



ALEXBANK

CREATING CONNECTIONS TO EMPOWER EGYPTIAN YOUTH

PHOTO BY: NOUR EL DIN SHERIF

A girl enrolled in one of the "In House Nurseries" in Edfu, providing young children with a holistic educational and social experience. As part of Tamkeen ("Empowerment"), our Integrated Village Development project covers a range of development interventions and assistance to ultra-poor families in five villages in the center of Edfu.



PHOTO BY: NOUR EL DIN SHERIF

DISCLAIMER

The 2019 Sustainability Report is an outline of ALEXBANK's sustainable business and operations. While ALEXBANK has made every attempt to ensure that the information contained in this publication is accountable and accurate, all information and performance indicated in this publication is historical; and past performance is not an assurance of future results. All Intellectual Property Rights associated with this publication are proprietary. Corporate and Registered Head Office*1 Address: 49 Kasr El-Nile, Downtown – Cairo, Egypt. View "Creating Connections to Empower Egyptian Youth" online. To remain true to our values as ALEXBANK, we ask you to please consider the environment before printing this report.

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At one of the "In House Nurseries" in Edfu, children use play dough to both enhance their social skills and develop their creativity.

PHOTO BY: NOUR EL DIN SHERIF

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Dante Campioni,
Managing Director & CEO



Ziad Bahaa-ELDin,
Chairperson



ALEXBANK HAS BEEN WORKING TOWARDS CONTRIBUTING TO EGYPT VISION 2030'S NATIONAL DEVELOPMENTAL GOALS.

Letter to Stakeholders¹

This year, we have the pleasure to present you with our sustainability roadmap and journey for the year 2019, through our third annual Sustainability Report. This year's report is centered around the theme of Creating Connections to Empower Youth, as it emphasizes the various initiatives we have taken as a Bank, and as an active agent of positive change in Egypt over the past year. Our mandate and efforts stem from a commitment to contributing to Egypt's Vision 2030, while simultaneously growing our customer base and providing new generations of Egyptians with the necessary tools to gain financial awareness and security. Our success can be credited to the sustainability priorities and continuous support of our parent company, Intesa Sanpaolo Group, which remains engaged and active in promoting governance that pursues sustainable value creation.

Egypt is a vibrant country; rich in cultural heritage that reflects its glorious past. More importantly, Egypt's greatest asset lies in its young population: the drivers of energy, talent and prosperity. Everywhere around us, we are heartened by the efforts of young Egyptians to develop their communities through technology, arts and entrepreneurial endeavors. More than ever, young Egyptians have been working tirelessly towards assuring prosperity for all. At ALEXBANK, we are committed to doing the best we can as a business, and as a corporate citizen, to support and fulfill the needs of a youthful population demanding the best from its institutions.

Year after year, our ability to create shared value is enriched by innovative business practices and initiatives. We commit to establishing ourselves in a sustainable

manner by aligning with strategic business and sustainability goals. We maintain the constant growth of our Small and Medium Enterprise portfolio to support Egypt's rising youth-led entrepreneurial ventures, we work towards increasing financial inclusion and literacy, raise environmental awareness to place emphasis on effective resource management, empower women, provide a platform for Egypt's artisans, and enhance our digital platforms to communicate in the language of a generation at the cusp of a revolutionary technological change.

Our decision to become a member of the United Nations Environment Programme - Finance Initiative (UNEP-FI) alongside our Parent Intesa Sanpaolo, stems from our commitment to ensure that our products and services are

evolving to meet increasingly complex community needs, without compromising the environment, and while fully affirming the tenets of responsible banking. As this report demonstrates, we remain dedicated to transparently communicating with our stakeholders in alignment with the GRI Standards and the United Nations Global Compact (UNGC) frameworks.

Now back to the core of this report, Egyptian youth, who as employees, partners and community members are constantly working towards realizing a more vibrant and prosperous future. In celebration of Egyptian youth, we are proud to be presenting this report in a laptop sleeve made by "Black Duck", the brainchild of a rising Egyptian creative entrepreneur who turns plastic into art.

Dante Campioni,
Managing Director & CEO

Ziad Bahaa-ELDin,
Chairperson



1

ABOUT THIS REPORT²

The "In-House Nurseries" project provides a safe and nurturing place for the children of Edfu.

1. ABOUT THIS REPORT

1.1

Report Overview³

Bank of Alexandria (“ALEXBANK”) is an Egyptian Joint Stock Company (S.A.E) and subsidiary of Intesa Sanpaolo S.P.A., performing under the provisions of the Central Bank of Egypt (CBE) and Monetary Law No. 88/2003. ALEXBANK was established in 1957, and Intesa Sanpaolo Group became its main shareholder in 2007.

We are proudly publishing our third annual sustainability report to confirm and celebrate our commitment to ensuring the social and environmental welfare of our stakeholders, including but not limited to our employees, partners, clients and the communities we operate in. We recognize our role as a financial institution in establishing sound governance to operate transparently, sustainably and add value to society. Aligned with Intesa Sanpaolo Group’s Business Plan (2018-2021) and Egypt’s Vision 2030 developmental goals, we have been committed to growing as a business, and serving our community without compromising the wellbeing of the environment.

This report is prepared according to the GRI Standards. The report’s content is based on information from interviews with key stakeholders, internal reports and monitoring systems and ALEXBANK’s audited financial statements. This report has been prepared in accordance with the GRI Standards: Core option.

Covering the fiscal year 2019 (from 1st of January to 31st of December 2019), this report outlines ALEXBANK’s activities to create shared value over the course of the year. Any efforts described outside this period are indicated in the respective sections.

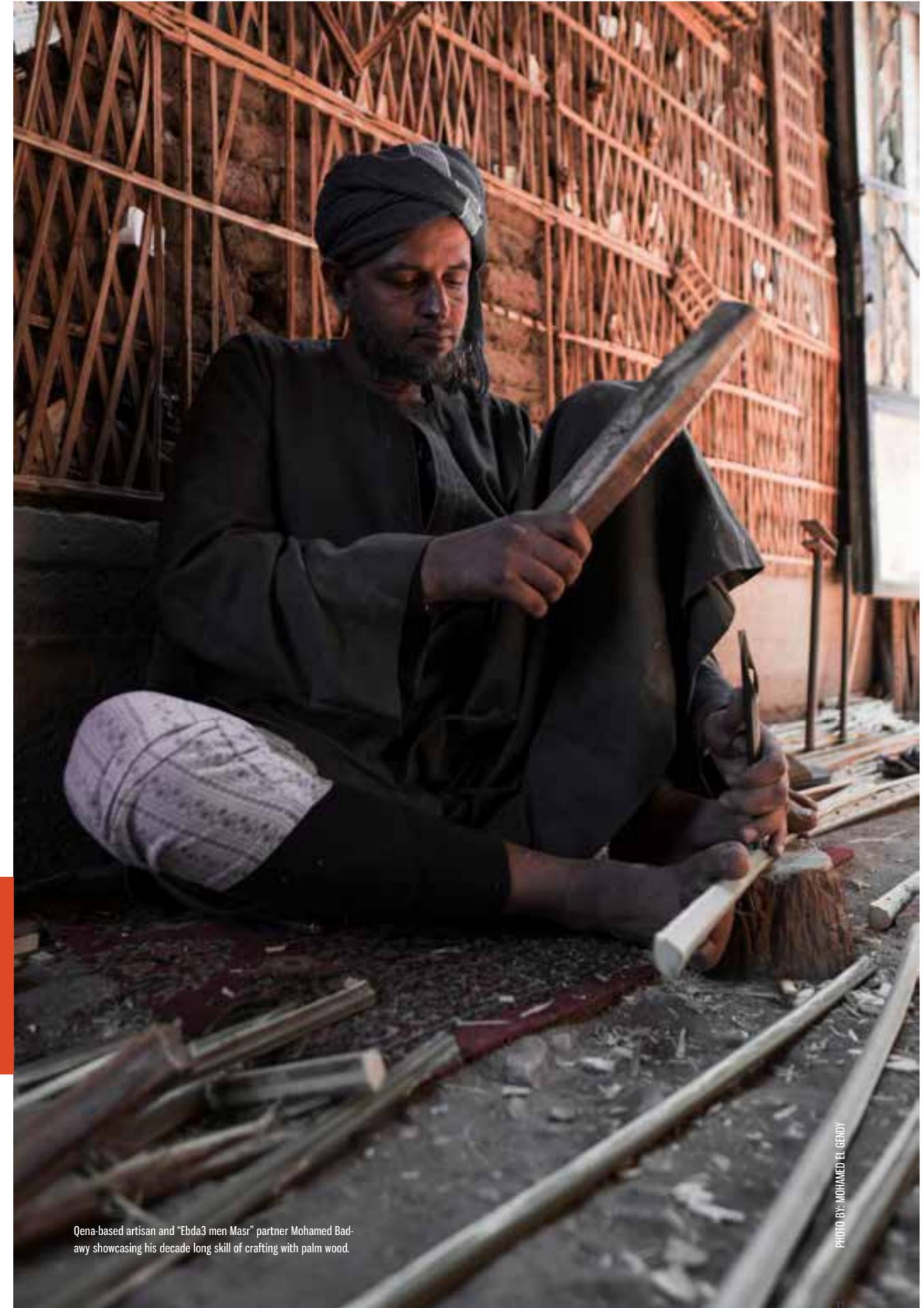
Our second Sustainability Report with the title “Impact Through Innovation: A New Phase of Sustainable Growth” was published on the 6th of June 2019 and covered the year 2018 (from 1st of January to the 31st of December 2018). It covers material topics we identified in 2018 as while shedding light on new topics in 2019.

THROUGHOUT THE REPORT, AND IN LINE WITH OUR DEDICATION TO RESPONSIBLE BANKING VALUES, WE REFLECT ON THE GROWING CONNECTIONS BETWEEN OUR THREE CORE COMMITMENTS:

- 01** Establishing clear guidelines to mitigate and reduce social and environmental risks.
- 02** Promoting the welfare of our employees through the introduction of social programs that extend to their families.
- 03** Creating a framework that can be tailored to evolve with the changing demands of our growing customer base.

This year’s Sustainability Report also includes our plans and aspirations for future developments based on the assumptions and forecasts of ALEXBANK and Intesa Sanpaolo Group. Subject to any number of predictable or unpredictable risks or challenges, the current outcome, and its future development or performance could considerably change. As we continue to evolve, this report enables us to inform

our stakeholders of changes, achievements or challenges that occurred throughout 2019. In parallel, and to guarantee transparency regarding our financial performance, we publish quarterly financial statements on our website, together with a consolidated report on the Bank’s activities and financial statements for the year ended, as approved by our Board of Directors.



Qena-based artisan and “Ebda3 men Masr” partner Mohamed Badawy showcasing his decade long skill of crafting with palm wood.

PHOTO BY: MOHAMED EL GENDY

Topic Materiality Boundary⁴

PHOTO BY: NOUR EL DIN SHERIF

TO DETERMINE THE SCOPE OF THIS REPORT, WE CONDUCTED A MULTI-STAKEHOLDER SURVEY TO GATHER KEY STAKEHOLDER INSIGHTS ON MATERIAL AREAS.

We also complemented the stakeholder insights with reporting aspects from the GRI standards that are of high materiality to the financial services sector in Egypt, the Group's priorities as outlined in Intesa Sanpaolo's Business Plan (2018-2021) and ALEXBANK.

The below table details GRI topics and their materiality in relation to ALEXBANK. It complements the summary table, which includes each topic's materiality and the topic boundary for every material topic.

A close up of Egypt's River Nile captured in Sohag.

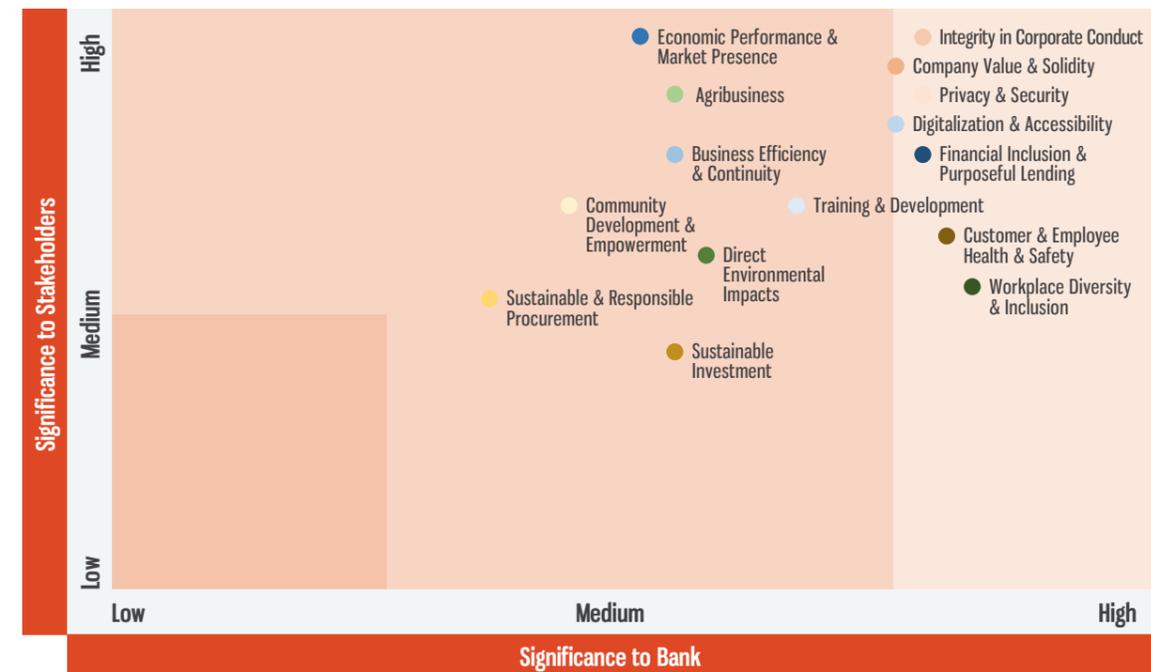
⁴ GRI 102-47

Boundary Indicators

'Inside' - indicates that the aspect has impacts that occur inside ALEXBANK
 'Outside' - indicates that the aspect has impacts that occur outside ALEXBANK

2019 Material Topics	Level of Priority	Aspect Boundary
● Company Value & Solidity	High / High	Inside / Outside
● Integrity in Corporate Conduct	High / High	Inside / Outside
● Privacy & Security	High / High	Inside / Outside
● Financial Inclusion & Purposeful Lending	High / High	Inside / Outside
● Economic Performance & Market Presence	High / High	Inside
● Business Efficiency & Continuity	High / High	Inside / Outside
● Agribusiness	High / High	Outside
● Training & Development	High / High	Inside
● Digitalization & Accessibility	High / High	Inside / Outside
● Customer & Employee Health & Safety	High / High	Inside / Outside
● Workplace Diversity & Inclusion	High / High	Inside
● Sustainable Investment	High / Medium	Inside / Outside
● Community Development & Empowerment	Medium / High	Inside / Outside
● Direct Environmental Impacts	Medium / High	Inside / Outside
● Sustainable & Responsible Procurement	Medium / Medium	Outside

Figure 1: Materiality Gap



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13 Stakeholder Engagement⁵

TRANSPARENTLY ENGAGING WITH OUR STAKEHOLDERS, BOTH INTERNAL AND EXTERNAL, IS CRUCIAL TO OUR SUSTAINABILITY AND GROWTH. THEREFORE, OUR COMMUNITYSHIP APPROACH IS AT THE CORE OF EVERY DECISION WE MAKE.

CommUnityShip is an integral part of our approach to doing business, as all our products, services, and initiatives are developed to cater to the needs of all our stakeholders and the community as a whole.⁶

In 2019, our efforts to effectively capture the needs and insights of our stakeholders included:



The smiles of two young children in class at "I The Egyptian", our partner promoting a safe, shielded environment for children.

PHOTO BY: FARAH SHALABY

1.

To gather insights from our internal stakeholders, we conducted four engagement workshops around the topics of: (1) Human Capital and Customer Satisfaction; (2) Environmental Performance and Supply Chain Practices; (3) Creating Shared Value and Social Investments; and (4) Overall Sustainability Approach and Economic Performance. These workshops allowed us to gather in-depth insights around where we are, where to head, and recommendations for more effective integration of sustainability principles across our operations.

2.

We circulated a stakeholder survey to our external stakeholders to gather their invaluable feedback and insights around our sustainability approach, and their recommendations for enhanced practice and communication.

3.

For the third consecutive year, and as part of our efforts to maintain clear communication channels with all our stakeholders and to advocate for sustainability in Egypt, we organized an annual CSR conference where we engage with sustainability and development practitioners and the CSR community. Moreover, the CSR & Sustainable Development Office contributed to the Egyptian Network for Integrated Development (ENID) "Clusters and Economic Development in the South" Conference to outline its developmental initiatives to partners.



EMPLOYEES

- Network Personnel
- Staff Personnel
- All Employees and Managers
- Top Management
- Trade Unions



CUSTOMERS

- Retail and Individual Customers
- Microfinance Customers
- SME Customers
- Large Corporate Customers
- Social Enterprises
- Public Authorities
- Associations



SHAREHOLDERS

- Intesa Sanpaolo Group (ISP)
- Egyptian Government
- International Finance Corporation (IFC)



SUPPLIERS

- Large-and-Small-Scale Suppliers
- Commercial Partners
- Sub-Suppliers



THE ENVIRONMENT

- Impact on Future Generations



COMMUNITY

- Communities Served and Operated In
- NGOs and CSR Partners
- Regulatory Authorities
- National and International Public Institutions
- Media



1. ABOUT THIS REPORT

Our Internal Stakeholders

THE INTERNAL WORKSHOPS ENABLED US TO ENGAGE WITH OUR EMPLOYEES REGARDING OUR OPERATIONS, AND TO ELICIT THEIR INSIGHTS, PERCEPTIONS, AND RECOMMENDATIONS TO IMPROVE THE QUALITY OF INTERNAL ACTIVITIES. THE FREQUENCY OF ENGAGEMENT WITH OUR EMPLOYEES IS DAILY, WEEKLY, BI-MONTHLY, MONTHLY AND QUARTERLY.

ALEXBANK's staff have a high level of involvement in regard to the Bank's sustainability efforts, but they see the need to increase the level of awareness regarding ALEXBANK's sustainability efforts through public communication. The level of importance of the Bank's contributions to economic, social, and environmental sustainability is quite high for ALEXBANK's personnel. A synopsis of our efforts on behalf of our employees can be found in the "Celebrating Diversity at ALEXBANK" section of this report.

Attendees of the "Environmental Performance and Supply Chain Practices" workshop were particularly generous in their suggestions to reduce the Bank's environmental footprint and assess environmental and supplier compliance further – two of the important material topics we address as a Bank. These are listed in the "Environmental Welfare" section of this report.

During the "Overall Approach and Economic Performance" and the "Human Capital and Customer Satisfaction" workshops, the need to further address customer complaints more efficiently and improve customer satisfaction through digitalization and accessibility in our branch networks was discussed. Participants also suggested to maintain the Bank's focus on Agribusiness and Digitalization moving forward. These recommendations are mentioned in the "About Us" and "Growth for Impact: Our Year in Review" sections. The "Social Investments and Creating Shared Value" workshop allowed us to engage and reflect on our sustainability practices and our methods to create shared value through our multiple sustainability initiatives. This is further elaborated in the "Creating Social Impact and Value" section of this report.

Overall, our internal stakeholders were pleased with the achievements that ALEXBANK has made throughout 2019. They made numerous actionable and efficient recommendations throughout the workshops that would enable each department to grow and improve its operations, in order for both stakeholders and the Bank to benefit in 2020.

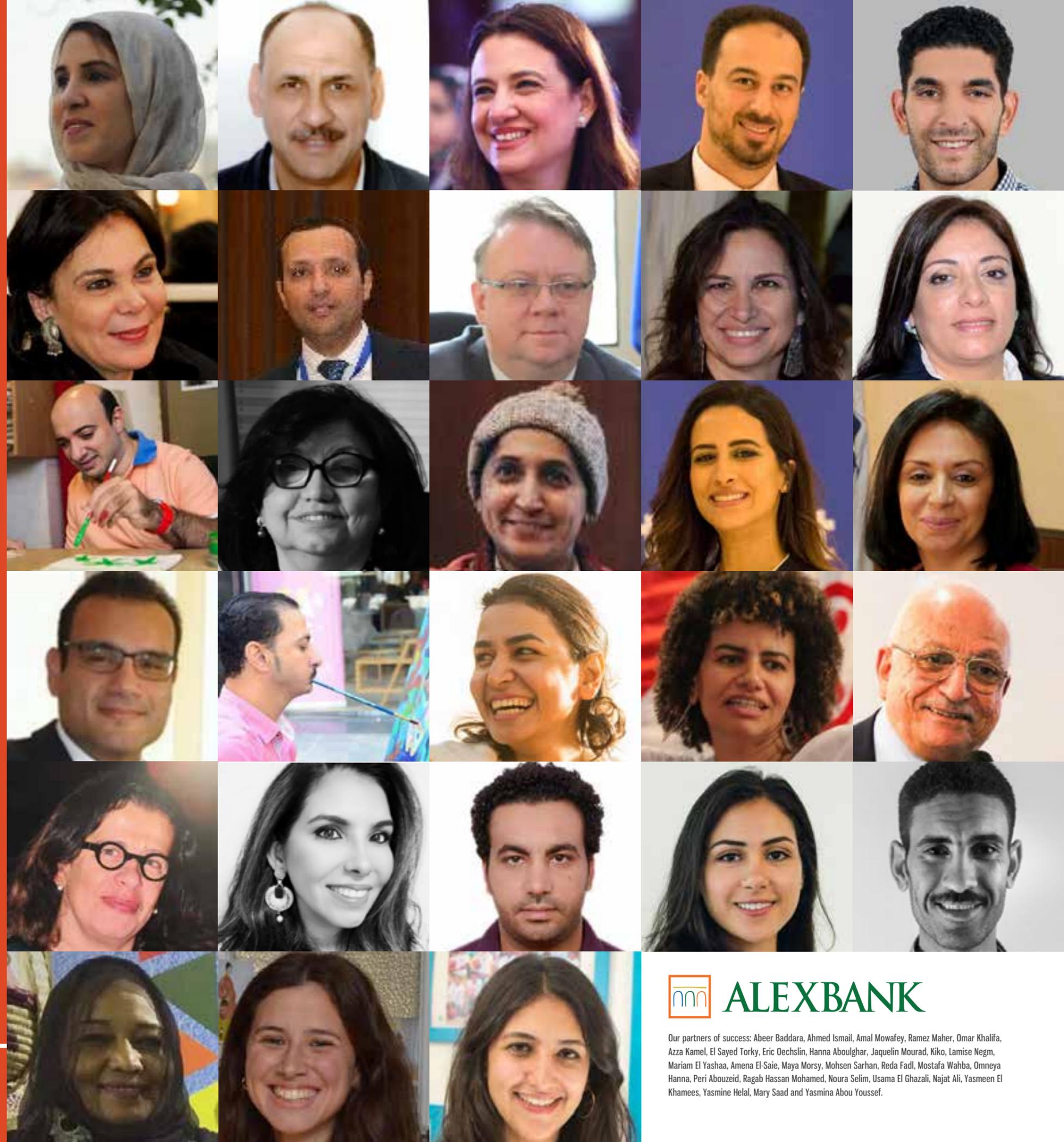
A group of students enjoying and engaged by the educational activities offered at "I The Egyptian" where work is being done towards providing Egypt's marginalized children with educational support.

1. ABOUT THIS REPORT

Our External Stakeholders

A SURVEY WAS CONDUCTED FOR OUR EXTERNAL STAKEHOLDERS TO EXAMINE THEIR LEVEL OF AWARENESS OF ALEXBANK'S SUSTAINABILITY STRATEGIES AND GROWTH, HOW WE CAN BETTER UTILIZE OUR SCALE AND OPERATIONS TO CREATE MORE VALUE, AND TO BETTER UNDERSTAND THEIR PERCEPTIONS REGARDING THE IMPORTANCE, RELEVANCE AND PRIORITY OF CERTAIN ECONOMIC, SOCIAL, AND ENVIRONMENTAL SUSTAINABILITY INDICATORS TO THE BANK. WHILE THE SURVEY WAS ESPECIALLY CREATED FOR US TO GET AN INSIGHT ON OUR EXTERNAL STAKEHOLDERS' OPINIONS ABOUT SPECIFIC MATTERS, THE FREQUENCY OF ENGAGEMENT WITH OUR CUSTOMERS AND BUSINESS PARTNERS IS DAILY, WEEKLY, BI-MONTHLY, MONTHLY AND QUARTERLY.

Survey respondents identified a few topics and activities that they would like ALEXBANK to take part in, to enhance communication and help us manage and adhere to their needs. According to the survey results, over 60% of respondents had never read any of ALEXBANK's Sustainability Reports covering the years 2017 and 2018. However, when asked to rate ALEXBANK's level of communication (low, medium, high) with stakeholders, most respondents (41.7%) selected medium. These were chiefly customers and partners. Our efforts to improve our level of communication to high can be shown in the "Ensuring Sustainable Operations" section of this report. Additionally, our response to this would also be to create a higher level of awareness through our branch networks by implementing the recommendations of the survey respondents, which are addressed in the table below to help us identify and prioritize our initiatives and community collaborations:



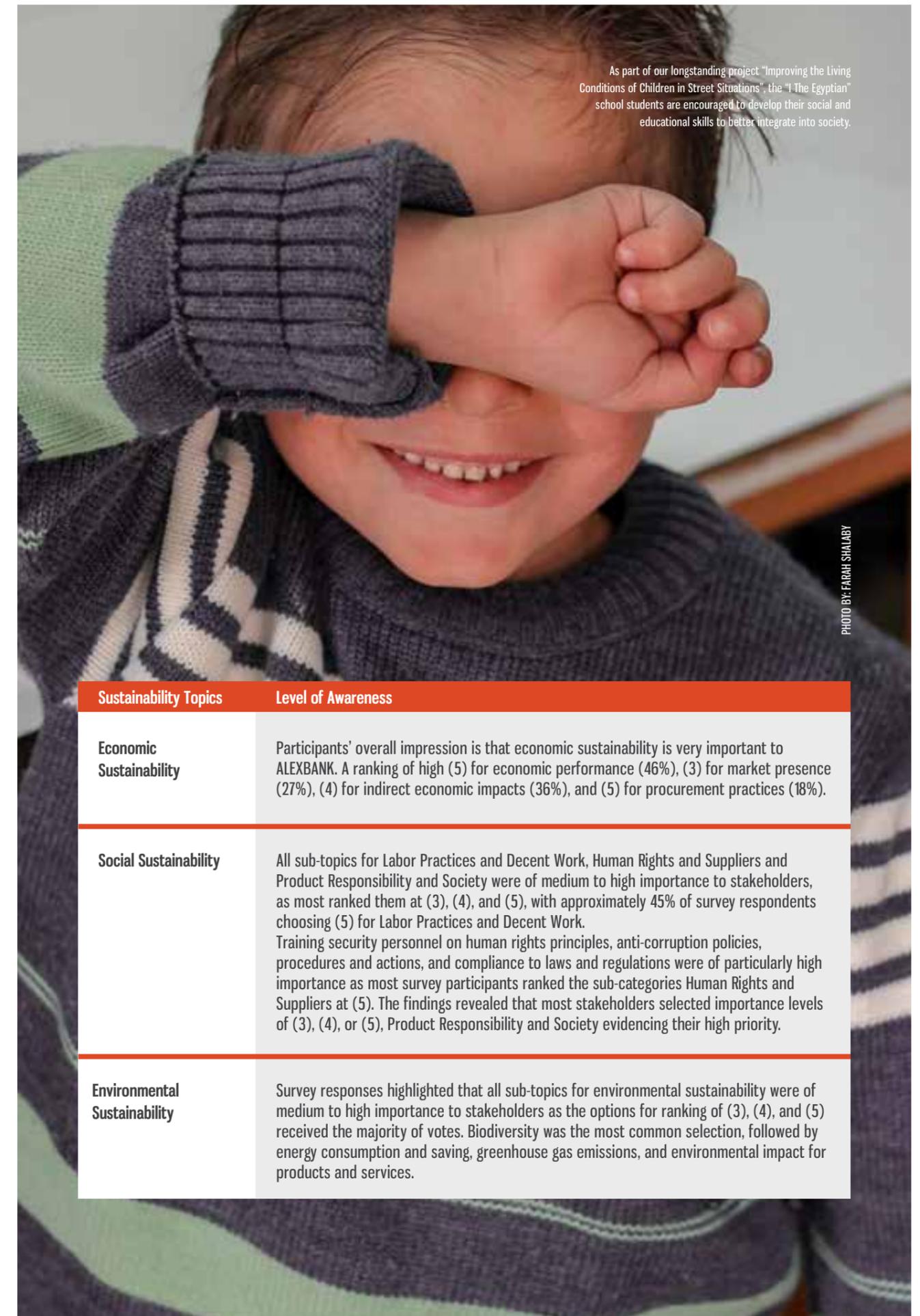
Our partners of success: Abeer Baddara, Ahmed Ismail, Amal Mowafey, Ramez Maher, Omar Khalifa, Azza Kamel, El Sayed Torky, Eric Dechslin, Hanna Aboughar, Jaquelin Mourad, Kiko, Lamise Negm, Mariam El Yashaa, Amena El-Saie, Maya Morsy, Mohsen Sarhan, Reda Fadl, Mostafa Wahba, Omneya Hanna, Peri Abouzeid, Ragab Hassan Mohamed, Noura Selim, Usama El Ghazali, Najat Ali, Yasmeen El Khamees, Yasmine Helal, Mary Saad and Yasmina About Youssef.

1. ABOUT THIS REPORT

Topics/Activities	Recommendations/Comments
Private Exhibitions	Suggestions included creating private exhibitions that involve initiatives and partners other than those of "Ebda3 men Masr". These initiatives could offer a variety of training programs and different kinds of exhibitions, like tradeshows or virtual exhibitions.
Cooperation and Communication	External stakeholders are very keen to extend their level of communication and cooperation with ALEXBANK. Recommendations included that ALEXBANK: <ul style="list-style-type: none"> Send monthly newsletters; Share its Strategy for CSR and sustainable development; Stage more exhibitions; Produce short videos to be shared on YouTube; Conduct introductory seminars on CSR and sustainable development; Publish news bulletins about online banking applications; Provide constant communication on and solutions to marketing problems; and Hold workshops for the Bank's strategic partners and stakeholders to advocate about sustainability plans and efforts.
Environmental Protection and Sustainability	Some stakeholders felt they did not have enough information or documentation about ALEXBANK initiatives, and, therefore, could not adequately evaluate our efforts. Accordingly, some of their answers were based on priorities they think the Bank should address. However, despite this limitation, they firmly believe that the Bank needs to focus on and prioritize environmental protection and sustainability in all its key aspects.
Branch Networking	To better utilize our branch network to create more value for the communities in which the Bank operates, responses and recommendations included: <ul style="list-style-type: none"> Networking with NGOs in each region; Increasing documentation about the Bank's objectives, activities and current programs; Regularly advertising important Bank services and initiatives; Setting up booths or partitions in branches that highlight CSR and sustainable development activities in that specific branch community; Adopting initiatives that would encourage the local community to have an active role; and Providing assistance to owners of small businesses.

Furthermore, because the level of awareness between the Bank and our stakeholders was mainly at "medium" level, some stakeholders would like us (1) to improve our level of communication about our sustainability efforts with the public at large by sending frequent emails informing partners of ALEXBANK's strategies – on a sectoral basis, in particular – and (2) to implement inclusive development approaches and sustainability in combination with the Bank's SMEs target markets development strategy.

Beyond general insights, we wanted to understand our stakeholders' perspectives in terms of what topics they think are material to ALEXBANK and how we can improve our sustainability regarding those topics. According to survey responses, there is a high level of involvement in regard to the Bank's sustainability efforts. The level of importance to stakeholders for our economic, social, and environmental sustainability is quite high (5 on a scale of 1 to 5). The table below summarizes stakeholder survey insights gathered for sustainability topics:



As part of our longstanding project "Improving the Living Conditions of Children in Street Situations", the "I The Egyptian" school students are encouraged to develop their social and educational skills to better integrate into society.

PHOTO BY: FARAH SHALABY

Sustainability Topics	Level of Awareness
Economic Sustainability	Participants' overall impression is that economic sustainability is very important to ALEXBANK. A ranking of high (5) for economic performance (46%), (3) for market presence (27%), (4) for indirect economic impacts (36%), and (5) for procurement practices (18%).
Social Sustainability	All sub-topics for Labor Practices and Decent Work, Human Rights and Suppliers and Product Responsibility and Society were of medium to high importance to stakeholders, as most ranked them at (3), (4), and (5), with approximately 45% of survey respondents choosing (5) for Labor Practices and Decent Work. Training security personnel on human rights principles, anti-corruption policies, procedures and actions, and compliance to laws and regulations were of particularly high importance as most survey participants ranked the sub-categories Human Rights and Suppliers at (5). The findings revealed that most stakeholders selected importance levels of (3), (4), or (5), Product Responsibility and Society evidencing their high priority.
Environmental Sustainability	Survey responses highlighted that all sub-topics for environmental sustainability were of medium to high importance to stakeholders as the options for ranking of (3), (4), and (5) received the majority of votes. Biodiversity was the most common selection, followed by energy consumption and saving, greenhouse gas emissions, and environmental impact for products and services.

1. ABOUT THIS REPORT

The General Public

5th Annual CSR Conference and 3rd Matchmaking Forum- “CSR & the Rise of Regional Partnerships in Development” 15, 16 April 2019 – Federation of Egyptian Industries, Sawiris Foundation for Social Development, Professional Development Foundation.

For the third consecutive year, ALEXBANK co-organized the fifth CSR Annual Conference and third Matchmaking Forum “CSR & the Rise of Regional Partnerships in Development” with the Federation of Egyptian Industries (FEI), in collaboration with the Sawiris Foundation for Social Development (SFSD) and the Professional Development Foundation (PDF), with a focus on enhancing sustainable and inclusive development, fostering foreign direct investment (FDI) in Egypt and in Africa as well as ensuring women and youth economic empowerment in rural and disadvantaged areas. The Bank was able to bring together for 2,500 attendees, 14 international speakers, and 40 local experts, across 10 panel discussions to promote dialogue surrounding the role of CSR in promoting a sustainable developmental foundation for countries in the MENA region.

The conference welcomed 15 diverse speakers and was inaugurated by then Minister of Social Solidarity Dr. Ghada Wali, then Minister of Trade and Industry Eng. Amr Nassar, and Eng. Mohamed El Sewedy, Chairman of the Federation of Egyptian Industries. It began by opening the “Ebda3 men Masr” Bazaar, taking place for the second year, where 18 exhibitors displayed their work, including refugees from Sudan and Ethiopia, introducing a multi-cultural handicraft and business model for economic empowerment to individuals from all over Africa.

Egypt Integrated Network for Development’s 6th Annual Conference

For a third year, ALEXBANK collaborated with the Egypt Integrated Network for Development (ENID) to host their sixth annual conference titled “Clusters and Economic Development in the South” in February, in Luxor. The conference aimed to bring together multiple entities in the field of development to highlight different models that enable social and economic progress. More importantly, it allowed for diversity in dialogue to thrive, ensuring that a more holistic approach is considered when implementing strategies to secure Egypt’s future. The conference took place under the auspices of H.E. Dr. Mostafa Madbouly, Egyptian Prime Minister, H.E. Dr. Sahar Nasr, then Minister of Investment & International Cooperation, and Ms. Randa Abou El-Hosn, UNDP Resident Representative in Egypt. The conference highlighted the value of diversity in development and solidified ALEXBANK’s current strategy to work towards implementing a diverse range of financial inclusion programs that promote economic and social welfare both in Upper Egypt and across the country.

Social Media

Our Facebook page is a gateway for all members of our community, providing regular updates on our services, initiatives and products. Moreover, in an effort to enhance our communication channels with clients, this popular social media platform enables us to directly respond to inquiries and interact with followers.

Under the Auspices



5TH CSR ANNUAL CONFERENCE

CSR AND THE RISE OF REGIONAL PARTNERSHIPS IN DEVELOPMENT





15TH OF APRIL, 2019

Organized by In Partnership with






Golden Sponsor	Platinum Sponsor	Co-Organizer	Strategic Partners	Main Partner
				

Media Partner	TV Partner	Digital Partner	Career Partner
			

The “CSR Conference” is one of many dialogue platforms ALEXBANK supports in order to further dialogue and discourse on developmental frameworks in the region.

Celebrating Our Volunteers

The People Creating Connections

While last year's report celebrated our Bank's Creating Shared Value (CSV) flagship initiative: "Ebda3 men Masr" through its partners, this year we dedicate our publication to the trailblazers enacting social change in Egypt: our people...our volunteers.

IN 1957, ALEXBANK WAS ESTABLISHED AS A PUBLIC INSTITUTION TO SERVE THE NEEDS OF THE EGYPTIAN POPULATION AND PROVIDE CRUCIAL FINANCIAL SERVICES ACROSS THE COUNTRY. OUR GOAL IS TO PROMOTE THE WELFARE OF EGYPT'S DIVERSE COMMUNITIES WHICH IS PRESENT IN OUR INITIATIVES IN 2019, AS IT WAS IN THE PAST, AND CONTINUES TO BE TODAY. WE ARE COMMITTED TO ESTABLISHING A SECURE FOUNDATION FOR EGYPTIANS ACROSS THE COUNTRY AND EXTENDING OUR SUPPORT FOR MORE GENERATIONS TO COME.



PHOTO BY: FARAH SHAJABY

We recognize and value the individuals actively participating in the advancement of their communities, working behind the scenes to bring our projects to life and creating long-term value. Our volunteers have transformed our ideas into tangible realities that enrich Egypt's developmental landscape.

Members of ALEXBANK's community spanning all ages and backgrounds contributed to the development and success of initiatives to promote hunger alleviation, child development, environmental welfare, and education in Egypt. We are proud to report that more than 150 of our employees from across all functions took part in volunteering activities in 2019, representing a communal commitment to promoting development that can be sustained.

Our volunteers gave us the privilege to witness how passion, resilience, and dedication can influence major reforms. Above all, they have eloquently displayed a key message: "creativity is crucial to creating a connection that will translate to developmental growth." Embracing technology, utilizing artwork, and diversifying financial literacy methods are just some of the many ways an all-encompassing connection can be established.

We shed light on the stories behind the volunteers who play a pivotal role in advancing and empowering young Egyptians both at ALEXBANK and beyond in section 10. The People Shaping Our Connections.

A young boy learning to weave at the "I The Egyptian" school as part of a vocational training that aims to empower children to express themselves through the creative arts

1.5 Behind the Lens

Our Photographers



Nour El Din Sherif

“How do you photograph change? An after and before image would do it for a growing plant or a sky with different kinds of weather. But to see how a child in a simple community is developing through education and how teachers are attending interactive workshops to deliver a better learning experience for their students, that is a change that only could be felt through seeing the passionate eyes and smiles in the process. I was lucky enough to witness and photograph some of the projects that ALEXBANK supports in Upper Egypt and be able to meet ALEXBANK’s staff from Sohag to Tanta and hear their stories of volunteerism and how they were part of this journey of change.”



Mohamed El Gendy

“As an engineering graduate turned photographer, I have been developing my skills and finding my style over the past few years. My content, however, never drifts far from my usual pictures of travel, nature and people. This sustainability report provided me with both a challenge and an opportunity to combine all three. As we traveled along the Nile from Asyut to Qena and concluding in Siwa, I was able to photograph landscapes and the people there working to produce products that show craftsmanship among young women, and environmental awareness through agriculture and recycling. I would like to thank ALEXBANK for the journey, as well as for the opportunity to document the diverse projects they support.”



Farah Shalaby

“One thing I love about photography is that it is like a language. What a picture can say is worth a thousand words, isn't it? It is probably what got me into photography in the first place. With ALEXBANK, I had the privilege to see and photograph some of the most inspiring projects: from projects about women's empowerment to child development to preserving skills and reviving fabulous arts from our heritage that are almost gone, in addition to making a living out of it for many people. It is truly inspiring to get a chance to document these moments. It reminds me of the reason why I started practicing photography.”



The women behind the "Firka Niqada Textile" workshop, contributing to Qena's famed historic artform.

2.

ABOUT US⁷



PHOTO BY: NOUR EL DIN SHERIF

Egypt's River Nile flowing through the city of Sohag.

2. ABOUT US

2.1

Our Mission & Values

We continuously aim to provide high quality banking and financial services to our customers to promote development in the areas in which we operate, while focusing on sustainable results and the creation of a process, based on the trust deriving from customer and shareholder satisfaction.

We recognize our role as a financial institution and the impact we have on the welfare of our stakeholders and surrounding community. We are guided by our own Code of Ethics which is drawn in light of Intesa Sanpaolo Group's Code of Ethics as a real relations charter between the Bank and its stakeholders.

Our values embrace our key stakeholders including customers, employees, shareholders, suppliers, the environment, and the community at large. These guidelines solidify our commitment and integration of social and economic responsibility.

TO EMPHASIZE OUR EFFORTS OF CREATING A CULTURE OF TRANSPARENCY, OUR CODE OF ETHICS CAN BE FOUND ON ALEXBANK'S OFFICIAL WEBSITE AND IS PROVIDED TO ALL NEW EMPLOYEES UPON HIRING. MOREOVER, IT IS ADDRESSED IN OUR INDUCTION PROGRAM PROVIDED TO NEW HIRES.

Our Values⁸

TO ACCOMPANY THE VALUES THAT GOVERN ALEXBANK, WE HAVE A DEDICATED EMAIL CODEOFETHICS@ALEXBANK.COM TO WHICH ANY CASES OF NON-COMPLIANCE WITH THE CODE OF ETHICS CAN BE ADDRESSED TO BE HANDLED IN THE HIGHEST POSSIBLE CONFIDENTIALITY.



Integrity

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



Excellence

ALEXBANK sets itself the target of continuous improvement, farsightedness, anticipating challenges, cultivating extensive creativity aimed at innovation; moreover, it recognizes and rewards merits.



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

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



Equality

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



Values of the 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.



Responsibility in Use of Resources

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

At the "Tawazun" ("Balance") farm in the Siwa Oasis, visitors are greeted with majestic dandelions.

Our Strategic Goals

Inside ALEXBANK's Kasr El Nil branch, where hundreds of clients are supported daily.

WE CONTINUOUSLY REVIEW AND REFLECT ON OUR STRATEGIC GOALS AND STREAMLINE ACROSS ALL OUR OPERATIONS TO ENSURE THEIR ACHIEVEMENT TO THE BEST OF OUR ABILITY. OUR 2019 STRATEGIC GOALS ARE IN LINE WITH THE NATIONAL CONTEXT AND INTESA SANPAOLO'S BUSINESS PLAN (2018-2021):

INCREASING MARKET PENETRATION

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

FORMALIZING A MORE ROBUST RISK MANAGEMENT SYSTEM

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

ESTABLISH A LEADERSHIP POSITION FOR ALEXBANK

in the financing of the agribusiness sector.

BANKING THE UNBANKED,

working towards financial inclusion for all segments including the informal sector.

ESTABLISHING STRONG SYNERGIES

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

MOVING AWAY FROM CSR TO CSV

Moving away from Corporate Social Responsibility (CSR) towards Creating Shared Value (CSV) by leveraging our core business to create sustainable impact in alignment with Intesa Sanpaolo Group.

CONTINUING AND BUILDING UPON ALEXBANK EFFORTS AND INITIATIVES

relevant to impact financing for marginalized groups in society.

CREATING ENVIRONMENTAL AWARENESS

among our employees, clients and wider community.

Our Sustainable Development Framework

IN 2019, THE CSR & SUSTAINABLE DEVELOPMENT OFFICE EMBARKED ON ITS SECOND YEAR OF IMPLEMENTING ITS FOUR-YEAR STRATEGY, WHICH ENABLES SUSTAINABLE PROGRESSION IN ALIGNMENT WITH INTESA SANPAOLO GROUP'S FOUR-YEAR BUSINESS PLAN, THE SUSTAINABLE DEVELOPMENT GOALS (SDG'S) AND THE EGYPT VISION 2030 NATIONAL SUSTAINABLE DEVELOPMENT STRATEGY.



PHOTO BY FARAH SHALABY

The students of Funtasia take a moment to pose for a photo in between an action packed day of fun and learning.

Furthermore, every effort is made to ensure that governing bodies and the Central Bank of Egypt are regularly updated with CSR & Sustainable Development Office projects and initiatives.

The CSR & Sustainable Development Office strategy has enabled ALEXBANK to serve Egypt's diverse landscape more effectively, achieving a 200% increase in its beneficiaries by the second year.

The four dimensions of our strategy are:

- Economic Development, Social Innovation and Education
- Employee Engagement
- Financial Inclusion and Sustainable Finance
- Environmental Sustainability

A main component of the strategy is that the CSR & Sustainable Development Office creates synergies across all Bank functions to enable more opportunities to create shared value. This is due to wide recognition that mutual collaborations with the Bank's diverse functions prompts both the creation and implementation of sustainable and responsible services.

1. CSR & Creating Shared Value Unit

The CSR & Creating Shared Value Unit introduces sustainable community development programs and engages employees through strategic partnerships and regional events.

2. Sustainable Finance for Development Unit

The Sustainable Finance for Development Unit works on promoting sustainable finance through financial inclusion and literacy activities and products.

3. Social Performance & Reporting Unit

The Social Performance & Reporting Unit establishes environmental and social governance through analyzing and integrating environmental and social impact considerations into core business operations, policy implementation, and transparent reporting.

Banking in The Age of Technology

Improving the Accessibility of Our Branch Network

OUR BRANCH NETWORK WHICH CONSISTS OF 175 BRANCHES, AND OFFICES AND PROVIDES 437 AUTOMATED TELLER MACHINES (ATMS) ACROSS THE COUNTRY WITH 4,494 EMPLOYEES TO SERVE 1.573 MILLION CUSTOMERS. IN 2019, FOUR OF OUR BRANCHES WERE RENOVATED TO ENHANCE THE CUSTOMER EXPERIENCE AND MEET THE DEMANDS OF OUR GROWING CLIENT BASE.

Promoting inclusivity across our branch network is crucial to ensuring all members of our community can access and experience the services we provide. In partnership with Helm Consultancy, we have been working towards ensuring that our branches are accessible to people with disabilities, which also enables us to provide new hires from our first inclusive hiring forum "Azm" with a safe working environment. In 2019, we are proud to report that 20 of our branches are now accessible with an additional three to be completed by the first quarter of 2020, and we plan to expand to our wider branch network.

To accompany the construction undertaken to create accessible branches, we have scheduled two disability equality training sessions for an average of 30 targeted employees at the renovated branches to take place in 2020. The training aims to promote employee awareness on ethical workplace behavior to promote the successful integration of the differently abled.

At ALEXBANK, we ensure that any complaints we receive in any of our branches are handled in the best way possible. We manage our complaints in a decentralized manner to ensure swift and adequate responses to customers. This is achieved through ongoing communication between Head Offices and the entire branch network. A dedicated team of Head Office employees is responsible for maintaining communication across 175 branches daily. Moreover, to promote the development and skill enhancement of branch employees, the Compliance Department have outlined all relevant Central Bank of Egypt guidelines and regulations in a dedicated electronic library in addition to the Group guidelines for complaints management on our intranet which is accessible to all staff in both English and Arabic. Coupled with the additional resources on our intranet page, all newly hired branch managers receive extensive information on how to access Central Bank of Egypt circulars and regulations during their orientation.



ALEXBANK's esteemed management in attendance of the "Seamless North Africa Conference", strongly supporting the advancements in the Egypt's banking industry within the Fintech space.

2.5

Going Digital & Our Cyber Security Protection Measures⁹

We are currently in the midst of a radical digital transformation period aimed at providing our customers with the most unique banking experiences. Digitalization is a means to advance in a manner that is reflective of our time. As a subsidiary to the leading digital Bank Intesa Sanpaolo Group, we are equally committed to developing the online banking platform and multichannel banking.

ALIGNED WITH THE CENTRAL BANK OF EGYPT'S NATIONAL AGENDA, WE HAVE BEEN DEVELOPING DIGITAL SERVICES TO ENHANCE THE CUSTOMER EXPERIENCE ONLINE.

Consumer protection is not only central to Intesa Sanpaolo and ALEXBANK's digital operations but is a core element of the Central Bank of Egypt's regulations. To accommodate the expansion of our diverse digital banking services and increased cyber threats, ALEXBANK has been collaborating with SecureMisr to develop the Bank's cybersecurity strategy as well as leveraging its testing and advisory services. Thus far, our partnership with SecureMisr has enabled the Bank to ensure the highest security barriers are set in place to reduce security risks and protect client information. Our cybersecurity strategy is resilient and extends to all functions, remaining one of our core business goals. The partnership extends digital mediums and places equal emphasis on providing both employees and clients with the necessary awareness and information to mitigate risks associated with cyber-technology.

In November 2019, we launched "3D Secure Service," which is a new feature for both Debit and Credit cards to protect users making e-commerce transactions. 3D Secure Service is a security protocol that is both operated by MasterCard Secure Code and Verified by VISA. The service is designed to make internet shopping more secure through sending a One Time Password to the cardholder's registered mobile number. The additional confirmation procedure protects cardholders from suspicious or fraudulent activity by adding a third layer of security to online transactions and authenticating the cardholder before completing the transaction. This has aided us in our efforts to reduce the cost of chargeback raised from fraud transactions. All cardholders were automatically enrolled with no extra cost.

In order to meet the needs of a customer base that demands only the best from the financial institutions it invests in, ALEXBANK has been expanding its digitalization efforts continuously.

2. ABOUT US

ALEXBANK's Public Portal

Our website was fully revamped in September 2019 to improve the overall communication of the Bank's value proposition. This crucial online platform has been tailored to ensure our customers a greater experience through a more streamlined design.

THE NEW WEBSITE IS TAILORED TO RESPONSIVELY SERVE ALL CUSTOMER NEEDS THROUGH A USER-FRIENDLY INTERFACE THAT FEATURES:



Internet Banking Login

Customers can access all their accounts easily and monitor their transactions instantly wherever they are in both Arabic and English.



Call me Back

Customers can request a call back for any inquiries.



Book an Appointment

Customers can book an appointment in any of our branches, mentioning their inquiries.



Loan Calculator

Customers can calculate their required loans' installments according to their salary and repayment duration.



Exchange Rate Calculator

View the latest foreign exchange rates and execute currency conversion calculations between the top currencies for the Egyptian Market.



Branch and ATM Locator

Locate nearest ALEXBANK branch or ATM across Egypt based on the customer's geographic location.



Color & Font Accessibility

Supports both contrast interface for color blindness users and select between three font size options for a better experience.



Feedback

Customers rate their experience on the website with a scale of 1 to 5 and can add their comments.



Social Media Share

All pages and products can be shared on different social media platforms by clicking on the share icon. We believe this should be displayed in a visually appealing way rather than listed.

ALEXBANK's newly reformed public portal enables clients to conveniently gain access to all information pertaining to services and support.



Page Reach

72,293,957

Posts Reach

72,192,916

Engaged Users

4,093,399

Video Viewers

55,873,931

Total Interactions (shares, likes, comments)

1,600,000

Page Impressions

250,294,786

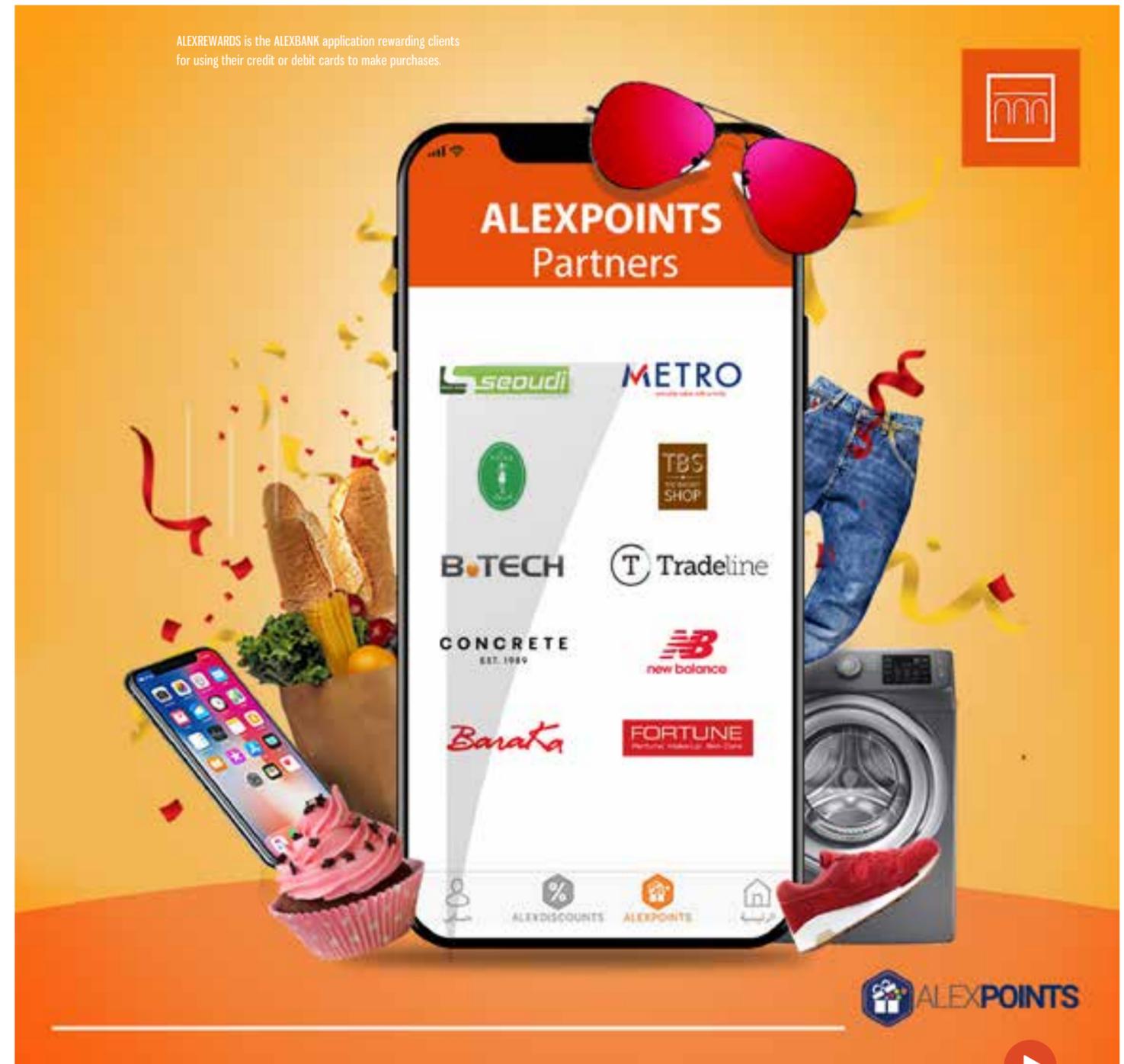
Engagement Rate

5.86%

Figure 4: Facebook Engagement Figures for 2019 evidencing the role our Facebook page plays in the bank's digitalization journey

ALEXREWARDS Application

WE LAUNCHED OUR UNIQUE LOYALTY PROGRAM “ALEXPOINTS” IN JULY 2019. “ALEXPOINTS” PROVIDES CUSTOMERS WITH A COMPLETELY DIGITIZED POINTS REDEMPTION EXPERIENCE THROUGH A BEST-IN-CLASS MOBILE APPLICATION. CUSTOMERS EARN POINTS ON A HOST OF BANKING PRODUCTS AND SERVICES THAT THEY CAN REDEEM INSTANTLY AT THE FINEST BRANDS. THE APPLICATION IS DESIGNED TO SERVE IOS AND ANDROID USERS IN ARABIC AND ENGLISH, ALLOWING USERS TO CONSTANTLY ACCESS THEIR ACCOUNT AND TRACK THEIR EARNINGS.



The cumulative redemption rate reached 10.7%, in only 6 months, which is more than double the market norm at this early stage (redemption rate = total points redeemed/total points earned). By the end of 2019, 11,000 customers had registered to the mobile application and 3,000 customers are actively redeeming their points through an average of

1.7 transactions. The success of the application can largely be credited to the diverse partnerships and brands that are made available to users. In 2019, “ALEXPOINTS” featured 40 high quality local and international brands covering a wide range of products and services, including electronics, fashion and travel.

Mobile & Internet Banking

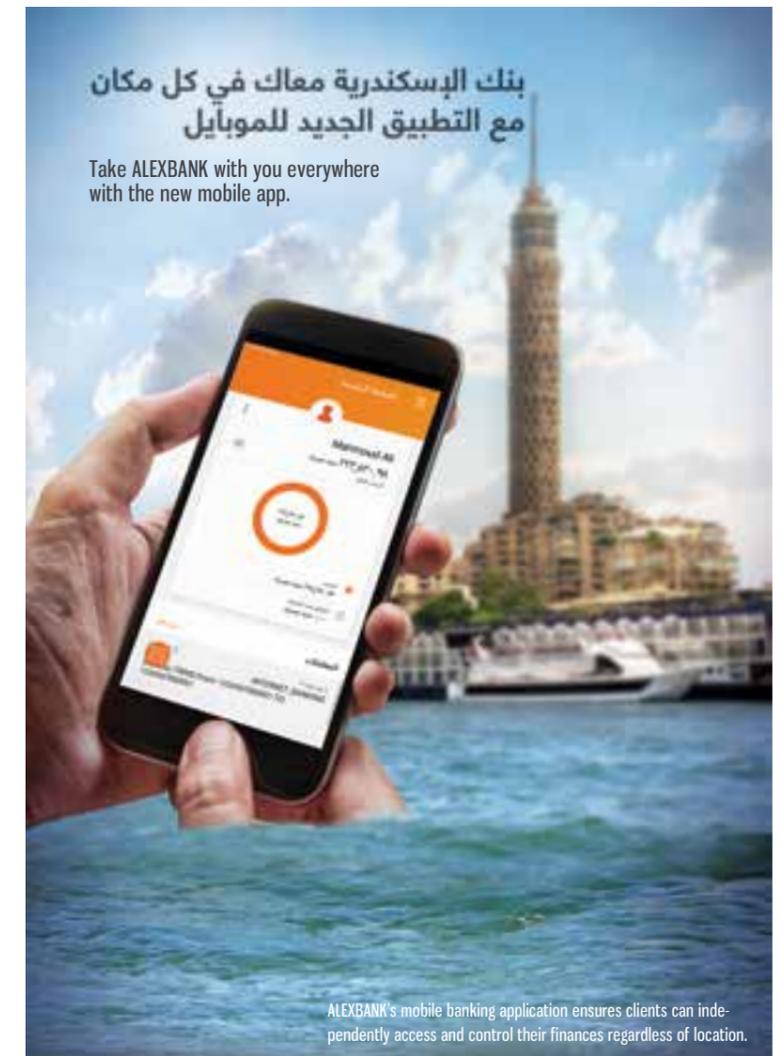
DIGITALIZATION IS CRUCIAL TO DEVELOPING A SUSTAINABLE RELATIONSHIP WITH OUR CUSTOMERS THAT IS REFLECTIVE OF THE DEMANDS OF EMERGING TECHNOLOGICAL ADVANCEMENTS. IN 2019, OUR MOBILE AND INTERNET BANKING SERVICES, HAVE CONTRIBUTED TO OUR BRANDING EFFORTS AS LEADERS IN THE FIELD OF DIGITAL BANKING IN EGYPT. OUR MOBILE & INTERNET BANKING APPLICATION IS AVAILABLE IN BOTH ARABIC AND ENGLISH AND CAN BE ACCESSED 24/7. WE ARE CONSISTENTLY WORKING TO ENHANCE OUR ONLINE CHANNEL AND ENSURING CUSTOMERS CAN FULFILL THEIR BANKING NEEDS BOTH SAFELY AND REMOTELY.

Our performance is steadily growing as shown in the table below:

	2018	2019	Percentage Increase
Internet/Mobile Banking Customers	168,376	275,788	64%
Active Users of Internet/Mobile Banking	14,123	20,823	47%
Internet/Mobile Banking Transfers	46,356	86,898	87%

ALEXBANK was awarded by MasterCard the “Best Co-Branded Card in Egypt 2019” for its Liverpool FC cards, highlighting the success of the Bank’s collaboration with MasterCard and Liverpool FC, for which ALEXBANK is the official card partner in Egypt since 2017.

In 2019, we signed an official partnership agreement with football icon Mohamed Salah, as the Bank’s official ambassador. This partnership cements the successful performance of our Liverpool FC cards aiming to connect our clients to a cultural icon combined with a unique banking experience. The card achieved unprecedented growth rates within the Bank’s card portfolio, with the number of cards issued virtually doubling in 2019 and the spending growth, both domestic and cross border, more than tripling.



2. ABOUT US

Ma7fazty

MA7FAZTY IS ONE OF OUR MOST POPULAR DIGITAL SERVICES. MA7FAZY COMBINES ALL YOUR ESSENTIAL DAILY MONEY TRANSACTIONS IN ONE MOBILE APPLICATION. IT'S A HIGHLY EFFECTIVE METHOD OF FACILITATING AND SIMPLIFYING SECURE MONEY TRANSACTIONS, ALL IN A FEW SIMPLE STEPS.

This tool allows customers to transfer money to any wallet in Egypt, pay mobile and utility bills, and make online purchases. Moreover, customers can Cash In and Out money from any ATM allowing Card-less Services, ALEXBANK branches or Fawry outlets. We received the “Highest Growth Rate” Award for Ma7fazty from MasterCard, recognizing the distinguished growth reached by the application. The wallet demonstrated excellence in the digital space, recording an exceptional growth of over 120% in 2019 and securing its position as a leading growth rate in the Egyptian market during the past three years in terms of total number of financial transactions. The launch of the wallet was widely embraced by customers in Egypt who used it as their go-to for their daily financial transactions, resulting in a triple growth of the total value of transactions in 2019 vs. 2018.

To learn more about Ma7fazty, please visit ALEXBANK's official website or view our 2018 Sustainability Report.

Seamless North Africa 2019

ALEXBANK HAS TAKEN PART IN THE FINTECH CONFERENCE “SEAMLESS NORTH AFRICA 2019”, HELD UNDER THE AUSPICES OF H.E DR. MOSTAFA MADBOULY, PRIME MINISTER OF EGYPT AND HOSTED BY THE CENTRAL BANK OF EGYPT WITH THE NOTABLE PRESENCE OF INTESA SANPAOLO GROUP AND ALEXBANK'S SENIOR MANAGEMENT.

The conference, which was hosted by Egypt for the second consecutive year aimed to address the challenges hindering the expansion of innovative financial products and services by bringing together renowned experts and professionals in the areas of e-commerce, financial technology, and e-payments. To shed light on ALEXBANK's comprehensive efforts in this regard, two presentations were delivered on “The National Digital Savings Groups” project and pride capital startup bootcamp. Moreover, Chief IT, Digital & Innovation Officer of Intesa Sanpaolo participated in a panel discussion about the challenges that face Egypt's emerging FinTech eco-system. Moreover, ALEXBANK took part in the exhibition as a platinum sponsor with a technological booth demonstrating the latest digital and electronic banking solutions



ALEXBANK's top management receive recognition for Ma7fazty's 2019 achievements in the field of online banking.

“The Information Security Department is continuously working to develop a robust cybersecurity strategy to preserve the interests of our customers with the guidance of Intesa Sanpaolo Group, ensuring the successful implementation of our strategy.”

For many Qena-based women, the craft of “firka” is a tool through which to achieve economic security while simultaneously preserving the governorate’s rich heritage.



Dareen Shaheen
Head of Information Security Department



3.

GROWTH FOR IMPACT: OUR YEAR IN REVIEW

As part of the Champions Teachers Program project in partnership with "Educate Me", teachers from Sohag explore diverse workshops to enhance their teaching skills to better serve and inspire young Egyptians.

The El-Refaie Mosque in the center of historical Cairo, and in direct view of the "Al-Qalam" Foundation ("The Pen") calligraphy workshops. It is a testament to the spectacular Islamic influences evident across Egypt and the source of inspiration for the foundation's work.



PHOTO BY: FARAH SHALABY

3. GROWTH FOR IMPACT: OUR YEAR IN REVIEW

3.1

Financial Highlights & Position¹⁰

ALEXBANK IS ACTIVE IN RETAIL, CORPORATE, AND INVESTMENT BANKING SERVICES BY PROVIDING A WIDE RANGE OF SERVICES INCLUDING; CURRENT AND SAVINGS ACCOUNTS, LOANS, DEPOSITS, CREDIT CARDS, CREDIT FACILITIES, FINANCIAL DERIVATIVES, AND DIGITAL SERVICES. MOREOVER, THE BANK PROVIDES COMPANY MERGERS, INVESTMENT PURCHASES, COMPANY RESTRUCTURING FINANCING, TREASURY MANAGEMENT AND FINANCIAL INSTRUMENTS.

In support of the Central Bank of Egypt's efforts to place financial inclusion at the forefront of the national agenda, ALEXBANK has been working towards providing Egypt's agricultural and industrial sectors with tailored products to ensure their efficient and successful inclusion within the banking sector, mirroring Intesa Sanpaolo Group's mission to promote economic prosperity for its stakeholders.

In the fiscal year 2018/2019, Egypt's Gross Domestic Product (GDP) grew at a rate of 5.6% compared to 5.3% in the previous year. Furthermore, in 2019, the Central Bank of Egypt increased its efforts towards wider financial inclusion, strengthening the resilience of small and medium enterprises (SME) and micro-

financing. ALEXBANK has embraced these initiatives and capitalized on the resulting business opportunities to provide long term value-added services to all its SME customers. Our loans to SMEs increased by around EGP 1.4 billion (approximately 23%) as per Central Bank of Egypt reporting. This was made possible via flexible financing programs designed to cover all customer financing needs, and innovative non-financial services including advisory, financial inclusion and literacy initiatives.

Our network of 175 branches nationwide remains an important channel linking us to our 1.573 million customers. As a result, and for a second time, ALEXBANK crossed the EGP 3 billion net profit mark in 2019.

“In 2019, and for the second year in a row, we achieved a net profit exceeding EGP 3 billion. This can largely be credited to our rigorous planning processes - a tool through which we achieve success and harmony between all stakeholders.”

A young boy turns to the carpet making workshop at the "I The Egyptian" school as a creative outlet and empowerment tool.



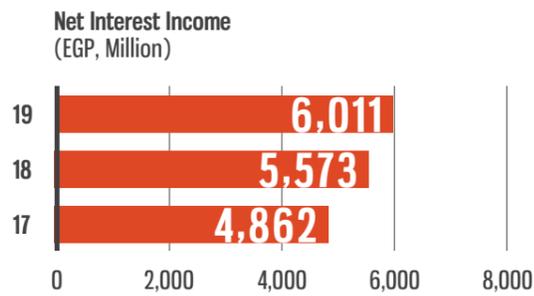
Remon William
Head of Tableau De Bord Office

3. GROWTH FOR IMPACT: OUR YEAR IN REVIEW

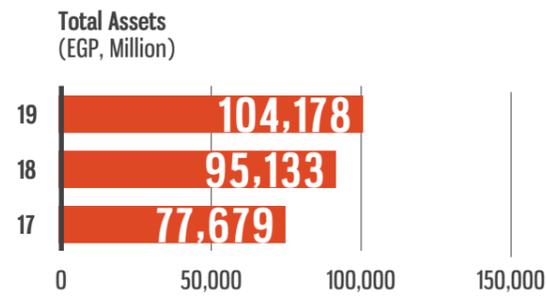
Decorative art pieces reflecting Egyptian culture through the ancient art of calligraphy using contemporary color combinations produced by participants of the "Al-Qalam" ("The Pen") programs.

PHOTO BY: FARAH SHALABY

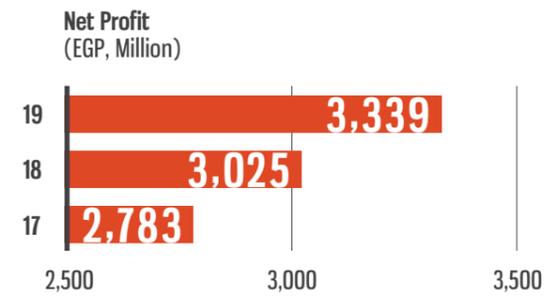
Financial Highlights



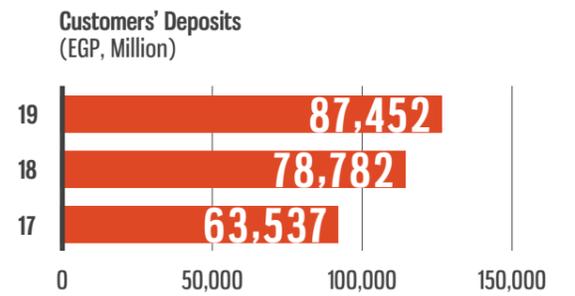
Net interest income increased by EGP 438 million or 7.9% in 2019 vs. 2018.



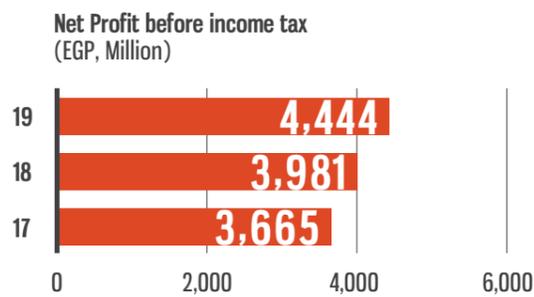
Total Assets increased by EGP 9.05 billion or 9.5% in 2019 vs. 2018.



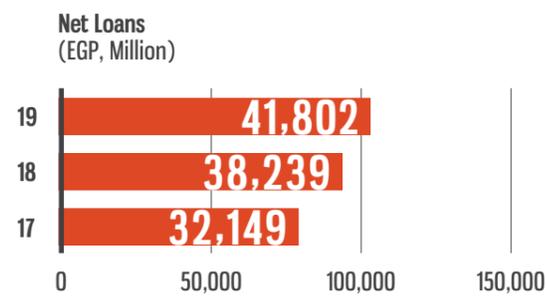
Net Profit for the year increased by EGP 314 million or 10.3% in 2019 vs. 2018.



Customers' deposits increased by EGP 8.67 billion or 11% in 2019 vs. 2018.

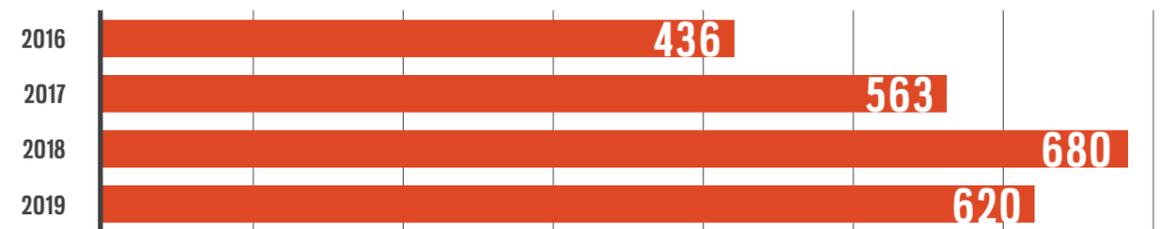


Net Profit before income tax increased by EGP 463 million or 11.6% in 2019 vs. 2018.



Total net loans increased by EGP 3.56 billion or 9.3% in 2019 vs. 2018.

Net Fees and Commission

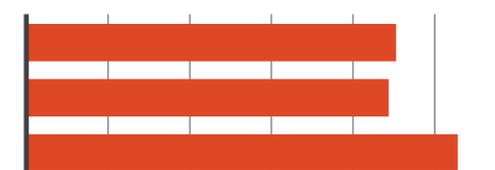


3. GROWTH FOR IMPACT: OUR YEAR IN REVIEW

Total Assets	ALEXBANK's total assets reached EGP 104 billion in 2019, an increase of more than 9.5% vis-à-vis EGP 95 billion in 2018. Balance Sheet volumes displayed noticeable growth compared to December 2018, primarily driven by a 9.3% and 11% increase in Net Loans to Customers and Customer Deposits, respectively. Lending activities have been addressed to create the conditions for sustainable growth through selectively rebuilding and re-balancing the corporate portfolio.
Net Interest Income	Net Interest Income increased by EGP 438.5 million, a 7.9% jump vis-à-vis 2018.
Net Fees and Commissions Income	Total Net Fees and Commissions decreased by 8.8% (EGP 60 million) year-over-year to record EGP 620 million as of December 2019 versus EGP 680 million in 2018.
Net Profit Before Income Tax	The Bank registered an increase in Net Profit Before Income Tax by 11.6% to reach EGP 4.4 billion.
Net Profit	Net profit for the year grew by 10.4% to a record EGP 3.3 billion. This performance was partially attributed to the surge in Net Income by around 6.1% year-over-year to reach EGP 6.63 billion in 2019. Overall, performance was sustained by an 11% growth in Operating Income which increased to reach EGP 6.9 billion in 2019 supported by the continued growth of Net Interest Income versus 2018.
Customer Deposits & Net Loans	<p>The Central Bank of Egypt's initiatives and ALEXBANK's efforts have reflected on our customer landscape:</p> <ul style="list-style-type: none"> Customer Deposits increased by 11% in year-over-year to reach EGP 87.5 billion. The increase in total Customer Deposits volume is attributed to the growth of retail deposits by 13.3% mainly driven by variable long-term CDs and offset by the decrease in Corporate Deposits by 3.8%. Total Net Loans and Advances (performing and non-performing) increased by 9.3% to reach a total of EGP 41.8 billion in 2019, mainly driven by an increase in the Retail segment.
Net Income	An observable increase was noted in revenues from core banking activities of EGP 0.4 billion or 6% year-over-year, reaching EGP 6.6 billion versus EGP 6.2 billion in 2018. This increase is associated with higher Net Interest Income, which stood at a level of EGP 6 billion (8% year-over-year compared EGP 5.1 billion in 2018). Net Commission Income showed a decrease of EGP 60 million or 9% year-over-year to reach EGP 0.62 billion in 2019 vis-à-vis EGP 0.68 billion in 2018.
Net Trading Income	ALEXBANK's Trading Income shows a decrease of EGP 12 million or 20% year-over-year to reach EGP 47 million, while other trading activities showed an increase of EGP 11 million or 26% to reach EGP 53 million in 2019 versus EGP 42 million in 2018. Total Net Trading activities stood at the same level of EGP 101 million.

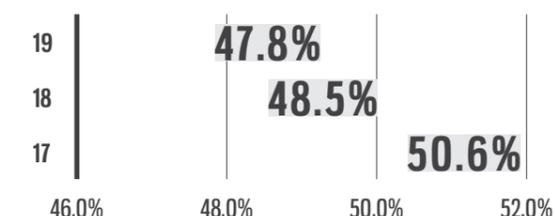
Financial Highlights

Return on Average Equity (%)



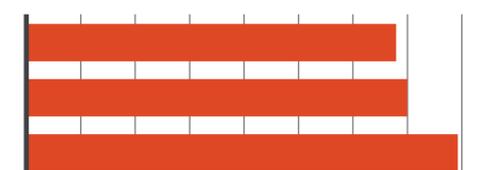
ROAE increased by +0.3% in 2019 vs 2018.

Loans (Net) / Deposits (%)



Net Loans to deposits ratio decreased by -0.74 bps in 2019 vs. 2018.

Return on Average Assets (%)



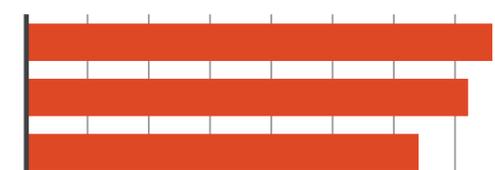
Return on assets decreased by -0.1% in 2019 vs 2018.

Earnings per Share (EGP)



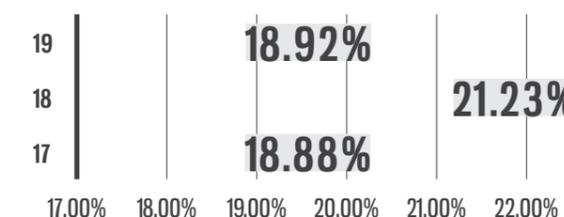
Earnings per share increased by EGP 0.69 or 10.1% in 2019 vs. 2018.

Cost / Income (%)



Cost to income reached 37.8% in 2019.

Capital Adequacy (Basel II) %



Capital Adequacy ratio decreased by 2.3 bps in 2019 vs. 2018.

The students of "Funtasia", a component of our One Dream project in partnership with Starcare Foundation and the Association for the Protection of the Environment (A.P.E.) engaging in an interactive educational exercise to nurture their coordination skills.



PHOTO BY: FARAH SHAJABY

3. GROWTH FOR IMPACT: OUR YEAR IN REVIEW

Cost to Income

In 2019, ALEXBANK continued to build-up revenue growth over expenses with a Cost-to-Income ratio reaching 37.8% versus 36.2% in 2018. The higher ratio in 2019 is driven by the high cost impacted by higher inflation rates.

Shareholders' Equity

Total Shareholders' Equity increased by 10.3%, equivalent to EGP 1.1 billion, due to an increase of Retained Earnings by EGP 1.1 billion reaching EGP 8.9 billion and a decrease in ALEXBANK's Reserves by EGP 13 million.

Total shareholder's equity in 2018 was EGP 10.5 billion, where Retained Earnings stood at EGP 7.8 billion and ALEXBANK's reserves reached EGP 1.8 billion.

Return on Average Assets

Return on Average Assets stood at a level of 3.4%, decreased by 110 bps versus 2018 where the Return on Average Assets stood at a level of 3.5%. This decrease was driven by slightly lower operational indexes offset by a lower cost of risk.

Net Loans to Deposits

The Bank's Loans to Deposit Ratio continued to decrease to reach 47.8% in 2019 vis-a-vis 48.5% in 2018 due to the higher increase in Customer Deposits year-over-year.

Earnings Per Share

The Bank's Loans to Deposit Ratio continued to decrease to reach 47.8% in 2019 vis-a-vis 48.5% in 2018 due to the higher increase in Customer Deposits year-over-year.

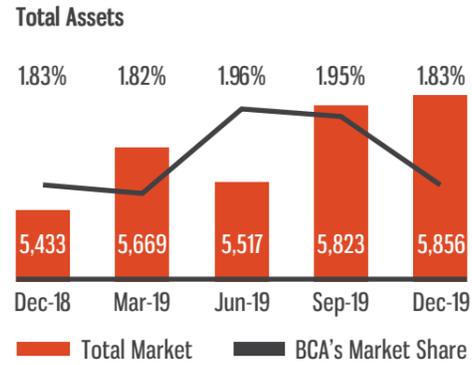
Capital Adequacy Ratio (CAR) (Basel II)

In 2019, the Capital Adequacy Ratio decreased by 2.3% to the level of 18.9% versus 21.2% in 2018.

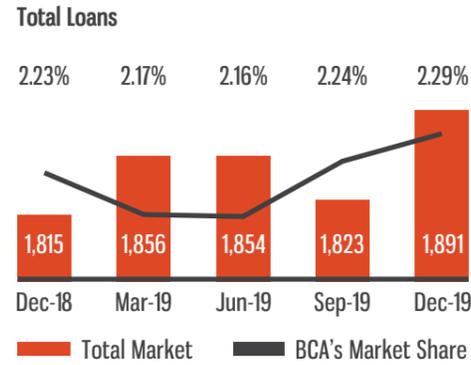
ALEXBANK's audited 2019 financial statements¹¹ can be viewed via this link:
<https://www.alexbank.com/en/retail/about-us/financial-statements.html>

32 Our Market Share

Market Share

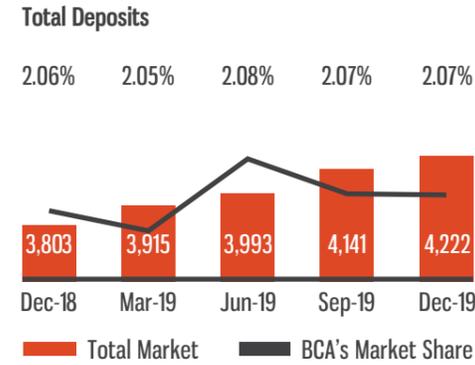


Total Assets market share maintained its level in Dec-19 by 1.83% compared to Dec-18.

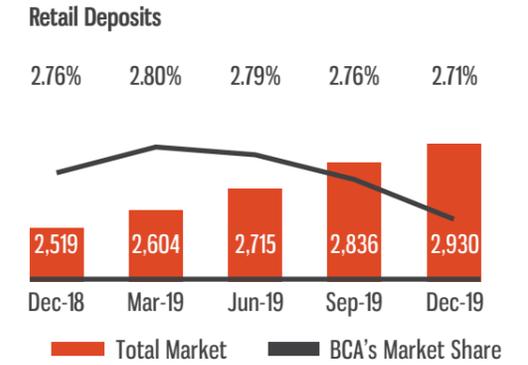


Total Loans market share increased to reach 2.29% in Dec-19, with corporate loans market share reaches 1.49% and Retail loans by 5.32%.

Market Share



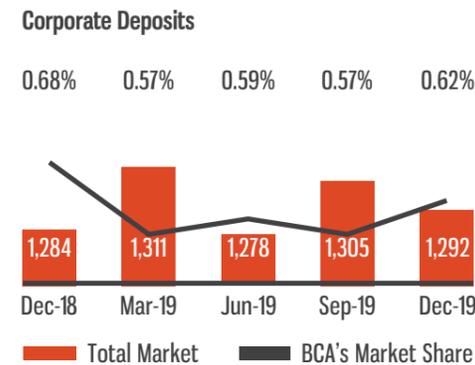
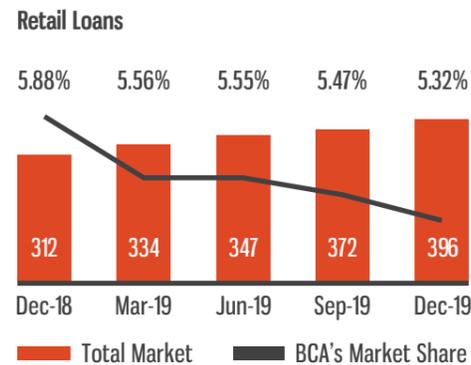
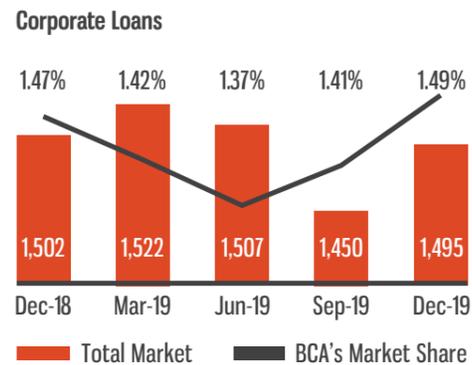
Total Customer Deposits market shares increased to reach 2.07% in Dec-19, with corporate deposits market share reaches 2.71% and in Retail deposits to 0.62%



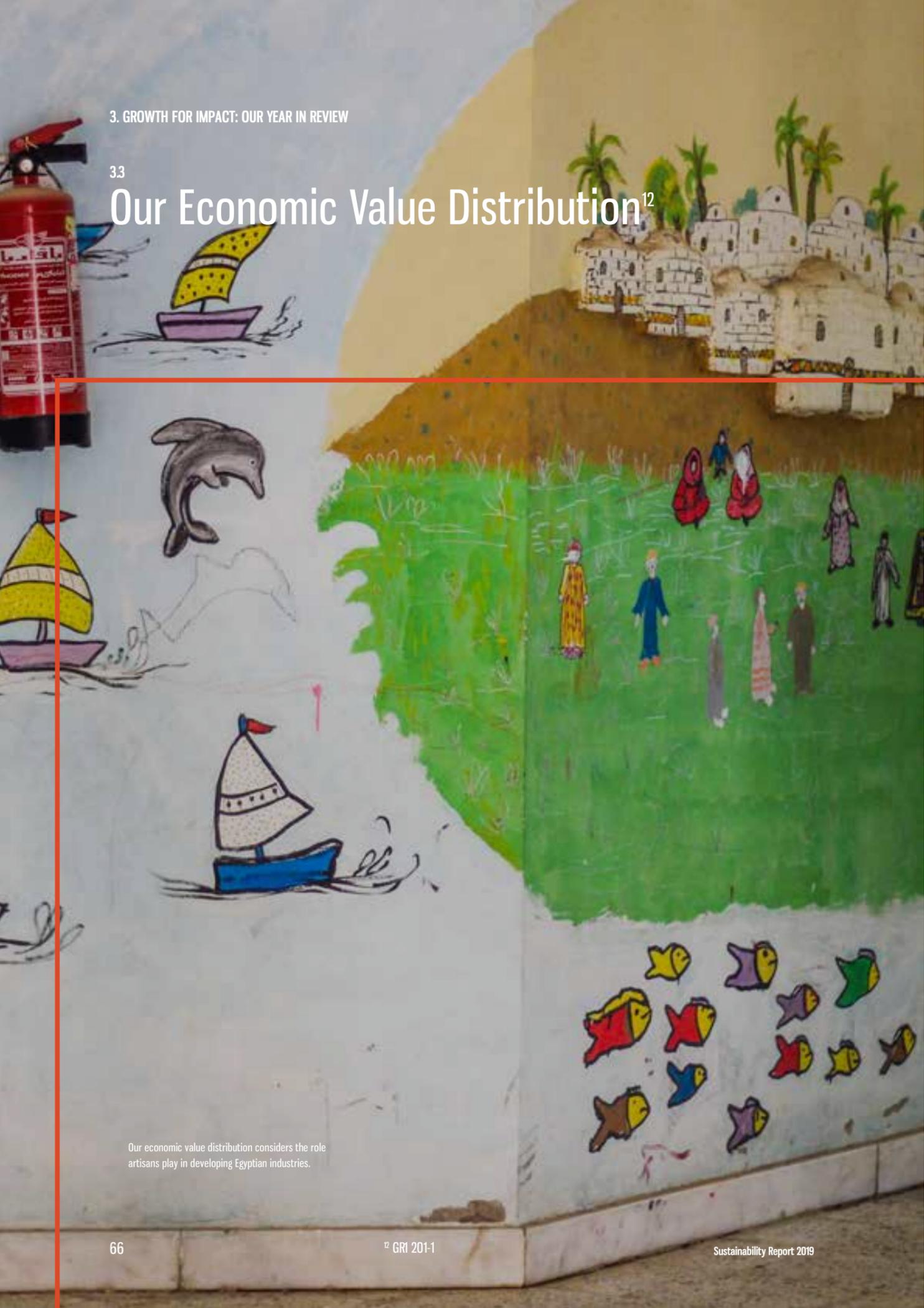
Total Assets Market Share
Our market share of Total Assets maintained its level in 2019 at around 1.83% compared to 2018.

Total Loans Market Share
Total Loans Market Share increased to reach 2.29% in 2019, with the Corporate Loans Market Share reaching 1.49% and Retail Loans Market Share 5.32% of total market.

Total Deposits Market Share
Our Market share of Total Customer Deposits increased to reach 2.07% in 2019, with Corporate Deposits reaching 2.71% market share and Retail Deposits 0.62% of the total market.



Our Economic Value Distribution¹²



Our economic value distribution considers the role artisans play in developing Egyptian industries.

ALIGNED WITH INTESA SANPAOLO GROUP'S VISION, WE STRIVE AND CONTINUE TO PROVIDE SUSTAINABLE SOLUTIONS TO OUR CUSTOMERS, WHILE MAINTAINING RESPONSIBLE LENDING ACTIVITIES, THE HIGHEST LEVELS OF SOCIAL COHESION, AND CONSCIOUS ENVIRONMENTAL PRACTICES.

Employee Welfare	2019 witnessed an increase in post-retirement medical benefits by around EGP 114 million, 12.1% more than in 2018. A rise in Pension Cost of EGP 62 million or 52% year-over-year was witnessed due to the Early Retirement Scheme, resultant in a Pension Cost of EGP 182 million in 2019. Total Salaries cost increased by EGP 157 million (including social insurance), around 11.6% more than in 2018.
Customer Loans	ALEXBANK's financing of businesses and individuals grew by 9.3% to reach EGP 41.8 billion, with a loan market share of 2.29% vis-à-vis EGP 38.2 billion in 2018, when the market share was 2.23%.
Stable Partner to the Egyptian Government	ALEXBANK's total tax accounted for EGP 1.42 billion with an increase of 15.6% resulting mainly from the new treasuries tax law applied in February 2019.
Growth for the Economy¹³	<p>Supply chain¹⁴ impacts on sustainability, environmental footprint and creating shared value performance can be significant. ALEXBANK's indirect impact on the stability of its operations and jobs of its suppliers can be measured by the EGP 1.4 billion allocated for local procurement in 2019. In 2018, following the Procurement Department's success in transforming into a strategic business partner, the Department took far-reaching steps to further raise the bar for its standards. Though ALEXBANK does not currently have a supply chain, this does not hinder us from improving the quality of our vendors' management process by including more vendors and enhancing the relationship with new and existing suppliers through regular meetings to discuss the market, new products and services.</p> <p>Today, we were able to see direct positive results of the procurement structure that was approved in late 2017, which ensures the alignment of all our procurement practices with the Code of Ethics. Moreover, we are using the database comprised of all our 230 vendors and suppliers – mostly located in Egypt – which was created within the Procurement Centralization Project back in 2017 with the purpose of allowing efficient interactions with all our suppliers.</p>

Support to the Community	Impact in Numbers ¹⁵ Infographic	2016	2017	2018	2019
	Number of Beneficiaries	9,500	20,000	30,000	59,864
	Number of Partner Organizations	13	18	36	43
	Total CSR Spending (in EGP)	10,000,000	13,000,000	22,000,000	28,000,000

3.4

Supporting MSMEs: Fueling the Growth of the Egyptian Economy

MICRO, SMALL AND MEDIUM ENTERPRISES (MSMES) ARE WIDELY CONSIDERED THE ENGINE OF ECONOMIC GROWTH. IN TANDEM WITH THE MAIN PILLARS OF THE 2030 EGYPT'S VISION, THEY CONSTITUTE MORE THAN 95% OF PRIVATE BUSINESSES IN EGYPT AND ARE RESPONSIBLE FOR OVER 80% OF EMPLOYMENT IN THE COUNTRY.

To enable these businesses to realize their full potential and overcome the challenge of adequate access to finance, in 2016 the Central Bank of Egypt announced an initiative to encourage the banking sector to increase its lending to MSMEs. By 2019, banks were expected to have directed at least 20% of their total credit portfolios towards financing SMEs.

In the last four years since the introduction of the initiative, we have been deploying our resources to provide our support to MSMEs under the umbrella of a wider, more comprehensive MSMEs lending strategy. By the end of 2019, this strategy culminated in total loans allocated to MSMEs making up 20.49% of ALEXBANK's total loans portfolio, up from 16.42% in 2018. Indeed, the Bank's loans to MSMEs increased by around EGP 1.4 billion (approximately 23%), resulting in total lending to MSMEs amounting to EGP 7,657 million vis-à-vis EGP 6,221 million in 2018 as per the Central Bank of Egypt's reporting.

Today, 74,000 MSME clients have benefited from our full-fledged lending strategy conceived to meet their needs. Most of our MSME lending portfolio are active in the Manufacturing sector (38.1%), closely followed by the Construction (20%), Fast-Moving Consumer Goods (13%), and Agriculture sectors (11%).

Women greatly contribute to the rising rate of SMEs in Egypt, directly contributing to the diversity ALEXBANK strives to achieve through its portfolio.



PHOTO BY AHMED HAYMAN

“Diversifying our Small Business portfolio and investments in agribusiness activities has enabled us to commit to lending our support to SMEs, which we believe are the cornerstone of Egypt’s growing economic development.”

“Tawazin’s” (“Balance”) sustainable agriculture system yields high quality organic produce.



Magdy Al-Sharaawy
Head of Small Business Office

Diversifying ALEXBANK's Small Business Portfolio

IN 2019, THE TOTAL LOAN VOLUME ALLOCATED FOR THE SMALL BUSINESS SEGMENT ACHIEVED HIGH YEAR-ON-YEAR GROWTH WHICH CAN BE ATTRIBUTED TO ALEXBANK'S PORTFOLIO DIVERSIFICATION EFFORTS THAT BEGAN IN 2017, WHEN MORE EMPHASIS WAS PLACED ON THE INDUSTRIAL AND AGRICULTURAL SECTORS AS OPPOSED TO THE COMMERCIAL SECTOR.



PHOTO BY: AHMED HAYMAN

Amal Mahfouz is an empowered Egyptian woman utilizing ALEXBANK's Tamkeen ("Empowerment") Microloan to expand her family's agriculture and farming business.

"Tawazun" ("Balance") founder Abdalla Eid presents his organic, locally grown red potatoes to highlight the benefits of embracing sustainable agricultural methods.

PHOTO BY: MOHAMED EL GENDY

3. GROWTH FOR IMPACT: OUR YEAR IN REVIEW

Expanding Agribusiness Financing

FOR YEARS NOW, GOING BACK TO 2005 AND BEFORE, WE HAVE BEEN AN ACTIVE PARTICIPANT IN THE AGRICULTURE DEVELOPMENT PROGRAM (ADP), A PROGRAM USED TO FINANCE PROJECTS INCLUDING BUT NOT LIMITED TO: LIVESTOCK AND DAIRY PRODUCTS, POULTRY, CULTIVATION OF FISH, NEW LAND RECLAMATION AND CULTIVATION, HORTICULTURAL CROPS, MEDICINAL AND AROMATIC PLANTS, POST-HARVEST OPERATIONS, AGRICULTURAL MARKETING, AND PROJECTS BY YOUNG GRADUATES AND RURAL WOMEN. INCREMENTALLY, WE HAVE ALSO BEEN INCREASING OUR OWN FUNDING OF AGRIBUSINESSES, PROVIDING COMPETITIVE SOLUTIONS TO PAVE THE WAY FOR THEIR SMOOTH INTEGRATION INTO THE FORMAL ECONOMY.

The table below illustrates the progressive increase of our own funding of agribusiness under the Central Bank of Egypt initiative.

	2017		2018		2019	
	Outstanding Volume	No. of Accounts	Outstanding Volume	No. of accounts	Outstanding Volume	No. of accounts
ADP	91,222,358	314	73,893,152	250	35,155,278	129
CBE initiative 5%			128,831,412	241	437,057,75	816
Total	91,222,358	314	202,724,56	241	472,213,034	314

With our central focus being on the agricultural sector, which accounts for 28% of all jobs, contributes 14.5% of Egypt's Gross Domestic Product (GDP), and constitutes 55% of employment in Upper Egypt, the proportion of agribusinesses in our Small Business portfolio doubled within one year, increasing to 18% from 9% in 2018.

This significant growth was achieved due to a set of improvement actions topped by the establishment of our "Agri-desk" to ensure the implementation of the Bank's vision with regards to agribusiness by providing the necessary support to all Bank's functions involved in the process. Further to that, the approval cycle workflow has been

further facilitated, trainings have been provided to relevant employees, and new partnerships with multiple stakeholders have been established. As a result, we increased our market share in the field of agribusiness financing, becoming a leading institution in Egypt.

Over the coming years, we will be working to lend greater care to the agricultural sector by supporting more activities contributing to the growth of the Egyptian Sustainable Agriculture Development Strategy 2030. In alignment with the protocol signed with the Ministry of Agriculture and Land Reclamation to promote livestock development in Egypt (2018), we are planning to introduce agribusiness financing to the Microfinance segment.

Supporting Egyptian Industries

EGYPT IS CURRENTLY ONE OF THE WORLD'S LARGEST GROWING STARTUP MARKETS, WITH ENTREPRENEURIAL ENDEAVORS DOMINATING NEW EMPLOYMENT OPPORTUNITIES AMONG EGYPTIAN YOUTH. WHILE THE COUNTRY HAS SEEN A DRAMATIC RISE IN NEWLY FORMED AND FLOURISHING BUSINESSES, ACCESS TO FINANCING REMAINS A CHALLENGE FOR MANY STARTUPS.



ALEXBANK's Managing Director and CEO Dante Campioni receives 'Best Bank Role For Supporting SMEs' in 2019.

Since 2018, we have launched numerous products to meet the demands of entrepreneurs, seeking to establish a platform in Egypt's industrial landscape. Therefore, we launched the Industrial Development Authority (IDA) lending product which allows entrepreneurs (startups or operating entities) to profit from the industrial units available through IDA. By the end of 2019, this portfolio reached EGP 21 million. Moreover, our product Industrial Startup Finance offers customized financing solutions to support Small Businesses, such as fixed assets or working capital facilities, prompting our portfolio to reach EGP 3 million in 2019.

ALEXBANK's FinTech Accelerator Program with Startupbootcamp (SBC) and Pride Capital fosters opportunities and a stronger ecosystem for entrepreneurs to thrive in the FinTech space. The accelerator, which initiated an innovative early-stage FinTech startups program with a targeted focus on financial inclusion, was brought to Egypt and the MENA region by Startupbootcamp and Pride Capital, supported by the serious commitment of ALEXBANK. We played an active role in the growth of the accelerator, providing mentorship and banking services to all SBC companies, in addition to piloting four proof of concepts (POCs) with various startups in the last six months. This active participation was chiefly driven by the aim to contribute to Egypt's growing recognition in the

FinTech hub across the region. The program has sustained the first graduating cohort of eleven Egyptian startups where it was awarded the 'FinTech Accelerator of the Year' for the MENA region at the 2019 FinTech Abu Dhabi festival.

ALEXBANK signed a memorandum of understanding with the Federation of Egyptian Chambers of Commerce to enable the implementation of the TAWTEEN project, a digital financial inclusion initiative. The cooperation aims to support the business development of small and micro retailers. This is achieved through their integration into the digital economy in line with national efforts to promote automation as a tool for financial transparency. We will provide financial solutions to beneficiaries to enable them to adopt digital technology in managing their own operations.

In 2019, ALEXBANK signed a cooperation agreement with the European Investment Bank (EIB) that builds upon the 2018 EUR 20 million financing loan agreement to support SMEs and midcaps in Egypt. This cooperation agreement revolves around the associated technical assistance grant package with an amount up to EUR 500,000 directed to eligible companies interested in joining NILEX, a specific stock exchange for SMEs within the Egyptian Exchange (EGX). The assistance package covers all aspects linked to the financial advice for pre-IPO activities ranging from management consultancy, financial literacy, corporate governance, and business development. Furthermore, the technical assistance provided includes internal capacity building trainings for ALEXBANK employees.

In 2020, ALEXBANK will begin the implementation of the agreement in cooperation with a hired consultant who will be responsible for setting a tailored plan for each client. Moreover, we plan to capitalize on this pilot phase to ensure the sustainability of the program of listing SMEs in Nilex.

Based on the strong relationship with multilaterals, ALEXBANK succeeded in securing a technical assistance package from the European Bank for Reconstruction and Development (EBRD). The total technical assistance package of EUR 550,000 is divided into EUR 400,000 for capacity building where a collaboration framework was established with the Frankfurt School of Finance and Business with a focus on improving existing processes, products, customer experience, and technical expertise of ALEXBANK employees. Under this program, workshops during which participants received specialized certified training focused on the fields of Risk Management, Agricultural Finance, Digital Finance, and Microfinance. The second tranche of EUR 150,000 is dedicated to SMEs-focused workshops as part of the cooperation agreement with the EBRD and in collaboration with the Egyptian Banking Institute (EBI), the training arm of the Central Bank of Egypt. These SMEs-focused workshops will be launched in 2020 under the name of "Business Club Academy", aiming to provide dedicated training targeting SME owners and entrepreneurs. Modules of the "Business Club Academy" include financial management and organizational and marketing skills. The Academy's goal is to support SME owners and entrepreneurs in taking sound business decisions and contributing to the enhancement of their competitiveness and productivity.

ALEXBANK received the "Best Bank's Role for Supporting SMEs in 2019" award from Business Today, an independent business magazine in Egypt. The "BT 100" awards ceremony honors influential figures and companies for their effective role in enhancing the Egyptian economy.



ALEXBANK's FinTech accelerator program with "Startupbootcamp" was a natural progression from its accelerated efforts to both promote digitalization in Egypt and support entrepreneurial growth.

3.5

Corporate & Investment Banking

ALEXBANK's Corporate and Investment Banking Division is adopting a growth strategy targeting the increases of the Bank's market share while respecting the Bank's risk parameters and adhering to the parent company's policies. This growth strategy is built over four pillars:



The Division's mandate is to effectively support Egypt's economic goals in every conceivable way through being an active contributor to the sectors that maintain a strong growth potential, fueling economic development and stability in Egypt. As such, ALEXBANK's keenness to be an active contributor of growth is evidenced by its involvement in multiple mega transactions that aim at maximizing investments in the Egyptian economy. In that vein, ALEXBANK has been mandated by "El Wady for Phosphate Industries and Fertilizers" (WAPHCO) to act as the financial advisor for the company in regard to its global scale and export-oriented Phosphoric acid project. The Bank is undertaking its role on advising the company on the optimum capital structure, as well as the ultimate financing alternatives for the project.

Moreover, in 2018 and 2019, ALEXBANK and Intesa Sanpaolo's investment bank arm "Banca IMI" were jointly appointed by the Egyptian Ministry of Finance as Joint Lead Manager and Active Bookrunner for the two-consecutive euro-denominated Eurobond issuances that are detailed hereunder:

■ The first issue for EUR 2 billion dual tranche Eurobond was concluded in April 2018. It was the inaugural EUR-denominated offering for the Arab Republic of Egypt where Banca IMI/ALEXBANK acted as Joint Lead Manager and Active Bookrunner along with BNP Paribas, Deutsche Bank, and Standard Chartered Bank. ALEXBANK's played a pivotal role in originating this high-profile bond mandate and was instrumental in all execution stages of trade. The transaction's combined orderbook amounted to over EUR 6.6 billion, resulting in the issue being oversubscribed by more than 3.3 times, with major orders coming from top European buy and hold investors. The issue was successfully priced at 4.75% and 5.625% for the eight- and twelve-year tranches respectively. While this was the first sovereign transaction executed by Banca IMI EM DCM outside of Europe and essential for the Intesa Sanpaolo Group's broader emerging markets franchise, it was a landmark transaction for Egypt, establishing its presence in the EUR debt capital markets.

■ The second issue for the EUR 2 billion dual tranche Eurobond was concluded in April 2019. The Joint Lead Managers consortium comprised four of the world's most prominent financial institutions namely: BNP Paribas, Standard Chartered, Natixis along with ALEXBANK/ Banca IMI. The transaction was successfully priced with dual-tranche including EUR 750 million 6-year and EUR 1.25 billion 12-year notes, priced at 4.75% and 6.375%, respectively. The combined orderbook comprised over 450 high quality accounts and amounted to approximately EUR 8.6 billion, resulting in the issue being 4.3 times oversubscribed with major orders coming from top US and European buy and hold investors, including strong interest from Italian investors.

It is worth highlighting that ALEXBANK aims to continue maximizing the ancillary business in general and trade business in specific, which includes structured trade finance transactions. This year, these endeavors culminated in ALEXBANK receiving the award for "Best Trade Finance Deal" amongst all banks within the Intesa Sanpaolo Subsidiary Banks Division (ISBD) – namely, for the trade finance deal involving ALEXBANK and the Intesa Sanpaolo Paris Branch concluded in 2018.



With a view on the famous ElRefaie Mosque in Islamic Cairo, students at "Al-Qalam" ("The Pen") safeguard a traditional art that has survived hundreds of years. Today, calligraphy is seen as a means to bring the past into the present, maintaining a strongly rooted identity that remains in touch with the modern world.

PHOTO BY: FARAH SHAHABY



Tamer SeifEldin
Head of Corporate & Investment Banking Division

“Considering the importance of the Corporate and Investment Banking Division as one of the Bank’s main lines of business, a strategy has been adopted for enhancing our overall performance and simultaneously boosting our contribution to Egypt’s economic growth and welfare. Our strategy is coinciding with Intesa Sanpaolo Group’s approach of being contributor to the markets where its subsidiaries operate.”

A close-up of threads in the traditional loom, used by many weavers in Egypt to produce unique textiles.

4.

GOOD GOVERNANCE



PHOTO BY: FARAH SHALABY

A writer preserving and re- viving the art of calligraphy in Arabic at the "Al-Qalam" Foundation ("The Pen") by penning a letter to a friend

4. GOOD GOVERNANCE

At ALEXBANK, we are committed to continuously promoting sound governance and sustainable practice. With 4,494 employees working towards the expansion of our 175 branches and Head Offices, we are consistently working towards strengthening our developmental framework. As such, the

Bank has aligned with global frameworks including the United Nations Global Compact (UNGC), the Equator Principles, the United Nations Environment Programme – Finance Initiative (UNEP-FI), the Sustainable Development Goals (SDGs), and Egypt Vision 2030 in order to:

- Focus on strengthening our governance structure.
- Abide by internationally proclaimed human rights.
- Promote financial inclusion and sustainable finance.
- Build inclusive, healthy and sustainable communities.
- Ensure all stakeholders are aware of our sustainable development commitments and receive their feedback through stakeholder engagement.
- Promote gender equality, diversity and wellbeing of all employees.
- Enhance our environmental responsibility.

In 2019, in line with Intesa Sanpaolo Group's governance structure, we significantly developed our corporate governance framework to meet the highest standards by leading professional bodies and regulatory authorities. The Standards of Corporate Governance, in particular those defined by the Central Bank of Egypt and other regulatory bodies, are fundamental in supporting ALEXBANK's effective implementation of activities and creating sustainable shareholder value without overlooking the interests of other stakeholders and the Bank's business community.

own guidelines, which align with international best practices and the United Nations guiding values. In July 2019, our Board of Directors approved a localized version of the Principles, aligning with Egypt's national regulations and context. Coupled with the Bank's Code of Ethics, the policy aims to reaffirm our commitment to protecting the communities we operate in and promoting ethical practice across all business operations. We realize the significance of good governance in accelerating access to information, effective communication among stakeholders, sound decision-making and prioritization processes, enabling the organization to weather challenging economic storms, and achieving better results sustainably.

Also, during 2019, due diligence was performed on our Corporate Governance framework in terms of introducing necessary amendments to our Articles of Association, Corporate Governance Code, and the process map for Board of Directors meetings, Committees, and assessments in response to new instructions issued by the Central Bank of Egypt on September 2018 and January 2019. The new amendments have introduced new requirements governing the frequency of Board of Directors meetings and related rules aiming to efficiently reflect any regulatory changes and limit future modifications to the Articles of Association.

ALEXBANK's whistleblowing policy enables employees to raise serious concerns, suspected fraud cases or corruption in line with Intesa Sanpaolo Group's guidelines. The guidelines guarantee the protection of individuals from any form of retaliation, discrimination or penalization, while ensuring maximum confidentiality except in cases otherwise indicated by the law. A dedicated email is set in place to direct any communications to the Head of Compliance & AML, as well as the CEO directly, who are the only designated persons to receive whistleblowing cases of non-compliance. In 2020, ALEXBANK will be working to further enhance and adjust its existing guidelines to better align with the Group's guidelines.¹⁷

To mitigate and prevent potential violations of human rights indirectly or directly associated with our activities, we introduced the Principles on Human Rights Policy.¹⁶ The Principles mirror parent company Intesa Sanpaolo Group's

The stationary section of the "Al-Qalam" Foundation ("The Pen") has every locally sourced tool an aspiring calligrapher could need.

ALEXBANK'S ORGANIZATIONAL STRUCTURE GENERATES A TOP-DOWN IMPLEMENTATION OF STRATEGIES WHILE MAINTAINING THE BOTTOM-UP FEEDBACK LOOP REQUIRED FOR SOUND DECISION-MAKING AND EMPLOYEE ENGAGEMENT.¹⁸

4. GOOD GOVERNANCE

4.1 Organizational Structure

Figure 5: ALEXBANK's Updated Governance Structure for 2019¹⁹

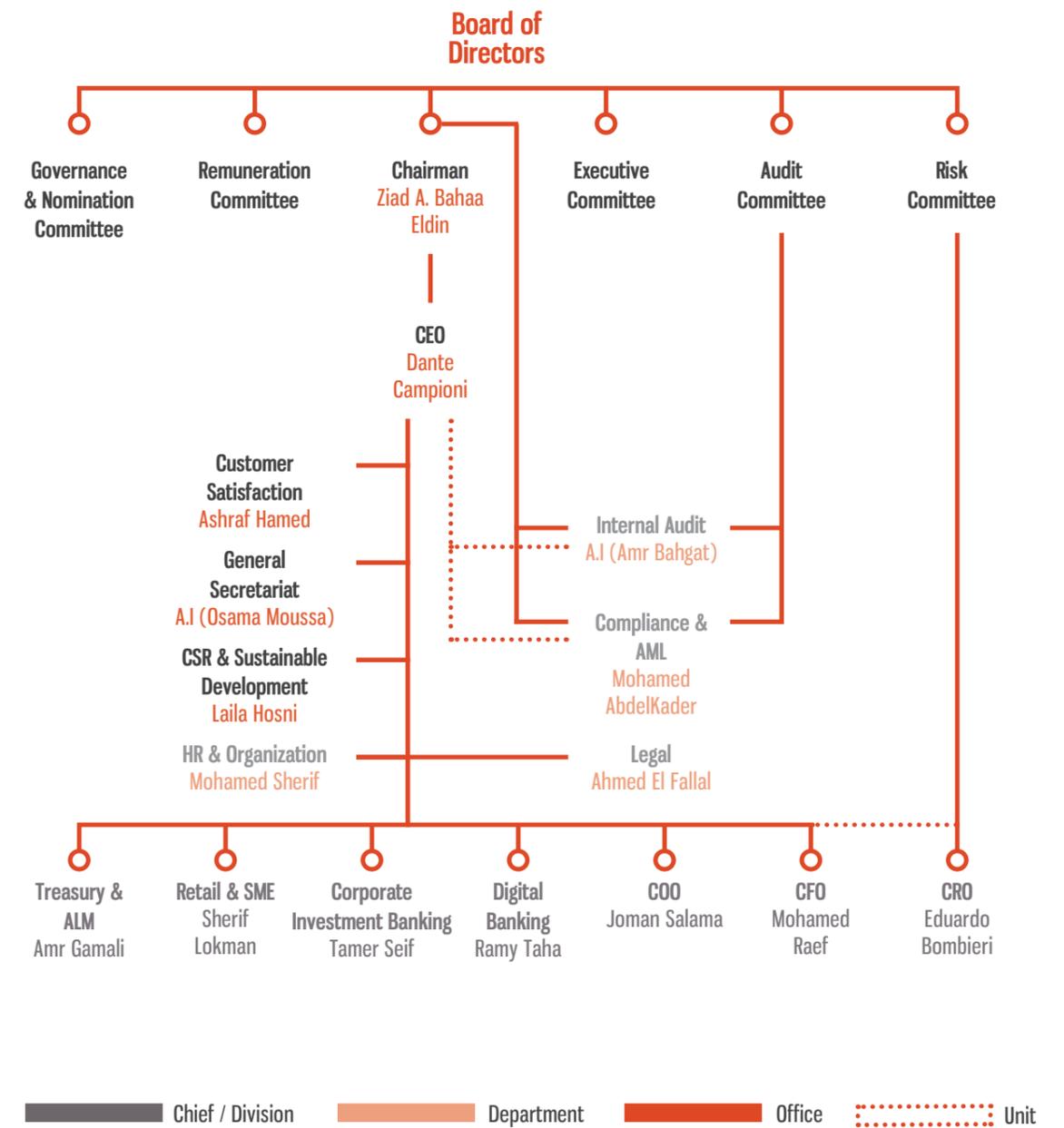


PHOTO BY: FARAH SHALABY

Our Board of Directors²⁰

“Having Dr. Bahaa El-Din on board will further strengthen the efforts done under the current management and ALEXBANK strong team.”

Dante Campioni, CEO and Managing Director



ALEXBANK's iconic heritage headquarter in the historic banking district of Downtown Cairo.

WE REALIZE THE SIGNIFICANCE OF GOOD GOVERNANCE IN ACCELERATING ACCESS TO INFORMATION, EFFECTIVE COMMUNICATION AMONG STAKEHOLDERS, SOUND DECISION-MAKING AND PRIORITIZATION PROCESSES, ENABLING THE ORGANIZATION TO WEATHER CHALLENGING ECONOMIC STORMS, AND ACHIEVE BETTER RESULTS SUSTAINABLY.²¹

Our Board of Directors, comprised of two executive members and six non-executive members, is the highest authority at ALEXBANK. To carry out banking operations soundly, and because it is our interest to incorporate the most critical advice and robust actions into our undertakings, the Board of Directors utilizes the capabilities and knowledge of expert industry professionals in all pertinent technical fields. In 2019, ALEXBANK welcomed two new members to its Board of Directors while it witnessed the end of Mr. Atter Ezzat Hannoura's term, who had been part of our Board of Directors since May 2012. Mr. Hannoura now holds the position of Director of the Public-Private Partnership (PPP) Central Unit at the Ministry of Finance. Our new members are Dr. Ziad Ahmed Bahaa Eldin, who was appointed the non-executive Chairman of the Board in February and Mrs. Sherine El Sharkawy, who represents the public domain and was appointed as a non-executive member of the Board in August. Today, our Board of Directors includes two women, evidencing the Bank's efforts to promote diversity and increase the number of women in leadership positions.²²

Dr. Ziad Bahaa El-Din has occupied several high-level political and economic appointments, most notably as Egypt's Deputy Prime Minister and Minister of International Cooperation, Executive Chairman of the Financial Regulatory Authority (FRA), Executive Chairman of the Egyptian General Authority for Investment and Free Zones (GAFI), the Legal Advisor to Egypt's former Minister of Economy and board member in the Central Bank of Egypt. He is currently the Managing Partner of Bahaa-Eldin Law Office (in Cooperation with BonelliErede) and the Managing Partner of Thebes Consultancy. Dr. Ziad Bahaa El-Din and has more than 30 years of experience in the fields of legal consultancy, compliance and governance of financial institutions.

Dr. Ziad Bahaa El-Din is a member of the Board of Trustees of the Cairo Regional Centre for International Commercial Arbitration, a Member of the Board of Trustees of the American University in Cairo, and Chairman of the Ahmed Bahaa El-Din Cultural Foundation in Assiut. He earned his PhD in Financial Law from the London School of Economics in 1997, and his graduate degree in International Business Law from the University of London in 1989. He earned his undergraduate degrees in law from Cairo University in 1986 and in economics from the American University in Cairo in 1987.

Sherine El Sharkawy holds a BA degree in Economics from the American University in Cairo (AUC) in Egypt and a MSc in Finance and Investment from the University of Exeter in the United Kingdom.

She is a member of the Association of Graduates from British Universities in Egypt, a member of the German Arab Chamber of Industry and Commerce in Egypt, and a member of the Egyptian Junior Businessmen Association in Egypt. Mrs. Sherine El Sharkawy was a Manager in the Credit Department before she became a Director and then Head of Direct Investment at the Commercial International Bank (CIB) in Cairo. Her career evolved to occupying the position of Senior General Manager of Corporate Finance at the Ahli United Bank in Egypt until 2009, before becoming the Deputy Minister of Finance for Economic Affairs.

4. GOOD GOVERNANCE

Board Members

<p>Dr. Ziad Ahmed Bahaa Eldin</p> <p>Non-Executive Chairman of the Board, Representative of Intesa Sanpaolo</p>	<p>Mrs. Elena Breno</p> <p>Chief Executive Officer (CEO) and Managing Director- Representative of Intesa Sanpaolo</p>	<p>Mr. Dante Campioni</p> <p>Chief Executive Officer (CEO) and Managing Director- Representative of Intesa Sanpaolo</p>	<p>Mr. Eduardo Bombieri</p> <p>Executive Member of the Board - Representative of Intesa Sanpaolo</p>	<p>Mr. Giovanni Bergamini</p> <p>Non-Executive Member of the Board, Representative of Intesa Sanpaolo</p>	<p>Mr. Andrea Bressani*</p> <p>Non-Executive Member of the Board - Representative of Intesa Sanpaolo</p>	<p>Mrs. Sherine El Sharkawy</p> <p>Non-Executive Member of the Board- Representative of the Public Domain</p>	<p>Dr. Ehab Mohammed Hassan Abou-aish</p> <p>Non-Executive Member of the Board - Representative of the Public Domain</p>
							

MEMBERS ARE NOMINATED TO SERVE ON THE BOARD OF DIRECTORS BASED ON CONSULTATIONS BETWEEN THE GOVERNING BODY AND MAJOR STAKEHOLDERS. FOLLOWING INTERNAL APPROVAL, THE CANDIDATES ARE SUBMITTED TO THE CENTRAL BANK OF EGYPT FOR FINAL APPROVAL.²³

ALEXBANK's Board of Directors, with the support of a solid compliance culture, continues to play a vital role in encouraging positive behavior. Significant focus has been placed on the role that culture plays in the success of an organization. Having clearly delineated policies and processes and a Board of Directors and executive managers who take an active interest and responsibility in the activities of the company helps prevent failures whilst setting the organization's cultural expectations. With

swift access to information and effective communication with management, the directors of the board are able to formulate more successful strategies. This includes more efficient allocation of resources and capital. The strong governance framework further assists the Board of Directors in understanding the regulatory environment governing the business; leveraging technology from a production, distribution and communications point of view; and identifying and managing the interests of all stakeholders.²⁴

Board Committees²⁵



PHOTO BY: FARAH SHALABY

An example of framed traditional calligraphy displayed on the wall of a classroom at the "Al-Qalam" ("The Pen") Foundation.

THE BOARD OF DIRECTORS DELEGATES IMPLEMENTATION AND CAPACITIES TO THE FOLLOWING FIVE CORE COMMITTEES:

1. The Executive Committee

deliberates on all strategic matters affecting ALEXBANK. It decides on the overall credit risk exposure, proposes acquisitions, divestments, and new equity issuance, and suggests modifications to the organizational structure and governance system of the Bank.²⁶

2. The Risk Committee

supports the Board of Directors in the exercise of its strategic supervisory duties in relation to the risk management framework. Moreover, the committee oversees the implementation of the strategies for capital and liquidity management as well as for all other relevant risks of an institution, such as market, credit, operational (including legal and IT risks) and reputational risks, in order to assess their adequacy against the approved risk appetite and strategy.

3. The Remuneration Committee

recommends and approves remuneration rules, policies, and incentive schemes throughout ALEXBANK. Also, it verifies alignment with Intesa Sanpaolo's remuneration policy and expenses of annual personnel remuneration.²⁷

4. The Governance and Nominations Committee

evaluates ALEXBANK's governing system and supports the Board of Directors in the selection of proposed tasks regarding the members of the board and its committees.

5. The Audit Committee

regularly assesses the adequacy, efficiency and functionality of the Bank's internal control system and accounting system. The Committee also represents a reference point for all local control functions (Risk Management, Internal Audit, Compliance and Anti-Money Laundering) as well as the local Administrative Financial Governance and verifies their effectiveness and the adequacy of their coordination.

4.4

Management Committees

THE MANAGEMENT COMMITTEES ARE, WITHIN THE COMPETENCIES ASSIGNED TO THEM BY THE BOARD OF DIRECTORS, INDEPENDENT BODIES AND, ON THE BASIS OF THE RELEVANT RESOLUTION/ REQUESTS OF THE BOARD OF DIRECTORS, ARE DELEGATED TO INITIATE, ADVISE, COMMENT, OR DECIDE ON PARTICULAR MATTERS.

PHOTO BY: FARAH SHALABY

An example of framed traditional calligraphy displayed on the wall of a classroom at the "Al-Qalam" ("The Pen") Foundation.

1. Credit Risk Governance Committee

The Credit Risk Governance Committee is a permanent decision-making and advisory committee whose mission is to ensure a qualified and coordinated management of credit risk within the exercise of credit prerogatives of the Bank and in compliance with the applicable laws, Group regulations and Parent Company strategic decisions. The Committee's main responsibility is to define, and update credit risk strategic guidelines and credit management policies based on constant credit portfolio monitoring.

2. Credit Committee

The Credit Committee of ALEXBANK was established by the Board of Directors in compliance with the Articles of Association of the Bank. The Credit Committee is the highest permanent decision-making committee of the Bank regarding performing counterparties, whose main responsibility consists in adopting credit decisions in line with the issued strategic guidelines and credit policies, while acting within the credit prerogatives of the Bank and in compliance with the applicable laws and Group regulations.

3. Problem Assets Committee

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

4. Assets & Liabilities Management Committee

The Assets & Liabilities Management Committee is a permanent decision-making and consultative committee, focused on financial risk governance, on active value management issues, on strategic and operative management of assets and liabilities, and on financial product governance in compliance with Parent Company guidelines, Bank's internal regulations, laws, rules and regulations set by the competent Authorities. The Committee, acting within the limits of the delegations and competences established by the Board of Directors, is dedicated to the following areas:

- Financial Risk Governance and Assessment
- Operative Management

5. Operational Risk Committee

The Operational Risk Committee is a permanent decision-making and advisory committee whose mission is to ensure a qualified and competent management of operational risk issues (ICT/cyber risk inclusive), in compliance with the applicable laws, Group regulations and internal procedures.

6. Change Management Committee

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

7. National Controls Coordination Committee

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

8. Tender Committee The Tender Committee

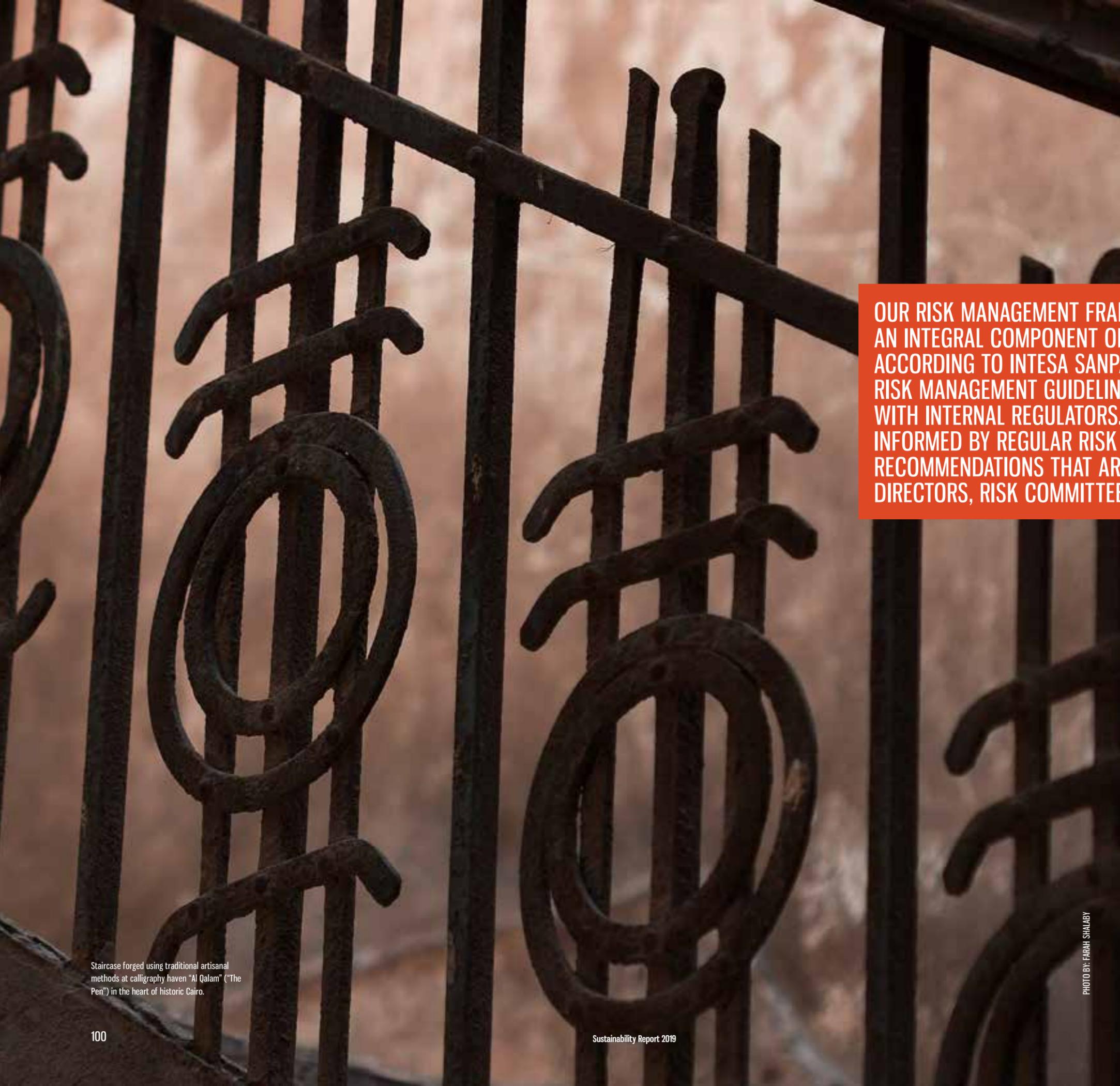
is ALEXBANK's topmost procurement decision-making body established with the aim to ensure that the Bank makes effective decisions when selecting suppliers and contractors for goods and services on a tender basis. The committee functions on a permanent basis to approve the awarding of contracts and select tender winners for procurement of goods, services or assets in full compliance and respect of ALEXBANK's "Procurement rules" issued by the Bank's ISGS Procurement Service.



5.

RISK MANAGEMENT FOR SUSTAINABILITY²⁸

Cairo has long been a centre of the region's most eclectic handcrafted products, with carpets being one of the country's oldest traditional artforms.



OUR RISK MANAGEMENT FRAMEWORK CONTINUES TO BE AN INTEGRAL COMPONENT OF OUR ACTIVITIES. WE OPERATE ACCORDING TO INTESA SANPAOLO GROUP'S COMPREHENSIVE RISK MANAGEMENT GUIDELINES, WHICH ARE IN ALIGNMENT WITH INTERNAL REGULATORS. MANAGEMENT DECISIONS ARE INFORMED BY REGULAR RISK REPORTS, ASSESSMENTS AND RECOMMENDATIONS THAT ARE PRESENTED TO THE BOARD OF DIRECTORS, RISK COMMITTEES, AND MANAGEMENT COMMITTEES.

Our efforts to promote sustainable growth have evolved to embed a dynamic risk management system. It is a cornerstone in our decision-making processes and is facilitated by automated analytical models. The Risk Appetite Framework (RAF) is a core component of our approach to risk management, which better aligns our overall corporate strategy, capital allocation and risk monitoring. ALEXBANK ensures effective implementation of the RAF through regular monitoring, assessment and analysis for any deviation from strategy, ultimately ensuring long-term value creation for all our stakeholders.

Despite, or maybe because of, our dynamic operating environment and the fast-paced changes we experience, including those of a regulatory nature, technological advances, macroeconomic disruptions, emerging risks types, and continuous enhancement of our own risk management framework, we are able to report on the following achievements in 2019.

Staircase forged using traditional artisanal methods at calligraphy haven "Al Qalam" ("The Pen") in the heart of historic Cairo.

PHOTO BY: FARAH SHALABY

5.1

Rule-Based Automated SME Products

AS WE STARTED ABIDING BY THE CENTRAL BANK OF EGYPT'S MANDATE REQUIRING THAT ALL BANKS INCREASE THEIR SME PORTFOLIO TO REACH 20% OF THEIR TOTAL LOAN PORTFOLIO, WE ADOPTED SEVERAL STRUCTURAL AND OPERATIVE MEASURES TO ADDRESS CHALLENGES IN RESPONDING TO THIS TARGETED CREDIT GROWTH IN ALIGNMENT WITH OUR INTERNAL RISK MANAGEMENT FRAMEWORK AS WELL AS INTESA SANPAOLO GROUP GUIDANCE.

ALEXBANK proactively introduced a new rule-based product for the Small Business segments embedded in the Electronic Credit Application (ECA) covering different business needs for companies, dramatically reducing the time between loan application, approval and disbursement. This builds on the successful application of ECA for corporates and SMEs. Over 2020, with the finalization of the retail workflow, all Bank segments will be subject to a fully automated credit process. Furthermore, we have implemented the Early Warning System application for corporates, SMEs and Small Business segments, which allows for the proactive detection of potentially deteriorating clients following the adoption of the new default definition rules that were issued by the European Central Bank (ECB).



PHOTO BY: AHMED HAYMAN

The rise and growing support for small businesses in Egypt has contributed to the country's economic development.

Reputational Risk

OUR BOARD OF DIRECTORS ALSO APPROVED A NEW REPUTATIONAL RISK POLICY, IN LINE WITH OUR CODE OF ETHICS, IN JULY 2019. REPUTATIONAL RISK IS DEFINED AS THE NEGATIVE IMPACT ON THE BANK'S PROFIT AND CAPITAL DUE TO LACK OF COMPLIANCE WITH INDUSTRY SERVICE STANDARDS, FAILURE TO DELIVER ON COMMITMENTS, LACK OF CUSTOMER-FRIENDLY SERVICE, LOW SERVICE QUALITY, UNREASONABLY HIGH COSTS, A SERVICE THAT DOES NOT MATCH MARKET CIRCUMSTANCES OR CUSTOMER EXPECTATIONS, INAPPROPRIATE BUSINESS CONDUCT OR UNFAVORABLE AUTHORITY OPINIONS AND ACTIONS.

The policy defines and sets the rules governing reputational risks faced by ALEXBANK across different lines of business and ensures that the culture of reputational risk is embedded across the Bank. Accordingly, we actively work to prevent any negative effects by identifying and assessing reputational risk scenarios to which the Bank is exposed. A new Reputational Risk Scorecard Model was adopted to calculate reputational risk capital requirements.

In 2019, incidents pertaining to reputational risk were presented to the Operational Risk Committee for the first time. Consequently, four cases were communicated to the ALEXBANK Operational Risk Committee, with immediate actions identified and taken in appropriate time (noting that none of the incidents resulted in ALEXBANK being penalized by the Central Bank of Egypt). Incidents pertaining to the last quarter of the year will be presented in the first Operational Risk Committee meeting in 2020.

Operational Risk³⁰

THE YEAR 2019 ALSO WITNESSED OUR SUCCESS IN EMBEDDING A ROBUST OPERATIONAL RISK CULTURE ACROSS THE BANK THROUGH FURTHER DEVELOPING SOLID MONITORING TOOLS AND POLICIES, ENSURING THE SEGREGATION OF DUTIES, AND GUARANTEEING THE CONSIDERATION OF OPERATIONAL RISK WITHIN CORE ACTIVITIES, PRODUCTS, PROCESSES AND SYSTEMS ACROSS BUSINESS LINES.

Key Risk Indicators related to Human Resources, Processes, Fraud and external events, Information Security and the GAF Report were identified and submitted to the Operational Risk Committee to ensure regular monitoring. To further streamline operational risk management across diverse organizational units, the new role of 'Business Line Operational Risk Managers' (BLORMs) was created to prepare and update the regulations necessary for operational risk management within their own organizational units as well as to ensure the collection and reporting of information concerning operational risks is up-to-date in order to guarantee the effectiveness and timeliness of mitigation actions related to critical issues. To strengthen awareness and understanding of the significance of operations risk issues, an online awareness training module and quiz were disseminated to all bank employees and several classroom sessions were conducted to train 179 branch managers and regional area managers. Additionally, operational risk is a topic included in the induction program for all new hires.

ALEXBANK is implementing a centralized automation process for all regulatory reports. This reinforces the enhanced application and monitoring of our governance frameworks, resulting high accuracy of data with minimal human error.

For more information on our governance structure and risk mitigation framework, please refer to ALEXBANK's 2017 and 2018 Sustainability Reports.



Scattered across the hallways of the Al Qalam (The Pen) classrooms, student art pieces can be found on display in every corner.

“Over the years, ALEXBANK’s Risk Management Framework has transformed from a purely second level defense role to a proactive source of assistance that enables the progression of our commercial opportunities and digital transformation.”

The “Tawazun” (“Balance”) farm in Siwa, where produce is grown using sustainable agricultural methods.



Khaled Hegazy,
Head of Risk Management Department

PHOTO BY: MOHAMED EL GENDY

6.

ENSURING SUSTAINABLE OPERATIONS

PHOTO BY: MOHAMED ELGENDY

An array of traditional tools used by Egyptian weavers belonging to our "Ebda3 men Masr" network. This picture was taken in Qena, where community members depend on this ancient craft for their livelihoods.

At a Siwan date factory, where women are provided with career development opportunities under the "El Tareek" project.

PHOTO BY: MOHAMED ELGENDY



Ashraf Hamed
Head of Customer Satisfaction

“The Customer Satisfaction Office firmly believes in incorporating a strong value-based framework within its internal governance processes in order to address customer complaints.”

6.1
**6.1 Customer Protection
& Satisfaction³¹**

PLACING EMPHASIS ON SATISFACTION IS NOT SOLELY LIMITED TO OUR PRODUCTS BUT EXTENDS TO THE HEALTH AND SAFETY OF OUR CUSTOMERS. AS SUCH, WE HAVE A DEDICATED TEAM THAT ENSURES ALL REGULATIONS ARE CLEARLY CIRCULATED AND ARE BEING MET BY ALL STAKEHOLDERS.

This year, and in response to the Central Bank of Egypt's newly enacted rules concerning the Banking Consumer Protection Rules, we conducted a deep analysis to identify areas in need of further observation and development, revealing a limited need for intervention due to the advanced approach established prior. Consumer protection rules are well observed through a comprehensive and stringent framework, considering the principles contained in the Group rules for consumer protection in addition to compliance with the national regulatory context framework. Our internal rules on the matter were approved by the Board of Directors in March 2019. The action plan for the implementation of the rules for customer protection will be fully implemented by the first quarter of 2021.

This year, to enhance our customer data protection processes, we are examining the possibility of adopting and implementing the European General Data Protection Regulation (GDPR) in cooperation with Intesa Sanpaolo Group and ALEXBANK's business partners. Moreover, an e-learning course on consumer protection and rights was circulated to all Bank employees who are directly and indirectly engaged with customers. The training aimed to raise staff awareness on internal rules and Central Bank of Egypt requirements to better approach consumer rights.

In terms of customer privacy breaches³², we are pleased to report that there have been no leaks, thefts, or losses of customer data.

In alignment with our parent company Intesa Sanpaolo Group, our approach to handling complaints is built on the establishment of strong communication channels with our clients that enable all members of our community to raise their grievances and address their concerns. Customers can receive direct and instant assistance for inquiries and requests through our Contact Center. Moreover, clients are able to submit their written complaints via the dedicated channels in place. All relevant complaints and inquiries are referred to the Customer Satisfaction Office, in order to both manage and report on them in accordance to national regulatory framework requirements.

State of the art facilities at the ALEXBANK Kasr-El Nil branch, welcoming clients and employees daily.

Threads in a loom to make carpets, a labor-intensive craft. One carpet can take years to produce.

PHOTO BY: MOHAMED ELEGENDY



Mohamed ElBedawey
Head of Regulatory Alignment Unit

“ALEXBANK’s ‘Consumer Protection Rules for Individuals’ were created in alignment with the Central Bank of Egypt’s instructions and approved by the Bank’s Board of Directors. The Rules allow us to better monitor and target activities on a monthly basis.”



ALEXBANK employees are the driving success behind our commitment to providing all members of our communities with the services they need.

Over the years, our Customer Satisfaction Office has undertaken multiple measures to address and resolve client concerns. Their ability to do so is credited to analytics reports that are regularly produced to outline common concerns and identify solutions to better address complaints. In 2019, complaints pertaining to cards were reduced through introducing new initiatives, such as renewing cards two months prior to their expiration date to avoid delays and enhancing delivery services.

In 2019, the total number of written complaints was 768, representing 0.86% of total complaints received, while the number of complaints related to the Central Bank of Egypt and I-Score Company was 356. These complaints were related to the areas of lending, accounts, and deposits and were handled according to the Bank's rules and regulations for the management of complaints.

Our Contact Center closely collaborates with other relevant functions to handle complaints and grievances related to our rapidly expanding digital services. To mitigate recurring issues pertaining to card connections, the Information Technology Department introduced a new automated solution resulting in the decline of complaints. The E-Banking activation delays surfaced as a serious issue, which has resulted in the revisiting of the activation process to facilitate the process as a result.

In order to accurately determine the nature of customer concerns, we introduced a system to create distinctions between complaints and requests. In parallel, we are working towards enhancing our customer's experience with the Contact Center by ensuring that appropriate escalation measures, aligned with our escalation matrix, are taken to address complaints that have not been resolved in a timely manner.³³

We closely monitor the effective application of our ethical complaints' handling and management scheme on a monthly basis; and a bi-annual report is shared with the parent company Intesa Sanpaolo. Colleagues involved in the management of complaints receive tailored training sessions to solidify their understanding of the matter, deepen their critical listening skills, and in turn their ability to detect ethical complaints. Furthermore, our contact information is available on ALEXBANK's official website in the Contact Us section, providing interested individuals with other communication options in addition to our Contact Center number.

Supply Chain Management³⁴

IN AN EFFORT TO SUPPORT EGYPTIAN BUSINESSES, WE PRIORITIZE LOCAL SUPPLIERS BASED IN EGYPT. FOREIGN SUPPLIERS ARE ONLY RELIED UPON IN RARE INSTANCES WHEN NEEDED, PRIMARILY FOR INFORMATION TECHNOLOGY LICENSES. TODAY, WE ARE PROUD PARTNERS WITH 230 SUPPLIERS.

Beyond supporting local suppliers, we realize the impact that our procurement processes can have on our overall performance and sustainability footprint. We introduced the Procurement Centralization Project to create a database of all of our vendors and suppliers and developed a cost management sheet to ensure efficient interactions with all suppliers. Additionally, the Procurement Department in collaboration with the Operational Risk Unit are working towards updating our Procurement Policy to include more stringent risk mitigation mechanisms when it comes to the selection and handling of suppliers.

In alignment with Intesa Sanpaolo Group, all contractors and suppliers are required to abide by all relevant Egyptian laws and regulations. In the case of violation, we turn to Egypt's legal system for resolution. Furthermore, we investigate the reputation of every new supplier, including a complete due diligence, prior to supplier registration or contract authorization. We include a clause in all contracts with all vendors that ascertain the supplier's compliance with Egyptian legislation and regulations; we have also added a clause explicitly banning child labor in all our contracts. Given the local operating environment, we are not able to screen suppliers against other best Environmental, Social and Governance (ESG) criteria.³⁵

ISO 9001-2015

This year, we obtained the ISO 9001-2015 certificate in Procurement and Sourcing. The procurement department has since collected feedback from all relevant functions on the quality of services provided and the overall procurement process in order to introduce adequate corrective measures that meet the expectations of all partners. The survey will be conducted on a semi-annual basis, as per ISO 9001-2015 requirements.

Digitalization

In an effort to expand digitalization across Bank functions, the Procurement Department capitalizes on multiple Oracle platforms including:

- Oracle Enterprise Resource Planning Cloud (ERP); an item-procurement system provided to digitally handle the entire procurement process.
- Oracle Procure to Pay; a service that allows for automatic management of all document approvals. This service is being gradually streamlined across the Bank, as we are currently addressing two main challenges: lack of awareness, and access to the software. A structured training plan will accompany the service's introduction in 2020.

The full digitalization of our workflow, and in turn minimization of paper consumption, is planned for the year 2022.



PHOTO BY: MOHAMED ELGENDY

Women taking part in a "Kilim" workshop under our "El Tareek" ("The Road") project in Siwa. A "kilim" is a tapestry-woven carpet or rug produced by a traditional flat-weaving technique.

At the "Banati" ("My Girls") Foundation, nature and greenery are considered a crucial element of a healthy and balanced environment for students.



ENVIRONMENTAL WELFARE

AT ALEXBANK, ENVIRONMENTAL WELFARE IS CENTRAL TO BUSINESS OPERATIONS. THIS IS LARGELY DUE TO THE INFLUENCE OF OUR PARENT COMPANY INTESA SANPAOLO GROUP THAT PLACES GREAT EMPHASIS ON SUSTAINABILITY WITHIN CORE OPERATIONS. SINCE 2012, THE BANK HAS ACTIVELY IMPLEMENTED THE EQUATOR PRINCIPLES ACROSS BUSINESS OPERATIONS, STRIVING TO DEVELOP A SUSTAINABLE BUSINESS MODEL THAT SUPPORTS RENEWABLE ENERGY, LOCAL INDUSTRIES AND AWARENESS CREATION. IN 2019, ALEXBANK FUNCTIONS WORKED IN CLOSE COLLABORATION TO PROMOTE RESPONSIBLE BUSINESS, BUILDING A FOUNDATION THROUGH WHICH TO PROMOTE SUSTAINABLE PRACTICE MOVING FORWARD.



Alaa Gaafar
Head of Real Estate Department

“Our long-term vision to avoid contributing to the scarcity of natural resources is embedded in our strategic planning, as we believe sustainability is the defining framework for this century.”

The gardening center at the “Banati” (“My Girls”) Foundation, where young girls are introduced to basics of gardening.

Our Direct Environmental Impact

PHOTO BY: FARAH SHALABY

Plants grown by the young girls at "Banati" ("My Girls") Foundation as part of an exercise to connect adolescents with nature.

Energy Consumption ³⁶

Our Real Estate Department introduced new measures to promote sustainability across its branch network in 2019. To reduce the environmental impact associated with cleaning products, the housekeeping team has shifted to using greener cleaning products. This shift enables us to ensure the safety of the environment and the community and fosters strong partnerships with sustainable businesses in Egypt.

Measures are also set in place to promote energy efficiency. Our Real Estate Department introduced an initiative focused on lighting to rely on the most energy-saving fixtures.³⁷ Thus far, existing lighting fixtures in Magnifica Lounge Private Lounge Cairo, Garden City, Hurghada, Banha, Nabaroh and Kafr El Zayat Branches were replaced with LED lights. Moreover, LED lighting fixtures were installed in our Loran, Arkan, New Maadi, and Almaza branches. Alongside the LED lighting fixtures, occupancy lighting sensors were installed in the Magnifica Private Lounge at our Cairo Branch as well as the activation of management and control systems for switching systems on and off. Thus far, the transition to LED has prompted annual energy savings of 53,468,125 KWH and an estimated CO2 reduction of 28,712 tons.

We have been working on replacing high consumption printing machines with more energy efficient models since 2018, known as multifunction printers. Our plan is to complete the switch to energy efficient models across our entire branch network over the coming years.³⁸ These transitional efforts aim to further facilitate the Bank's goal of promoting a paperless culture across the Bank. Moreover, we have begun assessing our selection of printing machine vendors based on the environmental criteria considered in their design and operation.

7. ENVIRONMENTAL WELFARE

Waste Management ³⁹

TO MINIMIZE THE BANK'S CONTRIBUTION TO EGYPT'S WASTE PROBLEM, WE INTRODUCED A NEW WASTE MANAGEMENT INITIATIVE APTLY TITLED WASTE-LESS.

Through WASTE-LESS, the Bank will transition from conventional waste management and wasteful consumption trends towards a more sustainable approach to managing the waste we produce in three of our main premises. Coupled with frequent awareness raising activities, the initiative also aims to establish enhance employees' awareness of the waste they produce, and its impact on their health and the environment.

The Association for the Protection of the Environment (A.P.E.) overlooks the Mansheyet Nasser district seeking to benefit the communities residing there.

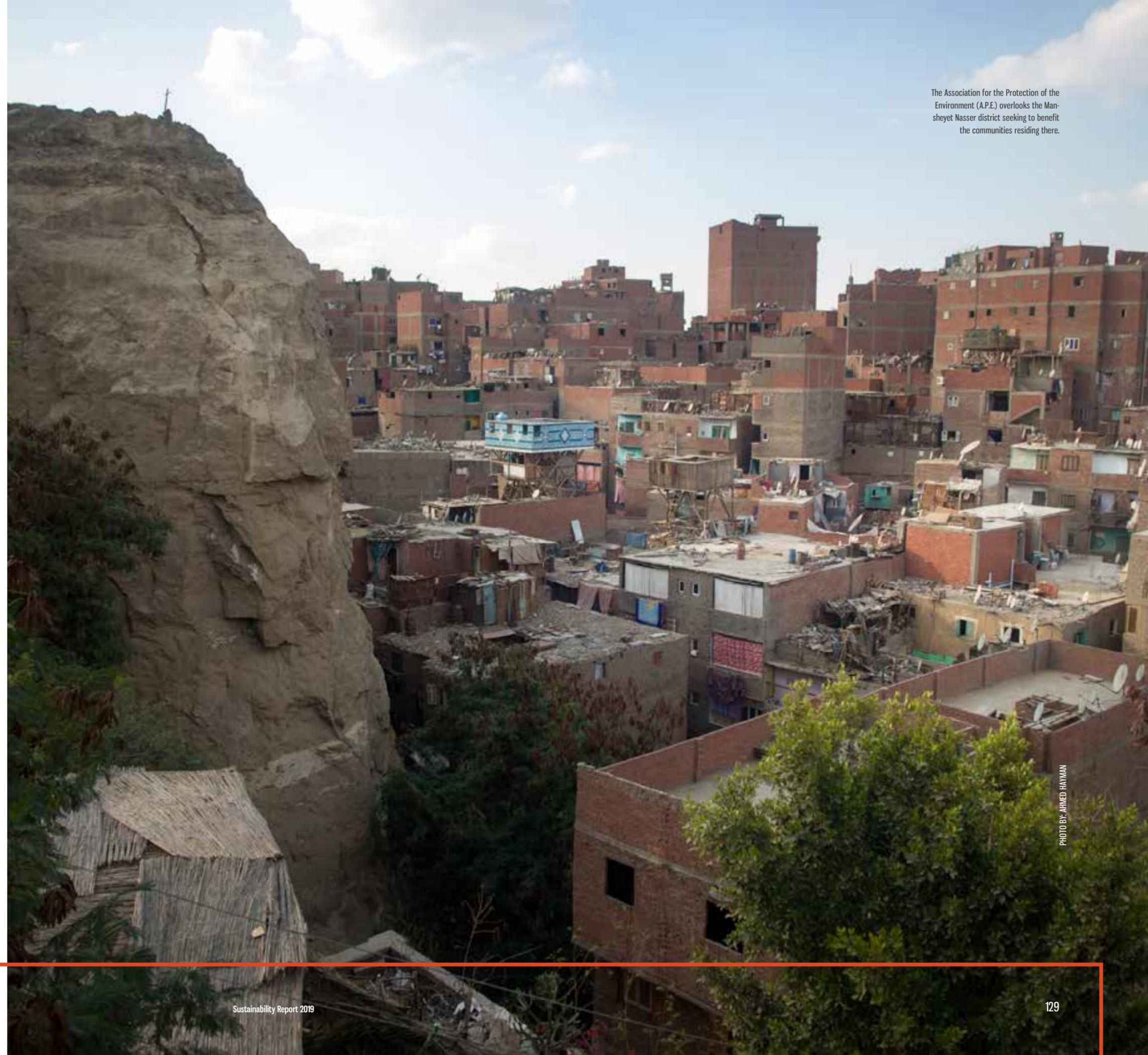


PHOTO BY AHMED HAYMAN

7. ENVIRONMENTAL WELFARE

Fuel Consumption

IN THE LAST FIVE YEARS, ALEXBANK REDUCED ITS BUSES TRANSPORTATION FLEET FROM 53 BUSES TO NINE BUSES IN 2018 AND EIGHT IN 2019 IN FAVOR OF OUTSOURCING SERVICES, RESULTING IN A SIGNIFICANT CONTINUOUS DECLINE IN FUEL CONSUMPTION.

Today, the fleet covers Cairo and Alexandria, serving 820 employees. Expanding our reliance on the rental of new buses for employees has proven to be more efficient in terms of quality of service provided to employees, in addition to cost efficiency and a moderate fuel consumption.

Soil pots at the "Banat" ("My Girls") Foundation gardening center that will be nurtured by the students until they grow.

PHOTO BY: FARAH SHALABY

Figure: Fuel Consumption of Bank Vehicles over Time

Year	2016	2017	2018	2019
Gasoline	71,357	42,000 liters (decrease by 42% vis-à-vis 2016)	22,249 liters (further reduction by 47% vis-à-vis 2017)	20,187 liters (further reduction by 9% versus 2018)
Diesel Fuel	213,006	153,167 liters (decrease by 28% vis-à-vis 2016)	126,872 liters (further reduction by 17% vis-à-vis 2017)	77,932 liters (further reduction by 39% vis-à-vis 2018)

Figure: Number of Bus Subscribers

City	2017	2018	2019
Cairo	692	724	632
Alexandria	216	216	188
Total	908	940	820

Although detailed information about the fuel efficiency of our vehicles is currently unavailable, we acknowledge the impact of our transportation fleet in contributing to GHG emissions. Despite the direct contribution of fuel to our carbon footprint, consumption has declined over the years. In 2016, the Bank consumed 71,357 liters of gasoline and 213,006 liters of diesel fuel. In 2019, and in line with the directives to outsource transportation services no new cars have been purchased and gasoline consumption declined 71% to reach 20,187 liters and diesel consumption fell by 63% to reach 77,932 liters. The current number of vehicles owned by the Bank stands at 13 with plans to reduce it further.⁴⁰

Paper Consumption



An Egyptian farmer is seen making his way through the jewelled countryside influencing the art being produced in Qena.

PHOTO BY: MOHAMED ELGENDY

Figure 10: Paper Consumption in 2018 and 2019

	2016	2017	2018
Paper Purchased	22,426 boxes	26,436 boxes	21,168 boxes
Shredded Paper Waste	113 tons	115 tons	137 tons*

Although our paper consumption increased by 44.6% from 2018 to 2019, this mostly comes as a result of the introduction of new branches, as well as an anticipated increase in demand during the final quarter.

To sustainably reduce paper consumption, our Procurement Department undertook various studies to assess paper consumption trends. The study concluded that using A5 paper instead of A4 paper in printing cash deposit and withdrawal forms would reduce paper consumption by 50%. Additionally, toner expenses would decline by between 10 to 20%. In coordination with all concerned functions, the pilot phase will be launched. In parallel, our Information Technology Department is working towards introducing a default double-sided printing system, which will reduce paper consumption by a further 30%.

In an effort to address high paper consumption, we have been collecting archived paper to be shredded yearly and later recycled by an external company which purchases this paper with 2019 logging in 122,321 tons of recycled paper. Despite being unable to implement a complete paperless system due to Central Bank of Egypt guidelines, we constantly work towards enhancing our consumption habits and eliminating our paper waste.⁴¹ For the upcoming years, we are aiming to foster a less paper environment and eliminate paper waste by including the offices' daily paper waste into the normal document shredding process ultimately in collaboration with social enterprises leading to a maximized economic and social return for both the Bank and the community respectively.

132 The previous edition of ALEXBANK's Sustainability Report misrepresented the 2018 figures (21,168 boxes vs. 21,606 boxes). In this 2019 Sustainability Report, the 2018 figures have been amended to reflect this.

⁴¹GRI 302-3, GRI 302-4, GRI 302-5

Our Indirect Environmental Impact

ALEXBANK receives recognition at the Green Economy Financing Facility (GEFF) Awards Ceremony for Corporate Sustainability and growing efforts to financially support initiatives and projects seeking to better the environment.



IN ORDER TO REDUCE ENVIRONMENTAL AND SOCIAL (E&S) RISKS ASSOCIATED WITH PROJECT FINANCING AND LOANS, WE ARE COMMITTED TO IMPLEMENTING THE GUIDELINES FOR THE IMPLEMENTATION OF EQUATOR PRINCIPLES IN MANAGING ENVIRONMENTAL & SOCIAL RISKS AND/OR IMPACTS WHEN GRANTING LOANS LOCALIZED TO MIRROR INTESA SANPAOLO GROUP'S POLICY.

In alignment with the Equator Principles, the guidelines ensure the projects we support are developed and implemented in an environmentally and socially responsible manner. The guidelines were approved by the Board of Directors in July 2019 and we began training sessions for relevant internal stakeholders to introduce the guidelines and how they can be implemented.

Reporting to Our Supranational Stakeholders

Supranational reporting has been a part of our environmental governance framework for over two years. Our partners include the International Finance Corporation (IFC), European Bank for Reconstruction and Development (EBRD), Finance in Motion, and the European Investment Bank (EIB). In 2019, we reported on our environmental and social (E&S) performance to multiple supranational entities. These reports take into consideration ALEXBANK E&S performance when granting loans as well as internal operations and policies. This allows us to find out more about what we need to improve when it comes to E&S related issues and inspires us to work harder to overcome any shortcomings or challenges.

Green Economy Financing Facility (GEFF) – Corporate Sustainability Award

In 2019, ALEXBANK was the proud recipient of the Green Economy Financing Facility (GEFF) award for corporate sustainability, recognized as one of the most active financial institution (FI) participants for supporting Egypt's green economy transition through sub-financing both energy efficiency projects as well as small-scale renewable energy investments for private sector businesses through advanced technologies and practices.

Two participating Egyptian companies from ALEXBANK sub-borrower portfolios were awarded for using GEFF technical assistance and financing. The two SME companies were Tahrir Mills and Berzi for plastic. This comes on the occasion of the first Annual Awards Ceremony hosted by GEFF Egypt on in 2019 to shed light on Egyptian companies and participating financial institutions promoting sustainable energy financing in Egypt.

“We have begun increasing our lending to high value projects in the field of renewable energy and recycling. In recognizing their importance, we will be increasing our support over the coming years to reflect the changes occurring around us.”



Basil ElShoubary
Head of Corporate & Medium
Enterprises Underwriting Office

Incredible growth and fullness of plants at “Tawzun’s” (“Balance”) sustainable agriculture haven in Siwa.

PHOTO BY: MOHAMED ELGENDY

Abdalla Fio, the founder of "Tawazun" ("Balance") explores the field of his farm to gather fresh, organic produce.

7. ENVIRONMENTAL WELFARE

73

Environmental Awareness

CREATING ENVIRONMENTAL AWARENESS IS ESSENTIAL TO ALEXBANK. WE ALWAYS AIM TO PROMOTE SUSTAINABLE DEVELOPMENT, ENCOURAGE CONSERVATION OF INVALUABLE NATURAL RESOURCES, AND FOSTER A CONNECTION TO THE NATURAL WORLD. AS SUCH, IN 2019, WE INTRODUCED MULTIPLE AWARENESS ACTIVITIES TO ENGAGE EMPLOYEES AND PROMOTE SUSTAINABLE PRACTICE.

Earth Day

Employees and their children were invited to attend a documentary screening of "A Plastic Ocean" to learn more about the impact of single use plastic on ecosystems. Across Head Offices, infographic posters on sustainable habits were hung for employees to see on every floor. Moreover, employees were provided with an awareness kit that consisted of a tote bag made of recycled material, a reusable water bottle and a how-to guide to sustainable living printed on recycled material.

LinkedIn Environmental Awareness Campaign

LinkedIn is one of ALEXBANK's most popular online platforms, boasting nearly 200,000 followers, most of whom are youth. As such, we launched a monthly environmental awareness campaign. Posts highlighted the ease of adopting sustainable habits through tips and information on local initiatives. Thus far, the campaign's posts have garnered over 1,000 likes.

World Environment Day

World Environment Day is a global environmental event that has influenced the direction and sustainability efforts of both parent company Intesa Sanpaolo Group and ALEXBANK. To align with the 2019 theme "Beat Air Pollution," we collaborated with local artist Amr Mosallam to create artwork highlighting human activities contributing to air pollution. It was later shared on the Bank's LinkedIn page and Intranet. Furthermore, a "Beat Air Pollution" themed Forsa Bazaar – a monthly event that takes place at our head office to display the work of local artisans – was organized to promote sustainable and local products with lower travel emissions. To conclude the event, employees and their families were invited to attend a guided walking tour of Downtown Cairo and visit the Banque Misr Museum, with the purpose of promoting activities that reduce their dependence on cars.

Gamifying Environmental Awareness

In 2019, our CSR & Sustainable Development Office began developing ALEXBANK's first environmental literacy card game for children. The game aims to introduce environmental principles to public school students aged 9 to 12 years. To ensure the game remains true to its message and our values; it will be produced using sustainable material where possible and will be printed in braille, ensuring its accessibility to all children. The game will be rolled out in 2020.



While most students are taught to draw within the lines, the "In House Nurseries" teachers encourage children to venture outside.

8.

CELEBRATING DIVERSITY AT ALEXBANK⁴²

PHOTO BY: NOUR EL DIN SHERIF

8. CELEBRATING DIVERSITY AT ALEXBANK

8.1
Our Employees⁴³

ONE ESSENTIAL CORNERSTONE UNDERPINNING ALEXBANK'S FOUNDATION IS A UNIFIED CULTURE WHICH ENCOURAGES EMPOWERMENT, RESPECT, AND COLLABORATION IN ORDER TO CREATE AND MAINTAIN AN INSTITUTION OF OUTSTANDING VALUE.

Accordingly, our employees are held in the highest regard. We combine our institutional policies of integrity, excellence, transparency, equality, individual values, and responsible use of resources with our belief in serving our communities. This approach ensures that we are accountable not only to our stakeholders, but also to all members of the community; therefore, we must adapt, innovate, and engage daily.

We follow local and international regulations and best practices regarding all employees. As such, nepotism, abuse, and discrimination are unacceptable. We improve the local economy by hiring locally, and we make a concerted effort to employ the highest-qualified individuals in a wide range of ages. In 2007, Intesa Sanpaolo Group acquired ALEXBANK, and since then we have been progressively decreasing the average age of employees from above 50 years of age to 45 years of age. Experience, mentoring, and stability are constant considerations.

Demographically, in 2019, the Bank needed substantial support from many instruments and departments. We benefit greatly from outsourced people, interns, people with disabilities (1.6% in 2019), human capital change, and new opportunities. Most managers are selected in-house and promoted from within the Bank's employee pool. Overall, employee numbers are decreasing, although the number of female employees is increasing. ALEXBANK witnessed considerably increased hiring rates to compensate for a large number of employees that resigned due to old age or early retirement. For early retirement, the bank has a range of packages, such as receiving a salary until the age of 60.

ALEXBANK aims to continually empower women. To substantiate this position, we held our interactive workshop dedicated to women throughout the Bank, enabling them to feel confident and helping to address the different multi-

faceted challenges that are facing working women and young talents. The workshop was introduced to 135 female staff members; additionally, we promoted 332 females during 2019.

We have 175 branches (171 operating branches and four foreign exchange offices and rep. offices) and all staff members are employed on a full-time basis. We are sympathetic toward medical cases and provide all employees with the necessary medical care. In 2019, we had a total of 4,494 employees. With regards to diversity, the figures below provide our employment figures classified by age, gender, region of operation, employee turnover, and new hires. Data is accessed from our 2019 records in our primary regions of operation, as follows: Cairo, North Cairo and South Cairo, Alexandria, Marsa Matrouh, East Delta Region, West Delta Region, North Upper Egypt, South Upper Egypt; and the Canal and Red Sea. Moreover, the issue of diversity is addressed in the induction program provided to new hires. Our Code of Ethics addresses the sustainability of protecting human rights according to the principles listed in the Universal Declaration of 1948, which are:

- Adopts procedures for the hiring and management of employees that are based on fairness and consistent conduct, preventing favoritism, abuse, and discrimination based on gender, ethnic origin, religion, political beliefs, union participation, language, age, or disabilities.
- Guarantees equal opportunities for professional development and growth, access to training programs, and the assignment of job positions.
- Acknowledges the possibility for all employees to express individuality and creativity in their job

ALEXBANK brings out the best in each rule of ethics. This encourages innovation and provides an essential contribution to the growth of the Bank.



Some of ALEXBANK's diligent team of employees, the core of our inclusive and productive culture.

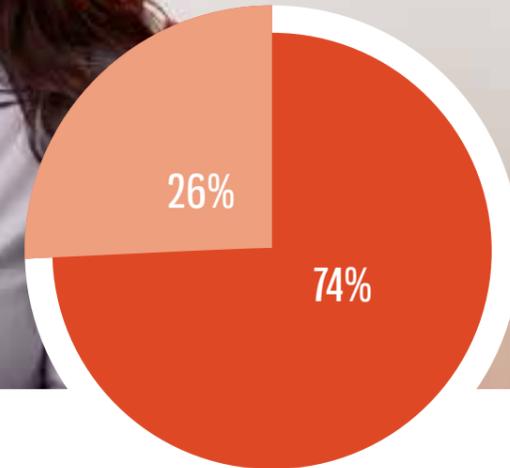


Figure 11: ALEXBANK Employee Gender Breakdown, 2019

● Male
● Female

The table below illustrates the age breakdown of ALEXBANK employees in 2019:

Age Breakdown of Employees				
Row Labels	Age<= 30	30<Age<=50	Age >50	Grand Total
Head Office	356	833	888	2,077
North Cairo Region	148	128	149	425
South Cairo Region	136	100	89	325
Alex & Matrouh Region	83	69	147	299
East Delta Region	71	96	110	277
West Delta Region	82	92	113	287
North Upper Egypt Region	92	118	104	314
South Upper Egypt Region	73	124	105	302
Canal, & Red Sea Region	35	98	73	206
Grand Total	1,076	1,658	1,778	4,512

Maternity Leave

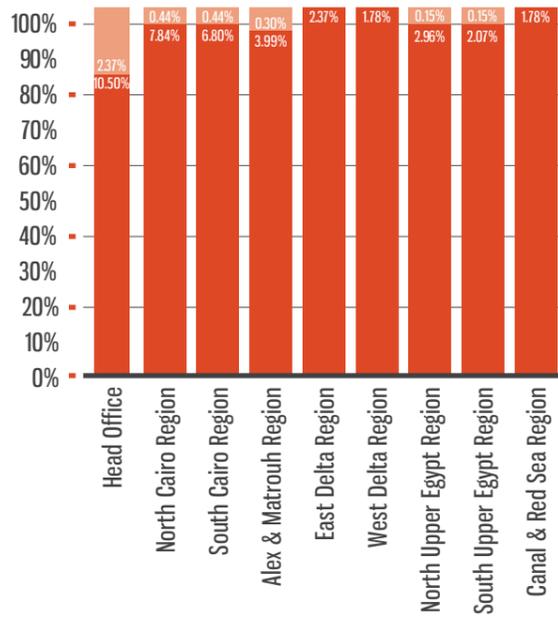
The table below reveals the number of employees who took parental leave, and their rate of return:

Maternity Leave		
	Male	Female
Entitled to Take Maternity Leave	-	1,165
Took Maternity Leave	-	54
Rate of Return from Maternity Leave within 4 Months	-	3.7%
Rate of Return from Maternity Leave within 1 Year	-	14.81%
Rate of Return from Maternity Leave within 2 Years	-	3.7%

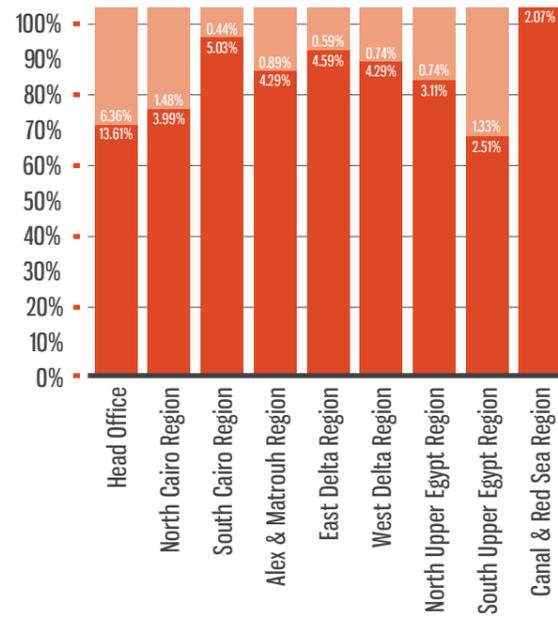
New Hires

In 2019, we hired a total of 676 employees (43.93% female and 56.07% male). In terms of managerial positions, there are 85 male managers (81%), and 20 female managers (19%).

New Female Hires by Age Group & Region



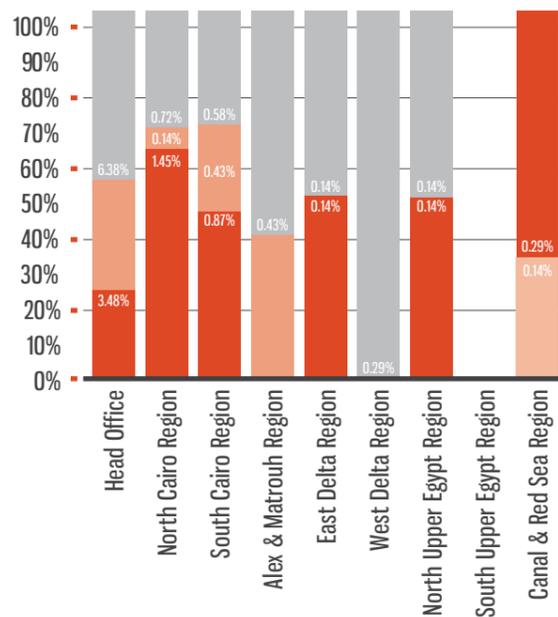
New Male Hires by Age Group & Region



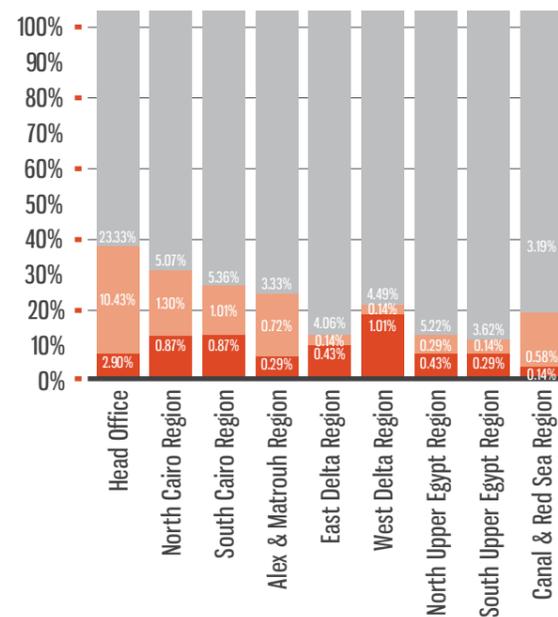
Turnover

In 2019, a total of 690 employees left ALEXBANK (20.29% female and 79.71% male). The breakdown by age group and region is as follows:

Female Turnover by Age Group & Region

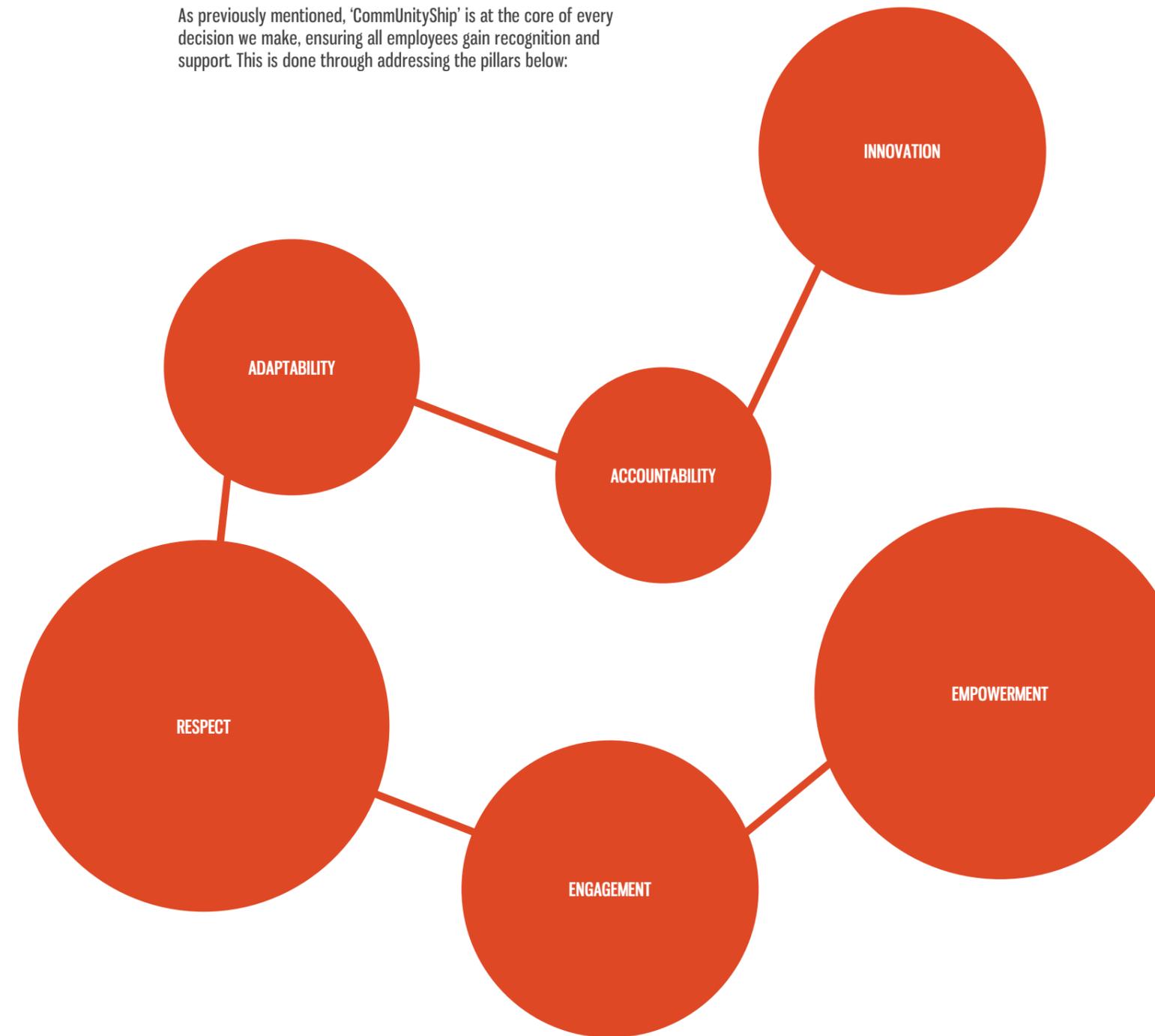


Male Turnover by Age Group & Region



Pillars of CommunityShip

As previously mentioned, 'CommUnityShip' is at the core of every decision we make, ensuring all employees gain recognition and support. This is done through addressing the pillars below:



Training and Development⁴⁴

OVERALL, IN 2019 A TOTAL OF

4,075 EMPLOYEES

(94% OF THE POPULATION) HAVE BEEN COVERED BY THE TRAINING PROGRAMS CONDUCTED ACROSS THE YEAR EQUALING TO AN AVERAGE OF

37 HOURS PER EMPLOYEE.

IN 2019, OUR INVESTMENT IN TRAINING AND DEVELOPMENT AMOUNTED TO EGP 13.9 MILLION TO DELIVER A TOTAL OF 152,304 OF TRAINING HOURS.

In particular, in 2019, ALEXBANK provided 8,024 training opportunities to employees on topics relevant to compliance. Of those, 5,323 were held in a classroom setting and 2,701 were provided through e-learning. The topics covered included, among others, customer protection rules, compliance ethics, money laundering, and accepting gifts.

Our classroom training encompassed the following programs:

- **27** Advanced training opportunities were offered to the Compliance team by EMLCU Experts
- **228** Training opportunities were offered to outsourcing staff regarding AML/CFT & ABC, FATCA and the Bank's Code of Ethics
- **124** Training opportunities were offered to control function staff (Audit team and Frist level control team)
- **1,182** Training opportunities were offered to Network staff and Head Office staff at the end of on-site visit, in the places where they work
- **675** Training opportunities were offered to Bank staff regarding Central Bank of Egypt and Intesa Sanpaolo Group Customer Protection rules for branches customer service officers and contact center outsourced staff.
- **1,155** Training opportunities were offered to Network staff and RMs regarding AML/CFT&ABC & Sanctions
- **250** Training opportunities were offered to bank staff regarding Compliance Ethics
- **334** Training opportunities were provided to the New Hires employees regarding AML/CFT & ABC and Bank Codes "Ethics & Conducts"
- **148** Training opportunities were provided to Branches Managers on the AML system "DETECA"
- **118** Training opportunities were offered to Branches Compliance Officers "BCO"
- **172** Training opportunities were offered to Branch Managers regarding AML/CFT & ABC, and Sanctions in addition to compliance Ethics
- **910** Training opportunities were offered to Bank staff regarding FATCA recommendation
- **We provided training opportunities through e-learning in the field of Compliance, AML/CFT & ABC:**
 - **438** Participated in the training course related to Gift Policy
 - **235** Participated in the training course related to AML/CFT, Sanctions Rules & FATCA
 - **890** Participated in the training course related to Customer Protection
 - **1,138** Participated in the training course related to Western Union fraud



PHOTO BY: NOUR EL DIN SHERIF

As part of the Champions Teachers Program, women learn to enhance their teaching skills to better promote an empowered generation of Egyptians

Training⁴⁵ Opportunities in the field of Detecting Forgery and Falsification

A course designed to acquire the necessary skills to detect forged currency and falsified documents was attended by 434 ALEXBANK employees. Actual cases were used to support the training.

Training⁴⁶ in the field of Preventing Bribery/Anti-Money Laundering (AML)

A course designed to enable participants to recognize and prevent bribery and money laundering in their daily work was attended by 3,116 ALEXBANK employees. The course was presented with a special focus on the Bank policies and procedures. The main topics were as follows:

- AML/CFT & ABC Rules
- KYC Rules and CDD
- Reporting & Red flags

8. CELEBRATING DIVERSITY AT ALEXBANK

ALEXBANK's first employment fair 'Azmi' ('Determination') bringing people of all ages together for an inclusive marketplace

Health and Safety Training⁴⁷

391 employees took part in training relative to "Health and Work Safety" with the purpose of achieving the following objectives:

- Secure the health, safety, and welfare of employees and other people at work.
- Protect the public from the health and safety risks of business activities.
- Eliminate workplace risks at the source.
- Prevent workplace injuries, illnesses, and fatalities.
- Develop detailed plans that provide guidance in the event of an accident, fire, natural disaster, or any other emergency.

Disability Equality Training

In conjunction with the construction being undertaken to create accessible branches, we scheduled two Disability Equality training sessions for an average of 30 targeted employees at the renovated branches to take place in 2020. The training aims to promote employee awareness on ethical workplace behavior to promote the successful integration of the differently abled.

“It was a pleasure collaborating with ALEXBANK in organizing Azm Inclusive Career Day for jobseekers with disabilities. We work to provide equal opportunities to everyone in the job market and could not find a better partner towards this end. ALEXBANK took this initiative and acted to advance the cause, and we at Shaghalni are proud to collaboratively take part in Azm’s Success.”



Omar Khalifa
Founder and CEO of Shaghalni

8. CELEBRATING DIVERSITY AT ALEXBANK

Azm: Inclusive Employment Opportunities & Training

Azm, translated as “Determination,” was aptly selected as a title for the first forum serving persons with disabilities to assist them in overcoming the obstacles they face, penetrate the labor market, and move toward responsible business practices. The forum is a joint initiative by the ALEXBANK People Management & Development Office and the CSR and Sustainable Development Office; and is held under the auspices of the Ministry of Social Solidarity in partnership with Helm, and Shaghalni. Azm was held on July 20, 2019 at the Greek Campus. Attended by employers and 1,200

employment seekers, this forum provided a platform for discourse involving the challenges faced in the workplace by people with disabilities and the opportunities to mitigate these challenges via ethical business practices and interview techniques. While the event was an ALEXBANK-led initiative, all banks operating in Egypt were invited to participate in Azm. There were 13 employees who volunteered to take part in the Azm program, and ALEXBANK recruited 15 employees with disabilities as a direct result of this event.



A representative of ALEXBANK's Human Resources team speaking at "AZM", ALEXBANK's employment fair and preaching for equal opportunities in the workplace.

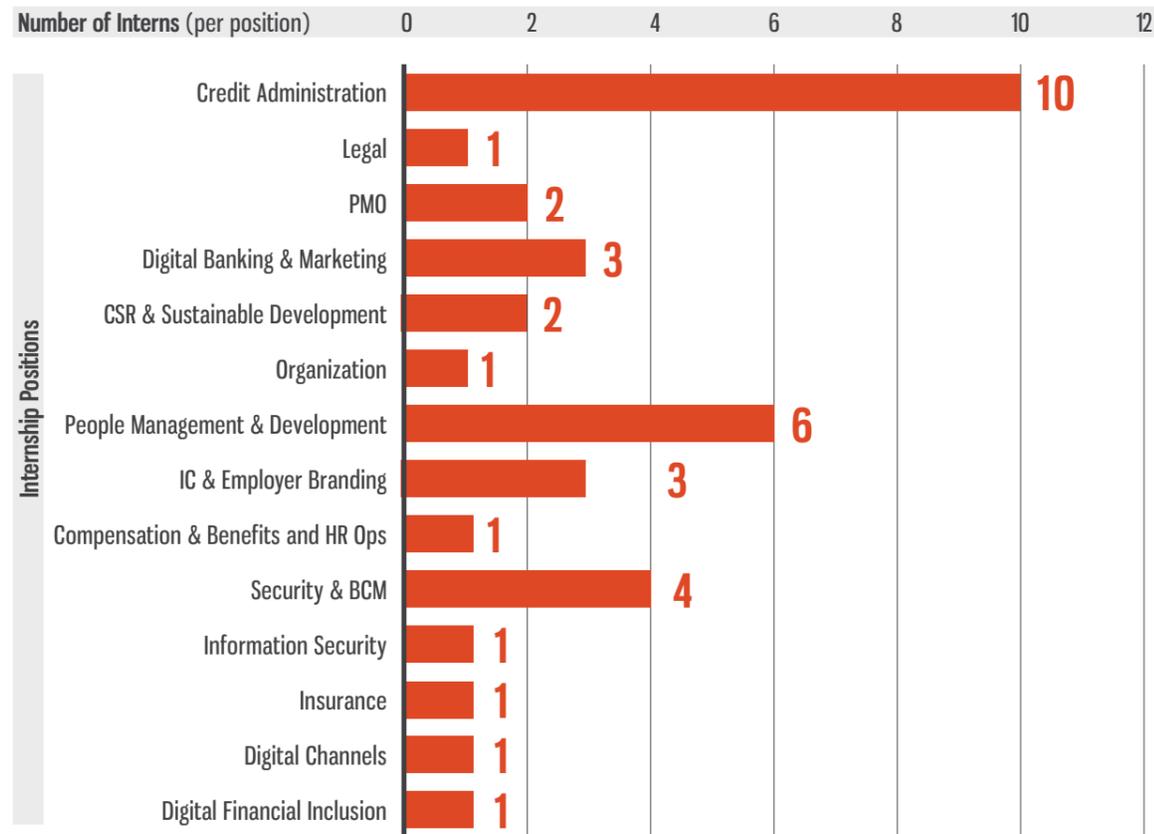
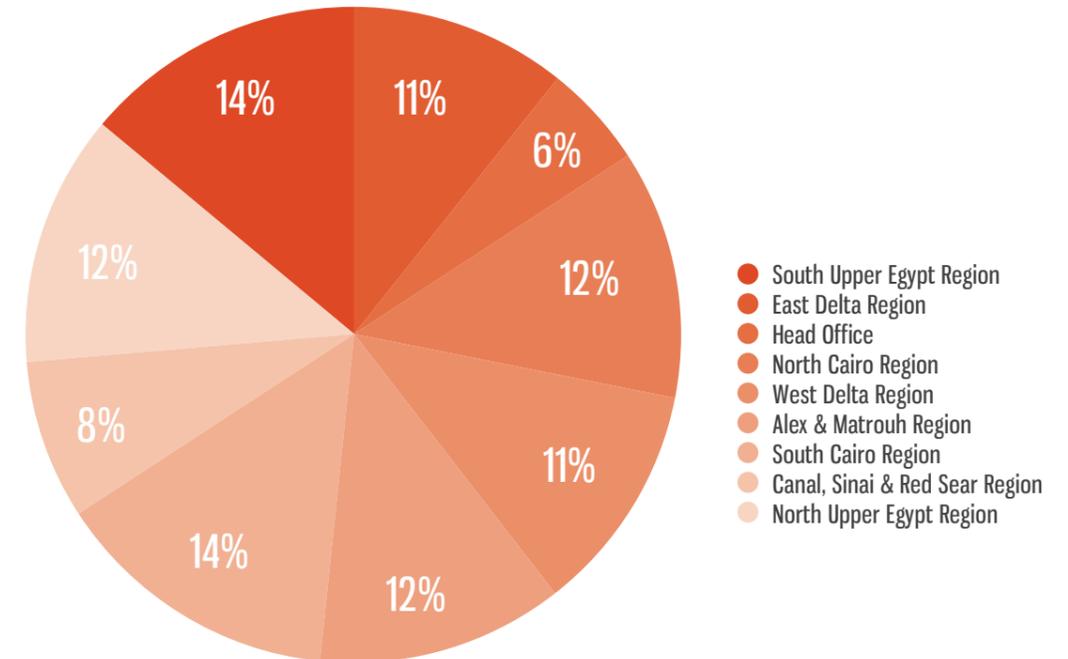
8. CELEBRATING DIVERSITY AT ALEXBANK



Our first edition of inclusive employment fair, "AZM", showcased the work of a collection of products made by Egyptian artisans as part of our "Qesetna Fi Herfnetna" initiative.

8.3 Our Internship Programs

Figure 18: Summer Internships by Region



8.4 Our Internal Communication Channels

Internal Communication

To ensure smooth internal functions and that employees are informed and aligned on a variety of issues and Central Bank of Egypt updates, the Human Resources and Organization Department has deployed numerous communication outlets.

Intranet

In addition to distributing vital information to all staff via email, previous publications and announcements can be accessed by all employees through our intranet. Gaining the most from ALEXBANK's intranet is addressed in orientations for new hires

Closer

A bi-weekly employee-led publication covering developments is being undertaken by all Bank functions. The publication is sent to all members of staff and previous editions can be found on ALEXBANK's intranet. To ensure all employees are made aware of compliance ethics, ALEXBANK's Compliance Department communicates in effective ways to address concerns such as conflict of interest, corruption, AML topics, customer protection, and FATCA requirements.⁴⁸ Additionally, an awareness announcement concerning the Bank's ethics and related policies is shared on a regular basis by the compliance department with all Bank employees.

9.

CREATING SOCIAL IMPACT & VALUE⁴⁹



Threads and colors of ALEXBANK's annual Ramadan bag celebrating the women of Sinai. This year, the theme of "Sinaweya" capturing the beauty of Sinai was made possible with the help of 750 empowered female artisans.



After a long day of classroom learning, students say their goodbyes and eagerly wait to return next morning in Edfu.

PHOTO BY: NOUR EL DIN SHEHIF

OVER THE YEARS, WE HAVE BEEN WORKING TO PRODUCE A HOLISTIC DEVELOPMENTAL MODEL THAT CAN CREATE SHARED VALUE WITH VAST IMPACT ON THE COMMUNITIES IT OPERATES IN. THE SUCCESS OF OUR INITIATIVES, WHICH INCORPORATE SOCIAL, ECONOMIC AND ENVIRONMENTAL FEATURES TO OPTIMIZE OUR SUPPORT CAN BE CREDITED TO OUR COLLABORATIONS WITH DIVERSE MULTI-STAKEHOLDERS ALONGSIDE THE BANK'S CORE FUNCTIONS, GOVERNMENT ENTITIES SUCH AS THE MINISTRY OF SOCIAL SOLIDARITY AND THE CENTRAL BANK OF EGYPT, PRIVATE SECTOR INSTITUTIONS, AS WELL AS LOCAL AND GLOBAL NON-PROFIT ORGANIZATIONS SUCH AS THE SAWIRIS FOUNDATION FOR SOCIAL DEVELOPMENT AND CARE.



Since 2018, ALEXBANK's CSR & Sustainable Development Office Strategy, which is tailored to maximize shared value creation over a four-year period, has been a guiding force in aiding our efforts to pioneer a fully-fledged sustainable community development framework. The Strategy, which is largely influenced by Intesa Sanpaolo Group's Four-Year Plan to establish a sustainable business model for an institution that serves its communities, directly tackles the Sustainable

Development Goals and Egypt's national goals under the Egypt Vision 2030, and aligning with both national and international sustainability guidelines.

The CSR & Sustainable Development Office is committed to advancing the Sustainable Development Goals, to promote the social, economic and environmental welfare of its communities in a manner that enhances ALEXBANK's business operations and economic growth.

9.1

Our Flagship Initiative

“Ebda3 men Masr”⁵⁰



LAUNCHED IN 2016, THE CSR & SUSTAINABLE DEVELOPMENT OFFICE'S FLAGSHIP INITIATIVE “EBDA3 MEN MASR” HAS PROVEN TO BE A SUCCESS VALUE CREATION MODEL, AIMED AT EMPOWERING LOCAL ARTISANS AND PRESERVING EGYPT'S RICH HERITAGE THROUGH HANDICRAFTS. EGYPTIAN ARTISANS LAY OUT A UNIQUE FOUNDATION FOR EGYPT'S ECONOMY, CONTRIBUTING TO THE REVITALIZATION OF COMMUNITIES.

ALEXBANK, among others, represented in Egypt at the L'Artigiano In Fiera exhibition in Milan, where the country was the exhibition's 2019 guest of honor.

In partnership with the Ministry of Social Solidarity and artisan welfare organizations, we utilized different means to support the creative economy. This has been achieved through direct sales and marketing opportunities through both local and international exhibitions, facilitating convenient and inclusive sales opportunities by providing artisans with ATMs and point of sale machines at discounted or no cost during exhibitions, empowering our artisan network through capacity-building and skill enhancement trainings as well as promoting rising handicrafts through our “Gifts with Impact” program.

To date, Ebda3 Men Masr has benefited approximately **6,000** artisans and craftsmen and women across Egypt. The initiative leverages over 25 partnerships and collaborations between several institutions, NGOs, governmental entities as well as individuals, covering **27 governorates**. Exhibitions have been held in Egypt in Cairo, Alexandria and Fayoum; in Dubai and Sharjah in the United Arab Emirates; and in Milan, Italy.



Women are major contributors to Egypt's handicrafts industry, and this was made more apparent during the development of our 2019 Ramadan Bag 'Sinaweya'.

Gifts with Impact

Since 2016, ALEXBANK has maintained the tradition of preparing and presenting gifts to our employees, partners and clients with the purpose of showcasing Egypt's diverse talents and empowering artisans.

“WITH A NEW CONCEPT AND IMPLEMENTING PARTNER EVERY YEAR, ‘EBDA3 MEN MASR’ TELLS THE STORY OF EGYPT’S ARTISANS AND THE HERITAGE THEY GUARD WITH THEIR HANDS AND HEARTS.”

Our “Gifts with Impact” reflect ALEXBANK’s commitment to responsible gift-sourcing and our aim to preserve and represent the beauty of Egyptian culture and authentic craftsmanship, while empowering and collaborating with our skilled artisans and the community at large. Over the past four years, our Annual Corporate Giveaways Project has directly impacted the lives of 354 artisans (75% of which are women). Indirectly, 2,000 individuals across eight governorates have been positively affected.



Mary Saad, founder of Macrame.Rou7, working on "Horra" ("Free"), a collection of custom wall hangers to be gifted to valued partners under our "Gifts with Impact" initiative.

Annual Corporate Giveaways

As an annual tradition, our corporate giveaways represent a key feature of the projects being undertaken by the CSR & Sustainable Development Office and are made by our partners and collaborators seeking to enhance their marketing and skill set through our capacity training forums. In 2019, the CSR & Sustainable Development Office designed and sourced 500 handcrafted Egyptian products.

These handcrafted products depict ALEXBANK's CSR & Sustainable Development Office Strategy of empowering local communities through economic development and the principle of creating shared value. The project targeted more than 50 women in Dahshur, Assiut and other regions in Upper Egypt, producing uniquely handcrafted Macramé wall art and laptop sleeves.

Our premium category giveaway named "Horra" (meaning "Free") is a handmade Macramé wall hanging made from pure Egyptian cotton. The Macramé, a revived craft, is a form of textile produced using various combinations of knotting techniques and handmade by 14 women in the city of Assiut. The production time of every piece takes an average of 14 hours to cut, two hours to color and a day to dry, followed by the treatment of wood with a specialized oven. Another giveaway was named "Reefiya" (meaning "Rural").

The laptop-sleeve was produced using genuine high-quality leather, embroidered with beautiful patterns inspired by the surrounding scenery, and woven by the hands of 40 women in Dahshur. The melange between leather and embroidery creates a new line of designs for those women. Since every piece was handmade to preserve the authenticity of the craft, the embroidery of each laptop sleeve tells a different story.

“سِينَاوِيَّة”

PHOTO BY AHMED HAYMAN



ALEXBANK | بنك الإسكندرية

مبادرة من



A celebration of Sinai's rich culture handmade by the resilient women of the region.

9. CREATING SOCIAL IMPACT & VALUE



Ramadan Bags “Sinaweya”

Since 2017, ALEXBANK's CSR & Sustainable Development Office and People Management and Development Office have pioneered the tradition of presenting “yameesh” (dried fruits, nuts and ingredients custom to Ramadan tradition) in the form of a gift to employees, which aims to embed sustainable procurement practices across business operations and empower Egyptian artisans from the bottom of the pyramid and enterprises. Thus far, our Ramadan Bags have benefited 1,450 women from Giza, Fayoum, Sinai, Assiut, and Cairo.

In 2019, our yearly tradition of producing and distributing Ramadan Bags to our employees was inspired by the region of Sinai, a region that captures the hearts of those who visit, through our “Ebd3 men Masr” initiative.

The custom and uniquely embroidered bags titled “Sinaweya” (translating into “the girl from Sinai”) were the result of a mutual collaboration between three Egyptian associations: El-Fayrouz for Environmental & Social & Economic Services Association, the Development and Protection of Sinai Heritage and Environment Association as well as Baddara. Sinaweya was handmade by 700 craftswomen in Rafah, Al Toloul, Roman, Sheikh Zuwaid and Bir El Abd in North Sinai, and with the support of 50 craftswomen in Dahshour and Shobra El Kheima.



Introducing ALEXBANK's 2019 Bag “Sinaweya”: A story by the women of Sinai.



Reviving Abu Teeg's Carpet Industry for International Markets with the Sawiris Foundation for Social Development and the Egyptian Chamber of Handicrafts (2017-2020)

The Abu Teeg project was designed in December 2017 to enhance and promote carpet making in the city of Abu Teeg in Assiut in the Egyptian export-market. One of our most impactful projects yet, promoting Egypt's carpet making industry has provided local handicrafters with a unique opportunity to gain both financial and employment stability.

BY INVESTING 5% OF THE TOTAL REVENUES OF EACH PHASE OF THE PROJECT, WHICH TAKE PLACE EVERY QUARTER, IN TRAININGS AND CAPACITY-BUILDING PROGRAMS THE ABU TEEG PROJECT GREW TO EMPOWER A TOTAL OF 225 FEMALE ARTISANS ACROSS THREE TRAINING CENTERS.

The project will be concluded in February 2020, having produced 200m² of handmade carpets worth EGP 320,000, while creating new opportunities for the economic empowerment of its trainees who acquired the looms used in the training to independently produce their own carpets and sell them to local and international distributors.



Among our "Abu Teeg" project's chief goals, is to empower women to acquire carpet making skills to secure their economic future. Here depicted is a successful graduate of the carpet school, receiving her graduation certification.

PHOTO BY: MOHAMED ELGENDY

9. CREATING SOCIAL IMPACT & VALUE



Herfa Wa Tawasol (“Crafts and Connection”) in Cooperation with Tawasol and Star Care Egypt (2019 – 2020)

In 2019, ALEXBANK and Star Care Egypt joined Tawasol, an NGO seeking to empower Egyptian youth and families in Istabl Antar through sustainable means such as education, employment opportunities through handicrafts, diverse technical workshops as well as performing arts in Cairo’s neighborhoods of Istabl Antar, Ezbet Khairallah, Batn El Baqara, and Moqattam. Inspired by the role of handicrafts as a means to social and economic empowerment, “Herfa Wa Tawasol” aims to build an annex to Tawasol’s existing community school, currently catering to 170 students, to support a total of 500 future empowered Egyptians, providing integrated community resources.

The Bank’s donation will be funding one floor, dedicated to introducing handicrafts workshops. It is set to welcome 500 community members and provide a safe and nurturing hub for students between 8 and 16 years of age. The initiative is designed to provide a well-rounded, government accredited education that places emphasis on arts and handicrafts. The school is expected to provide students with a multi-disciplinary experience spanning the three main categories of education, vocational training, and performing arts. Additionally, health services that include free weekly checkups and funding assistance for operations will be provided to students and community members.

ALEXBANK’s employees were invited to attend the Memorandum of Understanding signing ceremony at Tawasol’s school in Istabl Antar where they were able to attend a cultural performance by the students. Moreover, the Bank’s donation will enable the children and women of the community to acquire skills that will aid them in their efforts to generate income for themselves and their families.

TAWASOL HAS TAKEN THE INITIATIVE TO OFFER CHILDREN, AND ESPECIALLY DROPOUT STUDENTS, AN ESCAPE FROM A DREADFUL FUTURE IF LEFT WITHOUT ADEQUATE GUIDANCE.

We are proud of our partnership with ALEXBANK who shares the same interest to provide marginalized children access to education, health and shelter.

The private sector and NGOs are the driving force behind a comprehensive development agenda and are the robust foundation that makes societies and economies thrive.” Yasmina Abou Youssef, Founder of Tawasol for Developing Istabl Antar “Finding partners who share the same passion as you is a very rare thing and with our partnership with ALEXBANK we are able to achieve great work into making the lives of children that much better. Through our partnership in Herfa we Tawasol we will be able to make the lives of boys and girls richer through offering them the space to learn and cultivate talent through a series of vocational trainings.” Omneya Hanna, Secretary General, Starcare Egypt



Al Khattat Al Monafez (“The Calligrapher”) with Al-Qalam Foundation (July – December 2019)

The first initiative of its kind, “The Calligrapher” project was introduced to revive the art of calligraphy and public appeal towards it, recognizing its key presence in Egyptian history, culture, and identity. The project aimed to promote a new form of artisanal artwork and empower new artisan groups within the “Ebda3 men Masr” network where they were able to acquire additional artisanal skills to produce market standard products.

The project was designed by Al Qalam Foundation in collaboration with ALEXBANK and was implemented over a six-month period. In partnership with Al-Qalam Foundation, the project included professional workshops and trainings for twenty individuals in calligraphy on leather, eleven in Kufi calligraphy and khayameya (traditional quilt work), as well as calligraphy workshops. Beyond enhancing calligraphy skills, the workshops were designed to cover the principles of business and management skills, in order to better equip artisans and enhance their capacity to contribute to market offerings. In 2020, the Bank aims to continue its investments in the development of the art of calligraphy and embark on a new phase of the project with Al Qalam Foundation.



An example of artisanal workmanship supported by ALEXBANK.

PHOTO BY: FARAH SHALABY



ALEXBANK employees gather with “Tawasol” students after witnessing their performance celebrating Egypt’s ancient history.

“THANKS TO EBDA3 MEN MASR, AL QALAM WAS ABLE TO CREATE VALUABLE OPPORTUNITIES TO DISPLAY ISLAMIC ART WITHIN THE ARTISAN AND HERITAGE EXHIBITIONS ORGANIZED OR SPONSORED BY ALEXBANK.”

We were also able to lend our support to a new generation of artists specialized in Islamic art through the program “The Calligrapher”, which focuses on building the capabilities of young artists and training them to properly adapt Arabic

calligraphy and Islamic decoration, studied in various materials with contemporary and innovative designs.” Mohamed Wahdan, Founder of the Al QalamSchool for Arabic Calligraphy



PHOTO BY: FARAH SHALABY

Through Qesetna Fi Herfetna ("Our Story, Our Craft"), ALEXBANK is able to lend its support to the strengthening of an inclusive artisan industry in Egypt.

9. CREATING SOCIAL IMPACT & VALUE



Qesetna Fi Herfetna ("Our Story, Our Craft") in Partnership with the Sawiris Foundation for Social Development (2018 – 2021)

Qesetna Fi Herfetna launched in 2018 to promote inclusivity in Egypt's creative economy through a holistic framework of support that includes specialized capacity building trainings tailored for specific disabilities, expand and diversify the handicrafts community and expand sales and marketing platforms through diverse platforms.

Under the auspices of the Ministry of Social Solidarity and our flagship initiative "Ebda3 men Masr," Qesetna Fi Herfetna launched in 2018 to promote inclusivity in Egypt's creative economy. Through developmental projects and events, this initiative leverages the ability to create an all-inclusive experience for beneficiaries, exhibitors, and attendees alike. Following the success of the first Qesetna fi Herfetna Christmas Bazaar in 2018, an inclusive exhibition that was held under the auspices of Egyptian President AbdelFattah El-Sisi to provide people with disabilities in Egypt's handicrafts industry with representation, ALEXBANK and the Sawiris Foundation for Social Development introduced a second edition in December 2019. The first of its kind in terms of sales and marketing opportunities for artisans with disabilities, 40 artisans with disabilities from Cairo, Qena, Assiut, Aswan, Minia and Sohag participated, generating sales exceeding EGP 50,000.

In 2019, ALEXBANK and the Sawiris Foundation for Social Development launched a project titled SETI, which stands for Support, Education and Training for Inclusion Center. In partnership with the Regional Association for Development and Enterprises as implementing partner, Yadaweya as crafts training partner alongside providing an online fair trade handicrafts store and SETI Center, inclusion training partner for people with disabilities, to empower artisans

with disabilities through handicrafts training, in the Egyptian governorates of Assiut, Aswan, Qena, and Sohag. The purpose of the project is to provide opportunities for artisans with disabilities to establish a presence in Egypt's creative industries, expand inclusive employment opportunities in the arts through skill enhancement and capacity trainings as well as expanding the assistance network for people with disabilities. Thus far, the project has resulted in the training of 116 educators dealing with people with disabilities, management and financial reporting. Moreover, the project delivered crafts trainings in accessories, crochet production and provided 80 artisans living with disabilities with technical support and training.

2019 marks the end of the Qesetna Fe Herfetna project; however, ALEXBANK and Sawiris Foundation will continue to support the disabled artisanal communities.

"I had the opportunity to participate in a number of exhibitions and opportunities through the project of Qesetna fi Herfetna, and I emphasized the importance of believing in the abilities of people with disability, creative craftsmen and art; good opportunities I met many creative artists in the arts field, and the interaction was excellent with the organizers, and I still look forward to take more steps to adopt our ideas, our creativity, and the community." Reda Fadl, Painter.

9. CREATING SOCIAL IMPACT & VALUE



Egypt is the Country of Honor at L'Artigiano in Fiera (Milan, November 30 – December 8, 2019)

In 2019, Egypt was the country of honor at Europe's largest handicrafts exhibition L'Artigiano in Fiera, in Italy. For the second year in a row, and under the auspices of the Ministry of Social Solidarity, ALEXBANK's "Ebda3 men Masr" partners and Egyptian artisans took part in the exhibition, showcasing their works on an international scale. The fair hosted its grand opening inside the Egyptian Pavilion in the attendance of H.E. the Egyptian Ambassador to Italy, and H.E. the Consul General of Egypt in Milan. The exhibition welcomed 1.3 million visitors to explore the works of artists from over 100 countries.

50 Egyptian artists were selected from the "Ebda3 men Masr" network to represent Egypt and take part in the

exhibition. Selected artists were chosen by the Bank's partners Banque Misr, the Ministry of Trade and Industry through its implementing arm The Export Development Authority, Expo-Link and the Italian Chamber of Commerce in Egypt. A meticulous selection process and multiple trainings took place at the Ministry of Social Solidarity where the craftspeople were coached on European design trends, logistical requirements, display techniques and marketing opportunities that they can use to maximize their sales at the exhibition. This resulted in a significant rise in sales compared to last year, with artisans reporting sales figures witnessing a 159% increase from 2018.

We are committed to contributing to the international growth of Egypt's handicrafts community, recognizing the wealth of our culture and history embodied in the art produced. We will continue to empower Egyptian artists on a global scale and create value that will undoubtedly be shared.



Egyptian products proudly on display at L'Artigiano In Fiera, Milan - one of the world's largest international exhibitions.





Diarna aims to showcase and celebrate the diversity of Egypt's rising artisans as a core component of culture and society.

PHOTO BY: FARAH SHALABY



Arab Republic of Egypt
Ministry of Social Solidarity

Diarna Egypt's Biggest Annual Handicrafts Exhibition; Diarna 2019/2020

Since 2018, ALEXBANK has been chosen as the Ministry of Social Solidarity's strategic partner in the field of handicrafts and the creative economy. In 2019, ALEXBANK took part in two editions of Diarna, an exhibition seeking to provide a wider platform for Egypt's growing artisan community, while shedding light on a governorate's unique craft. The first edition which took place from January 20th until February 5th, generated over EGP 6,000,000 in sales, showcasing the work of 568 exhibitors from across the country, and celebrated Aswan and its Nubian traditions for advancing the handicrafts sector in Egypt. The second edition, celebrating the governorate of Fayoum, took place from December 16th and continued into 2020 until January 15th. The Fayoum edition featured over 350 exhibitors and generated a record-breaking EGP 9,000,000 in sales. Moreover, the exhibition aimed to be as inclusive as possible, with artists with disabilities celebrated as the guest of honor, and their role in driving forward Egypt's handicraft industry highlighted. The exhibition was fully accessible through our partnerships with Helm Consulting and Al-Hassan Foundation. It also featured two ALEXBANK ATMs and Point of Sale machines to "Ebda3 men Masr" partners.

9. CREATING SOCIAL IMPACT & VALUE



El Masriya Catalogue in partnership with Sawiris Foundation for Social Development and the National Council of Women

In celebration of ALEXBANK's partnership with the National Council of Women and the Sawiris Foundation for Social Development, a third edition of the "El Masrya" ("The Egyptian") Catalogue was published to empower Egypt women in Egypt's creative economy and is dedicated to providing a wider platform for female artisans. This year, ALEXBANK was able to feature 25 women in the third edition of the publication, seven of whom belong to the "Ebda3 men Masr" network. The publication is available online on the National Council for Women's website.



Abeer Baddara, a longstanding partner to ALEXBANK and "Ebda3 men Masr" artisan featured with her products in "El Masriya", a publication by the "National Council for Women".



In celebration of Breast Cancer Awareness Month, ALEX-BANK's monthly "Forsa Bazaar" marked its entrance with a pink ribbon made entirely from balloons, the international symbol for breast cancer awareness.

Our Monthly Forsa Bazaar for Employees

Forsa Bazaar (which literally translates to 'chance' in Arabic) is a monthly bazaar for local artisans and enterprises to promote and sell their products at ALEXBANK's headquarters. During its second year, the purpose of the Bazaar was to showcase the work of local artisans and provide a sales and marketing platform for Egyptian entrepreneurs. Additionally, it encourages exhibitors to formalize their business and go cash-less. Furthermore, each edition of Forsa features a social cause as well as a partner NGO working to alleviate cause with a percentage of the proceeds donated to the NGO. Forsa Bazaar has achieved a multi-function exhibition that both caters to the needs of Egypt's rising entrepreneurs, as well as enabled visitors to conveniently support local organizations such as Baheya Hospital, Hope Rescue and Move Foundation for Children with Cerebral Palsy. The 12 editions of Forsa in 2019 provided over 147 exhibitors with a platform to gain more exposure and supported 12 causes and eleven NGOs.

9. CREATING SOCIAL IMPACT & VALUE



Yom Fi Masr (A Day in Egypt) – Global Stars

For the third year in a row, “Ebda3 men Masr” has supported “Yom Fi Masr”, an annual event that aims to provide a platform for local artisans working to preserve Egypt’s heritage through handicrafts. The 2019 edition of Yom Fi Masr, organized by Turath, welcomed 3,000 visitors to celebrate the work of 250 exhibitors from multiple entities working to empower the handicrafts community in Egypt including startups, NGOs and independent artisans. ALEXBANK provided 65 exhibitors who have been partners with the Bank in furthering the creative economy in Egypt with a large space, generating a total of EGP 117,800 collectively. In our efforts to promote financial inclusion, multiple exhibitors were also provided with ALEXBANK point of sale machines at no commission as well as ATMs, which ensured higher sales and facilitated payments with ease.



At the “Yom Fi Masr” (“A Day in Egypt”) exhibition where hundreds of Egyptian artisans showcase their work and promote local products.



PHOTO BY AHMED HAYMAN

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Health & Wellbeing

THE WELLBEING OF THE COMMUNITIES WE OPERATE IN IS CRUCIAL TO PROMOTING SUSTAINABLE WELFARE FOR ALL. OVER THE YEARS, ALEXBANK HAS EMBARKED ON NUMEROUS PARTNERSHIPS WITH GOVERNMENTAL BODIES AND INTERNATIONAL ORGANIZATIONS TO CONTRIBUTE TO THE SUSTAINABLE DEVELOPMENT GOALS. IN ALIGNMENT WITH INTESA SANPAOLO GROUP, THE BANK IS COMMITTED TO ENSURING EGYPT'S MARGINALIZED COMMUNITIES HAVE ACCESS TO HEALTHCARE SERVICES AND A SAFE ENVIRONMENT.

Thus far, the Bank has contributed to improving infrastructure, widening access to water, providing sustainable power sources, conserving the environment, and creating economic opportunities. In addition, the Bank has been working to promote access to medical services especially to women, children and persons with disability and providing aid during national calamities.



El Tareek ("The Roadway") Project

El Tareek is a Siwan community development project with the Siwa Community Development and Environmental Protection Association, Sawiris Foundation for Social Development, Shorouk Misr Foundation, and the Al Ahram Beverages Company. El Tareek aims to develop the community of Siwa Oasis, while preserving the environment, improving

the standard of living, promoting poverty reduction and diversifying employment opportunities. Through mutual collaboration, ALEXBANK, the Sawiris Foundation for Social Development, Shorouk Misr, and Al Ahram Beverages are seeking to address the needs of the Siwa labor market by providing 14 trainings pertaining to different disciplines such as kilim, sewing, yogurt and jam manufacturing. Beyond capacity training, the project aims to equip the hospital in Siwa with necessary equipment to detect, prevent and address sickle cell anemia through conducting medical surveys for 11,000 children and health awareness campaigns where 8,376 families attended. Moreover, the project aims to create a water supply station that ensures all members residing in Siwa have access to clean water. El Tareek is being implemented by the Siwa Community Development and Environmental Protection Association. Providing a truly inclusive developmental framework that will influence the education, health and environment of a resilient community welcoming change, the El Tareek Project has the potential to create a better Siwa for its residents. By 2020, all 11,000 children from Siwa would have been tested for sickle cell anemia and over 550 individuals would be provided with employment opportunities, and we would have completed the building of the water supply station.

9. CREATING SOCIAL IMPACT & VALUE



From the Heart to the Heart: Support to the Magdi Yacoub New Heart Center (2019 – 2021)

A key pillar of social and sustainable development revolves around ensuring medical resources are available and accessible to Egypt's diverse communities. This year, we

marked the start of our three-year partnership with the Magdi Yacoub Foundation, worth EGP 6,000,000, by supporting the establishment of an echocardiography room in the Magdi Yacoub Global Heart Centre in Cairo. ALEXBANK's echocardiography room is set to benefit 12,000 patients, out of which 4,000 are open-heart surgery cases, 2,400 of which to be performed on children. Moreover, the Global Heart Center is designed to welcome 80,000 of the most complex cases in Egypt, the Middle East, and Africa; train healthcare professionals from the Middle East and Africa; and further integrate research, innovation, and training of young healthcare professionals.



Extending Support to the Charitable Hospital of St Therese Church in Shoubra (2019)

In cooperation with the Embassy of Italy, ALEXBANK provided its support to the hospital of the St. Therese Church in Shoubra, donating EGP 300,000 to the renewal

of biomedical equipment across the hospital's units and outpatient clinics. Moreover, the donation was able to contribute to the surgical lights for the Hospital's operation rooms, upper and lower gastrointestinal endoscopy equipment, anesthesia instruments, development of a dental examination and treatment unit, as well as 3-dimensional ultrasonography and echocardiography instruments. ALEXBANK is proud to report the hospital is now able to facilitate free access to medical services to as many as 20,000 patients per month.



ALEXBANK's CEO and Managing Director Dante Campioni with Sir Magdi Yacoub at the Aswan Heart Center, marking a mutual partnership built on supporting Egypt's medical infrastructure.



In 2019, ALEXBANK proudly supported the St. Therese Church Hospital by contributing to its equipment in surgical rooms and dentistry, recognizing its role and pillar of community life in Shoubra.

Child Development, Education & Youth Employability

EDUCATION, ENTERTAINMENT AND A SAFE ENVIRONMENT ARE ALL CRUCIAL TO ENSURING EGYPTIAN CHILDREN DEVELOP TO BECOMING AN EMPOWERED GENERATION CAPABLE OF SUPPORTING AND SUSTAINING ITS COMMUNITIES.

Over the years, we have been committed to ensuring Egyptian children have access to schooling, character development exercises and capacity trainings as they contribute to the employability of youth. More importantly, the Bank is actively invested in supporting young Egyptian girls through diverse means, ensuring they develop into empowered women who will contribute to the expansion of national gender equality efforts.



Shortly after reading class, the girls take a break to celebrate their teacher's birthday at the "In House Nurseries" in Edfu.

PHOTO BY: NOUR EL DIN SHERIF



The Commitment Continues to "Improving the Living Conditions of Children in Street Situations"

Since 2017, ALEXBANK and the Sawiris Foundation for Social Development have partnered with two local organizations, Ana El Masry and Banati Foundation to provide 5,000 children in street situations with a holistic framework of developmental support. In 2019, ALEXBANK renewed its commitment to the cause with the signing of a new Memorandum of Understanding between all parties to provide homeless children with access to safe accommodation, proper nutrition, health services, education, and professional training to promote their re-integration in society. Thus far, 150 children were provided with housing, 30 children have enrolled in regular schools, 2,000 girls have found support in this network, and 20% have been successfully re-integrated with their families. In addition, the partnership supports the enhancement and capacity-building of four non-governmental organizations to efficiently operate in this field.



The “In House Nurseries” project (2019 – 2021)

In October 2019, ALEXBANK signed a Memorandum of Understanding with the Sawiris Foundation for Social Development entitled “Improving the Living Conditions of Marginalized Children in Egypt” allocating EGP 50,000,000 to the cause over a five-year plan. “In-House Nurseries,” operated in partnership with Kheir Wa Baraka as a three-year project aiming to upgrade 75 nurseries in the governorates of Giza and Aswan. The project aims to provide a rounded developmental model that promotes the physical and mental wellbeing of children and parents through education and health services. The project, implemented in collaboration with our strategic partner in sustainable development, the Sawiris Foundation for Social Development, with Kheir Wa Baraka NGO, is set to impact 1,635 community members over the course of three years. Moreover, under the same Memorandum of Understanding, 2020 will signal the start of a project in collaboration with Wataneya for the development of Orphanages NGO entitled “Development of Orphanages for the Rehabilitation of Youth and Aftercare Services”.



PHOTO BY: NOUR EL DIN, SHERIF

Fun and laughter in a classroom in Edfu: the girls have access to an education and represent a brighter future.

PHOTO BY: FARAH SHALABY



The happiness of a student gaining an opportunity to experience a childhood full of learning in a nurturing environment.



“Cotton for Life”

The “Cotton for Life” program was introduced by ALEXBANK and Filmar in 2014 to support the Egyptian Ministry of Education to educate Egyptian farmers, students and designers in organic agriculture and sustainable industry processes related to cotton production. The program aims to enhance the technical skills and employability of youth through sustainable cotton production in Egypt. Thus far, the program has served over 150,000 students from 134 technical schools situated across Kafr El Sheikh, Damietta, and Alexandria governorates. Following the successful inception of the project, it expanded as a national initiative labelled “The Egyptian Cotton Project” led by UNIDO Egypt. Since then the project has fulfilled the objectives of sustainable development by enhancing environmental impact and the promotion of green technologies, reducing soil contamination, promoting gender equality and empowering female workers while sustaining the production of premium cotton.

9. CREATING SOCIAL IMPACT & VALUE



One Dream (2018-2020)

One Dream is a community development project being implemented by the Association for the Protection of the Environment (A.P.E.), in collaboration with ALEXBANK, Starcare Egypt and Shorouk Misr Foundation to improve the living conditions of garbage collectors in Mansheyet Nasser. In 2019 alone, One Dream has transformed the lives of 9,865 individuals across all age groups by introducing six pre-nursery classrooms, ten literacy classes for adults as well as providing 3,000 individuals with medical screenings, 1,000 of which were offered medical support. In conjunction with classrooms, children between the ages of 4 and 16 are offered Funtasia Programs to develop creativity. Funtasia Egypt is a cultural center founded by the Elisa Sednaoui Foundation, that includes various topics, such as health, agriculture, and nutrition, using creative arts such as drawing, music, rhythm, acting, singing. These workshops are based on giving children/youth the safe space to exchange experiences, learn and discover their own creativity, as well as acquiring basic competencies and life skills such as “the ability to express oneself - self-confidence - the skill of creativity” with techniques from all over the world that feed the mind, heart and body, and cultivates their abilities.



PHOTO BY: FARAH SHALABY

The “Funtasia” program under our “One Dream” project inspires young students to embrace creativity as a powerful learning tool.

As part of the "Champions Teachers Program" in collaboration with Educate Me Foundation, exercises are tailored for teachers to grow their skills to benefit both their students and them.

PHOTO BY: NOUR EL DIN, SHERIF



9. CREATING SOCIAL IMPACT & VALUE



Pioneering a New Roadmap in Education with Educate Me Foundation (2019-2021)

Education is crucial to ensuring Egypt's future generations are provided with a framework that will enable sustainable development. Since 2016, ALEXBANK and the Educate Me Foundation for Cultural & Educational Development have been working towards improving the conditions of primary students and teachers alike in the public sector. In 2019, ALEXBANK renewed its partnership with Educate Me with the signing of a Memorandum of Understanding to introduce the "Champions Teachers Program" and "Empowering Pioneers" camps for pupils in public schools. The "Champions Teachers Program" launched in 2019, aimed to improve the experiences of Egyptian teachers by enhancing teaching facilities, making resources such as technology, stationary and international training materials accessible, as well as empowering teachers through holistic training programs. To date, the program has provided support to 65 public school teachers. Over the next two years, 150 teachers will benefit annually, with the objective of enhancing the capacities of public sector educators. To extend the benefits of this program across the country, we will be implementing the program in the governorates of Cairo, Fayoum, Luxor, Sohag and Beni Suef. In July 2020, ALEXBANK will be launching the Empowering Pioneers project in Fayoum and Beni Suef. The project aims to nurture 21st century skills and values through a project-based learning method in a safe and stimulating environment. The project is set to benefit 150 students over a two-year time period.

9. CREATING SOCIAL IMPACT & VALUE

Ramadan Lights 2019

Launched in 2018, Ramadan Lights is a series of initiatives that take place during the month of Ramadan to promote social welfare in Egypt. In its second year, ALEXBANK was keen to diversify its associated projects to achieve our goal of engaging employees and creating shared value. To

ensure employees remain engaged with our community welfare projects, the CSR and Sustainable Development Office launched six initiatives throughout the holy month to address different causes.



ALEXBANK's CEO and Managing Director representing ALEXBANK in celebrating the holy month of Ramadan together with our partners and some of the marginalized communities we aim to serve.



Hunger Alleviation Activities

Food security is a key pillar of the CSR & Sustainable Development Office's 2018 – 2021 Strategy. As such, employees took part in a food packing activity organized by the Egyptian Food Bank. With the help of Egyptian Food Bank staff, employees took part in assembly line to prepare 300 food boxes to be delivered to underprivileged communities across the country. Moreover, ALEXBANK employees organized the longest Iftar table with Shobra EIKheir NGO. The hard work and commitment of staff resulted in 700 meals being served to community members of Shobra.



Health Services

In 2019, employees were able to lend their support to the Magdi Yacoub Heart Foundation through our "How Many Hearts Can You Save?" campaign. The campaign aimed to facilitate the ease of donating to the foundation by creating a dedicated ALEXBANK account to the cause through which employees can show their support. The campaign garnered EGP 1.4 Million in donations. Moreover, to spread joy among children, ALEXBANK employees visited over 60 child patients at the 57357 Cancer Hospital and decorated the ward to capture the Ramadan spirit. The 57357 Cancer Hospital visit was one of numerous employee efforts to boost morale among Egyptian children. In Sohag, an ALEXBANK employee organized an iftar for 70 children from two orphanages, as well as a unique hospital visit at the Sohag Cancer Hospital for children for a day of entertainment.



Make Their Wishes Come True Campaign

In partnership with Tawasol, ALEXBANK launched the second edition of its Make Their Wishes Come True campaign, which aims to provide employees with an opportunity to grant a child's wish via email. 2019, employees were able to grant the wishes of 23 children, gifting them with toys, clothes, tablets and bicycles.



ALEXBANK's Third Annual Heroes Iftar (Iftar El-Abtal)

It has become an annual tradition for ALEXBANK, the Sawiris Foundation for Social Development and Samusocial International Egypt to host a Ramadan Iftar for marginalized children, with the purpose of supporting and empowering them. The Iftar, named "Heroes Iftar" after the children, aims to alleviate the struggles of Egypt's homeless children by providing them with a full day of fun activities and an opportunity to express themselves in Horreya Garden. ALEXBANK's 2019 Heroes Iftar welcomed 750 marginalized children from nine NGOs, in addition to approximately 250 invitees from our partners and dedicated employee volunteers with their families.

Each year, the Iftar is associated with a certain theme that is reflected in both the decorations and the activities. In 2019, the "Dream Land" themed Iftar El-Abtal was held at El Horreya Garden, aiming to realize children's dream jobs by providing them with an opportunity to experience the different proficiencies they can aspire to have through engaging activities. Previous years' themes were "Around the World", where monuments from all over the world were recreated for the children to visit as well as the "Heroes Carnival", where children were given access to superhero suits and activities. To accompany the iftar, an Ebd3 men Masr bazaar, featuring 15 exhibitors was organized to provide attendees with a unique opportunity to shop for local products. Moreover, Nestlé was present to provide the children with free ice cream and water highlighting their commitment to working alongside ALEXBANK on their quest to inspire children.

In alignment with our efforts to promote sustainable practice, the Iftar also marked the start of our partnership with Go Clean, an organization working to promote efficient waste management in Egypt. Go Clean was present to not only manage the waste created from this event, but to host workshops on the concept of recycling and waste management. Go Clean's team attended with flyers and roll-ups dispersed in the bazaar area, as well as multiple sets of coded bins to direct the public on how to dispose of their waste. The team also gave children a short presentation on the benefits of waste management, and different ways to encourage and practice it. At the end of the event, Go Clean was able to gather waste produced by over 100 attendees, generating money donated to advance schools. The waste generated during the event was evaluated at 100 kilograms of plastics, 70 kilograms of carton, and 30 kilograms of cans.

9.4
Sustainable Finance



Digital Saving Groups Project

In July, the “National Digital Savings Groups” project was led by the Central Bank of Egypt. In partnership with ALEXBANK, the National Council for Women (NCW), CARE International, a foundation working towards implementing development and human aid, as well as Vodafone Egypt to enable the financial inclusion of women in marginalized communities. It is a platform for women in rural areas to access financial and non-financial services using an e-wallet digital platform. The project provides digital financial products through the platform such as digital lending tailored to the women’s needs and enhancing their economic and social welfare at a later stage of the project. The project was piloted to 100 women in five groups, with plans by the Central Bank of Egypt for a national roll-out to reach up to 10,000 women over a period of 24 months. This project is considered the initial step of partial digitalization, aiming to act as an enhancement over the traditional method allowing for safer transactions while paving the way for scaling up of the project for its nationwide roll, ultimately creating an environment that promotes sustainable financial inclusion of women.



Sustainable finance built on the principle that financial literacy enables the creation of a generation of financially empowered Egyptian women.

The Bank’s Annual CSR Competition

The CSR Competition is an annual contest that combines employee engagement and support for a vital cause. With every year encompassing a different theme, submissions that meet critical implementation criteria are later distributed to employees who vote for the winning proposal. The theme in 2019 was financial inclusion, seeking the support of employees to develop a fully-fledged proposal to promote financial security in Egypt. The winning proposal later receives funding and support from the CSR & Sustainable Development Office. The 2019 proposal titled “Entrepreneurship and Economic Awareness for Women” won for both promoting female financial inclusion as well as popularizing local organization Alashanek Ya Balady. It is currently being implemented by partners Deraz Charity and “Alashanek Ya Balady”.

The initiative will provide educational and training initiatives targeting women and youth. First, it aims to provide women heads of households with ideas and projects in order to create revenue-generating projects. Second, training youth from the age of 14 to 18 on saving and investment, in addition to training young people aged 21 and above in the selection of suitable small and medium enterprise plans.



10.

THE PEOPLE SHAPING OUR CONNECTIONS

Introducing The People Creating Shaping Our Connections: Milad Gamel, Nehal ElYamani, Ingy Sherif, Ibrahim Awad, Mariam El Gammal, Walaah Mahmoud, Amr Galal, Ghada ElGawish, Menna Tarek, Mohamed Bahgat, Bashir Samir, Hend Samir, Dina Saeed, Soha Sorour, Mohamed Agag, Contact Center Team, Mai Hany, Ahmed Alaga, Heba Hossam, Gehan Hassan, Seif Negm and Fekry Shenouda.

The students of Funtasia are eager to take part in a creative learning activity.

PHOTO BY: FARAH SHALABY

10. THE PEOPLE SHAPING OUR CONNECTIONS



MARIAM EL GAMMAL

Cairo

HEAD OF PEOPLE MANAGEMENT MARIAM EL GAMMAL HAS BEEN AN ACTIVE MEMBER OF OUR INSTITUTION FOR OVER A DECADE. HER DIRECT INVOLVEMENT WITH EMPLOYEES HAS PROVIDED HER WITH UNIQUE INSIGHT INTO THE SHIFTS THAT ARE TAKING PLACE ACROSS EMPLOYEE CULTURE, SHAPING THE COMMUNITY VALUES THAT ARE INHERENTLY CENTRAL TO THE ALEXBANK'S BUSINESS MODEL WE KNOW TODAY.



SHE CITES VOLUNTEERING AS AN ACCURATE MARKER OF WHERE SOCIETY IS TRANSITIONING, PARTICULARLY WITH REGARDS TO CELEBRATING DIVERSITY AND BRINGING PEOPLE TOGETHER FOR A GREATER CAUSE. AS PER EL GAMMAL, IN THIS DAY AND AGE, ALEXBANK MILLENNIALS ARE FOCUSING THEIR VOLUNTEERING EFFORTS TO REPRESENT THEIR GENERATIONAL NEEDS, OFTEN FAVORING INITIATIVES THAT PROMOTE EMPOWERMENT SUCH AS AWARENESS ACTIVITIES AND ADVANCING EMPLOYMENT OPPORTUNITIES SUSTAINABLY, RATHER THAN PROVISIONAL, MOMENTARY SUPPORT. CHANGING ATTITUDES TOWARDS VOLUNTEERISM ACCURATELY OUTLINES THE EVOLUTION OF COMMUNITYSHIP AT ALEXBANK, AS WELL AS THE DIRECTION EMPLOYEE ENGAGEMENT IS HEADED TOWARDS.

PHOTO BY FARAH SHAHABY

The students of "Funtasia" gather to learn about how the heart pumps blood through the body, in a way that volunteerism contributes to the creation of a strong community values in institutions.



Through ALEXBANK's training program, a culture of friendship and comradery is established throughout our institution.

“Nothing brings people together like a common goal.”

PHOTO BY: NOUR EL DIN SHERIF



PHOTO BY: NOUR EL DIN, SHERIF

PHOTO BY: NOUR EL DIN, SHERIF

Egypt's educators come together at the "Champions Teachers" program in Sohag to exchange ideas on how to build a better generation for Egypt's future society.



AHMED ALAGA
Mansoura

AHMED ALAGA WAS AWARDED "BEST BRANCH MANAGER" IN 2019. HAVING WORKED AND BEEN EXPOSED TO MULTIPLE CORPORATE ENVIRONMENTS FOR OVER A DECADE, ALEXBANK WAS HIS FIRST PROPER INTRODUCTION TO WHAT HE REFERS TO AS "ACCESSIBLE CSR". LAST YEAR, ALAGA AND HIS SON JOINED IFTAR EL ABTAL, THE BANK'S ANNUAL IFTAR HOSTING HUNDREDS OF UNDERPRIVILEGED CHILDREN FROM VARYING BACKGROUNDS.



"We are transitioning into something greater than social responsibility; we are performing citizenship."

FOR ALAGA, VOLUNTEERING WITH ALEXBANK IS AN EFFECTIVE TOOL TO NOT ONLY HELP HIS COMMUNITY, BUT INSTILL VALUABLE LESSONS IN HIS SON, WHO SPENT THE DAY MAKING NEW FRIENDS. ALAGA'S SON IS NOT ONLY TRANSFORMING HIS PERCEPTION OF WORK, BUT THE VALUE OF HIS CONTRIBUTIONS TO ENABLE THE CREATION OF SHARED VALUE.

A moment of true entertainment of authentic Egyptian music and dance performance at our annual "Iftar Al-Abtal" ("Heroes Iftar") event in Horreya Park.

For educators attending the "Champions Teachers" program, sharing experiences allows for strong synergies between different approaches to learning and teaching with impact.

PHOTO BY: NOUR EL DIN, SHERIF



10. THE PEOPLE SHAPING OUR CONNECTIONS



GHADA ELGAWISH
Cairo

GHADA ELGAWISH IS HEAD OF MULTINATIONAL DEPARTMENT AT ALEXBANK. FOR ELGAWISH, VOLUNTEERING IS A NECESSITY FOR EVERY INSTITUTION'S KPIS. IT IS A VALUABLE TOOL THROUGH WHICH TO STRENGTHEN TEAMWORK AND ESTABLISH A MORE DYNAMIC WORK RELATIONSHIP WITH COLLEAGUES. ELGAWISH'S STORY STARTS WELL BEFORE JOINING ALEXBANK, WITH HER CAREER PLACING HER AT THE EPICENTER OF CORPORATE SOCIAL RESPONSIBILITY. IN ESSENCE, VOLUNTEERING AND EMPLOYEE ENGAGEMENT HAVE ALWAYS BEEN A COMPONENT OF HER CAREER TRAJECTORY, OUTSPANNING NUMEROUS INSTITUTIONS.



"Volunteering has always been a part of my career path because I believe the Bank's volunteering activities cultivate a culture of teamwork."

THIS YEAR IN RAMADAN, ELGAWISH WORKED ALONGSIDE HER TEAM TO JOIN OUR RAMADAN LIGHTS INITIATIVE "MAKE THEIR WISHES COME TRUE", IN WHICH HER DEPARTMENT WAS ABLE TO GRANT A CHILD'S WISH OF OWNING A PLAY STATION. THE SENSE OF ASSURANCE THAT THE GIFT WAS NEEDED, THAT AN ENTIRE TEAM COULD JOIN AND THAT THERE WOULD BE A DIRECT LINK TO THE CHILD WERE JUST SOME OF THE REASONS ELGAWISH WILL BE WORKING ALONGSIDE HER TEAM TO CREATE SHARED VALUE.

Young girls playing on a bouncing castle at the festive and activity-filled ALEXBANK "Iftar Al-Abtal" ("Heroes Iftar").



At the "Dreamland" themed annual "Iftar Al-Abtal", where children were given the chance to live out their greatest dreams.



INGY SHERIF
Cairo

INGY SHERIF IS AN INTERNAL COMMUNICATION OFFICER WORKING TO ENSURE ALEXBANK EMPLOYEES RECEIVE CORRECT MESSAGING. SHERIF'S DRIVE TOWARDS VOLUNTEERISM STARTED IN SCHOOL, WHERE SHE TOOK PART IN WHAT SHE DESCRIBES AS A HEARTWARMING ORPHANAGE VISIT. THE SCHOOL VISIT MARKED A PATH TOWARDS VOLUNTEERISM THAT WOULD CONTINUE WELL INTO HER CAREER, CONTRIBUTING TO THE BANK'S ANNUAL IFTAR EL ABTAL, WHERE UNDERPRIVILEGED CHILDREN ENJOY A FULL DAY OF ENTERTAINMENT AT HORREYA PARK A FEW MONTHS INTO WORKING AT ALEXBANK.



IFTAR EL ABTAL IS A FOND MEMORY OF SHERIF'S, WHERE SHE JOYFULLY RECALLS THE MAGNITUDE OF THE EVENT AND THE IMPACT IT WOULD HAVE ON SPREADING SMILES ACROSS THE FACES OF CHILDREN. MOST NOTABLY, SHERIF HIGHLIGHTS "THERE WAS A FEELING THAT CAME WITH THE EVENT THAT MADE ME FEEL RAMADAN WOULD NOT HAVE BEEN WHAT IT WAS IF NOT FOR THAT DAY".

PHOTO BY: MOHAMED ELBENDY

Supporting remote local businesses often leads to great economic growth similar to that of ALEXBANK through its "Ebda3 men Masr" initiative to support and sustain handicrafts in Siwa and beyond.



“I felt like I was part of something big.”

Children at the “I The Egyptian” school supported by ALEXBANK are given the tools they need to engage with the wider world.



A glimpse of the entertaining activities made available for the kids at the annual "Iftar Al-Abtal" ("Heroes Iftar").



SOHA SOROUR
Cairo

SOHA SOROUR IS A SENIOR PURCHASING OFFICER AT ALEXBANK WHO HAS ACTIVELY CONTRIBUTED TO THE FIELD OF DEVELOPMENT AND CHILD WELFARE. AS A WORKING MOTHER, SOROUR BELIEVES IN ALIGNING WITH INSTITUTIONS THAT ENDORSE THE SAME VALUES SHE WORKS TOWARDS INSTILLING IN HER CHILDREN. VOLUNTEERISM IS NOT JUST AN AFTER-WORK ACTIVITY FOR SOROUR, IT IS A NECESSARY TEACHING MOMENT FOR YOUNG ADULTS GROWING UP.



AT LAST YEAR'S IFTAR EL ABTAL, AN ANNUAL EVENT THAT AIMS TO BRING EGYPT'S MARGINALIZED CHILDREN TOGETHER TO CELEBRATE THE JOYS OF CHILDHOOD, SOROUR'S SON ACCOMPANIED HER TO THE EVENT, WHERE SHE PROUDLY RECALLS THE PRIDE AND SENSE OF ACCOMPLISHMENT, HE FELT IN DISTRIBUTING TOYS TO THE CHILDREN HE MET THERE IN PERSON. SOROUR HAS SINCE TAKEN PART IN MORE CSR ACTIVITIES THAN WE CAN COUNT AND LOOKS FORWARD TO PLAYING AN ACTIVE ROLE IN COMMUNITY DEVELOPMENT.

PHOTO BY: FARAH SHALABY

Bright blue, and beautifully hand painted artwork depicting the garden center at the "Banati" ("My Girls") Foundation.



PHOTO BY NOUR EL DIN, SHERIF

PHOTO BY NOUR EL DIN, SHERIF

At Edfu, a young girl carefully ties her balloon at the only nursery within her community.

“I took my son with me to ‘Iftar El Abtal’ and he was able to share the experience with so many other children personally handing out the toys we bought to the children.”



FEKRY SHENOUDA
Cairo

INSPIRED BY HIS MOTHER'S PHILANTHROPIC WORK, HEAD OF CUSTODY AND SERVICES OFFICE FEKRY SHENOUDA HAS BEEN CONTRIBUTING TO COMMUNITY DEVELOPMENT PROJECTS FOR THE GREATER PART OF HIS LIFE. SHENOUDA RECALLS HOW HELPING OTHERS WAS THE NORM IN HIS FAMILY, SPENDING MANY CHILDHOOD DAYS VISITING SHELTERS.

PHOTO BY: FARAH SHAUBY

An array of colorful paintings produced by the young girls of the "Banati" ("My Girls") Foundation to foster their creative skills.

"What drives me to volunteer is the sense of purpose that comes with doing something good or making someone smile despite their difficult situation."

AS SUCH, HE ENCOURAGED HIS SON AND DAUGHTER TO BE EQUALLY INVOLVED IN DIVERSE COMMUNITY DEVELOPMENT PROJECTS THAT RANGE FROM SUPPORTING THE ELDERLY TO VISITING ORPHANAGES. MOTIVATED BY DRAWING A SMILE ON OTHERS, SHENOUDA CONTRIBUTED TO THE BANK'S 2019 IFTAR EL ABTAL AND CHILD DEVELOPMENT PROJECTS LABELLING ALEXBANK AS A PIONEER IN VOLUNTEERISM, CREATING A MARK ON EMPLOYEE IDENTITY. SHENOUDA IS CURRENTLY INVESTING HIS TIME AND EFFORTS TO EMPOWER THE COMMUNITIES LIVING IN THE FIFTEENTH OF MAY DISTRICT AND WILL BE SEEKING THE GUIDANCE AND SUPPORT OF HIS COMMUNITY TO ENSURE EGYPTIANS HAVE ACCESS TO SAFE HOUSING.



Children making their way to the face painting booth to get into any character they would like to be for the day at our annual "Iftar Al-Abtal".

The spirit of volunteerism was felt across our 2019 Iftar El Abtal ('Heroes Iftar') thanks to the support of our volunteers.



10. THE PEOPLE SHAPING OUR CONNECTIONS



GHADA EL GAMAL
Cairo

INTERNAL COMMUNICATION OFFICER GHADA EL GAMAL PLAYS A CRUCIAL ROLE IN KEEPING EMPLOYEES INFORMED BY COMMUNICATING INTERNAL BANK DEVELOPMENTS. EL GAMAL'S FIRST VOLUNTEERING EXPERIENCE WAS AT THE BANK'S ANNUAL IFTAR EL ABTAL, WHERE SHE WOULD BE PROVIDING COVERAGE FOR THE EVENT TO ALL BANK EMPLOYEES.



PHOTO BY: FARAH SHAABY

The grounds of the "Banati" ("My Girls") Foundation are home to eclectic art filled walls to provide a sense of home to the hundreds of girls living there.

DESPITE BEING HESITANT AT FIRST, EL GAMAL QUICKLY LEARNED THAT CONTRIBUTING TO THE HAPPINESS AND WELLBEING OF OTHERS WOULD BE A RECURRING THEME THAT WOULD FOLLOW THE NEW EXPERIENCES THAT WOULD COME ALONGSIDE BEING NEWLY RECRUITED IN 2019, WHERE CREATING SHARED VALUE WOULD BE INHERENT TO THE ROLE SHE WOULD PLAY IN COMMUNICATING KEY MESSAGING TO STAFF. VOLUNTEERING HAS BECOME AN ESSENTIAL PART OF HER GROWTH, CITING ITS ROLE IN HELPING HER EXPAND HER KNOWLEDGE AND EXPERIENCES SURROUNDING DIFFERENT ISSUES, LATER TAKING PART IN THE BANK'S BLOOD DONATION CAMPAIGNS. EL GAMAL IS LARGELY INTERESTED IN AWARENESS CREATION, PARTICULARLY WITH REGARDS TO HUMAN BEHAVIOR AND ITS ROLE ON COMMUNAL GOOD AND LOOKS FORWARD TO CONTRIBUTING TO ITS ACCESSIBILITY ACROSS ALL BRANCHES.



“Volunteering helped me personally.”

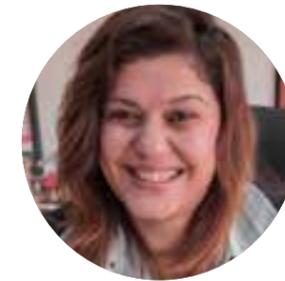
Fun and laughter in a classroom in Edfu: the girls have access to an education and represent a brighter future.

PHOTO BY: NOUR EL DIN SHERIF

Hearts and smiles for one of the many children attending our annual "Iftar Al-Abtal" ("Heroes Iftar").



10. THE PEOPLE SHAPING OUR CONNECTIONS



NEHAL ELYAMANY
Cairo

NEHAL ELYAMANY IS AN AUTHOR, LOANS OPERATIONS OFFICER AND HAS BEEN A DEDICATED CSR AMBASSADOR SINCE 2018. LIKENING HER EMPLOYEE EXPERIENCE AT ALEXBANK AS "BEING PART OF A BIG SCHOOL", AWAD HAS LENT HER SUPPORT TO THE BANK'S MOTHER'S DAY INITIATIVES, 57357 CHILDREN CANCER HOSPITAL VISITS AS WELL AS IFTAR EL ABTAL, WHERE SHE INVITED HER FAMILY TO ATTEND. AWAD IS PARTICULARLY INVESTED IN THE CHARACTER DEVELOPMENT OF EGYPTIAN CHILDREN, EMPHASIZING THEIR CRUCIAL ROLE IN DEVELOPING EGYPT'S FUTURE SOCIETY.

ALEXBANK, alongside the "Banati" ("My Girls") Foundation believe in investing in children, recognizing their role in building Egypt's future.



BEYOND CHILD DEVELOPMENT, AWAD AIMS TO SHED LIGHT ON ALEXBANK'S PARTNERSHIPS AMONG HER FRIEND CIRCLE, WITH THE HOPES OF NOT ONLY SHEDDING LIGHT ON THE BANK'S SOCIAL ENDEAVORS, BUT TO OTHERS TO LEND THEIR SUPPORT.



“I want ALEXBANK to invest even more in children - they are the future and will build our society.”

Making financial education fun: “Hady Bady” is ALEXBANK’s boardgame creating financial literacy among school children and transforming young Egyptians into financially responsible citizens





PHOTO BY: NOUR EL DIN SHERIF

ALEXBANK'S Contact Center team's friendship was built on a foundation of helping others (from left to right: Tamer El Okda, Heba Hossam, Menna Tarek, Walaa Mahmoud Amr Galal and Ibrahim Awad).

TAMER OKDA, IBRAHIM AWAD, MENNA TAREK, WALAA MAHMOUD AND HEBA HOSSAM

The Contact Center Team

ALEXBANK'S CONTACT CENTER IS A SUPPORT HUB CLIENT TURN TO FOR GUIDANCE. HEBA HOSSAM, MENNA TAREK, AMR GALAL, SAMAR KHALIL AND IBRAHIM AWAD, TAMER EL OKDA PLAY A CRUCIAL ROLE IN ASSISTING ALL BANK COMMUNITY MEMBERS RESOLVE ISSUES WHEN THEY ARISE. THEIR DEDICATION TO HELPING OTHERS WOULD BARE A NEW MEANING OVER THE COURSE OF THE YEAR, AND WHAT WOULD START AS A NORMAL WORKDAY WOULD TRANSPIRE INTO A UNIQUE STORY OF FRIENDSHIP. WHEN THE 57357 HOSPITAL VISIT ANNOUNCEMENT MADE ITS WAY TO THEIR EMAILS, IT WAS QUICKLY DECIDED THAT IT WOULD ONLY MAKE SENSE AS A COLLECTIVE EXPERIENCE.



"In 2019, we decided to volunteer together and enjoyed learning about the initiatives being arranged by the Bank. After going to the first event, we agreed we would make a tradition out of it."

AFTER SPENDING THE DAY DRAWING SMILES ON THE FACES OF CHILDREN AT THE HOSPITAL, A NEWFOUND TRADITION TO WORK TOGETHER TO HELP OTHERS WAS BORN AND A RIPPLE EFFECT WOULD GO INTO MOTION. THE GROUP WOULD LATER CONTRIBUTE TO THE SUCCESS OF THE SHUBRA IFTAR, IFTAR EL ABTAL AND THE CHRISTMAS EDITION OF THE 57357 HOSPITAL VISIT ENCOURAGING OTHER MEMBERS OF THEIR TEAM TO TAKE PART IN THE INITIATIVES BEING INSTIGATED. ALEXBANK'S CONTACT CENTER TEAM HAS PROVEN ITS COMMITMENT TO THE HIGHEST LEVEL OF SUPPORT, WITH ASSISTANCE THAT CAN BE FELT ACROSS THE SOCIAL LANDSCAPE.

Students at the In House Nurseries classroom pose with the balloons they were gifted as part of a birthday celebration.

PHOTO BY: NOUR EL DIN SHERIF



A group of our heroes posing happily for a picture in between a full day of games at our annual "Iftar Al-Abtal" ("Heroes Iftar").



GEHAN HASSAN
Cairo

GEHAN HASSAN IS A LOANS OPERATIONS OFFICER. ALONGSIDE HER COLLEAGUES, HASSAN VOLUNTEERED FOR THE FIRST TIME THROUGH ALEXBANK AT THE BANK'S ANNUAL IFTAR EL ABTAL EVENT BACK IN 2019, AIMING TO EMPOWER UNDERPRIVILEGED CHILDREN IN EGYPT. HASSAN RECALLS THE FEELING SHE HAD WITNESSING



THE CHILDREN SMILE AND TAKE PART IN THE FESTIVITIES, HIGHLIGHTING THE ENJOYMENT SHE FELT BEING PART OF SOMETHING UNIQUE. HASSAN LOOKS FORWARD TO PARTICIPATING IN OTHER BANK LED INITIATIVES OVER THE YEAR AND IS HOPING TO EXTEND HER CARE AND SUPPORT TO EGYPTIANS RESIDING IN ELDERLY HOMES.

To ignite creativity in children, the "Funtasia" project incorporates fun with learning to create an engaged and socially empowered generation of Egyptians.

PHOTO BY: FARAH SHALABY



“Participating in the ‘Iftar El Abtal’ event was my first volunteering experience at ALEXBANK, the highlight of which was seeing the children’s joy.”



For the “Sinaweya” edition of ALEXBANK’s Ramadan Bag, young women from Sinai showcased their skill and cultural heritage as expressed in traditional embroidery.



PHOTO BY: NOUR EL DIN SHERIF

ALEXBANK fosters and supports projects such as the "Champions Teachers" program where teamwork is the foundation for success.



MAI HANY
Cairo

PURCHASING TEAM LEADER MAI HANY BELIEVES IN THE POWER OF INNOVATION. ALONGSIDE BEING A DEDICATED CSR AMBASSADOR BY CONTRIBUTING TO INITIATIVES SUCH AS "MAKE THEIR WISHES COME TRUE" AND THE BANK'S ANNUAL IFTAR EL ABTAL, HANY SUBMITS HER IDEAS TO TACKLE A VARIETY OF ISSUES THAT IMPACT EGYPTIANS TO THE BANK'S CSR COMPETITION ANNUALLY. THE CSR COMPETITION PROVIDES EMPLOYEES WITH A PLATFORM THROUGH WHICH TO SHARE THEIR IDEAS TO TACKLE OR A NATIONAL ISSUE ALONGSIDE THE SUPPORT OF THE CSR & SUSTAINABLE DEVELOPMENT OFFICE.



HANY DEDICATED HER CSR COMPETITION PROPOSAL TO POPULARIZING REMOTE NGOS WORKING IN SILENCE TO GENERATE LOUD IMPACT, SHEDDING LIGHT ON NGOS SUPPORTING INDIVIDUALS LIVING WITH VISUAL IMPAIRMENTS IN TANTA. AS A RESULT, HANY WON AN AWARD FOR HER EFFORTS TO PROMOTE LOCAL INITIATIVES WORKING TO SERVE THEIR UNIQUE COMMUNITIES. HANY ENJOYS WORKING IN CLOSE COLLABORATION WITH THE CSR & SUSTAINABLE DEVELOPMENT OFFICE, LOOKING FORWARD TO WITNESSING THE EXPANSION OF BANK INITIATIVES TO REGIONAL BRANCHES OVER THE COMING YEARS.

In keeping with ALEXBANK efforts to celebrate Egyptian culture, the annual "Iftar Al-Abtal" ("Heroes Iftar") welcomed guests with traditional Ramadan beverages.



“My long standing and close contact with the CSR & Sustainable Office is influenced by my inherent sense of duty towards society.”

A student paints a clay piggy bank after learning the value of saving through ALEXBANK's first financial literacy game "Hady Bady".



MOHAMED BAHGAT
Cairo

MOHAMED BAHGAT IS A CORPORATE TEAM LEADER WHO ENJOYS FRIENDLY COMPETITION. IT IS FOR THAT REASON THE BANK'S "MAKE THEIR WISHES COME TRUE" INITIATIVE SPARKED HIS INTEREST. BAHGAT RECALLS WAITING PATIENTLY EVERY MORNING TO RECEIVE THE EMAIL THAT IS SENT TO ALL EMPLOYEES A NEW OPPORTUNITY TO GRANT A CHILD'S WISH EVERY DAY DURING THE HOLY MONTH OF RAMADAN WITH. HIS SPECIFIC FOCUS, HOWEVER, WAS ON BUYING A BICYCLE FOR A TAWASOL STUDENT.

During the month of Ramadan, ALEXBANK employees were able to grant the wishes of children by gifting them with the toys they wished for.

PHOTO BY: FARAH SHALABY

"Colleagues were competing to see who would send an email (to grant a wish) first. It was amazing. But I was focused on one thing and one thing only: I wanted to buy a bicycle! Sometime during the last five days of Ramadan I finally did."

AFTER FIVE ATTEMPTS, BAHGAT SAYS HE FINALLY "WON" THE WISH. THE "MAKE THEIR WISHES COME TRUE" CAMPAIGN HAS INSPIRED EMPLOYEES TO LIKEN THE ACT OF VOLUNTEERING WITH THAT OF WINNING. BAHGAT'S FIRST VOLUNTEERING EXPERIENCE TOOK PLACE AT AN ORPHANAGE OVER SEVEN YEARS AGO, IT WOULD ONLY BE THE START OF WHAT WOULD BE AN EMPLOYEE PERSISTENT TO SUPPORT OTHERS.

An announcement for our "Make Their Wishes Come True" Ramadan initiative, in which colleagues are informed about the children's new wishes and contributions made are celebrated.



PHOTO BY: NOUR EL DIN



At our annual "Iftar Al-Abtal" ("Heroes Iftar"), ALEXBANK's third annual Ramadan iftar for children in street situations in partnership with the Sawiris Foundation for Social Development, marginalized children from across Egypt gather for a full day of fun activities.



MILAD GAMEL
Cairo

MILAD GAMEL IS A DIGITALIZED OPERATIONS OFFICER WHOSE PASSION FOR COMMUNITY DEVELOPMENT EXTENDS FAR BEYOND THE WALLS OF ALEXBANK. INFLUENCED BY THE NEIGHBORHOOD WHERE HE RESIDES, GAMEL RECALLS WITNESSING FIRSTHAND THE CHALLENGES EGYPTIAN FACE DAILY. THE FORMER CALL CENTER EMPLOYEE TURNED CORPORATE HIGHLIGHTS THE ROLE OF HIS COLLEAGUES IN ENCOURAGING HIM TO TAKE PART IN THE BANK'S SOCIAL RESPONSIBILITY INITIATIVES, ESTABLISHING A TRADITION CENTERED AROUND VOLUNTEERISM SPANNING THE START OF HIS ALEXBANK THREE YEARS AGO.



"We as ALEXBANK have a great responsibility and role in being socially responsible and painting smiles on more people's faces."

HE HAS SINCE TAKEN PART IN THE BANK'S HUNGER ALLEVIATION CAMPAIGNS, CHILD DEVELOPMENT INITIATIVES AND MOST NOTABLY HEALTH AND WELLNESS PROJECTS AT THE 57357 CHILDREN'S CANCER HOSPITAL. HIS MOST MEMORABLE VISIT YET, GAMEL DISTINCTLY REMEMBERS THE HAPPINESS HE FELT MAKING CHILDREN SMILE. THE SENSE OF PRIDE AND FULFILMENT WAS NEVER LOST ON GAMEL, WHO WOULD LATER ORGANIZE A SECOND VISIT TO THE HOSPITAL WITH HIS COMMUNITY CHURCH. DEVELOPING INFORMAL COMMUNITIES IS GAMEL'S PRIORITY, AND ALONGSIDE THE CSR & SUSTAINABLE DEVELOPMENT OFFICE - IS EAGER TO WORK TOWARDS THIS.

A young girl enjoys the rock-climbing area in the activities section of our annual "Iftar Al-Abtal" ("Heroes Iftar") organized in cooperation with "Samusocial International Egypte".



A child participating in the festivities as part of our annual "Iftar Al-Abtal" ("Heroes Iftar") for the benefit of Egypt's marginalized children.



HEND SAMIR
Cairo

HEND SAMIR IS HEAD OF PEOPLE MANAGEMENT UNIT AT ALEXBANK. HER DECADE LONG CAREER IN THE BANK HAS EXPOSED HER TO THE DIVERSE CANDIDATES THAT WOULD LATER LEAVE THEIR MARK ON THIS INSTITUTION. SAMIR CITES VOLUNTEERISM AS A MAJOR THEME THAT IS OFTEN EXPLORED WELL BEFORE THE HIRING STAGE, WHERE YOUNG APPLICANTS IN PARTICULAR HIGHLIGHT THEIR PREVIOUS VOLUNTEERING OPPORTUNITIES. FOR MANY ALEXBANK EMPLOYEES, THE FOUNDATION FOR VOLUNTEERISM HAS ALREADY BEEN ESTABLISHED WELL BEFORE THEIR CAREER TRAJECTORY, ALIGNING WITH VALUES THAT CAPTURE THE PRACTICES THE BANK PROMOTES.

"People are not just financially driven, they want to see and experience all the facets of the organization."

SAMIR ALSO CREDITS VOLUNTEERING ACTIVITIES FOR BENEFITING EMPLOYEES BY BOTH ENABLING THEM TO EXPLORE ALL ASPECTS OF AN ORGANIZATION, AS WELL AS DIVERSIFY THEIR PERSPECTIVE OF LIFE. AS A MEMBER OF ALEXBANK'S HUMAN RESOURCES DEPARTMENT, SAMIR WILL CONTINUE TO ENDORSE THE BANK'S VOLUNTEERING INITIATIVES, AS THEY CONTINUE TO ADVANCE THE DEVELOPMENT OF EMPLOYEES WELL BEYOND THE WORKPLACE.



ALEXBANK employees attend the 'Iftar El Abtal' ('Heroe's Iftar') celebrations to highlight their commitment to empowering Egypt's marginalized children.

At the "Funtasia" program, children play a variety of games recognizing the role of fun in developing a generation of fulfilled Egyptians.



PHOTO BY: FARAH SHALABY

10. THE PEOPLE SHAPING OUR CONNECTIONS



MOHAMED AGAG
Sohag

MOHAMED AGAG'S EIGHT YEARS AT ALEXBANK AS HEAD OF CUSTOMER SERVICE HAVE BEEN NOTHING SHORT OF INTRIGUING. FOLLOWING A SIX-YEAR CORPORATE PATH, AND A PAST AS A CHILD RIGHTS ACTIVIST IN UNIVERSITY, AGAG HAS ESTABLISHED A FOUNDATION IN HIS DAILY MANTRA TO SUPPORT CHILDREN WITH A VARIETY OF AILMENTS. IT CAME AS NO SURPRISE TO THE CSR & SUSTAINABLE DEVELOPMENT OFFICE WHEN HE TOOK INITIATIVE AND REACHED OUT FOR SUPPORT IN ORDER TO HOST AN IFTAR FOR CHILDREN WITH CANCER IN SOHAG.



"ALEXBANK is leading with its microloans, providing young people with new opportunities to seek support."

IN TWO SHORT WEEKS, HUNDREDS OF CHILDREN WERE ABLE TO ROAM THE GROUNDS WITH ONE ANOTHER AND TAKE PART IN FESTIVITIES TO CELEBRATE THE HOLY MONTH OF RAMADAN OVER GOOD FOOD WITH THEIR FAMILIES. WITNESSING THE CHILDREN'S SPIRIT LIFT, FAR MORE THAN HAD FROM MONTHS OF TREATMENT, IS ONE OF THE MANY REASONS AGAG IS COMMITTED TO WORKING ALONGSIDE THE CSR & SUSTAINABLE DEVELOPMENT OFFICE TO INTRODUCE INITIATIVES IN HIS COMMUNITY, AS HE CONTINUES TO LOOK FORWARD TO MAKING THE RAMADAN IFTAR AN ANNUAL EVENT.



Students at a school in Tanta painting clay 'banks' as part of an interactive exercise to promote financial literacy.

PHOTO BY NOUR EL DIN



The students at "Tawasol" eagerly open presents gifted to them by ALEXBANK employees.



DINA SAEED
Cairo

DINA SAEED HAS BEEN LEADING ALEXBANK'S HUMAN RESOURCES SERVICE DESK SINCE 2016, ENSURING EMPLOYEES ARE EQUIPPED WITH THE TOOLS TO THRIVE IN A GROWING INSTITUTION. THE "MAKE THEIR WISHES" CAMPAIGN, AN INITIATIVE THROUGH WHICH EMPLOYEES ARE SENT AN EMAIL WITH A CHILD'S WISH FOR THEM TO GRANT HOLDS A DEAR MEMORY FOR SAEED, WHO VALUES THE PERSONALIZED NATURE OF PROVIDING CHILDREN WITH A GIFT THEY TRULY WANT. IN FACT, SHE SHARES STORIES ABOUT THE INITIATIVES BEING UNDERTAKEN AT ALEXBANK WITH HER FAMILY, IN WHICH THEY SHARE THEIR SUPPORT.



SAEED LOOKS FORWARD TO WITNESSING THE BANK SUPPORT EDUCATIONAL PROJECTS MORE, PARTICULARLY IN AREAS WHERE ACCESS TO SCHOOLS CAN BE A CHALLENGE. WHILE SAEED'S RESPONSIBILITIES COMPRISE PROVIDING EMPLOYEES WITH SUPPORT, SHE HAS EXTENDED HER HELPING HAND BEYOND THE WALLS OF THE BANK TO CREATE VALUE THAT IS SHARED.

Young girls at the "Tawasol" School learning to sew and embroider accessories as a capacity building and empowerment tool.



“My family is always excited to see ALEXBANK’s giveaways. From the small handmade artisan gifts to the annual Ramadan bag. Everything the Bank shares with us is seen and appreciated by our families.”

A woman embroiders a tale of rural Egypt on a custom lap-top sleeve for our “Reefiya” (“Rural”) corporate giveaway, inspired by the natural beauty of Egypt’s countryside.



In celebration of Earth Day, ALEXBANK hosted its employees to a documentary screening of critically acclaimed documentary "A Plastic Ocean" at Startup Haus in Downton Cairo.



BASHIR SAMIR
Tanta

BASHIR SAMIR IS A HUMAN RESOURCES SPECIALIST WHOSE WORK TAKES HIM FROM TANTA TO CAIRO EVERY MONTH. THE TRAVELING RECRUITER HAD BEEN WORKING FOR ALEXBANK A LITTLE UNDER SIX MONTHS WHEN HE FIRST JOINED THE EARTH DAY DOCUMENTARY SCREENING OF "A PLASTIC OCEAN". A UNIQUE EXPERIENCE TO SAMIR, ENVIRONMENTAL AWARENESS ACTIVITIES WOULD BE THE FIRST OF MANY INITIATIVES HE WOULD TAKE PART IN TO NOT ONLY CONNECT WITH COMMUNITY MEMBERS, BUT ALSO HELP OTHERS.



SAMIR HAS SINCE BEEN TO A VARIETY OF ALEXBANK'S INITIATIVES, SPANNING ENVIRONMENTAL WELFARE AND CHILD DEVELOPMENT. SAMIR LOOKS FORWARD TO TAKING PART IN MORE ACTIVITIES IN TANTA, WHERE HE PRIMARILY RESIDES, AND IS EAGER TO WITNESS THE EXPANSION OF CSR ACTIVITIES ACROSS EGYPT'S GOVERNORATES WHERE MORE BRANCH NETWORK PARTNERS CAN ALSO TAKE PART.

“If we are able to reach people everywhere, we will encourage people to participate.”

The journey to "Tawzun" ("Balance") farm in the Siwa Oasis offers tranquil backdrops to an enterprise built on embracing balance.

PHOTO BY: MOHAMED ELGENDY



ALEXBANK's diverse agricultural projects recognize the role of environmental welfare in promoting a stable and secure economy.

PHOTO BY: MOHAMED EL GENDY



SEIF NEGM
Cairo

SEIF NEGM IS A CREDIT ANALYST WHOSE FIRST EXPERIENCE WITH THE CSR & SUSTAINABLE DEVELOPMENT OFFICE TEAM AT ALEXBANK WAS AT THE “A PLASTIC OCEAN” EARTH DAY DOCUMENTARY SCREENING. WHILE HESITANT TO JOIN AT FIRST, NEGM HAS BECOME ONE OF OUR MOST COMMITTED VOLUNTEERS. IN 2019 ALONE, HE HAS TAKEN PART IN INITIATIVES THAT ENCOMPASS ENVIRONMENTAL WELFARE, CHILD DEVELOPMENT AND HUNGER ALLEVIATION. THIS YEAR, NEGM WAS ABLE TO SCRATCH AN OVERDUE ITEM OFF HIS BUCKET LIST: JOIN A FOOD PACKING INITIATIVE IN EGYPT’S FOOD BANK.



"What motivated me the most was that it (the Food Bank visit) was in Ramadan, when our support really makes a difference."

NEGM SPENT HIS DAY LEARNING MORE ABOUT FOOD INSECURITY IN EGYPT WHILE HAND PACKING BOXES FOR HUNGRY FAMILIES ACROSS CAIRO. HIS INVOLVEMENT IN OUR RAMADAN LIGHTS SERIES WOULD MARK HIS FIRST-TIME TAKING PART IN A VOLUNTEERING ACTIVITY, THAT HE WOULD LATER ENCOURAGE HIS FRIENDS TO JOIN. SINCE THEN, NEGM AND HIS TEAMMATES HAVE COLLABORATED TO PURCHASE A BICYCLE FOR A STUDENT AT TAWASOL'S COMMUNITY SCHOOL, WITH VOLUNTEERING INTRODUCING AN EXCITING NEW ELEMENT TO TEAMWORK.

PHOTO BY: FARAH SHALABY

For the young girls of "Banati" ("My Girls") Foundation, art remains a grounding source of comfort through creative expression.



ALEXBANK is committed to investing in Egypt's agriculture sector, recognizing its role in realizing economic growth.

11.

FINANCIAL INCLUSION & PURPOSEFUL LENDING⁵¹

FINANCIAL INCLUSION IS A SHARED GOAL BY BOTH THE CENTRAL BANK OF EGYPT AND INTESA SANPAOLO GROUP, RECOGNIZED FOR ITS CONTRIBUTION TO A STRUCTURED DEVELOPMENTAL FRAMEWORK OF SUPPORT. IT IS A CRUCIAL DEVELOPMENTAL COMPONENT THAT HAS TAKEN CENTER STAGE WITHIN ALEXBANK'S BUSINESS OPERATIONS. IN ORDER TO ACHIEVE INCLUSION THAT CAN BE SUSTAINED, THE BANK HAS DEPLOYED DIVERSE INITIATIVES TO PROVIDE EGYPTIAN COMMUNITIES WITH SUPPORT THROUGH TAILORED MICROLOANS LITERACY AND INCLUSION.



ALEXBANK's financial inclusion framework places great emphasis on initiatives for financial literacy, recognizing its role in establishing a sustainable inclusion strategy.

Our Microloan Initiatives

OVERALL, MORE THAN EGP 1 BILLION WERE DISBURSED IN 2019 TO SUPPORT MICROFINANCE ACTIVITIES, OUT OF WHICH ALMOST EGP 1 MILLION WERE DIRECTED INITIATIVES IN PARTNERSHIP WITH THE CSR & SUSTAINABLE DEVELOPMENT OFFICE UNDER A NEW PRODUCT SEGMENTATION ENTITLED MICROFINANCE IN COOPERATION WITH ENTITIES/NGOS THAT WAS CREATED IN LATE 2019.

This segmentation's purpose is to better offer value added products to our customers. Over the coming years and in line with the Bank's strategy to expand its lending directed to microfinance activities in partnership with NGOs, we are aiming to witness an increase of amounts disbursed under this category.

This new category of microfinance products is in line with ALEXBANK's core belief in multi-stakeholder synergies, allowing the Bank to offer competitive lending products to the underbanked. The contractual agreement includes entities such as NGOs, local top tiers, multinational companies, or governmental bodies.

The "Ebda3 men Masr" Microloan

This year, ALEXBANK launched the Ebda3 men Masr microloan, Egypt's first microloan for craftsmen and women. Developed jointly by the CSR & Sustainable Development Office, the Mass Retail & Products Department, and the Micro Finance Department, the microloan provides artisans with financial and technical support including: a microloan, a micro savings account, debit card, legal advisory services, business trainings and direct sales opportunities. 15 loans were booked in 2019.

NGOs play a strong role beyond just advising on the beneficiary's segment demographic including helping to ensure the sourcing of quality clients from the target segments. Products under this category include a capacity building component that is designed to fit the target industry of the product. NGOs are responsible for the delivery of this capacity building component which always includes a financial literacy pillar tailored to match the beneficiaries.

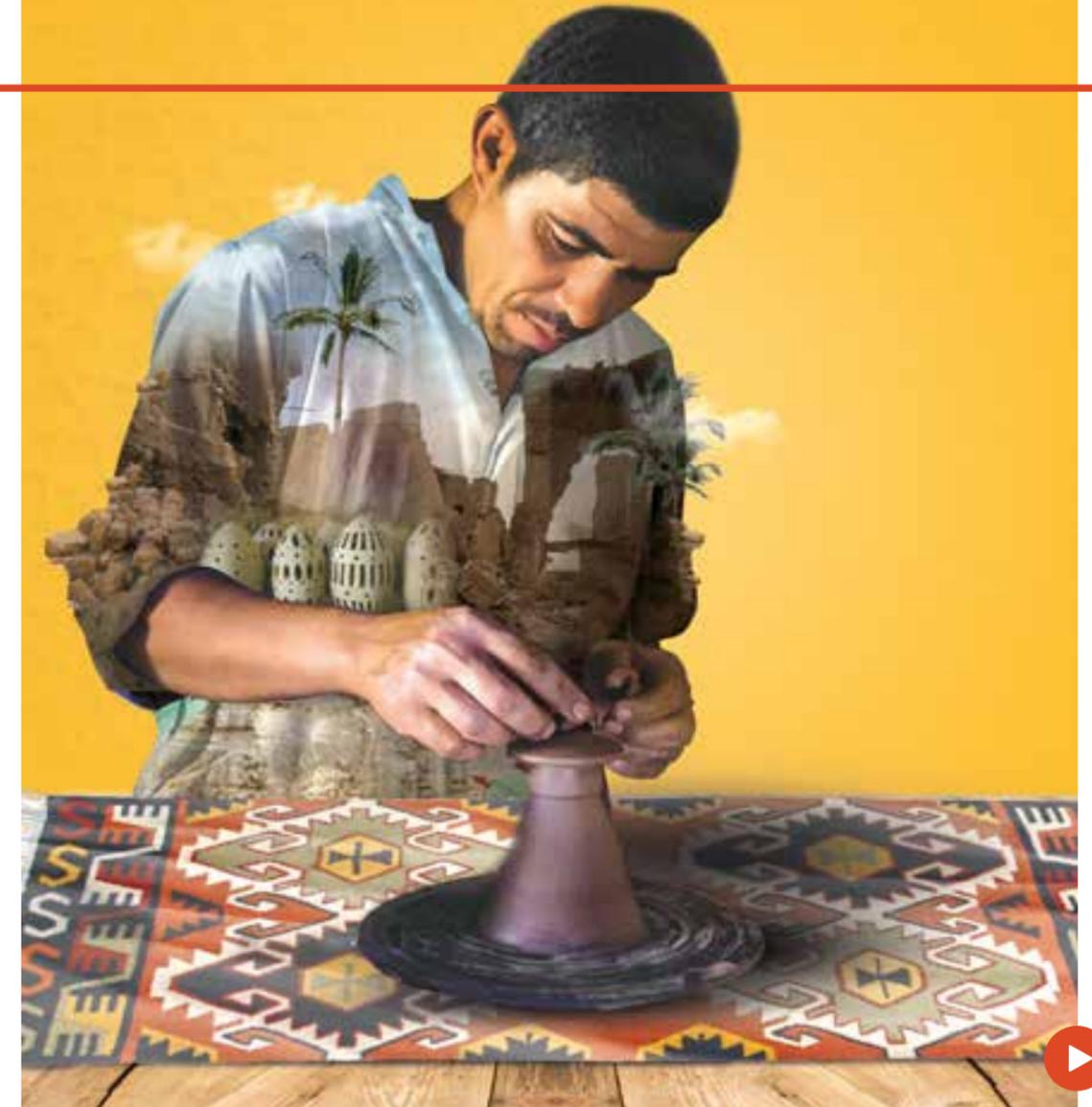
In 2019 a total of 20 loans were disbursed under this cluster across two main initiatives as shown below with plans to further expand the scope of our initiatives falling under this cluster, consolidating the financial inclusion of further segments of the society.

Tamkeen Microloan Initiative

In 2018, ALEXBANK launched Tamkeen to address the needs of rural communities, tailored for agricultural, commercial and manufacturing activities through training and microloan schemes. The success of Tamkeen can be credited to combining microloans with mandatory trainings to ensure individuals are equipped to generate a sustainable source of income. The initiative ended in April 2019, with the product contributing to the disbursement of 33 microloans in Asyut, and provided capacity building workshops for 488 individuals. Furthermore, 72% of Tamkeen loans contributed to the growth of cattle farming.

	Year 2018	Year 2019
	EGP	EGP
Tamkeen	1,191,000	220,000
Ebda3 men Masr	0	633,000

Introducing the "Ebda3 men Masr" microloan: Egypt's first microloan for artisans that includes a variety of tailor-made non-financial services.



	2017 new	2018 new	2019 new
	booking in EGP	booking in EGP	booking in EGP
Total Microfinance (Individuals)	702,882,600	850,099,100	877,434,100
Total Microfinance (Enterprises)	11,975,213	83,853,500	162,260,000
Total Microfinance including microfinance with NGOs	714,857,813	933,952,600	1,039,694,100
Micro finance in coordination with NGOs/ entities (Individuals)	0	1,191,000	593,000
Micro finance in coordination with NGOs/ entities (Companies)	0	0	260,000



The journey to Dakhla Oasis, where "Edda3 men Masr" artisans seek inspiration to produce unique handmade products



Ihab Moneer
Head of Microfinance Department

“Our microfinance lending mechanism mirrors the digital transformation taking place across the Bank through the introduction of new electronic features pertaining to loan disbursements and settlement through multiple digital channels.”

PHOTO BY: AHMED HAYMAN

11. FINANCIAL INCLUSION & PURPOSEFUL LENDING

11.2

Responsible Finance: The Variable Interest Rate Program

IN LIGHT OF THE INTRODUCTION OF THE EGYPTIAN ECONOMIC REFORM PROGRAM 2016, ALEXBANK INTRODUCED LENDING WITH A VARIABLE PRICING INDEX.

In light of the introduction of the Egyptian Economic Reform Program 2016, ALEXBANK introduced lending with a variable pricing index. This pricing method allows customers to obtain their loans with a variable index that can be decreased in relation to the economic development witnessed in the country. Moreover, as a direct result of improved Central Bank of Egypt rates, our customers benefitted from the three waves of decreasing interest rate in 2019. The production with the variable pricing reached approximately 80% from our retail lending during 2019.

Meeza Cards



IN ALIGNMENT WITH THE EGYPTIAN GOVERNMENT AND THE CENTRAL BANK OF EGYPT'S VISION TO PROMOTE A CASHLESS SOCIETY THROUGH ELECTRONIC PAYMENTS, ALEXBANK LAUNCHED "MEEZA," THE FIRST NATIONAL PRE-PAID CARD IN OCTOBER 2019.

To accompany the launch, an educational video was circulated to all employees to provide them with an overview on the features of the card. The card issuance aims to support the Egypt Vision 2030 goal of limiting the circulation of cash outside the scope of the formal economy. The issuance of the card was exempted of administrative fees until December 31st in 2019 and is open to all Egyptians regardless of their client status. Applicants benefit from a simplified process that guarantees the immediate acquisition of the card without an obligation to open a bank account.

In an effort to promote the steady growth of digitalization in Egypt, ALEXBANK launched the Meeza ("Benefit") card to facilitate easier payments without the commitment of opening a bank account.



**بطاقه ميزة المدفوعة مقدما من بنك الإسكندرية
لتسهيل دفع جميع معاملاتك داخل مصر**

THE MEEZA CARD IS PREPAID BY ALEXBANK AND SIMPLIFIES MAKING PAYMENTS WITHIN IN EGYPT

Financial Literacy & Awareness

"Hady Bady" is ALEXBANK's first financial literacy game, encouraging Egypt's future generations to learn crucial financial principles such as saving, spending and donating.

ALEXBANK's "Hady Bady" Financial Literacy Game for Children

"Hady Bady" is a financial literacy game tailored for Egyptian children with the purpose of enshrining the principles of prioritizing financial needs in balance with supporting others with less fortunate financial circumstances. The game educates children about how they can spend for belongings they desire; save to attain items they love, and donate money to help people in need. ALEXBANK implemented two national roll outs of the game reaching 15,479 students in 37 schools across 12 governorates. The first took place in March during Arab Financial Inclusion Week and the second in October, in celebration of World Savings Day.

"HADY BADY" HAS PROVEN TO BE A VITAL TOOL THROUGH WHICH TO PROMOTE FINANCIAL LITERACY IN YOUTH, PARTICULARLY AMONG GIRLS, WHO REPRESENTED 49% OF THE STUDENTS.

Impact Through Awareness Creation

In 2019, ALEXBANK took part in numerous national and international financial inclusion events to promote financial literacy and inclusion among the unbanked, particularly Egyptian youth and women. In alignment with the Central Bank of Egypt's mandates, the Bank deployed its wide network of branches in three main financial inclusion events. The events sought to promote ALEXBANK's tailored products and services through its social media platforms, ensuring the message is conveyed to a wider population segment:

1. APRIL:

Arab Financial Inclusion Day

2. AUGUST:

Youth International Day

3. OCTOBER:

Financial Inclusion International Week and International Saving Day

ALEXBANK's branch activities included direct opportunities to open any type of account with no administrative fees and no minimum balance. Complementing the branch activities, external activations on the ground were organized in April across universities alongside a microfinance roadshow. These efforts contributed to the opening of 37,000 total accounts, in addition to almost 19,000 cards issued and over 25,000 Ma7fazty registrations.

Arab Financial Inclusion Week Microfinance Roadshow (April)

To celebrate Arab Financial Inclusion Week, ALEXBANK conducted a microfinance roadshow in 12 areas across six governorates Fayoum, Luxor, El Minya, Beni Suef, Sohag and Aswan. To promote female financial inclusion, the roadshow was also conducted in Manial Shiha where 46 women opened savings accounts. The microfinance roadshows resulted in the opening of 415 accounts for women and 800 men. Moreover, to promote financial literacy among individuals of all ages, a booklet titled "Masroufy" was provided to children with the purpose of providing a guide to the fundamentals of money to 1,200 children.

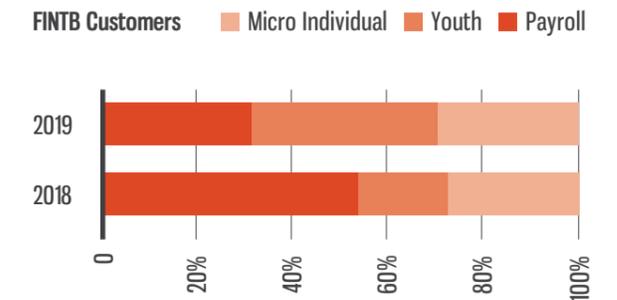


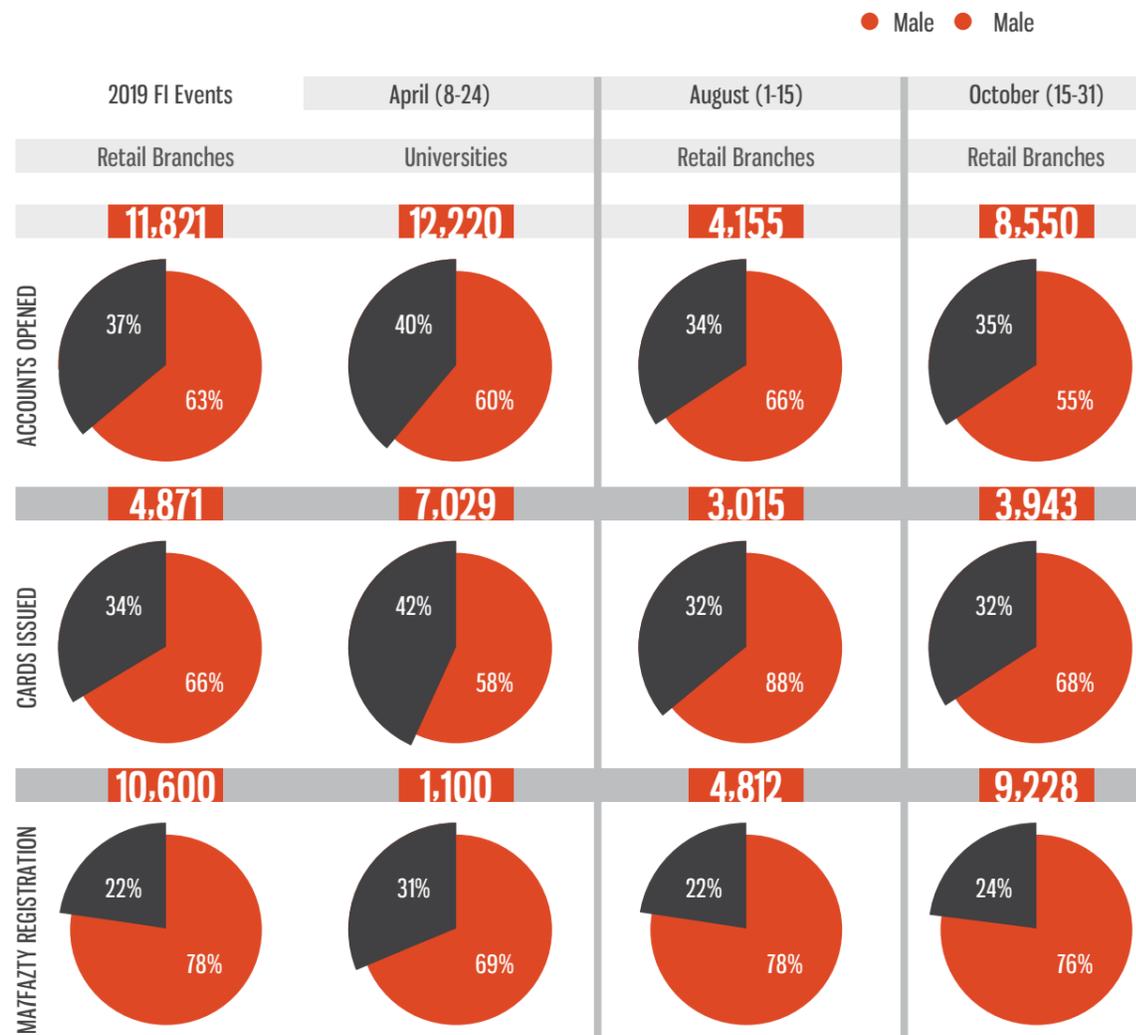
Figure 19, above, reveals the 116% growth of the overall youth segment among new customers to the Bank. The increase from 18% in 2018, to 39% in 2019 records the largest share against other categories of Financial Inclusion, New to Bank customers.

11.5

Egyptian University Students & The Banking Sector

ON THE OCCASION OF THE ARAB DAY FOR FINANCIAL INCLUSION ON APRIL 27TH, ALEXBANK TOOK PART IN A WIDE RANGE OF FINANCIAL INCLUSION ACTIVITIES TO PROMOTE THE INCLUSION OF EGYPTIAN UNIVERSITY STUDENTS.

As such, the Bank visited ten universities across different governorates to propose our YOUTH proposition with an end-to-end customer journey that includes wallet activation, card-less ATM options, and depositing money in e-wallet using Fawry. The figure below outlines the results of the three events outlining the number of accounts that were opened, cards issued and wallet registration.



With "Hady Bady", over 15,000 students in 37 schools across 12 governorates were able to learn the fundamentals of finance.



Alaa Lasheen
Head of Financial Inclusion Solutions Office

“Financial literacy plays a pivotal role in achieving financial inclusion. As such, we have tailored awareness programs to ensure digital financial services are accessible to youth, women and micro, small and medium enterprises and will heavily rely on E-learning platforms in 2020.”

11.6

Digital Financial Awareness

IN ORDER TO ESTABLISH A SUCCESSFUL FINANCIAL INCLUSION STRATEGY, WE HAVE BEEN WORKING TOWARDS THE DEVELOPMENT AND ENHANCEMENT OF OUR DIGITAL FINANCIAL SERVICES.

This year, ALEXBANK hosted its first digital financial services interactive workshop and discussion by engaging managers from different functions such as Microfinance, Products, Small Business, Financial Inclusion, Mobile Payment, CSR & Sustainable Development with the support of the Training Team and the Arab Women Enterprise Fund (AWEF).

The "Digital Saving Groups" is an ALEXBANK initiative that provides groups of women with the financial knowledge and enables them with digital tools to collectively economize and manage their households and independent ventures through saving.



A young girl is completely taken by the comic she's reading at the "In House Nurseries" classroom in Edfu.

12.

COMMUNICATING OUR IMPACT

PHOTO BY: NOUR EL DIN SHERIF

TO PROMOTE A CULTURE OF TRANSPARENCY, WE DEPLOYED MULTIPLE MEASURES TO ESTABLISH AN ONGOING COMMUNICATION CHANNEL WITH OUR PARENT COMPANY INTESA SANPAOLO GROUP, AS WELL AS OUR PARTNERS AND OTHER STAKEHOLDERS. AS SUCH, THE BANK MAINTAINS THE FOLLOWING:

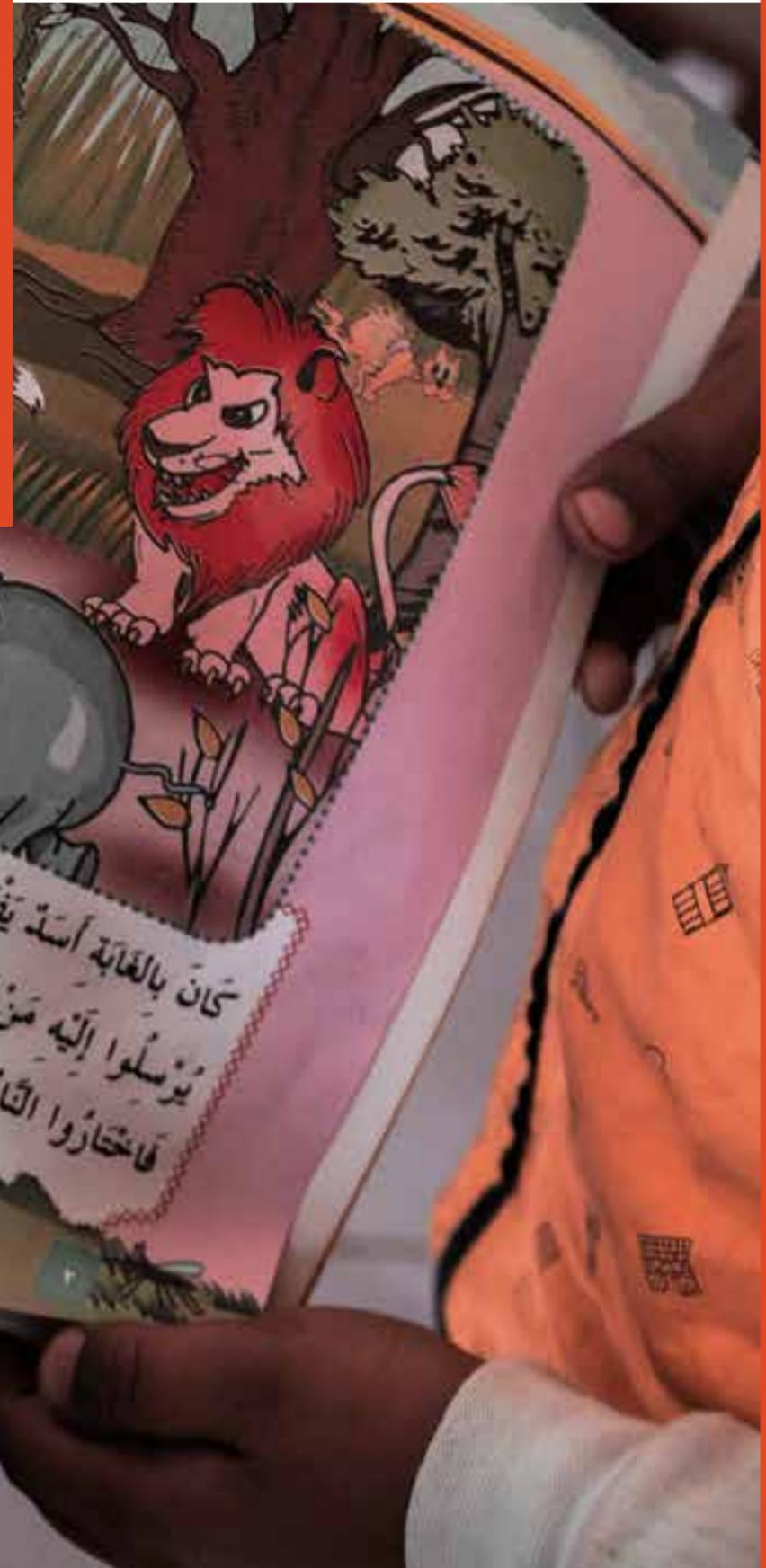


PHOTO BY: FARAH SHALABY

A student at "In House Nurseries" engages in a story with her peers.

1. Annual Sustainability Report

Our annual Sustainability Report is a publication that aims to shed light on the developments being undertaken by the Bank to create shared value. Our annual Sustainability Report is a collaborative effort, where all Bank functions contribute to providing our community with information that is as accurate as it is reflective of the dynamic changes being introduced. All previous editions of the report are made available on ALEXBANK's official website, in both English and Arabic.

2. ISO 26000⁵⁰

Since 2017, the Bank has been contributing to the ISO 26000 international corporate social responsibility standard. The independent third-party assessment that is carried out at Group level, requires reporting on the processes being implemented to ensure our Code of Ethics is embedded in all our operations, whether core or non-core. This assessment is a requirement for ALEXBANK, as a subsidiary of Intesa Sanpaolo Group.

3. Sustainability News & Topics

In 2019, ALEXBANK published the first edition of Sustainability News & Topics. This bi-annual publication aims to shed light on those initiatives being undertaken by the CSR & Sustainable Development Office that promote social and environmental welfare. Moreover, its bi-annual nature enables us to establish a more frequent communication channel with our stakeholders. All editions of this publication are available on our website in both English and Arabic.

4. Press Releases

In order to communicate and promote significant developments, we regularly collaborate with media outlets to ensure the general public is informed of any changes that occur. Press releases can be found in the media section of our official website.

5. The Bank's Annual Report

The Bank reports all its activities to the Central Bank of Egypt, transparently outlining its efforts to align with national mandates and regulations. The report comprises the contributions of all Bank functions, who submit their most recent updates over the year. The CSR & Sustainable Development Office contributes to the Board of Directors' Annual Report to clearly outline the status of its projects, while remaining aligned with Intesa Sanpaolo Group's (ISP) Business Plan.

The staircase leading to the "Al-Qalam" ("The Pen") Foundation in one of the oldest existing buildings in the historic center of Old Cairo.

13.

MEMBERSHIPS⁵²

13. MEMBERSHIPS



The Federation of Egyptian Banks

Since 2013, ALEXBANK has been a member of the Social Development Steering Committee of the Social Development Committee, which encourages banks to donate 2% of their net profit to develop informal areas in Egypt, aligning with our efforts to create shared value.



The United Nations Global Compact (UNGC)⁵³

We became a signatory of the UN Global Compact in 2014. We have since considered its ten universal principles to promote environmental welfare, human rights and anti-corruption; a crucial framework component of its governance strategy.



Equator Principles

Since 2012, the Equator Principles have become a pillar of our environmental governance guidelines, providing us at ALEXBANK with a comprehensive framework to reduce social and environmental risks associated with activities undertaken by financial institutions.

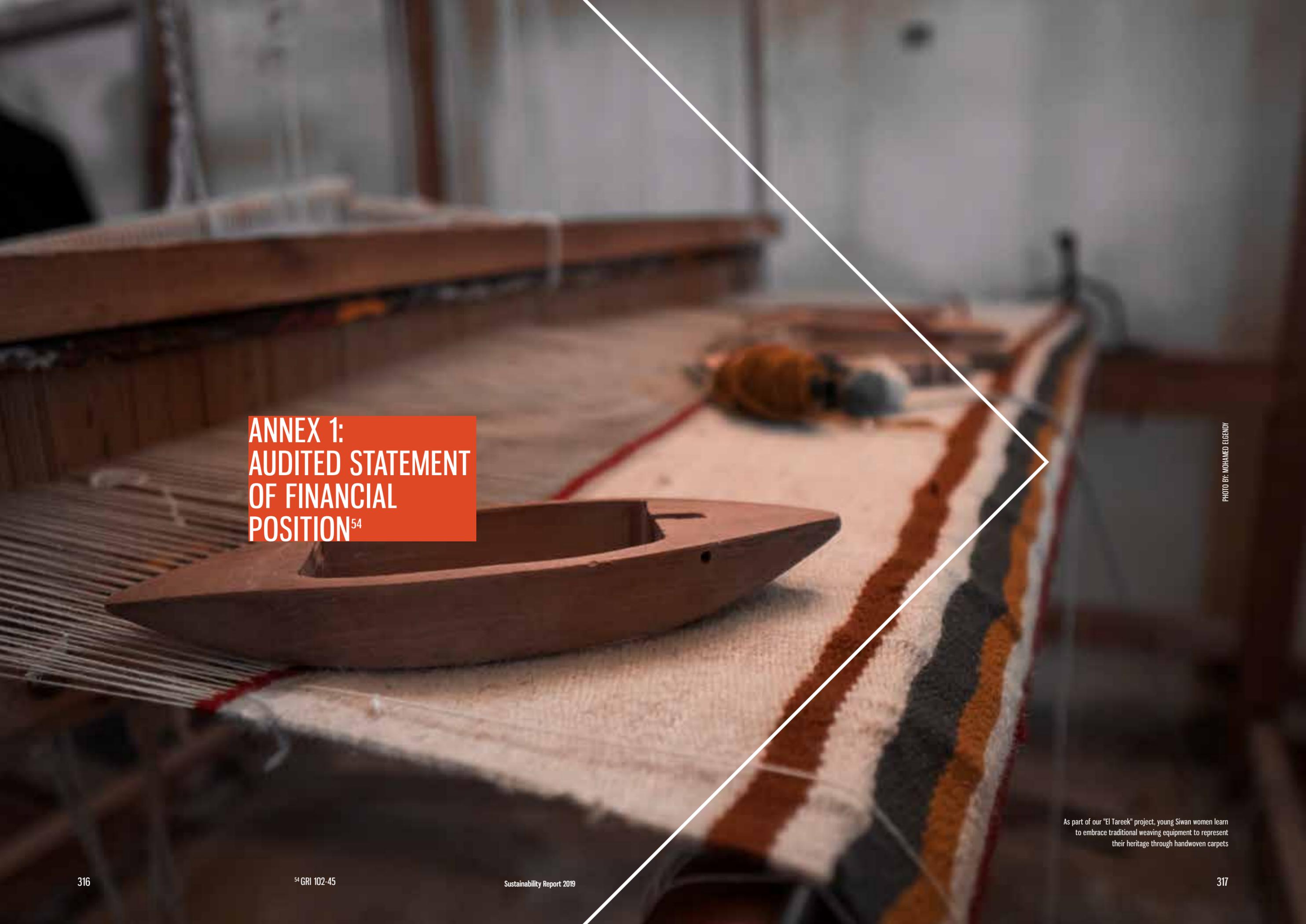


United Nations Environment Programme – Finance Initiative (UNEP – FI)

In 2019, we became the first bank in the Middle East to endorse the UNEP – FI's Principles for Responsible Banking. The six principles: Alignment, Impact, Clients & Customers, Stakeholders, Governance & Target Setting, and Transparency & Accountability provide financial institutions with a holistic framework of support ensuring the Bank advances sustainably without compromising business operations. Moreover, in alignment with Intesa Sanpaolo

Group which has been a member since 2006, ALEXBANK became a founding signatory of the Principles, highlighting its commitment to responsible banking and securing Egypt's environmental future for generations to come. In September 2019, we became a member of the United Nations Finance Initiative, which allows the Bank to lead in the field of sustainable finance alongside an alliance of 130 banks worldwide.

The coloured grounds of the "1 The Egyptian" school for at risk children in 6th of October City.



**ANNEX 1:
AUDITED STATEMENT
OF FINANCIAL
POSITION⁵⁴**

PHOTO BY: MOHAMED ELGENDY

As part of our "El Tareek" project, young Siwan women learn to embrace traditional weaving equipment to represent their heritage through handwoven carpets

Bank of Alexandria
(Egyptian Joint Stock Company)
Financial position statement
For the year ended 31 December 2019

	Note	31 December 2019 EGP 000	31 December 2018 EGP 000
Assets			
Cash and balances at Central Bank of Egypt	(16)	5 975 427	3 915 184
Due from banks	(17)	31 118 632	29 238 822
Treasury bills and other governmental notes	(18)	18 047 092	19 070 088
Loans and advances to customers	(19)	41 801 709	38 239 121
Financial assets classified at fair value through profit and loss	(20)	6 832	4 384
Financial investments			
Financial assets classified at fair value through other comprehensive income	(21)	4 948 356	2 503 079
Financial assets classified at fair value through profit and loss	(21)	49 851	76 819
Investments in associates	(22)	76 888	60 373
Intangible assets	(23)	152 001	193 523
Other assets	(24)	1 367 045	1 247 477
Fixed assets	(25)	633 766	583 753
Total assets		104 177 599	95 132 623
Liabilities and shareholders' equity			
Liabilities			
Due to banks	(26)	456 927	419 215
Customers' deposits	(27)	87 451 824	78 782 023
Other loans	(28)	907 781	778 510
Other liabilities	(29)	1 671 569	2 553 171
Other provisions	(30)	275 609	492 163
Current income tax liabilities		587 140	524 744
Deferred tax liabilities	(31)	172 596	136 869
Retirement benefits obligations	(32)	1 064 549	941 443
Total Liabilities		92 587 995	84 628 138
Shareholders' equity			
Share capital	(33)	800 000	800 000
Reserves	(34)	1 834 414	1 846 982
Retained earnings	(34)	8 955 190	7 857 503
Total Shareholders' equity		11 589 604	10 504 485
Total liabilities and Shareholders' equity		104 177 599	95 132 623

Auditors, Report "attached"

The accompanying notes from page (7) to page (80) are an integral part of these interim financial statements and are to be read therewith.

Dante Campioni
CEO and Managing Director

Mohamed Raef
Chief Financial Officer

Bank of Alexandria
(Egyptian Joint Stock Company)
Income statement
For the year ended 31 December 2019

	Note	For the year end 31 December 2019 EGP 000	For the year end 31 December 2018 EGP 000
Interest and similar income	(6)	13 210 599	11 960 183
Interest and similar expense	(6)	(7 199 149)	(6 387 252)
Net interest income		6 011 450	5 572 931
Fee and commission income	(7)	926 720	871 537
Fee and commission expense	(7)	(307 114)	(191 833)
Net fee and commission income		619 606	679 704
Net income		6 631 056	6 252 635
Dividends' income	(8)	48 868	36 711
Net income from financial assets classified at fair value through profit and loss	(9)	985	(1 413)
Change in financial assets classified at fair value through profit and loss		(40 895)	-
Net trading income	(10)	88 120	66 444
(Losses) from financial investments	(21)	(325)	(6 531)
Bank's share in undistributed profit of associated companies		3 757	5 734
Impairment recovery / (charge) on credit losses	(13,19)	115 788	(19 840)
Administrative expenses	(11)	(2 634 181)	(2 270 997)
Other operating revenues / (expenses)	(12)	230 408	(81 765)
Net profit before income tax		4 443 581	3 980 978
Income tax expense	(14)	(1 104 206)	(955 493)
Net profit for the year		3 339 375	3 025 485
Earnings per share (EGP/share) - Basic	(15)	7.51	6.83

The accompanying notes from page (7) to page (80) are an integral part of these interim financial statements and are to be read therewith.

Dante Campioni
CEO and Managing Director

Mohamed Raef
Chief Financial Officer



**ANNEX 2:
GRI CONTENT
INDEX⁵⁵**

In celebration of World Savings Day, ALEXBANK launched a second national roll out of its first financial literacy game "Hady Bady" across dozens of classrooms in Egypt.

ANNEX 2: GRI CONTENT INDEX

For the SDG Mapping Service, GRI Services reviewed that the GRI disclosures included in the content index are appropriately mapped against the SDGs. The service was performed on the English version of the report and reflected by our team on the Arabic version of the report.



P. 87, 146	Page Number and/or Direct Answers	Reason for Omission	SDG Linkages
GRI 101: Foundation 2016			
GRI 102: General Disclosures 2016			
Organizational Profile			
102-1	P. 9, 28		
102-2	P. 28		
102-3	ALEXBANK's headquarters are located in 49 Kasr El Nile, Cairo, Egypt.		
102-4	ALEXBANK operates in Egypt, including the majority of its governorates.		
102-5	Joint Stock Company		
102-6	P. 28, 67		
102-7	P. 55		
102-8	ALEXBANK does not employ part-timers; all employees are employed on a full-time basis. P. 140		SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all SDG 10: Reduce inequality within and among countries
102-9	P. 67, 120		
102-10	Any changes made to the organization, whether regarding its products, services, employees, clients, structures, etc., are communicated to the whole organization and management makes sure that guidelines are followed to guarantee that any changes or developments made will cause no harm to the organization and abides by all social and environmental rules. P. 67, 120		

102-11	P. 314		
102-12	P. 160, 311		
102-13	P. 312		
Strategy			
102-14	P. 6, 7		
102-15	P. 41		
Ethics and Integrity			
102-16	P. 32		SDG 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
102-17	P. 28, 87		SDG 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
Governance			
102-18	P. 89		
102-19	P. 89		
102-20	P. 89		
102-21	P. 14, 93		SDG 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
102-22	P. 89, 94		SDG 5: Achieve gender equality and empower all women and girls SDG 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
102-23	P. 90		SDG 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
102-24	P. 90		SDG 5: Achieve gender equality and empower all women and girls SDG 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

102-25	ALEXBANK has a clear policy for conflict of interest in which they abide by at all levels. P. 89		SDG 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
102-26	P. 90		
102-27	P. 90		
102-28	P. 92		
102-29	P. 90		SDG 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
102-30	P. 102, 98		
102-31	P. 102, 98		
102-32	P. 95		
102-33	The Board of Directors and management have always had an open-door policy for communication of any risk caused to ALEXBANK or by ALEXBANK. P. 119		
102-34	P. 106		
102-35	P. 95		
102-36	P. 95		
102-37	P. 14		SDG 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
102-38	ALEXBANK's employees' annual compensation median represents 16% from the highest paid individual's annual compensation.		
102-39	ALEXBANK's employees' annual compensation percentage increase median represents 30% from the annual compensation percentage increase of the highest paid individual.		

Stakeholder Engagement			
102-40	P. 14		
102-41	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. A staff union is in place.		SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
102-42	ALEXBANK uses a diversified approach in identifying and selecting stakeholders, as including all types of stakeholders is crucial to devising efficient strategies and goals. P. 14		
102-43	P. 14		
102-44	P. 14		
Reporting Practice			
102-45	P. 63, 316		
102-46	P. 8		
102-47	P. 12		
102-48	There are no restatements of information.		
102-49	There have been no changes in reporting since the 2018 sustainability report.		
102-50	One-year reporting period.		
102-51	ALEXBANK's most recent report was published in 2018.		
102-52	2019		
102-53	Laila Hosny Head of CSR & Sustainable Development Office Email: laila.hosny@alexbank.com or Amina Khalil Head of Social Performance & Reporting Unit Email: amina.khalil@alexbank.com		
102-54	This report has been prepared in accordance with the GRI Standards: Core option. P. 10		
102-55 GRI content index	P. 320		
102-56 External assurance	There is no external assurance for this report.		

Material Topics			
GRI 200 Economic Standard Series			
GRI 201: Economic Performance 2016			
GRI 103: Management Approach 2016			
103-1	P. 67		
103-2	Expanding economic impact is a top priority for ALEXBANK. Activities and programs are in place to move as many individuals as possible from the informal sector to the formal sector.		
103-3	P. 8, 42, 96, 97		
201-1	P. 55, 66, 292		SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all SDG 9: Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation
201-2	Operations are not affected by climate change.		SDG 13: Take urgent action to combat climate change and its impacts* * Acknowledging that the United Nations Framework Convention on Climate Change is the primary international, intergovernmental forum for negotiating the global response to climate change.
201-3	P. 140		
201-4	P. 292		
GRI 202: Market Presence 2016			
GRI 103: Management Approach 2016			
103-1	Market presence refers to the Bank's market presence in relation to economic development in the local areas in which it operates, for example, local hiring.		
103-2	ALEXBANK has an open-door policy and a transparent system.		
103-3	Each department filters and prioritizes its issues then they are directly communicated to top management.		
202-1	ALEXBANK's entry level salary across all functions is EGP 3,500, which is almost 3 times Egypt's minimum wage amounting to EGP 1,200.		SDG 1: End poverty in all its forms everywhere SDG 5: Achieve gender equality and empower all women and girls SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

202-2	ALEXBANK's employees are mainly from the local community, except for the CEO and CRO. This is due to structural guidelines given by Intesa Sanpaolo, in addition to localization.		SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
GRI 203: Indirect Economic Impacts 2016			
GRI 103: Management Approach 2016			
103-1	Indirect economic impacts are the additional consequences of the direct impact of financial transactions and the flow of money between ALEXBANK and its stakeholders.		
103-2	ALEXBANK has one of the biggest social investment portfolios in the market and ensures financial inclusion and purposeful lending in all core activities and business products.		
103-3	In 2019, more than EGP 1 billion was disbursed to support microfinance activities.		
203-1	P. 156, 292		SDG 5: Achieve gender equality and empower all women and girls SDG 9: Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation SDG 11: Make cities and human settlements inclusive, safe, resilient and sustainable
203-2	ALEXBANK is committed to ensuring that the areas it operates in are considered. Each location is assessed for its accessibility to clientele and in accordance to the building and zoning codes of the Egyptian Government. P. 156, 292		SDG 1: End poverty in all its forms everywhere SDG 3: Ensure healthy lives and promote well-being for all at all ages SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
GRI 204: Procurement Practices 2016			
GRI 103: Management Approach 2016			
103-1	This is the process in which the bank selects, and manages doing business with its suppliers/vendors.		
103-2	ALEXBANK takes great care to vet its suppliers and empower local firms whenever possible. P. 67, 68, 96, 97, 132, 133		

103-3	Supplier tenders are evaluated on a series of financial and technical criteria and we ensure sourcing from local suppliers to ensure greater impact on surrounding communities. ALEXBANK's indirect impact on the stability of its operations and jobs of its suppliers can be measured by the EGP 1.4 billion allocated for local procurement in 2019. P. 67, 68, 96, 97, 132, 133		
204-1	All products and services are a 100 percent purchased locally and ALEXBANK's significant area of operation is divided into the headquarters and the branches. P. 67, 120		SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
GRI 205: Anti Corruption 2016			
GRI 103: Management Approach 2016			
103-1	P. 107		
103-2	ALEXBANK has bylaws incorporating all aspects that fall under the umbrella of corruption. Any incidents that take place are addressed in the newsletter.		
103-3	P. 36, 37, 89, 90		
205-1 Operations assessed for risks related to corruption	P. 314, 155		SDG 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
205-2 Communication and training about anti-corruption policies and procedures	P. 148, 149		SDG 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
205-3 Confirmed incidents of corruption and actions taken	There was no record of any incidents of corruption at the Bank.		SDG 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
GRI 206: Anti Competitive Behavior 2016			
GRI 103: Management Approach 2016			
103-1	Anti-Competitive behavior involves practices that prevent or reduce competition in the market. P.87		

103-2	ALEXBANK does not engage in any activities that could affect the operations of any of its stakeholders.		
103-3	P. 87		
206-1	There are no legal actions pending.		SDG 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
GRI 300 Environmental Standards Series			
GRI 302: Energy 2016			
GRI 103: Management Approach 2016			
103-1	P. 127, 128		
103-2	ALEXBANK is very environmentally conscious and has started digitizing most services and products, including paper records.		
103-3	P. 127, 128		
302-1	P. 127		SDG 7: Ensure access to affordable, reliable, sustainable and modern energy for all SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all SDG 12: Ensure sustainable consumption and production patterns SDG 13: Take urgent action to combat climate change and its impacts* *Acknowledging that the United Nations Framework Convention on Climate Change is the primary international, intergovernmental forum for negotiating the global response to climate change.
302-2	P. 127		SDG 7: Ensure access to affordable, reliable, sustainable and modern energy for all SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all SDG 12: Ensure sustainable consumption and production patterns SDG 13: Take urgent action to combat climate change and its impacts* *Acknowledging that the United Nations Framework Convention on Climate Change is the primary international, intergovernmental forum for negotiating the global response to climate change.

302-3	P. 127, 133	<p>SDG 7: Ensure access to affordable, reliable, sustainable and modern energy for all</p> <p>SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p> <p>SDG 12: Ensure sustainable consumption and production patterns</p> <p>SDG 13: Take urgent action to combat climate change and its impacts*</p> <p>*Acknowledging that the United Nations Framework Convention on Climate Change is the primary international, intergovernmental forum for negotiating the global response to climate change.</p>
302-4	P. 127, 133	<p>SDG 7: Ensure access to affordable, reliable, sustainable and modern energy for all</p> <p>SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p> <p>SDG 12: Ensure sustainable consumption and production patterns</p> <p>SDG 13: Take urgent action to combat climate change and its impacts*</p> <p>*Acknowledging that the United Nations Framework Convention on Climate Change is the primary international, intergovernmental forum for negotiating the global response to climate change.</p>
302-5	P. 127, 133	<p>SDG 7: Ensure access to affordable, reliable, sustainable and modern energy for all</p> <p>SDG 12: Ensure sustainable consumption and production patterns</p> <p>SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p> <p>SDG 13: Take urgent action to combat climate change and its impacts*</p> <p>*Acknowledging that the United Nations Framework Convention on Climate Change is the primary international, intergovernmental forum for negotiating the global response to climate change</p>

GRI 305: Emissions 2016			
GRI 103: Management Approach 2016			
103-1	Intesa Sanpaolo's social and environmental commitment, marked by participation in a series of international initiatives – including the Global Compact and the Sustainable Development Goals of the United Nations, the United Nations Environment Programme Finance Initiative (UNEP-FI) and the Equator Principles. The goals for 2022 include a reduction in absolute emissions connected with energy consumption (direct and indirect) of 37 percent compared with 2012 (a 31 percent reduction was recorded in the period 2012-2016). The Intesa Sanpaolo Climate Change Action Plan is in accordance with the international climate change agreements.		
103-2	In line with Intesa Sanpaolo, ALEXBANK has been increasing its efforts in the direction of reducing its carbon footprint.		
103-3	P. 130, 139		
305-1	<p>In line with Intesa Sanpaolo, we have been increasing our efforts in the direction of reducing its carbon footprint.</p> <p>As part of the National Energy Efficiency Improvement Project (a joint initiative by United Nations Development Programme (UNDP) and the Ministry of Electricity and Renewable Energy), ALEXBANK succeeded in transforming seven of its premises from conventional lighting to efficient lighting systems.</p> <p>In 2019, no new cars have been purchased and gasoline consumption declined 71% to reach 20,187 liters and diesel fell 63% to reach 77,932 liters.</p>		<p>SDG 3: Ensure healthy lives and promote well-being for all at all ages</p> <p>SDG 12: Ensure sustainable consumption and production patterns</p> <p>SDG 13: Take urgent action to combat climate change and its impacts*</p> <p>*Acknowledging that the United Nations Framework Convention on Climate Change is the primary international, intergovernmental forum for negotiating the global response to climate change</p> <p>SDG 14: Conserve and sustainably use the oceans, seas and marine resources for sustainable development</p> <p>SDG 15: Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss</p>

305-2	<p>We have started working on a Carbon Footprint Report in 2019, and it will be published in 2020.</p> <p>The Carbon Footprint report will enable us to calculate Scope 2 GHG emissions of our operations (branches and head offices), and will act as a basis for the development of a comprehensive impact assessment and improvement plans.</p>	<p>This information is currently unavailable; however, the data is being aggregated.</p>	<p>SDG 3: Ensure healthy lives and promote well-being for all at all ages</p> <p>SDG 12: Ensure sustainable consumption and production patterns</p> <p>SDG 13: Take urgent action to combat climate change and its impacts*</p> <p>* Acknowledging that the United Nations Framework Convention on Climate Change is the primary international, intergovernmental forum for negotiating the global response to climate change.</p> <p>SDG 14: Conserve and sustainably use the oceans, seas and marine resources for sustainable development</p> <p>SDG 15: Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss</p>
305-3	<p>The Carbon Footprint report that will be published in 2020 will enable us to calculate indirect (Scope 3) emissions, and to develop enhancement plans accordingly.</p>	<p>This information is currently unavailable; however, the data is being aggregated.</p>	<p>SDG 3: Ensure healthy lives and promote well-being for all at all ages</p> <p>SDG 12: Ensure sustainable consumption and production patterns</p> <p>SDG 13: Take urgent action to combat climate change and its impacts*</p> <p>* Acknowledging that the United Nations Framework Convention on Climate Change is the primary international, intergovernmental forum for negotiating the global response to climate change.</p> <p>SDG 14: Conserve and sustainably use the oceans, seas and marine resources for sustainable development</p> <p>SDG 15: Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss</p>

305-4	<p>Given the nature of ALEXBANK's activities and sector, calculating GHG emissions intensity are not highly material to the nature of our operations.</p>	<p>This information is not applicable to ALEXBANK's activities.</p>	<p>SDG 13: Take urgent action to combat climate change and its impacts*</p> <p>* Acknowledging that the United Nations Framework Convention on Climate Change is the primary international, intergovernmental forum for negotiating the global response to climate change.</p> <p>SDG 14: Conserve and sustainably use the oceans, seas and marine resources for sustainable development</p> <p>SDG 15: Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss</p>
305-5	P. 131		<p>SDG 13: Take urgent action to combat climate change and its impacts*</p> <p>* Acknowledging that the United Nations Framework Convention on Climate Change is the primary international, intergovernmental forum for negotiating the global response to climate change.</p> <p>SDG 14: Conserve and sustainably use the oceans, seas and marine resources for sustainable development</p> <p>SDG 15: Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss</p>
305-6	<p>As previously mentioned, the carbon footprint report that will monitor and calculate the GHG emissions of the Bank's operations for both branches and head offices leading to impact assessment and improvements actions will be published in 2020. However, given ALEXBANK's activities, it being a financial institution, ozone-depleting substances (ODS) are not highly material to the nature of our operations.</p>	<p>This information is not applicable to ALEXBANK's activities.</p>	<p>SDG 3: Ensure healthy lives and promote well-being for all at all ages</p> <p>SDG 12: Ensure sustainable consumption and production patterns</p>
305-7	<p>As previously mentioned, the carbon footprint report that will monitor and calculate the GHG emissions of the Bank's operations for both branches and head offices leading to impact assessment and improvements actions will be published in 2020. However, given ALEXBANK's activities, it being a financial institution, calculating nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions are not highly material to the nature of our operations.</p>	<p>This information is not applicable to ALEXBANK's activities.</p>	<p>SDG 3: Ensure healthy lives and promote well-being for all at all ages</p> <p>SDG 12: Ensure sustainable consumption and production patterns</p> <p>SDG 14: Conserve and sustainably use the oceans, seas and marine resources for sustainable development</p> <p>SDG 15: Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss</p>

GRI 306: Effluents and Waste 2016			
GRI 103: Management Approach 2016			
103-1	P. 127		
103-2	ALEXBANK is committed to managing all the hazardous and non-hazardous waste it produces. There is a department responsible for facilities management that is responsible for everything related to effluents and waste management.		
103-3	P. 127, 132, 133, 200, 201		
306-1	We keep track of all water discharge by quality in all governorates.		SDG 3: Ensure healthy lives and promote well-being for all at all ages SDG 6: Ensure availability and sustainable management of water and sanitation for all SDG 12: Ensure sustainable consumption and production patterns SDG 14: Conserve and sustainably use the oceans, seas and marine resources for sustainable development
306-2 Waste by type and disposal method	P. 128		SDG 3: Ensure healthy lives and promote well-being for all at all ages SDG 6: Ensure availability and sustainable management of water and sanitation for all SDG 12: Ensure sustainable consumption and production patterns
306-3	There is neither any recorded water discharges nor spills of any sort, nor are there any water bodies that could be directly affected.		SDG 3: Ensure healthy lives and promote well-being for all at all ages SDG 6: Ensure availability and sustainable management of water and sanitation for all SDG 12: Ensure sustainable consumption and production patterns SDG 14: Conserve and sustainably use the oceans, seas and marine resources for sustainable development SDG 15: Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss
306-4	We do not generate hazardous waste.		SDG 3: Ensure healthy lives and promote well-being for all at all ages SDG 12: Ensure sustainable consumption and production patterns

306-5	As previously mentioned, the carbon footprint report that will monitor and calculate the GHG emissions of the Bank's operations for both branches and head offices leading to impact assessment and improvements actions will be published in 2020. However, given ALEXBANK's activities, being a financial institution, there are no water bodies affected by water discharges and/or runoff as a result of our operations.	This information is not applicable to ALEXBANK's activities.	SDG 6: Ensure availability and sustainable management of water and sanitation for all SDG 14: Conserve and sustainably use the oceans, seas and marine resources for sustainable development SDG 15: Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss
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GRI 307: Environmental Compliance 2016			
GRI 103: Management Approach 2016			

103-1	P. 10, 64, 65, 66, 67		
103-2	We ensure meticulous screening and evaluation of the organizations who work with us through our commitment to the Equator Principles.		
103-3	P. 127		
307-1	No non-compliance with environmental laws and regulations.		SDG 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

GRI 308: Supplier Environmental Assessment 2016			
GRI 103: Management Approach 2016			

103-1	P. 64, 66		
103-2	There is a strict screening and evaluation of all suppliers to ensure they comply with our environmental standards.		
103-3	P. 64, 66, 120		
308-1	All suppliers were screened using environmental criteria and monitored via vendor evaluations during the reporting period. P. 120		
308-2	There were no negative environmental impacts in the supply chain. Our procedures and guidelines include a systematic process on how to deal with such incidents should they occur.		

GRI 400 Social Standards Series			
GRI 401: Employment 2016			
GRI 103: Management Approach 2016			
103-1	P. 142, 143		
103-2	It is crucial to us that mechanisms be put in place for hiring and evaluating employees, in order to ensure fairness. A number of programs are provided to ensure the employees' satisfaction in addition to a staff union to communicate any grievances.		
103-3	P. 142, 143		
401-1	P. 142		SDG 5: Achieve gender equality and empower all women and girls SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all SDG 10: Reduce inequality within and among countries and SDG
401-2	P. 142		SDG 3: Ensure healthy lives and promote well-being for all at all ages SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
401-3	P. 142		SDG 5: Achieve gender equality and empower all women and girls SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
GRI 402: Labor/Management Relations 2016			
GRI 103: Management Approach 2016			
103-1	ALEXBANK ensures timely discussions of significant operational changes, and engages with employees and representatives to negotiate and implement any changes		
103-2	Mechanisms are in place to allow transparent channels of communication between management and employees, as well as the submission of anonymous and confidential complaints/requests of information.		
103-3	P. 14, 15		

402-1	There is no set minimum period. There is a formal communication system to ensure transparency in the Bank.		SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
GRI 403: Occupational Health and Safety 2016			
GRI 103: Management Approach 2016			
103-1	P. 142, 143		
103-2	ALEXBANK's business nature is not prone to much risk, however all staff, internal and external to the Bank are provided with the health and safety policies and procedures of the Bank.		
103-3	P. 142, 143, 198, 199		
403-1	By Egyptian law, if a space has more than 50 people, a health and safety committee is created. ALEXBANK conducts inspections and issues a report, then it is checked by a governmental entity which provides remarks and The Head of Health and Safety department checks these remarks and informs the committee. P. 150		
403-2	P. 150		SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
403-3	By Egyptian law, if a space has more than 50 people, a health and safety committee is created. ALEXBANK conducts inspections and issues a report, then it is checked by a governmental entity which provides remarks and The Head of Health and Safety department checks these remarks and informs the committee.		SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
403-4	P. 150		SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all SDG 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
GRI 404: Training and Education 2016			
GRI 103: Management Approach 2016			
103-1	P. 142, 143, 148, 149		

103-2	P. 142, 143, 148, 149		
103-3	P. 142, 143, 148, 149		
404-1	P. 146		<p>SDG 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all</p> <p>SDG 5: Achieve gender equality and empower all women and girls</p> <p>SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p>
404-2	All employees at ALEXBANK are offered the continual job skills training for skills upgrade. P. 146		SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
404-3	100 percent 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 P. 146		<p>SDG 5: Achieve gender equality and empower all women and girls</p> <p>SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p> <p>SDG 10: Reduce inequality within and among countries</p>

GRI 405: Diversity and Equal Opportunity 2016

GRI 103: Management Approach 2016

103-1	Equal opportunities are given to both males and females.		
103-2	ALEXBANK avoids bias by having a system in place that removes names of applicants.		
103-3	P. 86, 87		
405-1	P. 90		<p>SDG 5: Achieve gender equality and empower all women and girls</p> <p>SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p>
405-2	For women, the basic salary and remuneration is 21% and for men, it is 79%		<p>SDG 5: Achieve gender equality and empower all women and girls</p> <p>SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p> <p>SDG 10: Reduce inequality within and among countries and SDG</p>

GRI 406: Non-Discrimination 2016

GRI 103: Management Approach 2016

103-1	P. 31, 87, 142, 143		
103-2	Discrimination laws are of huge importance and several channels of communication are provided for ease and transparency.		
103-3	P. 31, 87, 142, 143		
406-1	No discrimination incidents have taken place in this reporting period.		<p>SDG 5: Achieve gender equality and empower all women and girls</p> <p>SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p>

GRI 408: Child Labor 2016

GRI 103: Management Approach 2016

103-1	ALEXBANK operates in Egypt and adheres to the Egyptian labor law safeguarding its employees of all segments.		
103-2	The Procurement department has strict regulations in place that prevent it from dealing with suppliers that have inconsistent or incomplete records on its workers, or with suppliers who fall at risk for incidents of child labor or hazardous exposure to its employees.		
103-3	The Procurement department updates its vendor register every two years, and all new suppliers need to prove they are certified and that adhere to Egyptian laws and sector-specific regulations. They are then investigated by the department prior to adding them to the vendor registry.		
408-1	ALEXBANK operates in Egypt and adheres to the Egyptian labor law safeguarding its employees of all segments. ALEXBANK is committed to measures set by the local labor laws, Intesa Sanpaolo's code of ethics, rules and policies updated annually, and international regulations and standards. P. 120		<p>SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p> <p>SDG 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels</p>

GRI 409: Forced or Compulsory Labor 2016

GRI 103: Management Approach 2016

103-1	ALEXBANK operates in Egypt and adheres to the Egyptian labor law safeguarding its employees of all segments.		
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103-2	The Procurement department has strict regulations in place that prevent it from dealing with suppliers that have inconsistent or incomplete records on its workers, or with suppliers who fall at risk for incidents of child labor or hazardous exposure to its employees. P. 120		
103-3	The Procurement department updates its vendor register every two years, and all new suppliers need to prove they are certified and that adhere to Egyptian laws and sector-specific regulations. They are then investigated by the department prior to adding them to the vendor registry.		
409-1	ALEXBANK operates in Egypt and adheres to the Egyptian labor law safeguarding its employees of all segments and it does not engage in forced or compulsory labor. Our ethics policies do not permit coerced labor of any kind. If any such incident occurs in partner operations, it would be re-evaluated for suspension. P. 120		SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
GRI 410: Security Practices 2016			
GRI 103: Management Approach 2016			
103-1	P. 20		
103-2	All security personnel receive customer service, communication, and verbal de-escalation training.		
103-3	P. 20		
410-1	The whole security team has been provided with training regarding human rights policies and their application to security.		SDG 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
GRI 411: Rights of Indigenous Peoples 2016			
GRI 103: Management Approach 2016			
103-1	Indigenous peoples have both collective and individual rights, and they have the right to occupy and use their lands or territories.		
103-2	In 2019, no reports emerged on possible violations of the rights of the natives; Equator Principles.		
103-3	In 2019, no reports emerged on possible violations of the rights of the natives; Equator Principles.		

411-1	In 2019, there were no incidents of violations involving rights of indigenous peoples.		SDG 2: End hunger, achieve food security and improved nutrition and promote sustainable agriculture
GRI 412: Human Rights Assessment 2016			
GRI 103: Management Approach 2016			
103-1	There are Principles on Human Rights policies to mitigate and prevent potential violations of human rights indirectly or directly associated with the Bank's activities.		
103-2	There are Principles on Human Rights policies to mitigate and prevent potential violations of human rights indirectly or directly associated with the Bank's activities.		
103-3	P. 105		
412-1	No operations are subject to human rights reviews or human rights impact assessments, given the low materiality to our own operations. P. 87		
412-2	P. 87, 146		
412-3	P. 87		
GRI 413: Local Communities 2016			
GRI 103: Management Approach 2016			
103-1	P. 36, 37, 41		
103-2	ALEXBANK works extensively on financial inclusion of which local communities are the main targets		
103-3	P. 36, 37, 41		
413-1	There are no operations that have a negative impact on local communities.		
413-2	There are no operations that have significant actual and potential negative impact on local communities.		SDG 1: End poverty in all its forms everywhere SDG 2: End hunger, achieve food security and improved nutrition and promote sustainable agriculture
GRI 414: Supplier Social Assessment 2016			
GRI 103: Management Approach 2016			
103-1	Supplier human rights clauses are included in all contractual agreements.		
103-2	Supplier human rights clauses are included in all contractual agreements.		
103-3	P. 67		

414-1	No new suppliers are subject to Human Rights impact assessments.		SDG 5: Achieve gender equality and empower all women and girls SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all SDG 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
414-2	There are no suppliers that are subject to Human Rights impact assessments, therefore no negative social impacts in the supply chain and actions were taken.		SDG 5: Achieve gender equality and empower all women and girls SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all SDG 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
GRI 415: Public Policy 2016			
GRI 103: Management Approach 2016			
103-1	ALEXBANK does not deal with political figures.		
103-2	ALEXBANK does not deal with political figures.		
103-3	ALEXBANK does not deal with political figures.		
415-1	The Bank does not fund political figures.		SDG 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
GRI 416: Customer Health and Safety 2016			
GRI 103: Management Approach 2016			
103-1	ALEXBANK's health and safety function is responsible to safeguard the health and safety of all individuals present in its premises (staff and customers) and adheres to the Egyptian health and safety regulations.		

103-2	Health and safety of ALEXBANK customers is taken seriously whether physically in our premises and branches or in form of the protection of their information and all related processes. Physical safety is ensured through the constant security monitoring of all branches, as well as the constant presence of trained security personnel and national police force representatives.		
103-3	ALEXBANK is also fully committed to cyber security threats through governance practices to ensure the customer services, products and customers related data stored, processed through ALEXBANK. P. 115		
416-1	P. 115		
416-2	P. 41		SDG 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
GRI 418: Customer Privacy 2016			
GRI 103: Management Approach 2016			
103-1	P. 115		
103-2	There is a very secure internal system in place that processes all our customers' data.		
103-3	P. 115		
418-1	There were 768 written complaints, which represent 0.86 % of total complaints. No breaches of customer privacy took place throughout ALEXBANK's lifetime or this reporting period. P. 114		SDG 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
GRI 419: Socioeconomic Compliance 2016			
GRI 103: Management Approach 2016			
103-1	P. 10, 41		
103-2	All of our offerings are in line with the Central Bank of Egypt's guidelines.		
103-3	Strict procedures are in place to protecting the rights and privacy of our employees and customers. P. 10, 41		
419-1	ALEXBANK does not have any fines in this reporting period.		SDG 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

