG 16.6	
	2-12	Role of the highest governance body in overseeing the management of impacts	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.			Board of Directors (p. 36)					SDG 16.7	

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8.4 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		Risk Committee (p.37) ESG Forum (p.40)					PRB 5.1
	2-14	Role of the highest governance body in sustainability reporting	The main part of the Board of Directors 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	Board of Directors (p. 36)					
	2-15	Conflicts of interest	Any board member with potential conflicts of interest pertaining to any decision abstains from taking part	Board of Directors (p. 36)					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		Board Committees (p. 37)					
	2-18	Evaluation of the performance of the highest governance body		Board Members Remuneration (p. 36)					
	2-19	Remuneration policies		Remuneration Committee (p. 37)					
	2-20	Process to determine remuneration		Remuneration Committee (p. 37)					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, MD and CEO Letter (p.6)					PRB 1.2
	2-23	Policy commitments		ESG Integration into Performance Scorecards (p.34) Board of Directors (p.36) Governance of ESG Risks (p.40) Integrity in Corporate Conduct (p.42) Wellbeing and Work-Life Balance (p.131)					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, Integrity, and Compliance (p.42) Complaints and Conduct (p.46)					
	2-26	Mechanisms for seeking advice and raising concerns	Whistleblowing, Code of Ethics and Diversity & Inclusion Principles channels	Complaints and Conduct (p.46)					SDG 16.3

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8.4 GRI CONTENT INDEX

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		Sustainability Context (p. 22)					
	STAKEHOLDER ENGAGEMENT								
	2-29	Approach to stakeholder engagement		Stakeholder Engagement (p. 24)					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 Assessment (p. 26)					
	3-2	List of material topics	1. Environmental Stewardship 2. Good Governance and ESG Risk Management 3. Digitalization & Accessibility 4. Data Management & Cybersecurity 5. Integrity in Corporate Conduct 6. Quality of Service & Customer Experience 7. Community Development & Empowerment 8. Financial Inclusion and Literacy 9. Green Transition Finance 10. Retention, Enhancement, Diversity & Inclusion of Our People 11. Health, Safety, and Wellbeing 12. Sustainable Agribusiness Development 13. Responsible & Purposeful Lending & Investment	List of Material Topics 2021 versus 2022 (p. 28)					
	GRI 201: ECONOMIC PERFORMANCE 2016								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Prosperity (p. 62), ESG Risk Management (p. 40)					
GRI 201: ECONOMIC PERFORMANCE 2016 REFERENCE MATERIAL TOPIC: GOOD GOVERNANCE AND RISK MANAGEMENT	201-1	Direct economic value generated and distributed		Business Performance and Market Presence (p. 63)					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. 122)					
GRI 202: MARKET PRESENCE 2016: REFERENCE MATERIAL TOPICS: -RESPONSIBLE AND PURPOSEFUL LENDING AND INVESTMENT -GOOD GOVERNANCE & RISK MANAGEMENT -RETENTION, ENHANCEMENT, DIVERSITY & INCLUSION OF OUR PEOPLE	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. 162)					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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8.4 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 (p.75) Financial Inclusion and Literacy (p.77) Sustainable Agribusiness Development (p.81) Financing Green and Circular Transition (p.85) Community Development and Empowerment (p.89)					
GRI 203: INDIRECT ECONOMIC IMPACTS 2016 REFERENCE MATERIAL TOPIC: RESPONSIBLE AND PURPOSEFUL LENDING AND INVESTMENT	203-1	Infrastructure investments and services supported		Responsible and Purposeful Lending (p.75) Financial Inclusion and Literacy (p.77) Sustainable Agribusiness Development (p.81) Financing Green and Circular Transition (p.85) Community Development and Empowerment (p.89)					SDG 5.4, 9.1, 9.4, 11.2
	203-2	Significant indirect economic impacts		Responsible and Purposeful Lending (p.75) Financial Inclusion and Literacy (p.77) Sustainable Agribusiness Development (p.81) Financing Green and Circular Transition (p.85) Community Development and Empowerment (p.89)					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.42)					
GRI 205: ANTI-CORRUPTION 2016 REFERENCE MATERIAL TOPIC: INTEGRITY IN CORPORATE CONDUCT	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		Complaints and Conduct (p.46)					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.	Complaints and Conduct (p.46)					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.42)					
GRI 206: ANTI-COMPETITIVE BEHAVIOR 2016 REFERENCE MATERIAL TOPIC: INTEGRITY IN CORPORATE CONDUCT	206-1	Legal actions for anti-competitive behavior, antitrust, and monopoly practices	In 2022, no litigations were filed.						SDG 16.3
	GRI 3 GRI 301: MATERIALS 2016								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Climate Action and Resource Use (p.142)					
GRI 301: MATERIALS 2016 REFERENCE MATERIAL TOPIC: -ENVIRONMENTAL STEWARDSHIP -RESPONSIBLE AND PURPOSEFUL LENDING AND INVESTMENT	301-1	Materials used by weight or volume		Climate Action and Resource Use (p.142)					SDG 8.4, 12.2
	301-2	Recycled input materials used		Climate Action and Resource Use (p.142)					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		Climate Action and Resource Use (p.142)					
GRI 302: ENERGY2016	302-1	Energy consumption within the organization		Climate Action and Resource Use (p.142)					SDG 7.2, 7.3, 8.4, 12.2, 13.1

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8.4 GRI CONTENT INDEX

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 REFERENCE MATERIAL TOPIC: -ENVIRONMENTAL STEWARDSHIP -RESPONSIBLE AND PURPOSEFUL LENDING AND INVESTMENT -SUSTAINABLE AGRIBUSINESS DEVELOPMENT -GREEN TRANSITION FINANCE	302-2	Energy consumption outside of the organization	Total energy consumed outside the organization constitutes fuel consumption as a result of business travel (including air travel and commuting by our employees' personal vehicles). The total emissions associated with business travel is 388 mtCO2e	Climate Action and Resource Use (p.142)					SDG 7.2, 7.3, 8.4, 12.2, 13.1
	302-3	Energy intensity		Climate Action and Resource Use (p.142)					SDG 7.3, 8.4, 12.2, 13.1
	302-4	Reduction of energy consumption		Climate Action and Resource Use (p.142)					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		Climate Action and Resource Use (p.142)					
GRI 303: WATER AND EFFLUENTS 2018 REFERENCE MATERIAL TOPIC: -ENVIRONMENTAL STEWARDSHIP -RESPONSIBLE AND PURPOSEFUL LENDING AND INVESTMENT	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.	Climate Action and Resource Use (p.142)					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.	Climate Action and Resource Use (p.142)					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.	Climate Action and Resource Use (p.142)					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		Climate Action and Resource Use (p.142)					SDG 6.4
	GRI 305: EMISSIONS 2016								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Climate Action and Resource Use (p.142)					
GRI 305: EMISSIONS 2016 REFERENCE MATERIAL TOPIC: -ENVIRONMENTAL STEWARDSHIP -RESPONSIBLE AND PURPOSEFUL LENDING AND INVESTMENT -SUSTAINABLE AGRIBUSINESS DEVELOPMENT -GREEN TRANSITION FINANCE	305-1	Direct (Scope 1) GHG emissions		Climate Action and Resource Use (p.142)					SDG 3.9, 12.4, 13.1, 14.3, 15.2
	305-2	Energy indirect (Scope 2) GHG emissions		Climate Action and Resource Use (p.142)					SDG 3.9, 12.4, 13.1, 14.3, 15.2
	305-3	Other indirect (Scope 3) GHG emissions		Climate Action and Resource Use (p.142)					SDG 3.9, 12.4, 13.1, 14.3, 15.2
	305-4	GHG emissions intensity		Climate Action and Resource Use (p.142)					SDG 13.1, 14.3, 15.2
	305-5	Reduction of GHG emissions		Climate Action and Resource Use (p.142)					SDG 13.1, 14.3, 15.2
	305-6	Emissions of ozone-depleting substances (ODS)	Both refrigerants used by ALEXBANK R22 and R410a have almost zero ozone-depletion potential, and refrigerants' negative impact is reflected in terms of GHG emissions and accounted for under scope 1 in disclosure 305-1		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.		SDG 3.9, 12.4

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8.4 GRI CONTENT INDEX

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		Climate Action and Resource Use (p.142)					
GRI 306: WASTE 2020 REFERENCE MATERIAL TOPIC: -ENVIRONMENTAL STEWARDSHIP -RESPONSIBLE AND PURPOSEFUL LENDING AND INVESTMENT	306-1	Waste generation and significant waste-related impacts		Climate Action and Resource Use (p.142)					SDG 3.9, 6.3, 6.6, 11.6, 12.4, 12.5
	306-2	Management of significant waste-related impacts		Climate Action and Resource Use (p.142)					SDG 3.9, 6.3, 8.4, 11.6, 12.4, 12.5
	306-3	Waste generated		Climate Action and Resource Use (p.142)					SDG 3.9, 6.6, 11.6, 12.5, 12.4, 15.1
	306-4	Waste diverted from disposal		Climate Action and Resource Use (p.142)					SDG 3.9, 11.6, 12.4, 12.5
	306-5	Waste directed to disposal		Climate Action and Resource Use (p.142)					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		Responsible Procurement & Sustainable Supply Chain Management (p. 152)					
GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT 2016 REFERENCE MATERIAL TOPIC: ENVIRONMENTAL STEWARDSHIP	308-1	New suppliers that were screened using environmental criteria		Responsible Procurement & Sustainable Supply Chain Management (p. 152)					
	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. 122)					
GRI 401: EMPLOYMENT 2016 REFERENCE MATERIAL TOPIC: -RESPONSIBLE AND PURPOSEFUL LENDING AND INVESTMENT -RETENTION, ENHANCEMENT, DIVERSITY & INCLUSION OF OUR PEOPLE	401-1	New employee hires and employee turnover		Employee Breakdown (p. 162)					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. 122)					SDG 3.2, 5.4, 8.5 UNGC 1

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8.4 GRI CONTENT INDEX

GRI STANDARD	INDEX NUMBER	DISCLOSURE	RESPONSE	LOCATION	REQUIREMENT(S) OMITTED	OMISSION		GRI SECTOR STANDARD REF. NO.	INDEX MAPPING
						REASON	EXPLANATION		
	GRI 401: EMPLOYMENT 2016								
GRI 401: EMPLOYMENT 2016	401-3	Parental leave	Male and female employees are entitled to parental leave.	Employee Breakdown (p. 162)					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		Integrity in Corporate Conduct (p. 42)					
GRI 402: LABOR/MANAGEMENT RELATIONS 2016 REFERENCE MATERIAL TOPIC: -RESPONSIBLE AND PURPOSEFUL LENDING AND INVESTMENT -RETENTION, ENHANCEMENT, DIVERSITY & INCLUSION OF OUR PEOPLE	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.	Integrity in Corporate Conduct (p. 42)					SDG 8.8
	GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Wellbeing and Work-Life Balance p.131 Safe and Healthy Workplace (p.133)					
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018 REFERENCE MATERIAL TOPIC: -RESPONSIBLE AND PURPOSEFUL LENDING AND INVESTMENT -HEALTH, SAFETY, AND WELLBEING	403-1	Occupational health and safety management system		Safe and Healthy Workplace (p.133)					SDG 3.3, 3.4, 3.9, 8.8, 16.1
	403-2	Hazard identification, risk assessment, and incident investigation		Safe and Healthy Workplace (p.133)					SDG 8.8
	403-3	Occupational health services		Wellbeing and Work-Life Balance (p. 132)					SDG 8.8
	403-4	Worker participation, consultation, and communication on occupational health and safety		Safe and Healthy Workplace (p.133)					SDG 8.8, 16.7
	403-5	occupational health and safety		Safe and Healthy Workplace (p.133)					SDG 8.8
	403-6	Promotion of worker health		Wellbeing and Work-Life Balance (p.132)					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		Wellbeing and Work-Life Balance (p.132)					SDG 8.8
	403-8	Workers covered by an occupational health and safety management system		Wellbeing and Work-Life Balance (p.132)					SDG 8.8
	403-9	Work-related injuries	Total injuries in 2022 during working hours: 0	Safe and Healthy Workplace (p.133)					SDG 3.6, 3.9, 8.8, 16.1
	403-10	Work-related ill health	Number of cases of work-related ill health: 0	Safe and Healthy Workplace (p.133)					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. 127)					
GRI 404: TRAINING AND EDUCATION 2016 REFERENCE MATERIAL TOPIC: RETENTION, ENHANCEMENT, DIVERSITY & INCLUSION OF OUR PEOPLE	404-1	Average hours of training per year per employee		Training and Development (p. 127)					SDG 4.3, 4.4, 4.5, 5.1, 8.2, 8.5, 10.3



8.4 GRI CONTENT INDEX

GRI STANDARD	INDEX NUMBER	DISCLOSURE	RESPONSE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.	INDEX MAPPING
					REQUIREMENT(S) OMITTED	REASON	EXPLANATION		
			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. 127)					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 Management (p.129)					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		Retention, Enhancement, Diversity & Inclusion of Our People (p.122)					
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016 REFERENCE MATERIAL TOPIC: FINANCIAL INCLUSION AND LITERACY	405-1	Diversity of governance bodies and employees		Retention, Enhancement, Diversity & Inclusion of Our People (p.122)	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	Retention, Enhancement, Diversity & Inclusion of Our People (p.122)					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. 42) Retention, Enhancement, Diversity & Inclusion of Our People (p.122)					
GRI 406: NON-DISCRIMINATION 2016 REFERENCE MATERIAL TOPIC: FINANCIAL INCLUSION AND LITERACY	406-1	Incidents of discrimination and corrective actions taken	Eight 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		Responsible Procurement & Sustainable Supply Chain Management (p. 152)					
GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING 2016 REFERENCE MATERIAL TOPIC: RESPONSIBLE AND PURPOSEFUL LENDING AND INVESTMENT	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	Responsible Procurement & Sustainable Supply Chain Management (p. 152)					SDG 8.8
			GRI 408: CHILD LABOR 2016						
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Responsible Procurement & Sustainable Supply Chain Management (p. 152)					
GRI 408: CHILD LABOR 2016 REFERENCE MATERIAL TOPIC: -RESPONSIBLE AND PURPOSEFUL LENDING AND INVESTMENT -HEALTH, SAFETY, AND WELLBEING	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.	Responsible Procurement & Sustainable Supply Chain Management (p. 152)					SDG 5.2, 8.7, 16.2

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8.4 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		Responsible Procurement & Sustainable Supply Chain Management(p. 152)					
GRI 409: FORCED OR COMPULSORY LABOR 2016 REFERENCE MATERIAL TOPIC: -RESPONSIBLE AND PURPOSEFUL LENDING AND INVESTMENT -HEALTH, SAFETY, AND WELLBEING	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.	Responsible Procurement & Sustainable Supply Chain Management (p. 152)					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.89)					
GRI 413: LOCAL COMMUNITIES 2016 REFERENCE MATERIAL TOPIC: -RESPONSIBLE AND PURPOSEFUL LENDING AND INVESTMENT - COMMUNITY DEVELOPMENT AND EMPOWERMENT	413-1	Operations with local community engagement, impact assessments, and development programs		Community Development and Empowerment (p.89)					
	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.89)					SDG 1.4, 2.3
	GRI 414: SUPPLIER SOCIAL ASSESSMENT 2016								
GRI 3: MATERIAL TOPICS 2021	3-3	Management of material topic		Responsible Procurement & Sustainable Supply Chain Management(p. 152)					
GRI 414: SUPPLIER SOCIAL ASSESSMENT 2016 REFERENCE MATERIAL TOPIC: ENVIRONMENTAL STEWARDSHIP	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.	Responsible Procurement & Sustainable Supply Chain Management p. (p.152)					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		Good Governance & ESG Risk Management (p.33)					
GRI 415: PUBLIC POLICY 2016 REFERENCE MATERIAL TOPIC: QUALITY OF SERVICE AND CUSTOMER EXPERIENCE	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. 47)					
GRI 416: CUSTOMER HEALTH AND SAFETY 2016 REFERENCE MATERIAL TOPIC: QUALITY OF SERVICE AND CUSTOMER EXPERIENCE	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		Data Privacy & Cybersecurity (p.56)					
GRI 418: CUSTOMER PRIVACY 2016 REFERENCE MATERIAL TOPIC: -DATA MANAGEMENT & CYBERSECURITY -DIGITALIZATION & ACCESSIBILITY	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data		Data Privacy & Cybersecurity (p.56)					SDG 16.3, 16.10 UNGC 2

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8.5 UNGC CONTENT INDEX



A brass artisan's work 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.42) People and Communities (p.121) Responsible Procurement & Sustainable Supply Chain Management (p.152)
PRINCIPLE 2: HUMAN RIGHTS	Business should make sure they are not complicit in human rights abuses.	Ethics, Integrity and Compliance (p.42) People and Communities (p.122)
PRINCIPLE 3: LABOUR	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	GRI 2-30 (p.167)
PRINCIPLE 4: LABOUR	Businesses should uphold the elimination of all forms of forced and compulsory labour	Responsible Procurement & Sustainable Supply Chain Management (p.152)
PRINCIPLE 5: LABOUR	Businesses should uphold the effective abolition of child labour	Responsible Procurement & Sustainable Supply Chain Management (p.152)
PRINCIPLE 6: LABOUR	Businesses should uphold the elimination of discrimination in respect of employment and occupation.	Retention, Enhancement, Diversity & Inclusion of Our People (p.122)
PRINCIPLE 7: ENVIRONMENT	Businesses should support a precautionary approach to environmental challenges	Environmental Stewardship (p.141)
PRINCIPLE 8: ENVIRONMENT	Businesses should undertake initiatives to promote greater environmental responsibility	Environmental Stewardship (p.141)
PRINCIPLE 9: ENVIRONMENT	Businesses should encourage the development and diffusion of environmentally friendly technologies.	Digitalization & Accessibility (p.49)
PRINCIPLE 10: ANTI-CORRUPTION	Businesses should work against corruption in all its forms, including extortion and bribery.	Integrity in Corporate Conduct (p.42) Complaints and Conduct (p.46)

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8.6 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.			
1.1 BUSINESS MODEL			
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 across the main geographies in which your bank operates or provides products and services. Please also quantify the information by disclosing e.g. the distribution of your bank’s portfolio (%) in terms of geographies, segments (i.e. by balance sheet and/or off-balance sheet) or by disclosing the number of customers and clients served.	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 173 branches and offices across Egypt as of 2022. 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. Building on ALEXBANK’s constant innovation, the bank remains mindful of its stakeholders by: - 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. Our main customer segments are: - Retail & Private Banking. - Micro, Small and Medium Sized Enterprises (MSMEs). - Corporate and Financial Investment. The bank currently offers current and savings accounts, loans, deposits, credit cards, credit facilities, financial derivatives, lifestyle, remittances and insurance products and digital services, attracting a total of 1.7 Million customers. Lending to agribusiness has been an increasing priority for ALEXBANK over the past years, recognizing its significant potential to boost the Egyptian economy and the need to feed a growing population within a sustainable ecosystem ; stable food system, and large quantities of food waste and loss in production. We remain fully committed to promoting financial inclusion among Egyptians from marginalized communities, as well as the inclusion of the elderly and people with disabilities recognizing that this can be an accelerator for their individual and the country’s economic growth. To address financial inclusion, which tops national priorities, we are constantly developing new products leveraging digital technologies also applicable to responsible lending and micro lending solutions. We also realize the role of financial literacy and education as a gateway for inclusion.		About the Bank (p. 15) Introduction (p. 5) Sustainability Context (p. 22) Diversifying the Lending Portfolio (p. 70)
1.2 STRATEGY ALIGNMENT			
Strategy alignment Does your corporate strategy identify and reflect sustainability as strategic priority/ies for your bank? ☒ Yes ☐ No Please describe how your bank has aligned and/or is planning to align its strategy to be consistent with the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and relevant national and regional frameworks. Does your bank also reference any of the following frameworks or sustainability regulatory reporting requirements in its strategic priorities or policies to implement these? ☐ UN Guiding Principles on Business and Human Rights ☐ International Labour Organization fundamental conventions ☒ UN Global Compact ☐ UN Declaration on the Rights of Indigenous Peoples ☐ Any applicable regulatory reporting requirements on environmental risk assessments, e.g. on climate risk - please specify which ones: ☐ Any applicable regulatory reporting requirements on social risk assessments, e.g. on modern slavery - please specify which ones: ----- ☐ None of the above	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. The CSR and Sustainable Development Office’s strategy aims to achieve several united nation’s SDGs and caters towards Egypt’s vision 2030, and in line with the CBE’s vision. During 2022, ALEXBANK took part in COP27 which falls under the duty of the Group to share their best practices in the field of sustainable finance and climate change mitigation & adaptation whilst benefitting from the knowledge of other powerful leaders of the industry, coordinate with peers, decisions makers in the country their priorities, needs for the sustainable economic development in light of the economic reform agenda. Senior representatives of Intesa Sanpaolo Group and ALEXBANK attended COP27, to share both international and local best practices, participating in the Business Pavilion of Egypt. This participation comes as a part of the Intesa Sanpaolo Group and ALEXBANK’s ESG agenda, in which relevant attention is dedicated to environmental well-being and climate change mitigation and adaptation, to be pursued also through the long-term sustainability of the Agribusiness sector.		Environmental Stewardship (p. 141) COP27: Contributing to Egypt’s Climate Leadership (p. 9) ESG Journey and Progress Snapshot (p. 7)

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8.6 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.			
2.1 IMPACT ANALYSIS			
Show that your bank has performed an impact analysis of its portfolio/s to identify its most significant impact areas and determine priority areas for target-setting. The impact analysis shall be updated regularly and fulfil the following requirements/elements (a-d) : a) Scope: What is the scope of your bank’s impact analysis? Please describe which parts of the bank’s core business areas, products/services across the main geographies that the bank operates in (as described under 1.1) have been considered in the impact analysis. Please also describe which areas have not yet been included, and why. b) Portfolio composition: Has your bank considered the composition of its portfolio (in %) in the analysis? Please provide proportional composition of your portfolio globally and per geographical scope i) by sectors & industries for business, corporate and investment banking portfolios (i.e. sector exposure or industry breakdown in %), and/or ii) by products & services and by types of customers for consumer and retail banking portfolios. If your bank has taken another approach to determine the bank’s scale of exposure, please elaborate, to show how you have considered where the bank’s core business/major activities lie in terms of industries or sectors. c) Context: What are the main challenges and priorities related to sustainable development in the main countries/regions in which your bank and/or your clients operate? Please describe how these have been considered, including what stakeholders you have engaged to help inform this element of the impact analysis. This step aims to put your bank’s portfolio impacts into the context of society’s needs.	Our analysis was based on only 1 country which was Egypt, with our portfolio divided into Consumer Banking (42%), Business Banking (9.5%), Corporate Banking (9.4%), and others – such as treasury, governance, workout – (39%). All banking products and services have been taken into consideration for a macro view of our portfolio. 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. The information presented below is in accordance to data collected as of 31st December 2021. ALEXBANK’S top 10 sectors of the business banking portfolio are: - Manufacture of food products - Construction of buildings - Crop and animal production, hunting and related service activities - Wholesale trade, except of motor vehicles and motorcycles - Specialized construction activities - Retail trade, except of motor vehicles and motorcycles ALEXBANK’s top 10 sectors of the Corporate banking portfolio are: - Construction of buildings - Civil engineering - Manufacture of basic metal - Telecommunications - Extraction of crude petroleum and natural gas - Manufacture of electrical equipment - Manufacture of textiles ALEXBANK 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). However, at the moment, the priority areas of focus in the country and with the most relevance to ALEXBANK are inclusive healthy economies, and climate change.	Methodology (p. 21) Prosperity (p. 62) Materiality (p. 26)	
Based on these first 3 elements of an impact analysis, what positive and negative impact areas has your bank identified? Which (at least two) significant impact areas did you prioritize to pursue your target setting strategy (see 2.2) 5 ? Please disclose. d) a) For these (min. two prioritized impact areas): Performance measurement: Has your bank identified which sectors & industries as well as types of customers financed or invested in are causing the strongest actual positive or negative impacts? Please describe how you assessed the performance of these, using appropriate indicators related to significant im-pact areas that apply to your bank’s context. In determining priority areas for target-setting among its areas of most significant im-pact, you should consider the bank’s current performance levels, i.e. qualitative and/or quantitative indicators and/or proxies of the social, economic and environmental im-pacts resulting from the bank’s activities and provision of products and services. If you have identified climate and/or financial health&inclusion as your most significant impact areas, please also refer to the applicable indicators in the Annex. If your bank has taken another approach to assess the intensity of impact resulting from the bank’s activities and provision of products and services, please describe this. The outcome of this step will then also provide the baseline (incl. indicators) you can use for set-ting targets in two areas of most significant impact.	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 climate change mitigation (in terms of negative impact we can reduce), as well as inclusive, healthy economies (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. Identifying, assessing, and monitoring the impact of the actions of ALEXBANK has always been an important priority, as we strive to increase our positive impact and decrease our negative impact through our lending operations. We are committed to issue our target by 18 months after signing the Principles for Responsible Banking and as such we abide by our exclusion list that ensures we decrease our negative impact on the environment and the society. Intesa Sanpaolo identifies the following sectors of activity as sensitive in terms of ESG profile: - Chemicals, Rubber and Plastics; - Defence; - Mining (other than coal); - Coal mining; - Pharmaceuticals and Biotechnology - Manufacturing; - Gambling; - Oil & gas; - Electricity production; - Logging and other forestry activities; - Tobacco. The assessment of ESG/reputational risk profiles related to operations in these sectors is carried out with particular attention. In addition, ESG-sensitive sectors may be subject to the “Group Guidelines For The Governance of Environmental, Social and Governance (ESG) Risks” implementing these Guidelines, which establish specific criteria for limiting or excluding financing activities with higher ESG and reputational risk profile; this is further supported by the group’s “Rules for Lending Operations in the Unconventional Oil & Gas Sector” and “Rules for Lending Operations in the Coal Sector”. Furthermore, our Own Emission Plan, a project driven by our Parent Company Intesa Sanpaolo where ALEXBANK is committed to reduce its emissions through executing various activities subject to completion in by 2025 & 2030. The Own Emissions Plan project is one arm of making the group achieve its committed target of reaching Net Zero emissions by 2050.	Integrity In Corporate Conduct (p. 46)	

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8.6 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.			
2.2 TARGET SETTING			
Show that your bank has set and published a minimum of two targets which address at least two different areas of most significant impact that you identified in your impact analysis. The targets have to be Specific, Measurable (qualitative or quantitative), Achievable, Relevant and Time-bound (SMART). Please disclose the following elements of target setting (a-d), for each target separately: a) Alignment: which international, regional or national policy frameworks to align your bank’s portfolio with have you identified as relevant? Show that the selected indicators and 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. You can build upon the context items under 2.1. b) Baseline: Have you determined a baseline for selected indicators and assessed the current level of alignment? Please disclose the indicators used as well as the year of the baseline. SMART targets (incl. key performance indicators (KPIs)): Please disclose the targets for your first and your second area of most significant impact, if already in place (as well as further impact areas, if in place). Which KPIs are you using to monitor progress towards reaching the target? Please disclose. d) Action plan: which actions including milestones have you defined to meet the set targets? Please describe. Please also show that your bank has analysed and acknowledged significant (potential) indi-rect impacts of the set targets within the impact area or on other impact areas and that it has set out relevant actions to avoid, mitigate, or compensate potential negative impacts.	We are still in the process of creating our targets, however, national direction as well as the direction of our parent company Intesa Sanpaolo are the main aspects we are considering, such as: The National Climate Change Strategy: Egypt has launched its National Climate Change Strategy 2050 (NCCS 2050) to implement part of the modified Egypt Vision 2030 Strategy that concerns facing up to the challenges posed by climate change. The NCCS 2050 is meant to help Egypt manage the impacts of climate change in a manner that achieves national economic and development goals by adopting a flexible, low-emissions approach. The Sustainable Energy Strategy: Capitalizing on the abundance of land, sunny weather, and high wind speeds, making it a prime location for renewable energy projects. The government has issued a Sustainable Energy Strategy for Egypt by 2035, which aims to increase the contributions of renewable energy in electricity generation and improve energy efficiency. Egypt Vision 2030: By 2030, Egypt will witness a comprehensive renaissance, leveraging its genius location and unique Egyptian personality, and taking into consideration the historical phase to achieve sustainable development for a better standard of living to all Egyptians. Mainly depending on science, knowledge and innovation, Egypt will have a competitive and diversified economic system and a social system characterized by participation, solidarity, and justice as well as a balanced ecosystem that preserves the human and natural resources gifted to Egypt. CBE Sustainable Finance Circular: (First one in July 2021 & Second in November 2022) The Central Bank of Egypt has adopted sustainable financing to support financial and banking stability and help achieve sustainable development goals and long-term economic, environment and social stability. CBE has launched several initiatives to achieve sustainable development goals and support sustainable financing, including SMEs initiative, initiatives targeting industrial, agricultural, tourism and contracting sectors, mortgage initiative, dual engine vehicle initiative, and gas station initiative.	https://beta.sis.gov.eg/media/289263/egyptnsc-2050-summary-en.pdf https://www.irena.org/-/media/Files/IRENA/Agency/Publication/2018/Oct/IRENA_Outlook_Egypt_2018_En_summary_14BE0675F66D3B4A2AC68833FF78700AQ	
2.3 TARGET IMPLEMENTATION AND MONITORING			
Which of the following components of impact analysis has your bank completed, in order to identify the areas in which your bank has its most significant (potential) positive and negative impacts? Scope: ☒ Yes ☐ In progress ☐ No Portfolio composition: ☒ Yes ☐ In progress ☐ No Context: ☒ Yes ☐ In progress ☐ No Performance measurement: ☒ Yes ☐ In progress ☐ No Which most significant impact areas have you identified for your bank, as a result of the impact analysis? Climate change mitigation, financial health & inclusion, gender equality. How recent is the data used for and disclosed in the impact analysis? ☐ Up to 6 months prior to publication ☐ Up to 12 months prior to publication ☒ Up to 18 months prior to publication ☐ Longer than 18 months prior to publication	At the moment, we are currently exploring the different sectors of our portfolio and identifying the way to calculate our baseline figures. Furthermore, we are in the process of communicating with Intesa Sanpaolo to identify their targets on a group level to abide by the group's direction.		



8.6 PRB SELF-ASSESSMENT REPORT

REQUIREMENTS	BANK'S RESPONSE & SELF-ASSESSMENT		REFERENCES
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.			
3.1 CLIENT ENGAGEMENT			
Does your bank have a policy or engagement process with clients and customers in place to encourage sustainable practices? ☒ Yes ☐ In progress ☐ No Does your bank have a policy for sectors in which you have identified the highest (potential) negative impacts? ☒ Yes ☐ In progress ☐ No 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). It should include information on relevant policies, actions planned/implemented to support clients' transition, selected indicators on client engagement and, where possible, the impacts achieved.	ALEXBANK abides by the “Rules for the Classification of Sustainable Credit Products and Lending Transactions”, where it refers to credit products and lending transactions that are considered Sustainable. We classify credit products and lending transactions according to ESG characteristics. Furthermore, in order to push clients further towards more responsible approaches, the Bank implement an investigation report regardless of the status of the customer “new or existing “and we mention in the report any issue we find against our customer. Included in the report are questions pertaining to ESG performances under a specified section in order to ensure the adherence of our customers to a certain level of ESG performances. Additionally, The integration of Environmental , Social and Governance considerations into the loan approval cycle is governed by “Group Guidelines For The Governance of Environmental, Social and Governance (ESG) Risks” Which entails that new transactions are being assessed in case their business activity is considered within “Sensitive Sectors” as per the Group’s ESG Sectoral Assessment. Moreover, we engage more and advise our clients on their sustainability journey in order to provide products and services that suits their needs in accordance to market scans that identifies the needs and gaps that form an opportunity.	Quality of Service and Customer Experience (p. 47) Digitalization & Accessibility (p. 49) Financial Inclusion and Literacy (p. 77)	
3.2 BUSINESS OPPORTUNITIES			
Describe what strategic business opportunities in relation to the increase of positive and the reduction of negative impacts your bank has identified and/or how you have worked on these in the reporting period. Provide information on existing products and services , information on sustainable products developed in terms of value (USD or local currency) and/or as a % of your portfolio, and which SDGs or impact areas you are striving to make a positive impact on (e.g. green mortgages – climate, social bonds – financial inclusion, etc.).	ALEXBANK offers a wide range of ESG products which are: Pensions Loans: Loan tailored made to serve seniors that receive pension from their employer, this loan is used to finance personal needs Microfinance: 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, as well as empowering customers with low income that perform micro projects to enhance their living standards, and accompany them through the business enlarging phases. Micro Livestock Loan: The program is targeting small holder farmers to support their effort to rear animals by providing them a tailored made product that match their livestock business cycles in form of Micro Finance Loans. Green Car Loan: Vehicle finance option that is available for eco-friendly cars or cars with lower average emissions. Green auto loans typically offer lower interest rates than conventional auto loans, which could come in the form of lower base interest rates or rate discounts. Livestock Loan: The program is targeting Small Businesses in the farming sector to support their effort to rear animals by providing them a tailored made product that match their livestock business cycle MicroFinance Loan Disbursement Service: Allow micro finance loans to be disbursed through AB wallet, this will impact positively the financial inclusion of this underserved segment, and will decrease the use of hard documents Digital Loan Collection Service: Enable the micro finance loan collection through third party payment facilitator in order to preserve our customers time & effort and also decrease the use of hard copies Additionally we launched the following products in 2022: Crop Finance: A tailored made finance to support cultivation activities, with a unique payment cycle matching with the business proceeds, targeting smallholder farmers Mum@work: Lending provided to working women, in order to support their different consumer needs (with a special pricing) Value Chain Lending “El-Dokan Card”: A Value chain credit card to be provided to micro retailers based on shared value with multi nationals working in Egypt, supporting the payment cycle digitalization by using POS or payment gateways. This comes in alignment of the Egyptian government direction to support digitalization PV Pumps Finance: In cooperation with the World Food Program, this program is supporting smallholder farmers to consolidate their lands and install PV Pump to their consolidated farm to be replaced by their old diesel pumps Furthermore, 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 was utilized totaling USD 15 mln and the second tranche under release procedures. Additionally, ALEXBANK partnered with GGF to target SMEs mainly and part of the large corporate as all supranational use Euro Zone definition for SMEs. A total amount of USD 20 million to finance a sub-loan portfolio related to renewable energy and energy efficiency projects owned by public and private entities was provided.	Business Performance and Market Presence (p. 63)	

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8.6 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.			
4.1 STAKEHOLDER IDENTIFICATION AND CONSULTATION			
Does your bank have a process to identify and regularly consult, engage, collaborate and partner with stakeholders (or stakeholder groups) you have identified as relevant in relation to the impact analysis and target setting process? ☒ Yes ☐ In progress ☐ No Please describe which stakeholders (or groups/types of stakeholders) you have identified, consulted, engaged, collaborated or partnered with for the purpose of implementing the Principles and improving your bank’s impacts. This should include a high-level overview of how your bank has identified relevant stakeholders, what issues were addressed/results achieved and how they fed into the action planning process.	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. The Bank’s stakeholders include, among others, 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. 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.	Methodology (p. 21) People & Communities (p. 121)	
PRINCIPLE 5: GOVERNANCE & CULTURE			
WE WILL IMPLEMENT OUR COMMITMENT TO THESE PRINCIPLES THROUGH EFFECTIVE GOVERNANCE AND A CULTURE OF RESPONSIBLE BANKING			
5.1 STAKEHOLDER IDENTIFICATION AND CONSULTATION			
Does your bank have a governance system in place that incorporates the PRB? ☒ Yes ☐ In progress ☐ No Please 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 the effective implementation of the Principles. This includes information about - which committee has responsibility over the sustainability strategy as well as targets approval and monitoring (including information about the highest level of governance the PRB is subjected to), - details about the chair of the committee and the process and frequency for the board having oversight of PRB implementation (including remedial action in the event of targets or milestones not being achieved or unexpected negative impacts being detected), as well as - remuneration practices linked to sustainability targets.	ALEXBANK CSR and Sustainable Development Office 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. Our approach to responsible banking is led by the strong commitment of our top management with our deputy CEO appointed as the ESG Manager in order to ensure ESG related matters are well represented and handled in the highest level of the institution. Additionally, as part of our journey towards ESG integration within ALEXBANK, an ESG Forum (chaired by our CEO & Managing Director or delegated to the ESG Manager – Deputy CEO) was activated in order to ensure the application of the strategy ensuring an adequate consideration of environmental and social impact. 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. Furthermore, reference to ALEXBANK Remuneration and Incentives Policy, managerial population KPIs includes a qualitative KPI ESG (Environmental Social Governance), in which performance in such KPI is directly correlated to the performance evaluation and subsequently variable payout of managers.) A qualitative KPI related to the actions anticipated by the ISP Group Business Plan, which includes ESG targets, will also be used to evaluate employees at both the Bank and Group levels. The aim of the policy is promoting awareness at all organizational levels regarding emerging risks, with a focus on the risks associated with climate change and technological innovation, through educational, awareness-raising, and training initiatives. Finally, as per the CBE sustainable finance guidelines (Principle 2), banks’ BoD are required to follow up and monitor the extent of commitment regarding implementing the policies and procedures related to sustainable finance and approve the reports in this concern.	Governance (p. 33) About the Bank (p. 15) Introduction (p. 5)	

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8.6 PRB SELF-ASSESSMENT REPORT

REQUIREMENTS	BANK'S RESPONSE & SELF-ASSESSMENT		REFERENCES
PRINCIPLE 5: GOVERNANCE & CULTURE			
WE WILL IMPLEMENT OUR COMMITMENT TO THESE PRINCIPLES THROUGH EFFECTIVE GOVERNANCE AND A CULTURE OF RESPONSIBLE BANKING			
5.2 PROMOTING A CULTURE OF RESPONSIBLE BANKING			
Describe the initiatives and measures of your bank to foster a culture of responsible banking among its employees (e.g., capacity building, e-learning, sustainability trainings for client-facing roles, inclusion in remuneration structures and performance management and leadership communication, amongst others).	ALEXBANK received Egypt's Gender Equity Seal (EGES) certification May 2022from the National Council for Women (NCW) & the World Bank in recognition of its efforts in applying gender equity practices in employment, remuneration, career development, work-life balance, & anti-harassment policies, reinforcing the recent adoption of principles & policies committed to promoting diversity & inclusion. ALEXBANK is the 3rd private sector company to obtain the seal since its relaunch in 2021. This certificate proves the success of our existing gender efforts, which saw significant growth since 2016, with around 30% of our employees being women, a percentage that we aim to increase in the upcoming long-term gender action plans to maintain a gender inclusive environment. Additionally, the Bank organized several ESG Training events in ESG attended by 247 staff and Board Members, to increase awareness of these topics across high level management in the bank. Finally, in celebration of World Environment Day (WED) and in efforts to raise awareness on environmental sustainability among employees, customers, and community members, ALEXBANK engaged in various environmental-awareness campaigns as well as environmental initiatives.	Sustainability Context (p. 22) Retention, Enhancement, Diversity & Inclusion of Our People (p. 122)	
5.3 POLICIES AND DUE DILIGENCE PROCESSES			
Does the CEO or other C-suite officers have regular oversight over the implementation of the Principles through the bank's governance system? ☒ Yes ☐ No Does the governance system entail structures to oversee PRB implementation (e.g. incl. impact analysis and target setting, actions to achieve these targets and processes of remedial action in the event targets/milestones are not achieved or unexpected neg. impacts are detected)? ☒ Yes ☐ No Does your bank have measures in place to promote a culture of sustainability among employees (as described in 5.2)? ☒ Yes ☐ In progress ☐ No	In line with the sustainable economic development approach, the Group's Guidelines for the governance of Environmental, Social and Governance (ESG) Risks and ALEXBANK's approach concerning Corporate Social Responsibility and in accordance with the principles outlined in its Code of Ethics and its commitment to transparently address its ESG performance in its annual Sustainability Report addressing the Bank's ESG performance, ALEXBANK is aware of the importance of the redirection of capital flows to sustainable investments aimed at achieving sustainable and inclusive growth. ALEXBANK considers the environmental, social and governance risks, known as "ESG" risks, associated with the activities of customer companies and pays particular attention to in-depth analysis of sustainability issues related to sectors considered sensitive, i.e. those with a significant risk profile. In general, the document defines and formalises ALEXBANK's self-regulatory choices with reference to the governance of environmental, social and governance risks, known as "ESG" risks, to which the bank is exposed. ALEXBANK follows Intesa Sanpaolo Group's risk governance process which is broken down into the following phases: Identification: identification and description of ESG risk factors and related risks, including in terms of transmission channels, with particular reference to climate and environmental risks; Assessment and measurement: determination of exposure to ESG risks; Monitoring and control: monitoring the evolution of exposure to ESG risks on an ongoing basis; Mitigation: containment of ESG risks through appropriate actions and strategies aimed at reducing the severity of the impact of such risks; Communication: provision of appropriate information flows to allow adequate transparency and knowledge of exposure to ESG risks.	Methodology (p. 21) Governance (p. 33) Environmental Stewardship (p. 141)	

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8.6 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.			
6.1 ASSURANCE			
Has this publicly disclosed information on your PRB commitments been assured by an independent assurer? ☐ Yes ☒ Partially ☐ No If applicable, please include the link or description of the assurance statement.	It is Assurer's (Masader) role to ensure our ESG report is in accordance with the updated GRI Universal Standards 2021. They 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. They perform the following based on documentation provided by ALEXBANK: • Review and analysis of ALEXBANK and acknowledged 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 regard to compliance with the Universal Standards 2021 as listed in the report.	Independent Limited Assurance Statement (p. 182)	
6.2 REPORTING ON OTHER FRAMEWORKS			
Does your bank disclose sustainability information in any of the listed below standards and frameworks? ☒ GRI ☐ SASB ☐ CDP ☐ IFRS Sustainability Disclosure Standards (to be published) ☐ TCFD ☐ Other:	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. The Central Bank of Egypt, has now set reporting requirements, the annual Sustainability Report according to the GRI standards are now a mandate in the CBE binding framework issued in November 2022, in addition to requesting the submission of the Carbon Footprint Report noting that all these mandates are limited our operational emissions & excluding the portfolio emissions.	https://www.ALEXBANK.com/en/retail/our-world/sustainability/publications.html	
6.3 OUTLOOK			
What are the next steps your bank will undertake in next 12 month-reporting period (particularly on impact analysis , target setting and governance structure for implementing the PRB)? Please describe briefly.	For the rest of the year, we have a plan to set the targets as mentioned in Principle 2 as it is still under process in alignment with the parent company targets and plans in this aspect, as well as reinforcing our commitment to incorporating ESG factors in the different Lines of Business of ALEXBANK. The priority for the upcoming phase will be to continue on our target setting journey and revisiting of our impact areas as it will be critical to set targets on our portfolio in regards to the two impact areas in order to increase our positive impact and reduce negative.	Governance (p. 33)	
6.4 CHALLENGES			
Here is a short section to find out about challenges your bank is possibly facing regarding the implementation of the Principles for Responsible Banking. Your feedback will be helpful to contextualise the collective progress of PRB signatory banks. What challenges have you prioritized to address when implementing the Principles for Responsible Banking? Please choose what you consider the top three challenges your bank has prioritized to address in the last 12 months (optional question). If desired, you can elaborate on challenges and how you are tackling these: ☐ Embedding PRB oversight into governance ☐ Gaining or maintaining momentum in the bank ☐ Getting started: where to start and what to focus on in the beginning ☐ Conducting an impact analysis ☐ Assessing negative environmental and social impacts ☒ Choosing the right performance measurement methodology/ies ☒ Setting targets ☒ Customer engagement ☐ Stakeholder engagement ☒ Data availability ☒ Data quality ☐ Access to resources ☐ Reporting ☐ Assurance ☐ Prioritizing actions internally ☐ Other: ...			2022 Sustainability Report



8.7 UNEP-FI PRINCIPLES OF RESPONSIBLE BANKING - INDEPENDENT LIMITED ASSURANCE STATEMENT

INTRODUCTION AND OBJECTIVES OF THE ENGAGEMENT

To the Board of Directors of ALEXBANK

Masader was engaged by ALEXBANK to perform limited assurance on four sections within the United Nations Environmental Programme (UNEP) Finance Initiative (FI) Principles for Responsible Banking’s (PRB) Reporting and Self-Assessment template (the ‘UN PRB Template’) for the period ending December 31st, 2022.

SCOPE, SUBJECT MATTER AND LIMITATIONS

According to the UNEP FI PRB reporting and self-assessment guidelines, limited assurance is required on selected responses to ALEXBANK’s PRB Self-Assessment Template as presented in the areas defined in the table below.

Section 2.1	Impact Analysis.
Section 2.2	Target Setting.
Section 2.3	Plans for Target Implementation and Monitoring.
Section 5.3	Governance Structure for Implementation of the Principles.

The assurance process was subject to the following limitations and exclusions

- Verifying the data or information provided by ALEXBANK stated in the About the Bank section, and ALEXBANK’s CEO & Chairman Letters.
- Appropriateness of definitions and any internal reporting criteria adopted by ALEXBANK for its disclosures.
- Appropriateness of any new commitments and objectives established and communicated by ALEXBANK.
- Content of external websites or documents linked from the Report and ALEXBANK.

We have not been engaged to:

- Verify any statement indicating intention, opinion, belief and/or aspiration of ALEXBANK.
- Determining which, if any, recommendations should be implemented. ALEXBANK is responsible for the responses provided in the Assured PRB Self-Assessment Template, and for all information provided in this PRB progress Report.

METHODOLOGY

The following procedures and activities were followed to grant limited assurance on ALEXBANK’s responses to Self-Assessment Template:

- Determining whether the PRB framework is being applied correctly in relation to the Assured PRB Self-Assessment Responses.
- Assuring that any disclosure of the scope, scale and exposure, and the disclosure of the assessment of priorities and challenges for countries included in the analysis is consistent with the methodology and analysis undertaken.
- Engaging with ALEXBANK employees to explain and clarify the governance structure and relevant reporting procedures used to prepare the Bank high-level summary responses to the PRB Assured Self-Assessment Template.
- Review of process used for data collection and reporting where applicable and/ or available.
- Assuring that the disclosure of the methodology/ process applied accurately reflects the methodology and steps undertaken by ALEXBANK to conduct the impact analysis.
- Assuring that the disclosure of areas of most significant impact is consistent with the outcome of the impact analysis carried out.
- Assuring that targets set are consistent with the SDGs and country needs and are considered specific, measurable, relevant and time bound.
- Review of ALEXBANK’s Sustainability Report 2022 (the ‘Report’) to ensure it’s in line with our overall understanding of the assurance engagement.

CONCLUSION

We have reviewed the selected responses in the PRB Self-Assessment Template of ALEXBANK. Considering the risk of material error, we received all the necessary explanations from the bank to support sufficient evidence for our assurance conclusion.

Based on the activities performed and evidence received, in our opinion, ALEXBANK has complied, with all material respects, with the UNEP Finance Initiative’s Principles for Responsible Banking framework for the period ended 31 December 2022.

In accordance with the terms of our engagement, this independent assurance statement on the Selected Information has been prepared for ALEXBANK concerning reporting to Intesa Sanpaolo and the Reporting Organisation’s stakeholders and for no other purpose or in any other context.

For and on behalf of Masader Environmental and Energy Services S.A.E

Dr.Abdelhamid Beshara,



Founder and Chief Executive Officer
Masader, Environmental & Energy Services (S.A.E)
Cairo, March 15th, 2023

