



Sustainability Report 2025

Powering a Sustainable Future with Purpose

For All
That Counts



ALEXBANK | بنك الإسكندرية
Intesa Sanpaolo Group

Flow of Energy

A Nature-Inspired Design Concept

Building on Sound and Light

In past years, ALEXBANK's sustainability reports drew creative inspiration from the senses, from the sound of impact in 2023 to being guided by light in 2024. Building on this tradition, the FY2025 report introduces an artistic thematic identity centered on the flow of energy. This concept envisions energy as a vital force coursing through everything we do, symbolizing both the Bank's dynamic drive and the natural currents that sustain our planet. In a formal yet evocative tone, the introduction sets the stage by portraying sustainability as an energetic flow, much like sunlight radiating at dawn or wind circulating through nature, that empowers positive change across all our initiatives.

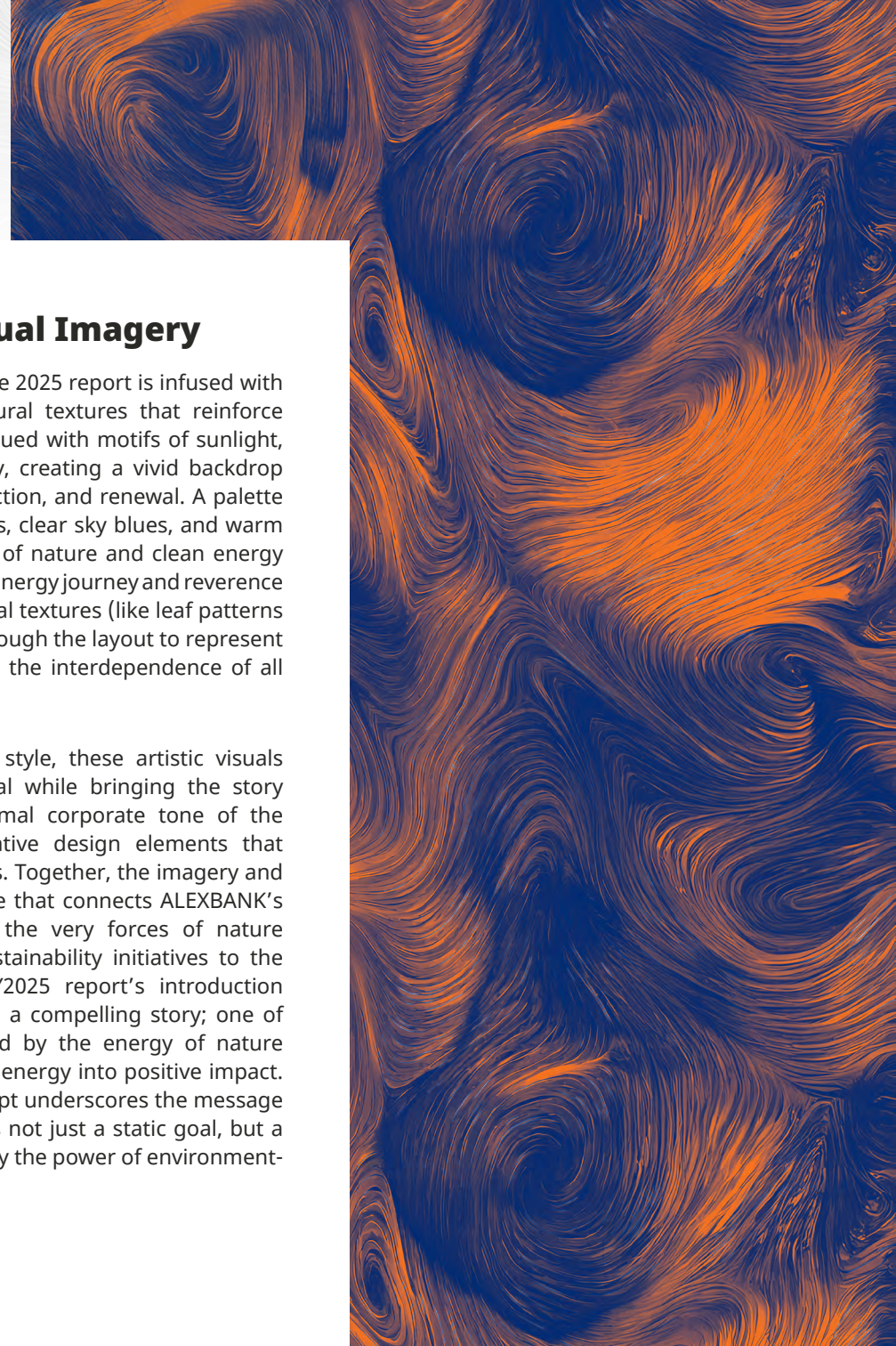
Energy at the Heart of Sustainability

This year's theme is strongly environment-focused, aligning with ALEXBANK's top ESG priorities in 2025. As energy flows through nature, sunlight fueling growth, wind turning turbines, water sustaining life, so too does our commitment to sustainability permeate every aspect of our operations. The narrative highlights ALEXBANK's work on renewable energy initiatives, underscoring our pledge to achieve 100% renewable energy usage in our operations by 2025. It also reflects our contributions to the Intesa Sanpaolo Group's climate action and offsetting efforts, such as supporting group-wide reforestation and carbon reduction programs. In doing so, we echo the Group's dedication to protecting natural capital and fighting climate change. Through this "energy in motion" motif, the report conveys how our investments in green energy, carbon offsets, and environmental projects are all connected by a common driving force; the flow of sustainable energy fueling a greener future.

Nature-Inspired Visual Imagery

Visually, the design concept for the 2025 report is infused with environmental imagery and natural textures that reinforce the energy theme. Pages are imbued with motifs of sunlight, flowing water, and lush greenery, creating a vivid backdrop that symbolizes vitality, climate action, and renewal. A palette of earth tones, deep forest greens, clear sky blues, and warm solar golds, evokes the elements of nature and clean energy sources, reflecting our renewable energy journey and reverence for the environment. Subtle natural textures (like leaf patterns and wind-swept waves) weave through the layout to represent the flow of energy in nature and the interdependence of all living systems.

In harmony with our corporate style, these artistic visuals remain polished and professional while bringing the story of sustainability to life. The formal corporate tone of the text is complemented by evocative design elements that resonate emotionally with readers. Together, the imagery and narrative create a cohesive theme that connects ALEXBANK's environmental commitments to the very forces of nature that inspire them. By linking sustainability initiatives to the concept of energy flow, the FY2025 report's introduction transforms data and policies into a compelling story; one of a financial institution empowered by the energy of nature and dedicated to channeling that energy into positive impact. This nature-inspired design concept underscores the message that sustainability at ALEXBANK is not just a static goal, but a living, flowing journey sustained by the power of environment-focused action.



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INTRODUCTION AND STRATEGIC OVERVIEW

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ABOUT THIS REPORT

Since 2017, ALEXBANK has continued to reinforce sustainability as a core element within the Egyptian banking landscape. This 2025 Sustainability Report reflects our ongoing efforts to integrate responsible practices into every aspect of our operations in line with Egypt's sustainable development direction. The report highlights how we manage and disclose our environmental, social and governance (ESG) commitments, and offers transparent insight into the progress we have made throughout the reporting year. Through detailed performance data and narrative information, we aim to maintain open communication with all stakeholders and to support informed engagement.

Scope and Reporting Period

This report represents ALEXBANK's ninth sustainability disclosure and provides an overview of our ESG performance across priority themes identified through materiality analysis and continuous stakeholder input. The report covers the activities and results of ALEXBANK's offices and branches within Egypt only. All content relates to the period from January 1, 2025, to December 31, 2025. The Bank's achievements and insights are presented within these clearly defined boundaries. Throughout the report, ALEXBANK may be referenced as "ALEXBANK", "the Bank", or "it."

Reporting Frameworks

ALEXBANK prepares its sustainability disclosures in compliance with all applicable legal and regulatory requirements and with reference to recognized international ESG reporting frameworks, including guidance issued by the Central Bank of Egypt (CBE) and its parent group.

The Bank prepared its disclosures in accordance with the **GRI Standards**, with material topics identified in accordance with GRI 3: Material Topics 2021 and the application of core GRI reporting principles. The **SASB Standards for Commercial Banks** were used to address ESG topics most relevant to financial performance and to support the materiality process. As part of the Intesa Sanpaolo Group, ALEXBANK follows the **TCFD recommendations** in disclosing climate-related governance, strategy, risk management, and associated metrics and targets. The Bank also reports on its progress in implementing the Ten Principles of the **UN Global Compact** and provides disclosures aligned with the **Sustainable Finance Disclosure Regulation (SFDR)**, covering governance, strategy, and the management of ESG risks and opportunities, with relevant references included throughout the report and supporting annexes.

Forward Looking Statements

This report may include forward-looking statements that describe anticipated future developments regarding the Bank's operations and direction. Terms such as "will", "planned", "expected", and "forecast". Such statements indicate forward looking intent. These statements represent the Bank's present understanding of potential future outcomes, but they remain influenced by various risks, uncertainties and underlying assumptions. As a result, actual

performance, results and decisions may differ significantly from those suggested by the forward-looking statements contained in this report.

Assurance

Masader Environmental and Energy Services S.A.E, a corporate sustainability consulting firm has provided a limited assurance statement on the content of this report. For further details, please refer to the **Statement of Assurance**.

Contact Information

Nourhan Ghazala

Head of Sustainability
Monitoring & Reporting Unit

✉ Nourhan.Ghazala@AlexBank.com

Menna El Taher

Head of Sustainability & Sustainable
Finance Office

✉ Menna.Eltaher@AlexBank.com



ALEXBANK – Bank of Alexandria S.A.E

Headquarters Address

- El Gomhoria Building, Cairo, Egypt
- 49 Kasr El-Nile, Downtown, Cairo, Egypt

MESSAGE FROM LEADERSHIP

Dear Stakeholders,

We are proud to present ALEXBANK's ninth Sustainability Report for 2025, marking the successful conclusion of our 2022–2025 ESG Strategy—an ambitious journey that has firmly embedded sustainability at the core of our business model. Over this period, we have strengthened our resilience, enhanced our contribution to Egypt's sustainable development, and reaffirmed our role within the Intesa Sanpaolo Group. Today, sustainability is no longer a standalone agenda—it is a fundamental driver of how we operate, finance growth, and create long-term value. As we transition into the Group's 2026–2029 Business Plan, we are well positioned to translate global ambitions into tangible local impact.

This integrated approach is reflected in our strong financial performance. In 2025, ALEXBANK delivered net profit of EGP 13.79 billion, up 34.8% YoY. Total assets reached EGP 242.2 billion (+12.9%), while customer deposits grew to EGP 185.7 billion (+10.4%). These results reaffirm the strength of our diversified model and demonstrate that sustainable banking is a key driver of long-term value creation.

We continued to contribute to advancing Egypt's transition toward a greener and more inclusive economy. Our sustainable lending portfolio reached EGP 2.125 billion, directed toward environmental and social projects in line with the Central Bank of Egypt's (CBE) Sustainable Finance Classification Criteria. We also deepened our support for productive sectors, with agribusiness representing 19% of our MSME portfolio, contributing to economic resilience and supporting livelihoods in underserved communities.

Financial inclusion and digital innovation remained central to our impact. Our Simplified KYC (SKYC) savings accounts grew by 129% year-on-year, enabling nearly 150,000 unbanked individuals to access formal financial services. At the same time, our digital ecosystem surpassed one million customers, with mobile and internet banking transactions increasing by 87%, reflecting our commitment to accessible and inclusive banking.

On the environmental front, 2025 marked a key milestone. ALEXBANK covered 100% of its electricity consumption from renewable energy sources, eliminating market-based Scope 2 emissions, while reducing Scope 1



Ziad A. Bahaa Eldin
Chairman

emissions by 20% compared to 2024. This progress reinforces our alignment with Egypt's climate agenda and the Group's net-zero ambition.

Our people remain at the heart of our success. Women represent 36% of our workforce and 42% of new hires, while over 177,000 training hours were delivered to strengthen digital capabilities, ESG awareness, and professional growth.



Paolo Vivona
Managing Director & CEO

As we enter a new strategic phase, we remain committed to advancing sustainable finance, accelerating digital inclusion, and strengthening climate action. We extend our sincere appreciation to our employees, customers, and partners for their continued trust as we work together toward a more inclusive, resilient, and sustainable future.

ABOUT INTESA SANPAOLO GROUP

Intesa Sanpaolo Group, ALEXBANK's parent company, is recognized as one of the top banking groups in Europe, with a market capitalization of approximately EUR 97.1 billion. The Group is strongly oriented toward sustainable growth and maintains a leading position in the area of social impact, supported by a clear commitment to responsible finance and climate-related progress.

Intesa Sanpaolo holds a leading role in the Italian market across all primary business segments which include retail banking, corporate banking and wealth management. The Group serves close to 13.9 million customers in Italy through a widespread branch network exceeding 2,600 locations, maintaining market shares of more than 10 percent in most Italian regions.

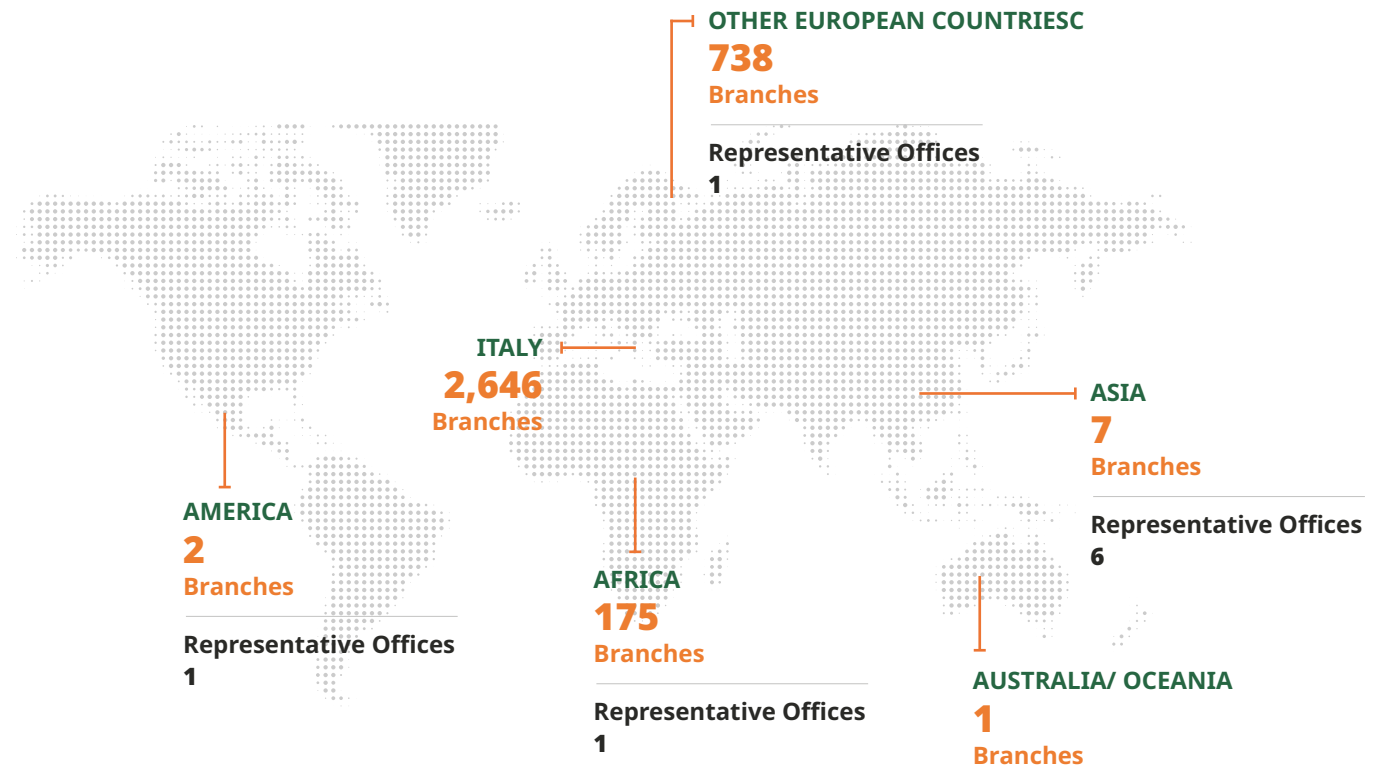
Intesa Sanpaolo also operates through a structured international platform, with over 900 branches serving approximately 7.4 million customers. Its commercial-banking subsidiaries cover 12 countries in Central Eastern Europe and Middle Eastern and North African areas and an international network of specialists in support of corporate customers across

24 countries, providing specialist financial solutions to multinational clients and to Italian companies engaged in global trade and expansion.

The Group's vision for sustainable value creation is rooted in long-term climate stewardship, responsible finance and inclusive economic development. As Intesa Sanpaolo continues to advance its ESG priorities, it maintains a clear focus on social inclusion, sustainable lending, climate-risk management and the

development of innovative products that support the transition toward low-carbon economic models.

The Group's sustainability strategy includes the mobilization of up to EUR115 billion in impact lending by 2025 to support communities and the green transition, along with EUR1.5 billion allocated to initiatives aimed at assisting people in vulnerable conditions. These commitments reinforce Intesa Sanpaolo's standing as a global reference in social-impact banking.



The Group has set a goal to achieve Net Zero emissions for its own operations by 2030 and for its loan and investment portfolios by 2050. Intesa Sanpaolo is also an active promoter of cultural value, showcased through the Gallerie d'Italia museum network, which safeguards the Group's artistic heritage and hosts cultural exhibitions of distinguished national and international relevance.

Discover more by visiting the [Intesa Sanpaolo Group website](#).

ALEXBANK AT A GLANCE

Scale with purpose

Founded in 1957, ALEXBANK is one of Egypt’s leading private sector banks and a longstanding pillar of the national financial system. Since joining the Intesa Sanpaolo Group in 2007, the Bank has combined deep local roots with international banking expertise, strengthening its ability to deliver responsible, inclusive, and forward-looking financial solutions.

Today, ALEXBANK serves more than 1.9 million customers. across retail, micro and small businesses, medium enterprises, and corporate segments, reflecting its unique position as a universal bank with nationwide reach. Its distribution network includes 175 branches across all major governorates, 58 of which are equipped to serve People with Disabilities (PwDs), supported by 4,200 employees. Complementing its physical presence, the Bank continues to expand its digital and electronic channels, including online and mobile banking, card services, electronic wallets, 758 ATMs, and 5,765 POS machines, enhancing accessibility and customer convenience.

With scale, reach, and a diversified customer base, ALEXBANK plays an active role in supporting Egypt’s economic development by broadening access to finance, enabling enterprise growth, and advancing responsible lending.



Our Mission Belief. Care. Value. Future

At ALEXBANK, we **believe** in the integrity and sustainability of our actions and place responsibility at the core of our banking practices. We **care** for our customers by delivering excellence through our products, services, and everyday conduct. We **create value and innovation** for individuals, businesses, and communities, supporting inclusive and resilient economic growth. Through this approach, we **build a future** that promotes sustainable development, protects the environment, empowers younger generations, and advances a truly inclusive society.

Our identity is built on strong and shared values



Equality, Diversity, and Inclusion



Values of the Individual



Environmental Protection



Integrity



Excellence



Listening and Dialogue

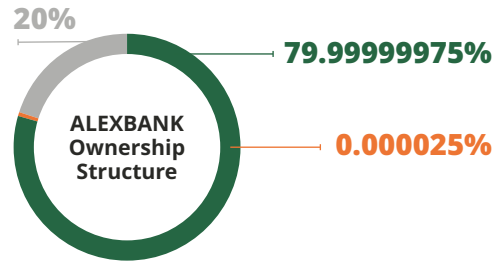


Respect For Specific Qualities



Transparency

Ownership Structure



- Intesa Sanpaolo
- Ahmed Said El-Fallal
- Egyptian Ministry of Finance

ALEXBANK's Lines of Business

01

Mass Retail and Affluent

Provides accessible, value-driven banking solutions focused on convenience, service excellence, and long-term financial wellbeing for retail and affluent customers.

02

Micro, Small and Medium-Sized Enterprises (MSMEs)

Supports MSME growth through financing solutions that enhance liquidity, enable investment, strengthen supply chains, and drive economic activity and employment.

03

Corporate and Investment Banking

Delivers advanced financial solutions to corporates and financial institutions, including cash management, trade finance, structured credit, and investment banking advisory.

04

Digital Banking

Offers integrated, user-centric digital services across mobile, online, and e-wallet channels, expanding accessibility, convenience, and secure banking nationwide.

05

Treasury

Manages liquidity, investments, and currency positions to safeguard financial stability, optimize capital performance, and ensure sustainable long-term returns.

Business Performance Overview & Market Presence

4,200

Employees



175

Branches across Egypt



758

Number of ATMs



5,765

Number of POS machines



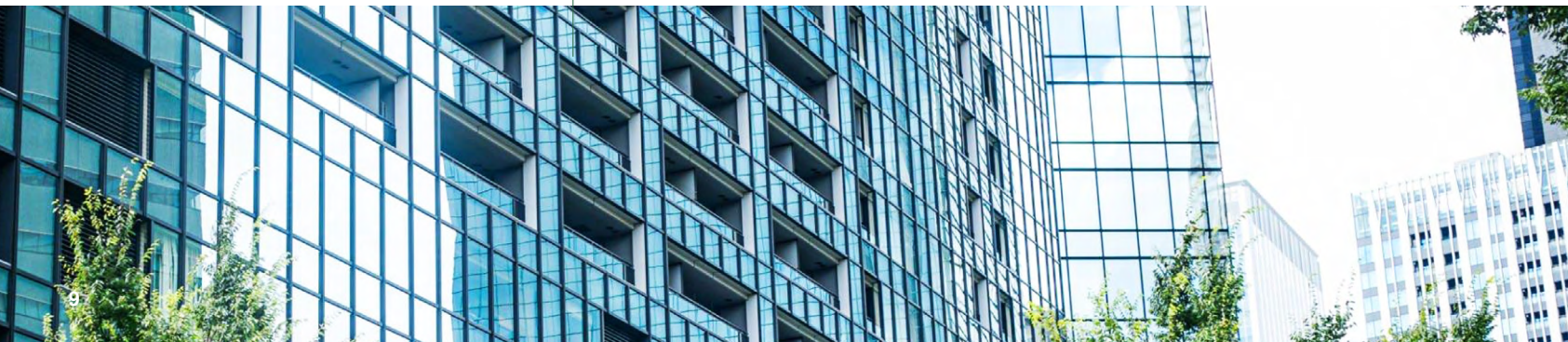
1.96 Million

Number of Customers

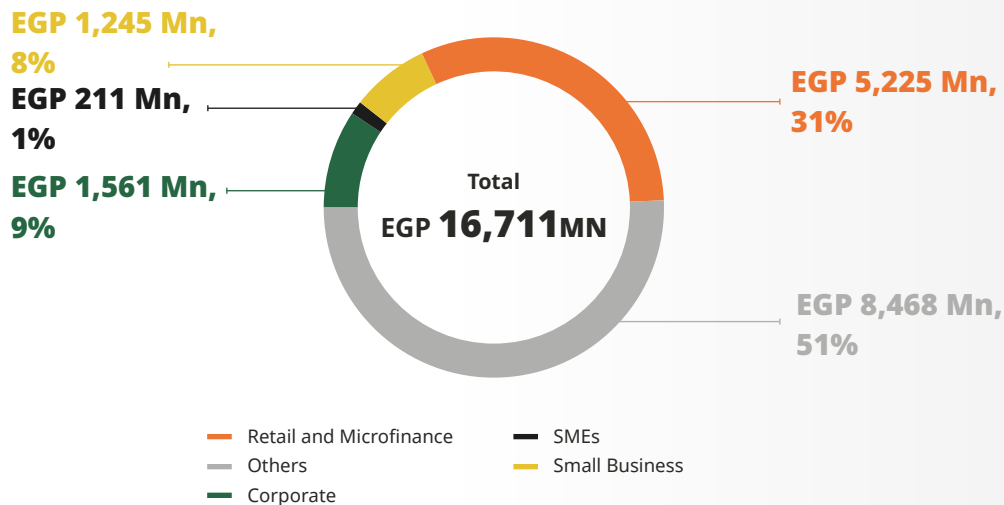


293.4K

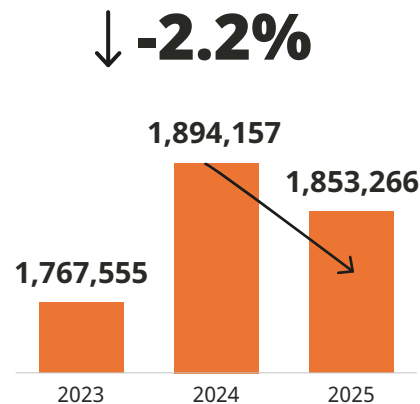
ALEXBANK Internet & Mobile Banking Active Users



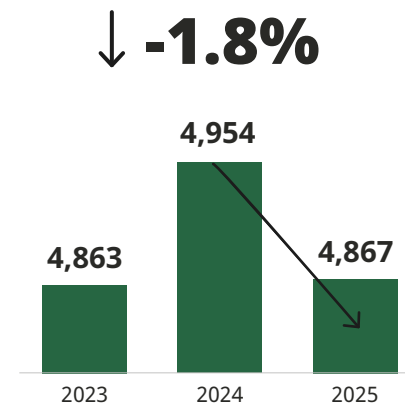
Gross Income per Type of Business Activity (EGP MN)



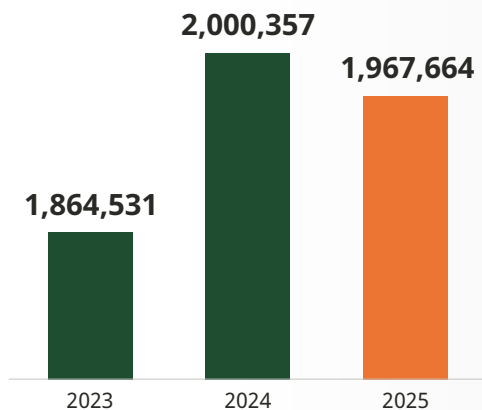
Retail Banking (Total Number of Customers)



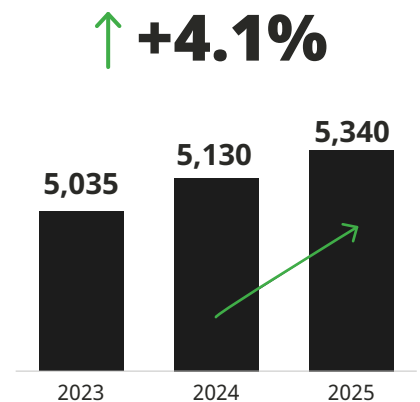
Corporate Banking (Total Number of Customers)



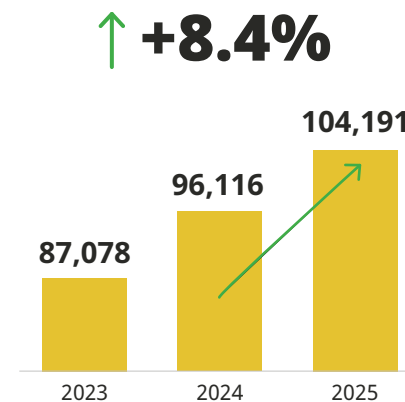
ALEXBANK's Customer Base (Total Number of Customers)*



SMEs Banking (Total Number of Customers)



Small Business Banking (Total Number of Customers)



* The customer base declined in 2025 following the removal of approximately 227K customers as part of a data cleanup exercise. This included dormant customers with no active accounts, customers who had not performed any transactions over the past 18 months, and customers with outdated KYC information.

2025 ESG Performance Highlights

Leadership and Accountability



20%

Female representation in the Board of Directors



28.2%

Percentage of Female in Management Positions



90.42%

Percentage of employees Trained in sustainability-related training programs

Prosperity, Inclusion, and Responsible Finance



EGP 24.9 Bn

Net income from core banking activities



EGP 2.125 Bn

ALEXBANK total sustainable lending



EGP 76.677 Bn

ALEXBANK total credit Portfolio



19%

Agribusiness Loans of MSMEs Portfolio



1.96 Mn

Customers



33%

Of Branches are accessible



148,357

SKYC Saving Account



287,958

Direct and indirect beneficiaries from Community impact initiatives

People, culture and impact



4,200

Total number of employees



28.2%

Female Representation in Managerial Positions



35.6%

Percentage of females from the total workforce



41.9%

Female representation in new hires



Zero

Health and safety accidents in 2025



95%

Of total employees received training



4%

of ALEXBANK's total workforce are people with disabilities (PWDs)



EGP 44.9 Mn

CSR Donations

Environmental Responsibility



111,879 kg

Wastepaper recycled



3,634 tCO₂e

Scope 3 Emissions



199,736 m³

Total municipal water consumption



89%

Percentage of local suppliers from total suppliers in 2025



100%

Electricity purchased from renewable sources (compared to 91% in 2024)



2,266 tCO₂e

Scope 1+2 emissions (market-based) (37% reduction compared to 2024)



14.2 kgCO₂/m²

Scope 1+2 Emissions (market-based) Intensity per area (49% reduction compared to 2024)



5,900 tCO₂e

Total Scope 1+2+3 Emissions (market-based) (17% reduction compared to 2024)



375.6 kgCO₂/employee

Scope 1+2 Emissions Intensity per employee (37.4% reduction compared to 2024)

ESG EMBEDDED IN BUSINESS STRATEGY

ALEXBANK's ESG Strategy places sustainability at the heart of the Bank's business model. It forms part of how we plan, lend, invest, operate and grow, and is not a separate initiative. As one of Egypt's leading private sector banks, ALEXBANK recognizes its responsibility to support national development and to contribute to economic and social progress.

The Strategy is shaped by Egypt Vision 2030, ALEXBANK's Code of Ethics, the United Nations Global Compact Principles, the Equator Principles, the Principles for Responsible Banking, the Universal Declaration of Human Rights and the United Nations Sustainable Development Goals. Through this framework, sustainability is integrated into practical decision making and day-to-day operations across the Bank.

Strategic Direction and Group Alignment

ESG is fully embedded within ALEXBANK's business strategy. It guides long term business planning, strengthens risk discipline and informs our approach to customers, employees, communities and regulators. This Strategy is aligned with Intesa Sanpaolo Group's sustainability direction and directly supports delivery of the Group's 2022 to 2025 Business Plan objectives.

As Intesa Sanpaolo prepared its **new Business Plan for the period 2026 to 2029**, ALEXBANK remains positioned to contribute to the Group's expanding sustainability priorities, in particular climate action, financial inclusion, responsible lending, transparent reporting, social impact and continued innovation. Through this alignment, ALEXBANK acts as a local engine for Group purpose, translating global ambition into national level action within the Egyptian market.

The Strategy also reinforces the Bank's commercial resilience. By embedding ESG within lending, innovation, risk management and digital channels, ALEXBANK aims to generate sustainable economic value while supporting Egypt's long-term prosperity and green transition.

ALEXBANK's ESG framework

Area of focus

Strategic intention



Financial inclusion and social development

Broaden access for underserved individuals, women, micro and small enterprises and the informal sector.



Climate and environmental responsibility

Support client transition, grow green and circular finance and reduce operational impact.



Innovation and digital transformation

Expand digital reach, improve customer convenience, use data insight responsibly and advance fintech collaboration.



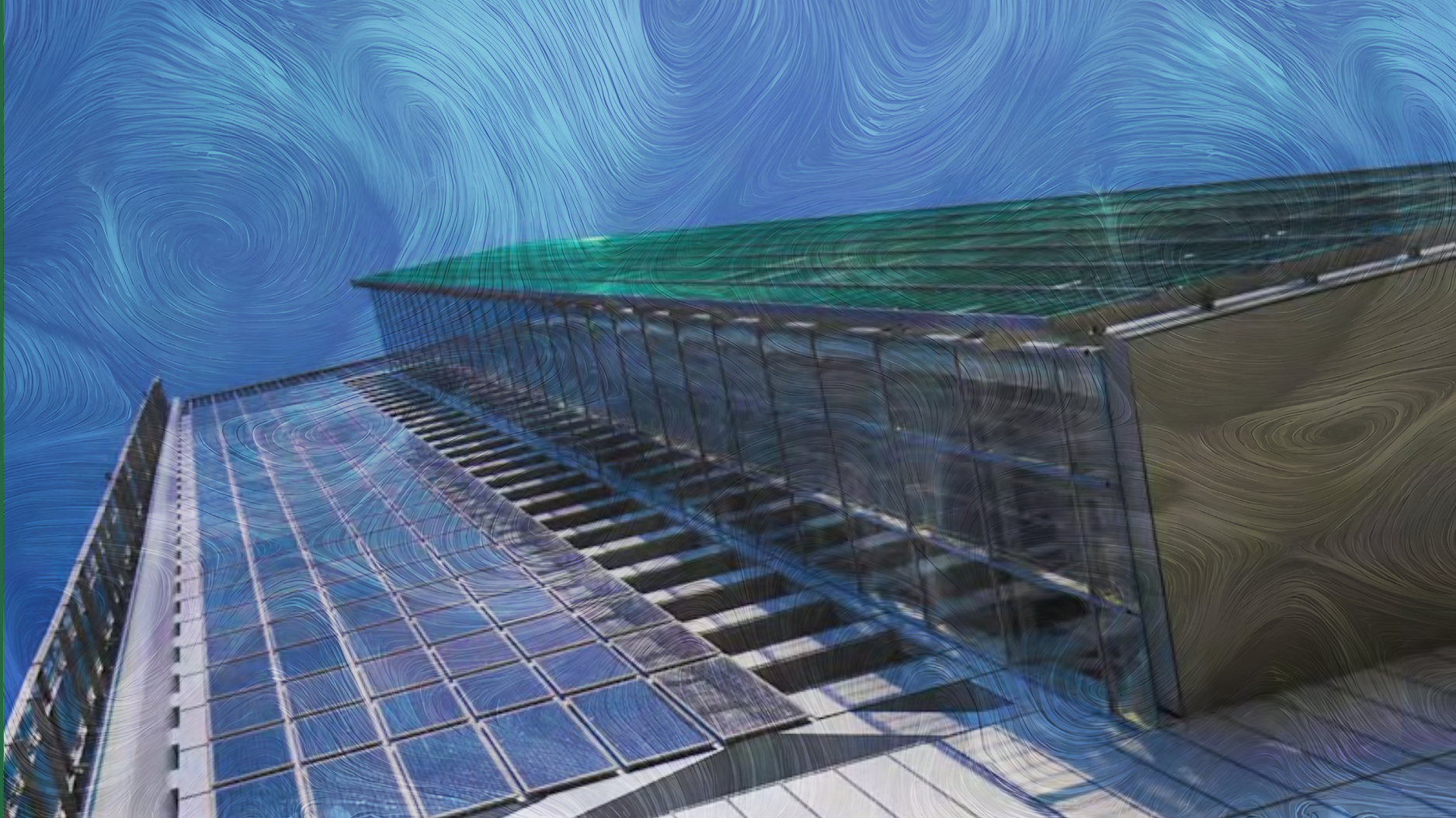
Responsible governance and transparency

Ensure integrity in conduct, clear reporting, strong controls and accountability across the Bank.



Sustainable economic value creation

Direct capital toward productive sectors and contribute to Egypt's economic growth and long-term prosperity.



02

STAKEHOLDER ENGAGEMENT & MATERIALITY

Listen, Engage, Co-create
Focusing on What Matters Most




15
17

LISTEN, ENGAGE, CO-CREATE




Stakeholder Engagement

In 2025, ALEXBANK further strengthened its stakeholder engagement approach to ensure that ongoing interactions across all stakeholder groups are directly linked to the Bank’s material topics and sustainability objectives. Engagement became more structured, more data informed, and more embedded in business planning, enabling stakeholder insights to more consistently shape decisions related to customer experience, digital transformation, environmental stewardship, governance, workforce wellbeing, and community investment.

To reinforce trust and improve decision quality, ALEXBANK enhanced feedback loops, introduced more systematic performance monitoring, and broadened multi channel engagement to better reflect how different stakeholders interact with the Bank. Stakeholder input continues to play a central role in supporting product and service development, operational improvements, and sustainability disclosures, ensuring alignment with national expectations and Intesa Sanpaolo Group standards.

	 Employees	 Customers	 Suppliers and Business Partners
Group			
Engagement Channels	Internal platforms, digital communication tools, leadership townhalls, pulse surveys, training academies, performance dialogues, wellbeing workshops	Contact center, branch interactions, email/SMS, mobile app touchpoints, digital surveys, service feedback mechanisms, social media, product advisory sessions	Contract reviews, procurement platforms, performance evaluation meetings, compliance assessments, partnership workshops
Frequency	Daily, Monthly, Quarterly, Annually	Daily, Weekly, Monthly, Ad hoc	Monthly, Quarterly, Annually
Needs & Expectations	Transparent communication, equitable opportunities, wellbeing and safety, digital accessibility, continuous development and upskilling	Fast resolution of inquiries, secure and accessible services, transparent communication, customer-centric product design	Clear procurement standards, timely communication, fair evaluation processes, collaborative issue resolution
Relevant Material Topics	<ul style="list-style-type: none"> Retention, Enhancement, Diversity & Inclusion Learning and Development Health, Safety & Wellbeing Digitalization & Accessibility Board Leadership and Oversight / Managing ESG Risks 	<ul style="list-style-type: none"> Quality of Service & Customer Experience Sustainable Agribusiness Development Financial Inclusion & Literacy Digital Banking Accessibility Data Privacy & Cybersecurity Responsible Lending Sustainable Finance, Green Finance & Circular Economy 	<ul style="list-style-type: none"> Responsible Procurement Ethics, Compliance & Business Integrity Data Privacy and Cybersecurity (where relevant to supplier assurance) Environmental Management Managing ESG Risks



	COMMUNITIES AND NGOs	GOVERNMENT AND REGULATORS	SHAREHOLDERS AND GROUP ENTITIES
Group	 Communities and NGOs	 Government and Regulators	 Shareholders and Group Entities
Engagement Channels	CSR site visits, social development programs, multi-stakeholder dialogues, youth and entrepreneurship initiatives, digital outreach	Regulatory reporting portals, compliance reviews, meetings and inspections, industry forums, policy consultations	Reports, governance meetings, strategic coordination sessions, performance updates, sustainability disclosures
Frequency	Quarterly, Annually, Ad hoc	Daily to Annually	Quarterly, Annually
Needs & Expectations	Inclusive programs, transparent reporting, access to financial education, environmental and social support	Regulatory compliance, sound governance practices, transparent disclosures, comprehensive risk management	Clear strategic direction, strong risk management, transparent ESG performance, long-term value creation
Relevant Material Topics	<ul style="list-style-type: none"> • Community Investment and Empowerment • Financial Inclusion and Literacy • Climate Action / Environmental Management • Responsible Lending 	<ul style="list-style-type: none"> • Community Investment and Empowerment • Financial Inclusion and Literacy • Climate Action / Environmental Management • Responsible Lending 	<ul style="list-style-type: none"> • Financial Performance • Managing ESG Risks / Board Leadership and Oversight • Climate Action / Sustainable Finance, Green Finance & Circular Economy • Data Privacy and Cybersecurity • Quality of Service & Customer Experience (performance expectation) • Retention, Enhancement, Diversity & Inclusion

FOCUSING ON WHAT MATTERS MOST

Materiality Analysis

As part of our annual review cycle, ALEXBANK conducted a double materiality assessment in 2025 to evaluate and prioritize the risks, opportunities, and impacts tied to our key ESG topics that are most significant to our stakeholders and business. This approach, aligned with the GRI Standards for impact materiality and referencing the IFRS/ISSB Sustainability Disclosure Standards for financial materiality, evaluates both how the Bank's activities impact the environment and society, and how sustainability-related risks and opportunities affect the Bank's financial performance. In line with best practices, we reviewed our existing material topics against the latest reporting standards and regulatory developments and engaged internal and external stakeholders for feedback through surveys, interviews, and data collection processes. This stakeholder input on impacts, risks, and opportunities informed the prioritization of topics, which was then validated by senior management to ensure alignment with ALEXBANK's strategic priorities and the Intesa Sanpaolo Group's methodology.

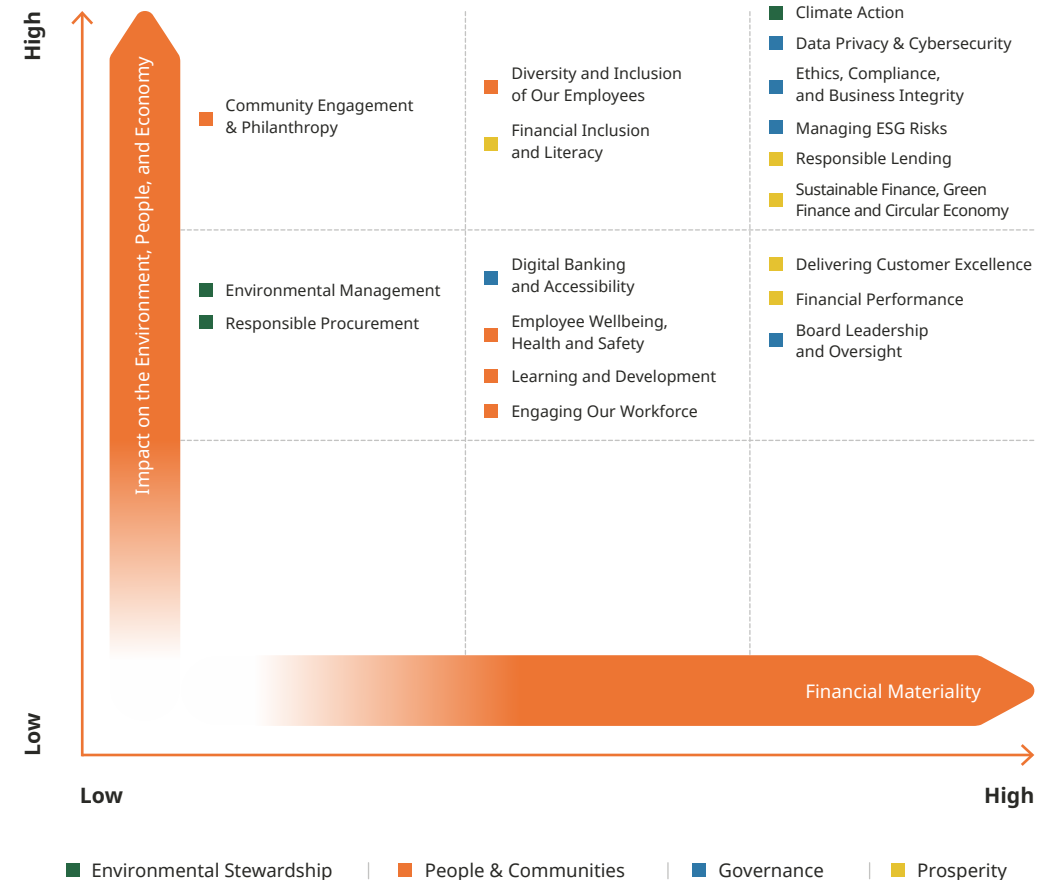
Our updated 2025 ESG Strategic Framework builds on Intesa Sanpaolo Group's ESG strategy and Business Plan (2022-2025) commitments. The Intesa

Sanpaolo Group has pledged roughly EUR115 billion in 2022-2025 to support society and the green transition, and is working towards ambitious net-zero targets (for its [own operations by 2030 and its loan and investment portfolios by 2050](#)). ALEXBANK's material topics reflect these group priorities - addressing climate action, inclusive and responsible finance, digital innovation, and strong governance - in order to contribute to the Group's sustainability objectives. In fact, ALEXBANK's new ESG strategy aims to advance Intesa Sanpaolo's goals as a responsible financial intermediary by tackling global challenges such as mitigating climate change, empowering marginalized communities, ensuring gender equity, and promoting transparency.

Double Materiality Results

In 2025, ALEXBANK conducted a comprehensive review of its 18 priority ESG topics, structured under the four pillars of our sustainability framework: Governance, Prosperity, People & Communities, and Environmental Stewardship. Each topic was reassessed to confirm its relevance and to update its description, associated risks, opportunities, impacts, and corresponding management approach.

The outcomes of this assessment are summarized in the table below, which presents each material topic alongside its impact and financial materiality ratings (High/Medium/Low) and a concise overview of the related risks and opportunities. This report then builds on these results by detailing our 2025 progress across each topic.






Governance



▲ High |
 ■ Medium |
 ▼ Low

Topic	Description	Impact Materiality	Financial Materiality	Key Risks & Opportunities	2025 Progress and Performance
Board Leadership and Oversight	Strong governance structures and active Board oversight of ESG strategy and performance, integrating sustainability into strategic decisions and accountability mechanisms.	■	▲	<p>Risk: Weak oversight could lead to ESG missteps and reputational damage.</p> <p>Opportunity: Comprehensive governance drives strategic ESG integration and builds stakeholder trust.</p>	Maintained strong Board oversight of ESG strategy, with Board Committees convening 25 times in 2025 to review Audit, Risk, Remuneration, and Governance matters. The appointment of new Board members is conducted in coordination with the Governance and Nominations Committee, while the Board currently comprises 20% female representation . ESG reports and related policies are reviewed and approved by the Risk Committee.
Managing ESG Risks	Identifying and managing environmental, social and governance risks within the Bank's enterprise risk framework to ensure resilience and long-term value preservation.	▲	▲	<p>Risk: Unmanaged ESG risks (e.g. climate or social risks in the portfolio) can lead to financial losses and harm stakeholders.</p> <p>Opportunity: Proactive ESG risk management enhances business resilience and protects value.</p>	Integrated ESG risks into enterprise risk framework; conducted sectoral ESG assessments and internal color-coding for sensitive exposures; performed climate scenario stress tests and physical risk analysis ; monitored ICT, security, and operational risks; all new transactions screened for ESG and reputational risks; enhanced reporting and capital adequacy alignment with ICAAP and regulatory standards.
Ethics, Compliance & Business Integrity	Upholding the highest standards of ethical conduct and regulatory compliance (e.g. anti-corruption, AML, code of ethics & training) to foster a culture of honesty, fairness and transparency.	▲	▲	<p>Risk: Lapses in ethics or compliance can incur legal penalties and erode trust.</p> <p>Opportunity: A strong culture of integrity builds stakeholder confidence, avoids regulatory issues, and supports long-term performance</p>	Strengthened ethical culture with full Code of Conduct adherence; delivered 21,874 training opportunities across Compliance, AML, KYC, Anti-Corruption, & Whistleblowing; addressed; updated regulatory compliance processes; launched enhanced monitoring with Norkom and preparing NetReveal ; maintained internal audits and control reviews to ensure accountability, transparency, and risk mitigation.

 High |
  Medium |
  Low

Topic

Description

Impact Materiality

Financial Materiality

Key Risks & Opportunities

2025 Progress and Performance

Delivering Customer Excellence

Maintaining a customer-centric approach through high-quality, fair and accessible services. Continuous improvement of customer experience (e.g. digitalization, service innovation) to meet client needs efficiently and transparently.



Risk: Failing to meet customer expectations could result in client attrition and reputational harm.

Opportunity: Excellent service quality drives customer loyalty, market growth, and positive brand reputation.

Delivered **3.1M customer interactions** across digital, contact center, and branch channels; achieved **28** overall NPS (medium-high satisfaction); resolved **5,767 complaints (1,149 from female customers)**; **trained 424 employee in sign language**; enhanced CRM and automation for personalized service; strengthened accessibility in branches and ATMs; improved complaint management, fast-track support for top-tier clients, and inclusive services for customers with disabilities, reinforcing trust, efficiency, and service excellence.

Digital Banking Accessibility

Expanding digital inclusion by providing user-friendly, secure online and mobile banking platforms for all customer segments. Embracing digital innovation to bridge the digital divide and reach underserved populations.



Risk: Lagging in digital innovation may exclude certain customers and reduce competitiveness.

Opportunity: Digital inclusion and fintech innovation broaden the customer base, increase efficiency, and strengthen the Bank's market position.

Expanded digital banking access with **1,047,121 customers**, including **293,434 active users** performing **28.9M transactions**. Strengthened engagement through **33%** increase in ALEXPOINTS registered users, **95,817 Ma7fazty wallet customers with 16,700 active transacting wallets**, and **InstaPay adoption covering 91% of online transfers (+104% YOY)**. Enhanced platform usability, security, and customer education to drive inclusion, convenience, and seamless digital experiences.

Data Privacy and Cybersecurity

Protecting customer data and ensuring cybersecurity of systems. Comprehensive measures and policies to safeguard data privacy and prevent cyber threats, thereby maintaining customer trust and regulatory compliance.



Risk: Data breaches or cyber attacks could lead to severe regulatory fines and loss of customer trust.

Opportunity: Strong cybersecurity and data protection differentiate the bank and safeguard stakeholder trust in our digital services.



Maintained a strong cybersecurity framework aligned with CBE regulations, the Egypt Financial Cybersecurity Framework, and applicable national laws; strengthened fraud prevention and monitoring across digital channels through advanced analytics and transaction oversight; enhanced ICT and security risk management through continuous monitoring, threat intelligence, and incident response processes; reinforced cybersecurity awareness through employee and customer training; and supported secure, reliable, and resilient digital services across ALEXBANK.







Prosperity

▲ High |
 ■ Medium |
 ▼ Low






Topic	Description	Impact Materiality	Financial Materiality	Key Risks & Opportunities	2025 Progress and Performance
Financial Performance	Achieving comprehensive financial results and maintaining a solid capital base to underpin sustainable growth. Strong economic performance enables continued investment in ESG initiatives and contributes to Egypt's economic development.	■	▲	<p>Risk: Weaker financial results would limit our ability to invest in sustainability programs and innovation.</p> <p>Opportunity: Strong performance provides capital for ESG initiatives, enhances investor confidence, and supports broader economic prosperity.</p>	Delivered solid financial results with total assets reaching EGP 242.25 Bn (+12.9% YoY) , net profit of EGP 13.8 Bn (+34.8% YoY) , and capital adequacy at 36.03% , well above regulatory requirements; expanded net loans to EGP 79.5 Bn (+16.6% YoY) and deposits to EGP 185.7 Bn (+10.4% YoY) ; maintained strong efficiency with a 23.7% cost-to-income ratio ; strengthened equity to EGP 35.9 Bn , reinforcing capacity to fund sustainable growth and national economic development.
Responsible Lending	Integrating ESG criteria into lending decisions and product design to promote ethical and sustainable outcomes. This includes fair lending practices, avoiding over-indebtedness, and limiting exposure to high-risk or high-carbon sectors in line with the Group's net-zero commitments.	▲	▲	<p>Risk: Financing unsustainable or high-risk projects can lead to credit defaults and reputational damage.</p> <p>Opportunity: Responsible lending practices foster portfolio stability, meet regulatory expectations, and open opportunities in sustainable finance markets.</p>	Continued embedding ESG criteria into lending decisions in line with Intesa Sanpaolo Group standards, supported by the application of the Group's Rules for the Classification of Sustainable Credit Products and Lending Transactions. In 2025, the Bank further expanded its sustainable lending portfolio across corporate, SME, and microfinance segments, channeling EGP 2.157 Bn into sustainable financing for corporate, SMEs, and small businesses, alongside EGP 1.577 Bn in retail and microfinance social lending. This included increased support for circular economy activities, green transition initiatives, and socially oriented lending. The Bank also broadened its ESG-aligned product offering, ranging from microfinance, pension, agricultural, and NGO-supported financing to solar-related solutions, enhancing financial inclusion, supporting vulnerable segments, and strengthening portfolio resilience in alignment with sustainability objectives.





 High |
  Medium |
  Low

Topic	Description	Impact Materiality	Financial Materiality	Key Risks & Opportunities	2025 Progress and Performance
Sustainable Finance, Green Finance & Circular Economy	Providing financial products and investments that drive positive environmental and social outcomes, such as green loans for renewable energy, sustainable investment funds, and financing circular economy initiatives. These offerings support the low-carbon transition and resource efficiency.			<p>Risk: Missing out on green finance trends – or greenwashing in our portfolio – could damage credibility and market share.</p> <p>Opportunity: Expanding sustainable finance offerings drives new revenue streams, aligns with climate goals, and attracts ESG-focused investors seeking to fund green and inclusive projects.</p>	Achieved EGP 2.3 Bn in sustainable lending under the CBE framework (3% of total credit portfolio), with 95% overall utilization ; allocated EGP 1.84 Bn to environmental projects (98.4% utilization) across energy efficiency, renewable energy, sustainable transportation, waste management and water, and EGP 511 Mn to social projects supporting health, education and handicrafts; strengthened green and circular economy financing while enhancing transparency and alignment with national climate priorities.
Financial Inclusion and Literacy	Extending access to banking services and credit to underserved individuals and SMEs, while promoting financial literacy. Tailored microfinance, inclusive products, and educational programs empower vulnerable groups and support inclusive economic growth.			<p>Risk: Neglecting underserved communities may invite criticism from regulators/society and forfeit future market growth.</p> <p>Opportunity: Advancing financial inclusion opens new customer segments, builds goodwill and loyalty, and strengthens our social license to operate in local communities.</p>	Expanded access to banking through 148,357 Simplified KYC accounts (+130% YoY) and 148,357 Ebd2 savings accounts (EGP 790 Mn balances) ; delivered EGP 1.57 Bn in microfinance to support income-generating activities; opened over 70,000 accounts through national inclusion campaigns targeting women, youth and rural communities; and strengthened financial capability through literacy programs and women- and youth-focused empowerment initiatives, while expanding digital channels to enhance responsible usage and accessibility.
Community Investment and Empowerment	Investing in community development through philanthropy, sponsorships, volunteering and partnerships that address local needs (e.g. education, health, poverty alleviation). These programs uplift communities and stimulate shared prosperity in line with our social responsibility goals.			<p>Risk: Limited community engagement could weaken local relationships and erode the Bank's social license to operate.</p> <p>Opportunity: Strategic community investments and partnerships build public goodwill, enhance our brand reputation, and contribute to socio-economic development in our markets.</p>	EGP 44.9 Mn invested in community development (+13% YoY), reaching 287,958 beneficiaries across Egypt; delivered multi-pillar initiatives spanning economic development, education & research, social welfare, environment, arts & culture and health; supported 600 smallholder farmers and women through sericulture revival, 400+ artisans via Diarna exhibitions, 61,088 students through digital education (Madrasty), and 59,106 students through environmental awareness programs; funded 30 prosthetic limbs and inclusion workshops for amputees; strengthened partnerships with leading NGOs and national institutions to ensure scalable, impact-driven community outcomes aligned with Egypt Vision 2030 and the SDGs.

People & Communities

 High |  Medium |  Low



Topic	Description	Impact Materiality	Financial Materiality	Key Risks & Opportunities	2025 Progress and Performance
Diversity and Inclusion of Our Employees	Fostering a diverse, equitable and inclusive workplace. Ensuring equal opportunity in recruitment and career advancement (e.g. gender balance in leadership) and promoting a culture that values diversity, in alignment with Intesa Sanpaolo Group's diversity goals.			<p>Risk: Lack of diversity and equal opportunity can lead to talent shortages, lower innovation, and reputational issues.</p> <p>Opportunity: An inclusive culture improves employee morale and innovation, helps attract and retain top talent, and aligns with global best practices and stakeholder expectations.</p>	Delivered a diverse workforce of 4,200 employees with 35.6% female representation and 28.2% women in managerial roles ; 41.9% of new hires were women and 79% were under 30 , strengthening generational diversity; maintained 4% representation of employees of determination ; welcomed 682 new hires and 200 interns through the LEAP E.A.R.T.H. program; reinforced inclusion and retention through enhanced benefits, parental support 1,490 employees entitled parental leave, internal mobility programs, and continuous performance development reviews, supporting a more equitable and resilient workplace.
Learning and Development	Committing to continuous learning and skill development for employees. Offering training programs, leadership development and upskilling (including ESG topics) to empower employees to grow their careers and support the Bank's innovation and service excellence.			<p>Risk: Insufficient training and development may result in skill gaps, lower productivity, and inability to adapt to industry changes.</p> <p>Opportunity: Continuous learning increases employee expertise and adaptability, driving innovation, better customer service, and long-term competitiveness.</p>	Delivered 177,754 training hours in 2025 (42.32 hours per employee), strengthening digital, risk, leadership, and ESG capabilities; engaged 3,798 employees in sustainability-related programs ; advanced leadership development and internal mobility through structured pathways, supporting a skilled, inclusive, and future-ready workforce aligned with the Bank's long-term strategy.

High | Medium | Low

Topic	Description	Impact Materiality	Financial Materiality	Key Risks & Opportunities	2025 Progress and Performance
<p>Employee Wellbeing, Health and Safety</p>	<p>Prioritizing the physical and mental well-being of employees and maintaining a healthy, safe work environment. Providing wellness programs, health & safety management systems, work-life balance initiatives, and benefits that care for staff and their families.</p>			<p>Risk: Poor workplace health and safety or neglect of wellbeing can lead to accidents, illness, absenteeism and even legal liabilities.</p> <p>Opportunity: A strong focus on employee wellbeing and safety boosts morale and productivity, reduces turnover and healthcare costs, and reinforces our reputation as a responsible employer.</p>	<p>Maintained zero lost-time injuries, zero work-related illness cases and zero fatalities in 2025, reinforcing disciplined implementation of health and safety standards across all locations; strengthened proactive risk management through 3,369 reported hazards and ongoing corrective actions; expanded HSE awareness through targeted safety, emergency preparedness and VR-based evacuation trainings; enhanced fire safety compliance and travel security measures; and broadened healthcare and wellbeing support through comprehensive medical coverage and confidential counseling services, fostering a safer, healthier and more resilient workplace.</p>
<p>Engaging Our Workforce</p>	<p>Cultivating an engaged and empowered workforce by encouraging open communication, recognition, and employee participation in sustainability initiatives. Involving employees as stakeholders (e.g. through volunteering, internal ESG campaigns) strengthens their connection to the Bank's mission and values.</p>			<p>Risk: Low employee engagement could diminish service quality, increase turnover, and impede execution of our strategy.</p> <p>Opportunity: An engaged workforce enhances productivity and customer service, drives innovation, and helps successfully implement ESG initiatives as every employee becomes a sustainability ambassador.</p>	<p>Strengthened employee engagement through a diversified 2025 agenda combining recognition, wellbeing, sustainability and community-building initiatives; aligned leadership and branch teams through strategic performance workshops attended by managers; reinforced a culture of recognition and internal development through recognition events and the Excellence Program; fostered wellbeing and psychological safety via BeWell-aligned sessions and inclusive social activities such as the Ramadan Tournament and Contact Center appreciation events; activated employee participation in sustainability through the "Green Summer at ALEXBANK" campaign, energy-saving challenges and ESG awareness competitions; and enhanced global connectivity through participation in the Intesa Sanpaolo International Sports Arena, nurturing a cohesive, purpose-driven and highly engaged workforce.</p>

Environmental Stewardship



▲ High | ■ Medium | ▼ Low

Topic	Description	Impact Materiality	Financial Materiality	Key Risks & Opportunities	2025 Progress and Performance
Climate Action	Addressing climate change through a clear strategy aligned with Intesa Sanpaolo's net-zero commitments and science-based targets. Implementing measures to reduce greenhouse gas emissions (e.g. achieving carbon neutrality in our own operations via 100% renewable electricity by 2025) and managing climate-related risks, while financing climate solutions for clients.	▲	▲	<p>Risk: Continuing to finance high-carbon activities without transition plans would exacerbate physical and transition climate risks, and expose the Bank to reputational, regulatory and credit risks.</p> <p>Opportunity: Proactive climate action – helping clients transition to net-zero – strengthens our market leadership and portfolio resilience, reduces financed emissions, and attracts green capital from investors.</p>	In 2025, ALEXBANK advanced its climate action roadmap by strengthening the management of its Scope 1, 2, and selected Scope 3 emissions across its branch network and administrative buildings. A key milestone was the achievement of 100% renewable electricity sourcing , reducing market-based Scope 2 emissions to zero and supporting a measurable decline in the Bank's overall operational emissions profile. Scope 1 emissions decreased by 20% year on year , reflecting efficiency improvements and reduced reliance on fossil fuels, while Scope 3 emissions were further refined and tracked to enhance transparency and coverage.
Environmental Management	Minimizing the environmental footprint of our own operations through efficient resource use and pollution prevention. Initiatives include energy efficiency, water and paper conservation, waste reduction, and environmental management systems (aligned with ISO 14001/50001 standards) to drive continual improvement in operational sustainability.	■	▼	<p>Risk: Inefficient resource use and weak environmental practices in operations can lead to regulatory non-compliance, higher costs, and stakeholder criticism.</p> <p>Opportunity: Improving eco-efficiency (energy savings, waste reduction) lowers operating costs, ensures compliance, and demonstrates environmental responsibility, reinforcing our credibility with customers, investors and regulators.</p>	In 2025, ALEXBANK strengthened its environmental stewardship by improving energy, water, and resource efficiency across its branches and administrative buildings, supported by measurable reductions in key resource consumption. Paper use declined to 304,045 kg , achieving a 22% year-on-year reduction , with 100% of purchased paper eco-certified , reflecting the Bank's continued shift toward digital and paperless practices. Municipal water consumption totaled 199,736 m³ , reinforcing the focus on monitoring and rationalizing water use across operations. These efforts were complemented by operational initiatives such as expanded inverter and VRV air-conditioning systems, energy-efficient lighting and motion sensors , increased reliance on renewable energy , and the transition toward fuel-efficient and natural gas-powered vehicles . Waste management practices were further strengthened through the Green Cloud Awareness Program , alongside food waste awareness initiatives that promoted responsible consumption internally and within local communities.

High | Medium | Low

Topic

Description

Impact Materiality

Financial Materiality

Key Risks & Opportunities

2025 Progress and Performance

Responsible Procurement

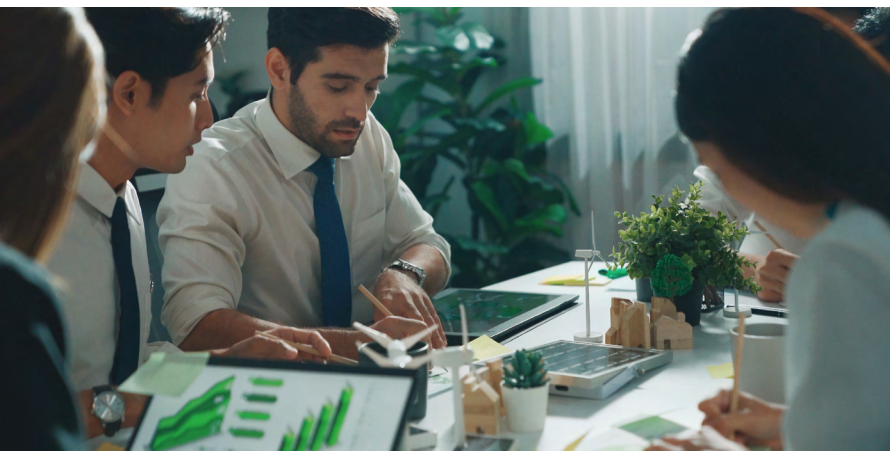
Integrating ESG criteria into procurement and supply chain management. Favoring ethical, local, and sustainable suppliers and enforcing standards on environmental impact, labor practices, and governance in our supply chain, thereby extending our sustainability values to contractors and partners.



Risk: Suppliers' poor labor practices or environmental performance could create reputational or even legal risks for the Bank by association.

Opportunity: By engaging sustainable and local suppliers, we improve supply chain resilience and quality, ensure compliance with ESG standards, and amplify positive impact beyond our own operations through our procurement choices.

Strengthened responsible procurement by embedding ESG criteria across all sourcing and supply chain activities. The Bank ensured that all suppliers undergo structured due diligence, legal and cybersecurity verification, and ESG assessments, with **77%** of vendors completing these evaluations. Local sourcing remained a priority, with **89% of suppliers being local**, supporting regional resilience. Sustainable initiatives included the use of Sustainable Aviation Fuel to reduce supply chain emissions. Procurement operations were further enhanced through digital transformation, including automated workflows, centralized vendor registration, and real-time monitoring dashboards, reinforcing transparency, compliance, and operational efficiency across the Bank's supply chain.



Closing the loop: using materiality to drive decisions

These material topics sit at the core of ALEXBANK's sustainability agenda and business success. Applying a double materiality lens ensures the Bank focuses on issues that are most significant to society and the environment **and** most critical to long term financial resilience. The results are closely aligned with ALEXBANK's refreshed ESG strategy and Intesa Sanpaolo Group priorities, helping ensure local action contributes to broader commitments.

Going forward, ALEXBANK will continue strengthening its focus on these priority topics, embedding the findings into enterprise risk management and decision making, and enhancing transparency on performance and progress, creating sustainable value for all stakeholders.



03

LEADERSHIP AND ACCOUNTABILITY

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GOVERNANCE THAT GUIDES THE TRANSITION

Board Leadership and Oversight

Why it matters and how we manage it

ALEXBANK's Board of Directors plays a central role in guiding the Bank's strategy, overseeing risks, and ensuring accountability. Through its committees and supporting management forums, the Board monitors key areas such as financial performance, risk management, and ESG priorities, while ensuring compliance with regulatory and corporate governance standards. This structured oversight allows the Bank to identify emerging risks, make informed decisions, and align operations with long-term sustainable growth and stakeholder expectations.

2025 Key Policies

- ALEXBANK Corporate Governance Code



Performance Snapshot

20%

Female Representation across the Board



8

Non-Executive Board Members



2.03 Years

Average Tenure



8

Physical Board Meetings



4

Written Board Forms



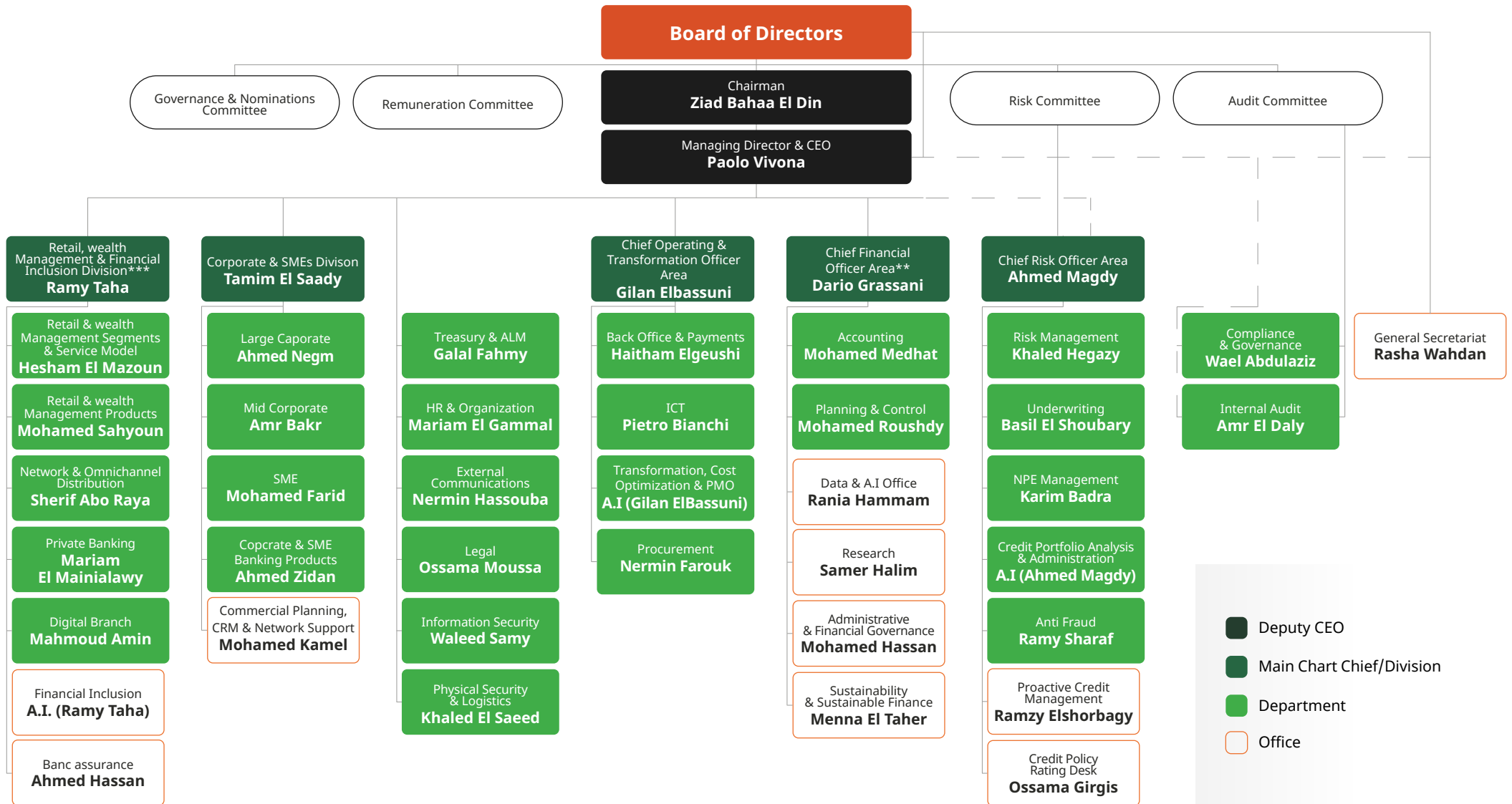
Throughout the year, enhanced Board of Directors and Board Committees management has been reflected in a structured oversight and strengthened alignment with regulatory expectations. A continued focus on governance discipline has supported clearer accountability, improved visibility on key risks and opportunities, and more robust follow-up on strategic priorities. This has enabled the Bank to navigate an increasingly complex regulatory landscape with confidence, while ensuring that governance practices remain transparent, consistent, and aligned with long-term value creation and sustainability objectives.



Rasha Wahdan

Head of General Secretariat Office

Organizational Structure*

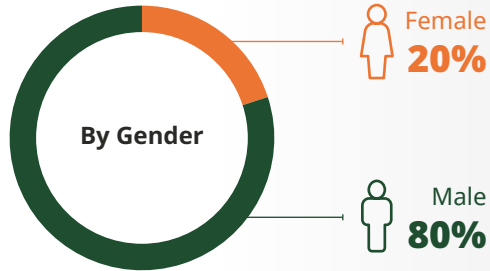


* Organizational Structure as of May 2026

** CFO: Deputy CEO supporting the CEO inside and outside the Bank & taking over his responsibilities in case of unavailability

*** Head of Retail, Wealth Management & Financial Inclusion Division: Titling Deputy CEO

Board of Directors



By Executive Status

2 Executive Members **20%**

8 Other Members **80%**



Average Tenure

2.03 Years



Physical Board Meetings

8 Meetings



Member Breakdown



Dr. Ziad Ahmed Bahaa El-Din

Non-Executive Chairman

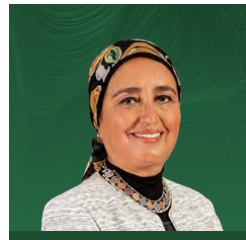
Tenure
6 Years, 10 Months



Mr. Dario Grassani

Deputy CEO & Executive Board Member

Tenure
1 Month



Ms. Lobna Hilal

Non-Executive & Independent Board Member

Tenure
1 Year, 9 Months



Mr. Rosario Strano

Non-Executive Board Member

Tenure
1 Year, 3 Months



Mr. Yasser Sobhi

Non-Executive Board Member

Tenure
1 year, 1 Month



Mr. Paolo Vivona

Managing Director & CEO

Tenure
1 Year, 3 Months



Mr. Pierpaolo Monti

Deputy Chairman

Tenure
8 Months



Ms. Alessandra Alcesi

Non-Executive Board Member

Tenure
4 Years, 6 Months



Mr. Tommaso Pellizzari

Non-Executive Board Member

Tenure
8 Months



Mr. Khaled Nofal

Non-Executive Board Member

Tenure
2 Years, 2 Months

Board Composition as of 31st December 2025

Board Nomination and Composition

ALEXBANK's Board of Directors is composed of members who bring diverse expertise and experience to guide the Bank's strategic direction. Members may be natural or juridical people, with juridical members nominating a representative to occupy their seat on the Board. The nomination, appointment, and termination of Board members are governed by the Bank's Articles of Association, applicable laws, and regulatory requirements, ensuring compliance, independence, and balanced representation.

The Board appoints a chairperson from among its Non-Executive Members and may designate one or more Deputy Chairperson to act in the Chairperson's absence. New members appointed during the year complete the term of their predecessors and assume office upon approval by the Central Bank of Egypt and registration in the official CBE registry. This process ensures continuity, accountability, and alignment with corporate governance standards, supporting the Bank's commitment to effective oversight and sustainable growth.

Board Responsibilities

The Board of Directors (BoD) holds ultimate responsibility for the Bank's strategic oversight, governance, and decision-making. It receives periodic reports and functional accountability updates from key areas, including Internal Audit, which reports directly to the Audit

Committee and the Board, and Compliance & Governance Department, which submits annual updates on complaints, disavowals, and petitions in line with Group Guidelines. The Board plays a central role in approving the corporate governance framework, including the Organizational Code, and grants authorizations for corporate resolutions. It is supported administratively by the General Secretariat Office, which manages all aspects of Board and Shareholders' meetings.


Board Evaluation and Remuneration

Board evaluation and remuneration are managed through dedicated governance structures, including the Remuneration Committee, which reports directly to the Board. The Remuneration Payroll & HRIS Office supports the Committee by preparing documentation on remuneration and incentive policies. The Committee oversees the design and implementation of compensation and incentive schemes, ensuring alignment with ISP Group policies and local regulatory requirements. Overall governance of compensation and benefits is maintained by the HR & Organization function, ensuring that the Bank's remuneration practices remain competitive, compliant, and aligned with strategic objectives.

Board Committees


Audit Committee

Oversee the adequacy and effectiveness of the Bank's internal control system. In line with internal regulations, Parent Company guidelines, and regulatory requirements, the Committee independently reviews audit findings, monitors control enhancements, and evaluates the reliability of financial and operational reporting processes. Its work provides assurance on the soundness of the Bank's controls and reinforces accountability across the Bank.

Chair	Members	6 Meetings 
Mr. Pierpaolo Monti	Mrs. Alessandra Alcesi Mrs. Lobna Hilal	

Risk Committee

Oversee the Bank's overall risk management framework and its integration of sustainability, sustainable finance and ESG considerations. Operating with full independence, the Committee advises on the effectiveness of risk monitoring practices, reviews emerging risk trends, and ensures that sustainability priorities are reflected in strategic decision-making. Its mandate is rooted in Parent Company guidelines, internal regulations, and applicable regulatory requirements, ensuring a comprehensive and forward-looking approach to risk and sustainability governance.

Chair	Members	5 Meetings 
Ms. Alessandra Alcesi	Mr. Dario Grassani Mr. Tommaso Pellizzari	

Governance & Nomination Committee

Evaluate the effectiveness of ALEXBANK's governance system and support the Board in matters related to Board and Committees composition. This includes advising on nomination processes, identifying competency needs, and ensuring that governance structures remain fit for purpose. Through its consultative and oversight role, the Committee strengthens the Bank's governance integrity and promotes a well-balanced and capable Board leadership.

Chair

Ms. Lobna Hilal

Members

Ms. Alessandra Alcesi

Mr. Rosario Strano

6

Meetings



Remuneration Committee

Oversee all matters related to remuneration strategy, policies, and practices. It independently reviews the Bank's remuneration principles, monitors the consistent application of approved frameworks, and evaluates alignment with ISP Group Policies and regulatory standards. The Committee also ensures that relevant internal functions are involved in the design, assessment, and control of remuneration and incentive structures, supporting a fair, transparent, and performance-aligned compensation governance model.

Chair

Ms. Alessandra Alcesi

Members

Mr. Pierpaolo Monti

Mr. Rosario Strano

8

Meetings



Management Committees

Executive Management Committee (EXCO)

The Executive Management Committee (EXCO) is the Bank's highest management Committee for decision-making and advisory functions. It manages and oversees the day-to-day operations of the Bank, ensuring alignment with strategic objectives and the efficient use of resources. EXCO also serves as the central platform for matters related to corporate governance, guiding operational decisions and supporting the execution of Board-approved policies.

MEMBERS

Mr. Paolo Civona	Managing Director & Chief Executive Officer
Mr. Dario Grassani	Chief Financial Officer & Deputy CEO
Mr. Ramy taha	Deputy CEO Retail & Digital Banking
Mr. Ahmed Magdy	Chief Risk Officer
Mr. Tamim El Saady	Head of Corporate & SME Division
Ms. Mariam El Gammal	Head of HR & Organization

Other Committees

Credit Risk Governance Committee (CRGC)



Assets & Liabilities Management Committee (ALCO)



Problem Assets Committee (PAC)



Credit Committee (CC)



Operational Risk Committee (ORC)



Change Management Committee (CMC)



Internal Controls Coordination Committee (ICCC)



Tender Committee (TC)



ESG Forum

The ESG Forum acts as ALEXBANK's central governance body for steering the Bank's ESG agenda, ensuring alignment with ISP Group directives, IBD guidelines, and the regulatory expectations of the CBE. The Forum meets quarterly or more frequently when needed to review ESG progress and provide updates to both the Executive Committee and the Board of Directors.

Its responsibilities include ensuring the fulfillment of the Bank's ESG targets; assessing emerging ESG-related risks, opportunities, and trends across local and international contexts; contributing to the Bank's business planning from an ESG perspective; and identifying priorities for ESG initiatives in line with Group strategy and regulatory requirements. It also verifies the proper implementation of ESG-related policies, monitors the execution and performance of the ESG strategy, reviews reports prior to Board submission, and follows up on the Bank's diversity and inclusion commitments.

The Forum provides guidance on regulatory consultations, oversees alignment with internal and external frameworks, advises on ESG-related communication, examines the Sustainability Report ahead of Board review, and coordinates with the relevant internal structures to maintain consistency across ESG matters.

ESG Forum Members

- ESG Manager (CFO & Deputy CEO) – Chairman of the ESG Forum
- Head of Retail, Wealth Management & Financial Inclusion Division
- Head of Corporate & SMEs Division
- Chief Financial Officer
- Chief Risk Officer
- Head of Physical Security & Logistics Department
- Head of Sustainability & Sustainable Finance Office
- Head of HR & Organization Department

Permanent Invitees

- Head of Compliance & Governance Department
- Head of Credit Underwriting Department
- Head of Risk Management Department
- Head of PMO Office
- Head of ICT Department
- ESG Champions



RISK-AWARE, FUTURE-RESILIENT

Managing ESG Risks

Why it matters and how we manage it

ESG risks are increasingly central to ALEXBANK's ability to operate sustainably, protect its financial strength, and support long-term stakeholder value. These risks, which include environmental, social, and governance factors, have the potential to affect creditworthiness, market positions, operational resilience, and the Bank's reputation.

ALEXBANK integrates ESG considerations across all aspects of its risk management framework, from lending decisions and portfolio monitoring to sectoral assessments and climate scenario analysis. The Risk and Sustainability Committee, together with the ESG Forum, ensures that emerging ESG risks are identified, assessed, and mitigated, while aligning financing and investment activities with the Bank's sustainability objectives, regulatory requirements, and best international practices. Through structured assessments, stress testing, and continuous monitoring, the Bank proactively manages ESG exposures, fostering resilience, accountability, and responsible growth.

2025 Key Policies



- ALEXBANK ESG Risk Clearing Procedure
- Group Rules on Biodiversity and Nature
- Equator Principles
- Segmentation of Exposures Policy
- ALEXBANK ICT & Security Risk Management Policy
- Intensa Sanpaolo Group's Guidelines for the Governance of ESG Risks
- ALEXBANK Policy for the governance of ESG risks



Effective risk management is essential to ensuring long-term resilience and sustainable value creation. Through our Risk Management approach, we integrate ESG considerations into credit risk assessment, portfolio monitoring, and decision-making processes. Our ESG Risk Management Framework strengthens our ability to identify and manage physical and transition risks, while ensuring alignment with national and international regulatory requirements. Oversight from the Risk and Sustainability Board Committee further reinforces governance and strategic direction. By embedding ESG into our risk culture, we enhance transparency, support responsible growth, and strengthen the resilience of our portfolio and operations.



Ahmed Magdy
Chief Risk Officer



Risk Management and ESG Integration

ALEXBANK maintains a risk management framework that integrates traditional financial risks with sustainability considerations, including environmental, social, and governance (ESG) risks. Risk governance is anchored in Board-approved policies and procedures, ensuring clear roles, responsibilities, and accountability across the organization. The Bank’s approach aligns with the best international practices and regulatory requirements, including CBE guidelines, the Equator Principles, and ISP Group ESG standards.

In 2025, an updated Nomenclature satisfies the NACE sector classification framework was introduced at Group level to enhance ESG and taxonomy reporting accuracy. ALEXBANK is scheduled to implement this framework in 2026 as part of its alignment with Intesa Sanpaolo Group ESG reporting requirements.

The Risk and Sustainability Committee supports the Board of Directors in overseeing risk management and ESG integration, providing guidance on sensitive transactions, large credit exposures, and third-party contracts. New transactions are evaluated for ESG and reputational risks, particularly in “sensitive sectors” and significant exposures, ensuring that potential impacts are identified, mitigated, and monitored.

In 2025, ALEXBANK’s total gross exposures for non-financial corporations and retail clients reached EGP 111.3 billion, up from EGP 94 billion in 2024, reflecting a year-on-year growth of 27.4%. These figures underscore the Bank’s expanding lending activities while maintaining a structured framework for managing both financial and ESG-related risks.

ESG Sectoral Assessment

Parent Company conducts a qualitative ESG Sectoral Assessment to evaluate ESG risks and opportunities. This top-down analysis identifies industries most exposed to climate and ESG factors, supporting strategic decision-making, risk mitigation, and the Bank’s Climate & ESG Materiality Assessment. Based on the assessment, ALEXBANK applies an internal ESG sectoral color-coding process, aligned with Intesa Sanpaolo Group’s Guidelines for the Governance of ESG Risks, which guides lending and investment decisions and strengthens the integration of ESG considerations into sector-level governance.



Climate Risk Management

ALEXBANK continues to strengthen its climate risk management framework by integrating scenario analysis, stress testing, and physical and transition risk assessment into its overall risk processes. As part of the 2025 ICAAP, the Bank conducted a climate stress testing exercise using scenarios developed by the Network for Greening the Financial System (NGFS), the same scenarios adopted by the CBE and the European Central Bank (ECB). Two scenarios were applied: Hot-House World, reflecting limited global policy action and high physical risks, and Fragmented World, which assumes a delayed and uneven transition, leading to both high physical and elevated transition risks.

These scenarios were assessed for their potential impact on Egypt, including heatwaves, water stress, and coastal flooding, as well as transition challenges linked to emerging policies such as the Carbon Border Adjustment Mechanism (CBAM). The results were mapped to sectoral vulnerabilities, client-level provisions, and ultimately to the Bank's capital adequacy ratios disclosed through ICAAP.

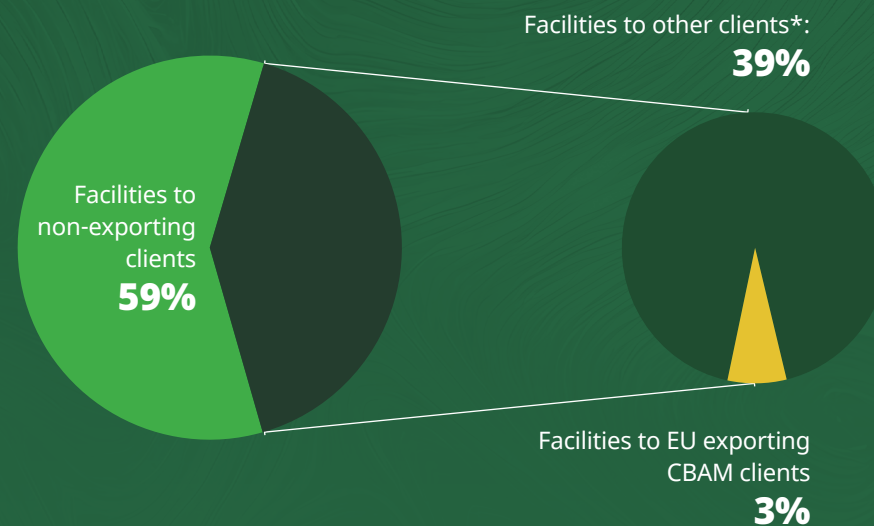
To support this analysis, ALEXBANK also uses a Physical Risk Engine to evaluate the exposure of clients and Bank assets to climate hazards, with outputs integrated into Pillar 3 reporting. Through calibrated stress testing, weighted risk adjustments, and ongoing monitoring, ALEXBANK continues to enhance its ability to identify, assess, and manage climate-related financial risks.

CBAM Exposure and Client Preparedness

ALEXBANK assessed its exposure to sectors covered by the EU CBAM as part of its climate transition risk monitoring. In 2025, the Bank's total direct finance limits to non-retail clients amounted to **EGP 59 billion**, with **EGP 1.7 billion** in facilities granted to CBAM-relevant clients exporting to the EU, representing approximately **3% of the total non-retail portfolio**. These exposures are mainly concentrated in the **iron and steel, aluminum, and fertilizers** sectors.

To strengthen internal readiness and client engagement, ALEXBANK delivered an **introductory CBAM awareness session for Relationship Managers in October 2025**, enhancing understanding of CBAM requirements, sectoral impacts, and implications for affected clients.

Breakdown of Facilities by Exports



*Other clients are clients who either export to EU but don't fall under CBAM, or fall under CBAM but don't export to EU



Operational Digital Transformation

ALEXBANK has strengthened its operational resilience and efficiency through a series of strategic digital initiatives. A consolidated ServiceNow ICT dashboard provides clear visibility of performance, accelerating problem identification and improving service reliability, while enhanced problem management processes have cleared backlogs and increased resolution rates. Automation of business SLAs and hardware request workflows has reduced manual effort and improved closure speed. The establishment of an integrated application architecture repository has improved visibility, governance, and regulatory compliance, and the deployment of immutable backups alongside automated monitoring dashboards has reinforced business continuity and disaster recovery readiness.

In parallel, the Bank has modernized its network and security infrastructure by replacing end-of-life devices, enforcing wired and wireless posture validation, and conducting comprehensive high-availability and disaster recovery testing to ensure uninterrupted services. Governance and risk controls have been strengthened through self-risk assessments and corrective actions, while workstation standardization and device refreshes have improved productivity, security, and lifecycle management. Platform modernization, including operating system, middleware, and core banking upgrades, has further enhanced operational stability, security, and compliance, positioning ALEXBANK for sustainable, efficient, and resilient digital operations.

Advancing Access and Innovation Through AI

In 2025, ALEXBANK demonstrated its commitment to advancing financial technology and digital innovation by participating as the VIP Lounge Sponsor at PAFIX & Cairo ICT, premier events shaping the future of banking, payments, and financial services across Africa and the Middle East. The Bank moderated a high-profile panel on “AI in Action: Transforming How Egyptians Access, Learn, and Engage with Finance”, highlighting the role of technology in promoting financial inclusion and customer engagement. Participation enhanced ALEXBANK’s visibility among government leaders, industry executives, and media, reinforcing its thought leadership, innovation strategy, and ongoing efforts to expand access to digital financial services.



Operational excellence and transformation are key enablers of sustainable growth and long-term value creation. Through our operations and transformation agenda, we are committed to enhancing efficiency, streamlining processes, and embedding sustainability into our day-to-day activities. By leveraging digital innovation and continuous improvement, we optimize resource utilization, reduce environmental impact, and improve service delivery across the organization. Our transformation journey is focused on building a more agile, efficient, and resilient institution—capable of adapting to evolving market dynamics while delivering consistent value to our customers and stakeholders.



Gilan El Bassuni

Chief Operating & Transformation Officer

ZERO-TOLERANCE, FULL TRANSPARENCY

Ethics, Compliance, and Business Integrity

Why it matters and how we manage it

ALEXBANK's commitment to zero tolerance for corruption and unethical conduct underpins all aspects of its operations. The Bank ensures that ethical standards are not only clearly defined but actively embedded into daily practices through comprehensive Anti-Corruption Guidelines, clear authorities, separation of duties, and full traceability of decisions and transactions. By integrating these safeguards into governance, risk management, and operational processes, ALEXBANK promotes accountability, transparency, and integrity at every level.

Continuous training, awareness programs, and structured reporting channels reinforce this culture, enabling employees and stakeholders to act confidently and responsibly while maintaining compliance with internal policies, ISP Group standards, and regulatory requirements.

Performance Snapshot

21,874

Total training opportunities offered across Compliance, AML, KYC, Anti-Corruption, & Whistleblowing



2025 Key Policies

- [Code of Conduct](#)
- [Code of Ethics](#)
- Group Rules for Conflicts of Interest Management
- ALEXBANK Policy for Conflict of Interest Management
- Whistleblowing Policy
- ALEXBANK Anti-Corruption Guidelines Office
- ALEXBANK Guidelines for Combating Money Laundering and Terrorist Financing and for Managing Embargoes
- ALEXBANK Policy for Management of Inside and Confidential Information
- ALEXBANK Policy for Disclosure and Transparency
- Group Compliance Guidelines [Principles on Human Rights Policy](#)
- Compliance Policy & Rulebook
- Audit Charter
- Audit Manual
- ALEXBANK Policy for the Approval of New Products, Services and Activities Aimed at Specific Target Customers – POG Policy.
- ALEXBANK Consumer Protection Rules for Individuals.
- ALEXBANK Volcker Rule Policy and The Permitted and Excluded Activities
- ALEXBANK Rules for management of gifts and entertainment expenses



Strong compliance is fundamental to maintaining trust, integrity, and sustainable growth. Through our Compliance function, we ensure alignment with national and international regulatory requirements while promoting a culture of ethics, transparency, and accountability across the organization. We continuously enhance our frameworks to address evolving ESG-related regulations and expectations, embedding compliance into business processes and decision-making. By strengthening governance and fostering a proactive compliance culture, we support responsible operations, mitigate risks, and reinforce stakeholder confidence in our commitment to sustainable and ethical banking practices.

Wael AbdulAziz

Head of Compliance & Governance
Department

Code of Conduct

ALEXBANK's Code of Conduct defines the principles and values guiding ethical conduct and responsible decision-making across the organization, reflecting the Bank's commitment to integrity, accountability, and sustainability. Aligned with the Bank's ESG priorities, the Code promotes the integration of economic, social, and environmental considerations into business practices and stakeholder relationships, including customers, employees, and suppliers.

Oversight of the Code is the responsibility of the Board of Directors, supported by executive and governance bodies, with compliance monitored through dedicated functions and regularly reported to senior management and ESG forums. The Code is communicated to all directors, employees, and collaborators, who formally commit to its principles, while a dedicated reporting channel enables the disclosure of non-compliance with protection against retaliation.

3,497

Employees formally trained on the Code of Conduct

Non-Compliance Reporting Channel

codeofEthics@alexbank.com

Conflict of Interest

ALEXBANK is committed to preventing and managing conflicts of interest to uphold integrity and trust across all operations. The Board of Directors provides oversight to identify and mitigate potential conflicts involving board members, shareholders, and senior management, while management ensures consistent application of these policies throughout the Bank. The Policy is covering related-party transactions, gifts, and other situations that could give rise to conflicts, with regular monitoring by the Compliance function.

Potential conflicts are actively tracked, including the proper use of assets and dealings with related parties. The Board further reinforces accountability by overseeing Senior Management's implementation of these policies and conducting annual assessments using related-party and confidentiality forms, ensuring responsible and ethical business practices throughout the organization.

Whistleblowing Policy

ALEXBANK has a formal Whistleblowing Policy in line with Intesa Sanpaolo Group rules and local regulations, including the Central Bank of Egypt. The policy encourages the reporting of potential violations and supports a culture of integrity, accountability, and ethical conduct. It provides a secure and confidential channel for employees, collaborators, and other stakeholders to raise concerns, reinforcing the Bank's commitment to transparency, responsible business practices, and continuous improvement of its organizational environment.

Whistleblowing Reporting Channel

whistle-blowing@alexbank.com



Reportable Violations

Administrative, accounting, civil, or criminal offenses



Breaches of internal policies, such as the Code of Conduct, Anti-Corruption Guidelines, or procurement rules



Banking activity violations, including savings, credit, and financial transactions



Illegal conduct under Egyptian law, CBE regulations, or ALEXBANK rules



Conflict of interest situations due to non-compliance with governance and internal control regulations and policies



Compliance and Regulatory Adherence

In 2025, ALEXBANK further strengthened its regulatory compliance framework by updating the Foreign Currency Transfer process. The revised process establishes more rigorous and transparent criteria for reviewing transfers, ensuring alignment with CBE regulations and best practices in risk management. As part of its ongoing efforts to enhance governance and oversight mechanisms, ALEXBANK updated its Product Oversight and Governance (POG) Framework, ensures full alignment with the Group POG Model for the approval of products and services. The updated approach introduces a centralized process for managing control functions review through the Group WEPOG tool, enhancing transparency, coordination, and accountability across the product approval lifecycle. Fully integrated into the Bank's internal systems, the update supports consistent application of regulatory standards, enhances operational oversight, and reinforces ALEXBANK's commitment to governance, accountability, and the responsible management of financial operations.

21,874

Total training opportunities offered across Compliance, AML, KYC, Anti-Corruption, & Whistleblowing

AML & KYC Standards

ALEXBANK continued to advance its anti-money laundering (AML) and Know Your Customer (KYC) framework through updated Financial Crimes Compliance procedures and risk-based KYC cycles, annual reviews for high-risk customers, 18-month reviews for medium-high risk, three years for medium-low, and five years for low-risk profiles.

Automated systems, including Norkom, support the detection and escalation of suspicious activity. The Bank also delivered extensive training covering AML foundations, KYC requirements, sanctions, anti-corruption, cryptocurrency risks, whistleblowing, and specialized system training, reinforcing a strong culture of compliance across the organization.



To further strengthen financial crime monitoring, the Bank is preparing to launch the **NetReveal** platform. This system will automate monitoring across key products including speed remittances, Western Union, and cards, enhance KYC workflows, and address audit recommendations, representing a significant enhancement to ALEXBANK's AML framework.



Anti-Corruption Policy

ALEXBANK upholds a strong Zero-Tolerance stance toward corruption, embedding integrity as a core principle across all business activities. This commitment is supported by comprehensive Anti-Corruption Guidelines that outline expected ethical standards, define areas of potential risk, and clarify responsibilities for preventing misconduct. The Bank adopts a broad definition of corruption, covering both the offering and acceptance of any undue advantage and strictly prohibits facilitation payments in all forms.

To ensure that this commitment is translated into practice, ALEXBANK maintains comprehensive safeguards that promote transparency and accountability. These include clearly defined authorities, the separation of duties, and full traceability of decisions and transactions. These measures reinforce a culture where ethical behavior is not only required but actively supported through structured controls, continuous awareness efforts, and a governance framework designed to prevent, detect, and address corruption risks.

Internal Control System

ALEXBANK's internal control system provides a structured framework aligned with CBE Governance and Internal Control Regulations and the regulations related to the Fit and Proper Criteria for Key Officials in Banks for monitoring, managing, and mitigating operational, financial, and compliance risks across the Bank. It ensures that policies, procedures, and processes are consistently applied, that transactions are properly authorized, and that financial and operational reporting remains accurate and reliable.

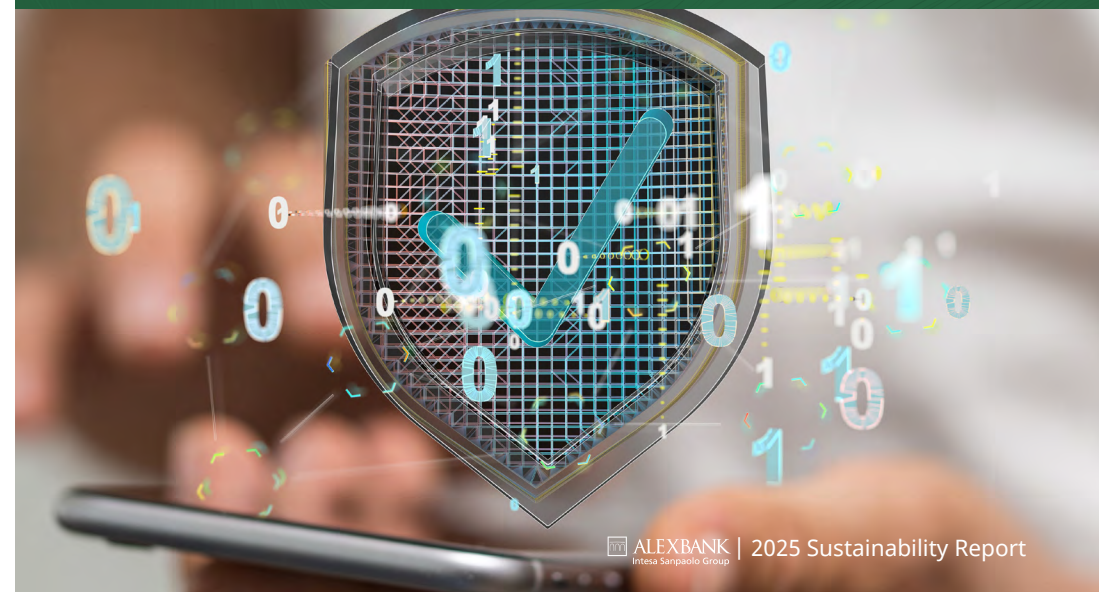
ALEXBANK updated its Governance Code, Committees Charters and related policies and procedures that ensure efficient governance and controls model applied in ALEXBANK.

Internal Audit at ALEXBANK

Alexbank's Internal Audit (IA) function operates as an independent and objective assurance and advisory function, committed to strengthening governance, enhancing transparency, and supporting sustainable value creation across the bank, guided by a strong commitment to adding value and enhancing the bank's operations.

Through a systematic and disciplined approach, the IA function evaluates and enhances the effectiveness of governance, risk management, and internal control processes, in alignment with the Global Internal Audit Standards (GIAS). This includes assessing the adequacy of internal controls to ensure efficient and effective business operations, safeguarding of assets, reliability and integrity of financial and management information, and compliance with internal policies, corporate governance frameworks, and applicable regulatory requirements. The function also evaluates the effectiveness of whistleblowing mechanisms, reinforcing a culture of integrity, accountability, and ethical conduct.

The Head of Internal Audit reports functionally to the Audit Committee of the Board of Directors, and administratively to the Managing Director and CEO, ensuring both independence/objectivity and effective organizational alignment. The function maintains ongoing communication with Senior Management and governance bodies, and collaborates closely with Risk Management, Compliance, and external stakeholders, including regulators and external auditors. where required, the IA function conducts investigations into fraud and irregularities and may engage external expertise to enhance audit quality and efficiency, in line with professional standards.



Risk-Based and Data-Driven Approach

A comprehensive risk-based annual audit plan is developed based on a robust risk assessment process and approved by the Audit Committee and Board of Directors. The plan prioritizes high-risk areas and strategic initiatives, ensuring focused assurance coverage and the identification of improvement opportunities. The IA function provides actionable recommendations to strengthen the control environment and conducts regular follow-up reviews to ensure timely and effective implementation of corrective actions.

The audit planning process incorporates inputs from Senior Management, Corporate Governance Bodies, and alignment with the Parent Company's audit strategy reflecting the "Supervisory Review and Evaluation Process (SREP)" Guidelines issued by the European Banking Authority, including relevant local regulator (CBE) expectations and risk drivers especially these regulations of the CBE Governance related to the coverage of 3 years Audit Plan. This ensures that audit activities remain responsive to emerging risks and aligned with Alexbank's strategic objectives and long-term sustainability goals.

In 2025, the first year of the three-year audit plan (2025–2027) was launched, targeting comprehensive coverage of all activities in alignment with the CBE's Corporate Governance regulations issued in 2024.

Advanced analytics tools & Digitalization

Furthermore, the integration of data analytics continues to significantly enhance the effectiveness, efficiency, accuracy, and reliability of audit activities. Advanced analytics tools support the identification of risks, inefficiencies, and control weaknesses, enabling a stronger focus on high-risk areas and generating deeper, data-driven insights. This approach contributes to measurable improvements in audit performance, including time and cost efficiencies. In addition, the majority of audit documentation is maintained in digital format, supporting the organization's broader digitalization agenda and enabling faster access to information for audit execution and quality assurance purposes.

Quality Assurance and Improvement Program (QAIP)

In line with the Global Internal Audit Standards (GIAS), the Internal Audit function establishes and maintains a comprehensive Quality Assurance and Improvement Program (QAIP) covering all aspects of the internal audit activity. This program includes continuous monitoring of audit performance and effectiveness, performed internally by the Internal Audit function, as well as periodic independent external quality assessments conducted by qualified reviewers at least once every five years. Notably, the results of the external quality assessments conducted in 2018 and 2023 confirmed that Alexbank's Internal Audit function is "Generally Conforms" with the International Standards for the Professional Practice of Internal Auditing and the Code of Ethics, reflecting a high level of compliance with globally recognized professional standards.



A forward-looking, risk-based approach continues to guide Internal Audit activities, ensuring sustained focus on areas of highest risk, evolving regulatory expectations and strategic importance. Through close engagement with management, we remain responsive to evolving risks, providing practical recommendations that reinforces a governance framework and internal control environment across ALEXBANK as well as supports long-term, sustainable value creation. In alignment with the Global Internal Audit Standards (GIAS), Internal Audit operates as an independent and objective assurance/consulting provider and a trusted strategic partner to management and governance bodies. The function is supported by a robust Quality Assurance and Improvement Program, reflecting a strong commitment to quality, integrity, and ongoing enhancement of audit practices. Considering the increased reliance on digital audit methodologies and largely paperless audit practices to enhance efficiency and support ESG objectives.



Amr ElDaly

Head of Internal Audit Department

FAIR, ACCESSIBLE, HIGH-QUALITY SERVICES

Delivering Customer Excellence

Why it matters and how we manage it

ALEXBANK places customer experience at the core of its operations, recognizing that trust, accessibility, and service quality are essential to long-term relationships and sustainable growth. The Bank manages this by embedding strong governance, clear accountability, and advanced technology across all touchpoints, ensuring consistent, reliable, and secure service. Accessibility and inclusion are integral to its approach, with services designed to meet the needs of all customers, including people with disabilities, while feedback mechanisms and proactive monitoring support continuous improvement and reinforce a customer-centric culture throughout the Bank.

2025 Key Policies



- ALEXBANK Consumer Protection Rules for Individuals
- ALEXBANK Consumer Protection Control Catalogue
- Group Guidelines for approval of new products, services and activities aimed at specific target customers
- ALEXBANK Policy for the Approval of New Products, Services and Activities Aimed at Specific Target Customers (POG Policy)



Performance Snapshot

5,767

Total Customer Complaints (9.2% YoY)



19.8%

Percentage of Female Customer Complaints



3.1 Mn

Customer Contact (-16.2% YoY)



28

Overall NPS (Medium-High Satisfaction)



In the modern business, legal function has evolved from traditional support roles into strategic business partners. The Legal function continued to play a critical role in safeguarding the Bank's operations while enabling strategic growth. Throughout the year, efforts focused on ensuring full compliance with evolving regulatory requirements, strengthening contractual frameworks, and mitigating legal risks across all business activities. Close collaboration with internal stakeholders supported the timely implementation of key initiatives, aligning legal practices with the Bank's governance standards and long-term objectives. Additionally, the Legal Department positioned itself as a strategic partner to the Bank's income-generating functions, playing a key role in supporting and enabling the achievement of the Bank's profitability objectives. The function also contributed to enhancing transparency and accountability, reinforcing a robust control environment. This approach reflects a strong commitment to integrity, regulatory excellence, and supporting sustainable business growth.



Osama Mousa

Head of Legal Department

Customer Protection and Complaints Management

ALEXBANK continues to place customer experience at the center of its operations, ensuring that all interactions, whether through digital channels, the contact center, or in-branch touchpoints are delivered with consistency, efficiency, and respect. By embedding strong governance, advanced technology, and proactive monitoring, the Bank aims to strengthen trust, improve service quality, and respond to evolving customer needs.

ALEXBANK's complaint management framework follows a structured, technology-enabled approach that ensures transparency, accuracy, and timely resolution. Complaints received through the call center, social media, and email are logged within the Contact Center CRM. In 2025, enhancements to the CRM system were successfully completed, enabling complaints to be tracked by customer gender and segment, supporting more inclusive and targeted service improvements.

Complaints Overview

Throughout the year, ALEXBANK received a total of 5,767 complaints, of which 1,149 were submitted by female customers. These insights support the Bank's ongoing efforts to strengthen service quality; address customers' concerns more effectively and enhance the overall banking experience.

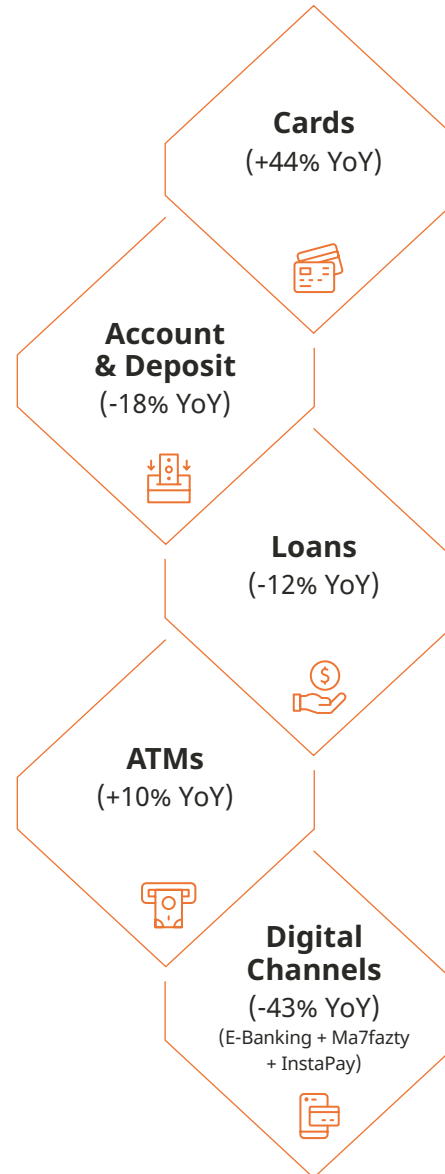
Complaints are monitored, analyzed, and resolved in line with established procedures, ensuring fairness, transparency, and timely response. ALEXBANK continues to use customer feedback as a key input for improving processes, enhancing product accessibility, and reinforcing a customer-centric approach across all services.

The Bank monitors complaint trends, identifies root causes, and implements improvements across products and channels. Customer insights are translated into meaningful enhancements, supporting a more seamless and reliable banking experience.

5,767

Total Customer Complaints

Complaints by Products



Consumer Data Privacy

ALEXBANK is committed to safeguarding customer data and ensuring secure, trustworthy banking experiences. In 2025, incidents involving compromised card data were reported due to voice phishing (vishing) scams, where customers unintentionally disclosed confidential information to fraudsters.

The Bank responded by immediately suspending affected cards, conducting customer awareness outreach, and reinforcing fraud-prevention communication to protect customers from emerging threats.



Customer Interactions and Service Quality

Customer engagement across the Contact Center and digital platforms remained strong, with 3.1 million customer contacts recorded in 2025. Total interactions are forecasted to reach 3.7 million, reflecting growing reliance on multi-channel communication, including voice calls, social media, email, and digital self-service tools.

To ensure unified and reliable service experience across channels, ALEXBANK maintains clear governance frameworks, well-defined controls, and continuous performance monitoring. Loan processes are validated and monitored to ensure accurate and responsible service delivery, with workflow automation enhancing efficiency and reducing errors. For top-tier clients, a fast-track model under ALEXBANK Affluent Service provides tailored and high-quality support, reflecting the Bank's commitment to sustainable and customer-focused service.

Customer satisfaction at ALEXBANK is measured through post-call surveys, Net Promoter Score (NPS), and qualitative feedback analysis. In 2025, the Bank

conducted four waves of NPS surveys, covering a representative sample of 670,000 customers, as well as complaint-handling surveys. The overall NPS for 2025 was 28, indicating a medium-high level of satisfaction. By customer segment, NPS results were 29 for Mass customers, 19 for Premium, and 40 for Magnifica, all reflecting a medium-high level of satisfaction and a positive perception of service quality.

A complaint-handling survey with 1,175 customers showed 71.3% satisfaction with resolution quality and timeliness and 92.7% satisfaction with customer service performance. Insights from these surveys guide improvements across the customer journey, while advanced CRM tools and automation initiatives enable personalized, timely, and seamless interactions, reinforcing the Bank's commitment to excellence in service.

28

Overall NPS (Medium-High Satisfaction)



Accessibility and Services for People with Disabilities

ALEXBANK is committed to ensuring that all customers, including people with disabilities, can access banking services with dignity, independence, and ease. The Bank integrates accessibility considerations in the design of new branches and ATMs, providing features such as ramps, automatic doors, elevators, and wide aisles to facilitate safe and easy navigation.

To support inclusive service delivery, ALEXBANK offers assisted banking services where trained staff provide personalized support for customers with disabilities, including access to private areas for additional assistance when needed. The Bank currently has 424 employees trained in sign language to better serve customers with hearing impairments. Information and transactional materials are provided in accessible formats, including large print and braille, ensuring that all customers can easily understand and complete banking procedures. Priority queues further reduce waiting times for customers requiring additional support.

Communication assistance is also provided, including sign language interpretation and videos with sign language captions, helping customers engage effectively with Bank services. Personal assistance includes support from branch representatives to perform financial transactions, such as deposits, withdrawals, filling forms, and accessing account information, ensuring a smooth and inclusive banking experience for all.



PROTECTING TRUST END-TO-END

Data Privacy and Cybersecurity

Why it matters and how we manage it

Cybersecurity and Anti-Fraud practices are essential for protecting ALEXBANK's digital operations, safeguarding customer information, and maintaining trust in an increasingly digital banking environment. The Bank manages this through a governance framework, advanced security infrastructure, and proactive fraud prevention measures. Continuous monitoring, risk assessment, and incident response processes ensure emerging threats are identified and addressed promptly. At the same time, awareness programs for employees and customers reinforce a culture of security, supporting business continuity, regulatory compliance, and the safe, reliable delivery of digital services while enabling secure and flexible work arrangements.

2025 Key Policies



- Fraud Prevention Procedures
- ALEXBANK ICT & Security Risk Management Policy
- Group Guidelines for the governance and management of the Information System
- Group Compliance Rules for the Development and Use of Artificial Intelligence
- Group Guidelines for the Use of Artificial Intelligence
- Group Guidelines on the Protection of Personal Data of Natural Persons



In an increasingly digital environment, cybersecurity plays a critical role in safeguarding trust and ensuring operational resilience. We are committed to protecting our systems, data, and customers through robust security frameworks, continuous monitoring, and proactive risk management. By integrating cybersecurity into our broader ESG and risk landscape, we enhance our ability to respond to emerging threats while ensuring business continuity and data protection. Our approach supports a secure digital transformation journey, enabling us to deliver innovative banking solutions while maintaining the highest standards of security and reliability.



Waleed Samy

Head of Information Security Department



Cybersecurity Framework at ALEXBANK

ALEXBANK maintains a strong cybersecurity governance framework aligned with CBE regulations, the Egypt Financial Cybersecurity Framework, and Cybersecurity Law No. 175. Cybersecurity is treated as a core component of ICT and Security Risk, addressing unauthorized access, data misuse, technology disruptions, and threats to information integrity, availability, and confidentiality. The Bank defines clear roles, processes, and policies to manage these risks, including continuous monitoring, threat intelligence, risk assessment, and incident management. Awareness and training initiatives promote a strong cybersecurity culture, supporting fraud prevention, business continuity, and the safe, reliable delivery of digital services to customers.

Enhancing Cybersecurity

ALEXBANK continued to strengthen its cybersecurity in 2025 through a series of advanced enhancements designed to protect customers, secure digital operations, and uphold full compliance with CBE and Intesa Sanpaolo Group requirements. The bank enforced wired and wireless posturing across its network, implementing automated validation checks for antivirus status, patch levels, and device health, ensuring that only compliant endpoints can connect.

To further safeguard remote access, all users were migrated to an IPsec-based VPN, delivering stronger encryption, improved stability, and a more secure work-from-home experience.

Anti-Fraud at ALEXBANK

ALEXBANK maintains a Fraud Prevention framework designed to safeguard its digital ecosystem and protect customers across all online channels. It oversees the identification, assessment, and mitigation of fraud risks in full alignment with CBE regulations, Intesa Sanpaolo Group (ISP) guidelines, and relevant national laws. Its responsibilities include establishing and enforcing fraud-control standards, monitoring and analyzing transactions across Cards, Internet and Mobile Banking, InstaPay, and Ma7fazty, and detecting anomalous activities through advanced analytical tools and customer-behavior insights.

The Bank conducts investigations, defines preventive measures, and coordinates immediate response actions while analyzing emerging fraud trends to strengthen overall resilience. In addition, it leads awareness initiatives for employees and customers, ensuring a strong fraud-prevention culture across the bank and supporting continuous

compliance through structured reporting to internal governance bodies, ISP, and the CBE.



ICT and Security Risk Management

ALEXBANK considers ICT and Security Risk an integral part of its overall risk management framework, ensuring that technology-related risks are managed alongside operational, reputational, and strategic risks. The Bank's ICT and Security Risk Management Policy define the principles, guidelines, and processes to maintain an optimal balance between growth, profitability, and risk exposure.

ICT and Security Risk encompass potential losses arising from breaches of confidentiality, compromised data integrity, system inadequacy or unavailability, and the inability to replace or upgrade technology efficiently. This includes risks related to cyber threats, prolonged interruptions of critical services due to unavailability of corporate assets such as people, IT systems, and infrastructure, and losses from hardware, software, or network malfunctions. ALEXBANK sets a clearly defined ICT Risk Appetite to ensure that potential operational and reputational losses remain within predetermined limits. Continuous monitoring, preventive controls, and resilience planning support the safe and reliable operation of the Bank's technology and digital services, safeguarding stakeholders and ensuring business continuity.



04

PROSPERITY, INCLUSION, AND RESPONSIBLE FINANCE

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STRONG FUNDAMENTALS, SUSTAINABLE VALUE

Financial Performance

Why it matters and how we manage it

Financial performance is the foundation of ALEXBANK’s ability to generate lasting value. Strong fundamentals enable the Bank to support customers, expand credit to priority sectors and contribute to economic resilience. Sustainable profitability strengthens capital buffers, preserves liquidity and creates capacity for continued reinvestment into areas that advance national development, including inclusive lending, digital transformation and sustainability-linked initiatives.

Financial performance is managed through diversified revenue generation and prudent risk oversight in line with Intesa Sanpaolo Group guidelines. Capital adequacy, liquidity, funding structure and asset quality are continuously monitored to ensure stability across economic cycles. This approach preserves resilience while allowing the Bank to pursue growth that is both responsible and value-accretive for the Egyptian economy.

Performance Snapshot

EGP 242.25 Bn

Total Assets
(+12.9% YoY)



EGP 79.5 Bn

Net Loans Portfolio
(+16.6% YoY)



EGP 185.7 Bn

Customers’ Deposits
(+10.4% YoY)



EGP 13.8 Bn

Net Profit
(+34.8% YoY)



EGP 22.2 Bn

Net Interest Income
(+14.6% YoY)



23.7%

Cost to Income Ratio
(-6.3% YoY)



EGP 24.9 Bn

Net Income
(+16% YoY)



4.91

Earnings per Share
(+35% YoY)



27.54%

Capital Adequacy
(+4.8% YoY)



EGP 35.9 Bn

Shareholders’ Equity
(+29.6% YoY)



At ALEXBANK, sustainability is a core pillar of our strategy and long-term value creation. We are committed to aligning with national and international sustainability requirements while integrating ESG considerations across all business functions—from financial planning and risk management to capital allocation and reporting. By strengthening governance, enhancing transparency, and embedding ESG into our decision-making processes, we ensure resilience and responsible growth. This integrated approach enables us to support country’s transition towards a more sustainable economy while maintaining strong financial discipline and delivering lasting value to our stakeholders.



Dario Grassani

Chief Financial Officer & Deputy CEO

ALEXBANK's 2025 Economic Performance

In 2025, ALEXBANK continued to strengthen its financial position, delivering stable results while expanding value creation across its core business lines. Total assets reached **EGP 242.25 Bn**, reflecting growth of **12.9% YoY**, supported by a resilient balance sheet and ongoing business momentum.

Net loans increased to **EGP 79.5 Bn (+16.6% YoY)**, demonstrating continued credit deployment across retail, SME and corporate segments. Customer deposits reached **EGP 185.7 Bn (+10.4% YoY)**, reinforcing funding diversity and confirming sustained customer trust in the Bank's liquidity strength and service offerings.

Earnings performance remained solid, with net income rising to **EGP 24.9 Bn**, supported by strong recurring revenue generation. Net interest income reached **EGP 22.2 Bn (+14.6% YoY)**, underpinned by healthy asset yields and disciplined balance sheet management. Net profit stood at **EGP 13.8 Bn (+34.8% YoY)**, reflecting efficient capital deployment and stable operational performance. Operational efficiency continued to improve, with the cost-to-income ratio recorded at **23.7% (-6.3% YoY)**, highlighting productivity gains, cost discipline, and broader digital adoption.

Shareholders' equity grew to **EGP 35.9 Bn (+29.6% YoY)**, with capital adequacy standing at **27.54% (+4.8% YoY)**, well above regulatory requirements, ensuring strong capacity for growth, lending expansion and risk absorption.

Earnings per share reached **EGP 4.91**, supported by improved profitability and retained value creation for shareholders. Total customer relationships strengthened throughout the year, with growth driven primarily by retail and micro-enterprise engagement, complemented by deeper penetration in productive sectors such as manufacturing and agriculture.



CAPITAL ALLOCATED RESPONSIBLY

Responsible Lending

Why it matters and how we manage it

Responsible banking is central to ALEXBANK's role in supporting economic progress, social wellbeing and long-term financial stability. Capital allocation shapes business growth, job creation and access to financial opportunities, making fair lending, inclusion and governance integrity foundational to sustainable development.

ALEXBANK manages responsible lending through a model that integrates ESG-aligned practices across all business segments. Corporate financing directs capital to productive sectors and transition-aligned projects that support national development. Treasury maintains prudent liquidity, stability and access to responsible investment instruments. Retail banking expands financial inclusion through accessible services and equitable lending. MSME and microfinance programmes enable entrepreneurship, green agriculture and income-generating activities for underserved communities. This integrated approach ensures that financial value creation remains closely aligned with social impact, environmental responsibility and Egypt's long-term development priorities.

GRI: 203(1-2), 3 SASB: FN-CB-000.B

2025 Performance Snapshot

EGP 5.22 Bn

Gross Income per Retail Activity



31.27%

Retail Gross Income Share from total Business Activity



175

Branches



758

ATMs



1,853,266

Retail Customers



33%

of Retail Customers are Female



The future of banking lies in how effectively we connect innovation with inclusion. At ALEXBANK, we are redefining Retail, Digital Banking, and Microfinance by building more inclusive and accessible financial ecosystems that respond to the evolving needs of our customers. By leveraging digital capabilities, we simplify access to financial services, scale impact, and enhance the overall customer experience. At the same time, microfinance remains a key driver in empowering underserved segments and supporting entrepreneurship. Our approach goes beyond banking—it enables real economic participation, where technology, inclusion, and responsibility come together to drive sustainable and lasting impact.



Ramy Taha

Head of Retail, Wealth Management & Financial Inclusion Division

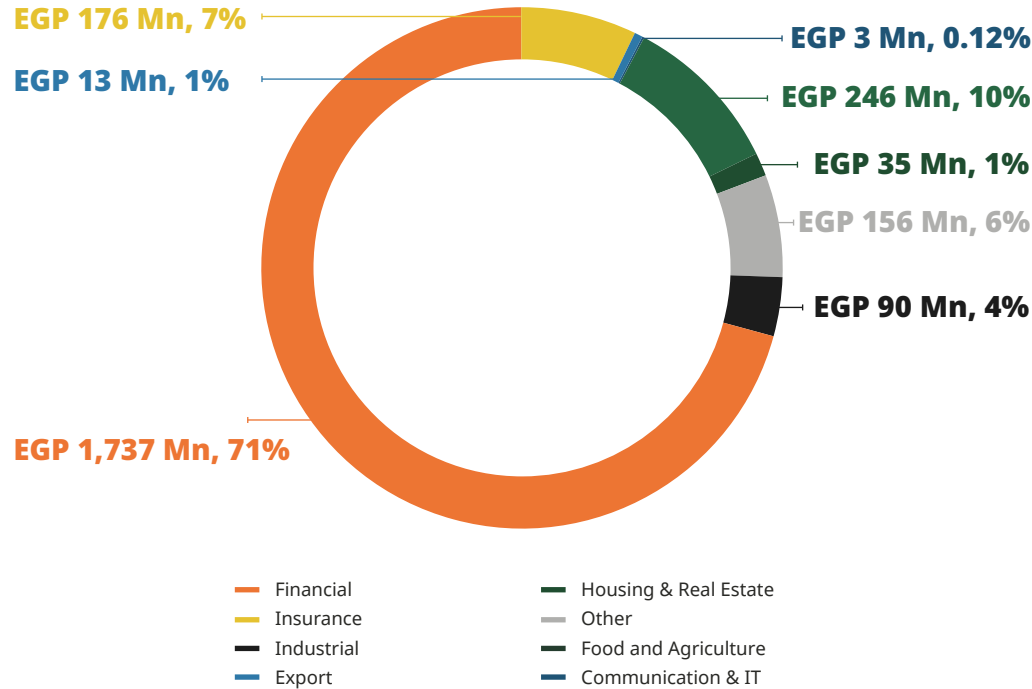
Banking Across Segments

Corporate & Investment Banking

In 2025, ALEXBANK continued to build the depth and quality of its Corporate & Investment Banking portfolio, supporting large corporates, mid-size companies and multinational organizations operating in Egypt. Corporate & Investment Banking accounted for 10.3% of total ALEXBANK business activities in 2025, reflecting its strategic contribution to production, trade and investment in the local economy.

A sector-focused credit approach guided portfolio deployment, with financing directed to segments that drive economic outputs such as manufacturing, construction, food and beverage processing, healthcare, pharmaceuticals and infrastructure. This approach supported portfolio diversification across industries, with lending directed toward working capital, expansion plans and capital expenditure, allowing businesses to enhance capacity, improve operational resilience and maintain growth momentum.

ALEXBANK Investment Portfolio across Sectors (EGP Mn)



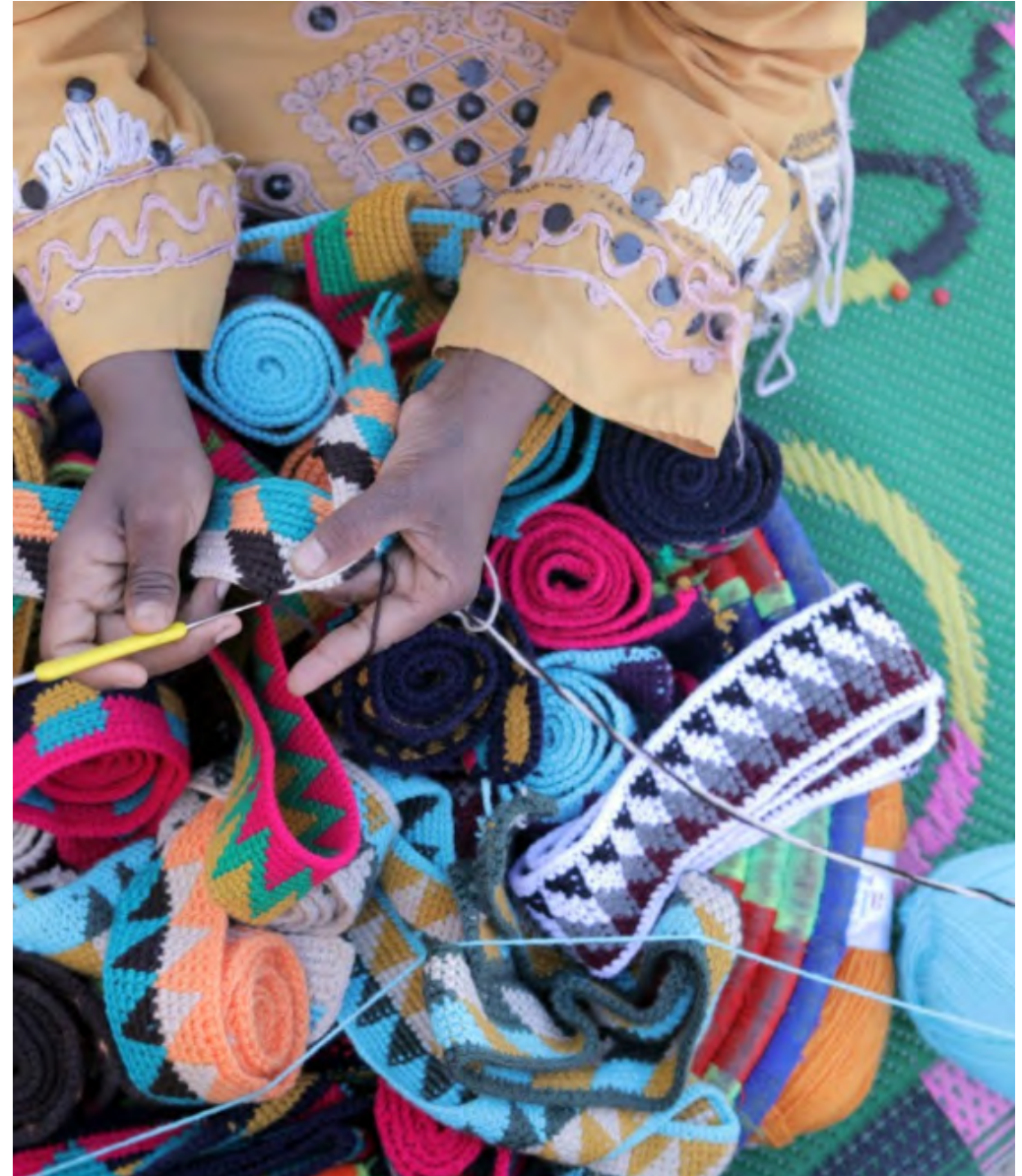
Corporate and investment banking activities continued to support enterprise growth through improved structuring efficiency, deeper client relationships and solutions aligned with business investment cycles. The corporate customer base remained stable during the year, reaching 10,929 new business clients, reflecting sustained demand for structured financing and enterprise banking services across priority sectors. Clients benefited from integrated non-credit offerings, including trade finance, cash management, treasury and investment solutions, enhancing liquidity management and financial flexibility. Sustainability-aligned financing continued to play a growing role, with funding directed toward energy-efficient upgrades and environmentally responsible investments, supporting the transition to more resource-efficient operations. Overall, corporate and investment banking remains a key driver of private-sector development, production growth and long-term value creation in Egypt.



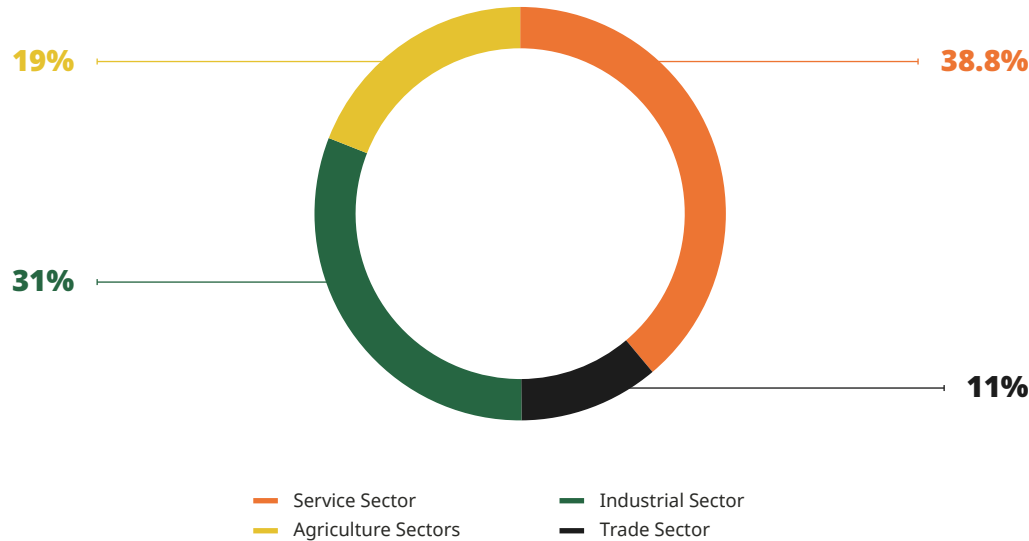
Micro, Small and Medium Enterprises (MSME) Banking

ALEXBANK continued in 2025 to strengthen its support for micro, small and medium enterprises (MSMEs), recognizing their essential role in employment generation, local supply chains and nationwide economic resilience. MSMEs remain a core component of the Bank’s contribution to inclusive growth, with outreach, tailored products and advisory support designed to help small businesses expand operations, secure working capital and navigate evolving market conditions. Through this segment, ALEXBANK maintains an average market share of **3–4%** of the MSME sector in Egypt, reflecting its steady presence within this strategic customer base.

In 2025, ALEXBANK served **54,720 MSME clients**, with portfolio distribution reflecting continued alignment with productive sectors. The service sector increased its share from **38.4% in 2024 to 38.8%**, supported by rising demand among small service providers. Industrial MSMEs represented **31%** of the portfolio versus **34%** in 2024, maintaining their position as a key engine of local production. Agricultural MSMEs expanded meaningfully, rising from **13% to 19%**, signaling deeper rural engagement and stronger support for farmers and agribusiness operators. Trade sector representation stood at **31%**, compared to **34%** in 2024.



ALEXBANK MSMEs Customer Distribution Across Economic Sectors



In 2025, ALEXBANK continued to enhance its retail banking services, supporting individuals across Egypt with accessible, secure and inclusive financial solutions. Consumer banking represented **31.27% of total business activities**, reflecting its key role in everyday financial transactions, payments, savings behavior and personal borrowing.

Retail engagement remained diversified across product types, with customers using accounts, cards and personal finance tools for daily needs, digital payments and long-term financial planning. The retail portfolio reached **1.85 million customers** by end of 2025, demonstrating continued reliance on consumer banking as a primary gateway to financial participation.

Consumer Banking

EGP 5.22 Bn

Gross Income per Retail Activity



175

Branches



758

Number of ATMs



1,853,266

Retail Customers



33%

of retail customers are women



31.27%

Retail Gross Income Share from total Business Activity



Cards



104%

YoY Debit card POS

77%

YoY Credit card total spend

90%

YoY Credit card ENRs

4%

YoY Debit card ticket size

18%

YoY Credit card ticket size





In 2025, Treasury activities reinforced financial resilience through disciplined liquidity and portfolio management. Strategic positioning across local and foreign currency fixed-income instruments supported organization's business plan & strategy, while strengthening market presence. Active engagement in primary market government Bonds and alignment with evolving market frameworks complimented to the current performance. The continued expansion of sustainable investment offerings, including green bonds, reflects a growing role in supporting environmentally aligned finance and advancing the Bank's broader ESG commitments.



Galal Fahmy

Head of Treasury & ALM Department

Treasury and Asset and Liability Management (ALM)

In 2025, ALEXBANK's Treasury activities continued to support financial resilience through disciplined liquidity and portfolio management. The Bank expanded its fixed-income portfolio in both local and foreign currency, extending duration to capture value and enhance return stability. This was complemented by a smooth migration to the Egyptian Exchange trading and settlement framework for sovereign securities and by maintaining an active primary market role, where ALEXBANK exceeded participation requirements in Ministry of Finance auctions during the first half of FY 2025/26. The year also witnessed meaningful progress in sustainable investment distribution, with **USD 21 million in Green Eurobonds secured for customers**, broadening access to environmentally aligned financial instruments and reinforcing the Bank's ESG commitments.

Foreign Exchange Performance

Foreign exchange activity recorded its **strongest performance in five years**, supported by an estimated **40% increase in tourism and remittance related inflows** during the first nine months of the year. Despite tighter market spreads and an appreciating local currency, ALEXBANK preserved competitiveness and protected market share by maintaining responsive pricing, effectively managing foreign currency positions and ensuring liquidity availability for clients. This performance demonstrates both strategic positioning and strong customer engagement in a dynamic FX environment.

Money Market and Digital Execution

Money market operations remained resilient throughout 2025, with returns outperforming benchmark levels and maintaining healthy spreads even amid a global shift toward lower interest rates. Preferential investment pricing helped retain and attract customers seeking short-term placements. Digital execution further strengthened efficiency, supported by full utilization of the Electronic Trading Platform. By the end of 2025, **778 FX transactions valued at USD 2.86 million** had been executed electronically, reflecting growing digital adoption and enhanced market execution capabilities.



Liquidity, Market Access and ALM

ALEXBANK also recorded continued progress in broadening market product access, with customers increasing their holdings of fixed-income securities to **EGP 5.95 billion**, up from **EGP 4.2 billion in 2024**. Liquidity efficiency improved through **EGP 16.6 billion in exported banknotes**, reducing idle cash accumulation and strengthening yield generation. Forecast-based cash allocation helped reduce ATM replenishment requirements by **27%**, freeing liquidity for more productive deployment. Treasury execution extended further into digital client servicing, with **USD 37.7 million in transactions processed via the Electronic Trading Platform**, reflecting deeper participation in treasury-linked instruments among both corporate and individual customers. Through active AML, the Bank monitored rate sensitivity, funding profiles and cash deployment to maintain stability and preserve earnings quality.



USD 37.7 Mn

In transactions executed on ALEXBANK's Electronic Trading Platform



Green Bonds

USD 21 Mn

placed



Liquidity Efficiency

27%

Reduction in ATM cash Runs



Securities Growth

EGP 5.95 Bn

client securities



Digital Execution

778

Digital FX Trades



Cash Optimization

EGP 16.6 Bn

Exported Notes

Cross-Border Transfers - Supporting Individuals Through Remittances

In 2025, ALEXBANK continued to strengthen its position in the remittance market by expanding digital connectivity across key sending corridors, improving transaction processing efficiency, and enhancing accessibility for beneficiaries in Egypt. During the year, the Remittances Department recorded a 48% increase in transaction volumes and a 13% growth in commission income compared to 2024, reflecting strong corridor performance and sustained customer demand.

Growth during 2025 was driven primarily by the expansion of Application Programming Interface (API) integrations, enabling real-time, secure and streamlined remittance flows. An API connection with Elsadd Exchange in Qatar was launched in August 2025, contributing to increased transaction activity following the shift to automated routing.

ALEXBANK renewed its strategic agreement with Western Union (WU), ensuring continued access to global remittance corridors while securing recurring revenue streams from inbound transfers. The Bank also implemented Central Bank of Egypt (CBE) requirements to block corporate remittance receipts, deploying the update on the Home Remittance System (HRS) in August 2025 to maintain compliance and protect service integrity.

Digitalization and Customer Accessibility

Enhanced API infrastructure enabled faster and more reliable cross-border transfers throughout the year, supporting customers who rely on international remittances as an income channel. Despite competitive pressures, including zero-fee campaigns and extended operating hours by local competition,, ALEXBANK maintained remittance flows through speed, convenience and operational continuity.

ALEXBANK continued to encourage remittance beneficiaries to open Ebda2 accounts, providing access to digital payments, savings tools and a broader range of banking services. This supports financial inclusion and helps convert remittance transactions into long-term economic participation.

FINANCING GREEN AND INCLUSIVE ECONOMY

Sustainable Finance, Green Finance and Circular Economy

Why it matters and how we manage it

Financing the green and inclusive economy is central to ALEXBANK’s commitment to supporting Egypt’s transition toward a low-carbon, resource-efficient and socially resilient future. Through this commitment, the Bank channels capital into three interconnected priority areas: sustainable finance, which advances environmentally and socially aligned projects; circular economy development, which promotes waste reduction, recycling and resource efficiency; and sustainable agribusiness, which strengthens climate-smart agriculture, rural livelihoods and responsible land and water use.

ALEXBANK manages this agenda through a structured ESG framework aligned with the Central Bank of Egypt’s Sustainable Finance Guidelines and Intesa Sanpaolo Group’s Rules for the classification of sustainable products and lending transactions. All eligible transactions undergo dedicated sustainability screening to ensure alignment with environmental or social impact criteria, responsible risk assessment and measurable development outcomes. By embedding these considerations across its financing activities, particularly corporate lending, agribusiness and green project financing. The Bank ensures that capital deployment supports cleaner growth, efficient natural resource management and long-term economic value creation.

2025 Key Policies

- ALEXBANK Sustainable Finance Policy



2025 Performance Snapshot

EGP 76.677 Bn

ALEXBANK’s Total Credit Portfolio



Sustainable Finance Portfolio in line with the CBE

EGP 2.3 Bn

Total Sustainable Lending



EGP 511 Mn

Social Lending



EGP 1.84 Bn

Environmental Lending



At ALEXBANK, we view sustainable finance as a key driver of resilient economic growth. Through our Corporate and SMEs Division, we support businesses with tailored financial solutions that promote efficiency, responsible expansion, and long-term value creation. We place particular focus on empowering SMEs and advancing agribusiness—two critical pillars of Egypt’s economy—by enabling access to finance and fostering more sustainable value chains, including through strategic partnerships with institutions such as the European Bank for Reconstruction and Development. By working closely with our clients, we help them navigate transition challenges and unlock opportunities that align commercial success with positive environmental and social impact.



Tamim Elsaady

Head of Corporate & SMEs Division

Responsible and Purposeful Lending

ESG Lending Products & Services

As part of the ISP Group, ALEXBANK continues to apply the Group’s Rules for the Classification of Sustainable Credit Products and Lending Transactions. This structured framework classifies financing products and lending activities according to defined sustainability criteria, including environmental, social and governance considerations.

By December 2025, ALEXBANK had further strengthened its sustainable lending portfolio across corporate and microfinance segments, channeling financing toward circular economy activities, green transition and socially oriented lending for individuals and small businesses (SB), as illustrated below.

Under the Group’s sustainable product classification, ALEXBANK offers a dedicated range of ESG-aligned retail and microfinance products. These include microfinance for individuals, pension loans, livestock and crops finance products and microfinance solutions developed in cooperation with NGOs, alongside emerging green products such as solar-related loans. Together, these products channel finance to low-income, rural and otherwise vulnerable customers, helping them invest in income-generating activities, improve resilience and access cleaner technologies, while aligning the Bank’s retail portfolio with broader financial inclusion and sustainability goals.



EGP 2.157 Bn

Corporate, SMEs and SB Sustainable Lending

Small Business Social Lending (EGP 1.718 Bn)

Corporate & SMEs Sustainable Lending (EGP 0.439 Bn) of which EGP 0.214 Bn CE/Green Plafond



EGP 1.577 Bn

Retail & Microfinance Social Lending

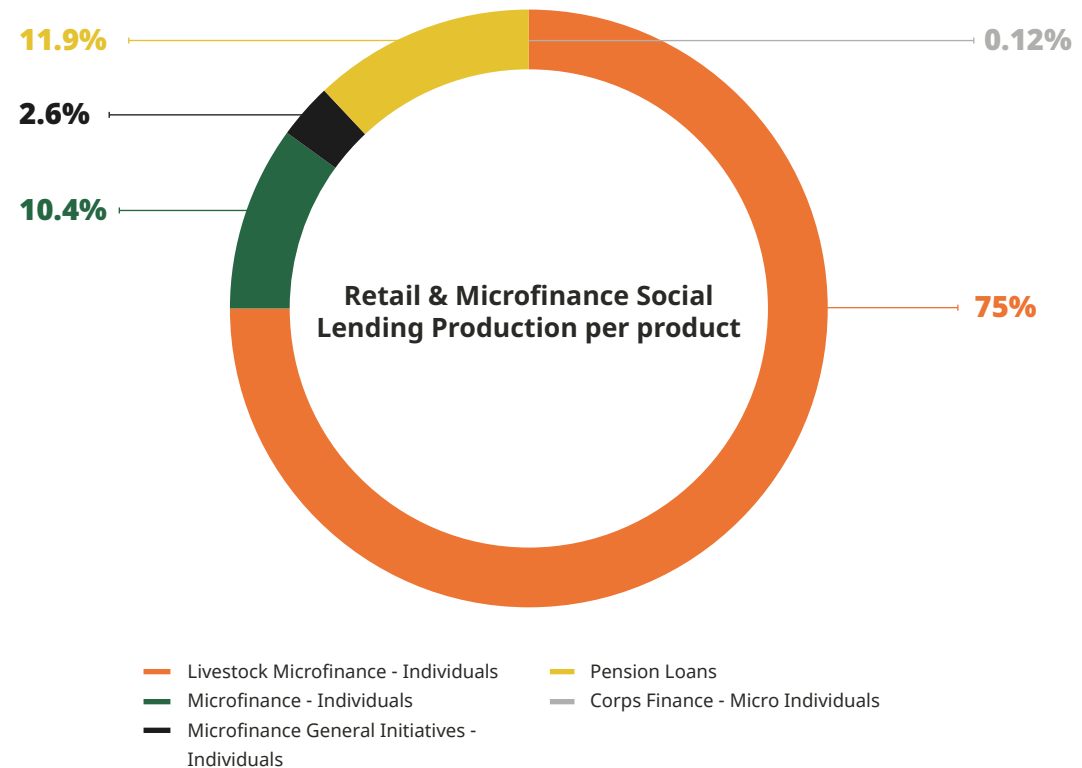
Crops Finance - Micro Individuals

Livestock Finance - Individuals

Microfinance Individuals (IDV)

Microfinance General Initiatives - Individuals

Pension Loans





ALSTOM

Supporting Clean Transport Infrastructure

As part of its commitment to advancing sustainable industrial development and enabling the transition toward low-carbon mobility, ALEXBANK provided corporate financing of €12.8 million (EGP 704 million) to ALSTOM Railways Components JSC to support the establishment of the ALY Alstom Components Factory in Egypt.

The project involves the development of a specialized industrial facility dedicated to the manufacturing and testing of cables, cubicles, train harnesses, power cables, and related rail infrastructure components. These systems are integral to modern electric railway networks and contribute to the expansion of clean public transport solutions.

By supporting infrastructure that underpins electric rail and public transportation systems, the project contributes to the advancement of low-carbon transport alternatives, helping reduce reliance on more carbon-intensive modes of mobility. The facility is expected to contribute to measurable annual CO₂ emissions reductions through the promotion of electrified transport systems.

EGP 704 Mn

Total Financed Amount



Financing Solar Energy Transition

In line with its green financing strategy, ALEXBANK extended EGP 15 million in corporate financing to El Abd Electrical Appliances to support the construction, procurement, and installation of a solar energy system, including all associated cabling and supporting infrastructure.

The project enables the company to generate renewable energy for self-consumption, reducing reliance on conventional electricity sources and advancing its decarbonization objectives. The solar installation is expected to deliver 28,096,144 kW of electricity savings over 10 years and 164,830,895 kW over 30 years, significantly lowering the company's long-term energy consumption and carbon footprint.

28,096,144 kW

Electricity Savings over 10 years

164,830,895 kW

Electricity Savings over 30 years

EGP 15 Mn

Total Financed Amount



Promoting Circular Economy through Paper Recycling

ALEXBANK provided EGP 10 million in SME financing to El-Wesam Pack to support the company's recycling operations, where wastepaper serves as the main raw material for its production process. The company converts paper waste into duplex rolls, supplying carton manufacturers and reducing the need for virgin materials. In 2025, production is expected to reach 750 tons of cardboard paper rolls per month, up from 600 tons in 2024.

By using recycled materials, the project reduces resource extraction, lowers energy consumption compared with processing new raw materials, and strengthens circular economic practices. Through this financing, ALEXBANK supports sustainable production models that combine economic value with environmental responsibility.

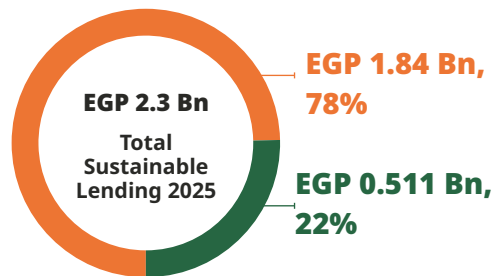
EGP 10 Mn

Total Financed Amount

Sustainable Financing in Accordance with the CBE Framework

Guided by the sustainable finance framework issued by the Central Bank of Egypt (CBE) and ALEXBANK's Sustainable Finance Policy, the Bank also classifies part of its credit portfolio as sustainable based on the CBE environmental and social pillars. During the credit-granting process, transactions are assessed for eligibility and tracked to ensure that approved facilities are effectively utilized for their intended sustainable purposes.

In 2025, total sustainable lending under the CBE framework reached **EGP 2.3 Bn** (environmental and social lending combined), representing **3%** of ALEXBANK's total credit portfolio of **EGP 76.677 Bn**. Of this amount, **EGP 1.84 Bn** was allocated to environmental projects and **EGP 511 Mn** to social projects. Overall utilization stood at **95%**, reflecting strong deployment of committed funds toward initiatives that support Egypt's green transition and social development priorities.



— Environmental Lending Portfolio
— Social Lending Portfolio

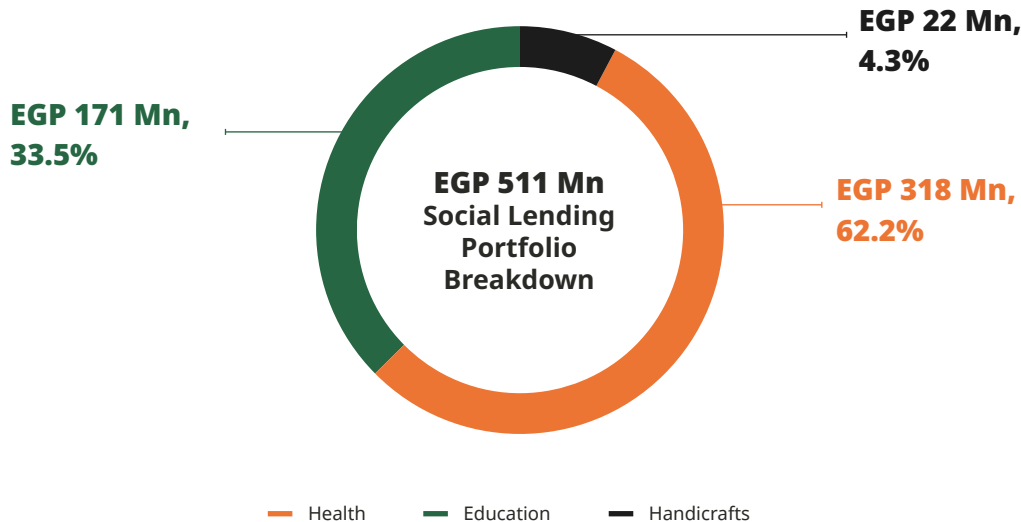
Social Lending Portfolio

ALEXBANK's social lending portfolio supports sectors that directly contribute to socio-economic wellbeing and human development, in line with the CBE social pillars. In 2025, the Bank financed social projects with total approved funding of **EGP 511 Mn**, of which **EGP 428.42 Mn** had been utilized by year-end, corresponding to an **84%** utilization rate.

The majority of social lending was directed to the education pillar, with sector limits of **EGP 171 Mn**, supporting initiatives that enhance educational infrastructure and learning environments. The health sector, with limits of **EGP 318 Mn**, represents a significant portion of the social lending portfolio and provides financing to healthcare providers and medical service entities, improving access to essential health services.

ALEXBANK also supported **handicrafts** through funding of **EGP 22 Mn**, contributing to income generation and the preservation of traditional crafts.

Through this allocation, the Bank continues to play an active role in promoting better health and education outcomes, preserving cultural livelihoods and supporting inclusive socio-economic development across Egypt.



— Health — Education — Handicrafts



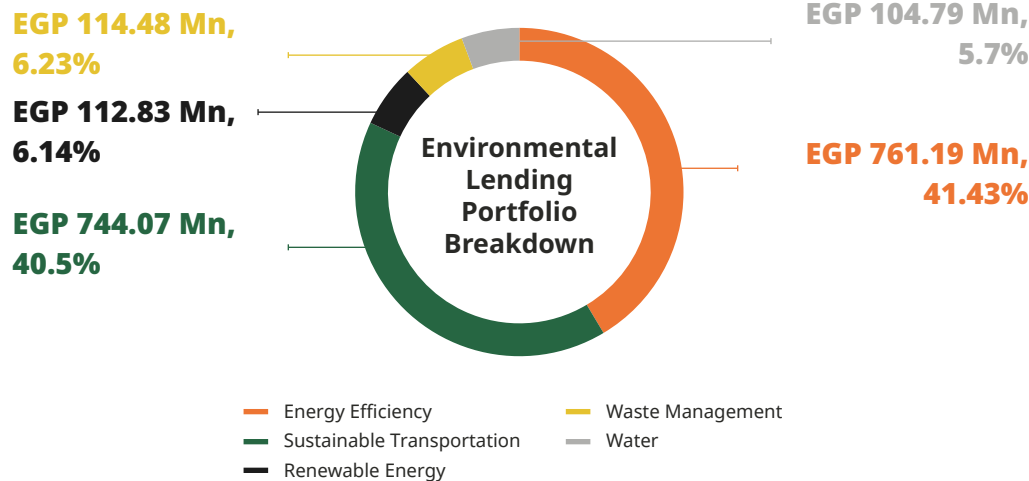
Environmental Lending Portfolio

Aligning with the CBE environmental projects classification, ALEXBANK's environmental lending portfolio in 2025 had total approved funding of **EGP 1.84 Bn**, of which **EGP 1.81 Bn** had been utilised by year-end, resulting in a **98.4%** utilisation rate. Environmental lending accounted for **EGP 1.84 Bn** or **2.4%** of the total credit portfolio, underlining the growing importance of green finance within the Bank's activities.

Energy efficiency remained the largest component of environmental lending, with funding of **EGP 761.19 Mn**. These projects focus on reducing energy consumption, upgrading equipment and improving operational efficiency. **Renewable** energy financing reached **EGP 112.83 Mn**, with **96.1%** utilization, supporting the expansion of clean power solutions.

The Bank also financed **sustainable transportation, waste management** and **water** projects. Sustainable transportation accounted for and **EGP 744.07 Mn**, fully utilized, enabling lower-emission mobility and logistics solutions. **Waste management** projects, with funding of **EGP 114.48 Mn** and **99%** utilisation, contributing to better waste handling and recycling practices. **Water** projects attracted **EGP 104.79 Mn**, also 98% utilisation, supporting more efficient and sustainable water use.

Collectively, these environmental financing activities demonstrate ALEXBANK's commitment to supporting clients in reducing their environmental footprint, improving resource efficiency and contributing to Egypt's broader climate and sustainability objectives.



EBRD and ALEXBANK Boost Green Finance in Egypt

In 2025, in a strategic move to support Egypt's green transition, ALEXBANK secured a **US \$20 million financing package** from the **European Bank for Reconstruction and Development (EBRD)** under the **Green Economy Financing Facility II (GEFF II)**.

This is a significant milestone in the bank's commitment to Egypt's green transition, as it enables households and MSMEs to invest in climate adaptation and mitigation technologies and support a more sustainable economy. The package comprises a US \$17 million loan from the EBRD and US \$3 million co-financed by the **Green Climate Fund (GCF)**. Beyond financing, the facility, supported by the **European Union (EU)**, provides incentive grants for verified green investments and a comprehensive technical cooperation package to ensure equal access to climate finance.

This collaboration builds on a long-standing relationship with the EBRD, which began in **2016** with a US \$100 million SME credit line and Trade Facilitation Programme, followed in 2017 by a US \$30 million loan under the Egypt Sustainable Energy Financing Facility (EgyptSEFF).



Financing Green and Circular Transition

Supporting Clean Mobility

In 2025, a key development was ALEXBANK's collaboration with **BLU EV**, a leading e-mobility provider in Egypt that specializes in electric two-wheeled vehicles. BLU EV offers an innovative battery leasing model that allows customers to pay as they go, making urban riding safer, cleaner, and more affordable through a high-tech platform for electric vehicles. This partnership designed tailored microfinance solutions that will enable delivery workers and low-income urban commuters to replace conventional motorbikes with electric vehicles, expanding access to affordable, sustainable transport. By combining BLU EV's innovative battery-leasing and charging model with ALEXBANK's microfinance capabilities, the initiative supports national goals for Environmental sustainability and clean-energy transition, while reducing operating costs and local air pollution for end-users.



Connecting Clients to Green Capital Markets

Beyond lending, the Bank continued to expand access to green capital markets. In 2025, ALEXBANK secured **USD 21 million in green bonds** with its customers, giving investors the opportunity to direct their savings toward environmentally focused projects while diversifying their portfolios. Taken together, these initiatives demonstrate how ALEXBANK is embedding circular-economy principles into its financing activities, supporting clients in modernizing their operations, reducing environmental footprints and transitioning to future-ready, low-carbon business models.

USD 21 million

Secured Green Bonds



Sustainable Agribusiness Development

Agriculture continues to play a central role in Egypt's food security, rural livelihoods and national economic resilience. In 2025, ALEXBANK strengthened its agribusiness portfolio by supporting farmers, agri-producers and rural enterprises with financing solutions tailored to the nature of agricultural production cycles. Agribusiness lending accounted for 19% of the MSME portfolio during the year, up from 13% in 2024, reflecting the Bank's commitment to enabling more productive, climate-resilient and inclusive agricultural practices. Through customized financing designed around seasonal cash flows, ALEXBANK served farmers, helping them invest in essential inputs, improve their operational stability and build greater resilience to market and climate pressures.



19%



Agribusiness loans share from total loans to MSMEs in 2025

Tailored Agribusiness Solutions for Farmers

ALEXBANK continued to provide customized financing products that address the needs of small and micro farmers engaged in crop production, livestock rearing and rural agri-activities. Livestock financing, developed in coordination with the Ministry of Agriculture, supported farmers in expanding herds and improving productivity, while crop-finance solutions provided flexible repayment terms aligned with harvest cycles. These products enabled **15,725 agribusiness loans** across micro and small business segments, allowing farmers to purchase raw materials, maintain continuity in production and improve the viability of their agricultural operations.

15,725

Number of Agribusiness Loans



Rural Inclusion and Capacity-Building

ALEXBANK complemented its financial offering with on-the-ground support to farming communities, working with WFP, and ENID for Community Development, to deliver training and financial-literacy sessions across the Nile Delta and Upper Egypt. These programmes provided farmers with practical knowledge on financial planning, agricultural practices and business development. The Bank delivered **four financial literacy sessions in collaboration with WFP and ENID**, including one session organized to celebrate the wheat harvesting season. 2025 represented a transition period for the programme's geographic expansion, with activities concluding in El Menya Governorate and preparations underway to extend outreach to Sohag Governorate.

4

Training sessions in 2025



440 Farmers

Number of Beneficiaries



BANKING FOR EVERYONE

Financial Inclusion and Literacy

Why it matters and how we manage it

Financial inclusion is central to ALEXBANK's contribution to Egypt's sustainable development, enabling individuals and small businesses to participate more fully in the formal economy. Guided by the Central Bank of Egypt's national priorities and the Intesa Sanpaolo Group's commitment to inclusive finance, the Bank works to expand equitable access for women, youth, micro-entrepreneurs, farmers, low-income individuals, and people with disabilities.

ALEXBANK advances financial inclusion through an integrated approach focused on accessibility, product relevance, and financial capability. This includes simplified KYC products, inclusive branch and digital infrastructure, targeted financial propositions, and financial literacy initiatives that support responsible use of financial services. Through partnerships with national institutions and development organizations, the Bank continues to strengthen financial resilience and economic opportunity across underserved communities.

Awards and Recognition



- The Digital Banker: Best Mass Affluent Banking Offering
- Outstanding Marketing Initiative for a New Product – Ebdaa' Savings Account.

2025 Performance Snapshot

148,357

SKYC Saving Account
(+130% YoY)



310,240

Economic Activity -
Individuals
(+1.57%YoY)



16,468

Economic Activity -
Corporate
(-0.32% YoY)



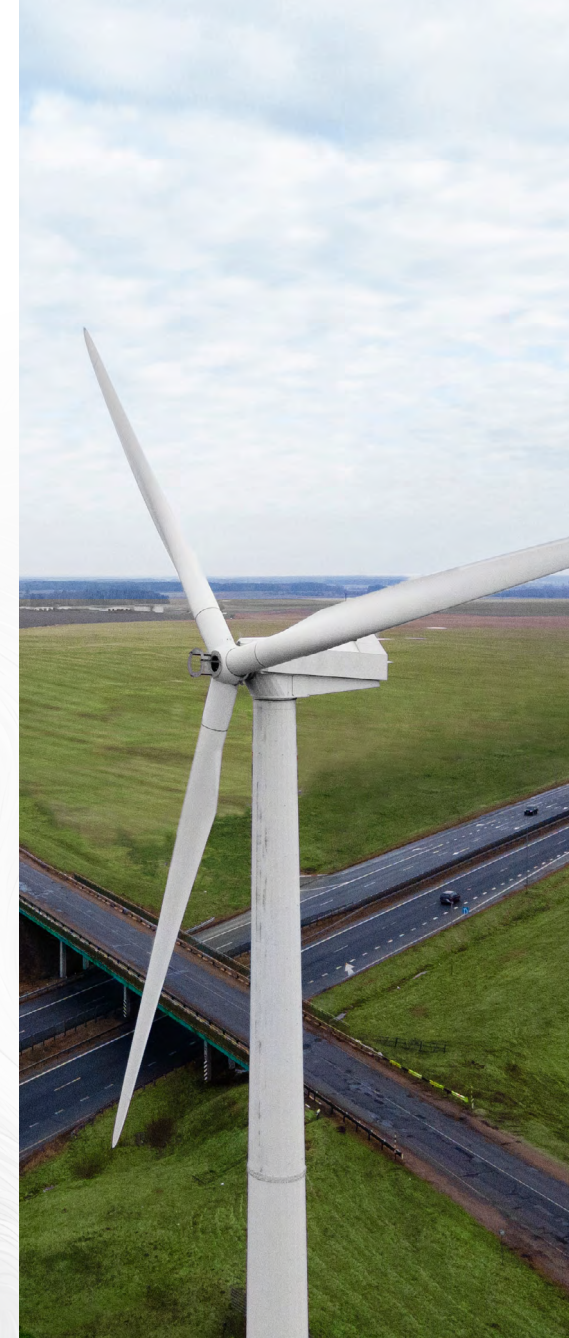
45,247

Youth Customers
(+6.14% YoY)



609,892

Female Customers
(-0.6% YoY)



ALEXBANK's Financial Inclusion Strategy

ALEXBANK's financial inclusion strategy is built around three key dimensions: **Improving Accessibility, Enhancing Product Relevance & Development, and Strengthening Quality & Financial Capability**. Through national outreach programs, tailored product design, digital enablement, and community-based literacy initiatives, the Bank ensures that customers can not only reach financial services but also understand and use them effectively.

Alexbank Financial Inclusion Strategy

Key Dimensions & Strategic Pillars

Financial Inclusion



Accessibility

Ensuring seamless access to financial services for all segments, through physical and digital channels.



Product Relevance & Development

Designing innovative, tailored solutions that meet the real needs of diverse customers.



Quality & Financial Capability

Promoting financial literacy and upholding high service standards for empowered decision-making.

Accessibility

Accessibility forms one of the key dimensions of ALEXBANK's financial inclusion strategy, ensuring that individuals across all segments, regardless of geography, income, or physical ability, can reach and open essential financial services with ease. This pillar focuses on removing structural barriers to entry through digital channels, simplified account opening, inclusive branch infrastructure, and community-based outreach.

Accessible Branch Network and Inclusive Service Delivery

ALEXBANK continued enhancing physical accessibility across selected branches to support customers with disabilities and mobility challenges. Branches were equipped with ramps, automatic doors, elevators, wide corridors and accessible service areas to ensure comfortable and independent navigation. Staff trained in inclusive service delivery provided personal assistance when needed, and documents were made available in large-print and braille formats. These measures reflected the Bank's commitment to ensuring equitable access to essential financial services.

33%

PWDs Accessible Branches



164

PWDs Equipped ATMs



Simplified KYC Accounts as an Entry Point for the Unbanked

Simplified KYC saving accounts remained a cornerstone of ALEXBANK's financial inclusion efforts in 2025, offering a simple entry point into the formal financial system for unbanked and low-income individuals. These accounts require only a national ID and impose no minimum balance or maintenance fees, making them particularly suitable for informal workers and first-time customers.

By the end of 2025, the SKYC portfolio reached **148,357 accounts**. This represents a **YoY increase of 98%** when compared to **64,528 accounts in 2024**, illustrating the impact of nationwide outreach, simplified onboarding and inclusion campaigns.

63,602

New SKYC Accounts in 2025



148,357

Active SKYC Accounts in 2025



Ultra Saving OOH Campaign

To strengthen savings mobilization and expand access to competitive banking products, ALEXBANK launched an out-of-home (OOH) campaign to promote its Ultra Saving Account, offering one of the highest interest rates in the market across customer segments. The campaign was rolled out across Cairo and various governorates, raising widespread awareness of the product's value proposition. The initiative contributed to a growth in savings volume of EGP 12.8 billion, attracting new customers and fresh funds while reinforcing relationships with existing clients. This campaign supported customer base expansion and contributed to achieving the Bank's budget targets amid a competitive rate environment.

Ultra Saving Traditional & Digital PR Campaign

Complementing the OOH efforts, a targeted traditional and digital PR campaign was conducted with a specific focus on business influencers. Collaborating with the top three sector influencers, the campaign produced 12 videos distributed across multiple social media platforms, achieving 1.04 million views, 27,900 interactions, and a positive engagement rate of 57%. This approach further enhanced awareness of the Ultra Saving Account, attracted new customers and fresh funds, and strengthened relationships with existing clients amid a competitive interest rate environment.

يصل إلى
18%

افتح حساب ألترا توفير
بأعلى عائد شهري

طريق النورث و الأحياء
رقم التسجيل العربي: 200-029-665

ALEXBANK
Intesa Sanpaolo Group

Spend and Win Cards Campaign

As part of its efforts to promote digital payments and responsible credit usage, ALEXBANK launched the "Spend and Win" credit cards campaign, incentivizing customers based on monthly spending performance. The campaign generated a total spent volume of EGP 4.952 billion and achieved strong digital engagement, reaching 27.7 million users and generating 44.5 million impressions. Customers were rewarded through loyalty points of up to EGP 75,000 for the highest monthly transaction volumes, in addition to guaranteed cashback rewards of up to EGP 50,000 upon reaching specific spending thresholds. The initiative encouraged greater adoption of card-based transactions while strengthening customer engagement and financial participation.



National Financial Inclusion Events

ALEXBANK played an active role in CBE Financial Inclusion events throughout 2025, conducting outreach activities and providing accessible financial services to women, youth and rural communities. Each campaign combined account opening with awareness sessions designed to support underserved groups in understanding available solutions.



01 International Women's Day

By the end of the year, ALEXBANK's participation in International Women's Day contributed to the opening of **27,476 accounts**, together with **345 Meeza cards** and **15 mobile wallets**, positioning women at the center of the Bank's inclusion agenda. The initiative was supported by strong outreach, generating **979,000 reach** and **1.9 million impressions**, marking a significant engagement milestone for the segment.

27,476
New Accounts in 2025



345
Meeza Cards



02 Arab Financial Inclusion Day

ALEXBANK deepened its nationwide presence by opening **35,612 accounts**, issuing **688** prepaid cards and activating **17 mobile wallets** as part of Arab Financial Inclusion Day. The related awareness campaign reached 1.5 million people and accumulated **2.4 million impressions**, reinforcing the Bank's efforts to broaden access to essential financial services.

35,612
New Accounts in 2025



688
Prepaid Card



17
Mobile Wallets



03 Youth Financial Inclusion Initiative

The Youth campaign strengthened financial inclusion among young Egyptians through the opening of **640 Youth Accounts**. The initiative achieved 1.5 million reach, 3.7 million impressions and a 4% engagement rate, supporting early financial capability and stronger long-term engagement with the financial system.

640
New Accounts in 2025



04 Farmers Day Initiative

ALEXBANK expanded financial access for rural households through the Farmers Day initiative, resulting in **2,650 newly opened accounts** and reinforced outreach to agricultural workers. Awareness activities contributed to a digital reach of **1.2 million users** and **3.8 million impressions**, supporting inclusion across farming communities.

2,650
New Accounts in 2025



05 People with Disabilities Day

ALEXBANK celebrated People with Disabilities Day by promoting its Ebdaa' Saving Account to unbanked individuals with disabilities. The campaign resulted in 2,956 new accounts being opened, demonstrating the Bank's efforts to broaden access to banking services for underserved communities. Through social media, the initiative reached 1.6 million people.

2,956
New Accounts in 2025



06 International Saving Day

ALEXBANK marked International Saving Day by promoting its Ebdaa' Saving Account to unbanked customers. During this campaign, 2,817 new accounts were opened, reflecting the Bank's effort to expand access to banking services. The campaign leveraged social media, reaching 1.2 million people, effectively raising awareness about the benefits of the Ebdaa' Saving Account, which offers minimal documentation (national ID only), zero fees, and competitive monthly interest rates of up to 13%. This initiative made banking simpler, more accessible, and attractive for individuals previously outside the formal financial system.

2,817
New Accounts in 2025



Product Relevance & Development

Product relevance ensures that ALEXBANK's financial offerings are designed around the real needs, behaviours and economic conditions of underserved groups. Through continuous development and refinement of inclusive savings accounts, youth propositions, microfinance tools and support for micro and small enterprises, the Bank provides customers with simple, affordable and practical financial solutions. This pillar focuses on ensuring that every product is accessible, meaningful and capable of supporting income generation, resilience and long-term financial wellbeing.

Youth Saving Account

The Youth Saving Account continued to support early financial independence among individuals aged 15 to 25. By the end of the year, the product served **45,247 youth customers**, demonstrating its role in shaping responsible financial behavior from a young age.

45,247

New Youth Accounts in 2025



Ebda2 Saving Account

The Ebda2 Saving Account serves as the primary gateway for bringing unbanked populations into the formal financial sector. Designed under the "Simplified KYC" regulatory framework, it offers the highest interest-bearing rate in its category to incentivize a shift from informal cash savings to formal banking. To broaden our reach, we launched dedicated TV and social media campaigns promoting the account's benefits zero minimum balance and no maintenance fees. This "low-barrier, high-incentive" strategy resulted in the portfolio reaching **148,357 customers** with total balances of **EGP 790 million** by end of 2025

148,357

Ebda2 accounts in 2025



EGP 790 Mn

Total Balance



Awards & Recognition

In 2025, ALEXBANK was honored with two prestigious awards from the global financial intelligence platform, The Digital Banker: "Best Mass Affluent Banking Offering," recognizing the success of ALEXBANK's "Premium" Segment initiative; and "Outstanding Marketing Initiative for a New Product - Egypt," acknowledging the impact of the "Save Your Money at ALEXBANK" campaign, which promoted Ebda' Saving Account targeting underbanked and unbanked individuals. These awards highlight ALEXBANK's leadership in delivering innovative initiatives that cater to evolving customer needs and its commitment to supporting financial inclusion.

بنك الإسكندرية يحصد جائزتين
من منصة The Digital Banker



External Communications plays a pivotal role in strengthening the Bank's market presence and deepening customer engagement. Our efforts focus on delivering integrated, customer-centric campaigns that address evolving financial needs while expanding outreach across diverse segments, including underbanked communities. Through various channels, these campaigns have enhanced product awareness, supported customer acquisition, and reinforced long-term client relationships in an increasingly competitive environment. These initiatives have also contributed to the achievement of overall business targets and sustainable growth. Our approach has been recognized through reputable awards, reflecting a strong commitment to innovation, impactful communication, solid market positioning, and meaningful contributions to financial inclusion.



Nermine Hassouba

Head of External Communications
Department

Microfinance Products Supporting Income Generation

Our microfinance portfolio is not merely about access to credit; it is about funding the real economy. In 2025, our strategy emphasized “Purposeful Lending,” ensuring that capital is directed toward activities that generate sustainable income for artisans, small farmers, and micro-entrepreneurs.

EGP 1.57 Bn

Microfinance loans in 2025



01

Sustainable Agribusiness (WFP Partnership)

In collaboration with the **World Food Programme (WFP)**, ALEXBANK continued to support smallholder farmers in Upper Egypt. We provided specialized crop and livestock loans structured around the agricultural calendar. By aligning repayment schedules with harvest cycles, we ensure that farmers have the necessary liquidity during planting and rearing seasons without the pressure of repayment until their produce generates income. This tailored approach enhances financial resilience and supports national food security.

02

Green Microfinance: Solar Irrigation

Expanding our commitment to environmental stewardship, we introduced **Solar Irrigation Financing** in 2025. This “Green Microfinance” product, developed with the WFP, enables small farmers to transition from costly, polluting diesel generators to solar-powered irrigation pumps. This initiative addresses two critical needs: it reduces the carbon footprint of the agricultural sector and significantly lowers monthly operating costs for farmers, directly improving their profit margins and long-term economic stability.

03

Preserving Heritage: Ebda3 Men Masr (EMM)

The **Ebda3 Men Masr (EMM)** initiative continued to serve as a holistic support system for the Egyptian handicraft sector. Recognizing the irregular cash flow Nature of artisan work, we provided micro-loans tailored to the production cycles of craftsmen and women. Beyond financing, EMM facilitates market access by integrating artisans into the **Diarna Exhibition for Handicrafts** and digital marketplaces. This combination of financial and non-financial support ensures that traditional craftsmanship remains a viable, income-generating livelihood.

04

Digital Repayment & Customer Experience

To enhance the quality of service for our microfinance clients, we expanded our digital collection capabilities in 2025. Customers can now pay loan installments via **Fawry** outlets and the **Ma7fazty** mobile wallet. This digitalization streamlines the repayment process, reduces the need for physical branch visits, and lowers the cost of banking for our micro-entrepreneurs.



Quality & Financial Capability

Financial capability is essential to ensure that customers not only access financial services but also understand and use them effectively. This pillar focuses on strengthening customers' financial skills through literacy programmes, awareness campaigns, responsible lending practices and targeted capacity-building initiatives. By equipping individuals and micro-entrepreneurs with the knowledge needed to make informed financial decisions, ALEXBANK enhances responsible product usage and supports long-term financial empowerment.

Financial Literacy and Awareness

ALEXBANK expanded its financial literacy efforts across urban and rural communities throughout 2025, helping customers understand essential financial concepts, develop budgeting practices and build confidence in using formal banking tools

702

Number of Participants Reached in 2025



8

Number of sessions delivered in 2025



78.2%

of Beneficiaries are female



Financial Literacy International Network (FLITIN)

As a member of the Financial Literacy International Network (FLITIN), we align our awareness initiatives for employees and customers with best global practices.

The "Zahra" Program: Women's Capability Building

Women continued to benefit from the **Zahra Program**, which utilizes a "Train the Trainer" (ToT) model to amplify its impact. We equip pioneer women in rural areas with essential business and financial literacy skills, which they then pass on to other women in their communities.

33

Women Trained in 2025



Financial literacy sessions for Young Women

in partnership with the **Ghabbour Association for Development**, we expanded our efforts to reach vocational young women, integrating financial education into vocational training ensuring they entering the technical workforce are equipped with the financial knowledge to manage their future income.



DIGITAL INCLUSION BY DESIGN

Digital Banking Accessibility

Why it matters and how we manage it

Digital Banking is central to ALEXBANK's strategy for operational resilience, customer satisfaction, and financial inclusion. By modernizing systems, optimizing digital channels, and automating key processes, the Bank enhances efficiency, reduces manual effort and resource consumption, and ensures reliable, secure services.

Initiatives such as Internet and Mobile Banking, Ma7fazty, InstaPay, and the ALEXPOINTS loyalty program enable seamless customer experiences, drive engagement, and promote the adoption of digital solutions. The Bank manages these efforts through governance, continuous monitoring, advanced security measures, and targeted awareness programs, ensuring compliance with regulatory requirements while delivering safe, accessible, and innovative digital financial services.

2025 Performance Snapshot

1.047 Mn

Internet & Mobile Banking Customers
(+12% YoY)



28.9 Mn

Internet & Mobile Banking Transactions
(+87% YoY)



+33%

ALEXPOINT New Application Registrations



EGP 26.4 Mn

InstaPay Transaction Volume
(+104% YoY)



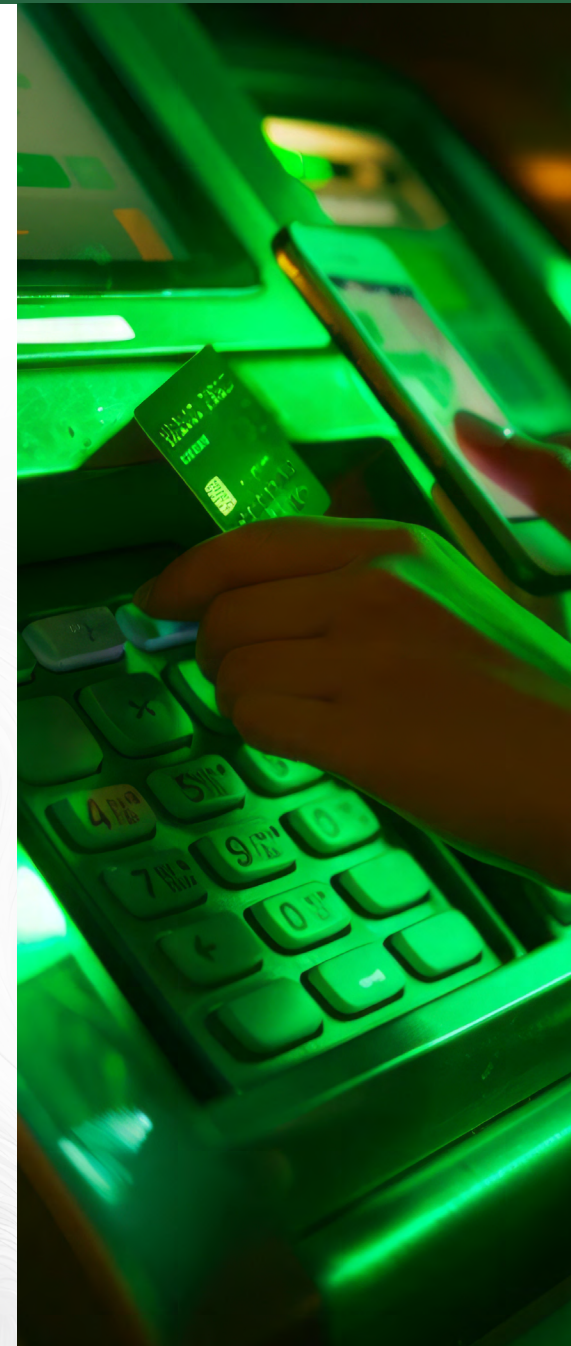
95.8K

Ma7fazty Digital Wallet Customers



EGP 4.826 Bn

Ma7fazty Digital Wallet Transaction Volume



Customer-Centric Approach

ALEXBANK continues to strengthen its digital experience by optimizing backend performance across its digital channels, including Digital and IPN transactions, reducing delays and ensuring reliable services. The bank has digitized key customer journeys, covering unsecured and secured lending, early settlements, and CRM processes, minimizing manual effort and paper usage while enhancing efficiency and accessibility. Digitalization of trade finance and expanded branch document archiving have further streamlined processes, reduced resource consumption, and improved traceability.

To drive customer engagement, ALEXBANK has launched targeted Cards & Digital campaigns, resulting in a 20% increase in card spending and 1.7 million in rewards distributed to customers. Additionally, the bank continues to focus on digital banking acquisition, enhancing customer awareness and encouraging adoption of its comprehensive digital services.

Internet and Mobile Banking

ALEXBANK continues to enhance customer engagement and satisfaction through its Internet and Mobile Banking platforms. In 2025, the bank served 1,047,121 digital banking customers, including 293,434 active users, who collectively performed 28.9 million transactions, reflecting a year-on-year growth of 29% in active users, and 87% in total transactions.

To reward digital engagement, customers receive monthly incentives such as vouchers, and ALEXPOINTS based on their digital activities, including account registration and activation, transactions via Internet and Mobile Banking, and Instapay transfers.

ALEXBANK prioritizes security and ease of use, ensuring that all user IDs and passwords are securely encrypted and that external transfers require a one-time password (OTP). All platforms have successfully passed standard certifications to guarantee customer safety. Additionally, customers are supported with educational resources on the bank's website, including FAQs and tutorials on registration, transfers, and deposits, as well as assistance through branches and the contact center.

The bank also focuses on driving the adoption of digital channels. By 2025, digital banking deposits reached 86% in units (183.4k units) and 63% in volume (EGP 30.9 billion), demonstrating growing customer confidence in online banking as a convenient and secure alternative to traditional channels.



1.047 Mn

Internet & Mobile Banking Customers
(+12% YoY)

293.4K

Internet & Mobile Banking
Active Customers
(+29% YoY)

28.9 Mn

Internet & Mobile Banking Transactions
(+87% YoY)



ALEXPOINTS

ALEXBANK's loyalty program, ALEXPOINTS, is designed to strengthen customer engagement and foster long-term loyalty. The program provides a flexible points system that enables customers to earn and redeem points seamlessly, promoting regular interaction with ALEXBANK's products and services.

Through an intuitive digital platform, customers can track their points, monitor wallet balances, and access a broad network of loyalty partners to meet their needs.

As of end-2025, the program reflected remarkable growth, strong and accelerated performance. Redemption volumes increased significantly from EGP 79M in 2024 to EGP 128M in 2025, while the redemption rate (from the total accumulated points pool) rose from 49% in 2024 to 58% in 2025, highlighting high customer engagement and program effectiveness.

The program is further strengthened by a merchant network focused primarily on electronics and grocery retailers, carefully selected to match customers' everyday lifestyle needs and spending habits, thereby enhancing relevance, usability, and overall engagement

+33%

ALEXPOINT New Application Registrations



+62%

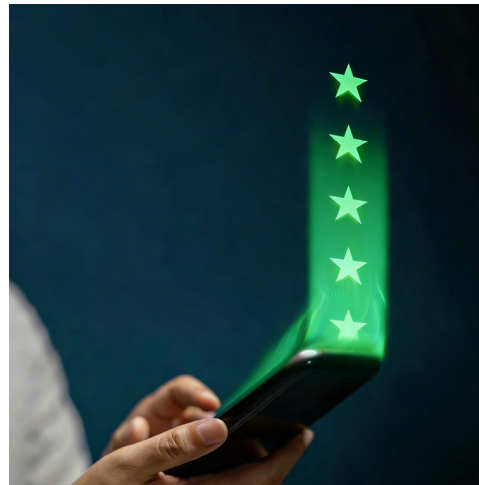
ALEXPOINTS Redemption Volumes

+10%

ALEXPOINTS Redeemers

+28.5%

ALEXPOINTS Redemption Number of Transactions



Ma7fazty Digital Wallet

ALEXBANK's Ma7fazty digital wallet continues to drive financial inclusion and enhance customer convenience through its secure and user-friendly platform. In 2025, Ma7fazty had 95,817 registered customers, with a monthly average of 13,400 transacting wallets and a quarterly average of 16,700 active transacting wallets.

The platform supports a growing volume of digital activity, with a monthly average of 190,989 transactions valued at EGP 402.2 million, reflecting strong adoption and engagement. Ma7fazty empowers customers to manage their finances seamlessly, while reinforcing ALEXBANK's commitment to providing innovative, accessible, and secure digital financial solutions.

95.8K

Ma7fazty Digital Wallet Customers



EGP 4.826 Bn

Ma7fazty Digital Wallet Transaction Volume

InstaPay

ALEXBANK's InstaPay service continues to be a key driver of digital transactions, providing customers with a fast, secure, and convenient platform for interbank transfers. In 2025, Instapay transactions accounted for 91% of total online transactions, reflecting a year-on-year growth of 104%. This adoption highlights customer trust in ALEXBANK's digital capabilities and demonstrates the bank's commitment to offering innovative, seamless, and reliable digital payment solutions.

91%

Percentage of InstaPay Transaction (+8.3% YoY)



EGP 26.4 Mn

InstaPay Transaction Number (+104% YoY)



05

PEOPLE, CULTURE AND IMPACT

Inclusive Culture, Equal Opportunity	75
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Care, Safety, and Balance	84
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Partnering for Shared Prosperity	93

INCLUSIVE CULTURE, EQUAL OPPORTUNITY

Diversity and Inclusion of Our Employees

Why it matters and how we manage it

A sustainable future begins with empowered people, where our employees are the force behind every success story. We place our team at the heart of our strategy, recognizing that sustainable growth can only be achieved by nurturing a diverse, inclusive, and empowered workforce. We believe that diversity derives innovation and resilience, which is why we focus on providing fair opportunities with no regard to gender or race attributes, while strictly avoiding the decreasing of standards to achieve diversity.

Human Resources serves as the primary architect of our sustainable organizational culture, translating the Bank's sustainability commitments into daily actions that empower employees and strengthen overall performance. At the core of this role is the management of a sustainable future that begins with a diverse, engaged, and capable workforce. HR integrates ESG principles into the people strategy to ensure that every policy, program, and investment contributes to long-term social value and organizational excellence. This includes embedding sustainability into talent management practices, learning and development initiatives, and employee engagement efforts, while also driving accountability through leadership performance frameworks that incorporate ESG-related indicators. Additionally, HR advances inclusive development by delivering targeted training programs and comprehensive well-being initiatives that prepare employees for future challenges. Through these efforts, HR plays a critical role in creating lasting value for employees, stakeholders, and the wider community by fostering a culture rooted in respect, inclusion, and continuous learning.

GRI: 401(1-3), 405-1, 3

2025 Performance Snapshot

4,200

Total Workforce



28.2%

Female Representation (Managerial)



35.6%

Female representation (up from 32.95% in 2024)



4%

Employees with Disabilities (up from 3.56% in 2024)



682

New Hires



38.5%

of our employees are under 30 years



At ALEXBANK, everything we achieve is the credit of humans. We value humans that run across our value chain, humans who constitute our People, humans who develop and innovate our Process and humans existing in our Purpose and Philanthropy and public Impact initiatives. As part of a Group that puts People First, every day at AlexBank is not just about policies & procedures; it's about making sure our teams feels supported and valued, placing their success as a component of the success and flourish of the communities we serve.

Inside the bank, we are building a culture based on real trust, where talent gets recognized and developed based on a respect of diversity and a commitment towards inclusion. A big part of that is making sure women aren't just stepping into leadership roles but actively driving decisions and shaping our future. Another big part is ensuring that opportunity exists for a better career for every person in every corner of our organization. Outside the bank we are taking that same energy into the communities we serve through our CSR and creation of shared value activities, where we aim to create genuine social and economic opportunities. Simply put; "strong communities are built by strong people", and we are committed to investing in both.



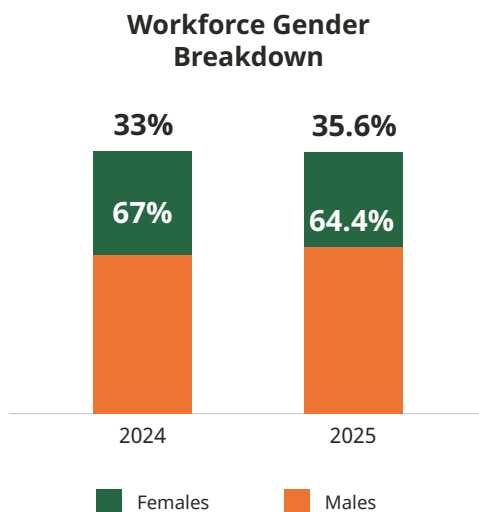
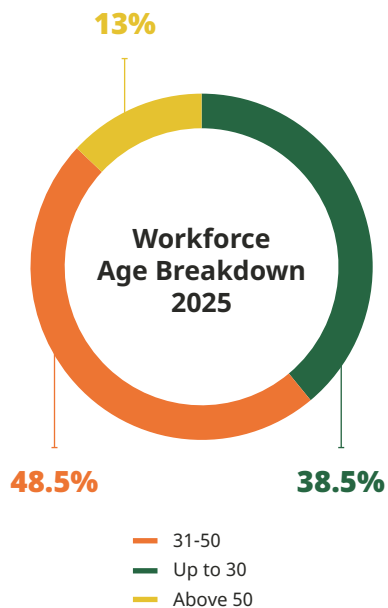
Mariam El Gammal

Head of HR and Organization Department

Our Workforce Diversity

Our workforce of 4,200 employees represents a diverse blend of talent and expertise across various governorates and functions. ALEXBANK's culture thrives on the balance between experienced professionals and newer team members, with 38.5% of our team under the age of 30, creating an environment where deep knowledge combines with fresh perspectives. This multigenerational mix encourages continuous learning, mutual respect, and effective collaboration, ultimately enhancing engagement and productivity throughout the bank.

Gender diversity continues to be a strategic priority at ALEXBANK. Women now comprise 35.6% of our total workforce. Our commitment to equality is further reflected in our leadership, with female representation in managerial positions reaching 28.2%. Beyond gender, we remain unwavering in our dedication to social inclusion, maintaining a representation of 4% for employees of determination, ensuring that fair opportunities are accessible to all.



Climate Survey

In the banking sector, where operational integrity, prudent risk management, regulatory compliance, and customer confidence are fundamental to long-term success, fostering a strong and transparent organizational climate is critical. Recognizing this importance, the group conducted its Climate Survey during the reporting period, which is concluded every three years, with ALEXBANK achieving an exceptional 91% completion rate. This high level of participation reflects strong employee engagement and trust in leadership, while also enhancing the credibility and representativeness of the survey findings. The results provided comprehensive insights into workplace culture, leadership effectiveness, collaboration, and overall employee experience.



ALEXBANK's Talent Acquisition & Development

ALEXBANK, we continue to attract diverse talent, welcoming 682 new team members this year. Our recruitment efforts have yielded strong results in gender diversity, with women representing 41.9% of new hires, further demonstrating our unwavering dedication to fostering gender equity within our workforce. We are particularly successful in engaging young professionals, with 79% of new hires under 30 years old, bringing fresh perspectives and digital fluency to our teams.

Beyond external hiring, our acquisition strategy focuses on internal mobility across various functions providing career opportunities, in addition to our "Excellence Program." The Excellence program is a program of inclusion and opportunity that identifies top talent within our outsourced teams, particularly in the Contact Center, and transitions them to full-time roles, recognizing performance and fostering loyalty. Additionally, we maintained our commitment to social inclusion by welcoming 40 new colleagues of determination into the ALEXBANK family.

682

New Hires



Our commitment to opening career path to our talent continued in 2025 and we provided more than 1,400 promotion opportunities.

In addition to internal mobility, and in line with ALEXBANK's social sustainability commitments and its dedication to social responsibility as well as employee well-being, the Bank launched a Voluntary Early Retirement Program (ERP) in 2025 to support employees seeking early retirement for social or health-related reasons. The program was implemented on a voluntary, transparent, and financially secure basis, with more than 300 employees participating during the reporting year. This facilitates structured and respectful career transitions, the ERP safeguards employee dignity, promotes fair and equitable treatment, and ensures financial stability for participating employees. At the organizational level, the program contributes to sustainable workforce planning by enabling internal mobility, talent renewal, and skills upgrading in alignment with the Bank's strategic priorities. Additionally, the initiative supports job creation for Egyptian youth, particularly across the Branch Network, reinforcing the Bank's broader social and economic development objectives.



- 31-50
- Up to 30
- Above 50



- Females
- Males

Future Gen Group Initiative

As part of the Group's initiative: Future Gen, AlexBank implemented a structured engagement approach targeting employees under the age of 35 with a total of 575 participants, focusing on understanding their aspirations, development needs, and workplace expectations. Through interviews and open dialogue, the initiative fostered a more inclusive, personalized approach to talent development, enhancing employee experience, retention, and alignment with both the Bank's and the Group's strategic priorities.



ALEXBANK's People Performance

Fairness, Inclusion & Gender Equality

ALEXBANK applies a harmonized, KPI-driven performance framework ensuring consistent and objective evaluation across all employees. This reduces subjectivity and supports equitable performance outcome, with continuous monitoring of gender representation across performance ratings, promotions and career progression. Inclusion is embedded within performance processes, supporting ESG commitments and regulatory expectations.

Dual Performance Evaluation Model

The Bank operates a tailored performance model aligned to role nature and adopted by the group and in line with internal regulatory requirements:

- **Head office employees** are assessed using balanced scorecards covering financial, strategic, project, leadership, and competency-based KPIs aligned with Group and Bank goals.

- **Commercial employees** are evaluated based on quantitative performance outcomes, with quarterly and semi-annual measurement cycles linked directly to business results including Behavior assessment.

This ensures accuracy, relevance, and a clear link between performance and value creation.

Performance Governance & Monitoring

A structured governance framework ensures performance integrity through validation processes, stakeholder alignment, and evidence-based evaluation. Mandatory training, policy adherence, and procedural compliance are embedded as core components of performance evaluation, reinforcing a strong governance culture across the organization.

Performance is continuously monitored at both Bank-wide and leadership levels, enabling early identification of gaps and timely corrective actions.

2025 Enhancements & Key Performance Pillars

The framework continues to evolve in line with Group standards, with enhanced focus on qualitative evaluation for senior management scorecards, reinforcing cultural alignment and long-term priorities.

It is structured around three key pillars:

ESG KPI

Integrates sustainability priorities into business performance including inclusion, sustainable finance, and environmental responsibility. KPI has been consistently maintained, reinforcing sustainability integration in decision making and performance evaluation.

Group & Divisional Values KPI

Tracks progress on employee engagement (climate surveys), client satisfaction, and culture supporting cultural and reputational objectives.

Transformation KPI

Supports operational and digital transformation, including platform development, cost efficiency, and alignment of HR and business transformation initiatives.



Retention and Employee Benefits

ALEXBANK's ability to retain a skilled, motivated and diverse workforce remains essential to sustaining long-term organizational strength. In 2025, the Bank continued to reinforce its commitment to employee well-being and stability by maintaining a comprehensive benefits framework that supports financial security, work-life balance and equitable access to opportunities, as well as full visibility to employees on their financials on the system.

ALEXBANK's remuneration framework is designed to provide fair, competitive, and comprehensive rewards that support employees' financial security, well-being, and long-term engagement.

In 2025, ALEXBANK placed strong emphasis on enhancing the remuneration and incentive framework for its commercial workforce. The Bank introduced new schemes and payments funded from the profit-sharing pool, aimed at strengthening employees' financial stability, recognizing performance, and supporting the motivation and retention of top talent. These initiatives primarily target client-facing commercial roles, including the introduction of monthly pre-motivational payments to support

employees' spendable income. In addition, ALEXBANK conducts annual reviews to assess and adjust variable compensation for all commercial employees, ensuring alignment with performance outcomes and market standards.

Also, the framework focuses on closely monitoring gender representation and pay distribution across all employee levels every year. A structured Gender Pay Gap analysis is conducted annually to assess differences in average earnings and to better understand workforce composition across grades, functions, and leadership positions in alignment with the parent group guidelines

The Bank's Remuneration and Incentives Policies provide the formal framework for all compensation practices, which are reviewed annually and approved by both the ALEXBANK Remuneration Committee and Board of Directors. All remuneration practices implemented are aligned with these policies, ensuring fairness, transparency, and accountability, while reinforcing sustainable workforce engagement and retention. This acts as a cornerstone for all financial implications being intact.



SKILLS FOR A SUSTAINABLE FUTURE

Learning and Development

Why it matters and how we manage it

ALEXBANK views continuous learning as the cornerstone of our “People First” strategy and the primary engine for sustainable growth. We recognize that in a rapidly evolving financial landscape, our competitive advantage lies in the agility and expertise of our workforce. Therefore, our management approach is deeply integrated with the Intesa Sanpaolo Group’s learning ecosystem and the 2022-2025 Business Plan, which prioritize educational inclusion, youth employability, and the digital reskilling of our teams.

We manage our development strategy through a comprehensive framework that goes beyond standard training to focus on competency mastery. By aligning with the Intesa Sanpaolo Leadership Framework, which champions a “future-oriented mindset” and “entrepreneurial spirit”, we ensure our employees are equipped not just for today’s roles, but for the banking jobs of tomorrow. In 2025, this involved a strategic pivot toward immersive tracks in Sustainable Finance (to meet the Group’s

goal of 100% ESG training coverage) and Digital Transformation, ensuring every employee is an active driver of our transition to a net-zero, digital-first bank.

Across its ESG framework, the Bank integrates sustainability into its learning approach:

Environmental: Promotes sustainable learning practices by prioritizing digital and virtual training solutions, significantly reducing paper consumption and environmental impact. During the year, approximately 28% of training was conducted virtually and 50% through e-learning platforms, minimizing the need for physical materials and travel while maintaining high-quality, accessible learning experiences. This approach supports the Bank’s commitment to resource efficiency and carbon footprint reduction.

Social: Advances inclusive workforce development through structured learning pathways focused on leadership, technical upskilling, and behavioral excellence, supporting employee engagement, talent development, and future pipeline strengthening.

Governance: Reinforces risk awareness, ethical standards, and regulatory compliance through comprehensive training programs covering critical areas such as operational risk, information security, and anti-corruption, enabling responsible decision-making across the organization.

2025 Performance Snapshot

177,754

Total Training Hours
(+7.2% YoY)



42.32

Average Training Hours per Employee
(+37.68% YoY)



63,097

Total Female Training Hours
(+11.3% YoY)



54,841

Total Leadership Training Hours
(+30% YoY)



Empowering Growth Through Continuous Learning

The following section highlights some of the most important Learning and Development initiatives launched in 2025 at ALEXBANK, reflecting the Bank's commitment to employee growth, inclusive development, and the creation of a sustainable, high performing workforce.

Various Leadership & Managerial Growth Programs

ALEXBANK designs and conducts with top notch providers various leadership and managerial growth programs such as "CommUnityship" for second and third liners this program is designed to strengthen strategic leadership, decision-making, and people management capabilities, featuring interactive learning modules focused on advanced strategic thinking, innovation, and organizational leadership, enabling participants to effectively drive bank-wide initiatives.

ALEXBANK also participates in The Future Leaders Program, managed by the Egyptian Banking Institute (EBI). This program identifies high-potential employees and prepares them for strategic roles by strengthening capabilities in strategic thinking and cross-functional leadership. It plays a key role in supporting succession planning, ensuring leadership continuity, and reducing gaps in critical positions.

Beyond this, ALEXBANK invests in its senior leaders by supporting their participation in executive MBA programs at top-tier universities. Together, these efforts help equip leaders with the perspective and skills needed to drive the Bank's long-term strategy while fostering a forward-looking and high-performance culture. In addition to those programs ALEXBANK provides managerial training for commercial leaders through our branch academies.



Commercial Upskilling Program (Tamayouz)

Tamayouz Program is a program of upskilling employees with critical technical, digital, and functional capabilities needed to meet the evolving demands of modern banking. To ensure accessibility across all regions, learning centers were established nationwide, strategically selected based on a comprehensive analysis of employees' geographic distribution. During the reporting period, a total of 185 employees successfully completed the program with an increase of 13.5% than last year, reflecting its impact on building a skilled, future-ready workforce.

185
Participants



Branches Network Academy

The Branches Network Academy provides structured, role-specific learning opportunities for branch employees, enhancing service delivery, operational knowledge, and customer experience. By standardizing performance and mitigating compliance risks, the program strengthens the foundation for career progression within the Bank. In the current cycle, a total of 172 employees have completed the program, reflecting a strategic approach to human capital development that balances operational effectiveness with employee growth, contributing to both organizational performance and a sustainable, skilled workforce.

172
Participants



Diverse Technical Learning Programs and Professional Certifications

The bank is committed to strengthening workforce capabilities through an enterprise-wide learning strategy led by the Learning & Development team. This approach combines structured development programs, digital learning platforms, and an annual mandatory training framework to ensure consistent access to critical technical, regulatory, and managerial knowledge. This enables aligning of learning initiatives with bank's priorities, while ensuring employees continuously develop their skills, adapt to evolving industry requirements, and maintain compliance with regulatory standards.

E-Learning Interpersonal Co-existence Codes (Ta3ayosh)

Ta3ayosh Interpersonal E-Learning Bundle, rooted in ALEXBANK's culture brand, is a digital program designed to strengthen key soft skills—communication, conflict resolution, influence, and emotional intelligence—through concise, practical video modules. Organized into five "Coexistence Codes" bundles, it delivers actionable insights that support both professional effectiveness and personal growth, helping employees build respectful, inclusive, and collaborative workplace relationships. Beyond skill development, the program promotes emotional awareness, mutual respect, and a positive organizational culture, contributing to improved colleague and customer interactions. By 2025, more than 2,800 employees had completed the program, highlighting its broad reach and impact on employee engagement, wellbeing, and the bank's wider social sustainability goals while fostering a shared journey toward personal transformation and harmonious coexistence.

2,800
Participants



Building the Next Generation - LEAP E.A.R.T.H. program

In 2025, ALEXBANK welcomed over 200 interns from across all Egyptian governorates through its LEAP E.A.R.T.H. virtual internship program (Eco-Advocacy, Responsibility, and Technological Harmony), offering an immersive introduction to the Bank and the Intesa Sanpaolo Group. Built around three pillars, Knowledge, Engagement, and Empowerment, the program combined practical exposure with forward-looking learning, focusing on the intersection of technology, sustainability, and finance. Interns explored topics such as ESG-oriented payment operations, microfinance as a driver of sustainable development, and the role of cybersecurity in addressing digital risks. The program was delivered through the collective efforts of ALEXBANK's senior management and strategic partners, including the Egyptian Banking Institute (EBI), Skills Bank, and the Egyptian Food Bank, which enriched the experience through academic integration, mentorship, and social impact perspectives.

31
Number of Sessions



212
Interns



Ethics and Regulatory Awareness

To uphold the Bank’s commitment to ethical behavior and accountability, ALEXBANK provides comprehensive training on its policies and standards of professional conduct. Employees are trained on updates to the Code of Conduct, which outlines the Bank’s ethical standards, expected professional behavior, and principles of integrity to guide daily decision making. Building on our core ethical framework, ALEXBANK has prioritized the following regulatory updates in our mandatory training curricula for this year.

New Egyptian Labor Law (No. 14 of 2025)

We have launched specialized awareness sessions to ensure all staff and management are fully aligned with the latest legislative updates, including modernized provisions for employee wellbeing, expanded parental leave, and the formalization of flexible work arrangements, reinforcing our commitment to a balanced and legally compliant workplace.

CBE Sustainable Finance Binding Regulations

To maintain our position as a leader in the Egyptian banking sector, we provide targeted training on the Central Bank of Egypt’s governance guidelines, empowering our teams to integrate Environmental, Social, and Governance (ESG) risk assessments into credit decision-making processes and operational strategies.

Governance training programs

On modern slavery and labor rights, further reinforce a culture of dignity, respect, and awareness of both local and global human rights standards. Collectively, these initiatives ensure that employees not only understand the Bank’s policies but are also equipped and empowered to act responsibly, strengthening governance, upholding ethical standards, and fostering a positive, inclusive workplace culture aligned.



CARE, SAFETY, AND BALANCE

Employee Wellbeing, Health and Safety

Why it matters and how we manage it

ALEXBANK is committed to maintaining a workplace where employees feel safe, supported and able to thrive. Protecting physical and psychological wellbeing is a core part of our responsibility as an employer and a fundamental pillar of operational resilience. Our health and safety framework is built on prevention, early identification of risks and continuous monitoring across all locations. We follow Intesa Sanpaolo Group standards and CBE's guidelines, ensuring that safety practices are embedded into everyday operations and that all employees have equal access to health, wellness and support services. Within this context, the Bank has enhanced its life insurance coverage, raising both minimum and maximum lumpsum insured amounts for death and total disability cases. This initiative safeguards the financial well-being of employees and their families, particularly for lower-income staff, while also maintaining sustainable income levels in the event of permanent disability.

This year, the Bank also continued its Care Connect initiative, a professional psychological support service promoted by Intesa Sanpaolo Group in partnership with the European consulting company TELUS health. Available to all employees, Care Connect provides free, confidential, and anonymous advisory support to help staff navigate personal and professional challenges. While not a replacement for medical care or employee benefits, this service reinforces ALEXBANK's commitment to mental well-being.

GRI: 403(1-10), 3

Performance Snapshot

3,755

Total employees trained in HSE
(+38.10% YoY)



816

Closed reported hazards



Zero

Lost-time injuries and work-related illness cases



3,369

Total work-related hazards reported



Zero

Fatal incidents (contractors/ temporary workers)



5,920

HSE training hours delivered



ALEXBANK RENEWS THE ACCESSIBILITY AND AVAILABILITY OF CARECONNECT

The Digital Access to Your Stimulus Services Is Moving to the News Platform TELUS Health One

Dear Colleague,

ALEXBANK joined the professional psychological support initiative, promoted by Intesa Sanpaolo Group in February 2025, as part of the Group's the employee wellbeing initiatives and with the aim of providing all possible aid to overcome different personal and professional challenges in daily life through receiving advice from external professionals.



Safeguarding Our People, Strengthening Our Culture

In 2025, ALEXBANK strengthened its commitment to employee safety and wellbeing across all branches and business regions. The year reflected disciplined implementation of the Bank's health and safety framework, consistent adherence to established protocols and a continued shift toward proactive risk identification. These efforts were reinforced by systematic inspections, enhanced hazard reporting and closer collaboration between branch teams and the central HSE function. Building on foundations laid in previous years, the Bank broadened access to health and wellbeing support, ensuring that employees across all locations benefit from equitable protection and care. This integrated approach helped sustain stable performance indicators while improving the consistency and responsiveness of the Bank's safety culture.

Structured Health & Safety Management

ALEXBANK maintained strong performance across all core safety indicators, recording zero lost time injuries, zero work related illness cases and zero fatalities in 2025. This reflects disciplined implementation of procedures and clear communication of safety expectations across the Bank's footprint. Hazard reporting remained a central component of the system, enabling early identification of unsafe conditions. Between January and September 2025, employees reported 3,369 hazards, demonstrating strong engagement in preventive practices. Of these, 816 hazards were resolved through corrective action, reflecting effective coordination between branches, regional management and HSE teams. The remaining cases continued to be investigated and monitored until full resolution.

Risk Assessments and Safety Compliance

Risk assessments were carried out across branches and administrative locations in line with ISO 45001 requirements. These assessments help the Bank evaluate potential safety risks, confirm the effectiveness of existing control measures and

identify areas requiring intervention. Hazards are classified according to likelihood and severity following Intesa Sanpaolo's risk matrix methodology, which ensures a consistent and disciplined approach to prioritization. Assessment findings are shared with relevant departments to support timely closure, strengthen internal accountability and reinforce continuous improvement across all regions.

Health, Safety, and Emergency Preparedness Training

ALEXBANK prioritizes the health, safety, and well-being of its employees through a comprehensive suite of training programs designed to enhance workplace preparedness and risk awareness. Employees receive essential instruction on fire risks, prevention methods, and basic firefighting response through the Firefighting program, while the Safety in Workplace – HSE Awareness program provides an overview of workplace safety principles, hazard recognition, and best practices in health, safety, management, and environment. Complementing these initiatives, First Aid training equips employees with the skills to respond to medical emergencies until professional assistance arrives. Additionally, the Bank employs VR

Evacuation Training, using virtual simulations to reinforce safe and efficient emergency procedures. Collectively, these programs ensure that employees are well prepared to maintain a safe and resilient workplace, supporting both operational continuity and employee well-being. In the current year, a total of 3,755 employees participated in health and safety-related training programs, representing 89% of the workforce, demonstrating strong engagement and commitment to fostering a safe and secure organizational environment.



Safety in the workplace Training

4,239 attendees



VR Evacuation Training

760 attendees



First Aid Training

96 attendees



Firefighting Training

68 attendees



Security Training

66 attendees



Travel Security and Employee Protection

The Bank sustained its Travel Security programme, which provides guidance and protection for employees travelling on business. The framework includes clear travel protocols, proactive risk assessments and contingency measures that help reduce exposure to potential threats. This programme supports staff who travel frequently or operate in higher risk environments, ensuring they are equipped with the information and precautions needed to conduct their duties safely and confidently.

Employee Wellbeing and Healthcare Support

Employee wellbeing remained a priority throughout 2025. ALEXBANK continued its partnership with top medical providers, offering expanded medical benefits, higher annual limits and enhanced maternity, dental and optical coverage. These improvements ensure that employees have equitable access to comprehensive healthcare services regardless of location or role.



Be Well Health & Wellness programs – Supporting Employee Well-Being Year Round

As part of the Bank’s ongoing Be Well initiative, ALEXBANK offers comprehensive preventive health checkups for all employees, tailored to promote the well-being of both female and male staff. The Pink October program provides female employees with free breast cancer screenings at top tier hospitals throughout the year, ensuring timely access to preventive care. Similarly, the Blue November program offers male employee’s free medical checkups, emphasizing men’s health and early detection of potential health risks.

Complementing these preventive health services, ALEXBANK also conducted Be Well Virtual Sessions, offering detailed and informative online sessions for employees on topics such as Stress Management and the Five Love Languages, delivered by leading physicians in Egypt. These sessions aim to enhance employees’ mental, emotional, and relational well-being, ensuring a holistic approach to workplace health.



Blue November Has Just Ended, but the Impact of Prostate Cancer Awareness is Timeless at ALEXBANK

Dear Male Colleague,

As a continuation of ALEXBANK’s appreciation of employee health and wellbeing under BeWell Initiative, we are glad to invite you to attend an upcoming virtual session on Prostrate Cancer, which will tackle:

- Types and symptoms of prostate cancer
- Diagnosis (early detection or later on)
- Prevention and treatment
- Tests and x-rays

We remind you that prevention and early detection are the best way to defeat prostate cancer.

Stay tuned for more information on the virtual session soon!

 For more information, please refer to Medical.Cairo@AlexBank.com

FOR ALL THAT COUNTS.

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Pink October is not just in October, but All Year Round at ALEXBANK

Dear Female Colleague,

As a continuation of ALEXBANK’s appreciation of employee health, we are glad to invite you to undergo free breast cancer checkups in Misr International Hospital in Dokki that is orchestrated under BeWell Initiative to make sure your physical well-being is top notch! You can do so by going directly to the hospital and showcasing your ALEXBANK Medical Card and national ID throughout the year.

 12 Al Saraya Street, Fini Square, Dokki, Giza.

 For more information, please refer to Medical.Cairo@AlexBank.com

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FOR ALL THAT COUNTS.

EVERY COLLEAGUE A CHANGEMAKER

Engaging Our Workforce

Why it matters and how we manage it

At ALEXBANK, employee engagement is central to building a cohesive, motivated and high-performing workforce. Engagement strengthens belonging, reinforces shared values and creates an environment where colleagues feel recognized, supported and inspired. Guided by Intesa Sanpaolo Group's People First and BeWell principles, the Bank manages engagement through a structured calendar of initiatives that blend recognition, wellbeing, cultural alignment, sports, and sustainability-driven activities.

By offering a variety of programs that appeal to different interests, age groups and regions, ALEXBANK ensures that every colleague, regardless of location or role, has opportunities to connect, grow and contribute to shaping a positive workplace culture.



2025 Engagement Initiatives: Fostering Cohesion and Shared Value

Throughout 2025, ALEXBANK maintained a comprehensive and diversified engagement agenda that supported employee wellbeing, strengthened internal cohesion and elevated the Bank's cultural identity. Through recognition platforms, wellbeing programmes, sustainability activations and opportunities for international connection, the Bank created an inclusive environment where employees feel valued, connected and empowered to contribute meaningfully to shared goals.

Recognition, Alignment and Shared Purpose

To establish a clear strategic trajectory for 2025, ALEXBANK convened the KPIs and Performance Review Workshop alongside the Achievers 2024 Recognition Event. This forum united more than 170 Branch Managers and 20 Area and Regional Managers to reflect on the prior year's commercial performance and set priorities for the year ahead. It also served as a structured platform for senior leadership to communicate expectations and reinforce the connection between individual results and organizational objectives.



Wellbeing and Personal Growth

Aligned with the BeWell strategy, ALEXBANK continued to invest in psychosocial wellbeing by offering employees access to development opportunities that address both personal and interpersonal dimensions of professional success. In 2025, colleagues participated in a virtual session titled "The Five Love Languages and Relationships", led by a certified life coach. This programme provided insights into emotional awareness, communication styles and relationship-building, equipping employees with practical tools to navigate workplace interactions and personal responsibilities with greater clarity.



Be Well - Cooking Competition

As part of the Group-wide Be Well initiative, ALEXBANK organized its annual Cooking Competition, designed to celebrate creativity, teamwork, and cultural exchange. The competition began locally, inviting female employees to submit videos of themselves preparing a dish of their choice. The submissions were then voted on internally, identifying the winner who represented ALEXBANK in the international final in Italy. There, 11 finalists from different banks under the IBD umbrella participated in a 90-minute cook-off, sharing, and celebrating diverse culinary traditions. This initiative not only nurtures employee creativity and engagement but also strengthens cross-cultural collaboration and a sense of belonging across the organization.



60 Seconds to Make ALEX GO,GLOW!"

In 2025, ALEXBANK launched an innovative internal competition, "60 Seconds to Make ALEX GO, GLOW!", designed to engage employees creatively while introducing the recently launched ALEX GO current account (June 2025). This initiative invited all colleagues to produce a short, one-minute video that creatively explains and presents the key features of the ALEX GO account, including its unique lottery reward and market-leading savings benefits.

The competition aimed to foster collaboration, storytelling, and engagement across the Bank by encouraging employees to involve colleagues, family members, or friends in their submissions. Videos were shared via the Bank's internal communication channels and displayed on the Intranet for peer voting. Winners were recognized with ALEXPOINTS rewards.

60 SECONDS TO MAKE ALEX GO, GLOW!
A New Challenge to Make a Video Introducing ALEX GO: An ALEXBANK Account!

ALEXBANK is pleased to announce a new internal competition designed to foster creativity and teamwork among its employees, friends, and family members. Participants are invited to create a short and engaging video that introduces ALEX GO Account in an innovative and informative way.

Terms and conditions of the competition:

- Contestants will be sharing videos of them introducing ALEX GO: ALEXBANK's current account with us via internal.communication@alexbank.com. Accordingly, we will upload your videos on the Intranet for everyone to vote!
- The duration of the videos shall not exceed 1 minute.
- Everyone will vote to decide only 3 winners.
- You can film your video with your colleagues in the branch, family, or friends.
- Prizes are in ALEXPOINTS as follows:

1 st winner	10,000 EGP
2 nd winner	5,000 EGP
3 rd winner	3,000 EGP

Get to know ALEX GO account:

- ALEX GO has 20 winners per year (5 winners per quarter)
- Prizes are 50x account balance - capped at EGP 500K per customer
- Balance must increase with EGP 5,000 within the quarter to be eligible to win the prize
- Every EGP 5,000 gives you an additional chance in the draw
- Accounts in EGP currency and active accounts only are eligible to enter the draw
- Prizes are tax-exempt and directly credited to winners' accounts

Every second matters so make your minute count! Whether you choose to be funny or evoke any kind of emotion, seize the chance to showcase your storytelling skills and show us how you can make ALEX GO come to life!

Lights, camera and GO!

The deadline for submitting your videos is Thursday, the 20th of November.

بنهتتم بكل اهتماماتكم

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Celebrating Employee Contributions

In 2025, ALEXBANK continued to strengthen employee engagement and recognition through dedicated events that celebrated both individual and collective achievements. The Contact Center Ramadan Iftar and Branding brought together outsourced staff with the CEO and management team for a shared iftar, complemented by cultural entertainment such as Tanura and drumming performances. This initiative fostered inclusion, appreciation, and a sense of belonging among colleagues.

Similarly, the Achievers' Event recognized top-performing employees in the Retail and SMEs divisions for their exceptional contributions to the Bank's KPIs and revenue objectives. By combining recognition, appreciation, and cultural celebration, these initiatives enhance workforce morale, loyalty, and engagement directly supporting the Bank's social sustainability objectives and fostering a motivated, resilient, and high-performing workplace culture.



Green Summer 2025 and Environmental Engagement

2025 Green Summer programme

In 2025, ALEXBANK launched the “Green Summer at ALEXBANK” campaign, an internal environmental engagement program designed to inspire employees across all governorates to adopt more sustainable behaviours while reinforcing the Bank’s commitment to reducing its operational footprint. Rolled out under the Intesa Sanpaolo Group’s BeWell initiative, the campaign combined awareness, gamification, and hands-on activities to enhance environmental literacy and translate climate responsibility into daily habits. The initiative featured eco-themed digital screensavers encouraging reduced printing, responsible energy use, and climate-friendly practices. Staff participated in indoor planting workshops, learning about biophilia, air-purifying species, and the role of indoor greenery in improving wellbeing and air quality. ALEXBANK also introduced an indoor cycling activation, demonstrating how human energy can be repurposed, symbolizing the Bank’s vision of linking wellness with sustainability.

To further promote responsible energy consumption, the Branches Network Energy-Saving Challenge mobilized all

branches to compete in reducing electricity waste and optimizing operational efficiency. Complementing this was a Bank-wide ESG Awareness Competition, offering tiered learning modules that strengthened employees’ understanding of environmental responsibility.



Festive Workplace Engagement – Spreading Joy Responsibly

As part of the Be Well initiatives, ALEXBANK decorated its Gomhoreya and Smart Village offices for Valentines’ Day and Ramadan, fostering a positive and inclusive workplace atmosphere. By sourcing materials thoughtfully and integrating these celebrations into a broader employee well-being strategy, the Bank reinforces social sustainability—enhancing employee morale, a sense of belonging, and overall engagement, which are key drivers of a resilient and productive workforce.



Ramadan Tournament

ALEXBANK’s annual Ramadan ALEXBANK’s annual Ramadan Tournament brings together employees and their families from across the country for a week of sports, games, and recreational activities, fostering teamwork, camaraderie, and a healthy work-life balance. In 2025, over 1,000 colleagues and their families participated in football, padel tennis, and other interactive games, with accommodation provided for participants traveling from different governorates. The tournament also featured entertainment areas for children and gaming zones, ensuring an inclusive experience for employees of all ages.



Global Integration: International Sports Arena Representation

In 2025, ALEXBANK reinforced its commitment to employee wellbeing and international engagement through participation in the Intesa Sanpaolo Group International Banks Division (IBD) Sports Event in Poreč, bringing together 20 employees from Egypt. The event fostered collaboration, strengthened shared values, and enhanced a sense of belonging across the Group.

The multi-sport tournament—featuring football, volleyball, and basketball for both men and women—promoted inclusivity, teamwork, and healthy competition in a diverse, cross-cultural setting, while also supporting stronger interpersonal connections.



PARTNERING FOR SHARED PROSPERITY

Community Investment and Empowerment

Why it matters and how we manage it

Community investment stands at the heart of ALEXBANK's commitment to sustainable, inclusive growth. Anchored in a robust Creating Shared Value (CSV) philosophy, the bank actively addresses pressing societal challenges while reinforcing long term economic resilience. This commitment is delivered through six strategic pillars: Economic Development, Education and Research, Social Welfare, Environment, Arts and Culture, and Health.

ALEXBANK adopts a structured, participatory approach to community investment, fully aligned with Egypt Vision 2030 and the United Nations Sustainable Development Goals (UN SDGs). By partnering closely with NGOs, government institutions, and development stakeholders, the bank ensures the effective delivery of impactful initiatives that advance inclusion, enhance employability, and drive meaningful economic empowerment across communities.

Performance Snapshot

EGP 44.9 Mn

Total Community Investments in 2025
(+13% YoY)



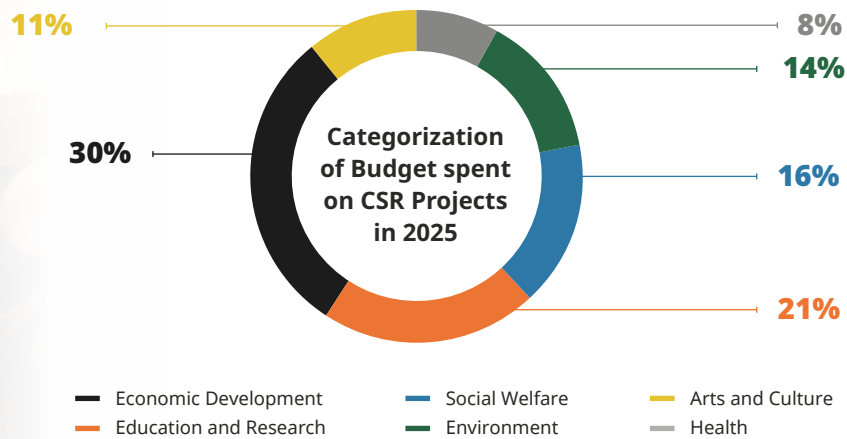
287,958*

Total Cumulative Community Investment Beneficiaries (2023-2025)

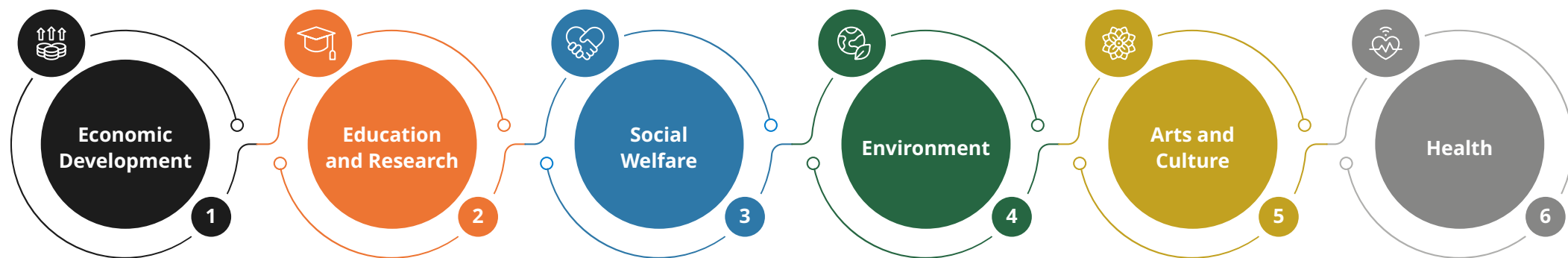


GRI: 201-1, 203(1-2), 3 SASB: FN-CB-000.B

* Total reflects the combined impact of projects (2023-2025)



- Economic Development
- Education and Research
- Social Welfare
- Environment
- Arts and Culture
- Health



Pillar 1

Economic Development

We firmly believe that sustainable development begins with access to dignified and sustainable livelihoods. Our Economic Development pillar is therefore dedicated to enabling income-generating opportunities for underserved and marginalized groups, with a particular focus on women and local artisans.

ALEXBANK's Collaboration with MoSS Supporting the Creative Economy through Diarna Exhibitions

The Ministry of Social Solidarity in Egypt (MoSS) focuses on providing social protection, comprehensive care, and economic empowerment to eligible citizens. The Diarna exhibitions were strategically implemented in 2025, a landmark year for tourism in Egypt, marked by increased global attention and major national events such as the Grand Egyptian Museum opening. This created a unique opportunity to enhance the visibility of Egyptian crafts and position local artisans within a global cultural spotlight. Under the auspices of the MoSS, and through ALEXBANK's flagship initiative Ebda3 Men Masr, the bank supports the creative economy and empowers local craftsmanship with various strategic partnerships.

Key Initiatives Covered are:

Cairo Festival City Handicraft Exhibition in New Cairo:

Beneficiaries: 400+ Exhibitors

Spring Flowers Handicraft Exhibition in Dokki:

Beneficiaries: 60+ Exhibitors

Marina Handicraft Exhibition in North Coast:

Beneficiaries: 120+ Exhibitors



Ghalya Skill Mastery for Women of Baheya

Building on a strong strategic partnership with Baheya Foundation and Rhythm for Training, ALEXBANK supported the delivery of specialized capacity-building programs implemented by Rhythm Hospitality Training. Through this initiative, 246 nurses and healthcare professionals received hands-on, department specific training designed to bridge the gap between patient needs and service delivery capabilities.

Beyond technical upskilling, the program fosters sustainable institutional transformation by embedding a culture of continuous learning and empowerment. It accordingly equips participants with advanced caregiving competences, essential leadership and communication skills that strengthen teamwork and elevate overall patient experience.

Beneficiaries

246 Nurses and Frontliners



Empowering Women with “El Mashghal”

In partnership with CARE Egypt, ALEXBANK advanced the development of El Mashghal handicrafts workshop under Ghalya initiative. The project is designed to equip marginalized women with professional sewing and embroidery skills, enabling them to produce high quality, market-ready good.

Through this initiative, 184 women were empowered to generate sustainable income streams, while strategic collaboration with Baheya Foundation extended vocational opportunities to cancer fighters. Beyond economic inclusion, the program plays a critical role in fostering long term financial independence, dignity, and psychological resilience among women navigating both health and socio-economic challenges.

Beneficiaries

184 direct beneficiaries including underprivileged women from local and refugee communities

126 Indirect Beneficiaries



Ghalya by Ghabbour Technical Schools

Challenging entrenched gender norms within the automotive sector, ALEXBANK partnered with Ghabbour Foundation and ETAMCO Ghabbour to drive gender inclusion across technical education pathways. The initiative targeted female students at Ghabbour Technical Schools, delivering specialized training programs and technical scholarships aimed at increasing female representation in traditionally male-dominated fields.

A total of 139 beneficiaries - including aspiring technicians, GB Academy trainers, and customer care professionals - were equipped with both technical expertise and the confidence to pursue sustainable careers in the automotive industry, contributing to a more inclusive and diversified workforce.

Beneficiaries

139 male and female including technicians, GB academy trainers, and compliance managers



Revitalizing the Sericulture Industry in Egypt

In collaboration with Egypt Network for Integrated Development (ENID), ALEXBANK implemented a transformative development project in Qena aimed at reviving Egypt's traditional silk production industry while unlocking sustainable economic opportunities for rural communities.

Building on ENID's longstanding efforts in Upper Egypt, the initiative introduced innovative, community-based models for employment and skills development. The project included the cultivation of two feddans of mulberry trees and the adoption of modern sericulture techniques to produce high quality silk products aligned with both local and international market demands.

Through comprehensive capacity-building programs, the initiative delivered 600 training opportunities, resulting in direct employment for 400 beneficiaries with a strong commitment to achieving 50% female participation. By reintroducing sericulture as a viable livelihood, the project drives income generation in underserved areas, preserves a vital component of Egypt's cultural and textile heritage, and strengthens local production capacity - generating up to 100 kilograms of silk threads and contributing to closing critical gaps within the domestic silk value chain.

Beneficiaries

600 Smallholder farmers and Marginalized Women



Pillar 2

Education and Research

Education remains a fundamental driver of social mobility and economic progress. This pillar is dedicated to bridging the gap between education and employability by expanding access to high quality learning, advancing technical and vocational training, and promoting financial literacy.

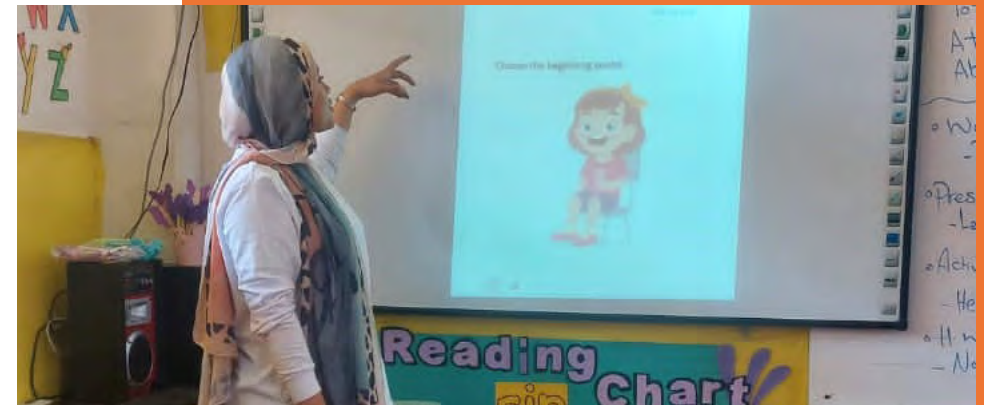
Through these efforts, ALEXBANK aims to equip future generations with the critical knowledge, practical skills, and adaptive mindset required to succeed in an increasingly complex and competitive economy.

Digitalizing the Educational System through “Madrasty”

To democratize access to quality education, we renewed our support for Madrasty, an innovative e-learning platform. This project provided affordable, high-quality educational content to 61,088 students across Egypt, enhancing learning outcomes and supporting continuity in education through accessible digital tools.

Beneficiaries

61,088 Students Reached



Vocational Education with Don Bosco (Ghalya)

Under our flagship Ghalya initiative, ALEXBANK partnered with Don Bosco Institute to expand access to technical and vocational education for underserved youth. The project empowered 2,706 beneficiaries through inclusive scholarships and hands-on training programs – equipping them with in-demand technical competencies as well as entrepreneurial skills.

By fostering employability and self-reliance, this initiative plays a pivotal role in preparing young individuals to actively contribute to Egypt’s economic development while building sustainable career pathways.

Beneficiaries

2,706 Refugees and less fortunate Egyptian Students



Supporting ENACTUS Students in the National Competition 2025

ALEXBANK proudly partnered with ENACTUS Egypt as a strategic sponsor of the 2025 National Competition, reinforcing its commitment to youth empowerment and innovation. This collaboration engaged 1,560 university students, enabling them to design and implement entrepreneurial ventures that address pressing social, economic, and environmental challenges. By fostering a culture of purpose-driven innovation, the initiative equips young leaders with the skills and mindset required to drive sustainable change.

Beneficiaries

75 Students



ALEXBANK's Donation to Tawasol Community School for Developing Istabl Antar in Partnership with Star Care, Sawiris Foundation for Social Development, and SADKO- Phase II

In Building on the success of Phase I, ALEXBANK continued its partnership with Tawasol Community School to support quality education in Istabl Antar. In collaboration with Star Care, Sawiris Foundation for Social Development, and SADKO, the bank sustained education access for 75 students.

The initiative extends beyond tuition support to include performing arts, education and vocational training – delivering a holistic learning experience that nurtures creativity, practical skills, and personal development – ultimately empowering students to break cycles of poverty and build sustainable futures.

Beneficiaries

75 Underprivileged Ezbet Khairallah Students



Bridging the Learning Gap and Empowering Students through Teaching at the Right Level Program in Sohag

Expanding its footprint in Upper Egypt, ALEXBANK partnered with Kheir w Baraka to implement the Teaching at the Right Level (TaRL) methodology in Sohag. The program reached 6,000 primary school students – focusing on foundational literacy and numeracy.

Beyond classroom interventions, the initiative strengthened community engagement across 30 local communities – fostering a supportive ecosystem that enhances learning outcomes and ensures long term educational impact.

Beneficiaries

6,000 Underprivileged Students



Empowering Students through Targeted Literacy and Numeracy Instruction through Teaching at the Right Level Project in Assiut

To address critical educational disparities, ALEXBANK collaborated with Assiut Childhood and Development Association, Sawiris Foundation for Social Development, Star Care and Shorouk Misr to implement the Teaching at the Right Level Project (TaRL) approach in Assiut.

By grouping students according to learning levels rather than age, the program delivered tailored instruction to improve educational outcomes. A total of 7,718 students were directly empowered, significantly strengthening their literacy and numerical skills. By reinforcing foundational learning, the initiative reduces dropout risks and paves the way for long term academic and professional success.

Beneficiaries

7,718 Underprivileged Students



Cotton for Life Initiative

ALEXBANK reaffirmed its commitment to sustainable agriculture through the Cotton for Life project in Damietta and Borg El Arab, in partnership with Filmar and Filmar Nile Textile.

The initiative revitalizes Egypt's extra-long staple cotton value chain through a transparent, environmentally responsible production model. It delivered training to 3,532 beneficiaries, including farmers equipped with sustainable agricultural practices and technical students trained in specialized spinning and weaving techniques at Borg El Arab.

By integrating environmental stewardship with economic empowerment, the initiative enhances farmer livelihood while contributing to the long term sustainability and global competitiveness of Egypt's cotton industry.

Beneficiaries

3,532 including students, teachers, and agricultural workers



2025 Hady Bady App and Khatwa Khadra Board Game Annual Rollout

ALEXBANK continued the scale its innovative, gamified learning solutions - Hady Bady and Khatwa Khadra- in collaboration with Khobz El Banin Foundation, under the supervision of the Egyptian Ministry of Social Solidarity (MOSS).

Hady Bady, a free mobile application, introduces children to essential financial concepts including saving, spending, and donating, while Khatwa Khadra, an interactive board game, promotes environmentally responsible behaviors and carbon footprint reduction. Through nationwide school activations, the initiative reached 59,106 students, combining interactive gameplay with guided discussions on financial literacy and environmental sustainability – ultimately nurturing a generation of conscious and financially responsible citizens.

Beneficiaries

59,106 Underprivileged Students



Collaborating with Takatof Association for Development(TAD) to develop schools in Beni Suef

In Beni Suef, ALEXBANK partnered with Takatof Association for Development to implement a comprehensive school development program across three institutions. The initiative benefited 1,920 individuals, including students and parents, by enhancing educational infrastructure, improving learning environments, and fostering stronger community engagement in the education process.

Beneficiaries

1,920 Marginalized Students and PwD Students and their Families



Supporting the S.A.V.E Ambassadors Initiative which Promotes Financial Education, Sustainability and Circular Economy

In partnership with the International Banks Division (IBD) and the FLITIN network, ALEXBANK continued its support for the **S.A.V.E. Ambassadors** initiative, fostering active citizenship and awareness of global challenges among Egyptian youth.

In 2025, the program successfully expanded its outreach, engaging **1,634 students** across **12 schools** in Cairo and Alexandria. Through **32 introductory lessons**, we cultivated financial awareness and sustainability concepts, empowering high school students to become ambassadors for sustainable development.

A total of **15 teams** enrolled in the competition phase to present their innovative projects. Notably, during the international debriefing held in May 2025, the team from **Ecole Oasis** represented ALEXBANK and achieved a prestigious **third-place ranking** among all IBD subsidiaries, underscoring the high caliber of Egyptian youth on the global stage.

Beneficiaries

1,634 Students Engaged

Reach

12 Schools (Cairo & Alexandria)



ALEXBANK and El Sewedy Technical Academy New Strategic Partnership

ALEXBANK partnered with El-Sewedy Technical Academy to expand access to high quality technical and vocational education for youth in underserved communities. The initiative aims to bridge the gap between academic learning and labor market demands by equipping students with practical, industry-relevant skills and hands-on workplace experience.

Through tailored vocational programs, the partnership prepares marginalized youth for immediate entry into the workforce, enhancing their employability across leading industries in Egypt. It additionally creates meaningful employment opportunities and enables young individuals to strengthen the economic stability of their families and uplift their local communities.

Beneficiaries

120 Underprivileged Students and their families



Supporting Amputees' Inclusion and Mobility Through Sports

As part of its commitment to inclusive development, ALEXBANK partnered with Hand in Hand to advance the inclusion and mobility of amputees through sports-based interventions.

The initiative funded the production of approximately 30 prosthetic limbs and deliver six specialized "Living with Prosthetics" workshops across Cairo, directly benefiting more than 360 amputees. Beyond restoring mobility, the program empowers participants to confidently integrate prosthetics into their daily lives – enhancing independence, self-confidence, and active social participation.

Beneficiaries

360 People from the Amputee Community



Pillar 3

Social Welfare

A thriving society leaves no one behind. Our Social Welfare pillar The Social Welfare pillar focuses on supporting vulnerable individuals and groups by improving the quality of their lives, ensuring their safety and promoting their inclusion in society.

Contributing to Awladna's Ninth International Forum for Arts of the Gifted through Workshops for People with Disabilities

We contributed to Awladna's Ninth International Forum for Arts of the Gifted, supporting the development of artistic talents among children with disabilities. Through workshops in wall painting, origami, embroidery, and plastic arts, the forum reached 8,000 children. The objective is to use art as a medium for social integration, allowing children with disabilities to express themselves, develop self-confidence, and showcase their creative potential to the world.

Beneficiaries

8,000 Children with Disabilities



The Fifth Edition of Heroes Back to School Event

We sponsored the fifth edition of the Heroes Back to School event at Zed Park in partnership with Samusocial International Egypte and the Ministry of Social Solidarity. The event hosted 1,500 beneficiaries, including underprivileged children and their supervisors. The objective is to promote social inclusion by providing vulnerable children with a day of joy, entertainment, and essential school supplies, reinforcing their right their right of joy and education.

Beneficiaries

1,500 including less fortunate children and their supervisors



Supporting Banati Foundation

ALEXBANK renewed its support for Banati to establish a new health and education center for homeless children, with a focus on girls at risk of street situations. The center provides safe accommodation, tutoring, vocational learning, and psychological wellness services, helping vulnerable girls from marginalized areas excel in their education, discover their passions, and grow into healthy, productive members of society. Through this initiative, 20–25 girls in primary, preparatory, and secondary grades directly benefit, gaining comprehensive support to overcome cycles of neglect and poverty in a safe and nurturing environment.

Beneficiaries

20-25 Girls in Primary, Preparatory, and Secondary grades



ALEXBANK partners with the Egyptian Clothing Bank to develop innovative and culturally inclusive adaptive wear for people with disabilities

ALEXBANK partnered with Egyptian Clothing Bank through the FORME: Inclusive Fashion initiative, a pioneering program designed to empower underprivileged and marginalized communities while promoting sustainable and inclusive practices. Building on the Egyptian Clothing Bank's zero-waste model, which includes sorting, upcycling, recycling, and manufacturing donated textiles, the initiative also provides vocational training for women and distributes essential items such as school uniforms, winter sets, and emergency relief kits. Through this collaboration, ALEXBANK supports the development of innovative and culturally inclusive adaptive wear for persons with disabilities (PwDs), directly benefiting 50 individuals and positively impacting over 1,000 community members.

Beneficiaries

50 People with Disabilities and Fashion Designers



Supporting the Enhancement of Tawasol Community School's Montaza El Gabakhana in Partnership with MetLife

ALEXBANK, in partnership with Tawasol Community School and MetLife, supported the Montaza El-Gabakhana project to enhance educational and social opportunities for underprivileged children in Istabl Antar, Cairo. Tawasol Community School provides a safe and nurturing environment for children who might otherwise be involved in child labor, offering education and healthcare services. This initiative complements the school's development cycle by using sports and recreational activities to enhance physical and mental skills, foster social interaction, and promote community, and inclusion. The project directly benefits 3,000 students and positively impacts 2,000 of their family members, strengthening opportunities for vulnerable and marginalized communities.

Beneficiaries

3000 Underprivileged Ezbet Khairallah Students and their Families and Community



Strategic Partnership with Ahl Masr for the re-integration of burn victims through economic empowerment

ALEXBANK partnered with Ahl Masr Hospital, the first non-profit hospital in Egypt, the Middle East, and Africa dedicated to trauma and burn care, to support the Nasig Amal (Weaver of Hope) project. This initiative establishes a fully integrated production unit for Taft carpet weaving, providing burn survivors with vocational training, sustainable employment, and opportunities for social reintegration. By combining skills development with psychological support, the project empowers 50 burn survivors to regain confidence, achieve a dignified livelihood, and contribute to their families and communities, promoting economic independence and reducing vulnerability.

Beneficiaries

50 Burn Survivors



Ramadan Boxes with Tahya Misr

During the holy month of Ramadan, we partnered with the Tahya Misr Fund to support food security for vulnerable families. We distributed essential food boxes to 658 marginalized families across Egypt. The objective is to provide immediate nutritional support to families facing economic hardship, ensuring food security during a critical time of the year in alignment with national social solidarity efforts.

Beneficiaries

658 Families



The Social Reintegration of Marginalized Children and Youth in Street Situations (CYSS)

Under our social welfare initiatives, we partnered with Samusocial and the Sawiris Foundation for Social Development to support the social reintegration of Children and Youth in Street Situations (CYSS).

Implemented in Cairo from 2024 to 2027, this project leverages sports and arts as psychosocial tools to promote social and professional inclusion. ALEXBANK's contribution is directed toward the psychosocial arm of the programme, integrating arts and creative activities into the reintegration cycle, while also supporting educational activities and employment preparation.

The initiative benefits 450 children and youth, including 85 living on the streets or in shelters who will receive dedicated psychological support.

Beneficiaries

450 Children and Youth in Street Situations



Pillar 4

Environment

We are committed to fostering a greener future for Egypt. The Environment pillar focuses on promoting sustainable practices, protecting natural resources, and raising awareness about responsible environmental behavior within communities.

ALEXBANK MoU Signing with the Egyptian Food Bank to Combat Food Waste and nourish vulnerable communities across Egypt

ALEXBANK partnered with Egyptian Food Bank to combat food waste and support underprivileged communities through a targeted initiative benefiting nursery children in marginalized areas around Cairo. The project repurposes surplus food and raises awareness on food waste, ensuring vulnerable children receive nutritious meals. ALEXBANK's contribution under this partnership will continue for three years, with annual amounts confirmed and approved by the parent group. Through this collaboration, 150+ nursery children directly benefit, while the program establishes an efficient framework for the redistribution of surplus food to nourish vulnerable communities across Egypt.

Beneficiaries

150+ Nursery Children in Marginalized Areas



Empowering Papyrus Farmers

ALEXBANK partnered with WAF for Development Foundation to support vulnerable papyrus-making communities in Al Sharqia Governorate. The project strengthens the papyrus value chain by raising environmental awareness, exploring infrastructure development, and preserving the cultural heritage of papyrus production. Through capacity building and sustainable practices, the initiative empowers 30 papyrus farmers, enhances livelihoods, and fosters resilient local economies while promoting environmental stewardship.

Beneficiaries

30 papyrus farmers



From Waste to Wellness, an Integrated Sustainable Waste Management Supported by ALEXBANK

ALEXBANK partnered with Friends of Children with Cancer to support the Health and Hope Oasis (HHO) project, promoting sustainable food production for children with cancer, their families, and the farmers working on the farm. The initiative implements solar-powered water pumping systems to reduce electricity dependence, establishes a composting unit to safely process agricultural and animal waste, and enhances soil fertility while minimizing chemical fertilizer use. By integrating sustainable agriculture and waste management practices, the project benefits approximately 4,000 individuals, including patients, families, and local farmers.

Beneficiaries

4,000 including Cancer patients, their families and farmers



Pillar 5

Arts and Culture

Culture is a powerful vehicle for inclusion and expression. Our Arts & Culture pillar supports initiatives that use artistic expression to break down barriers, foster social cohesion, and celebrate diversity.

Building the Capacity of Marginalized Artisans

ALEXBANK partnered with Fair Trade Egypt Foundation to build the capacity of marginalized artisans across Egypt. The project empowers artisans—particularly women and persons with disabilities—by providing the skills, resources, and support needed to produce high-quality handmade products that meet international standards. Through national and international promotion, the initiative enables over 1,000 artisans and their families to access new markets, expand their businesses, and increase income, while preserving Egypt's rich craft heritage.

Beneficiaries

+1,000 people, including underprivileged artisans and their families



Pillar 6

Health

Our Health pillar focuses on enhancing access to quality healthcare and strengthening medical capacity through targeted partnerships and programs.

ALEXBANK Partnership with Al Nas Charity hospital to provide a ventilator for vulnerable children in need.

ALEXBANK partnered with Al Nas Charity Hospital to provide a pediatric ventilator, a life-saving medical device essential for the hospital's intensive care and liver transplant units. Serving children suffering from respiratory failure, severe chest infections, acute illnesses, or post-surgery complications, the ventilator will enable faster, safer medical interventions and help reduce long waiting lists for critical pediatric care. Al Nas Charity Hospital delivers these services completely free of charge, reaching vulnerable children in the densely populated Shubra-El Khima region. Through this initiative, approximately 750 children benefit annually, ensuring access to advanced healthcare regardless of socio-economic background.

Beneficiaries

750 children annually



ALEXBANK's Partnership Contribution with Baheya Foundation for Early Detection and Treatment of Breast Cancer for a Healthcare Project

ALEXBANK partnered with Baheya Foundation to equip a surgical clinic at Baheya Hospital, enhancing early detection and treatment services for breast cancer. The initiative benefits approximately 8,000–10,000 women annually, reducing waiting times and improving timely access to life-saving care for underserved patients. In addition, ALEXBANK provided three syringe pump devices to ensure the safe and accurate administration of medications, particularly for chemotherapy and postoperative treatments, strengthening the hospital's capacity to deliver high-quality healthcare services.

Beneficiaries

8,000–10,000 Cancer Patients Annually



Magdy Yacoub Heart Foundation Partnership

ALEXBANK partnered with Magdy Yacoub Foundation to support the establishment of two Hyperbaric Oxygen Therapy (HBOT) rooms at the new Magdi Yacoub Global Heart Centre. These state-of-the-art facilities provide advanced treatment for cardiac patients, including those with Acute Coronary Syndrome, angina, and post-surgical infections after bypass surgeries, improving recovery, reducing complications, and shortening hospital stays. The HBOT rooms, integrated within both the Pediatric and Adult Cardiology Units, benefit approximately 12,000 patients annually, ensuring access to cutting-edge cardiac care at no cost to underserved patients.

Beneficiaries

12,000 patients annually



Gifts with Impact: Corporate Gifting as a Driver of Cultural Preservation and Social Impact – Crafting a Legacy through Artisanry

Under ALEXBANK's flagship initiative "Ebda3 Men Masr", dedicated to preserving Egypt's cultural heritage and revitalizing authentic handicrafts, the bank continues to redefine the concept of corporate gifting through a purpose-driven approach. As part of its long-standing annual tradition, ALEXBANK curates and delivers its corporate gifts to distinguished VIP partners – including senior state officials, ministers, ambassadors, Central Bank officials, CEOs, and chairpersons – for the 2026 cycle.

Over the past decade, ALEXBANK has positioned itself as a pioneer in transforming corporate gifting into a vehicle for social impact. Through its "Annual Gifts with Impact" initiative, the bank has directly empowered 480 artisans – 80% of whom are women – and indirectly supported more than 2,200 family members across 11 governorates. This sustained commitment underscores ALEXBANK's role in fostering inclusive economic growth while safeguarding Egypt's rich cultural identity for generations to come.

Far from being symbolic tokens, these gifts serve as a platform to celebrate Egyptian craftsmanship and elevate the voice of local artisans. Each piece tells a story: capturing the heritage behind the craft, the meticulous creation process, and the human narratives of the artisans whose skills and livelihood are sustained through this initiative.

Produced in collaboration with Rofoof Egypt – renowned for its heritage-inspired home accessories crafted from mother-of-pearl and beechwood – the gift is brought to life by the skilled hands of 29 artisans, including 20 men and 9 women. Each creation reflects technical mastery, and the dedication and pride embedded in Egypt's artisanal legacy.

This year's edition, titled "شكون" – a word that evokes stillness, serenity, and inner calm – embodies both aesthetic refinement and meaningful intervention. The design reflects ALEXBANK's renewed brand identity, featuring its iconic emerald-green palette complemented by a graceful swan motif that symbolizes tranquility and introspection. The piece is further elevated through intricate mother-of-pearl (sadaf) inlays and refined copper detailing, merging timeless craftsmanship with contemporary elegance.



Direct Number Of Beneficiaries For Selected Pillars



Education and Research

Through education and research pillar, ALEXBANK reached more than 273,000 beneficiaries, empowering students with access to quality education, improving literacy and numeracy skills, promoting digital learning, supporting people with disabilities and enhancing employability and financial literacy across Egypt

This include:

Students: school, university and technical education

People with disabilities: inclusion employability and life skills

Amputees: mobility support through prosthetics, and sports Teachers, famers, and trainers: through capacity building training Youth entrepreneurs: through innovation and competition support

273,730
Beneficiaries



Social Welfare

Under the social welfare pillar, ALEXBANK supported over 12,400 beneficiaries including children in street situation, children with disabilities, and vulnerable families through protection services, psychosocial support, food security initiatives, and inclusive arts and sports programs

12,431
Beneficiaries



Economic Development

Through its Economic Development pillar, ALEXBANK impacted nearly 2,000 beneficiaries, empowering women, artisans, nurses, and young professional, by supporting entrepreneurship, job creation, vocational training and art-based industries.

1,797
Beneficiaries



06

ENVIRONMENTAL RESPONSIBILITY

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DECARBONIZE, ADAPT, LEAD

Climate Action

Why it matters and how we manage it

Climate change introduces financial, operational and societal risks that directly influence long-term business resilience. As part of the Intesa Sanpaolo Group, ALEXBANK recognizes its responsibility to support national climate goals while aligning international sustainability expectations. The Bank's climate action framework focuses on reducing emissions from operations, improving energy efficiency and enhancing climate-related disclosures.

ISP follows internationally recognized standards, including the Greenhouse Gas Protocol, IPCC Guidelines and European Sustainability Reporting Standards and CSRD - 2022/2464/UE, ensuring accuracy and transparency in emissions reporting. By continuously assessing environmental performance and identifying reduction opportunities, we aim to strengthen climate resilience while supporting a sustainable and low-carbon future.

Performance Snapshot

5,900 tCO₂e

Total Scope 1+2+3 Emissions in 2025 (market-based)
(-17% YoY)



2,266 tCO₂e

Total Scope 1+2 Emissions in 2025 (market-based)
(-37% YoY)



14.2 kgCO₂e/m²

Scope 1+2 Emissions Intensity per area (market-based)
(-49% YoY)



100%

Electricity purchased from renewable sources
(+9%)



375.6 kgCO₂e/employee

Scope 1+2 Emissions Intensity per employee (market-based)
(-37.4% YoY)



Operational sustainability is driven by how effectively our physical assets are planned, delivered, and managed. Through the Real Estate, Facilities Management, and Projects functions, we play a critical role in developing, refurbishing, and optimizing branch networks to meet evolving business and environmental standards. By integrating ESG principles into design, construction, and operations, we actively reduce electricity and water consumption across our portfolio, delivering both financial efficiencies and measurable environmental benefits. Our initiatives focus on energy optimization, resource efficiency, and lifecycle asset management, contributing directly to cost savings, improved asset performance, and reduced carbon emissions. In parallel, we embed robust Health, Safety, and Environment (HSE) practices to ensure safe, compliant, and resilient workplaces for employees and customers. These combined efforts not only support regulatory compliance and sustainability targets, but also strengthen business continuity, enhance operational resilience, and contribute to the global effort to mitigate climate change.



Khaled El Saeed

Head of Physical Security & Logistics Department

Advancing Low-Carbon Operations

In 2025, ALEXBANK advanced its climate action roadmap by strengthening its emissions assessment process and identifying further opportunities for operational decarbonization. The Bank continued to refine its methodology, applying updated emission factors and aligning with Group guidance to ensure comprehensive and comparable results across reporting years.

Organizational Boundaries

The organizational boundary for 2025 extends to **175** branches and administrative buildings, covering **159,517** square meters and **4,200** employees, in addition to **758** ATMs nation-wide. The assessment includes Scope 1 (direct emissions from owned sources) and Scope 2 (indirect emissions from purchased electricity). Furthermore, it captures Scope 3 emissions arising from indirect operational activities, specifically targeting waste disposal, business travel, and the broader supply chain.



175

Branches



159,517 m²

Total net floor area for all the included facilities

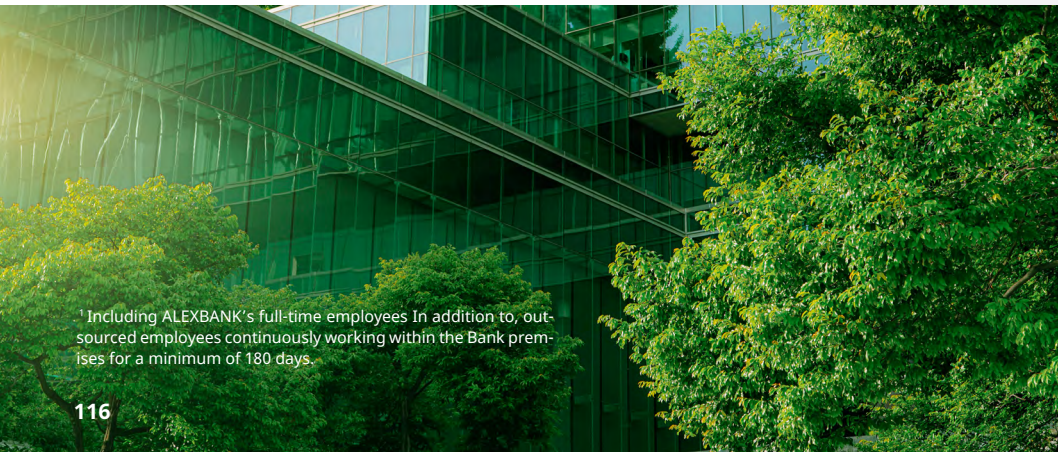
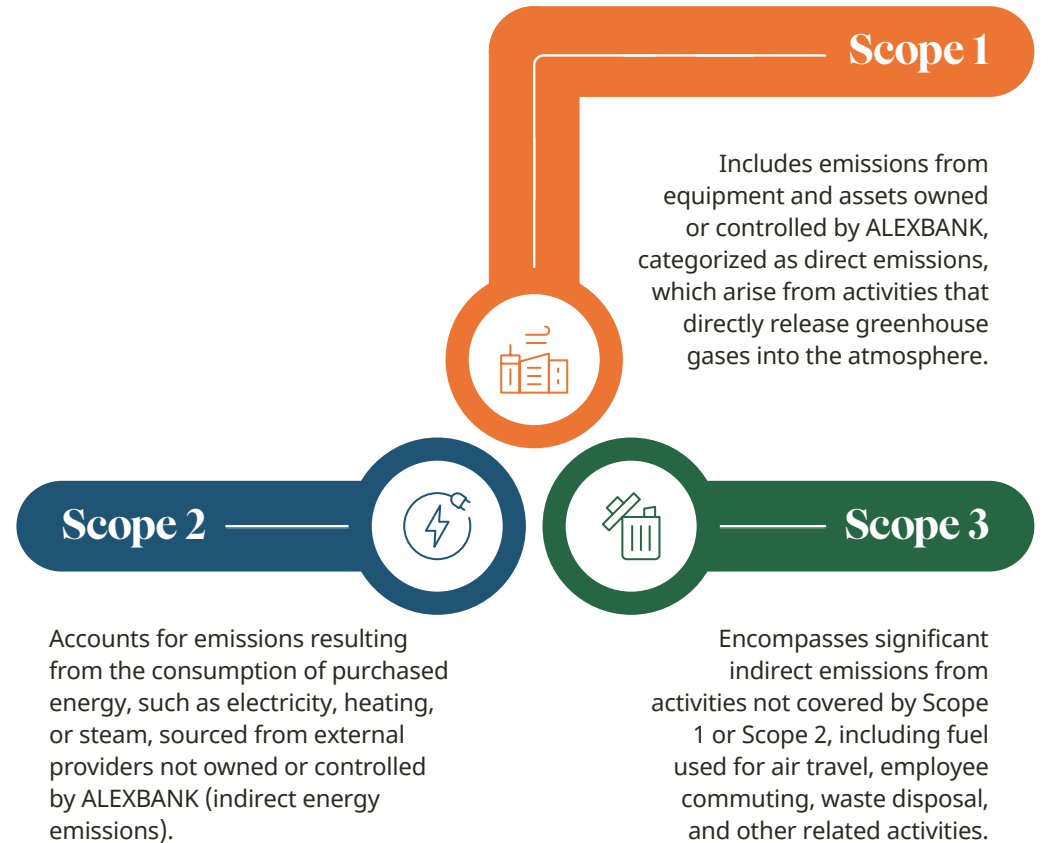


4,200

Employees¹

Operational Boundaries

The emissions are broken down into three separate categories: Scope 1, which includes emissions from equipment and assets that ALEXBANK owns or controls; Scope 2, which includes emissions from purchased energy; and Scope 3, which covers indirect emissions from other activities.

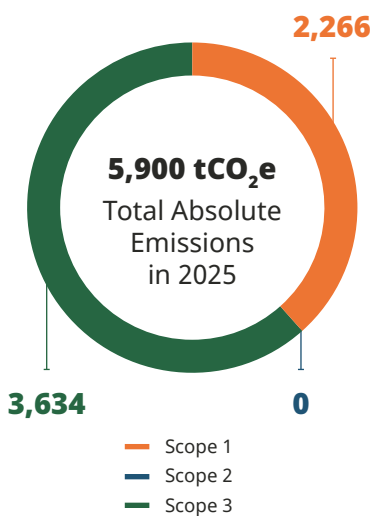


¹ Including ALEXBANK's full-time employees. In addition to, out-sourced employees continuously working within the Bank premises for a minimum of 180 days.

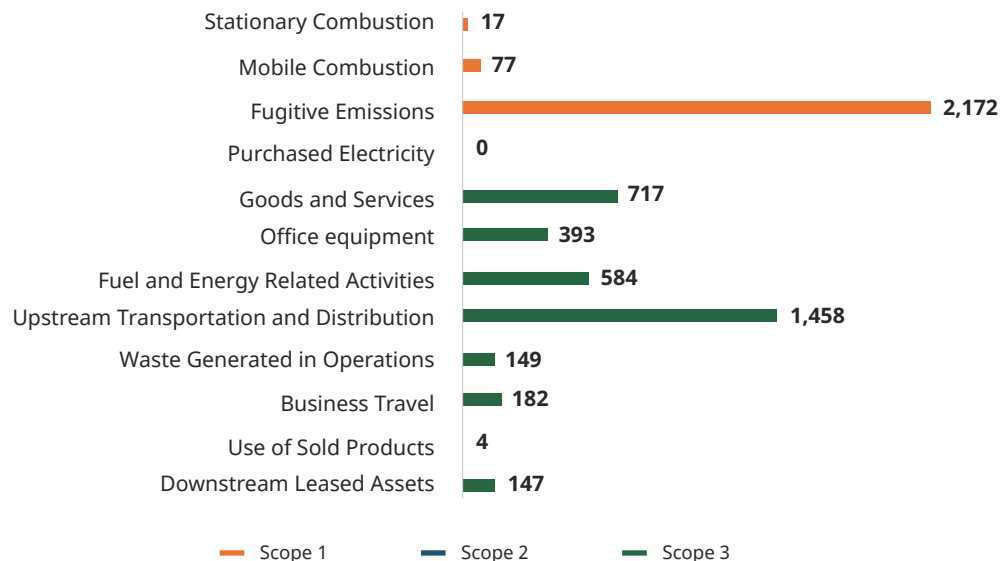
ALEXBANK Total GHG Emissions

In 2025, ALEXBANK's GHG emissions profile reflected continued progress in decarbonizing its operations. Scope 1 emissions totaled **2,266 tCO₂e**, representing a **20%** year-on-year reduction, driven by efficiency measures across direct operations. Scope 2 (market-based) emissions were reduced to zero, following the achievement of **100%** renewable electricity sourcing. Scope 3 emissions amounted to **3,634 tCO₂e**, reflecting a **5%** increase year on year, primarily linked to value-chain activities. Overall, the Bank's emissions profile highlights strong progress in operational emissions management, alongside the continued importance of engaging value-chain partners to address indirect emissions.

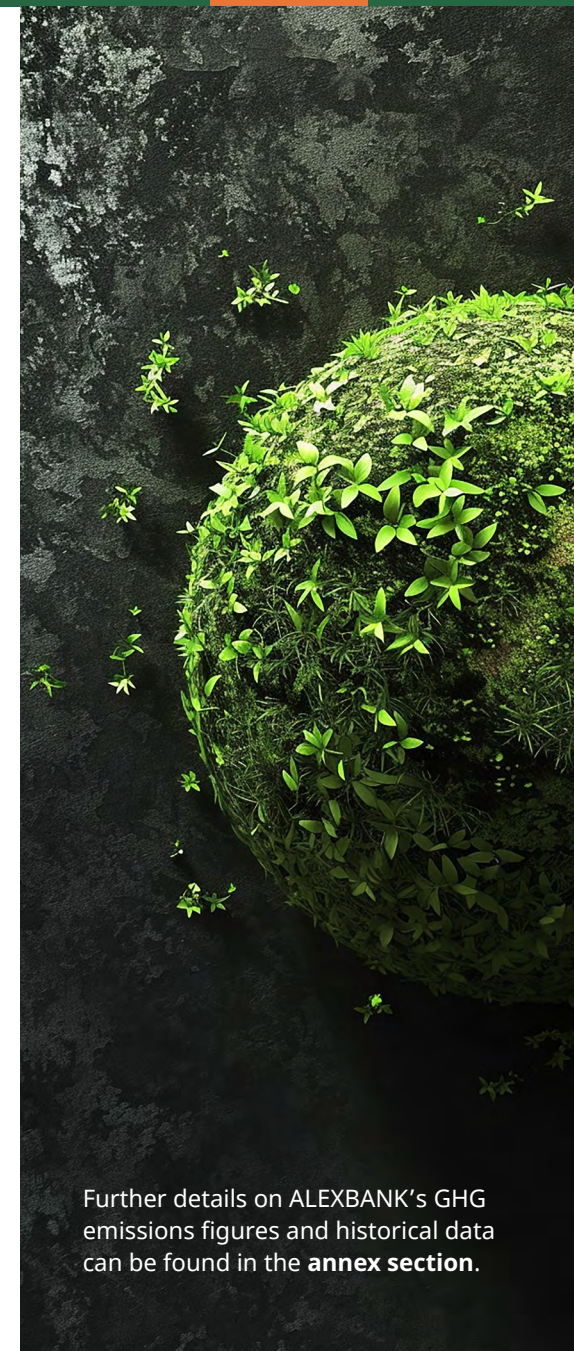
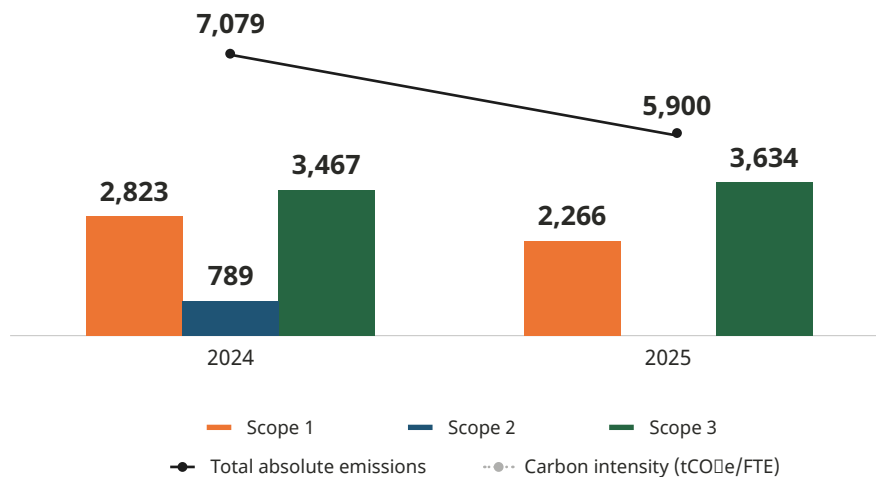
Total Absolute Emissions by Scope (market-based), 2025 (tCO₂e)



Absolute Emissions by Activity and Scope (market-based), 2025 (tCO₂e)



ALEXBANK Absolute Emissions (market-based) per Year 2024 to 2025 (tCO₂e)



Further details on ALEXBANK's GHG emissions figures and historical data can be found in the **annex section**.

ALEXBANK Own Emissions Plan (OEP) Progress in 2025

In 2025, ALEXBANK successfully achieved key commitments of its multi-year Own Emissions Plan started from 2023, delivering measurable reductions in energy consumption and advancing the Bank’s transition toward renewable energy sources. In alignment with Intesa Sanpaolo Group’s decarbonization pathway, the Bank implemented the priority projects identified for completion by 2025, achieving both efficiency and renewable energy milestones.

Own Emissions Plan – Key Levers

Renewable Energy Transition



Energy Efficiency



100% Renewable Electricity in 2025

In 2025, ALEXBANK reached a major sustainability milestone by sourcing **100%** of its electricity consumption from renewable energy, up from **91%** in 2024. This achievement reflects the Bank’s continued commitment to reducing its carbon footprint and advancing its long-term sustainability objectives. The transition was enabled through the acquisition of International Renewable Energy Certificates (I-RECs), alongside direct purchases from the New and Renewable Energy Authority (NREA).

100%



Of the electricity consumption in 2025 was from renewable energy (up from 91% in 2024)

Advancing Energy Efficiency across Operations

ALEXBANK completed two major investment phases across its branch network, replacing outdated air-conditioning systems with high-efficiency inverter air conditioners capable of reducing electricity consumption. These actions represent the Bank’s most significant operational energy-efficiency upgrade to date.

01

OEP Phase 1 Achievement

Phase 1 was successfully completed by the end of 2025, with energy efficiency upgrades delivered across all 43 targeted branches, achieving 100% of the planned scope. The replacement of 106 non-inverter air-conditioning units.

02

OEP Phase 2 Achievement

Phase 2 extended the programme to an additional 18 branches, where 167 units were scheduled for replacement. By year-end 2025, upgrades were completed across all 18 branches, representing 100% of the planned rollout.

03

OEP Phase 3 Achievement

Building on the successful completion of Phases 1 and 2, ALEXBANK will proceed with Phase 3 in 2026, further advancing the plan and driving additional efficiency improvements.

EFFICIENT OPERATIONS, LOWER FOOTPRINT

Environmental Management

Why it matters and how we manage it

Efficient resource management is essential to reducing operational costs, improving environmental performance and aligning with international sustainability expectations. Following the implementation of water and energy efficiency standards, ALEXBANK strengthened its environmental management approach by prioritizing the responsible use of energy, water and materials, while enhancing waste management practices across its facilities.

The Bank also recognizes that lasting behavioral change requires staff engagement. In 2025, several internal initiatives focused on building environmental awareness, promoting responsible consumption and encouraging employees to adopt sustainable practices in their daily work routines.

Certifications



- [ALEXBANK El Gomhoreya HQ Building – EDGE Certification](#)

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

Performance Snapshot

20,137 MWh

Total Electricity Consumption
(-5.5% YoY)



199,736 m³

Total Water Consumption
(+40% YoY)



126,746 kg

Total Quantified Non-Hazardous Generated Waste
(-26% YoY)



100%

Electricity purchased from renewable sources
(Up from 91% in 2024)



304,045 kg

Total Purchased Paper of which 100% is eco-certified
(+23%YoY)



Strengthening Responsible Operations

This year was marked by improvements in consumption monitoring, enhanced waste practices and a focus on initiatives that translate the Bank’s environmental commitments into everyday workplace behaviours.

Energy Management

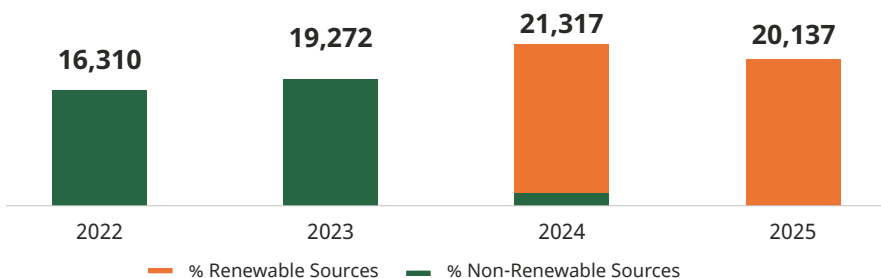
In 2025, ALEXBANK’s energy management efforts focused on reducing fossil fuel consumption and increasing reliance on renewable electricity. Total purchased electricity amounted to **20,137 MWh**, all of which was sourced from renewable energy, achieving the Own Emissions Plan objectives. Diesel consumption from backup generators declined significantly to **6,781 liters**, representing a **78% year-on-year reduction**. This reduction was further supported by the discontinuation of load shedding across Egypt throughout 2025, which significantly minimized the need to operate backup generators. In parallel, the Bank continued to improve fuel efficiency across its vehicle fleet, with **diesel consumption from bank-owned vehicles decreasing by 38% year on year** and **petrol consumption declining by 35%**, reflecting ongoing efforts to optimize transportation practices, transition toward more efficient vehicles, and strengthen overall operational energy performance.

20,137 MWh



Total purchased electricity consumption in 2025 of which **100%** was procured from renewable sources

Electricity Consumption and Renewable Energy Share (2022-2025) (MWh)



Energy Efficiency Measures

Enhancing Energy Efficiency Across ALEXBANK’s Network

In 2025, ALEXBANK continued to enhance its energy management approach by deploying efficiency-focused solutions across its buildings and branch network. As part of an ongoing initiative launched in 2019, VRV air-conditioning systems continued to be implemented, with installations completed in 8 buildings, and the ongoing replacement of non-inverter air-conditioning units with inverter systems across 61 buildings (2024–2026), a transition expected to reduce air-conditioning electricity consumption.

Energy-efficient lighting remained a priority, with replacing old fluorescent louvers with energy efficient LED light fixtures in 52 buildings. and motion sensors deployed in 10 buildings to optimize lighting use. In parallel, an electronic building management system (BMS) was introduced in one building to improve monitoring and operational control.

Fuel efficiency and responsible mobility continued to support overall energy performance. Organized employee transportation was provided in one building. Reducing commuting-related fuel use.



Water Management

ALEXBANK's water use in 2025 amounted to 199,736 m³, sourced from municipal utility networks nationwide. The Bank continues to enhance accuracy in water metering following previous upgrades, while promoting conservation through awareness materials and infrastructure improvements where feasible.

199,736 m³



Total municipal water consumption in 2025 (+40% YoY)

Improving Water Efficiency Across Operations

ALEXBANK continues to strengthen its environmental stewardship by implementing water efficiency measures across its facilities. Water-saving filters (low-pressure systems) have been installed on mixers in 21 buildings, reducing overall water consumption without compromising functionality. In addition, motion sensors have been introduced in 2 buildings to optimize water usage and prevent unnecessary waste.

Paper Consumption

In 2025, ALEXBANK continued to reduce its reliance on paper as part of its broader resource efficiency and digitalization efforts. Total purchased paper amounted to **304,045 kg**, representing a **23% year-on-year increase**, with **100% of paper procured certified as eco-friendly** reflecting the ongoing shift toward digital banking services, paperless internal processes, and responsible sourcing practices.

304,045 kg

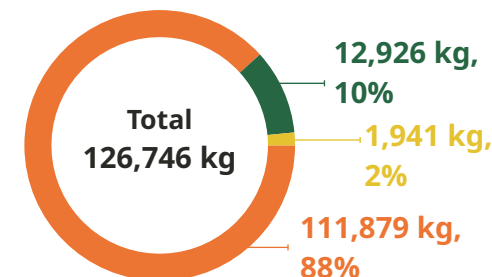


Total Purchased Paper of which **100%** is eco-certified (+23% YoY)

Waste Management

In 2025, ALEXBANK continues to refine its waste management processes by strengthening internal tracking and increasing recycling awareness among staff. Non hazardous waste volume reaches 126,746 as of 2025 categories including paper, toner cartridges and electronic materials.

Quantified Non-Hazardous Waste Generated by Type, 2025 (kg)



- Paper and Cardboard
- Cartridges, Toners, and Ribbons
- Office Equipment



Promoting Responsible Consumption and Food Waste Reduction

In 2025, ALEXBANK broadened its sustainability efforts to address food loss and waste, aligning with the Intesa Sanpaolo Group's activation for the International Day of Awareness on Food Loss and Waste. The Bank launched a targeted awareness campaign highlighting the environmental and social impacts of food waste,

emphasizing the resources embedded in food production and the contribution of organic waste to greenhouse gas emissions, while encouraging practical actions to reduce waste. This effort was complemented by a community-based awareness session delivered in partnership with the World Food Programme (WFP) in

Armna village, Aswan, engaging **40 women** in the agricultural sector on food waste valorization and circular economy practices. Internally, ALEXBANK boosted awareness through participation in a Group-wide webinar on food loss and waste in October 2025, with **48 employees** taking part (**16% of total attendance**).



Green Cloud Awareness Program

Launched in 2022, as a part of the HSE inspection framework across ALEXBANK branch network, The Green Cloud Awareness initiative was introduced to strengthen environmental practices and promote proper waste management.

Initially designed as an awareness initiative, the program has since evolved into an integral component of the annual HSE inspections process. It now serves as a structured mechanism to assess compliance and reinforce consistent application of environmental procedure and identify gaps across all ALEXBANK branches.

By maintaining this program through 2025, ALEXBANK has reinforced operational discipline, improved environmental compliance, and supported the Bank's broader sustainability objectives.

74

Branches identified for follow-up



100

Branches compliant with waste management



174

Awareness sessions conducted



348

Employees reached through the program



SUSTAINABLE CHOICES ACROSS THE CHAIN

Responsible Procurement

Why it matters and how we manage it

Sustainable procurement enables ALEX-BANK to maintain reliable operations, reduce exposure to third-party risks, and ensure ethical, secure, and environmentally responsible sourcing. The Bank manages this through structured governance, rigorous vendor due diligence, clear compliance requirements, cybersecurity safeguards, and continuous monitoring of supplier performance. Digital procurement tools, ESG assessments, and capacity-building initiatives further strengthen transparency and reinforce a responsible supply chain that supports long-term value creation.

2025 Key Policies



- Procurement Policy
- Outsourcing Policy
- Vendors and Contract Management Policy
- Green Procurement Policy

Performance Snapshot



89%

Local Suppliers
(-1.1% YoY)



Sustainable Procurement

Sustainable procurement at ALEXBANK is grounded in transparency, efficiency, and responsible sourcing practices aligned with ISP standards and CBE regulations. Guided by the Green Procurement Policy and the Egyptian National Climate Change Strategy 2050, the Bank prioritizes environmental stewardship through energy efficiency and circular practices. The Bank's approach ensures that procurement processes minimize risk, reinforce ethical conduct, and support operational continuity through a resilient and well-governed supply chain.

ALEXBANK applies governance measures to ensure that all suppliers meet stringent legal, ethical, security, and performance standards. Vendor registration is conducted through the Group's Portale Fornitore platform, enabling structured due diligence and verification processes. All suppliers are required to confirm compliance with anti-corruption, legal, and cyber-security requirements,

including the signing of Annex D for the Bank's cybersecurity framework. Vendor performance is monitored through quarterly evaluations with business owners, while outsourcing activities are fully assessed through the digital Outsourcing Portal, ensuring alignment with regulatory requirements. ESG considerations are embedded into supplier onboarding, with **77% of vendors having completed ESG assessments in 2025**. These measures contribute to a resilient and transparent supply chain that supports responsible operations and ongoing improvements in sustainability performance.

77%

Of vendors have undergone ESG assessments in 2025



Reducing Supply Chain Emissions through Sustainable Aviation Fuel (SAF)

As part of its commitment to responsible procurement and climate action, ALEXBANK collaborated with DHL's GoGreen Plus solution to reduce emissions associated with air freight and express shipments.



Through this initiative, the Bank supports the use of Sustainable Aviation Fuel (SAF), a greener alternative to traditional jet fuel derived from more environmentally friendly feedstocks such as waste cooking oil and agricultural residues. SAF is blended with conventional aviation fuel and supplied to aircrafts, enabling a significant reduction in lifecycle emissions.

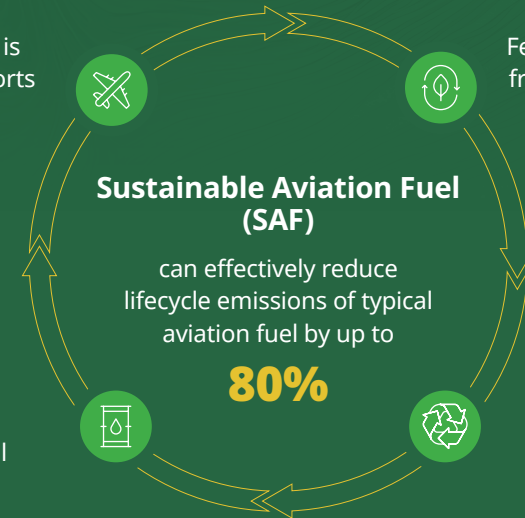
Aircrafts operating on SAF can emit up to 80% less CO₂ over their lifecycle compared to those using conventional kerosene. By opting for this insetting solution, ALEXBANK contributes directly to emissions reductions within its own value chain rather than relying on external carbon offsetting mechanisms. Unlike offsetting, which compensates for emissions elsewhere, in setting ensures measurable reductions within the supply chain, strengthening the credibility of Scope 3 emissions management.

04

The blended fuel is delivered to airports and into planes

01

Feedstock is collected from multiple sources e.g. cooking oil, agricultural waste



03

The SAF is then blended with traditional jet fuel

02

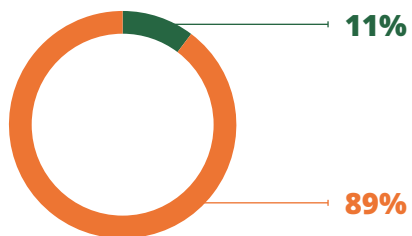
Feedstock then converted into Sustainable Aviation Fuel (SAF)

Local Sourcing

ALEXBANK maintains a predominantly local supplier base, reinforcing its commitment to supporting the Egyptian economy and strengthening regional resilience. In 2025, the Bank engaged 68 suppliers, of which 61 (89%) were local, including 61 Tier 1 suppliers and 7 Tier 2 suppliers, demonstrating a strong preference for locally sourced goods and services across non-core operational needs. This localized supply chain is complemented by the Bank's investment in capacity building within procurement roles, more than half of the procurement workforce are women, including several in leadership positions, and team members have advanced their capabilities through CIPS certifications and participation in the ALEXBANK Community Ship Program.

89%

Tier 1 Suppliers



— Tier 1 Suppliers
— Tier 2 Suppliers

Digital Transformation of Procurement Processes

ALEXBANK has advanced the efficiency, governance, and transparency of its procurement operations through an integrated digital ecosystem. Automation, workflow enhancements, and centralized tools, complemented by weekly Power BI dashboards, have strengthened operational control, accelerated approval cycles, and reduced paper-based processes. These advancements ensure a more agile, compliant, and streamlined procurement cycle aligned with ISP standards.

Procurement Hub Automation

Automated all correspondence and approval cycles with ISP's international procurement team, enhancing traceability and reducing processing time.



Vendor Registration on Portale Fornitori

Centralized supplier registration on the Group's platform, ensuring uniform due diligence and a consistent assessment methodology.



Outsourcing Portal Implementation

Digitized the full outsourcing cycle, enabling structured assessments from all relevant stakeholders; recognized as the best transformation across ISP's IBD parameters



Digital Archiving of Contracts

Transitioned all contracts to the digital archiving platform, ensuring secure storage, easy retrieval, and improved audit readiness.



Automated LG (Letters of Guarantee) Solution

Introduced an automated LG workflow through Oracle, reducing manual follow-up and enhancing risk controls.



Procurement Performance Dashboard

Weekly Power BI dashboards provide real-time insights on procurement operations and performance metrics.



Launching Sourcing & Service Procurement Modules on Oracle

Enhanced procurement governance and efficiency through integrated sourcing, contracting, and service procurement workflows.





07

ESG ANNEXES

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LIST OF ABBREVIATIONS

ADI	Authorized Deposit-taking Institution
AI	Artificial Intelligence
ALM	Asset & Liability Management
AML	Anti Money Laundering
APRA	Australian Prudential Regulation Authority
ATM	Automated Teller Machine
Bn	Billion
BoD	Board of Directors
CASA	current and savings accounts
CBE	Central Bank of Egypt
CE	Circular Economy
CEO	Chief Executive Officer
CFO	Chief Financial Officer
CFPA	Female Prisoners' Care Association
CRM	Customer Relationship Management
CRO	Chief Risk Officer
DCC	Dynamic Currency Conversion
EBRD	European Bank for Reconstruction and Development
ECA	Environmental and Climate Assessment
ECB	European Central Bank
EGES	Egyptian Gender Equity Seal
EGX	Egyptian Exchange
EIB	European Investment Bank

EMM	Ebda3 Men Masr
ENR	Ending Net Realizable
ERM	Enterprise Risk Management
ESG	Environmental, Social, and Governance
EU	European Union
FCY	Foreign Currency
FEB	Federation of Egyptian Banks
ISSB	International Sustainability Standards Board
IT	Information Technology
FI	Financial Inclusion
FRA	Financial Regulatory Authority
FTE	Full-Time Employees
FX	Foreign Exchange
FY	Financial Year
GAR	Green Asset Ratio
GEEF	Green Economy Financing Facility
GHG	Greenhouse Gas
GIZ	Deutsche Gesellschaft für Internationale Zusammenarbeit
GRI	Global Reporting Initiative
HQ	Headquarters
HR	Human Resources
HSE	Health, Safety and Environment
IBD	International Banks Division

ICAAP	Internal Capital Adequacy Assessment Process
IFRS	International Financial Reporting Standards
ISP	Intesa Sanpaolo
KPI	Key Performance Indicator
KRI	Key Risk Indicators
MD	Managing Director
MTL	Medium-Term Loan
MMCG	Money Market Contact Group
Mn	Million
MSME	Micro, Small & Medium Enterprises
MST	Most Significant Transactions
MW	Megawatt
NACE	Nomenclature statistique des Activités économiques dans la Communauté Européenne
NPS	Net Promoter Score
NCW	National Council for Women
NGFS	Network for Greening the Financial Sector
NTB	New-to-Bank
NZAMI	Net Zero Asset Managers Initiative
NZBA	Net-Zero Banking Alliance
NZIA	Net-Zero Insurance Alliance
NZOA	Net-Zero Asset Owner Alliance
OTP	One Time Passcode
OTP	One-Time Password
OWAP	The Opportunities for Women in Agribusiness project
PCI DSS	Payment Card Industry Data Security Standard
POG	Product Governance

PRB	Principles for Responsible Banking
PV	Photovoltaic
PwD	People with Disabilities
QHSSE	Quality, Health, Safety, Security, Environment
RFR	Risk-Free Rate
ROAA	Return on Average Assets
ROAE	Return on Average Equity
SASB	Sustainability Accounting Standards Board
SBTi	Science-Based Targets Initiative
SDGs	Sustainable Development Goals
SLA	Service-Level Agreement
SME	Small and Medium-Sized Enterprise
SOP	Standard Operating Procedures
TCFD	Task Force on Climate-Related Financial Disclosures
UNEP-FI	United Nations Environment – Finance Initiative
UN	United Nations
UNB	Union National Bank
UNGC	United Nations Global Compact
USD	United States Dollar
VPN	Virtual Private Network
VR	Virtual Reality
VRV	Variable Refrigerant Volume
WFP	World Food Program
YOY	Year-on-Year

CBE SUSTAINABLE FINANCING ACTIVITIES DEFINITIONS

CBE Social Pillars

Pillar	Definition
Health	The Bank shall only include in this pillar, the projects that belong to the health sector establishments such as hospitals, clinics (excluding cosmetic clinics), laboratories, radiology and analysis centers, etc. Or institutions that serve that sector, such as institutions that manufacture medical devices and equipment, and prosthetic devices, except merchants. In the case of financing suppliers, only those who supply products specifically related to the health sector, such as medical devices and equipment, medicines and medical supplies, are included in this pillar, but suppliers of adaptations, for example, who work with other sectors, even in the case of supplying to hospitals are not included in this pillar.
Education	The Bank shall only include in this pillar, the projects that support the education system and increase its efficiency, such as schools, universities, institutes, teacher development institutions, and institutions that serve this sector, such as companies that supply school supplies and school tools. In case of financing contractors, only those who do direct work such as developing a school are included.
Digital Services & Communications	The Bank shall only include in this pillar, the technological projects and applications that support the goals of sustainable development and financial inclusion, such as electronic wallets and digital agriculture applications that rely on information and communication technology and ecosystem data to support farmers' activities and projects to expand communication networks to remote and rural areas. This pillar does not include commercial activities, the manufacture of electronic devices, or development of electronic applications that do not generate environmental or social impacts.
Infrastructure Projects	The Bank shall include in this pillar, the projects for the development of roads, water, electricity and sanitation networks, especially in rural areas, and the development of roads, utilities and facilities to suit the needs of people of determination.
Handicraft	The Bank shall include in this pillar, the projects of handicraft projects such as embroidery, glass products, stone crafts, pottery and ceramics, woodwork, carpets and hand rug kilims, jewellery industries, candle making, etc.

CBE Environmental Pillars

Pillar	Definition
Clean and renewable energy	The Bank shall include in the pillar of clean and renewable energy sector projects financed by the Bank, such as solar and wind power plants, clean energy projects, such as green hydrogen production, or projects for the manufacture of tools used in extracting this type of energy. In addition to financing projects of other sectors related to this type of energy. For example, financing the installation of solar panels on roofs, or relying on renewable energy sources in the financed production lines. This dimension also includes financing projects supporting the sector, such as manufacturing equipment for solar panels or wind turbines, or manufacturing products powered by renewable or clean energy such as chargers, control and lighting devices, and others.
Energy efficiency	The Bank shall include within the pillar of energy efficiency, the projects that aim to reduce energy consumption and improve its efficiency, such as projects aiming at improving the efficiency of electrical networks, reducing losses, and implementing cogeneration projects (the generation of combined heat and power, which is a technology depending on the simultaneous generation of electricity and heat, to be distributed to the surrounding factories or homes. It is one of the means of preserving the environment as it exploits a greater amount of generated energy compared to traditional plants that use electricity only). This is in addition to financing projects for the development of smart networks that use communication technologies to collect information from the perspective of consumption, generation and transmission of electricity, and then modify the development of the network based on this information. The energy efficiency pillar also includes financing production lines that aim to reduce energy and electricity consumption, as well as financing production lines for manufacturing high-efficiency electrical appliances labelled with energy efficiency or financing the manufacture or purchase of energy-saving lighting.
Sustainable infrastructure	The Bank only has to include in the pillar of sustainable infrastructure, the projects of infrastructure projects with an environmental dimension such as the construction of environmentally friendly road networks (by relying on sustainable building materials or on clean energy in the machines used, etc.) or developing them to be less environmentally harmful (energy saving, water waste reduction, etc.) It does not include infrastructure projects in general, which are included in social projects. Sustainable infrastructure projects include, for example, the establishment of sewage plants and sewage treatment to prevent pollution and the development of the efficient road lighting networks by relying on renewable energy or energy-saving lighting. This is in addition to extending the life of existing assets by improving their maintenance and renovation and taking into account the future climatic conditions when building roads, bridges, industrial facilities and developing the environmentally affected urban areas.
Sustainable construction	The pillar of sustainable construction includes projects of constructing buildings that are designed to reduce the consumption of energy, materials and resources while reducing the impacts of construction and use on the environment. Those projects are based on using clean building materials and also include modifying existing buildings to be environmentally friendly as well as green buildings approved by one of the international certification frameworks such as LEED and EDGE, and tourism projects sustainable.
Waste management (reuse and recycling)	The pillar of waste management includes reuse and recycling projects, financing machines used in recycling operations, production lines that manage their waste, and waste treatment and reuse projects such as processing and treating non-metallic waste and converting it to primary raw materials, processing plastic of all kinds to produce secondary raw material. This is in addition to processing plastic and rubber waste to be converted into granules as well as crushing, cleaning, and classifying glass and manufacturing of intermediate goods whose input consists of waste. This pillar includes also companies whose activity is based on waste recycling.

CBE Environmental Pillars

Pillar	Definition
Water	The Bank shall include only in the pillar of water, the water projects with an environmental dimension aiming at preserving and treating water, removing chemical and biological pollutants from it, as well as protecting freshwater ecosystems. This pillar does not include providing water for public use. Environmental water projects include, for example, projects aiming to improve water efficiency and quality, treat wastewater and sewer networks, desalinate sea water or groundwater to produce fresh water, collect and purify water, and purify waterways.
Sustainable Transportation	The sustainable transportation dimension includes financing transportation projects that depend partially or completely on clean energy and reduce dependence on fossil fuels such as metro / electric trains and electric cars, hybrid transportation (hybrid transportation combines a conventional fuel engine with an electric motor, which leads to burning less fuel).
Green products and materials	The Bank shall include in the pillar green products and materials the projects that manufacture green products and materials which are less harmful to the environment than other products that serve the same purpose, and products whose manufacture, disposal and other steps in their life cycle are less harmful to the environment. This is in addition to projects that use these products as raw materials, as well as sustainable packaging lines. Green products and materials include, for example, organic products, eco-labelled products, and biodegradable products.
Adaptation	The adaptation pillar includes projects to adapt to climate change to mitigate or avoid its damage, such as projects to build sea walls to avoid damage from sea level rise, projects to confront coastal erosion, projects to raise the efficiency of infrastructure to withstand potential climate changes, and projects aimed at reducing water use and recycling it due to drought. As well as financing companies that that work for shift from traditional practices that cause emissions to more sustainable ones.
Climate-smart agriculture (CSA)	The Bank shall only include in this pillar, the projects that rely on climate-smart agriculture methods and mechanisms aiming to reduce agricultural sector emissions and waste of resources by changing the sector's conventional practices to include reliance on ecosystem services to support production, adaptation, and climate change mitigation and rationalize resource consumption other than the agriculture projects in general. The CSA pillar includes adaptive crops cultivation projects, those that rely on modern sustainable irrigation methods reducing water waste such as sprinkler or drip irrigation. These methods will lead to improved pest, water and nutrient management, degraded land rehabilitation projects and also improve use of water and nitrogen fertilizer as well as fertilization management.
Environment Protection	The Bank shall include in this pillar, the projects aimed at reducing pollution, protecting natural areas, and modifying the operations of companies and factories to reduce their emissions, such as projects to reduce and eliminate the causes of pollution in industrial sites and facilities, projects that rely on the use of chemical and mechanical means to remove pollution from soil and groundwater, projects to protect beaches and seas, and projects to clean oil slicks or other causes of pollution generated on land and in sea water.

STATEMENT OF ASSURANCE

Introduction and Objectives of the Engagement

Masader Environmental & Energy Services S.A.E (the 'Assurance Provider') has been engaged by International Diagnostics Holdings (ALEXBANK) (the 'Reporting Organization') to provide Moderate Assurance Type 1 (the 'Assurance') regarding adherence to the AA1000AS v3 (2020) over the ALEXBANK's 2025 Sustainability Report (the 'Report').

Scope, Subject Matter and Limitations

The subject matter of the Report is the Reporting Organization ESG performance data and information for the year ended 31 December 2025. The scope of assurance is limited to a review of the Selected Information listed below:

- ALEXBANK's ESG Management
- Stakeholder Engagement
- Materiality Assessment

The assurance process was subject to the following limitations and exclusions.

- Verifying the data or information provided by ALEXBANK stated in the Introduction & Strategic Overview section, ALEXBANK's Chairperson, MD and CEO Letter.
- Appropriateness of definitions and any internal reporting criteria adopted by ALEXBANK for its disclosures.
- Appropriateness of any new commitments and objectives established and communicated by ALEXBANK.
- Content of external websites or documents linked from the Report and ALEXBANK.

We have not been engaged to:

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

Intended Users

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

Reporting Criteria

The selected information has been prepared in accordance with the GRI Sustainability Reporting Standards, and the Sustainability Accounting Standards Board (SASB) Standards, in accordance with CBE instructions regarding sustainability reporting criteria & reporting time-frame addition to the Task Force on Climate-related Financial Disclosures (TCFD) recommendations, and the UN Global Compact (UNGC) Principles.

Responsibilities of the Reporting Organization

The provision of the Selected Information in the Report is the sole responsibility of the Management of ALEXBANK. The Reporting Organization is responsible for preparing the Report in line with the reporting criteria and in accordance with the GRI 2021 Universal Standards and for calculating the selected KPIs in accordance with ALEXBANK's "Basis of Reporting".

Responsibilities of the Assurance Provider

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

- Provide Moderate Level (Type 1) assurance as per AA1000AS v3 over the accuracy, reliability and objectivity of the information contained within the Report;
- Form an independent conclusion based on the procedures performed and evidence obtained.

Methodology

To form our conclusion, we undertook the following procedures:

- Interviewed management and other persons responsible for the Reporting Organization's ESG performance to assess the application of the GRI 2021 Universal Standards in the preparation of the Report;
- Analyzed and assessed the key structures, processes, procedures and controls relating to the preparation of the Report;
- Evaluated whether the management approach for the material topics presented in the Report is consistent with the overall sustainability management and performance at ALEXBANK;
- Assessed the completeness and accuracy of the GRI, SASB, TCFD, and UNGC content indexes concerning the disclosures and their omissions;
- Interviewed management and data owners regarding the process of identification, data collection, consolidation and reporting for the selected KPIs;
- Reviewed and evaluated ALEXBANK's GHG Metrics for the selected KPIs against the actual calculation performed to support the figures disclosed in the Report;
- Reviewed the selected KPIs to ALEXBANK's internal calculations and supporting documentation;
- Compared the content of the Report against the findings of the outlined procedures.

Statement of Independence and Impartiality

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

Statement of Competence

Masader Environmental & Energy Services S.A.E is an AA1000AS v3- Licensed Assurance Provider as per the license agreement (ID: 000-882) with Accountability AA1000 CIC.

The assurance team has extensive experience in the assurance of ESG data, systems, and procedures.



Recommendations

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

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

Conclusion

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

Inclusivity	The Reporting Organization has provided evidence of the inclusivity regarding its stakeholder relations, including understanding and representation of stakeholder interests in the Report.
Materiality	The Reporting Organization has described its material topics and the materiality assessment process. Based on the conducted engagement, we believe the material topics accurately reflect the Reporting Organization’s ESG impacts and disclosures. The disclosures presented in the Report have been organized to present performance on each material topic. The Report would benefit from a more straightforward representation of the connection between the Reporting Organization’s targets and reported disclosures.
Responsiveness	The obtained evidence has been sufficient to conclude that the Reporting Organization is responsive to the issues raised by its stakeholder groups by collecting regular feedback via tailored communication channels and appropriate procedures to handle grievances, feedback, and other types of stakeholder inputs.
Impact	The Reporting Organization has provided evidence of the applied procedures and systems to monitor and measure its impacts on the environment and actions to ensure accountability for those impacts.

Based on the procedures performed and the evidence obtained, as described above, nothing has come to our attention that causes us to believe that the Selected Information of the Report of ALEXBANK for the year ended 31 December 2025 has not been prepared, in all material respects, in accordance with the standards, frameworks, and principles indicated in the ‘Reporting Criteria’ section above.

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

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

Dr. Abdelhamid Beshara,



Founder and Chief Executive Officer

Masader, Environmental & Energy Services (S.A.E)

Cairo, May 14, 2026



2025 GHG EMISSIONS ASSESSMENT DETAILS

The following section outlines ALEXBANK's GHG emissions assessment methodology and the scope definitions, including the activities covered under each scope. Detailed quantitative results for the current reporting period, along with historical emissions data, are presented in the annex.

Scope 1 Direct Emissions

Emissions from sources that are owned or controlled by ALEXBANK. Scope 1 included the following activities:

Stationary Combustion Activities

Diesel fuel consumed by backup generators



6,781 Liters

Associated Emissions



17 tCO₂e

Emissions associated with stationary combustion activities includes those produced as a result of direct combustion of diesel fuel on-site. ALEXBANK's facilities rely on diesel-fueled generators during power outages. Throughout the 2025 reporting period, ALEXBANK consumed 6,781 liters of diesel, resulting in 17 tCO₂e of direct emissions.

Mobile Combustion

Diesel consumed by vehicles owned or operated by ALEXBANK



15,440.81 Liters

(-38% YoY)

Associated Emissions



77 tCO₂e

Gasoline consumed by vehicles owned or operated by ALEXBANK



14,531.61 Liters

(-35% YoY)

Scope 1 direct emissions include the emissions associated with business travel using vehicles owned or operated by ALEXBANK. ALEXBANK operates a total of 17 cars: 11 owned & 6 rented & operated by ALEXBANK. These vehicles consumed 14,531.61 liters of gasoline & 15,440.81 liters of diesel in 2025. The vehicles are primarily used to transport employees to and from their various locations of employment and as mobile banks. The emissions estimated from the fuel combustion of the vehicles operated by ALEXBANK are **77 tCO₂e**.

Fugitive Emissions

Total Fugitive Emissions

2,172 tCO₂e

(17% reduction compared to 2024)



Scope 1 emissions included accounting for emissions resulting from refrigerant leakage. ALEXBANK's facilities utilized HFC-R410a and HFC-R22 refrigerants, constituting the largest portion of the Bank's 2025 Scope 1 emissions, at 96%. However, a notable 17% reduction in total fugitive emissions compared to the previous year was achieved due to the replacement of old air conditioning units with more efficient types employing inverter technology.

Scope 2 Indirect Emissions

Amount of Purchased Electricity

20,137 MWh



Purchased Electricity Emissions (location-based)*

8,598 tCO₂e



Purchased Electricity Emissions (market-based)

0 tCO₂e



ALEXBANK's scope 2 emissions include those associated with the purchase of electricity, and in 2025, those emissions reflected the Bank's full transition to renewable electricity. Total purchased electricity amounted to 20,137 MWh, all of which was sourced from renewable energy. As a result, market-based Scope 2 emissions were reduced to zero (0 tCO₂e). Renewable electricity was procured through a combination of bundled contractual instruments issued directly by energy suppliers and unbundled contractual instruments purchased through third-party providers. On a location-based basis, purchased electricity emissions amounted to 8,598 tCO₂e, reflecting the average emissions intensity of the national grid.

Scope 3 Other Indirect Emissions

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

Category 1 Goods and Services

1

Total Emissions – paper, water and toner

717 tCO₂e*

(+100% compared to 2024)



In 2025, emissions from **Purchased Goods and Services** totaled **717 tCO₂e**, reflecting an **100% increase** compared to 2024. This category primarily covers emissions associated with **paper consumption, toner consumption and water use** across ALEXBANK's operations. During the year, the Bank procured **304,045 kg of paper**, all of which was **certified as ecological**, and recorded **199,736 m³ of municipal water withdrawals, toner consumption equal to 21,543 kg**, representing a year-on-year increase in water consumption. While the rise in emissions was largely driven by higher water use, ALEXBANK continued to mitigate paper-related impacts through responsible sourcing and the ongoing expansion of digital banking and paperless practices.

Category 2 Office Equipment

2

Total Emissions – Office Equipment

393 tCO₂e

(+28.7% compared to 2024)



Capital goods emissions relate to the purchase of office equipment, resulting in emissions of **393 tCO₂e**.

Category 3 Fuel and Energy-Related Activities

3

Emissions associated with fuel and energy-related activities

584 tCO₂e

(-59% compared to 2024)



This category includes upstream emissions from the production of fuels and electricity not already accounted for in Scope 1 and Scope 2. In 2025, emissions decreased significantly to 584 tCO₂e, representing a 59% reduction compared to 1,427 tCO₂e in 2024, driven mainly by reduced fuel consumption and improvements in energy efficiency.

* The increase is driven from the inclusion of water and toner consumption in this emission category for the first time

Category 4

Upstream Transportation and Distribution

Emissions associated with upstream transportation and distribution activities

1,458 tCO₂e

(+32.4% compared to 2024)



This category captures emissions from upstream logistics and transportation of goods and services purchased by the Bank. In 2025, emissions totaled **1,458 tCO₂e**.

Category 5

Waste Generated in Operations

Emissions associated with waste generated from operations

149 tCO₂e

Emissions under this category arise from the treatment and disposal of non-hazardous and hazardous waste generated by Bank operations. In 2025, emissions increased to **149 tCO₂e**, compared to 24 tCO₂e in 2024, reflecting a significant year-on-year increase, largely due to changes in waste composition and disposal pathways.



Category 6

Business Travel¹

Total Emissions associated with Business Travel

182 tCO₂e

(-27% compared to 2024)



Business travel emissions include air travel, travel by vehicles, and rail travel undertaken for business purposes. In 2025, emissions decreased to **182 tCO₂e**, representing a **27%** reduction compared to **249 tCO₂e** in 2024, reflecting improved travel efficiency and greater reliance on digital engagement.

Category 11

Use of Sold Products

Emissions associated with the use of sold products (internet banking)

4.13 tCO₂e

(+29% compared to 2024)



This category captures emissions associated with the **use of digital banking services**, including payments and transactions conducted through mobile and internet banking channels. In **2025**, emissions reached **4.13 tCO₂e**, representing a **29% increase** compared to **3.21 tCO₂e in 2024**, in line with increased customer adoption and usage of digital banking services.

Category 13

Downstream Leased Assets

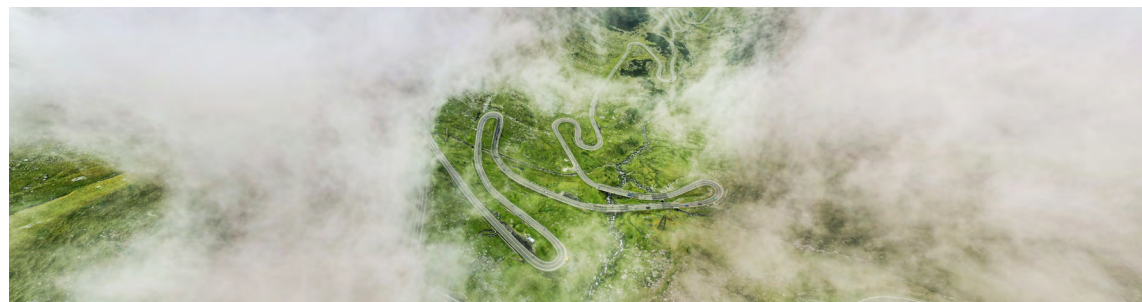
Emissions associated with downstream leased assets

147 tCO₂e

(New category accounted for in 2025 at Local Bank Level)



Downstream leased assets include emissions from assets owned by ALEXBANK and leased to third parties. In **2025**, emissions totaled **147 tCO₂e**. This category was newly reported, and no comparative data for 2024 is available.



¹ Total energy consumed outside the organization constitutes fuel consumption as a result of business travel (including train commuting, air travel and commuting by rented vehicles not operated by ALEXBANK).

ESG METRICS

Environmental

Energy, Water, Materials, and Waste		Unit	2022	2023	2024	2025	YoY
Energy Consumption	Total Energy Consumption²	MWh	16,937	20,180	22,085	21,797	-1%
	Purchased electricity	kWh	16,309,768	19,271,501	21,317,450	20,137,000 ³	-5.5%
	Diesel by generators	Liters	9,406	24,942	31,556	6,781	-78%
	Diesel by owned/operated vehicles	Liters	28,312	31,296	24,982	15,440.81	-38%
	Gasoline by owned/operated vehicles	Liters	27,349	37,830	22,288	14,531.61	-35%
	Percentage of electricity from renewable sources	%	0	0	91%	100%	+9.9%
Water	Municipal water withdrawals	m3	128,100	173,378	142,356	199,736	+40%
Materials	Purchased paper	kg	363,622	310,271	247,629	304,045	+23%
	Paper without any certifications	kg	0	0	0	0	-
	Certified ecological purchased paper	kg	350,347	310,271	247,629	304,045	23%
	100% recycled-certified purchased paper	kg	13,275	0	0	0	0%
	Quantities of traditional toners used	kg	8,952	23,715	16,511 ⁴	21,543	+30.5%
Waste	Total quantified non-hazardous waste	kg	150,074	112,779	170,903	126,746	-26%
	Non-hazardous waste (paper and cardboard)	kg	145,659	94,709	140,672	111,879	-20%
	Non-hazardous waste (cartridges, ribbons and film)	kg	-	14,229	7,566	12,926	71%
	Non-hazardous waste (office equipment)	kg	4,415	3,841	22,665	1,941	-91%
	Total hazardous waste	kg	462	338	2,084	30 ⁵	-98%
	Total recycled paper	tons	145.7	94.7	140.7	111.9	-20%

² Includes all purchased electricity consumption, and non-renewable fuel consumption. Fuel to energy conversion factors have been used.

³ This figure has been updated from the value presented in ISP's Consolidated Sustainability Statement, as the earlier disclosure was based on an estimate that has been refined.

⁴ This figure has been updated as the earlier disclosure has been refined.

⁵ The lower waste quantity reported in 2025 compared to 2024 reflects that some waste streams were still undergoing technical assessment by year-end to determine whether items could be reused or disposed of. Accordingly, only waste that had completed the classification process was included in the disclosed 2025 total.

GHG Emissions		Unit	2022	2023	2024	2025	YoY
Scope 1 (Direct)	Stationary Combustion	tCO ₂ e	23	61	78	17	-78%
	Mobile Combustion	tCO ₂ e	144	174	121	77	-36%
	Fugitive Emissions	tCO ₂ e	8,232	2,891	2,624	2,172	-17%
	Total	tCO₂e	8,399	3,126	2,823	2,266	-20%
Scope 2 (Indirect)	Total (market-based)	tCO₂e	6,247	7,747	789.28	0	-
	Total (location-based)	tCO₂e	6,247	7,747	8,633.57	8,598	-0.4%
Scope 1+2	Total (market-based)	tCO₂e	14,645.19	10,873	3,612.28	2,266	-37%
	Total (location-based)	tCO₂e	14,645.19	10,873	11,456.30	10,864	-5.7%
Scope 3 (Other Indirect)	Goods and services ⁶	tCO ₂ e	341.15	315.55	357.82	717	100%
	Office equipment	tCO ₂ e	525.02	237.90	305.42	393	28.7%
	Fuel and energy-related activities (not included in scope 1 and 2)	tCO ₂ e	3,613	4,264	1,426.69	584	-59%
	Upstream transportation & distribution ⁷	tCO ₂ e	615	683	1,100.88	1,458	32.4%
	Waste generated in operations	tCO ₂ e	4	9	23.64	149	530%
	Business travel	tCO ₂ e	244	222	248.89	182	-27%
	Use of sold products		-	22	3.21	4.13	29%
	Downstream leased assets	tCO ₂ e	-	-	-	147	-
	Total	tCO₂e	5,342	5,754	3,467	3,634	5%
Scope (1+2+3)	Total (location-based)	tCO₂e	19,988	16,627	14,923.12⁸	14,498	-2.7%
	Total (market-based)	tCO₂e	19,987	16,627	7,079	5,900	-17%
Carbon Intensity	Scope 1+2 per employee (market-based)	kgCO ₂ e/employee	2,425	1,909	600 ⁹	375.6	-37.4%
	Scope 1+2 per unit area (market-based)	kgCO ₂ e/m ²	96	79	27.82	14.2	-49%

⁶ In 2025, 'Purchased Goods and Services' was split into 'Goods and Services' and 'Office Equipment'; reflects an improvement in data classification and does not represent a change in overall emissions.

⁷ The emission figures for 2022–2024 have been reclassified under this category, as they were previously incorrectly reported under the downstream transportation category in earlier reports.

⁸ This figure has been updated as the earlier disclosure has been refined.

⁹ The 2024 carbon intensity per employee figure was recalculated as the value reported in the previous report was miscalculated and not determined in accordance with ISP's methodology. The revised figure reflects alignment with the correct methodology.

Social

Employees Profile		2022	2023	2024	2025
Employees	Total Employees¹⁰	4,330	4,380	4,400	4,200
	Male	3,085	3,026	2,950	2,703
	Female	1,245	1,354	1,450	1,497
	%Female	29%	31%	32.95%	35.6%
	Permanent (Indefinite term)	3,043	2,921	2,847	2,423
	Male	2,288	2,154	2,051	1,672
	Female	755	767	796	751
	Temporary (Fixed Term)	1,287	1,459	1,553	1,777
	Male	797	872	899	1,031
	Female	490	587	654	746
	Full-time	4,330	4,380	4,400	4,200
	Male	3,085	3,026	2,950	2,703
	Female	1,245	1,354	1,450	1,497
	Employees with Disability	124	155	157	169
	Male	104	114	116	105
	Female	20	41	41	64

Employees Profile		2022	2023	2024	2025
Workers who are not Employees	Total	2,174	2,245	2,180	2,265
	Male	1,440	1,511	1,457	1,531
	Female	734	734	723	734
Breakdown by Age	Up to 30	1,504	1,591	1,310	1,617
	31-50	1,678	1,767	2,165	2,036
	Above 50	1,148	1,022	925	547
Breakdown by Region	Head Office	1,901	1,975	2,186	2,016
	Male	1,321	1,344	1,497	1,321
	Female	580	631	689	695
	North Cairo Region	385	364	343	348
	Male	235	192	191	192
	Female	150	132	152	156

¹⁰ All employees are employed on a full-time basis.

Employees Profile		2022	2023	2024	2025
Breakdown by Region	South Cairo Region	324	324	309	301
	Male	203	192	164	153
	Female	121	132	145	148
	Alexandria and Matrouh Region	310	295	242	214
	Male	209	184	141	120
	Female	101	111	101	94
	East Delta Region	277	281	256	256
	Male	220	217	176	169
	Female	57	64	80	87
	West Delta Region	295	292	278	291
	Male	248	235	212	213
	Female	47	57	66	78
	North Upper Egypt Region	331	327	299	303
	Male	257	244	215	213
	Female	74	83	84	90
	South Upper Egypt Region	296	309	292	283
Male	234	231	214	193	
Female	62	78	78	90	

Employees Profile		2022	2023	2024	2025
Breakdown by Region	Canal, Sinai & Red Sea Region	211	213	195	188
	Male	158	158	140	129
	Female	53	55	55	59
Breakdown by Category	Employees	2,483	2,697	2,851	2,891
	Male	1,648	1,745	1,810	1,750
	Female	835	952	1,041	1,141
	Officers	1,794	1,628	1,497	1,262
	Male	1,394	1,234	1,096	914
	Female	400	394	401	348
	Managers	53	55	52	47
Male	43	47	44	39	
Female	10	8	8	8	

Employees in Management Positions ⁴		2022	2023	2024	2025
% Female from total		19.7%	21%	24%	28.2%

New Hires		2022	2023	2024	2025
Employee New Hires	Total	573	621	634	682
	Male	370	362	369	396
	Female	203	259	265	286
	Employees with Disability	65	50	23	40
Breakdown by Age	Up to 30	461	502	479	539
	30-50	109	119	154	143
	Above 50	3	0	1	0
Breakdown by Region	Head Office	305	337	369	283
	North Cairo Region	67	51	63	85
	South Cairo Region	35	39	47	54
	Alexandria & Marsa Matrouh Region	29	37	22	53
	East Delta Region	33	34	42	56
	West Delta Region	26	33	37	44
	North Upper Delta Region	38	27	23	42
	South Upper Region	25	41	19	33
Canal & Red Sea Region	15	22	12	32	

Parental Leave	2022	2023	2024	2025
Number of employees who are entitled to a maternity/ parental leave	1,245	1,351	1,444	1,490
Number of employees who took maternity / parental leave	64	60	84	90
Rate of return from maternity leave within 4 Months	1%	1%	2%	1%
Rate of return from maternity leave within 1 year	3%	2%	3%	5%
Rate of return from maternity leave within 2 years	0%	1.2%	1.90%	1%

Wages	2024	2025
Ratio of gross basic salary and remuneration of women to men	1:1.20	1:1.23
Entry level wage compared to minimum wage ratio	1:1.41	1:1.43

¹¹ According to functional titles and ALEXBANK's organization structure.

Employee Turnover (Outflow)		2022	2023		2024		2025	
		No. of Employees	No. of Employees	Turnover Rate (%) *	No. of Employees	Turnover Rate (%) *	No. of Employees	Turnover Rate (%) *
Breakdown by Type of Cause	Total Turnover	543	574	13.5%	612	14.08%	882	20.5%
	Voluntary turnover	395	407	9.7%	431	9.9%	409	9.5%
	Turnover for cause	148	167	3.8%	181	4.2%	473	11%
Employee Turnover by Gender	Male	395	421	9.9%	443	10.21%	645	15%
	Female	148	153	3.6%	169	3.87%	237	5.5%
Breakdown by Age	Up to 30	202	193	4.2%	257	5.58%	239	5.6%
	31-50	155	165	4.2%	207	5.10%	230	5.3%
	Above 50	186	216	5.1%	148	3.39%	413	9.6%
Breakdown by Region	Head Office	283	309	7.2%	338	7.97%	475	11%
	North Cairo Region	70	50	1.2%	53	1.21%	84	2%
	South Cairo Region	33	28	0.7%	38	0.84%	47	1.1%
	Alex & Matrouh Region	38	57	1.3%	44	0.98%	79	1.8%
	East Delta Region	26	29	0.7%	46	1.03%	49	1.1%
	West Delta Region	29	29	0.7%	33	0.75%	36	0.8%
	North Upper Egypt Region	21	31	0.7%	26	0.55%	37	0.9%
	South Upper Egypt Region	25	24	0.6%	19	0.41%	37	0.9%
	Canal, Sinai & Red Sea Region	19	17	0.4%	15	0.34%	38	0.9%
Breakdown by Disabilities	Total turnover	14	19	0.4%	20	0.46%	28	0.7%

* Turnover rate is calculated as the total number of leavers divided by the total average number of employees in the reporting year.

Training and Development		2023		2024		2025	
		Total Hours	Average Hours per Employee	Total Hours	Average Hours per Employee	Total Hours	Average Hours per Employee
Breakdown by Gender	Total	176,473	40	165,825	39.09	177,754	42.32
	Male	114,350	38	109,153	38.21	114,657	42.42
	Female	62,123	46	56,672	40.92	63,097	42.15
Breakdown by Age	Up to 30	77,663	49	67,804	34.47	73,762	45.62
	30-50	73,123	41	79,091	48.91	87,508	42.98
	Above 50	25,687	25	18,930	20.46	16,484	30.14
Breakdown by Employee Category	Employees	118,546	44	117,624	41.26	125,521	43.42
	Officers	55,818	34	47,083	31.45	48,432	38.38
	Managers	2,109	38	1,118	21.50	3,801	80.87

GRI CONTENT INDEX

Statement of use	ALEXBANK has reported in accordance with the GRI Standards for the period from January 1st, 2025, to December 31st, 2025.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard	No applicable sector standard has been published to date.

GRI Standard	Disclosure	Direct Response / Section in this Report (pg.)	Omissions			Index Mapping
			Requirement(s) Omitted	Reason	Explanation	
GRI 2: General Disclosures 2021						
GRI 2: General Disclosures 2021	The organization and its reporting practices					
	2-1 Organizational details	About ALEXBANK				PRB 1.1
	2-2 Entities included in the organization's sustainability reporting	About This Report				
	2-3 Reporting period, frequency and contact point	About This Report				
	2-4 Restatement of information	About This Report				
	2-5 External assurance	Statement of Assurance				
	Activities and workers					
	2-6 Activities, value chain and other business relationships	About ALEXBANK				PRB 1.1
	2-7 Employees	Inclusive Culture, Equal Opportunity ESG Metrics				SDG 8.5, 10.3 PRB 1.1
2-8 Workers who are not employees	ESG Metrics				SDG 8.5	

GRI Standard	Disclosure	Direct Response / Section in this Report (pg.)	Omissions			Index Mapping
			Requirement(s) Omitted	Reason	Explanation	
GRI 2: General Disclosures 2021	Governance					
	2-9 Governance structure and composition	Governance that Guides the Transition				SDG 5.5, 16.7 PRB 5.1
	2-10 Nomination and selection of the highest governance body	Governance that Guides the Transition				SDG 5.5, 16.7
	2-11 Chair of the highest governance body	Governance that Guides the Transition				SDG 16.6
	2-12 Role of the highest governance body in overseeing the management of impacts	Governance that Guides the Transition				SDG 16.7
	2-13 Delegation of responsibility for managing impacts	Governance that Guides the Transition				PRB 5.1
	2-14 Role of the highest governance body in sustainability reporting	Governance that Guides the Transition				
	2-15 Conflicts of interest	Zero-Tolerance, Full Transparency				SDG 16.6
	2-16 Communication of critical concerns	Zero-Tolerance, Full Transparency				
	2-17 Collective knowledge of the highest governance body	Governance that Guides the Transition				
	2-18 Evaluation of the performance of the highest governance body	Governance that Guides the Transition				
	2-19 Remuneration policies	Governance that Guides the Transition				
	2-20 Process to determine remuneration	Governance that Guides the Transition				SDG 16.7
	2-21 Annual total compensation ratio		a, b, c	Confidentiality Constraints	Information has been deemed confidential by the assigned department.	

GRI Standard	Disclosure	Direct Response / Section in this Report (pg.)	Omissions			Index Mapping
			Requirement(s) Omitted	Reason	Explanation	
GRI 2: General Disclosures 2021	Strategy, Policy and Practices					
	2-22 Statement on sustainable development strategy	Message from Leadership				PRB 1.2
	2-23 Policy commitments	Zero-Tolerance, Full Transparency				SDG 16.3 PRB 5.2 UNGC 7, 10
	2-24 Embedding policy commitments	Zero-Tolerance, Full Transparency				
	2-25 Processes to remediate negative impacts	Zero-Tolerance, Full Transparency				
	2-26 Mechanisms for seeking advice and raising concerns	Zero-Tolerance, Full Transparency				SDG 16.3
	2-27 Compliance with laws and regulations	Zero-Tolerance, Full Transparency				
	2-28 Membership associations	ALEXBANK's Memberships				
	Stakeholder Engagement					
	2-29 Approach to stakeholder engagement	Listen, Engage, Co-create				PRB 4.1
2-30 Collective bargaining agreements	There are no collective bargaining agreements in ALEXBANK. However, there is room for communicating grievances or any type of feedback due to ALEXBANK's open-door policy and systematic cycle of feedback between managers and employees.				SDG 8.8 PRB 4.1	
GRI 3: Material Topics 2021						
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Focusing on What Matters Most				
	3-2 List of material topics	Focusing on What Matters Most				

GRI Standard	Disclosure	Direct Response / Section in this Report (pg.)	Omissions			Index Mapping
			Requirement(s) Omitted	Reason	Explanation	
Integrity in Corporate Conduct						
GRI 3: Material Topics 2021	3-3 Management of material topic	Zero- Tolerance, Full Transparency				
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Zero- Tolerance, Full Transparency				SDG 16.5
	205-2 Communication and training about anti-corruption policies and procedures	Zero- Tolerance, Full Transparency				SDG 16.5
	205-3 Confirmed incidents of corruption and actions taken	Zero- Tolerance, Full Transparency				SDG 16.5
GRI 206: Anti-competitive behavior 2016	206-1 Legal actions for anti-competitive behavior, antitrust, and monopoly practices	Zero- Tolerance, Full Transparency				SDG 16.3
Responsible and Purposeful Lending and Investment						
GRI 3: Material Topics 2021	3-3 Management of material topic	Prosperity, Inclusion, and Responsible Finance				
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Strong Fundamentals, Sustainable Value				SDG 8.1, 8.2, 9.1, 9.4, 9.5,
	201-2 Financial implications and other risks and opportunities due to climate change	Risk-Aware, Future-Resilient				SDG 13.1
	201-3 Defined benefit plan obligations and other retirement plans		c, d, e	Information Unavailable	These requirements will be integrated into the Bank's data management system and considered in the future reporting cycle.	
	201-4 Financial assistance received from government	None				

GRI Standard	Disclosure	Direct Response / Section in this Report (pg.)	Omissions			Index Mapping
			Requirement(s) Omitted	Reason	Explanation	
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	ESG Metrics				SDG 1.2, 5.1, 8.5
	202-2 Proportion of senior management hired from the local community	100% of The Bank's Senior managers (excluding the Board) are from Egypt.				SDG 8.5
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Prosperity, Inclusion, and Responsible Finance				SDG 5.4, 9.1, 9.4, 11.2
	203-2 Significant indirect economic impacts	Prosperity, Inclusion, and Responsible Finance				SDG 1.2, 1.4, 3.8, 8.2, 8.3, 8.5
Good Governance & ESG Risk Management						
GRI 3: Material Topics 2021	3-3 Management of material topic	Governance that Guides the Transition Risk-Aware, Future- Resilient				
Digitalization and Accessibility						
GRI 3: Material	3-3 Management of material	Digital Inclusion by Design				
Data Management and Cybersecurity						
GRI 3: Material Topics 2021	3-3 Management of material topic	Protecting Trust End-to-End				
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Protecting Trust End-to-End				SDG 16.3, 16.10
Retention, Enhancement, Diversity & Inclusion of our People						
GRI 3: Material Topics 2021	3-3 Management of material topic	Inclusive Culture, Equal Opportunity				

GRI Standard	Disclosure	Direct Response / Section in this Report (pg.)	Omissions			Index Mapping
			Requirement(s) Omitted	Reason	Explanation	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Inclusive Culture, Equal Opportunity ESG Metrics				SDG 5.1, 8.5, 8.6, 10.3
GRI 401: Employment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Inclusive Culture, Equal Opportunity ESG Metrics				SDG 3.2, 5.4, 8.5
	401-3 Parental leave	Inclusive Culture, Equal Opportunity ESG Metrics				SDG 5.1, 5.4, 8.5
GRI 402: Labor Management Relations 2016	402-1 Minimum notice periods regarding operational changes		402-1	Not Applicable	There is no minimum notice period regarding operational changes, while the formal communication system ensures transparency regarding such changes within the Bank. Communication is carried out as a two-way process	SDG 8.8
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Skills for a Sustainable Future ESG Metrics				SDG 4.3, 4.4, 4.5, 5.1, 8.2, 8.5, 10.3
	404-2 Programs for upgrading employee skills and transition assistance programs	Skills for a Sustainable Future				SDG 8.2, 8.5
	404-3 Percentage of employees receiving regular performance and career development reviews	Skills for a Sustainable Future				SDG 5.1, 8.5, 10.3
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Governance that Guides the Transition Inclusive Culture, Equal Opportunity ESG Metrics				SDG 5.1, 5.5, 8.5
	405-2 Ratio of basic salary and remuneration of women to men	ESG Metrics				SDG 5.1, 8.5, 10.3
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Zero- Tolerance, Full Transparency				SDG 5.1, 8.8

GRI Standard	Disclosure	Direct Response / Section in this Report (pg.)	Omissions			Index Mapping
			Requirement(s) Omitted	Reason	Explanation	
Health, Safety, and Wellbeing						
GRI 3: Material Topics 2021	3-3 Management of material topic	Care, Safety, and Balance				
GRI 403: Occupational Health and Safety 2016	403-1 Occupational health and safety management system	Care, Safety, and Balance				SDG 3.3, 3.4, 3.9, 8.8, 16.1
	403-2 Hazard identification, risk assessment, and incident investigation	Care, Safety, and Balance				SDG 8.8
	403-3 Occupational health services	Care, Safety, and Balance				SDG 8.8
	403-4 Worker participation, consultation, and communication on occupational health and safety	Care, Safety, and Balance				SDG 8.8, 16.7
	403-5 Worker training on occupational health and safety	Care, Safety, and Balance				SDG 8.8
	403-6 Promotion of worker health	Care, Safety, and Balance				SDG 3.3, 3.5, 3.7, 3.8
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Care, Safety, and Balance				SDG 8.8
	403-8 Workers covered by an occupational health and safety management system	Care, Safety, and Balance				SDG 8.8
	403-9 Work-related injuries	Care, Safety, and Balance				SDG 3.6, 3.9, 8.8, 16.1
	403-10 Work-related ill health	Care, Safety, and Balance				SDG 3.3, 3.4, 3.9, 8.8, 16.1
Financial Inclusion and Literacy						
GRI 3: Material Topics 2021	3-3 Management of material topic	Banking for Everyone				

GRI Standard	Disclosure	Direct Response / Section in this Report (pg.)	Omissions			Index Mapping
			Requirement(s) Omitted	Reason	Explanation	
Community Development and Empowerment						
GRI 3: Material Topics 2021	3-3 Management of material topic	Partnering for Shared Prosperity				
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Partnering for Shared Prosperity				
	413-2 Operations with significant actual and potential negative impacts on local communities		413-2	Not Applicable	There are no operations that have significant actual and potential negative impacts on local communities.	SDG 1.4, 2.3
GRI 415: Public Policy 2016	415-1 Political contributions		415-1	Not Applicable	No political contributions have been made directly or indirectly by the Bank.	SDG 16.5
Quality of Service and Customer Experience						
GRI 3: Material Topics 2021	3-3 Management of material topic	Fair, Accessible, High-Quality Service				
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories		416-1	Information Unavailable	The Bank is working on integrating assessments of product and service impacts in order to allow such disclosure for future reports	SDG 16.3
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Fair, Accessible, High-Quality Service				SDG 16.3
Environmental Stewardship						
GRI 3: Material Topics 2021	3-3 Management of material topic	Efficient Operations, Lower Footprint				
GRI 301: Materials 2016	301-1 Materials used by weight or volume	Efficient Operations, Lower Footprint ESG Metrics				SDG 8.4, 12.2

GRI Standard	Disclosure	Direct Response / Section in this Report (pg.)	Omissions			Index Mapping
			Requirement(s) Omitted	Reason	Explanation	
GRI 301: Materials 2016	301-2 Recycled input materials used	Efficient Operations, Lower Footprint ESG Metrics				SDG 8.4, 12.2, 12.5
	301-3 Reclaimed products and their packaging materials		301-3	Not Applicable	The Bank is primarily a service provider and does not produce any physical products of reclamation value.	SDG 8.4, 12.2, 12.5
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Efficient Operations, Lower Footprint ESG Metrics				SDG 7.2, 7.3, 8.4, 12.2, 13.1
	302-2 Energy consumption outside of the organization	Efficient Operations, Lower Footprint ESG Metrics				SDG 7.2, 7.3, 8.4, 12.2, 13.1
	302-3 Energy intensity	Efficient Operations, Lower Footprint ESG Metrics				SDG 7.3, 8.4, 12.2, 13.1
	302-4 Reduction of energy consumption	Efficient Operations, Lower Footprint ESG Metrics				SDG 7.3, 8.4, 12.2, 13.1
	302-5 Reductions in energy requirements of products and services		a, b, c, d	Not Applicable	ALEXBANK does not sell products or services with applicable energy reduction requirements	SDG 7.3, 8.4, 12.2, 13.1
GRI 303: Water and Effluents 2016	303-1 Interactions with water as a shared resource		a, b, c, d	Not Applicable	Due to the nature of its operations, ALEXBANK does not have significant water discharge related impacts.	SDG 6.3, 6.4, 6.A, 6.B, 12.4
	303-2 Management of water discharge-related impacts		a	Not Applicable	Due to the nature of its operations, ALEXBANK does not have significant water discharge related impacts.	SDG 6.3

GRI Standard	Disclosure	Direct Response / Section in this Report (pg.)	Omissions			Index Mapping
			Requirement(s) Omitted	Reason	Explanation	
GRI 303: Water and Effluents 2016	303-3 Water withdrawal	Efficient Operations, Lower Footprint ESG Metrics				SDG 6.4
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Decarbonize, Adapt, Lead ESG Metrics				SDG 3.9, 12.4, 13.1, 14.3, 15.2
	305-2 Energy indirect (Scope 2) GHG emissions	Decarbonize, Adapt, Lead ESG Metrics				SDG 3.9, 12.4, 13.1, 14.3, 15.2
	305-3 Other indirect (Scope 3) GHG emissions	Decarbonize, Adapt, Lead ESG Metrics				SDG 3.9, 12.4, 13.1, 14.3, 15.2
	305-4 GHG emissions intensity	Decarbonize, Adapt, Lead ESG Metrics				SDG 13.1, 14.3, 15.2
	305-5 Reduction of GHG emissions	Decarbonize, Adapt, Lead ESG Metrics				SDG 13.1, 14.3, 15.2
GRI 306: Waste 2016	306-1 Waste generation and significant waste-related impacts	Efficient Operations, Lower Footprint ESG Metrics				SDG 3.9, 6.3, 6.6, 11.6, 12.4, 12.5
	306-2 Management of significant waste-related impacts	Efficient Operations, Lower Footprint ESG Metrics				SDG 3.9, 6.3, 8.4, 11.6, 12.4, 12.5
	306-3 Waste generated	Efficient Operations, Lower Footprint ESG Metrics				SDG 3.9, 6.6, 11.6, 12.5, 12.4, 15.1
	306-4 Waste diverted from disposal	Efficient Operations, Lower Footprint ESG Metrics				SDG 3.9, 11.6, 12.4, 12.5
	306-5 Waste directed to disposal	Efficient Operations, Lower Footprint ESG Metrics				SDG 3.9, 6.6, 11.6, 12.4, 12.5, 15.1

GRI Standard	Disclosure	Direct Response / Section in this Report (pg.)	Omissions			Index Mapping
			Requirement(s) Omitted	Reason	Explanation	
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Sustainable Choices, across the Chain				SDG 8.8
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Sustainable Choices, across the Chain				SDG 5.2, 8.7
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria		a	Information Unavailable	The Bank is working on integrating assessments of environmental impacts of its supply chain, allowing such disclosure for future reports	
	308-2 Negative environmental impacts in the supply chain and actions taken	Sustainable Choices, across the Chain				
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Sustainable Choices, across the Chain				SDG 5.2, 8.8, 16.1
	414-2 Negative social impacts in the supply chain and actions taken	Sustainable Choices, across the Chain				SDG 5.2, 8.8, 16.1
Green Transition Finance						
GRI 3: Material Topics 2021	3-3 Management of material topic	Financing Green and Inclusive Economy				
Sustainable Agribusiness Development						
GRI 3: Material Topics 2021	3-3 Management of material topic	Banking for Everyone – Product Relevance & Development				

SASB CONTENT INDEX

SASB Standard	Topic	Accounting Metric	Category	Unit of Measure	Code	Reference to Report Section/ Direct Response
Commercial Banks	Data Security	(1) Number of data breaches, (2) percentage involving personally identifiable information (3) number of account holders affected	Quantitative	Number, Percentage (%)	FN-CB-230a.1	Protecting Trust End-to-End
		Description of approach to identifying and addressing data security risks	Discussion and Analysis	N/A	FN-CB-230a.2	
	Financial Inclusion and Capacity Building	(1) Number and (2) amount of loans outstanding qualified to programs designed to promote small business and community development	Quantitative	Number, EGP Mn	FN-CB-240a.1	Banking for Everyone
		(1) Number and (2) amount of past due and nonaccrual loans or loans subject to forbearance that qualify for programmes designed to promote small business and community development	Quantitative	Number, EGP Mn	FN-CB-240a.2	
		Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers	Quantitative	Number	FN-CB-240a.3	
		Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	Quantitative	Number	FN-CB-240a.4	
	Incorporation of Environmental, Social, and Governance Factors in Credit Analysis	Description of approach to incorporation of environmental, social and governance (ESG) factors in credit analysis	Discussion and Analysis	N/A	FN-CB-410a.2	Risk-Aware, Future-Resilient

SASB Standard	Topic	Accounting Metric	Category	Unit of Measure	Code	Reference to Report Section/ Direct Response
Commercial Banks	Financed Emissions	Absolute gross financed emissions, disaggregated by (1) Scope 1, (2) Scope 2 and (3) Scope 3	Quantitative	Metric tons (t) CO ₂ -e	FN-CB-410b.1	Not Available
		Gross exposure for each industry by asset class	Quantitative	EGP Mn	FN-CB-410b.2	
		Percentage of gross exposure included in the financed emissions calculation	Quantitative	Percentage (%)	FN-CB-410b.3	
		Description of the methodology used to calculate financed emissions	Discussion and Analysis	N/A	FN-CB-410b.4	
	Business Ethics	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behaviour, market manipulation, malpractice, or other related financial industry laws or regulations	Quantitative	EGP Mn	FN-CB-510a.1	Confidential
		Description of whistleblower policies and procedures	Discussion and Analysis	N/A	FN-CB-510a.2	Zero-Tolerance, Full Transparency
	Systemic Risk Management	Global Systemically Important Bank (G-SIB) score, by category	Quantitative	Basis points (bps)	FN-CB-550a.1	Not Applicable
		Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	Discussion and Analysis	N/A	FN-CB-550a.2	Risk-Aware. Future-Resilient

SASB Standard	Topic	Accounting Metric	Category	Unit of Measure	Code	Reference to Report Section/ Direct Response	
Consumer Finance	Customer Privacy	Number of account holders whose information is used for secondary purposes	Quantitative	Number	FN-CF-220a.1	Protecting Trust End-to-End	
		Total amount of monetary losses as a result of legal proceedings associated with customer privacy	Quantitative	EGP	FN-CF-220a.2	Not Available	
	Data Security	Card-related fraud losses from (1) card not- present fraud and (2) card-present and other fraud	Quantitative	EGP	FN-CF-230a.2	Confidential	
		Description of approach to identifying and addressing data security risks	Discussion and Analysis	N/A	FN-CF-230a.3	Protecting Trust End-to-End	
	Selling Practices	Percentage of total remuneration for covered employees that is variable and linked to the amount of products and services sold	Quantitative	Percentage (%)	FN-CF-270a.1	Not Available	
		Approval rate for (1) credit and (2) prepaid products for applicants	Quantitative	Percentage (%)	FN-CF-270a.2		
		(1) Average fees from add-on products, (2) average APR of credit products, (3) average age of credit products, (4) average number of credit accounts, and (5) average annual fees for pre-paid products	Quantitative	EGP, Percentage (%), Months, Number	FN-CF-270a.3		
		(1) Number of customer complaints filed, (2) percentage with monetary or nonmonetary relief	Quantitative	Number, Percentage (%)	FN-CF-270a.4		Fair, Accessible, High-Quality Service
		Total amount of monetary losses as a result of legal proceedings associated with selling and servicing of products	Quantitative	EGP	FN-CF-270a.5		Not Available

Activity Metrics

SASB Standard	Activity Metrics	Category	Unit of Measure	Code	Reference to Report Section/ Direct Response
Commercial Banks	Number of checking & savings accounts – Small Business	Quantitative	Number, EGP Mn	FN-CB-000.A	Banking For Everyone
	Number of checking & savings accounts – Personal	Quantitative			
	Value of checking & savings accounts – Small Business	Quantitative			
	Value of checking & savings accounts – Personal	Quantitative			
	Number of loans – Small Business	Quantitative	Number EGP Mn	FN-CB-000.B	Strong Fundamentals, Sustainable Value Capital Allocated Responsibly
	Number of loans – Personal	Quantitative			
	Number of loans – Corporate	Quantitative			
	Value of loans – Small Business	Quantitative			
	Value of loans – Personal	Quantitative			
	Value of loans – Corporate	Quantitative			
Consumer Finance	Number of unique consumers with an active credit card account	Quantitative	Number	FN-CF-000.A	77,890 Customers
	Number of unique consumers with an active pre-paid debit card account	Quantitative	Number		41,373 Customer
	Number of credit card accounts	Quantitative	Number	FN-CF-000.B	153,929
	Number of pre-paid debit card account	Quantitative	Number		600,543

SFDR CONTENT INDEX

SFDR Metrics			
Principle adverse sustainability impacts statement (universal mandatory indicators)	SFDR Metric	Direct Response or Reference to Report Section	
GHG emissions	1. GHG emissions	Scope 1 GHG emissions	Decarbonize, Adapt, Lead ESG Metrics
		Scope 2 GHG emissions (market-based method)	
		Scope 3 GHG emissions	
		Total GHG emissions	
	2. Carbon footprint	Carbon footprint	
	3. GHG intensity	GHG intensity	
Biodiversity	4. Exposure to companies active in the fossil fuel sector	Investments in companies active in the fossil fuel sector	2.99%
	5. Share of non-renewable energy consumption and production	Share of non-renewable energy consumption and non-renewable energy production from non-renewable energy sources compared to renewable energy sources, expressed as a percentage of total energy sources	Efficient Operations, Lower Footprint
	6. Energy consumption intensity per high impact sector	Energy consumption in GWh per million EUR of revenue, per high impact climate sector	Not available
7. Activities negatively affecting biodiversity-sensitive areas	Sites or operations located in or near to biodiversity-sensitive areas where activities negatively affect those areas.	None of ALEXBANK's sites of operation are located in or near to biodiversity sensitive areas where activities can negatively affect those areas.	

-Mining of hard coal
 -Extraction of crude petroleum
 -Extraction of natural gas
 -Support activities for petroleum and natural gas extraction
 -Manufacture of refined petroleum products

SFDR Metrics

Principle adverse sustainability impacts statement (universal mandatory indicators)	SFDR Metric	Direct Response or Reference to Report Section	
Water	8. Emissions to water	Tons of emissions to water generated per million EUR, expressed as a weighted average	Not available
Waste	9. Hazardous waste and radioactive waste ratio	Tons of hazardous waste and radioactive waste generated per million EUR, expressed as a weighted average	Efficient Operations, Lower Footprint ESG Metrics
Social and employee matters	10. Violation of UN Global Compact principles and Organization for Economic Cooperation and Development (OECD) Guidelines for Multinational Enterprises	Involvement in violations of the UNGC principles or OECD Guidelines for Multinational Enterprises	None
	11. Lack of processes and compliance mechanisms to monitor compliance with UN Global Compact principles and OECD Guidelines for Multinational Enterprises	Policies to monitor compliance with the UNGC principles or OECD Guidelines for Multinational Enterprises or grievance/complaints handling mechanisms to address violations of the UNGC principles or OECD Guidelines for Multinational Enterprises	Zero-Tolerance, Full Transparency
	12. Unadjusted gender pay gap	Average unadjusted gender pay gap	ESG Metrics
	13. Board gender diversity	Ratio of female to male board members	Governance that Guides the Transition
	14. Exposure to controversial weapons (anti-personnel mines, cluster munitions, chemical weapons and biological weapons)	Investments in companies involved in the manufacture or selling of controversial weapons	ALEXBANK does not investment in companies involved in the manufacture or selling of controversial weapons.

UNGC CONTENT INDEX

Principle	Description	Report Section(s)
Human Rights		
Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights.	Zero-Tolerance, Full Transparency Capital Allocated Responsibly Sustainable Choices across a Changemaker
Principle 2	Businesses should make sure they are not complicit in human rights abuses.	Zero-Tolerance, Full Transparency
Labor		
Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	ALEXBANK has no collective bargaining agreements.
Principle 4	Businesses should uphold the elimination of all forms of forced and compulsory labor	Sustainable Choices across the Chain
Principle 5	Businesses should uphold the effective abolition of child labor.	
Principle 6	Businesses should uphold the elimination of discrimination in respect of employment and occupation.	Zero-Tolerance, Full Transparency Inclusive Culture, Equal Opportunity
Environment		
Principle 7	Businesses should support a precautionary approach to environmental challenges.	Environmental Responsibility
Principle 8	Businesses should undertake initiatives to promote greater environmental responsibility.	
Principle 9	Businesses should encourage the development and diffusion of environmentally friendly technologies.	Digital Inclusion by Design
Anti-corruption		
Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery.	Zero-Tolerance, Full Transparency

CBE REPORTING GUIDELINES

Principles of Sustainable Finance		Report Section(s)
Principle 1	Capacity-Building and Necessary Knowledge	Inclusive Culture, Equal Opportunity
Principle 2	Enhancing Sustainable Finance	Financing Green and Inclusive Economy
Principle 3	Involvement of the Stakeholders	Listen, Engage, Co-create
Principle 4	Managing Climate Change Risks	Risk-Aware, Future-Resilient
Principle 5	Applying the Principles of Sustainability to the Bank's Internal Activities and Operations	Efficient Operations, Lower Footprint
Principle 6	Reporting	About this Report



PRB SELF-ASSESSMENT REPORT

Principle 1: Alignment

ALEXBANK's sustainability strategy is fully embedded in its business model, aligning with Egypt Vision 2030, the UN Sustainable Development Goals (SDGs), and the Paris Climate Agreement. The strategy adheres to the CBE Sustainable Finance Guidelines, the Equator Principles, and the UN Global Compact. In 2025, the strategy focused on five pillars: Financial Inclusion, Climate Responsibility, Innovation, Governance, and Sustainable Economic Value, directly supporting the Intesa Sanpaolo Group's 2022–2025 Business Plan targets.

ALEXBANK aligns its sustainability approach with Egypt's development needs through inclusive retail and MSME banking, responsible lending, digital transformation, and support to the green transition. In 2025, the Bank continued to embed sustainability through its core business lines (Consumer Banking, MSME Banking, Corporate & Investment Banking, and digital channels), supporting access, service quality, and transition-aligned finance across Egypt. Evidence of scale and reach in 2025 includes **175 branches, 758 ATMs, and around 2 million customers.**

Links & references

[ESG Embedded in Business Strategy](#)
[About ALEXBANK](#)
[Capital Allocated Responsibly](#)

Principle 2: Impact & Target Setting

We confirmed Circularity and Financial Inclusion as our priority impact areas through the portfolio impact analysis process conducted in the previous year.

Impact Area 1 Circularity

ALEXBANK applies an engagement-led approach to circularity, focusing on sectors with high potential, notably agribusiness (food processing) and construction. Starting from a zero-engagement baseline in 2024, the Bank set targets to engage 10–15% of medium-sized enterprise clients to assess energy, water, and waste practices and inform future circular financing solutions. By the end of 2025, ALEXBANK launched pilot client assessments aligned with UNEP FI indicators, strengthened internal capacity through targeted training for Relationship Managers, and scaled financing for circular and green activities. The environmental lending portfolio reached EGP 1.84 billion, supporting energy efficiency, renewable energy, and waste management, alongside partnerships promoting electric mobility and the successful placement of Green Eurobonds. We also fostered circular business models through strategic partnerships, such as financing electric mobility solutions with BLU EV.

Principle 2: Impact & Target Setting

Impact Area 2 Financial Inclusion

To drive measurable progress in financial inclusion, ALEXBANK established 2023 as the baseline year for its retail banking portfolio and set SMART quantitative targets for 2025 focused on expanding access and active usage. Since then, the Bank has recorded strong progress, particularly in youth engagement and the uptake of simplified financial inclusion products. Growth was driven by a targeted action plan centered on product relevance, accessibility, and financial capability. Key achievements include the scaling of dedicated financial inclusion products in line with the CBE's priorities, most notably the simplified KYC account, which grew by 129% to reach 148,357 accounts in 2025. Expanded use of digital channels, including Ma7fazty and Internet Banking, supported remote onboarding, contributing to a 87% increase in digital transactions with total 1.047 million digital banking customers.

In parallel, targeted outreach initiatives for women and farmers and the disbursement of EGP 285.24 million in social loans strengthened inclusion outcomes, with women accounting for 33% of the customer base and youth customers reaching 45,247.

Progress Indicators

Circularity

- **Waste Management Financing: EGP 114.48 Mn**
- **Energy Efficiency Financing: EGP 761.19 Mn**
- **Environmental lending portfolio: EGP 1.84 Bn**

Links & references

Financing Green & Inclusive Economy
Banking for Everyone
Decarbonize, adapt, lead

Financial Inclusion

Core Indicator	Baseline (2023)	Progress Achieved (2024)	Target (End of 2025)	Progress Achieved (End of 2025)	Progress to Target
Total Active Customers	1,013,087	1,123,493 (+10.8%)	1,242,000	1,192,434	96.01%
Total Customer Base	1,767,555	1,893,285 (+7.1%)	2,043,246	1,967,664	96.3%
Ebda3 Accounts (Financial Inclusion)	9,656	51,256	127,789	148,357	116.06%
Youth Customers	15,309	92,947 (+507%)	105,000	45,247	43.1%
Women Customers	572,947	613,866 (+7.1%)	661,000	609,892	92.3%

Principle 3: Clients & Customers

We focused on supporting our clients' transition to sustainability in 2025 by continuing to embed ESG features into our product lines. We successfully distributed USD 21 million in Green Eurobonds to customers and collaborated with the World Food Programme (WFP) to finance solar-powered irrigation pumps, helping farmers lower emissions and operational costs. Through the partnership with EBRD (GEFF II Loan Agreement), the Bank received a USD 20 million financing package to support households and MSMEs in investing in climate mitigation and adaptation technologies. The facility is complemented by EU-funded technical cooperation, including capacity building and training to promote inclusive access to green finance for both women and men, as well as incentive grants to encourage the adoption of advanced climate solutions.

Our financial inclusion efforts also expanded significantly, with our "Ebda2" accounts serving 148,357 customers and our youth programs reaching 45,247 accounts. Our digital channels also saw strong engagement, with 1.047 million internet banking users, 1.3 million registered users on ALEXPOINTS, ensuring widespread access to financial services.

Progress Indicators

- 19% of MSME loans allocated to Agribusiness
- Ebda2 Saving Accounts: 148,357 (+190% YoY)
- USD 20 million financing package – EBRD GEFF II Loan Agreement Signing

Links & references

Listen, Engage, Co-create
Financing Green & Inclusive Economy
Banking for Everyone
Responsible and Purposeful Lending

