



**GUIDED BY LIGHT:
ADVANCING ESG FOR AN
ILLUMINATED TOMORROW**

**SUSTAINABILITY
REPORT 2024**

DESIGN CONCEPT

Design Concept: Bright Path Ahead

The design centers on light as a powerful symbol of transparency, growth, well-being, and sustainability. Through the strategic use of light-inspired visuals, the concept conveys a modern, clean aesthetic that reflects the Bank's commitment to sustainable practices and an innovative, forward-looking vision.

This design direction captures the essence of sustainability through the lens of light, delivering a visual language that is clean, hopeful, and aligned with the Bank's sustainable mission.

This concept emphasizes:

1. Light as a metaphor for clarity, innovation, and progress.
2. Transparency and openness, visually represented through luminous elements and dynamic gradients.
3. A visual journey that evolves with the theme of sustainable growth and impactful change.

Light-Inspired Visuals

1. Gradient Overlays: Soft, glowing gradients mimic natural sunlight or energy flows, establishing a dynamic and uplifting visual tone.
2. Shadow-Play Elements: Strategically placed shadows enhance depth and create a sense of dimension in graphs, images, and infographics.

ABOUT THE REPORT

This report reflects ALEXBANK's continued dedication to sustainability, a journey that started in 2017. Since then, ALEXBANK has worked diligently to integrate environmental, social, and governance (ESG) principles into its operations, aligning with both local and global standards. Each year, the Bank has strengthened its efforts to embed sustainability into its business strategy and culture. The 2024 Sustainability Report highlights its progress, showcasing its ongoing dedication to transparency, accountability, and the creation of long-term value for the Bank's stakeholders. Through this report, ALEXBANK reaffirms its role as a responsible financial institution that focuses on advancing a future that is socially, economically and environmentally sustainable.

Scope and Reporting Period

ALEXBANK presents its eighth Sustainability Report, offering an in-depth overview of its ESG performance across key material topics identified through a comprehensive materiality assessment and dynamic stakeholder engagement. This report focuses on activities within ALEXBANK's offices and branches across Egypt, covering the period from **January 1, 2024, to December 31, 2024.**

The data and insights provided in this report have been carefully curated to reflect the scope and boundaries defined for this reporting period. Throughout the report, ALEXBANK is referred to as "ALEXBANK," "the Bank," "it," or "the organization," ensuring clarity and consistency in communication.

Reporting Frameworks and Standards

ALEXBANK is dedicated to maintaining the highest compliance standards with all applicable legal and regulatory requirements, fully aligning with the directives of its parent company, Intesa Sanpaolo Group (ISP Group), and the Central Bank of Egypt (CBE). This Sustainability Report exemplifies the Bank's commitment to transparency and alignment with globally recognized reporting frameworks. The Report has been prepared in accordance with the revised

Global Reporting Initiative (GRI) Standards 2021, and the SASB disclosure framework (Version 2023-12). It also adheres to the Sustainable Finance Disclosure Regulation (SFDR), the Principles for Responsible Banking (PRB), the Central Bank of Egypt (CBE) Reporting Guidelines, the United Nations Sustainable Development Goals (SDGs), the Ten Principles of the United Nations Global Compact (UNGC). For more information on the definitions of the applicable reporting frameworks, please refer to the 2023 ALEXBANK Sustainability Report.

Forward-Looking Statements

This report contains forward-looking statements related to the Bank's business, operations, and financial performance. These statements are typically identified by terms such as "will," "plans," "expects," "intends," or "forecasted," and represent the Bank's current expectations regarding future events and developments. However, such statements are subject to various risks, uncertainties, and assumptions that could cause actual results, performance, or outcomes to differ significantly from those expressed or implied in the Report. These factors include, but are not limited to, changes in market conditions, regulatory developments, and other external factors beyond the Bank's control.



MESSAGE FROM CHAIRMAN, MD AND CEO

Dear Valued Stakeholders,

We are pleased to present ALEXBANK's eighth Sustainability Report for the year 2024 reflecting on another year of steadfast commitment to transparency, responsible business practices, and coordinated efforts across the institutional level driving long lasting financial and non-financial value for our stakeholders.

In 2024 and despite global and local challenges, ALEXBANK has demonstrated strong financial resilience and remarkable growth, reaching a net profit of EGP 10.2 Bn, 104% increase from 2023 supported by a prudent risk management approach and a solid governance structure enabling us to ensure that our growth strategy is both purpose-driven and forward-looking.

In line with the Central Bank of Egypt's sustainable finance directives, we have reinforced our sustainable finance framework, expanded green lending initiatives, continued to offer our ESG compliant lending products and avoided investments that pose environmental harm. We have also further refined our ESG risk management policies, launching our ESG and reputational risk-clearing procedures ensuring that lending and investment activities contribute to the broader goals of environmental and social sustainability.

The financial sector is rapidly evolving, and digital transformation is at the core of our strategic priorities. We have strengthened our cybersecurity and data management frameworks, ensuring that our customers experience seamless, secure, and accessible banking services.

At ALEXBANK, sustainability is not an isolated function, it is embedded in the very core of our business. ESG excellence is a journey that must be approached with a locally driven and gradually implemented strategy. We believe that the path towards sustainability leadership begins with small yet meaningful steps. This philosophy is reflected in our incremental and impactful progress across all divisions, fostering innovation, synergies, and digital transformation as key enablers of our sustainable growth strategy.

People remain at the heart of ALEXBANK's sustainability vision. With a workforce of 4,400 employees— 32.95% of whom are women and 3.56% of whom are people of determination—we continue to prioritize diversity, inclusion, and talent development. Our efforts to create an equitable and inclusive workplace have been complemented by initiatives aimed at enhancing employee well-being and professional growth. Our impact extends beyond our organization, as we actively contribute to community development through our Creating Shared Value (CSV) initiatives with a clear focus on financial inclusion, education, and social welfare, ensuring that no one is left behind.

Our commitment to sustainable innovation extends to our operational footprint. In 2024, we proudly obtained EDGE Green Building Certification for our El Gomhoreya headquarters, underscoring our dedication to environmental stewardship. This success is complemented with another defining milestone realized through the procurement of 91% of our electricity from renewable energy sources contributing to the parent company's Intesa Sanpaolo net-zero objectives.

As we move into the future, we recognize that achieving sustainability excellence requires collaboration, innovation, and a deep-rooted commitment to responsible banking. We will continue to refine our ESG strategy, enhance our sustainable finance practices, and foster partnerships that amplify our positive impact in alignment with national priorities and global sustainable finance frameworks.

We extend our sincere gratitude to our employees, customers, and partners for their unwavering dedication and partnership. Together, we are building a more sustainable and inclusive financial ecosystem that is leading the change towards a prosperous future for ALL.

Ziad A. Bahaa Eldin
Chairman

Paolo Vivona
Managing Director & CEO

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ABOUT THE BANK

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1.1 ABOUT INTESA SANPAOLO GROUP

Intesa Sanpaolo Group, the major shareholder in ALEXBANK, is one of the leading banking groups in Europe, with a market capitalization of €68.8 billion as of December 2024. It is strongly committed to ESG principles, holds a world-class position in social impact, and places a strong emphasis on climate action.

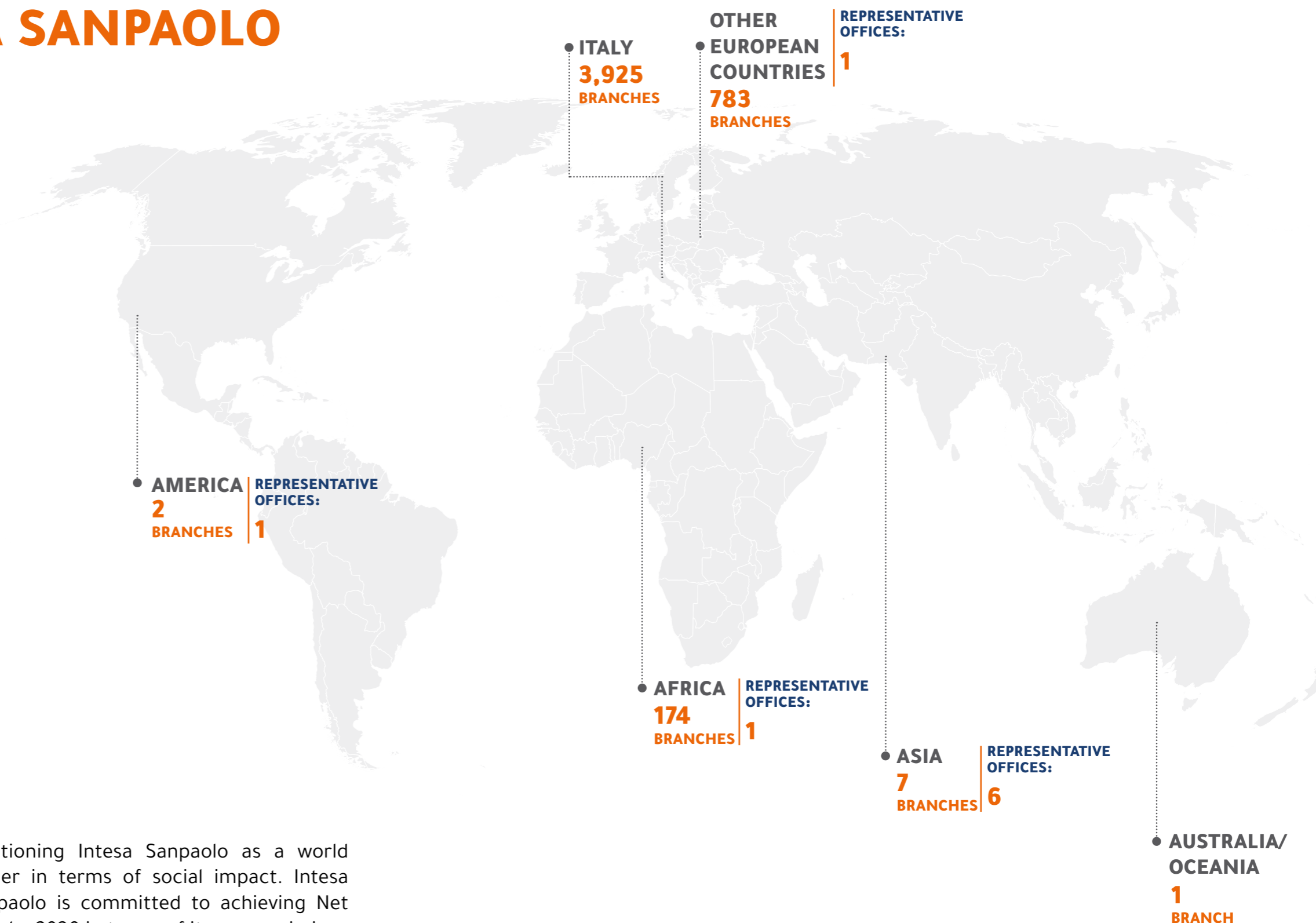
In Italy, Intesa Sanpaolo is the market leader across all business areas—retail, corporate, and wealth management. The group serves 13.9 million customers through a network of approximately 3,900 branches, with market shares not lower than 12% in most regions of the country.

Internationally, IntesaCanpaolo has a strategic presence with more than 950 branches and 7.5 million customers. It operates subsidiaries in 12 countries across Central and Eastern Europe, the Middle East, and North Africa, focusing on commercial banking. The group also maintains an international network of specialists supporting corporate clients in 25 countries, particularly in the Middle East and North Africa, as well as in regions where Italian companies are most active.

The Group's strong ESG commitment includes its target of providing €115 billion in impact lending by 2025 to support communities and for the green transition, and €500 million in contributions to support those people who are most in need,

positioning Intesa Sanpaolo as a world leader in terms of social impact. Intesa Sanpaolo is committed to achieving Net Zero by 2030 in terms of its own emissions and by 2050 for its loan and investment portfolios.

Discover more by visiting the [Intesa Sanpaolo Group website](https://www.intesa-sanpaolo.com).

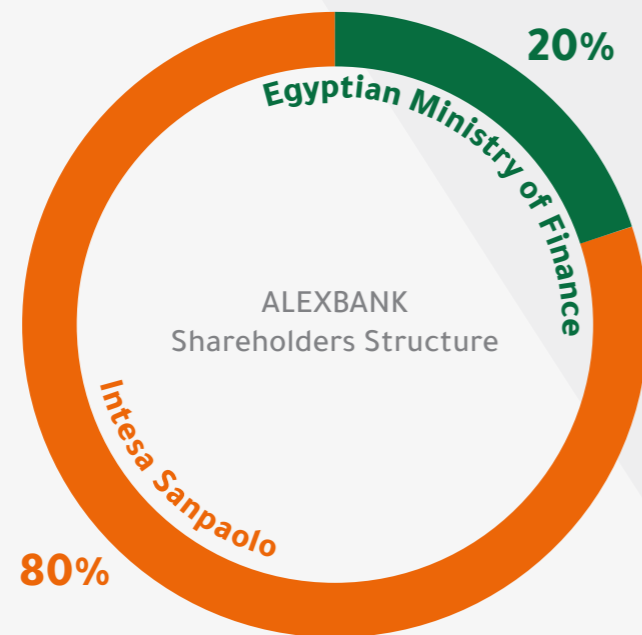


1.2 ABOUT ALEXBANK

ALEXBANK is one of Egypt's leading private sector banks. The Bank was established in 1957 and has been a member of Intesa Sanpaolo Group since 2007.

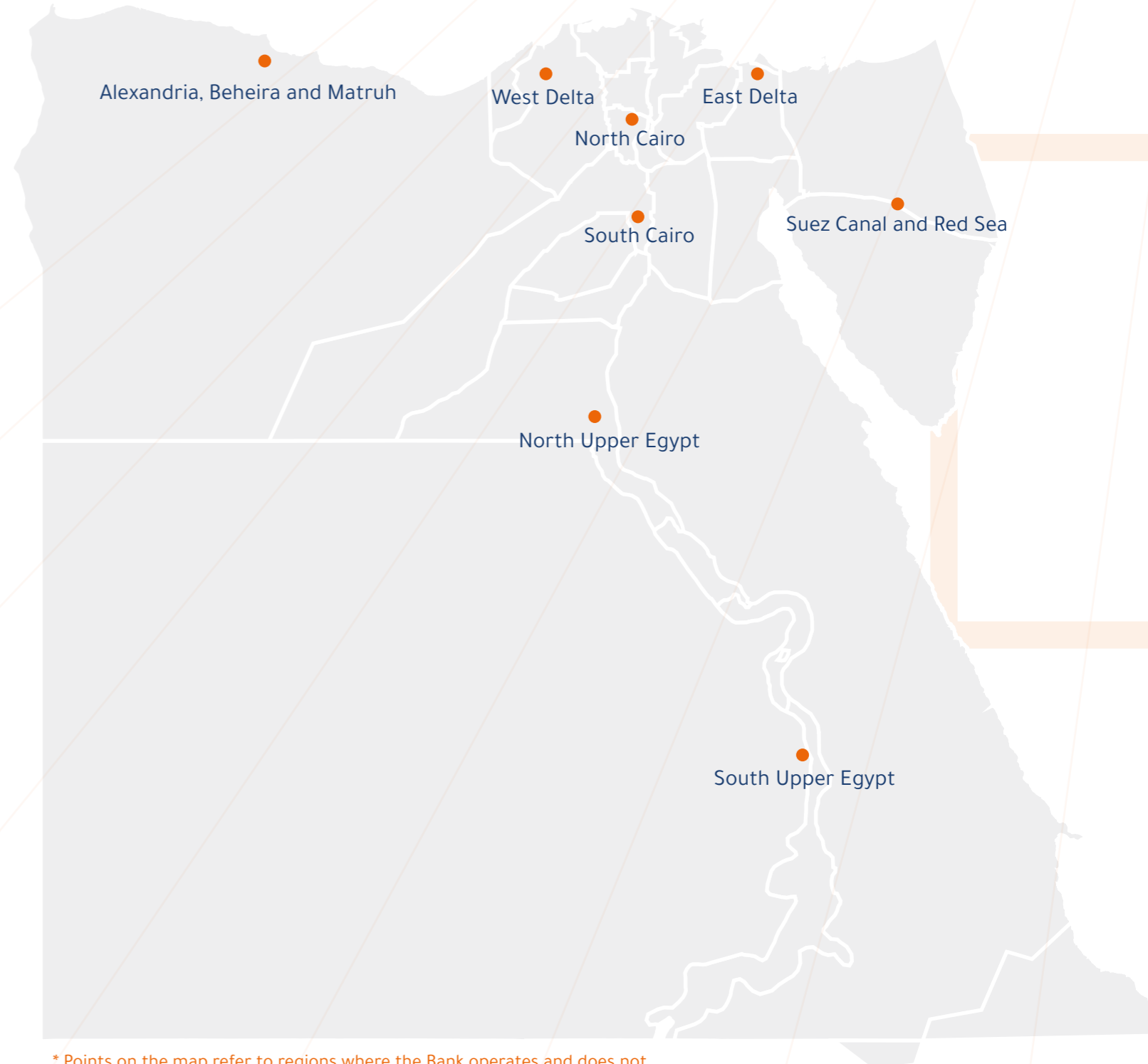
ALEXBANK owns one of the largest private-sector branch networks in Egypt, operating through its head office at 49 Kasr El Nile Street, Cairo, and 174 branches across every major Egyptian governorate. It employs 4,400 dedicated professionals who proudly serve more than two million customers.

ALEXBANK actively serves the widest possible spectrum of market segments by providing value-added financial products, services and solutions to retail businesses, small and medium-sized enterprises (SMEs), and corporate enterprises.



* Intesa Sanpaolo owns 79.99% of ALEXBANK's shares. The figure excludes one share, which is legally held by Ahmed Said El-Fallal as a representative share, accounting for 0.0000025% of the Bank's shares.

ALEXBANK'S NATIONWIDE NETWORK



* Points on the map refer to regions where the Bank operates and does not refer to specific branches or governorates.

1.3 FOUNDATIONS OF OUR APPROACH



MISSION AND CORE VALUES

Conscious of the value of our activity in Egypt, we promote a style of growth that is attentive to financial strength and capital solidity, sustainable results, and the creation of a process based on trust derived from customer and shareholder satisfaction, a sense of belonging on the part of our employees, and close monitoring of the needs of the community and the local area.



Excellence

We set ourselves the goals of continuous improvement, forward thinking, challenges and fostering creativity aimed at innovation, both recognizing and rewarding merit.



Transparency

We are committed to making transparency the basis of our actions, our communications, and our contracts to allow all those who have dealings with us to make informed, conscious and independent decisions.



Integrity

We pursue our goals with honesty, fairness, and responsibility, in full and true respect of the rules and professional ethics and in the spirit of the agreements signed.



Equality and Inclusion

We are committed to avoiding any discrimination in our conduct and to respecting differences in gender, marital status and family situation, age, ethnicity, religious belief, political and trade union affiliation, socio-economic status, nationality, language, cultural background, physical and mental condition, or any other characteristic of a person, including those related to the expression of their thoughts.



Respect For Specific Qualities

Our aim is to combine large-scale operations with profound local roots and be a Bank with a broad vision, which makes people and communities come first.



Environmental Protection

We promote efficient and conscious use of all resources, avoiding waste and always favoring sustainable choices over time. We are committed to combating climate change, protecting nature and biodiversity, and supporting the transition to a sustainable, green, and circular economy.



Values of the individual

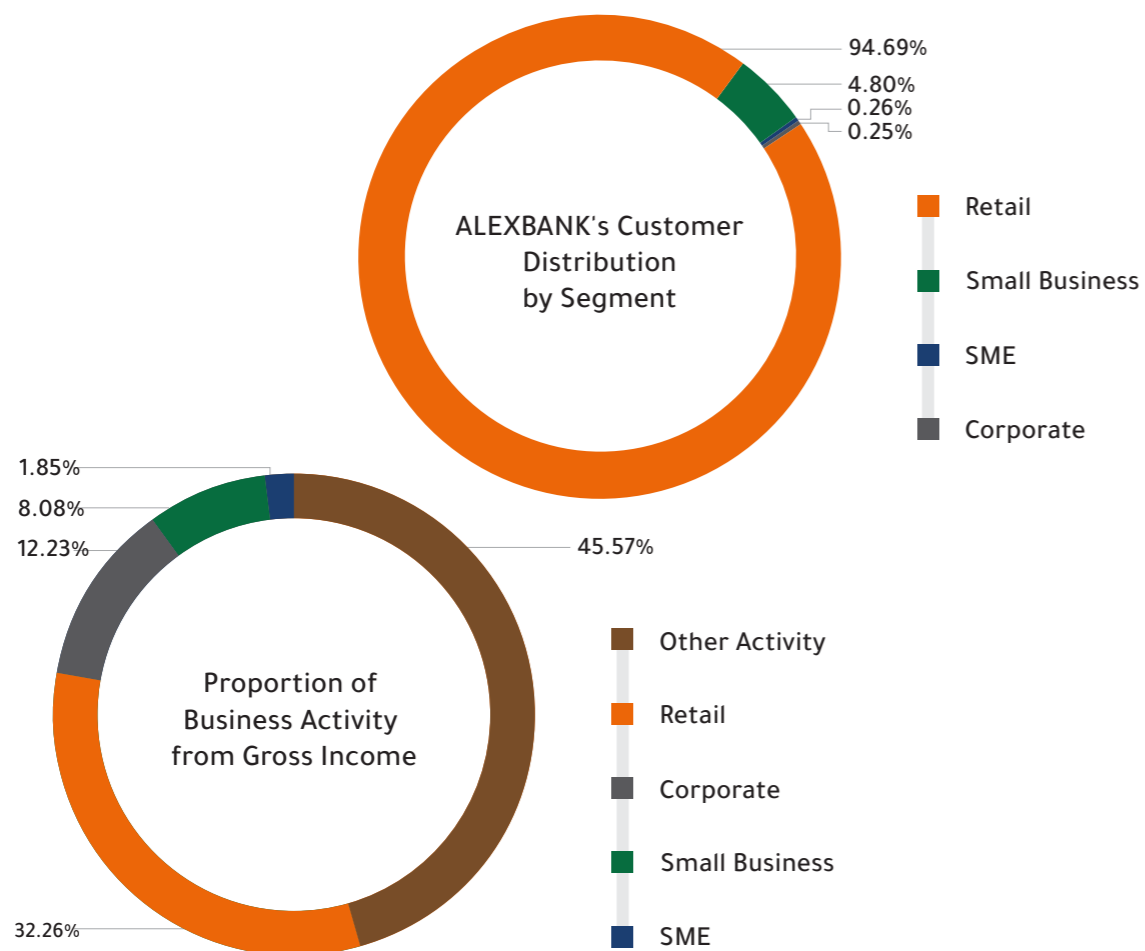
The value of each single person is a guide for our mode of operation: we use listening and dialogue as tools to continuously improve our relationships. We take care of people's health and safety to provide a professional experience that respects physical and psychological well-being.

1.4 OUR BUSINESS LANDSCAPE

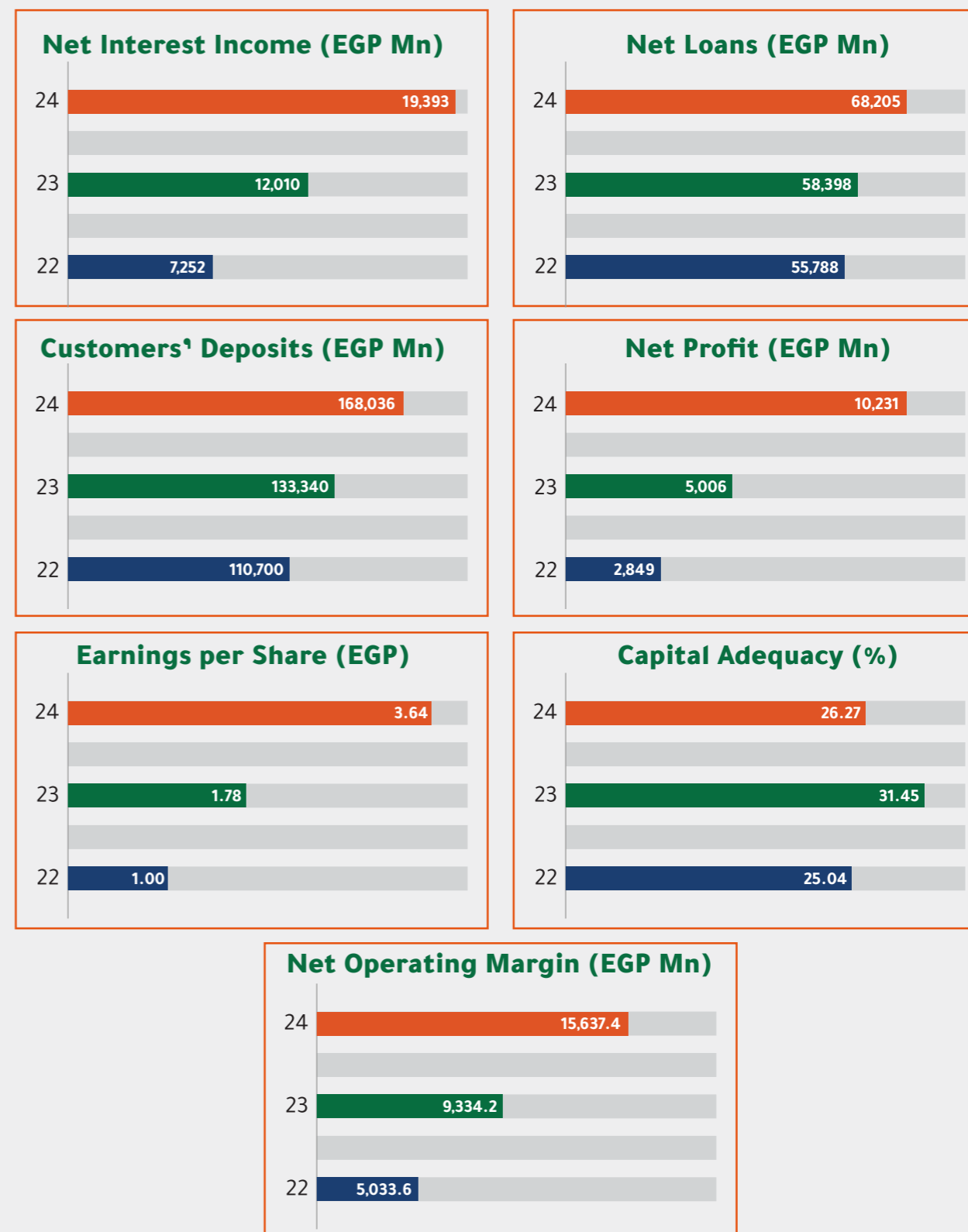
ALEXBANK operates in a diverse and evolving business landscape, offering a wide range of financial services tailored to meet the needs of various customer segments. Our key business areas include:



Each of these areas contributes to ALEXBANK's business and revenues and has a valued customer base that allows the Bank to have a diversified portfolio.

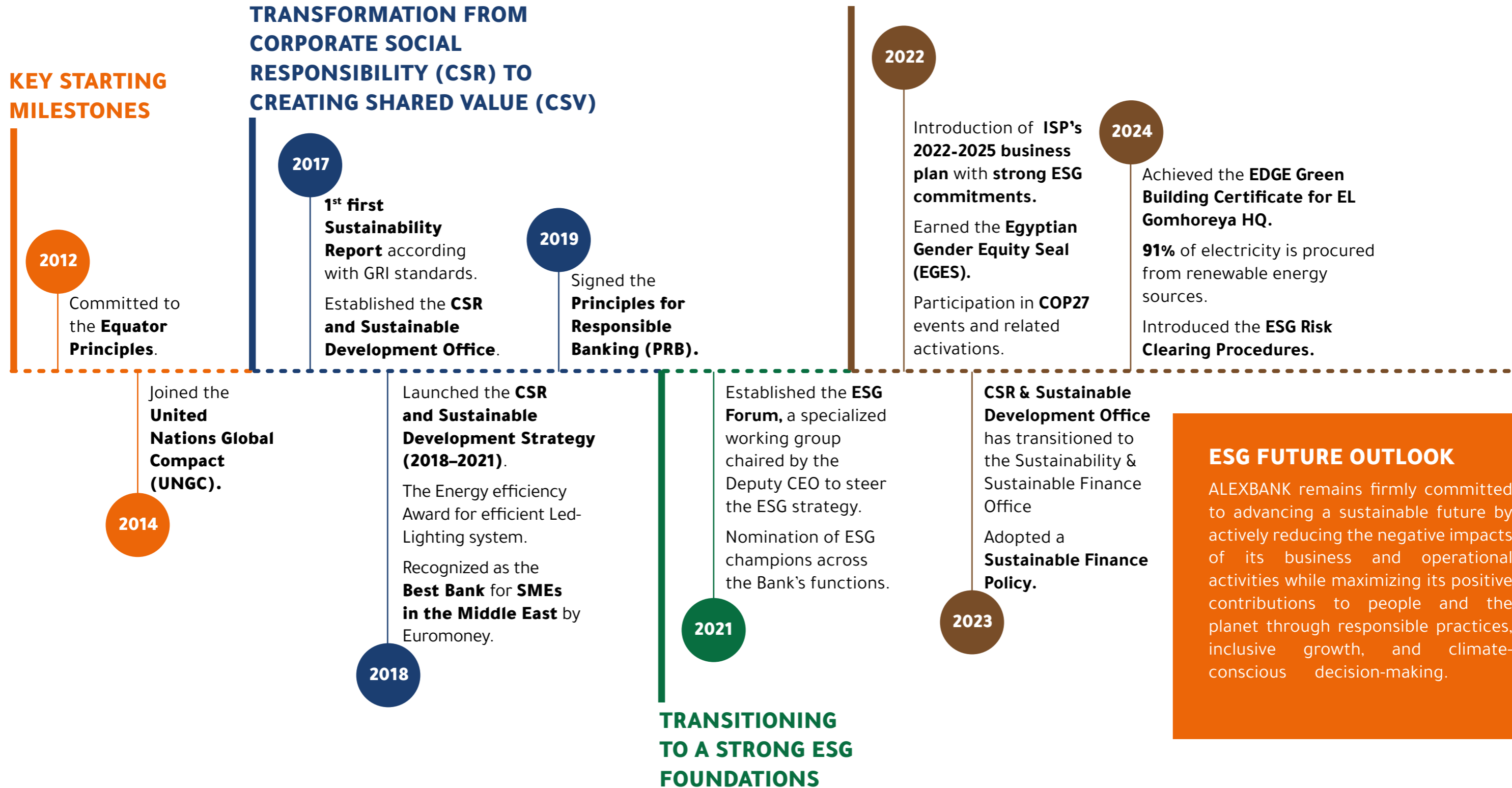


1.5 FINANCIAL HIGHLIGHTS



1.6 OUR SUSTAINABILITY JOURNEY

KEY STARTING MILESTONES



ESG FUTURE OUTLOOK

ALEXBANK remains firmly committed to advancing a sustainable future by actively reducing the negative impacts of its business and operational activities while maximizing its positive contributions to people and the planet through responsible practices, inclusive growth, and climate-conscious decision-making.

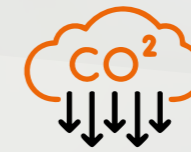
1.7 ESG HIGHLIGHTS

ENVIRONMENTAL

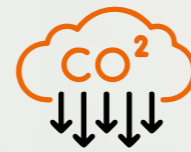
27.82
kgCO₂ / m²
Scope 1&2
intensity per area



0.82
kgCO₂ /
employee
Scope 1&2
intensity per FTE



57.4%
Decrease in total
Scope 1,2 and 3
emissions from
2023.



17.9%
Decrease in water
consumption from
2023.



91%
of total electricity
consumption from
renewable energy
sources

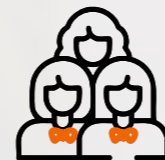


SOCIAL

4,400
Total Workforce
employees



32.95%
Female representation
in the workforce



30%
Branches
accessible



3.56%
People with disability
representation in the
workforce



Zero
Health and Safety
Accidents



91%
of local suppliers
in the supply chain



+200 K
Direct and indirect
beneficiaries from
Community impact
initiatives



GOVERNANCE

20%

Female Representation in the Board of Directors



24%

Female Representation in Managerial Positions



98%

of all trained employees were trained on Sustainable Finance topics



PROSPERITY

EGP 21.5 Bn

Net income from core banking activities



61.47%

Net interest income increase compared to 2023



16%

Corporate & SMEs new sustainable production



2 Mn

Customers



104.4%

YOY increase in Net Profit



19.6%

retail new sustainable production



EGP 39.7 Mn

CSR Donations



11%

Microfinance lending YoY increase



13%

Agribusiness Loans of MSMEs Portfolio



USD 15 Mn

Disbursed in promoting renewable energy adoption and efficiency in collaboration with the European Investment Bank (EIB)



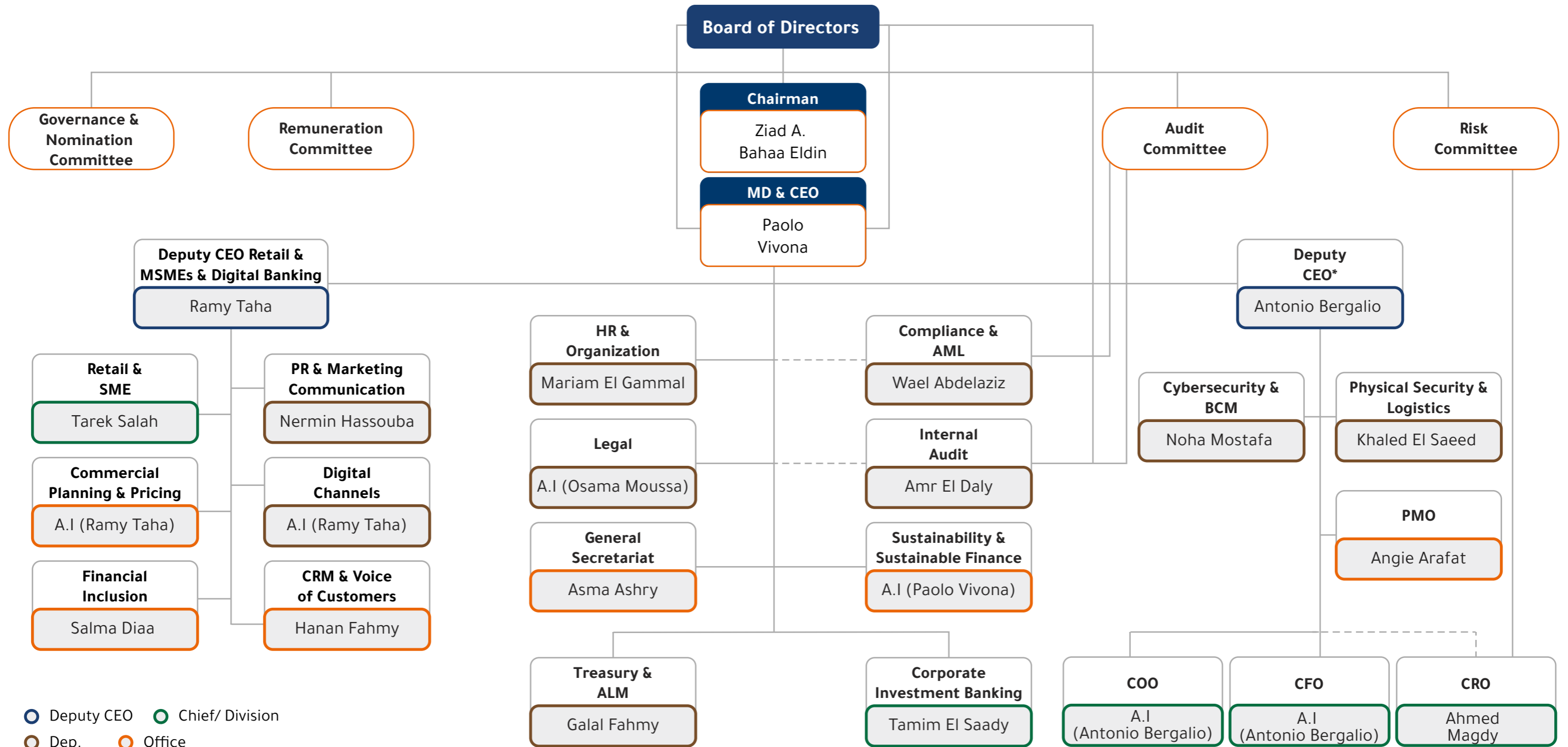
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GOVERNING RESPONSIBLY

- 2.1 Organizational structure
- 2.2 Board of Directors & Committees
- 2.3 Fostering ESG and Managing Risks
- 2.4 Governance Ethics and Policies



2.1 ORGANIZATIONAL STRUCTURE



2.2 BOARD OF DIRECTORS & COMMITTEES

Governance at ALEXBANK is headed by a strong Board of Directors, four Board Committees, one Executive Committee, and other management committees. These committees work in harmony to form an effective decision-making mechanism that provides an important tool to ensure alignment with the Group.

Abiding by the Articles of Association (AoA), the Board of Directors comprises from five to 11 members with diverse expertise, serving three-year terms. The General Assembly appoints members in proportion to the number of shares held. The composition must include no more than three executive members, at least two independent non-executive members, and at least two female members, with the majority of members being non-executive. Board members may serve a maximum of six years across two terms unless the CBE grants an exception.

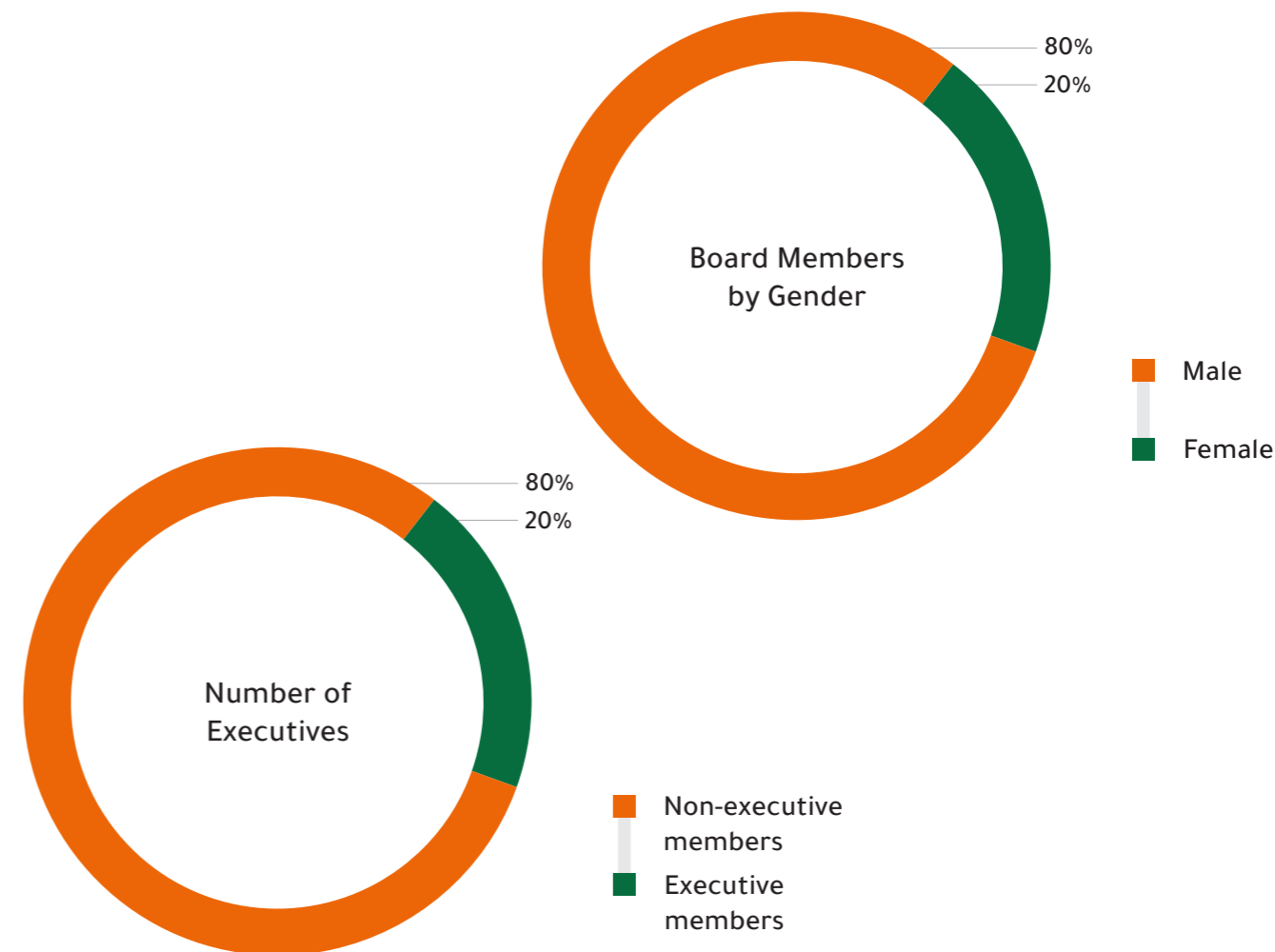
In case of vacancies, the Board may appoint temporary members, subject to ratification by the General Assembly and approval by the CBE Governor, ensuring compliance with CBE selection criteria. Each new member's mandate begins upon CBE approval, with effectiveness contingent upon registration in the CBE registry. If a new member replaces a previous representative of the same shareholder, their term will align with the predecessor's remaining tenure.

The Chairperson, selected from among the non-executive members, leads the Board. The Chairperson is supported by one or more Deputy Chairpersons who can act in his absence. If both are unavailable, the Board temporarily appoints a member to fulfill the Chairperson's duties.

In 2024, the Board of Directors consisted of ten seasoned experts, all experienced individuals aged between 50 and 65 years old.



The board at ALEXBANK shapes a future where banking meets purpose and progress.





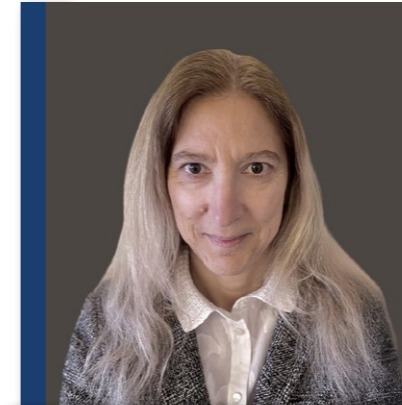
**DR. ZIAD AHMED
BAHAA EL-DIN**
Non-Executive Chairman



MR. CARLO PERSICO
Non-Executive Deputy
Chairman



MR. PAOLO VIVONA
Managing Director
and Chief Executive
Officer



**MRS. ALESSANDRA
ALCESI**
Non-Executive Board
Member



**MR. ANTONIO
BERGALIO**
Executive Board
Member/ Deputy
CEO



MR. ROSARIO STRANO
Non-Executive Board
Member



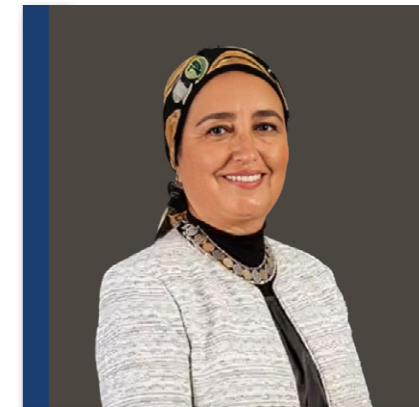
MR. STEFANO COZZI
Non-Executive Board
Member



MR. YASSER SOBHI
Non-Executive Board
Member

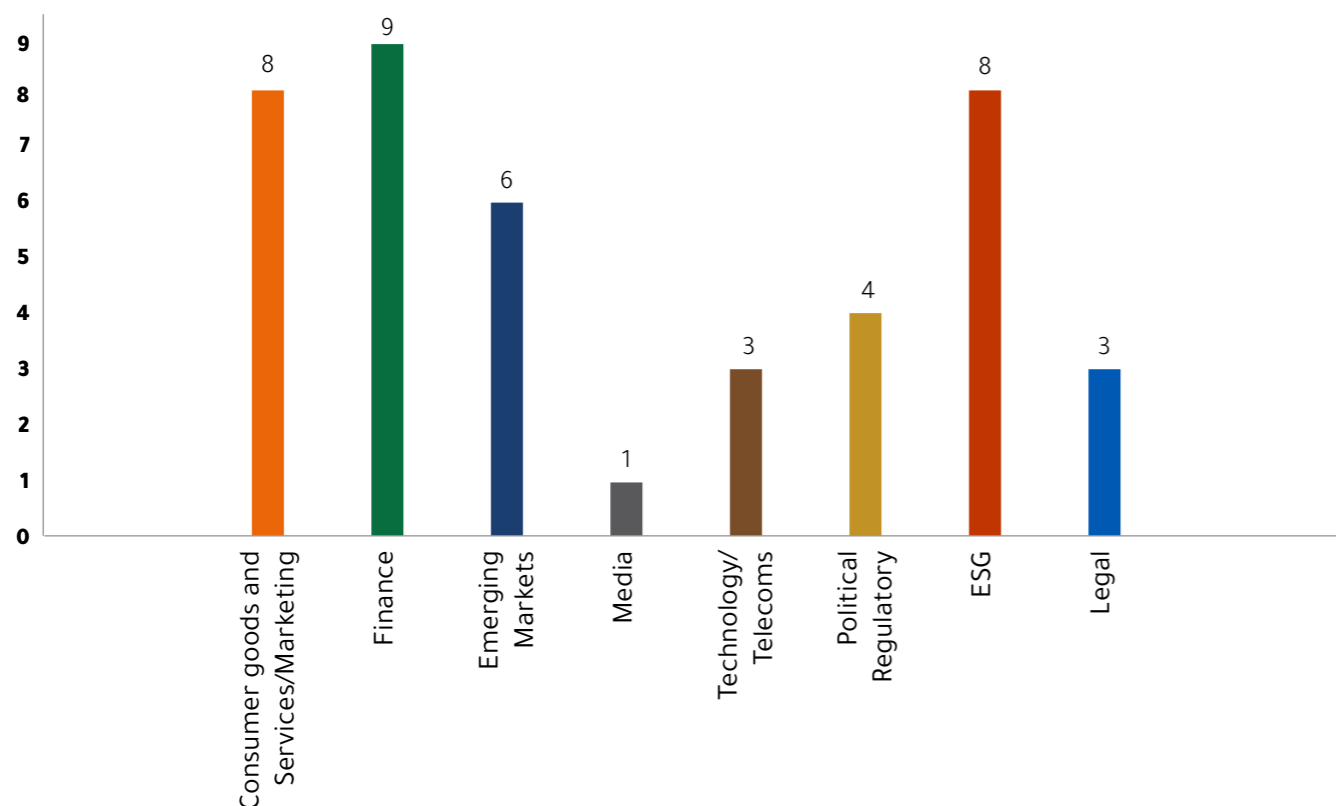


**MR. KHALED
NOFAL**
Non-Executive Board
Member



MRS. LOBNA HILAL
Non-Executive
Independent Board
Member

Number of Board Members per Skillset



The Board is the primary governing body of ALEXBANK, responsible for supervising business conduct and management to safeguard shareholders' interests and customers' rights, in compliance with applicable laws and General Assembly resolutions. Its powers are defined by relevant laws, regulatory authorities, ALEXBANK's Articles of Association, and General Assembly decisions.

The Board of Directors convened thirteen times in 2024. The Board is responsible for setting and implementing strategic objectives, supervising senior management's performance of its functions, and ensuring the effectiveness of internal control and risk management systems to maintain the Bank's favorable reputation and stability in the long term. The Board is particularly responsible for determining the optimal governance

arrangements that are appropriate for the size and complexity of the Bank. It maintains a governance culture and takes the steps necessary to communicate objectives and professional values throughout the Bank. The Board defines and sets professional standards and values reflecting the Bank's policies, management, and employees, and promotes individual and corporate responsibility.

The Board reports any material violations to the CBE and is responsible for setting strategic objectives, overseeing senior management, and ensuring effective internal control and risk management systems to uphold the Bank's stability and reputation. It defines governance arrangements appropriate for the Bank's size and complexity, fosters a governance culture, and communicates objectives and professional values across the organization.

The Board also establishes professional standards reflecting the Bank's policies, promotes individual and corporate responsibility, and prioritizes the interests of shareholders, employees, depositors, and other stakeholders while avoiding conflicts of interest.

Critical concerns are the issues that have the potential to significantly impact the Bank's operations, financial performance, reputation, or long-term sustainability. The critical concerns are presented to the BoD during scheduled meetings, typically through formal reports and presentations. These reports provide an analysis of the concern, its potential risks, and proposed mitigation strategies. In urgent cases, critical concerns can also be communicated through special meetings or immediate communications.

As of December 2024 the Board Committees were each composed of three members, the majority of whom must be non-executive members to avoid any conflict of interest. Currently, ALEXBANK has four Board Committees.



RISK COMMITTEE

Composition (As of December 2024):

- Mrs. Alessandra Alcesi**
- Mr. Antonio Bergalio**
- Mr. Stefano Cozzi**

The Risk Committee is a permanent committee established by the Board of Directors of the Bank in accordance with the ISP Group's guidelines, the Bank's internal regulations, and the applicable laws and regulations set by competent authorities. The Committee advises and supports the Board of Directors, focusing on the effective monitoring and management of risks within the Bank. All activities of the Risk Committee are conducted independently and autonomously to ensure that it oversees the Bank's risk management framework with objectivity and integrity.



REMUNERATION COMMITTEE

Composition (As of December 2024):

- Mr. Carlo Persico**
- Mrs. Alessandra Alcesi**
- Mr. Rosario Strano**

The Remuneration Committee is tasked with supporting the Board of Directors in all matters related to remuneration. Its responsibilities include assessing and recommending remuneration principles, overseeing the implementation of remuneration rules, and ensuring alignment with the Bank's remuneration policy and ISP Group policies. The Remuneration Committee also supervises related processes and practices to ensure compliance and actively integrates relevant Bank functions into the preparation and control of remuneration and incentive policies.



GOVERNANCE & NOMINATIONS COMMITTEE

Composition (As of December 2024):

Mrs. Alessandra Alcesi

Mr. Antonio Bergalio

Mrs. Lobna Hilal

The Governance and Nominations Committee is a Board of Directors' Committee established with the purpose of regularly evaluating the Bank's governance framework. It supports the Board of Directors by providing advice on governance matters and assisting with the selection, composition, and structure of the Board and its committees. The Committee ensures that the Bank maintains an effective governance system and fulfills its fiduciary responsibilities.

In addition to the Board committees, ALEXBANK has a suite of management committees responsible for decision-making in the different areas that make up the Bank's business and operations.

OTHER MANAGEMENT COMMITTEES INCLUDE:

1. Credit Risk Governance Committee
2. Credit Committee
3. Problem Assets Committee
4. Assets & Liabilities Management Committee
5. Operational Risk Committee
6. Change Management Committee
7. Internal Controls Coordination Committee
8. Tender Committee



AUDIT COMMITTEE

Composition (As of December 2024):

Mr. Carlo Persico

Mrs. Alessandra Alcesi

Mrs. Lobna Hilal

The Audit Committee is a permanent committee established by the Board of Directors in line with ISP Group guidelines, the Bank's internal regulations, and applicable laws and regulations. It advises and supports the Board, focusing on the periodic evaluation of the adequacy and effectiveness of the Bank's internal control systems. The Committee operates independently and autonomously to uphold objectivity and enhance the Bank's control environment.

The highest management committee is the Executive Management Committee (EXCO), a permanent decision-making and advisory committee mandated to manage and monitor the day-to-day activities and affairs of the Bank, ensuring alignment with the Bank's strategy and the efficient use of its resources. Additionally, the committee serves as the key forum for all matters related to corporate governance.

The EXCO is composed of the following members, with 89% male representation and 11% female representation:

- Chief Executive Officer and Managing Director
- Deputy CEO
- Deputy CEO Retail, MSMEs, Digital Banking
- Chief Risk Officer
- Chief Operating Officer
- Head of Retail and SME
- Chief Financial Officer
- Head of Corporate Investment Banking Division
- Head of HR & Organization Department

THE ESG FORUM

The ESG Forum at ALEXBANK functions as a key governance body responsible for driving the Bank's ESG agenda while ensuring compliance with parent company directives, regulatory requirements, and local priorities.

The members of the forum are:

- ESG Manager (Deputy CEO)
- Deputy CEO Retail & MSMEs & Digital Banking
- Head of Retail & SME Division
- Head of Corporate Investment Banking Division
- Chief Financial Officer
- Chief Risk Officer
- Head of Physical Security & Logistics Department
- Head of Sustainability & Sustainable Finance Office
- Head of HR & Organization Department

Chaired by the ESG Manager / Deputy CEO, the forum includes senior leaders from key divisions and meets quarterly or as needed. It plays a crucial role in achieving the Bank's ESG targets by guiding the development of the business plan from an ESG perspective, aligning initiatives with the ISP Group strategy, assessing emerging risks and opportunities, and ensuring regulatory compliance. Decisions require a

BOARD EVALUATION AND REMUNERATION PROCESS

ALEXBANK adopts an annual self-assessment mechanism to evaluate the performance of the Board, its committees, and individual members. The evaluation process involves both individual and collective assessments. The Board Secretary circulates a self-assessment questionnaire to all members for individual evaluations. Each member provides their responses to the Chairperson of the Board, copying the Company Secretariat. The Chairperson reviews these inputs, potentially holding one-on-one meetings with members to discuss their feedback. A consolidated report summarizing the findings is then prepared and presented to the Governance & Nomination Committee before being submitted to the Board for acknowledgment and necessary actions. The same process is followed for the collective assessment of the Board

two-thirds majority, with the Chairperson holding veto power, enabling effective implementation of ESG goals across the Bank. The forum is supported by a network of ESG Champions across the Bank, whose insights and experiences are highlighted throughout this report to showcase the practical impact of ESG initiatives at all levels of the organization.

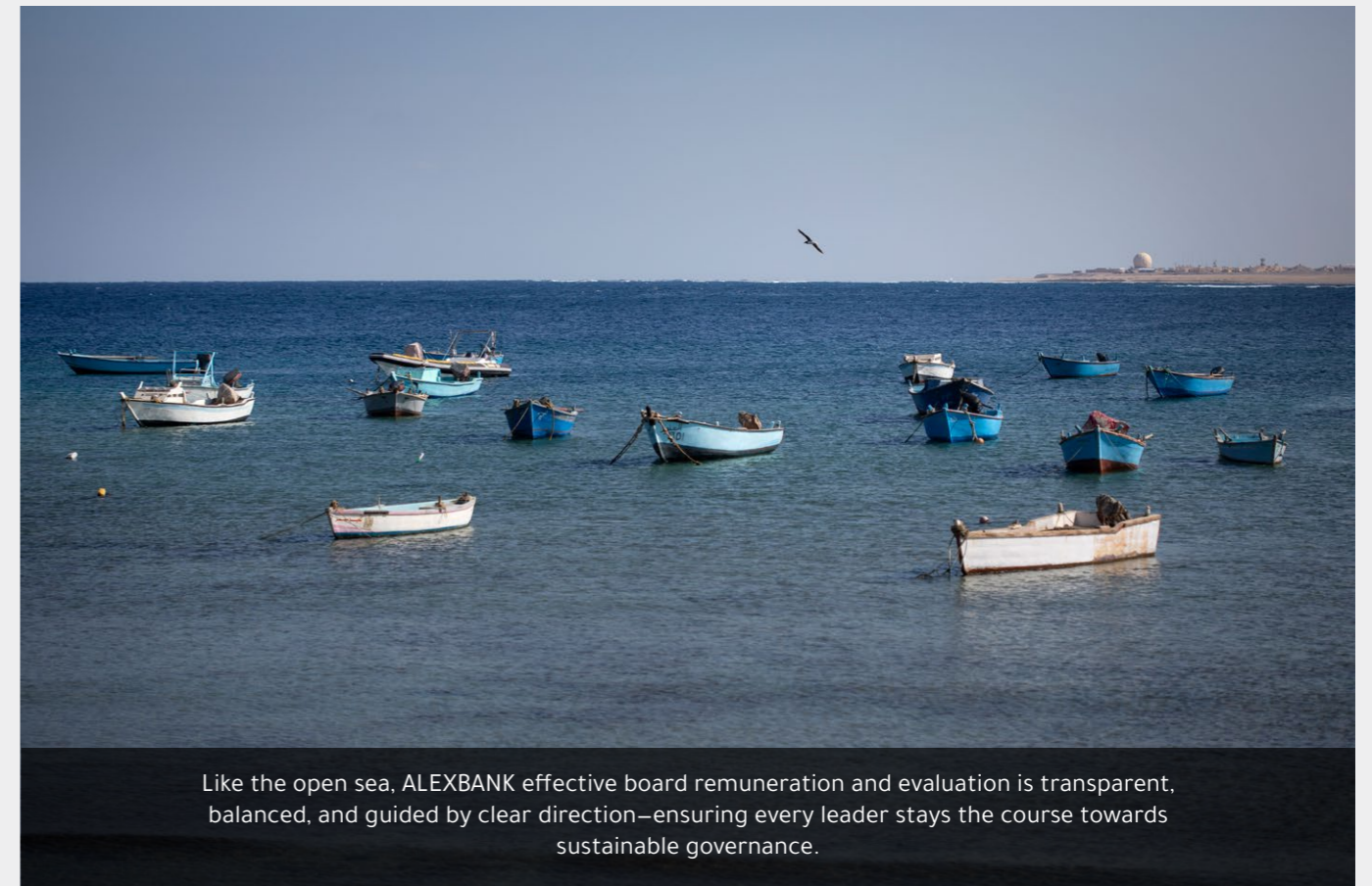
as a whole, ensuring a comprehensive evaluation of governance performance. While this evaluation process is internally coordinated, a degree of independence is maintained through structured oversight by the Governance & Nomination Committee.

The remuneration policies at ALEXBANK are designed to ensure fairness and merit-based differentiation while adhering to regulatory requirements. For non-executive Board members, remuneration, including attendance allowances and other benefits, is determined annually by the General Assembly. Executive Board members and senior executives receive remuneration packages, including salaries, allowances, and other benefits, defined by the Board of Directors and ratified by the General Assembly.

The Bank's Remuneration and Incentive Policies are aligned with its strategic objectives, and performance metrics are incorporated to ensure alignment with economic, environmental, and social impacts. The Remuneration Committee

plays a pivotal role in defining these policies, particularly for the CEO, executive Board members, and the heads of internal control functions. It oversees the assignment of key performance indicators (KPIs) and performance scorecards, evaluates achievements against these targets, and determines any bonus payments. Additionally, the Risk Committee supports

the Board by ensuring that policies consider the Bank's risk appetite, capital, and liquidity, particularly in relation to executive incentives. This integrated approach ensures that the remuneration framework incentivizes sustainable performance while upholding governance principles.



Like the open sea, ALEXBANK effective board remuneration and evaluation is transparent, balanced, and guided by clear direction—ensuring every leader stays the course towards sustainable governance.

2.3 FOSTERING ESG AND MANAGING RISKS

ALEXBANK's ESG integration into business is governed by its Sustainable Finance Policy. This policy outlines the framework used to incorporate ESG factors into credit and investment decisions, aiming to create lasting benefits for clients, stakeholders, and society. It sets clear roles and responsibilities to integrate sustainability into the Bank's governance structure, operations, and activities, in alignment with the Central Bank of Egypt's (CBE) Guiding Principles on Sustainable Finance.

The Bank is committed to enhancing staff knowledge on ESG-related aspects of the Bank's activities by conducting training programs and building internal capacity. It aims to promote financial inclusion by expanding access to under-served communities through digitalized products and services. Additionally, ALEXBANK seeks to support its retail, corporate, and SME clients in their ESG transitions by offering tailored sustainable finance products and services.

To address climate change, the Bank encourages the financing of projects that contribute to environmental sustainability and establishes internal rules to measure and manage ESG-related portfolio risks. It is also committed to managing its internal operations sustainably through responsible resource management and green procurement.

The Bank's Environmental and Social Risk Management System is continuously improved to ensure robust risk governance throughout the credit cycle, and sustainability reporting is conducted to monitor progress and communicate achievements.



"At ALEXBANK, we recognize that embedding ESG factors into our credit-granting process is essential for a precise evaluation of our clients' long-term viability and creditworthiness. By evaluating ESG criteria, we identify potential risks and opportunities, aligning with our commitment to sustainable and responsible lending practices. These ESG insights are seamlessly incorporated into credit evaluation models, complementing traditional measures for a comprehensive borrower perspective. This approach supports the bank's commitment to long-term financial stability and positive societal and environmental outcomes."

Lamiaa Khalil (Credit Risk Team Leader)



"New roads are being paved towards a more sustainable banking environment, locally and globally, with ESG risk management at its core. As leaders in both risk and sustainability, we are dedicated, consistently with our Parent Company's vision, to embedding ESG factors directly into traditional risk aspects, thereby ensuring inclusive growth, and contributing to building a sustainable future."

Sherry Faltas (Risk Analyst)

As part of its commitment to the Equator Principles, ALEXBANK integrates ESG factors into its operations through a comprehensive ESG Risk Management Model that aligns with Group policies.

This model assesses ESG risks across sectors via financial materiality analysis, informing financing strategies and integrating ESG factors into traditional risk assessments (e.g., credit, market, operational, and reputational risks). ESG and reputational risk clearances are required for transactions in ESG-sensitive sectors above a certain internally determined lending threshold and those under the Equator Principles, with environmental consultants evaluating large projects exceeding EGP 200 million.

Governance roles include the Board overseeing ESG strategies, policies, and reporting; the Risk Committee supporting the Board; the EXCO ensuring alignment with the Bank's strategy; and the Credit Risk Governance Committee evaluating sustainable products and lending frameworks. This approach reflects ALEXBANK's commitment to sustainability and regulatory compliance.

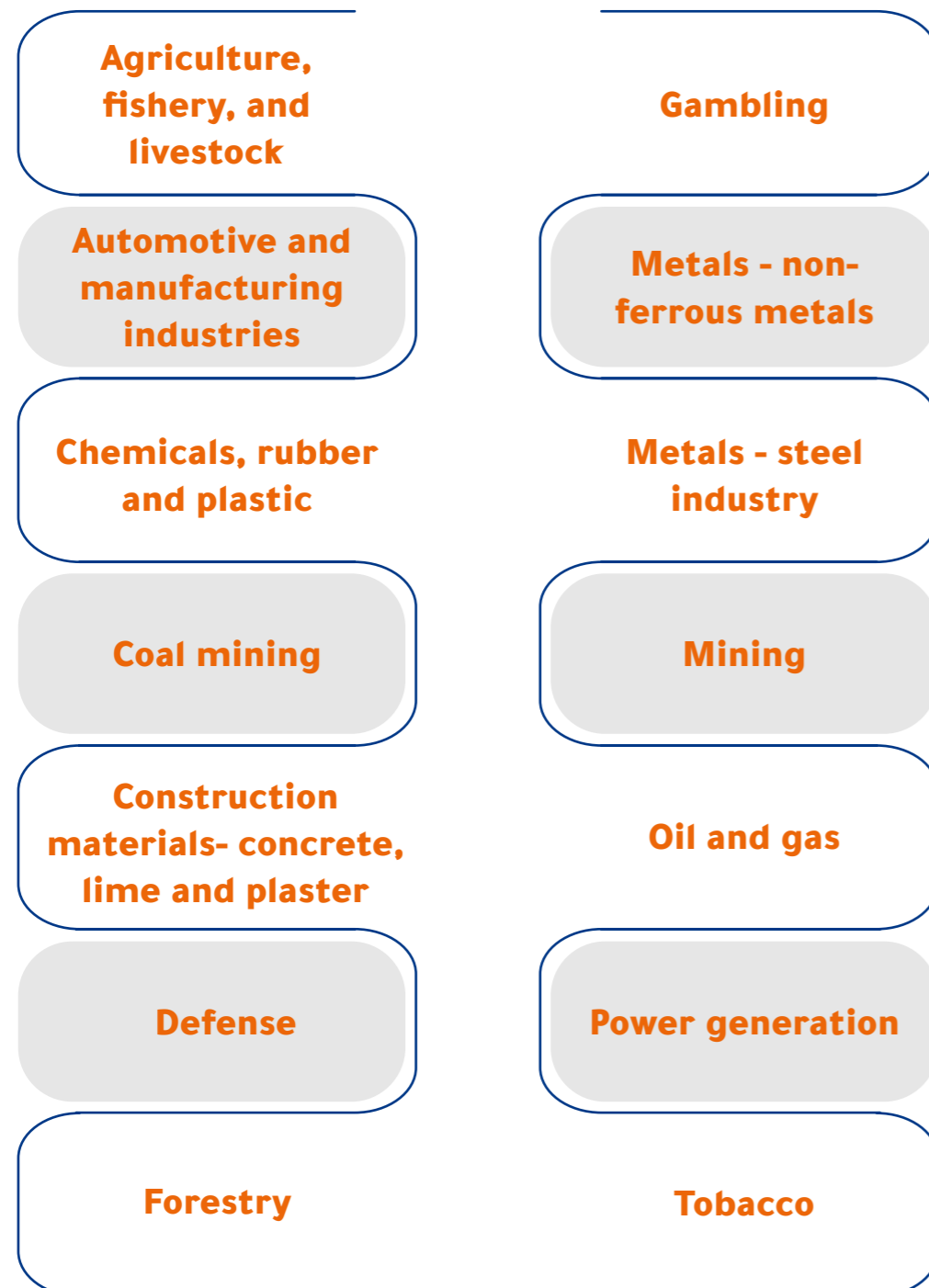
In 2024, ALEXBANK updated its ESG Risk Policy to include new ESG-sensitive sectors as well as an update on the roles and responsibilities of the ERM and Sustainability and Sustainable Finance Office to ensure alignment with the process and effective monitoring and reporting of ESG-related topics.



Crafted by hand, kind to the planet- a creation that embodies ALEXBANK's ESG commitment.

During this reporting period, ALEXBANK also produced its ESG and Reputational Risk Clearance Procedures for the first time. The ESG & Reputational Risk Opinion is an advisory opinion that assigns risk ratings, considering the ESG and reputational profile of each counterparty and transaction.

According to these policies and procedures, the following sectors are considered sensitive to ESG and/or reputational risks:



2.4 GOVERNANCE ETHICS AND POLICIES

The Bank is governed by a set of policies, procedures and a code of conduct that allow it to function according to the highest standards of integrity and transparency.

This is supported by the Organization function in the Bank whose role is to integrate sustainability principles in the internal culture of the Bank starting from the vision and mission to its operations and aligning them with global and national standards.

This governance embeds the value chain of the sustainability principles on main streams such as:

- 1. Bank Policies Review:** The Bank's policies are considered the main driver in drafting internal regulations. All Bank's policies are shared with the Organization Office for review, providing feedback to ensure alignment with the latest approved Organizational Structure and adherence to the roles and responsibilities of all involved functions, including the most recent Organization Code, as well as compliance with local and internal regulatory controls and requirements.
- 2. Processes & Procedures Formalization:** The processes and procedures formalization conducted to meet regulatory requirements, Group guidelines and system changes.

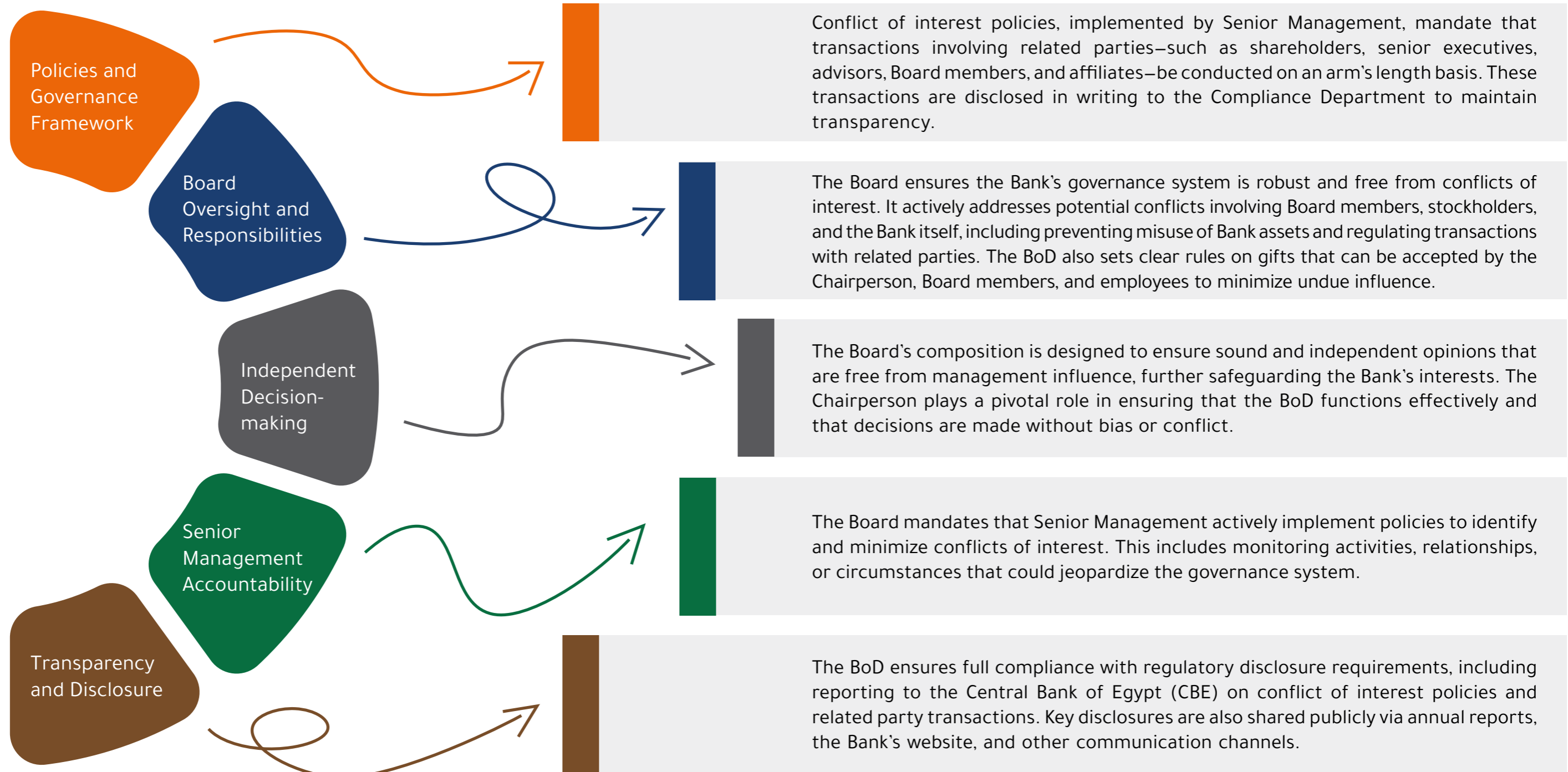
ALEXBANK arranges continuous Strategic Planning Process (SPP) forums depending on cross functional collaboration to determine the needed efforts to conclude the regulatory requirements, risk mitigation and/or Business enhancements and to ensure that needed controls are in place while gathering insights and various perspectives for working on any needed processes and procedures that forms the internal regulating system of the Bank.



ALEXBANK POLICY FOR CONFLICT OF INTERESTS MANAGEMENT

ALEXBANK has established comprehensive measures to identify, prevent, and manage conflicts of interest, ensuring that the Bank operates transparently and in the best interests of its stakeholders.

In 2024, the Group Rules for Conflicts of Interest Management was updated to include alignment of safeguards' description with changes in internal regulations of management measures.



CODE OF ETHICS

The Bank is also equipped with a strong code of ethics, which was updated in 2024 to ensure continuous alignment with regulations and both global and local requirements and standards. This code is also an expression of the Bank's strong commitment to ESG issues.

The code defines the Bank's principles of conduct for different stakeholders: customers, shareholders, employees, suppliers, communities, and the environment - which is also considered a stakeholder. Dissemination and awareness of the content of the code of ethics are regularly monitored to ensure alignment with the Bank's core values and principles. The code is published on the Bank's intranet and website to ensure its availability for all employees.

Reporting on non-compliance with the code is conducted through a specific email address accessible to all stakeholders with a high level of confidentiality and guaranteed protection from any form of retaliation. A constructive approach is then taken to address any misconduct, and appropriate measures are taken.

PRINCIPLES ON HUMAN RIGHTS

ALEXBANK, part of the Intesa Sanpaolo Group, is dedicated to promoting human rights in accordance with the Universal Declaration of Human Rights and the UN Guiding Principles on Business and Human Rights. The bank adheres to the UN Global Compact's Ten Principles, focusing on human rights, labor rights, environmental protection, and anti-corruption.

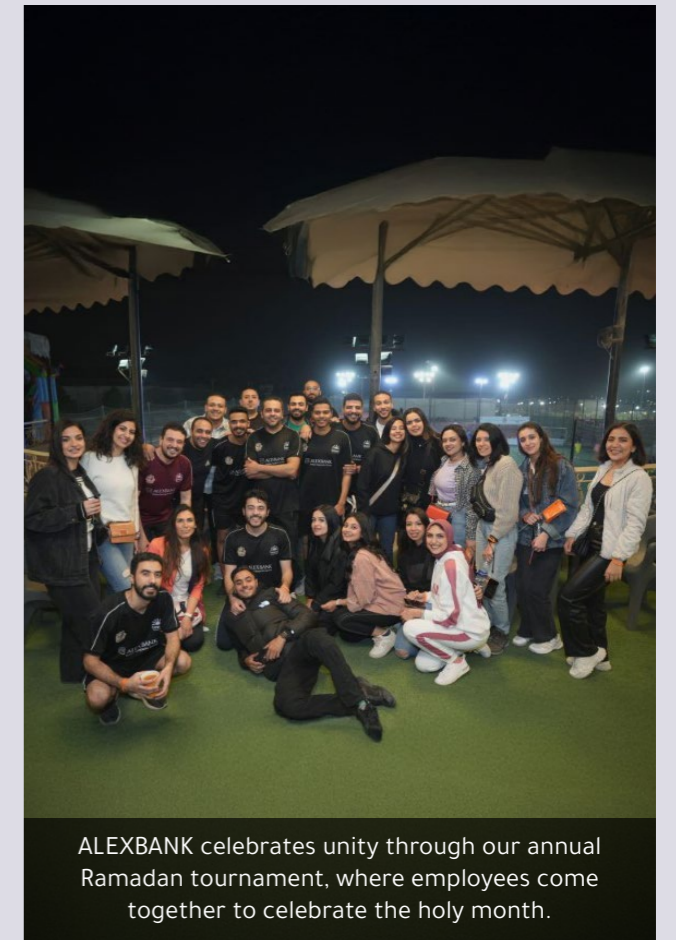
As a signatory of the UNEP FI Principles for Responsible Banking, it aligns its strategies with sustainable development goals. The bank's human rights policy emphasizes respect, dignity, and inclusivity for employees, customers, suppliers, and the community, reflected through various CSV community development initiatives each year.

ALEXBANK RULES ON INTERNAL SYSTEMS FOR REPORTING VIOLATIONS (WHISTLEBLOWING POLICY)

ALEXBANK updated its Whistleblowing policy in 2024, which outlines reporting methods and protects whistleblowers from retaliation. Applicable to all personnel, the policy addresses issues like regulatory non-compliance and financial misconduct while ensuring confidentiality and adhering to data protection laws, with data retention limited to five years. Reports of unethical or unlawful behavior are investigated by the Internal Audit Department, which prepares a report with recommendations for the Managing Director & CEO. Upon approval, the report is shared with relevant parties for implementation, and external regulatory referrals may occur if necessary.

DIVERSITY, EQUITY AND INCLUSION PRINCIPLES

ALEXBANK's diversity and inclusion policy fosters a workplace characterized by respect and harmony, encouraging individuals with diverse qualities and beliefs to collaborate and thrive. This ethical commitment not only supports employee growth and equal opportunities but also enhances the Bank's corporate reputation and social responsibility. This is reflected through the increase in the number of opportunities offered to Women, Youth and PwD. The Deputy CEO/ESG Manager oversees the implementation of these principles, setting objectives and strategies to align departmental efforts with gender equity commitments.



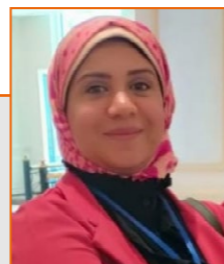
ALEXBANK celebrates unity through our annual Ramadan tournament, where employees come together to celebrate the holy month.

COMPLIANCE, ANTI-CORRUPTION AND ANTI-MONEY LAUNDERING (AML)

ALEXBANK abides by rigorous policies and procedures designed to combat corruption and money laundering to preserve the Bank's integrity and guiding principles. These policies disseminated to all employees and stakeholders.

The Bank utilizes an automated **Norkom financial crime and compliance platform** (NORKOM) system to identify suspicious activities or transactions. As a further measure, it updates its clients know-your-customer (KYC) forms regularly, depending on the client's risk categorization.

Effective training is also regularly conducted at all levels to update employees on anti-corruption and AML procedures. In 2024, 4,155 employees were trained on AML-related topics and 42 employees on using NORKOM, with a total of 34,634 and 84 hours of training respectively.



"Recognizing integrity and transparency as the bedrock of sustainable banking, ALEXBANK's Compliance and AML Department serves as a vigilant guardian of ethical and responsible finance. We build trust and ensure transparency in every transaction through proactive risk management, unwavering regulatory adherence, and a deeply embedded compliance culture. By proactively fighting financial crime and maintaining the highest standards, we play a crucial role in building a resilient financial ecosystem that promotes enduring sustainability and stakeholder confidence."

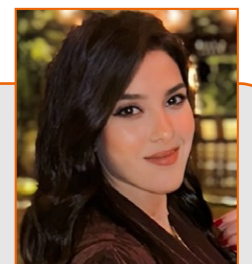
Doaa Ahmed (Senior Compliance Group Reporting Officer)

CYBERSECURITY POLICY

At the essence of ALEXBANK governance is the systematic structure of assessing and mitigating potential cyber adversities and threats to safeguard its customers' private and sensitive data. Enhancing cybersecurity governance, the Bank regularly reviews existing frameworks, policies, procedures, and rules related to data privacy and confidentiality to ensure compliance with fundamental frameworks of SWIFT Communications Service Provider (CSP), The Committee of Sponsoring Organizations of the Treadway Commission (COSO), and Center for Internet Security (CIS). The Bank's cybersecurity assessment framework embeds the best industrial practices, international information technology standards, national mandatory data privacy laws, and the Bank's regulatory and strategic imperatives. Against this governed framework, the Bank initiated a rigorous risk assessment lifecycle with the valuable tool of a risk prioritization matrix to effectively identify, evaluate, mitigate, monitor, and report the inherent and residual risks.



"In an increasingly vulnerable digital world, cybersecurity serves as our frontline defense. By prioritizing cybersecurity, we protect against evolving threats and uphold customer trust in our data security and privacy commitment. Simultaneously, integrating cybersecurity practices into our Business Continuity Management (BCM) strategy enhances our resilience, ensuring operational continuity even through unforeseen disruptions."



Aya Raef (BCM Officer)

03

SETTING PRIORITIES

- 3.1 Stakeholders' Engagement
- 3.2 Materiality Assessment



3.1 STAKEHOLDERS' ENGAGEMENT

ALEXBANK's approach to stakeholder engagement focuses on identifying and prioritizing individuals, groups, and entities that have a direct or indirect impact on the Bank's operations. This includes employees, customers, suppliers, regulators, shareholders, communities, NGOs, and other relevant parties. The objective is to understand their unique needs, expectations, and levels of influence in order to establish effective communication and foster meaningful collaboration.

Internally, ALEXBANK engages with executive-level managers through structured interactions to align strategies, drive effective decision-making, and achieve the Bank's objectives. Externally, the Bank maintains strong connections with customers, suppliers, communities, regulators, and other key stakeholders to build trust, ensure collaboration, and address shared priorities.

By aligning engagement practices with material topics and addressing stakeholder concerns proactively, ALEXBANK ensures that relationships are strengthened, evolving needs are met, and risks are mitigated. This approach drives sustainable growth, delivers long-term value, and ensures that all voices are heard in contributing to shared success.



STAKEHOLDER	ENGAGEMENT CHANNELS	FREQUENCY	NEEDS & EXPECTATIONS	IMPACTFUL RESULTS OF ENGAGEMENT	RELEVANT MATERIAL TOPICS
EMPLOYEES	<ul style="list-style-type: none"> • Calls and conference calls • Bank intranet and email • Physical sessions • Virtual meetings • Internal or external surveys • Interviews • Quizzes • Simulations • Training sessions • Service Now • Audits and Investigations 	<ul style="list-style-type: none"> • Daily • Weekly • Monthly • Quarterly • Annually • Biannually • Ad hoc 	<ul style="list-style-type: none"> • Career development and workplace wellbeing • Healthy and safe working conditions • Business continuity • Awareness and surveys • News and business updates • Compliance with policies • Daily operations support • Product & business de-velopment • Implementation, training, and testing • Complaints, Inquiries, and feedback handling • Compensations & benefits • Regulations announcement • Data management & loyalty 	<ul style="list-style-type: none"> • Improved em-ployee satisfaction and retention • Enhanced productivity and performance • Stronger alignment with the Bank's goals • Boosted morale and motivation • Reduced risks related to non-compliance • Fostering a proactive and transparent work environment 	<ul style="list-style-type: none"> • Retention, Enhancement, Diversity & Inclusion of Our People • Health, Safety and Wellbeing • Integrity in Corporate Conduct
SENIOR MANAGEMENT	<ul style="list-style-type: none"> • Strategic meetings • Executive calls and video conferences • Annual retreats and planning sessions • Internal reports and dashboards • Board meetings • Leadership workshops • Emails 	<ul style="list-style-type: none"> • Daily • Weekly • Monthly • Quarterly • Annually • Biannually • Ad hoc 	<ul style="list-style-type: none"> • Business continuity and strategic alignment • Governance and compliance updates • Financial and operational performance reviews • Leadership development • Risk manage-ment and miti-gation plans • Cybersecurity and data pro-tecton updates • Monitoring ESG initiatives and targets 	<ul style="list-style-type: none"> • Strengthened strategic decision-making • Enhanced leadership effectiveness • Improved governance and accountability • Better preparedness for market risks • Sustained focus on ESG goals • Improved operational efficiency 	<ul style="list-style-type: none"> • Good Governance and ESG Risk Management • Integrity in Corporate Conduct

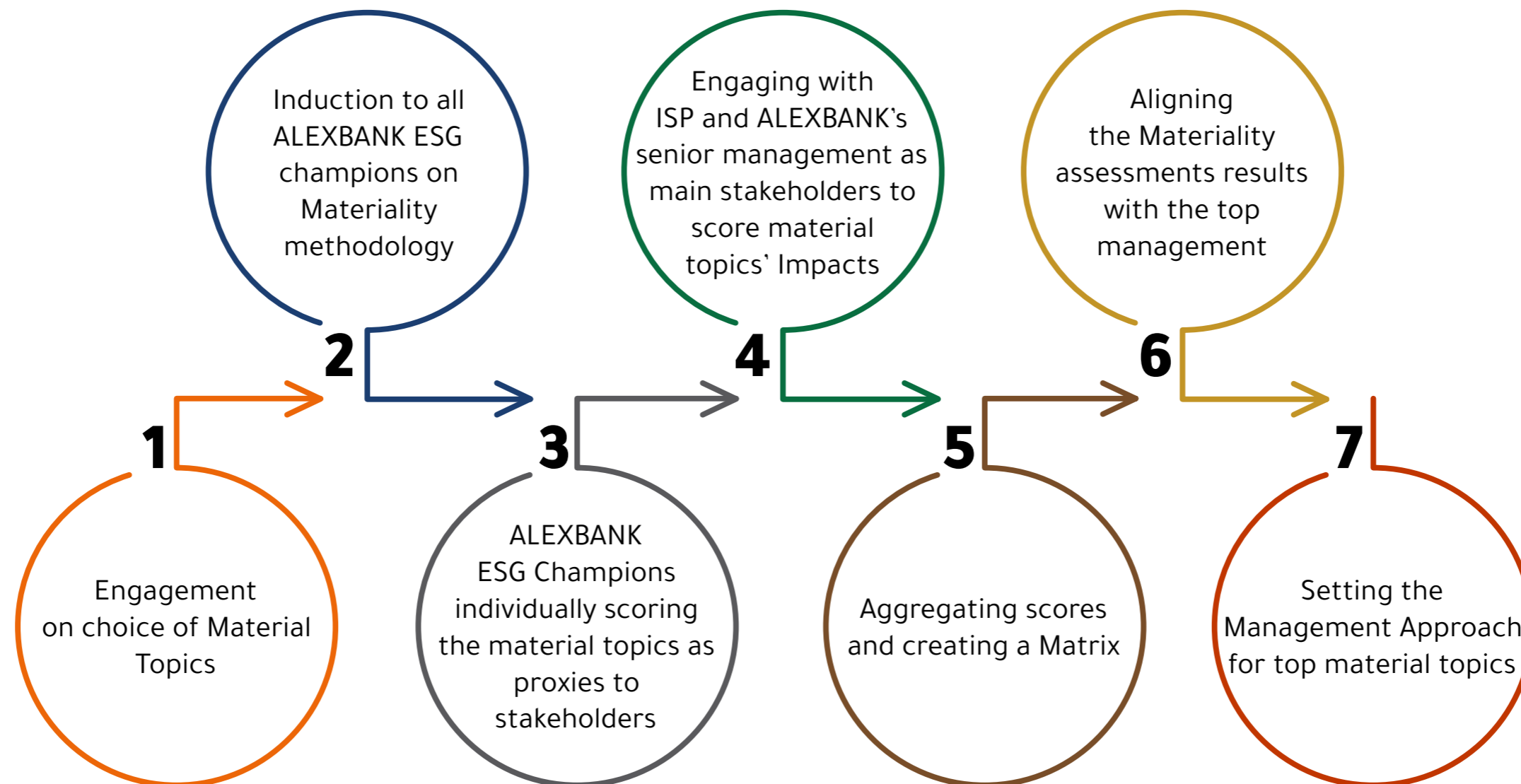
STAKEHOLDER	ENGAGEMENT CHANNELS	FREQUENCY	NEEDS & EXPECTATIONS	IMPACTFUL RESULTS OF ENGAGEMENT	RELEVANT MATERIAL TOPICS
CUSTOMERS	<ul style="list-style-type: none"> • Calls and conference calls • Videos • Emails • In-branch material • Internal or external • Surveys • Personal meetings • External Visits • Public Portal • Text messages • Social media 	<ul style="list-style-type: none"> • Daily • Weekly • Monthly • Annually • Ad hoc 	<ul style="list-style-type: none"> • Complaints handling and management • Information security awareness • Commercial campaigns • Updates and offers of products and services. • Accessibility and convenience in services • Continuity of quality service • Reliable communication channels • Timely resolution of inquiries and issues 	<ul style="list-style-type: none"> • Increased customer satisfaction and loyalty • Enhanced brand trust and reputation • Higher customer retention rates • Improved service quality and operational efficiency • Strengthened relationships with customers • Minimized security breaches and improved data protection 	<ul style="list-style-type: none"> • Responsible & Purposeful Lending & Investment • Green Transition Finance • Sustainable Agribusiness Development • Financial Inclusion and Literacy • Data Management & Cybersecurity • Digitalization & Accessibility • Quality of Service & Customer Experience
SUPPLIERS AND BUSINESS PARTNERS	<ul style="list-style-type: none"> • Calls and conference calls • Emails and handbooks • Internal or external surveys • Physical sessions • Virtual meetings 	<ul style="list-style-type: none"> • Daily • Weekly • Bimonthly • Monthly • Quarterly • Biannually • Annually • Ad hoc 	<ul style="list-style-type: none"> • Complaints Resolution • Clear and transparent communication • Information Security awareness • Supplier assessment and contract conditions • Reviewing and amending policies, processes, and work maps of banks' departments • Monitoring and evaluation of performance • Legal consultancy and support • Initiatives discussion • Branding designs • System enhancements, features additions & integration • Trainings, mentorship & coaching • Surveys & Market trends • Regulations updates 	<ul style="list-style-type: none"> • Stronger partnerships and trust with suppliers • Streamlined processes and operational efficiency • Improved supplier performance and compliance • Greater innovation and continuous improvement • Enhanced transparency in business dealings • Minimization of operational risks and legal conflicts 	<ul style="list-style-type: none"> • Integrity in Corporate Conduct • Responsible & Purposeful Lending & Investment • Green Transition Finance • Sustainable Agribusiness Development • Environmental Stewardship • Financial Inclusion and Literacy • Good Governance and ESG Risk Management • Integrity in Corporate Conduct • Community Development & Empowerment • Quality of Service & Customer Experience • Digitalization & Accessibility

STAKEHOLDER	ENGAGEMENT CHANNELS	FREQUENCY	NEEDS & EXPECTATIONS	IMPACTFUL RESULTS OF ENGAGEMENT	RELEVANT MATERIAL TOPICS
COMMUNITIES AND NGOS	<ul style="list-style-type: none"> On-ground activations Formal communications Social media platforms Community forums and workshops Partnerships and collaborations 	<ul style="list-style-type: none"> Monthly Quarterly Biannually Annually Ad hoc 	<ul style="list-style-type: none"> Contribution to CSV and social development Clear communication on initiatives and impact Alignment with global sustainability goals Partnerships and collaborations for local development Reporting on environmental and social sustainability efforts Support for community well-being through various outreach programs 	<ul style="list-style-type: none"> Stronger community relations and social impact Enhanced reputation and goodwill in local and global markets Improved sustainability practices Increased collaboration with NGOs and development partners Positive contribution to environmental and social goals Strengthened brand equity and loyalty 	<ul style="list-style-type: none"> Responsible & Purposeful Lending & Investment Green Transition Finance Sustainable Agribusiness Development Environmental Stewardship Financial Inclusion and Literacy Community Development & Empowerment
GOVERNMENTS AND REGULATORS	<ul style="list-style-type: none"> Emails Calls Portals Formal letters Physical sessions Virtual meetings Formal Communication Reports 	<ul style="list-style-type: none"> Daily Weekly Monthly Quarterly Biannually Annually Ad hoc 	<ul style="list-style-type: none"> Compliance with laws, regulations, and reporting requirements Transparency in communication and operations Updates on new products and services Ensuring proper documentation for permits and approvals Responsiveness to regulatory inspections and initiatives Adherence to taxes, garnishments, and seizure requirements 	<ul style="list-style-type: none"> Enhanced regulatory compliance and minimized legal risks Strengthened government relations and reputation Timely approvals for new products and services Increased confidence in the Bank's commitment to legal and regulatory frameworks Improved governance and operational standards Efficient and transparent communication with regulatory bodies 	<ul style="list-style-type: none"> Responsible & Purposeful Lending & Investment Green Transition Finance Environmental Stewardship Financial Inclusion and Literacy Good Governance and ESG Risk Management Integrity in Corporate Conduct Data Management & Cybersecurity Digitalization & Accessibility
SHAREHOLDERS	<ul style="list-style-type: none"> Reports Calls Meetings Internal en-gagements 	<ul style="list-style-type: none"> Daily Weekly Quarterly Ad hoc 	<ul style="list-style-type: none"> Transparency and effective communication regarding financial performance Value maximization and growth expectations Integrity and reputation management Active involvement in corporate governance Ensuring compliance with legal and regulatory standards Regular updates on business strategies and financials Group rules engagement 	<ul style="list-style-type: none"> Increased shareholder confidence and trust Improved investor relations and long-term value Clearer strategic direction and decision-making Enhanced financial performance and market positioning Strengthened corporate governance practices Reduced risks of regulatory non-compliance 	<ul style="list-style-type: none"> Good Governance and ESG Risk Management

3.2 MATERIALITY ASSESSMENT

As part of ALEXBANK's commitment to being a responsible Bank, it is crucial to yearly reevaluate its material topics and prioritize them based on its current sustainability practices, local and international standards, and rising regulations.

The process to determine materiality is as follows:



This year, the Bank adopted a more comprehensive and detailed scoring methodology for prioritizing the material topics. The methodology is based on GRI 2021 recommendations on using double materiality while referencing IFRS for Financial Materiality scoring and ESRS Standards for Financial and Impact Materiality scoring.

The key stakeholders have been introduced to this methodology and have adopted it while scoring the material topics. All scores were then aggregated using particular formulas to reach the best results and convey an accurate prioritization of the topics.

Compared to the 2023 materiality assessment, which was largely driven by structured expert interviews and qualitative evaluation, the 2024 process emphasized quantitative scoring and double materiality analysis, offering a more robust and transparent prioritization.

MATERIALITY MATRIX





Notable changes in material topic rankings are due to the change in the adopted methodology and the Bank’s strategic focus and achievements during the year.







Significant upward shifts in some topics reflect both the evolving risk landscape and the emergence of new strategic opportunities. For instance, Quality of Service & Customer Experience moved sharply up the priority list, classified as both a risk and an opportunity. The Bank’s proactive response—demonstrated by a 56.76% reduction in complaints—underscores the reputational risks of poor service and the competitive edge of customer-centric innovation.





Similarly, Data Management & Cybersecurity rose significantly due to growing digital threats and its designation as a risk. The Bank’s enhancement of its Cyber Risk Assessment Framework and new security protocols reflects a response to both regulatory pressure and stakeholder concerns about data integrity and system resilience.

While Green Transition Finance and Environmental Stewardship were classified as both risks and opportunities, the downward movement likely reflects stakeholder recognition that these topics are already being actively managed, evidenced by emissions reductions, renewable energy financing, and EIB collaboration, thus requiring less strategic urgency than emergent areas like digital resilience or governance integration.

MATERIAL TOPIC	RISK/ OPPORTUNITY	MANAGEMENT APPROACH	MAPPING WITH ISP 2022-2025 BUSINESS PLAN	MAPPING WITH EGYPT VI- SION 2030
1 DATA MANAGEMENT & CYBERSECURITY	<p>Risk:</p> <ul style="list-style-type: none"> • Cyberattacks or data breaches could lead to loss of customer trust and reputational damage. • Regulatory non-compliance with data protection laws may result in legal and financial penalties. • Operational disruption due to system failures or hacking incidents 	<p>ALEXBANK ensures data integrity, confidentiality, and cybersecurity through CBE guidelines and a Security Integration Plan. With governance, technology, and controls, the Bank enhances resilience, monitors compliance, and safeguards customer trust in digital banking. This year, the Bank enhanced its cybersecurity by Introducing new Cyber Risk Assessment framework as well as new rules and procedures.</p>	<p>Promoting innovation</p>	
2 GOOD GOVERNANCE AND ESG RISK MANAGEMENT	<p>Risk:</p> <ul style="list-style-type: none"> • Failure to manage ESG risks could expose the Bank to reputational damage and regulatory sanctions. • Weak governance structures may hinder decision-making and strategy execution. • Poor integration of ESG in lending decisions may lead to misaligned portfolios or stranded assets. 	<p>ALEXBANK integrates ESG into governance and risk management through its ESG Forum, Sustainable Finance Policy, and ESG Risk Management Model. The ESG Forum ensures compliance, oversees strategy execution, and aligns with regulatory frameworks. This year, the Bank increased its support of clients' ESG transitions and managed its ESG-related portfolio risks. With updated ESG Risk Policies and Reputational Risk Clearance Procedures, ALEXBANK enhances transparency, assesses sector risks, and strengthens sustainable finance within its operations. Looking Forward, ALEXBANK aims to strengthen its ESG Risk Management by incorporating ESG Due Diligence Processes into its lending procedure.</p>	<p>Cross</p>	

MATERIAL TOPIC	RISK/ OPPORTUNITY	MANAGEMENT APPROACH	MAPPING WITH ISP 2022-2025 BUSINESS PLAN	MAPPING WITH EGYPT VISION 2030
<p>3 DIGITALIZATION & ACCESSIBILITY</p>	<p>Opportunity:</p> <ul style="list-style-type: none"> Enhance customer satisfaction through seamless digital experiences. Expand financial inclusion by reaching underserved communities. Operational efficiency and cost reduction via automation and digitized processes. 	<p>ALEXBANK advances digitalization and accessibility to enhance customer experience, drive financial inclusion, and boost efficiency. Through expanded digital services, secure technologies, and CRM enhancements, the Bank fosters trust and supports Egypt's shift to a cashless economy. These efforts led to an increase on 12.6% in new registrations on the Bank's digital application and exceeded market redemption rates by 48%.</p>	<p>Promoting innovation</p>	
<p>4 QUALITY OF SERVICE & CUSTOMER EXPERIENCE</p>	<p>Both Risk:</p> <ul style="list-style-type: none"> Poor service could result in loss of clients, increased complaints, and brand deterioration. <p>Opportunity:</p> <ul style="list-style-type: none"> Enhancing experience builds customer loyalty, brand trust, and competitive advantage. 	<p>ALEXBANK is dedicated to elevating customer experience through personalized Banking solutions, data security, and proactive customer engagement. By refining its contact center operations, strengthening its complaint resolution mechanisms, and upholding stringent customer rights protection policies, the Bank fosters transparency, trust, and service excellence. Investments in digitalization and compliance ensure that ALEXBANK remains a leader in delivering high-quality, customer-centric financial services.</p> <p>In 2024, ALEXBANK managed, through rigorous methodology, to lower the number of customer complaints by 56.76%.</p>	<p>Promoting innovation</p>	
<p>5 RESPONSIBLE & PURPOSEFUL LENDING & INVESTMENT</p>	<p>Opportunity:</p> <ul style="list-style-type: none"> Market leadership in sustainable finance. Access to green funding and international partnerships. Support for national development goals through inclusive and impact-driven financing. 	<p>ALEXBANK integrates sustainability into its lending, prioritizing financial inclusion and circularity. As a UNEP-FI member, it aligns with national goals and CBE guidelines. In 2024, sustainable lending grew 30% to 1.74 Bn EGP, with 80% for healthcare. The Bank financed 127 social projects (117 in healthcare) and 31 environmental projects, investing 1.127 Bn EGP, 66% in energy efficiency.</p>	<p>Strong focus on financial inclusion/ Supporting clients through the ESG/climate transition</p>	  
<p>6 INTEGRITY IN CORPORATE CONDUCT</p>	<p>Risk:</p> <ul style="list-style-type: none"> Corruption or unethical behavior could lead to reputational and legal consequences. Weak internal controls may undermine stakeholder trust and governance integrity. 	<p>ALEXBANK upholds integrity, transparency, and ethics through strong governance, compliance, and human rights commitments. By refining its code of ethics, strengthening whistleblower protections, and reinforcing anti-corruption measures, the Bank fosters accountability and trust in sustainable finance.</p>	<p>Cross</p>	

MATERIAL TOPIC	RISK/ OPPORTUNITY	MANAGEMENT APPROACH	MAPPING WITH ISP 2022-2025 BUSINESS PLAN	MAPPING WITH EGYPT VI-SION 2030
<p>7 RETENTION, ENHANCEMENT, DIVERSITY & INCLUSION OF OUR PEOPLE</p>	<p>Opportunity:</p> <ul style="list-style-type: none"> Innovation and performance driven by diverse teams. Enhanced employer branding, attracting high-caliber candidates. 	<p>ALEXBANK acknowledges its human capital as the main driver for the Bank's continuity and is dedicated to strategic achievements when it comes to Diversity, Inclusion and Retention. The Bank focuses on employee retention and development through targeted training, leadership programs, and performance management, prioritizing diversity and inclusion. Initiatives like the Community Ship Leadership and Tamayouz programs empower employees, particularly women and those of determination, for career growth. The Bank fosters a diverse, inclusive environment with training such as sign language courses and offers enhanced benefits, ensuring employee well-being and fostering long-term retention.</p>	<p>Our People are our most important asset</p>	 <p>Social Justice and Equality</p>  <p>Diversified, Knowledge-based, and Competitive Economy</p>
<p>8 FINANCIAL INCLUSION AND LITERACY</p>	<p>Opportunity:</p> <ul style="list-style-type: none"> Promote social equity and contribute to national development. Strengthen community ties and brand perception. Expand market share to unbanked populations 	<p>ALEXBANK is committed to promoting financial inclusion and literacy by offering tailored accounts and microfinance solutions to unbanked segments—youth, women, farmers, and people of determination. It leverages digital channels, simplified KYC processes, and strategic partnerships to expand access while delivering financial education through campaigns, apps, and outreach initiatives, empowering underserved communities to participate in Egypt's formal financial system.</p>	<p>Strong focus on financial inclusion</p>	 <p>Improve Egyptians' Quality of Life and Raise their Living Standards</p>  <p>Social Justice and Equality</p>
<p>9 GREEN TRANSITION FINANCE</p>	<p>Both Risk:</p> <ul style="list-style-type: none"> Regulatory shifts or greenwashing accusations could affect reputation. Inadequate environmental risk assessment may affect asset quality. <p>Opportunity:</p> <ul style="list-style-type: none"> Positioning as a pioneer in green finance. <p>Access to concessional climate finance and partnership opportunities.</p>	<p>ALEXBANK is committed to advancing the green transition through responsible environmental finance. In 2024, the Bank's environmental lending portfolio reached 1.127 Bn EGP, funding 31 projects. The majority (66%) of funds supported energy efficiency, with 17 projects, while renewable energy projects accounted for 12% and waste management for 14%. ALEXBANK's collaboration with the European Investment Bank (EIB) through the Green Economy Financing Facility (GEFF) saw a \$7.5 Mn disbursement in October 2024, expanding investments in renewable energy and energy efficiency across various sectors in Egypt.</p>	<ul style="list-style-type: none"> Supporting clients through the ESG/climate transition Accelerating on commitment to Net-Zero 	 <p>Well-Developed Infrastructure</p>  <p>Integrated and Sustainable Environmental System</p>

MATERIAL TOPIC	RISK/ OPPORTUNITY	MANAGEMENT APPROACH	MAPPING WITH ISP 2022-2025 BUSINESS PLAN	MAPPING WITH EGYPT VI- SION 2030
10 COMMUNITY DEVELOPMENT & EMPOWERMENT	Opportunity: <ul style="list-style-type: none"> Strengthen social license to operate. Build long-term brand loyalty through visible community engagement. Contribute to national and SDG goals for inclusive development. 	<p>Through collaborations with NGOs and government entities, ALEXBANK ensures broader community engagement while maintaining ethical practices, transparency, and long-term positive impact.</p> <p>In 2024, ALEXBANK invested EGP 39 million in community initiatives, aligning its Corporate Social Value (CSV) strategy with Egypt's Vision 2030 and the SDGs. The Bank focuses on community development, empowerment, and environmental sustainability, with a strong commitment to supporting underprivileged groups, particularly children and women, by enhancing access to education, welfare, and economic opportunities.</p>	<p>Unparalleled support to address social needs</p>	
11 SUSTAINABLE AGRIBUSINESS DEVELOPMENT	Opportunity: <ul style="list-style-type: none"> Drive rural economic growth and increase financial inclusion. Expand into underserved agricultural markets. Foster innovation in green and resilient agriculture finance. 	<p>ALEXBANK integrates financial inclusion, rural empowerment, and strategic partnerships to drive sustainable agribusiness development. By allocating 4% of its sustainable credit portfolio to Agri-finance, supporting smallholder farmers—especially women—through tailored loans and training, and collaborating with partners like WFP-CBE, Life Vision, the Bank enhances productivity, resource efficiency, and rural livelihoods while fostering economic growth and financial literacy in Egypt's agricultural sector.</p>	<p>Strong focus on financial inclusion</p>	
12 HEALTH, SAFETY AND WELLBEING	Risk: <ul style="list-style-type: none"> Poor employee well-being can lead to lower productivity and retention issues. 	<p>ALEXBANK ensures workplace safety by addressing risks and fostering a culture of awareness and proactive safety management, through inspections, hazard evaluations, and continuous monitoring. In 2024, ALEXBANK focused on health, safety, and well-being by providing 7,620 training hours to 3,442 employees. The training covered key topics such as fire safety, evacuation plans, and first aid. The Bank identified 2,599 work-related hazards and successfully closed 69.10% of them.</p>	<p>Our People are our most important asset</p>	
13 ENVIRONMENTAL STEWARDSHIP	Both Risk: <ul style="list-style-type: none"> Environmental degradation or emissions could damage the Bank's reputation. Failure to meet sustainability targets may impact stakeholder trust. Opportunity: <ul style="list-style-type: none"> Cost savings from energy efficiency and renewable energy use. Leadership in climate action and enhanced ESG ratings 	<p>ALEXBANK is making meaningful strides to minimizing into environmental footprint. The Bank has decreased its emissions by 57.4% across all scopes and has replaced non-renewable sources of electricity by renewable ones in 91% of the total.</p>	<p>Accelerating on commitment to Net-Zero</p>	

04

QUALITY SUSTAINABLE GROWTH

- 4.1 Business performance and outreach
- 4.2 Advancing Digitalization
- 4.3 Customer Privacy & Experience
- 4.4 Sustainable Finance and Lending
- 4.5 Financial Inclusion & Accessibility



4.1 BUSINESS PERFORMANCE AND OUTREACH

Despite challenging economic conditions, ALEXBANK has excelled at maintaining its market presence through its distributive value creation approach. In the financial year 2024, ALEXBANK bolstered its activities, achieving a year-on-year (YoY) growth in its net loans by 16.8%. This rise was supported by our strong base of customers' deposits that went up 26% YoY. The Bank has maintained a steady course towards the creation of economic value by broadening its loan portfolio to include more customers.

Similar to 2023, the Bank stimulated YoY increase in the proportion of its customer base composed of small business and retail customers by 10.4% and 7.2%, respectively.

In 2024, industrial MSMEs made up 33% of the total number of MSME customers served, compared to 31.7% in 2023, and agricultural-based clients represented 13% of customers rather than 10.8%. ALEXBANK managed to record a growing increase in its net interest income and net income from its principal banking operations by 61.47% and 62.31%, respectively. ALEXBANK's optimal operational performance and effective resource utilization is apparent in its decreased cost to income metric to reach 23.7% by the end of the year. Total assets increased by 32.48%, and net profits by 104.37%. As a stable supporter of the Egyptian government budget, ALEXBANK increased its corporate taxation payment by 55%



"At ALEXBANK, we recognize SMEs as vital drivers of Egypt's economic growth. Our dedication to this dynamic sector is built on three pillars: ESG principles, financial inclusion, and agricultural empowerment.

We are committed to furnishing innovative, tailor-made financial solutions that not only empower our clients' growth but also solidify our partnership-driven approach. As one of Egypt's leading private banks, our extensive branch network enables us to serve SMEs in diverse industries across multiple governorates, with a particular emphasis on high-value sectors like manufacturing and agriculture, ultimately contributing to a more robust economy."

Hassan ElSaghir (Head of Small Business Office)



7.3%

YoY growth in customer base



211,716

New to Bank retail clients (+17% YoY)



22%

of total loans allocated to MSMEs



11,324

New to Bank business clients (+5% YoY)

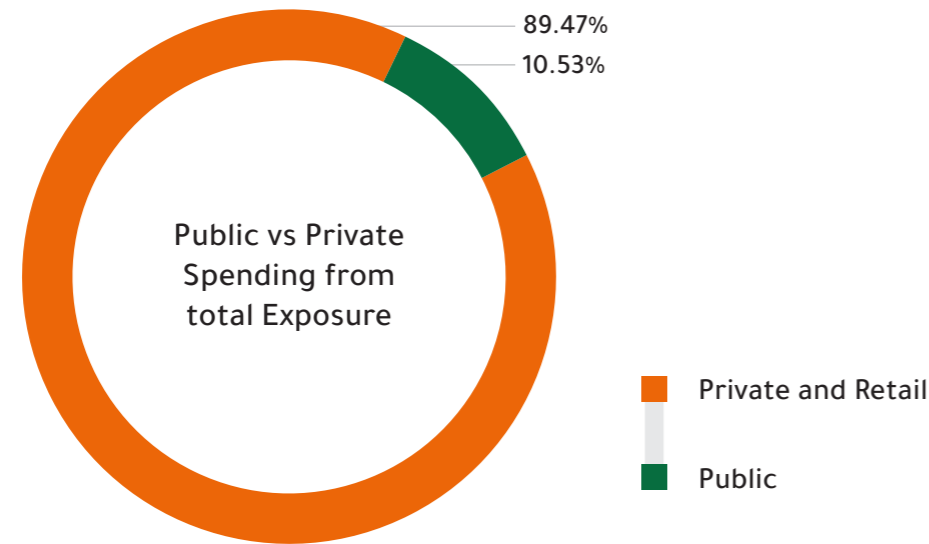
CORPORATE & INVESTMENT BANKING

ALEXBANK's corporate and investment banking division showcases the diversification of the Bank's portfolio and its commitment to value creation for the Bank and its corporate customers. The Bank focuses on cementing long-term relationships with high-quality corporate customers across large, mid-cap, and multinational corporations. The Bank's strategy mirrors its intention to grow and maintain its corporate portfolio on the credit side by bringing new joiners to the portfolio. In 2024, corporate banking maintained its proportion of the Bank's overall business activities, 12.23%, through a 2% enlargement of the corporate customer base. The Bank fosters corporate relationships through diverse products like treasury services, credit facilities, cash management, trade finance, and structured finance. It adopts a sector-specific approach in commercial credit to support industries such as food, beverages, healthcare, and pharmaceuticals. The diversified portfolio highlights tailored services for the construction sector amidst ongoing mega projects in Egypt. Over the year, the Bank's transactions showed adaptability to challenges posed by foreign currency scarcity in the economic landscape.



"For ALEXBANK, 2024 marked a pivotal year in solidifying our sustainability commitment. We reinforced our Environmental, Social, and Governance (ESG) strategy by enhancing impact-driven financing initiatives. Recognizing that sustainability is not merely a long-term ambition but a core responsibility, we are actively empowering businesses to not only shrink their carbon footprint but also to build vital resilience against economic and environmental challenges."

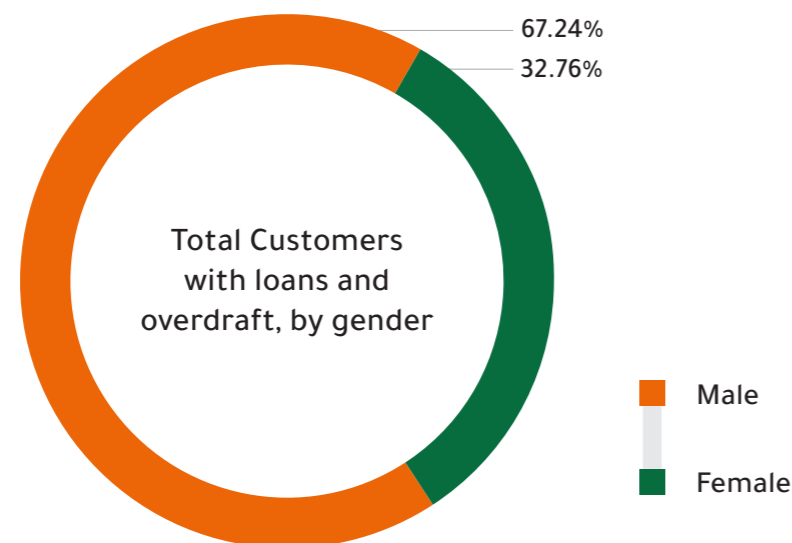
Mohamed Kamel (Head of CRM & Network Support Office CRM & Network Support)



Corporate banking practices foster portfolio diversification by incorporating customized sustainable products. ALEXBANK continues to promote the Green Economy Financing Facility (GEFF) to support Egyptian corporations' energy efficiency and adoption of renewable energy. More details are provided under the heading **Financing Green and Circular Transition**.

CONSUMER BANKING

ALEXBANK achieved a robust performance in customer banking over the year, with the retail consumer segment accounting for 32.26% of its overall business activities in 2024. Gross income per retail banking operation grew by 76%, reflecting effective financial service delivery to retail customers. The retail banking segment grew by 7.16% compared to 2023 through the integration of a total of 1,894,157 individuals into the financial system by the end of 2024. This substantial upsurge marks ALEXBANK's contribution to social cohesion and reducing economic disparities as reflected in the 2030 National Developmental Objectives.



<p>EGP 6.849 Bn</p> <p>Gross income</p>	<p>32.26%</p> <p>Retail gross income shares from overall business activities</p>
<p>1,894,157 (+7.16% YoY)</p> <p>Retail customers</p>	<p>59%</p> <p>of retail customers are active</p>
<p>33%</p> <p>of retail customers are women</p>	

CARDS

<p>101% YoY</p> <p>Debit Card point of sale (POS) spend</p>	<p>9% YoY</p> <p>Debit Card ticket size</p>
<p>156% YoY</p> <p>Total Credit Card Spend</p>	<p>20% YoY</p> <p>Credit Card ticket size</p>
<p>92% YoY</p> <p>Credit Card Ending Net Realizable (ENR) value</p>	

REMITTANCES

ALEXBANK has solidified its leadership in the remittance market by integrating innovative digital solutions, expanding Western Union services, and promoting Ebda' accounts to provide comprehensive financial access. ALEXBANK has been keen on streamlining remittance operations via digital services such as channeling remittances to cards and all banks nationwide. The Bank further successfully extended access to API technology integration to ensure seamless, real-time remittance operations across major sending corridors. Amid economic challenges, including inflation, currency liquidity shortages, and a parallel dollar market, the Bank has also supported a zero-fee campaign for remittance disbursement to alleviate pressures on customers. These efforts have resulted in a 71% increase in commission income and a 39 % growth in transaction volumes, compared to 2023.

EXTENDING APIS IN SAUDI ARABIA, KUWAIT AND UAE

- The initiative implemented APIs with Saudi National Bank in KSA, Almula Exchange in Kuwait and Alnasari Exchange in UAE
- It targeted maximization of our commission income, increase in the Bank's MLT share
- In 2024, ALEXBANK recorded a rise in transaction count by 58% and commission income by 47% from 2023, with USD volumes increasing by 184%

INITIATION OF REMITTANCES OPERATIONS WITH ZAMZAM EXCHANGE IN JORDAN

- The main objective was to embolden ALEXBANK's presence in Jordan and enlarge the Market share
- In 2024, the company strengthened ALEXBANK's positioning in the Jordanian market as a market leader as it added up USD 5 Mn to our Global Remittances' portfolio.

ACTIVATING THE USD 3RD PARTY WITH ALRAJHI BANK VIA ACH PLATFORM

- It aims to extend the provision of real-time, secure, and convenient remittances services
- In 2024, the Bank managed to grow USD transfers to all USD bank accounts in Egypt by 1051% vs 2023.

STRENGTHENING FINANCIAL INCLUSION & CUSTOMER RETENTION AMONG WESTERN UNION BENEFICIARIES

- ALEXBANK rolled out a strong offering for Western Union beneficiaries to open Ebda' accounts with us and win a premium of EGP 200 in return
- the Bank's branches opened a significant number of active accounts to Western Union's walk-in beneficiaries who had the privilege to access ALEXBANK's various financial offerings.

TREASURY AND ASSET AND LIABILITY MANAGEMENT (ALM)

In 2024, ALEXBANK's Treasury and ALM Division continued to serve as a cornerstone of the Bank's financial resilience, innovating to align its strategies with sustainability principles while delivering robust performance across diverse market conditions. By integrating sound asset and liability management (ALM) with green finance and ESG-focused initiatives, the division played a critical role in steering ALEXBANK toward achieving its financial and sustainability-related objectives.

PRODUCT INNOVATION AND CUSTOMER SOLUTIONS

The year marked several milestones in the Treasury team's efforts to align with ALEXBANK's corporate sustainability commitments:

Green Financing Progress:

Building on the momentum of previous years, the Treasury team successfully secured USD 21 Mn in Green Eurobonds for ALEXBANK customers, reflecting a 55% growth from the USD 13.5 Mn achieved in 2023. These efforts provide significant support for Egypt's transition to a green economy in line with ISP Group's ESG strategy and regulatory sustainability priorities.

**Treasury secured
USD 21.9 Mn
in Green Eurobonds,
(55% increase from 2023).**

Sustainable Lending Initiatives:

In alignment with ISP Group's ESG strategy and new regulatory sustainability requirements, the Treasury team facilitated the acquisition of a second tranche of **USD 7.5 Mn**, bringing the total loan to **USD 15 Mn**. These funds support customers meeting sustainability-criteria, financing green economy initiatives focused on preserving the environment, including fauna, flora, soil, water, air, climate, and cultural heritage. The loan has been fully utilized.

ALM's strategic banknote management led to a 23% YoY increase in net exported LCY banknotes by EGP 3 Bn, reducing idle cash and boosting interest income. The cash balance-to-deposits ratio dropped to 1.88% in 2024 from 2.46% in 2023. ATM cash requests were lowered by 17%, allowing more funds to be exported to other banks and the CBE. Additionally, the Office optimized foreign currency balances, cutting the average USD balance by 11%.

FX and Derivatives Market Participation: Customer Executions:

In line with CBE's directives, ALEXBANK has strengthened its presence in the FX markets by actively engaging with market setups and client offerings.

The launch of the Treasury Corporate Solutions (TCS) Unit in 2023, which is responsible for managing customer activities in foreign exchange, fixed income, and derivatives across both local and foreign currencies, marked a significant step.

In 2024, the unit continues to operate successfully, with ALEXBANK's pioneering Electronic Trading Platform—the first of its kind for customers in Egypt—further enhancing the Bank's service offerings and driving market innovation.

ALEXBANK enhanced customer executions by securing access to the ECSD, enrolling all retail client T-bill requests, and developing an online dashboard for tracking T-bill transactions. To mitigate operational risk, a system was implemented to block PV and fees until debited by the treasury back Office. The Office also resolved outstanding T-bills by assisting clients with unified codes and contract signing. Despite challenges in attracting foreign currency, 78.5% more transactions were executed on the Electronic Trading platform from 2023. Additionally, an online dashboard was launched to monitor special rate tranche accounts, ensuring timely renewals post-MPC meetings.

Direct investments have witnessed significant growth in their operations, indicative of a favorable trend. Through sustained collaboration with HERMIS, commission revenues have surpassed the 2024 budget by 127%. Furthermore, dividends have exceeded budget projections by 187%, and income from the associate company, Misr International Towers, has experienced an increase of 113.9% compared to 2023.

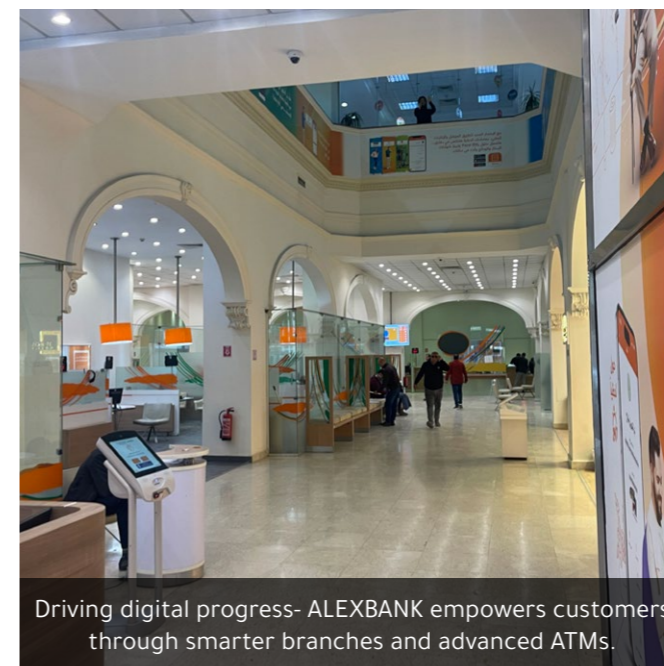
USD 15.8 Mn

**In transactions executed on
ALEXBANK's Electronic Trading
Platform**

4.2 ADVANCING DIGITALIZATION

Digitalization and digital accessibility have been spotlighted as core determinant pillars in Egypt's sustainable developmental path. The Bank's adoption of innovation and technology to satisfy customers' needs reflects its commitment to enhancing inclusion. In tandem with a strategic omnichannel approach to financial inclusion, the Bank emphasizes digital channels and full utilization of the ALEXBANK branch network when crafting its products.

ALEXBANK follows a digital banking strategy to enhance customer engagement amid rapid digital transformation. The Bank runs targeted campaigns to promote digital services, ensuring a secure transition through risk assessments and cybersecurity measures. In 2024, the Customer Relationship Management (CRM) system was upgraded to improve customer interaction and sales. These initiatives have strengthened digital banking performance, increasing active users and transaction volumes.



Driving digital progress- ALEXBANK empowers customers through smarter branches and advanced ATMs.



Digital Transformation constitutes an integral element of ALEXBANK's strategic framework, in line with our Parent Company's directives, thereby advancing financial inclusion and customer empowerment. Our seamless new digital initiatives not only boost customer engagement and digital transactions, but also, guided by ESG principles, enhance operational efficiency, reduce paper waste, and foster eco-friendly, sustainable growth while improving customer experience."

**Ahmed Alaa " Head Of Consumer
Digital Banking Development Unit"**

A SNAPSHOT OF ALEXBANK DIGITAL BANKING PERFORMANCE

190% Growth in total
transactions compared to 2023

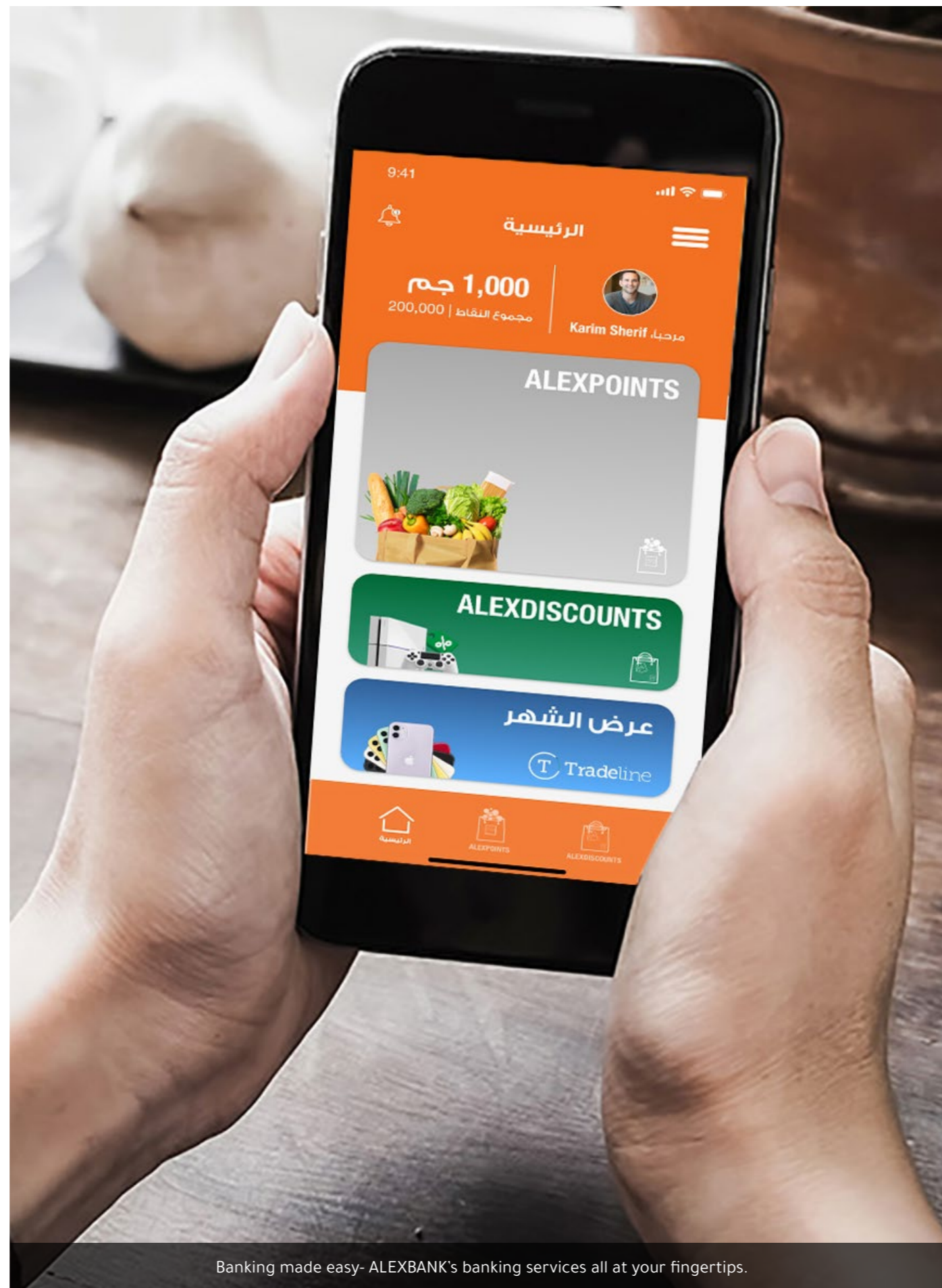
87% (+9 PP) eRatio
for deposits units in 2024

84%
of total online transactions
were Instapay transactions
(+ YoY 264% growth)

23% Growth in Mobile
& Internet Banking
contracted users compared
to 2023

58% Active customers
compared to 2023

102% Growth in Digital
transactional customers
compared to 2023



Banking made easy- ALEXBANK's banking services all at your fingertips.

ALEXPOINTS

Responding to Egypt's rapid-paced and dynamic banking sector, ALEXBANK initiated the ALEXPOINTS Loyalty program in July 2019 to remain competitive and deliver exceptional digital-based value to its customers. This program harnesses the power of data to deliver a seamless loyalty experience by rewarding the Bank's customers for their regular purchasing activities.

The user-friendly ALEXPOINTS application enables customers to view their accumulated points and easily redeem it within the flexible point system. With this, the Bank ensures that its customers are regularly engaged with the Bank's products and services that can meet their needs. The ALEXPOINTS program has attained noteworthy growth since its launch; redemption exceeded the market average of 43% by standing at 48% as of December 2024. New registrations for the ALEXPOINT application increased to more than 12% from 2023, highlighting the extent to which the program has appealed to the Bank's customers.

Exceeding market average of
redemption rate
(48%)

13% YoY
growth in ALEXPOINTS new
registrations

STAYING AHEAD IN DIGITAL BANKING ACQUISITION

The Bank is progressing a digital banking acquisition initiative to enhance customers' awareness of ALEXBANK's digital services and increase numbers of active and transactional digital customers.

The initiative is mainly designed to encourage the adoption of digital financial services among the Bank's customers by rewarding their digital transactions with monthly vouchers, ALEXPOINTS and Gold Coins.

The rewarded digitalized activities include activations and transactions conducted through mobile and internet banking as well as INSTAPAY via ALEXBANK accounts. In 2024, the initiative was effective in increasing digital banking acquisition with growth in the numbers of performed transactions, active, and transactional customers.

ALEXBANK DIGITAL BANKING EDGE: MA7FAZTY MOBILE WALLET

ALEXBANK digital wallet, Ma7fazty, enables both banked and unbanked client's customer to have a seamless experience in their normal daily transactions, whether sending money to other wallets, settling their due bills, conduct online purchase transactions in addition to convenient tool for cash deposits & withdrawals from ATMs.

As of December 2024, Ma7fazty has a total of 110,678 users Overall, the user-friendly platform continues to steadily position itself as a trusted digital wallet among its ever-growing customer base, supporting financial inclusion and contributing to development of a cashless economy.



DIGITAL SHIFT IN MICROFINANCE OPERATIONS

In synergy with ALEXBANK's strategic objective to enhance microfinance performance, this year marks the digital transformation and automation of microfinance operational segments. The shift has mainly focused on employing automation in manual workflows to increase accuracy and efficiency. At the beginning of 2024, microfinance operations were refined by changing the loans process from a manual to an automated workflow (BPM). The newly launched BPM workflow was deployed by microfinance frontliners to upload, process and finalize individual microfinance loans in cooperation with risk and loan booking teams. The digitized operation function facilitated E-payments through Fawry and Ma7fazty for microfinance customers to optimize the process of microfinance loan installment collection. This transition not only streamlines operational processes but also underscores ALEXBANK's efforts to enable better service delivery and reduce dependence on physical resources to achieve a lower environmental footprint.

DIGITAL CORNERS

In January 2022, ALEXBANK adopted the DIGICAL approach to create a one-stop-shop for customer onboarding, advisory functions, and digital sales within selected branches. A total of four digital corners were established at the Cairo, Heliopolis, and El-Gouna branches. Notably, the Cairo branch digital corner is currently closed for renovation. These innovative spaces aim to bridge the gap between digital and traditional banking by providing an educational environment where customers can be introduced to digital services such as the Mobile & Application Banking, Ma7fazty and ALEXPOINTS.

ALEXBANK REVOLUTIONIZES SMES WITH DIGITAL BANKING

The Bank actively encourages its customers to reduce their reliance on cash in their daily operations by providing them with the facility to deposit business proceeds directly into their accounts. The Bank also promotes online banking solutions to facilitate their operation management and day-to-day transfers, equipping them with a more efficient and secure approach to financial transactions. It is worth mentioning that the Bank supplies them with set of additional digitalized products to enhance their operations:

- **PoS to digitize business proceeds and facilitate collection cycles**
- **Payroll for easy management of monthly salary payments**
- **Bancassurance that serves as investment plan for business owners**

4.3 CUSTOMER PRIVACY & EXPERIENCE

CUSTOMER SATISFACTION

ALEXBANK is dedicated to delivering superior customer experience by offering tailored banking solutions and ensuring seamless interactions that meet the evolving needs of its clients. At the same time, the Bank upholds the highest standards of customer rights protection, with a strong focus on privacy and data security. Through strict adherence to regulatory frameworks and robust confidentiality measures, ALEXBANK combines service innovation with data protection assurance, building trust and fostering strong, long-term relationships with its customers.

ALEXBANK has developed its own methodology for navigating customer complaints by enhancing complaint classification and registration requirements. The Bank's Customer Rights Protection Office always works closely with the relevant stakeholders to better understand complaint trends and the root causes behind complaints, aiming to reach new heights of development that will lead to better customer experience.



At ALEXBANK, customer satisfaction comes first; with every visit, a smoother experience

To ensure high-quality customer experience, ALEXBANK operates a dedicated contact center, which includes:

- A 24/7 inbound calls unit for round-the-clock support.
- A support and quality assurance unit to maintain service excellence.
- A telesales and retention unit to enhance customer engagement.

In 2024, ALEXBANK's contact center handled 3.7 million customer interactions, reflecting a 2.78% increase from 2023. After each interaction, customers were invited to rate the service through a customer satisfaction survey based on the Net Promoter Score (NPS) methodology. The results showed an 83.3% satisfaction rate, which is 5% higher than the market average.

Additionally, an NPS survey was conducted via SMS, targeting a representative sample of 160,000 customers over two waves. For Magnifica customers, a more detailed internal survey was conducted through 400 phone calls, assessing key service aspects. The results revealed 91% satisfaction with relationship managers' (RMs) knowledge and 93.5% satisfaction with RM communication.

In response to new CBE regulations, ALEXBANK conducted a complaint-handling survey in 2024 to assess customer satisfaction with the complaint's resolution process. A random sample of 370 customers participated, with results showing:

86%

satisfaction with the quality and time taken to resolve complaints

98%

satisfaction with the performance of customer service representatives

The number of accepted complaints in 2024 reached 5,285. This number is considered a milestone for the Bank; in 2023, the number of complaints reached 20,373, out of which 12,223 were valid and accepted. After integrating the new complaints classification and registration methodology, the complaints decreased 56.76% from 2023 to 2024.

TYPE OF CUSTOMER	NUMBER OF COMPLAINTS
RETAIL CUSTOMERS	4,824
SMES CUSTOMERS	215
CORPORATE CUSTOMERS	43
NON-CUSTOMERS	208
TOTAL	5,285

CUSTOMER RIGHTS PROTECTION AND PRIVACY

ALEXBANK prioritizes protecting customer rights as a cornerstone of its operations, establishing comprehensive policies and mechanisms that promote fairness, transparency, and accountability in its interactions with customers. This commitment aligns with the directives of the CBE and the parent company to foster financial inclusion, ensure data privacy, and build trust in the banking sector. By implementing robust systems and clear rules, the Bank creates a transparent framework that regulates customer relationships while safeguarding their rights and addressing their needs effectively.



Every handmade bag tells a story – and every customer deserves the right to own it with confidence. ALEXBANK is protecting their privacy and rights.

In alignment with CBE guidelines, ALEXBANK promotes banking awareness through informative bulletins and a dedicated webpage offering simplified financial knowledge and product details. The Bank also prioritizes the confidentiality and security of customer data through continuous updates to its automated systems and policies. Regular monitoring and reporting mechanisms are in place to ensure compliance with customer rights protection rules, with periodic reviews conducted by the Compliance and AML Department combined with oversight by the Audit Committee and the Board of Directors.

Through these efforts, ALEXBANK reinforces its dedication to enhancing customer experience, safeguarding customers' rights, and supporting financial inclusion in Egypt's evolving banking landscape.

DATA MANAGEMENT AND CYBERSECURITY

ALEXBANK is dedicated to safeguarding data and ensuring a secure digital environment through a comprehensive cybersecurity governance framework. By continuously enhancing its policies, risk management practices, and security measures, the Bank strengthens its resilience against cyber threats. This approach supports regulatory compliance, operational stability, and digital trust for customers and stakeholders.

During 2024, the Bank's cybersecurity approach followed four main pillars as a strategic direction



These pillars are intended to promote a safe and resilient customer digitalization pathway, increasing the Bank's trust in the digital economy and the Group's competitive advantage.

ALEXBANK has produced a Security Integration Plan which is structured according to three main streams:

1

Information Security Model, including all organizational and model-related interventions, with the aim of enabling extended governance over the organization.

2

Target Security Measures, which involves activities to strengthen security measures through the adoption of technological solutions.

3

Integrated Control Model, which includes the adoption of the Control Model in line with definitions provided by the Bank's parent company, the local regulator and international standards.

4.4 SUSTAINABLE FINANCE AND LENDING

Prioritizing the materiality of responsible lending highlights ALEXBANK's commitment to embedding sustainability at the heart of its core business operations. As a UNEP-FI member since 2019, the Bank's impact assessment identifies financial inclusion and circularity as key impact areas to target. ALEXBANK thus remains dedicated to contributing to the national sustainability trajectory while aligning with the CBE's sustainable finance guidelines. The Bank ensures its accountable lending practices comply with ISP's 2022-2025 Business Plan, material strategy, and Rules for the Classification of Sustainable Credit Products and Lending Transactions. Diligence is also reinforced through strict alignment with the Principles for Responsible Banking and the Equator Principles, ensuring maximally sustainable outcomes.



“At ALEXBANK, we believe that the impact of our ESG measures extends beyond immediate benefits, creating a long-term ripple effect across our operations and contributing to a more sustainable future. Our vision for sustainability is rooted in the belief that it should not be seen as a set of isolated actions but rather as a core component of our business strategy—an enabler of growth driven by shared commitment, a strong ESG culture, and innovative solutions to today's global challenges.

In 2024, we remained committed to offering sustainable lending products and transactions that support our clients' transition journeys. We continued to integrate environmental sustainability standards into our operations, culminating in obtaining the EDGE certificate for El Gomohoreya HQ and achieving a key milestone in our shift toward renewable energy for electricity, aligning with the ambitious goals of our parent company.

By integrating ESG principles into our business and decision-making, we are fostering long-term value creation, strengthening our impact, and shaping a more sustainable future for ALEXBANK”

Antonio Bergalio (Deputy CEO & ESG Manager)

ESG lending products and services in accordance with Intesa Sanpaolo Group's Rules for the Classification of Sustainable Credit Products and Lending Transactions

As part of the ISP Group, ALEXBANK rigorously complies with the structured guidelines of the ISP Group's Rules for the Classification of Sustainable Credit Products and Lending Transactions. These rules classify products and lending transactions based on sustainability criteria, including ESG and other sustainability-related factors.

In December 2024, ALEXBANK offered products in the following categories:



Environmental Sustainability

Energy Efficiency

Renewable Energy

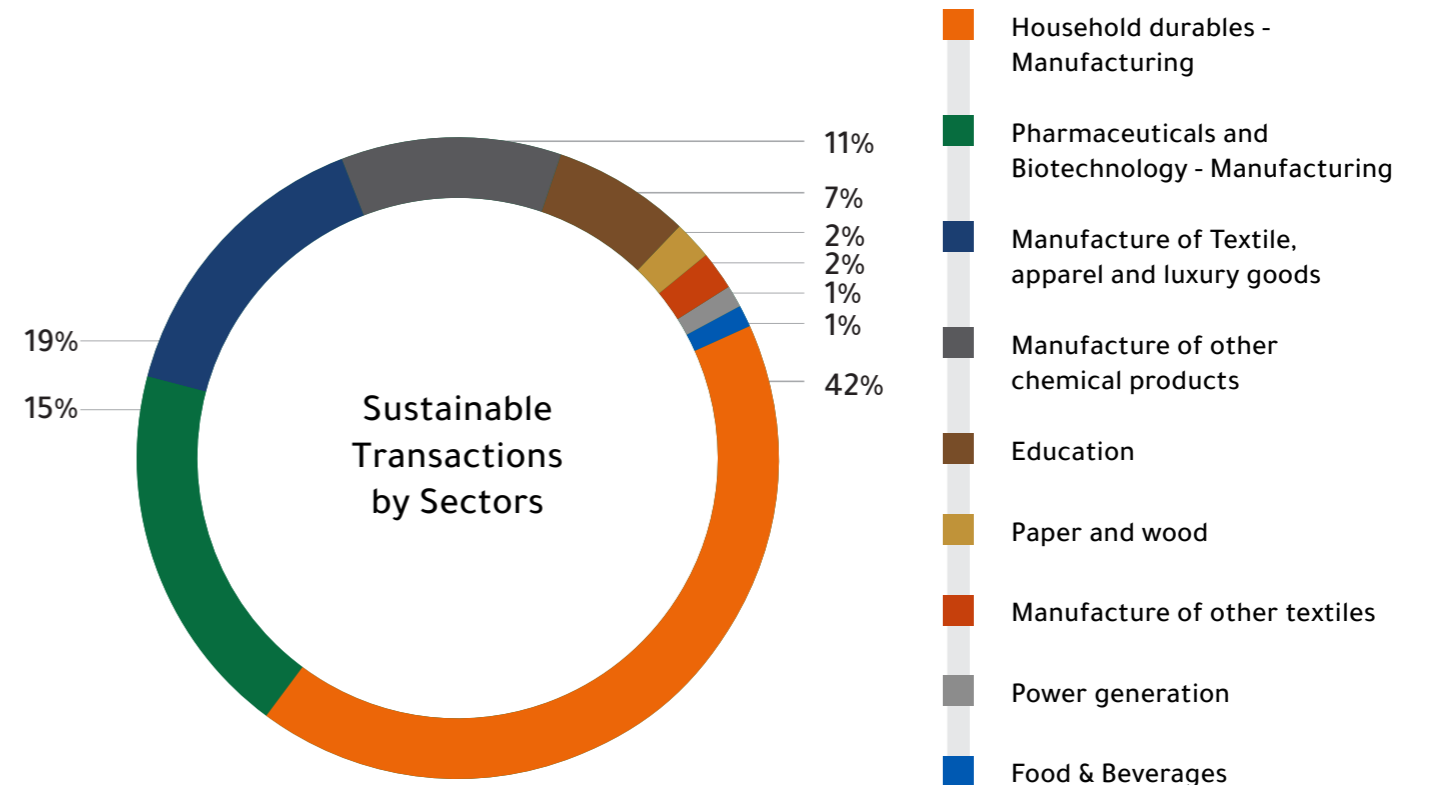


Social Sustainability

Food security and sustainable food systems (Livestock and Crop loans)

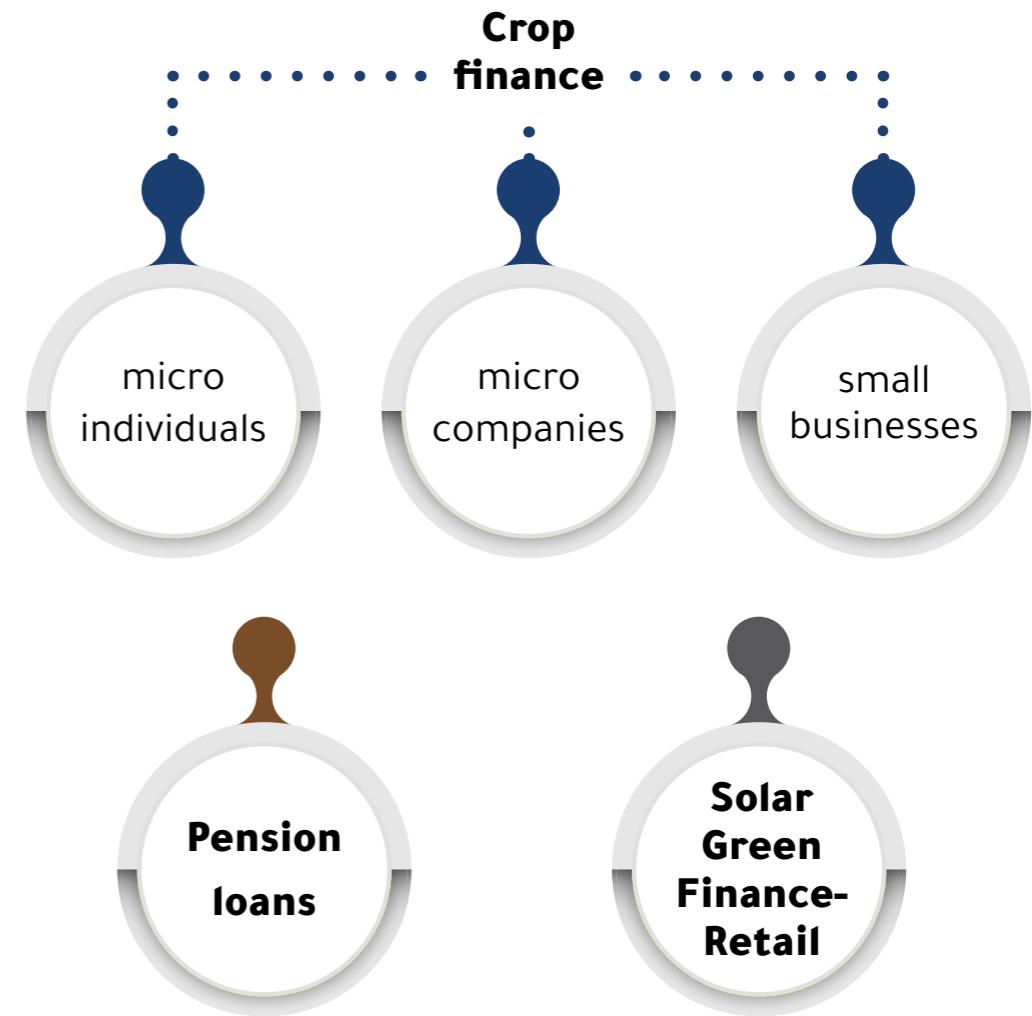
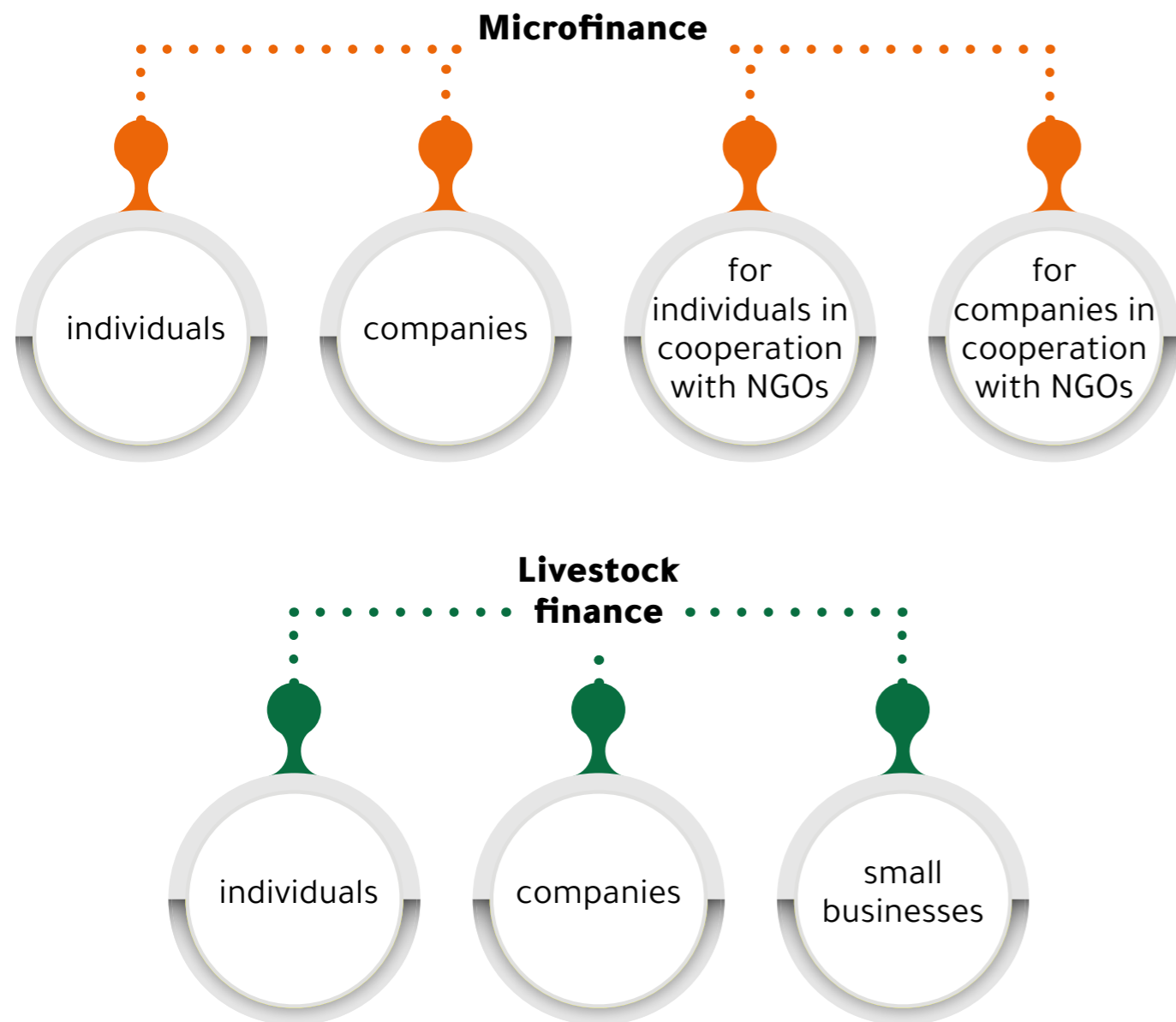
Socioeconomic advancement and empowerment (microfinance)

In 2024, ALEXBANK secured sustainable transactions across different areas, including power generation, household durables manufacturing, food and beverages, manufacturing of textiles, apparel and luxury goods, manufacture of other textiles, manufacture of pharmaceuticals and biotechnology, manufacture of other chemical products and education.

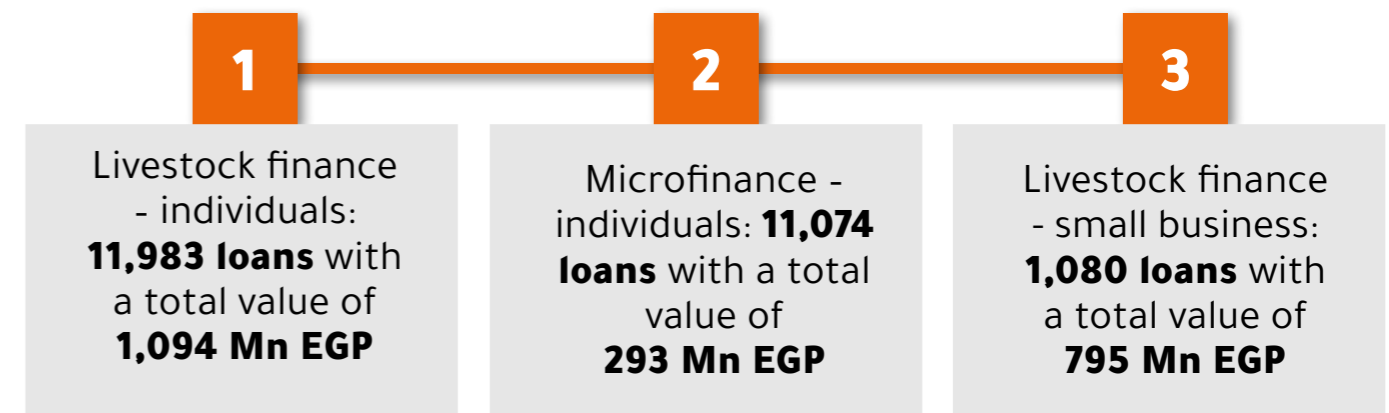


ALEXBANK identified 12 products within its retail credit portfolio as sustainable, accounting for 19.6% of total new retail production. Notably, significant shares of the Bank's offerings were in microfinance lending, livestock, and pension loans for individuals, signifying the Bank's role in bridging society's financing gaps while generating value for its stakeholders. As for the corporate and medium-sized enterprise portfolio, sustainable products constituted 16 % of total new production.

12 SUSTAINABLE PRODUCTS:



TOP THREE SOCIAL PRODUCTS:



NERHADOU'S COMMITMENT TO SUSTAINABLE PHARMACEUTICAL PRODUCTION

Nerhadou International, a leading Egyptian pharmaceutical company, focuses on developing innovative medical solutions with a commitment to patient care and environmental responsibility. Recognized as one of Egypt's top 50 pharmaceutical manufacturers, the company aims to improve health outcomes across the Middle East and Africa. This commitment is reflected in its numerous certifications, including ISO 14001 for environmental management, ISO 45001 for occupational health and safety, and ISO/IEC 17025:2017 for laboratory accreditation from the Egyptian Accreditation Council.

To address the challenges of water quality in pharmaceutical manufacturing, Nerhadou implemented an advanced Reverse Osmosis (RO) system, financed by ALEXBANK under its sustainable finance framework. This eco-friendly solution ensures the production of ultrapure water while recycling treated wastewater, thereby reducing overall water consumption and minimizing environmental impact.

By adopting this closed-loop water recycling system, Nerhadou not only enhances the sustainability of its production but also aligns with national and global sustainability efforts, contributing to the preservation of water resources.



ALEXBANK is proud to empower Nerhadou's sustainable water solution, reinforcing our commitment to financing resilient, future-ready businesses in Egypt's pharmaceutical sector.

TESTIMONIALS

"Partnering with ALEXBANK has been a pivotal step in Nerhadou's sustainability journey. The funding provided for our Reverse Osmosis water treatment system not only optimized our cash flow, but also reaffirmed our commitment to long-term operational efficiency. This collaboration underscores our shared vision with ALEXBANK—where financial innovation meets environmental stewardship."



"Dr Mohamed Shalaby, Chief Executive officer"



"The implementation of the Reverse Osmosis system marked a major upgrade in our production infrastructure. We were able to install an advanced, chemical-free water purification solution that meets the rigorous demands of pharmaceutical manufacturing. We successfully integrated a closed-loop system that optimizes water consumption and eliminates unnecessary discharge. This cooperation has enabled us to achieve higher energy efficiency, comply with international standards, and reduce our environmental footprint—all while ensuring a continuous supply of ultrapure water for production."

"Eng. Hazem El Khosht, Engineering Manager"

"The Reverse Osmosis system not only delivers pharmaceutical-grade water but also aligns with ISO and Egyptian Accreditation Council standards. By eliminating chemical additives and utilizing thermal sanitation, we've enhanced both our quality control processes and our sustainability performance. This collaboration reinforces our dedication to delivering safe, high-quality products while contributing to a greener future."

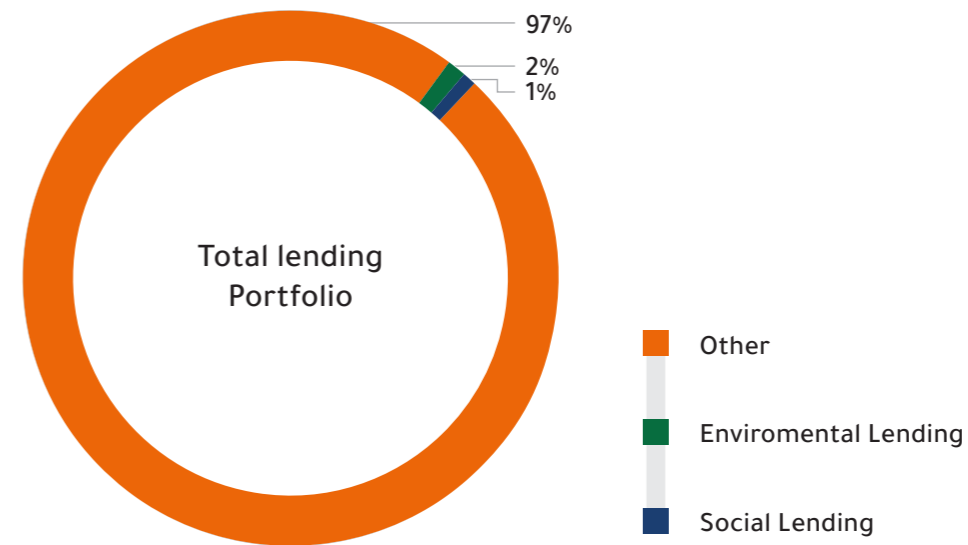


"Dr. Karim El Khalifa, Quality Assurance Manager"

SUSTAINABLE FINANCING IN ACCORDANCE WITH THE CBE FRAMEWORK

ALEXBANK remains dedicated to empowering individuals and businesses throughout their sustainable transition paths through ESG-customized financial solutions. During the credit granting process, the Bank ensures that its portfolio includes companies that are recognized as socially and environmentally virtuous. ALEXBANK has strengthened its responsible lending commitment by expanding the amount of its total credit portfolio dedicated to sustainable lending by 30% from EGP 1.335 Bn in 2023 to EGP 1.744 Bn in 2024.

The Bank has channeled finance to prominent social sectors such as infrastructure and education. Projects belonging to health sector establishments, such as hospitals and clinics, made up a significant share of the finance directed by the Bank towards SMEs. ALEXBANK succeeded in providing more funds for projects promoting energy efficient and waste recycling practices throughout 2024, confirming its dedication to the acceleration of positive sustainable impacts and progress towards a greener economy.

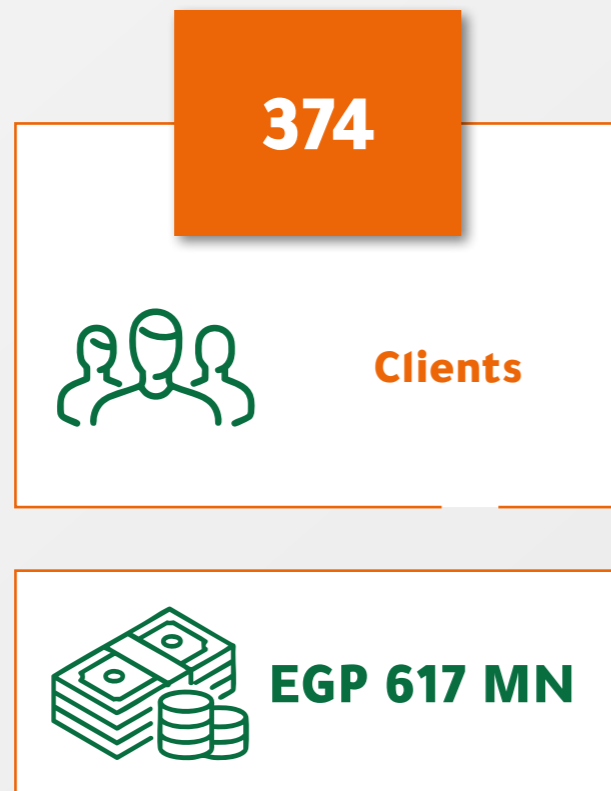


ALEXBANK empowering Egyptian wheat farmers with sustainable support- growing a greener Egypt, one harvest at a time

SOCIAL LENDING PORTFOLIO

ALEXBANK's focus on contributing to socio-economic development in Egypt remained evident in the allocation of credit across the following social pillars, as per the CBE's classification. Most of the social finance portfolio (80%) was directed toward supporting the healthcare sector; this was followed by endeavors in sustainable infrastructure, handicrafts and lastly education. The Bank's socially-centered portfolio contributes to the ISP Group's accomplishment of its social responsibility commitments as laid out in the 2022-2025 Business Plan. The parent company aims to foster positive social impacts by targeting an allocation of EUR 25 Bn towards social lending and urban regeneration.

TOTAL SOCIAL LENDING PORTFOLIO



INFRASTRUCTURE



HEALTH



EDUCATION



HANDICRAFTS



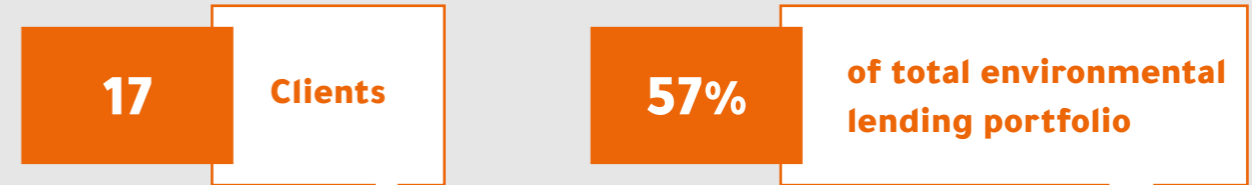
ENVIRONMENTAL LENDING PORTFOLIO

In accordance with the CBE's classification of environmental projects, ALEXBANK's green finance portfolio manifests its steadfast commitment to financially supporting the national climate vision by advancing projects which focus on renewable energy, energy efficiency, and waste management. Similar to performance in 2023, the majority (66%) of the environmental portfolio in 2024 was funneled toward enhancing energy efficiency initiatives, followed by investments in renewable energy, waste management and newly contribution to financing sustainable water management projects. However, significant growth in the dedicated amount of total environment credit was evident in 2024: 200% and 25% for waste management and energy efficiency projects, respectively.

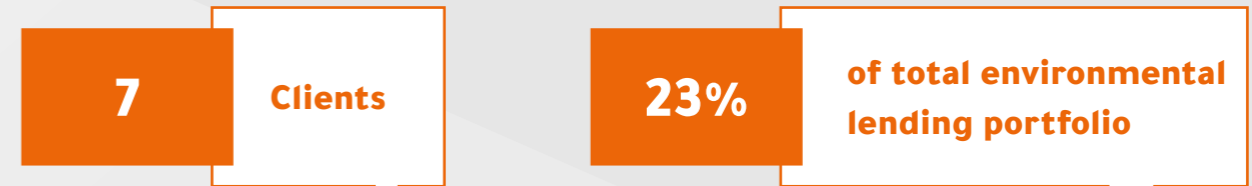
TOTAL ENVIRONMENTAL LENDING PORTFOLIO



ENERGY EFFICIENCY



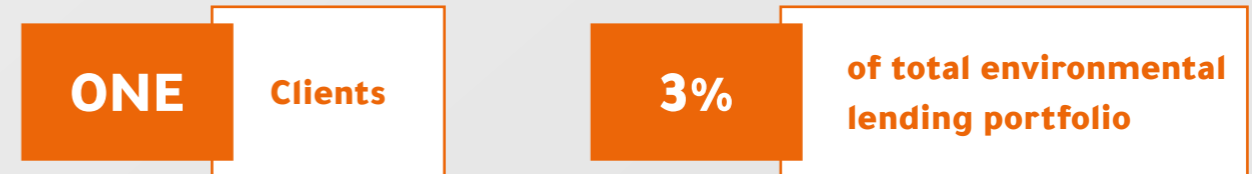
RENEWABLE ENERGY



WASTE MANAGEMENT



WATER



FINANCING GREEN AND CIRCULAR TRANSITION

As a responsible financial institution, ALEXBANK prioritizes significantly championing economic circular initiatives, such as the Green Economy Financing Facility (GEFF) initiative. Under GEFF, the Bank has partnered with the European Investment Bank (EIB) to invest USD 15 Mn in promoting renewable energy adoption and efficiency in Egypt's industrial, commercial, and agricultural sectors. In 2024, ALEXBANK and EIB agreed to issue a second disbursement totaling USD 7.5 Mn, broadening the financial backing for sustainable energy solutions. Reinforcing this cooperation is in line with the renewed commitment of the ISP Group to promote circular business models, earmarking 8 billion euro in support of the circular economy, in line with the green and circular economy criteria of the internal framework as part of the 2022-2025 Business Plan. GEFF initiative marks the first cooperative partnership to boost

business investment in renewable energy and energy efficiency across the country. It empowers Egyptian businesses to enhance operational efficiency, reduce energy and water consumption, adopt green energy solutions, reduce energy costs, improve product quality, and boost competitiveness. Supported by the European Bank for Reconstruction and Development (EBRD) and the European Union, the initiative secures technical and financial incentives and sustainable energy financing for eligible investments in equipment, systems or processes that promote energy efficiency or the use of renewable energy sources within privately-owned commercial buildings. In accordance with the Egypt SEFF Policy Statement, these financial incentives represent up to 2% of the Facility Aggregate Amount and between 10% and 15% from the loan amount or capital invested, whichever is lower.



“As businesses navigate the evolving sustainability landscape, accounting serves as the backbone of ESG reporting, ensuring data integrity, transparency, and strategic decision-making. By integrating ESG metrics into financial reporting, we enhance compliance, manage risk, and drive long-term value. Our commitment to responsible finance enables us to support sustainable growth, aligning profitability with ethical governance and social impact. Through robust financial stewardship, we reinforce stakeholder trust and contribute to a resilient, future-ready economy.”

Islam Hosni (Head of Consolidated Financial Statements Units)



ALEXBANK growing a sustainable future from the ground up.

SUSTAINABLE AGRIBUSINESS DEVELOPMENT

Recognizing the vital role of agriculture in the economy and the pressing need to ensure accessibility to adequate, safe, and nutritious food, ALEXBANK is committed to advancing lending services within the agribusiness sector. The Bank aims to participate in preserving natural resources, addressing farmers' needs, and enhancing the livelihoods of rural communities. As per the Bank's financial inclusion acquisition strategy, it pledged to finance agribusiness initiatives through a diverse range of customized products. Currently, ALEXBANK's Agribusiness Loans constitute 13% of its MSME portfolio, a 2% improvement over 2023.

LIVESTOCK LOAN FOR MF AND SB

The program targets smallholder and small business farmers, offering them a tailored product to support their livestock rearing efforts instead of with their business cycles

CROPS LOAN FOR MF AND SB

A tailored finance scheme to support cultivation activities, with a unique payment cycle matching with the business proceeds, targeting SB and MF

ELEVATING RURAL FEMALE LIVELIHOOD WITH LIFE VISION

In partnership with Life Vision, ALEXBANK targets improvement of female farmers' livelihoods through the creation of sustainable livelihoods for impoverished small-scale female farmers in the Minya Project. The partnership aims to directly strengthen the livelihoods of 400 female farmers in Upper Egypt by setting up Farmer Field Schools and Farm Business Schools. The schools teach new and improved farming and irrigation practices through a comprehensive training curriculum implemented over 36 sessions (a total duration of ten months). The training curriculum covers various areas that are directly linked to enhancing smallholding farmers' capacity and productivity in their local contexts. In accordance with the CBE's FI activations during 2024, participants also received 5 financial literacy sessions.

Total Project Amount:

EGP 1.2 Mn

Total Number of Beneficiaries:

1161

Number of Beneficiaries in 2024:

761

SHIFTING SMALL FARMERS' LIVELIHOODS THROUGH FINANCIAL INNOVATION

In collaboration with WFP-CBE, ALEXBANK started a project under the title of "Innovative Financing by the Banking Sector to transform smallholder farmers in upper Egypt" in July 2023. This project focuses on financing interventions that help increase the productivity of smallholder farmers in Upper-Egypt, specifically in Hayah Kareema Villages. By December 2025, a set of fin-socio-economic activities will be implemented in 2 villages in Al-Minya Governorate to enhance farmers' water use efficiency, diversify their livelihoods and create sustainable employment.

Total Project Amount:

EGP 3 Mn

Total Number of Beneficiaries:

6054

Number of Beneficiaries in 2024:

350 farmers
(210 females and 140 males)

ALEXBANK DRIVES RURAL AGRI-FINANCIAL INCLUSION

In 2024, the Bank cooperated with GIZ Egypt to equip the farmers of Beni Suef and Minya with access to ALEXBANK's financial and non-financial services. The project also seeks to strengthen farmers' financial knowledge and decision-making skills to maximize their incomes. By the end of 2024, farmers attended 8 financial literacy sessions under the CBE Financial Inclusion activations.

Number of Beneficiaries in 2024:

607 farmers

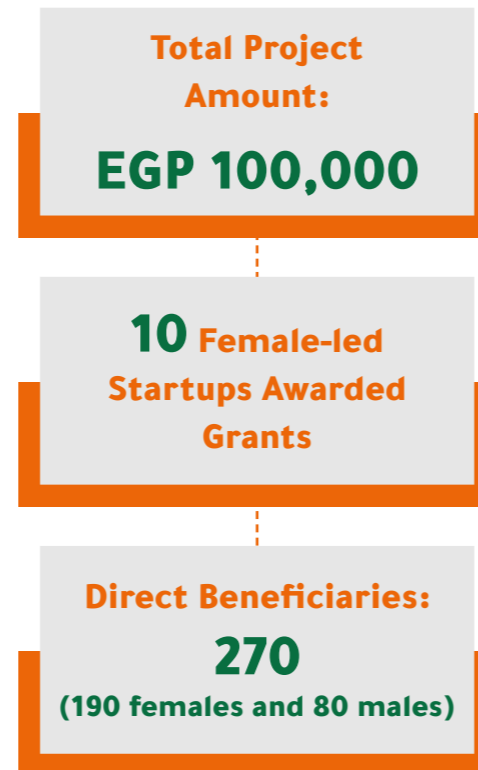


ALEXBANK constantly ensures that its beneficiaries gain enriching financial knowledge to further improve their businesses through partnership with GIZ

OWAP EMPOWERS WOMEN ENTREPRENEURS IN AGRIBUSINESS: A CONTINUED JOURNEY

ALEXBANK continues its commitment to empowering rural women entrepreneurs in agribusiness by collaborating with the Alinea International under the Opportunities for Women in Agribusiness project (OWAP). This project targets the improvement of women’s economic well-being within the agribusiness sector in Beni Suef and Al-Minya governorates.

The partnership encompassed the provision of needed resources like financial education and diverse funding sources to enable women to overcome barriers preventing them from accessing the necessary finance for the expansion of their businesses. In 2023, ALEXBANK supported the entrepreneurship program by ensuring the establishment of 50 small, registered, female-led environmentally sustainable startups. A final competition was held virtually during September 2024 to evaluate the ten most promising startups in Beni Suef and Minya. In October 2024, the ten female winners were each offered a grant of EGP 10,000 in the award ceremony.



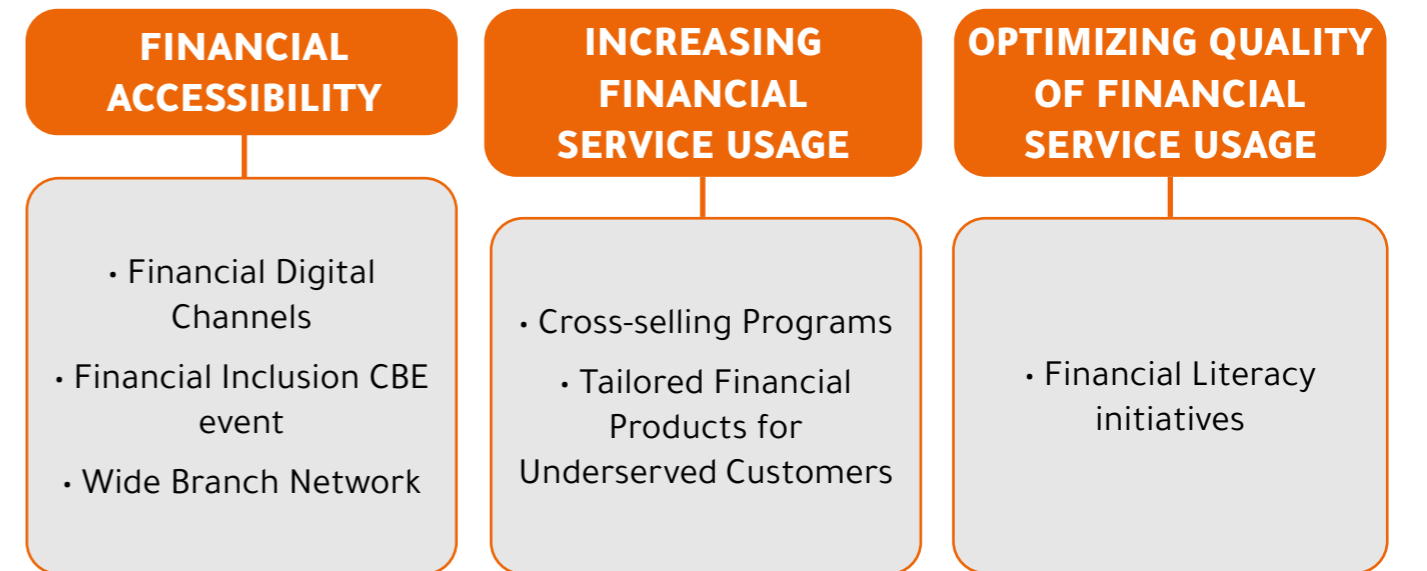
ALEXBANK and OWAP work hand in hand to support 50 women entrepreneurs in 2024

4.5 FINANCIAL INCLUSION & ACCESSIBILITY

Financial inclusion and the dissemination of financial culture are among the leading material issues faced by ISP Group in its pursuit of sustainable growth in the countries where it operates. Since 2017, ALEXBANK has been dedicated to acting in accordance with the Egyptian national developmental agenda and the CBE’s strategic direction in promoting inclusive accessibility to financial services and education. The Bank’s service provision efforts extend across all societal categories, including reaching out to mostly unbanked populations such as women, youth, MSMEs, farmers, and people of determination.

ALEXBANK attempts to consistently satisfy its primary needs with a wide array of products like financial inclusion accounts, microcredit, and digital services. In 2024, the Bank enabled digital financial inclusion for 996 unbanked individuals, a significant scale up from the 522 previously reached in 2023.

ALEXBANK’s contribution to societal financial integration is anchored by its financial inclusion strategy, which lists the following three key dimensions along with their respective enablers:



FINANCIAL INCLUSION ACCOUNTS



حساب يبدأ
بمبلغ يصل إلى
14%

اليوم العربي
للشمول المالي
ARAB FINANCIAL INCLUSION DAY

بمناسبة اليوم العربي للشمول
المالي، افتح حساب "ابدأ"
بدون أي مصاريف!

حساب توفير يبدأ:
عائد يصرف شهريا
بدون مصاريف فتح وتشغيل الحساب
بدون حد أدنى لفتح الحساب
من فترة 1 أبريل إلى 30 أبريل ٢٠٢٤

الشمول
المالي
بنك الإسكندرية

بنهتم بكل اهتماماتك

ALEXBANK | بنك الإسكندرية
Intesa Sanpaolo Group

Financial Inclusion Campaign through Ebda Account.

FOSTERING INCLUSION: TAILORED FINANCIAL SOLUTIONS FOR ALL

UPLIFTING YOUTH AND WOMEN THROUGH ALEXBANK'S INCLUSIVE INITIATIVES AND DIGITAL SOLUTIONS

ALEXBANK is aware that including the youth population within its customer base is of considerable and sustainable value for Egypt's economic development. The Bank is helping nurture a financially empowered generation through digital banking services and catered solutions like the Youth Account. The Youth Account bears zero opening fees and encourages savings by offering one of the highest competitive monthly interest rates on the market: up to 12%. By the end of 2024, the account served a total of 92,947 youth.

EMPOWERING YOUTH ACCOUNT USABILITY- BRIDGING OPPORTUNITIES AT MARCOMS - ENACTUS EVENT

In an effort to expand the usability of the Youth Account, ALEXBANK partnered with Enactus as a strategic partner in 2024 and engaged with more than 1,500 students. During the event, the Bank showcased its ALEXBANK YOUTH proposition and promoted the Youth Account to the participants.

ALEXBANK understands the prominent role that women play in societal development and economic well-being. ALEXBANK strives to support women's financial inclusion and independence through a set of initiatives designed to kick off and grow women's businesses, allow them to access the credit they need, and help them manage their own savings. Furthermore, the Bank effectively propelled expansion of the usage of its digitalized services, like the Ma7fazty mobile banking application, to 77% more women in 2024.

THE ZAHRA PROGRAM: BUSINESS AND FINANCIAL LITERACY LEARNING BUNDLE FOR RURAL WOMEN

- The program focuses on fostering sustainable entrepreneurship by empowering pioneer women through a “Train of the Trainer” model.
- Women receive training in finance, financial literacy, and business essentials.
- Equipped with the necessary knowledge, skills, and tools to start, grow, and sustain their businesses, they then share this valuable information with a larger group of women in their community.
- This approach not only promotes financial awareness and access to finance but also generates spillover societal impact. It helps spread financial literacy and entrepreneurial skills across a broader population, empowering rural areas.
- This program trained **162** women in Assiut as ToT.



The proud faces of rural women who underwent the Zahra Program and will share financial insights with more rural women in their communities

EBDA' SAVINGS ACCOUNT

The Ebda' Savings Account is specifically designed to foster financial inclusion by offering flexible and simplified savings services for micro-savers and underserved segments. Customers can open an account with minimal documentation (national ID only), zero admin or maintenance fees, and no minimum account balance. The account provides a competitive monthly interest rate of up to 14% on opening the account, making it easier to encourage the unbanked to become banked.

Users also have the option to receive remittances in USD through their accounts, facilitating the channeling of remittances to unbanked communities through the banking system. The account achieved remarkably strong growth of 386% by December 2024, demonstrating that its features are very well matched to the needs of its users. Throughout the year, the Bank has actively promoted the Ebda' account across different financial inclusion events and initiatives to expose the account's features to the maximum possible number of unreachable customers (see the section headed [ALEXBANK Engagement in CBE Financial Inclusion Events](#) for further detail).



Increase in customer base

386%

DRIVING MICROFINANCE

In alignment with the CBE’s inclusive financial mandates, ALEXBANK’s microfinance business remains on track in channeling financially vulnerable firms and individuals toward the formal financial landscape, and it represents one of the main products that the Bank offers within its ESG product catalogue for individuals. Over the past year, the Bank has demonstrated its support to vulnerable groups by recording YoY 11% growth in its total microfinance lending, with 17% at the enterprise level and 10% for individuals. Leveraging its microfinance team, the Bank provided lectures to underserved segments during CBE events on financial inclusion, microfinance products, and how they suit unmet financial demands.

ALEXBANK further played a role in backing micro firms nationwide by cooperating with the Ministry of Sports and Youth in connecting more customers from rural communities through the Nile Entrepreneurs initiative. ALEXBANK succeeded in establishing two branches in Luxor and Bani Suef. The two branches are managed by the Ministry in coordination with ALEXBANK to offer microfinance products and services to Nile Entrepreneurs customers.

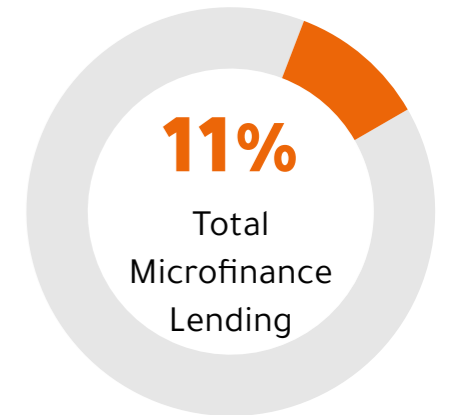
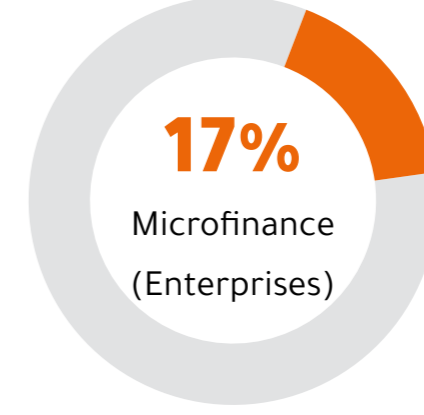
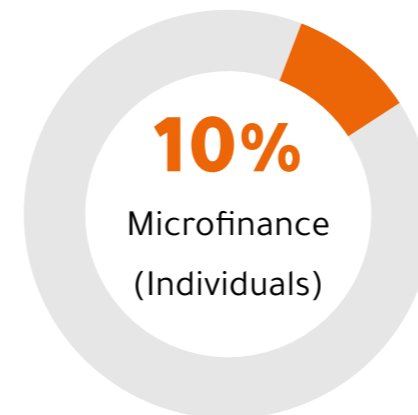
Moving forward in multisectoral microfinance growth, ALEXBANK, as a bank of the ISP Group, signed in October 2024 a five-year Memorandum of Understanding (MoU) with Cassa Depositi e Prestiti S.p.A. (CDP), the Italian National Promotion Institution, to facilitate access to microcredit and expertise for Egyptian agricultural SMEs. This partnership seeks to drive sustainable development in Egypt’s agribusiness sector by harnessing Italy’s agricultural know-how and exposure to financing opportunities.



“At ALEXBANK, microfinance is a central pillar of our sustainability agenda. We believe in empowering smallholder farmers by offering customized financial solutions to bolster both livestock and crop farming. We also champion women by supporting their small business ventures and improving household incomes. Beyond financial aid, ALEXBANK guides farmers in adopting modern techniques to increase yields and boost national food security. Moreover, we strategically partner with government bodies on initiatives that facilitate direct farmer-to-consumer connections and promote sustainable agricultural methods.”

Tamer Abdelfattah (Head of Microfinance department)

MICROLOANS (% GROWTH)



ALEXBANK MICROLOANS INITIATIVES

1. EBDA3 MEN MASR (EMM MICROLOAN FOR ARTISANS)

As part of ALEXBANK's Ebda3 Men Masr (EMM) initiative, the Bank created the EMM loan. This is a microloan product that helps Egyptian artisans further develop and expand their handicraft businesses. Additionally, the Bank contributes to expanding their businesses by managing the Fair Trade Global Certification process that facilitates their exports to foreign markets. EMM artisan beneficiaries have become banked owing to ALEXBANK loan and awareness sessions, as well as PoS acquisition services. Since it began in 2016, the initiative has succeeded in reaching 5,300 handicrafts women and men in 21 governorates.



ALEXBANK created the EMM Loan specifically designed to support Egyptian artisans develop their exquisite crafts

Total Direct Beneficiaries: **3855** borrowers since 2020 (+30% from 2023)

2. WORLD FOOD PROGRAM (WFP) INITIATIVE

ALEXBANK has partnered with the World Food Programme (WFP) to support smallholders and unemployed women in rural areas through tailored microfinance solutions, aligning with the WFP's mission to combat hunger and foster food security. This initiative focuses on increasing production capacity, providing specialized training, offering financial solutions, and empowering rural women by equipping them with the necessary skills and resources to become entrepreneurs.

As the financial arm of the WFP's initiatives, ALEXBANK provides micro and livestock loans through a tiered financing structure to accommodate different needs. Loan amounts range from EGP 1,000 up to EGP 50,000 for rural activities, including PV pump installations, and up to EGP 75,000 for livestock rearing. To further build institutional capacity, the program offers training on rearing techniques for ducks, bees, and goats, alongside other rural development activities.

By the end of 2024, 315 loans were booked by WFP, with a total sanction limit of EGP 8,615,800. This collaboration strengthens rural entrepreneurship, enhances economic growth, and promotes sustainable development in underserved communities.



WFP- Smallholder farmers are empowered to care for their livestock, weaving resilience and dignity into rural life

3. MASHROAK INITIATIVE

The Mashroak Initiative, led by the Ministry of Local Development, supports MSMEs across Egypt by providing financing. Since its launch, it has facilitated EGP 27.2 billion in loans to over 306,000 beneficiaries, promoting job creation, economic growth, and sustainable development nationwide.

ALEXBANK joined the initiative in 2017, financing 49 MSMEs with EGP 472,000 by 2019. However, progress stalled due to process inefficiencies, COVID-19, and competing CBE initiatives. Now, the Ministry is reviving Mashroak with a renewed focus on microfinance and small businesses, ensuring competitive financial products and streamlined approval processes for future beneficiaries.

4. NILEPRENEURS

The Rowad El Nile (NilePreneurs) Initiative, launched in 2018 by Nile University, is a nationwide program powered by the CBE and the Ministry of Youth to support startups and SMEs in manufacturing, agriculture, and digital transformation through various innovation-driven solutions.

ALEXBANK actively supports NilePreneurs by providing microfinance loans under the Microfinance in Cooperation with Entities/NGOs program, facilitating funding for commercial and livestock activities in underserved micro-segments. The Bank also promotes financial inclusion by referring eligible customers for loans, current accounts, and savings accounts, while offering financial literacy, business training, and consulting support to help MSMEs grow.

MICROFINANCE SUCCESS STORY 1: LIVESTOCK RAISING- FAYOUM

Client Name: Mofreh Fayed

Loan amount: EGP 190 K (2020-2024)

The client began getting finance from ALEXBANK's Fayoum branch in 2020, raising cattle for fattening and selling. Initially, he secured 40,000 EGP in financing. By 2021, seeking to expand, he renewed his financing and received 50,000 EGP, purchasing additional cattle. This led to significant profits, prompting further expansion. In 2024, he obtained 100,000 EGP. Over 5 years, with ALEXBANK's support, the client increased his cattle to 15 heads, continuously growing and profiting.



MICROFINANCE SUCCESS STORY 2: LIVESTOCK RAISING – QOSEYA

Client Name: Atef Awad

Loan amount: EGP 550 K (2021-2024)

The Client started raising and fattening livestock for profit. In 2021, with four cattle heads, he sought financing from ALEXBANK and received an animal development loan of 100,000 Egyptian pounds to purchase four more cattle.

In 2022, he expanded his activities by obtaining another loan of 100,000 Egyptian pounds to buy three additional cattle, achieving substantial profits. The Bank's microfinance managers advised him to convert his business from individual to company status, which he did by obtaining a commercial register and tax card.

In 2023, as a registered company, he received a new loan of 200,000 Egyptian pounds. By summer 2024, he expanded further, securing an additional 250,000 Egyptian pounds, resulting in a total of 25 cattle heads through cooperation with ALEXBANK.



FINANCIAL LITERACY INITIATIVES

ALEXBANK advocates the education of financially marginalized groups, specifically those located in rural communities, to help them make more informed financial decisions. The Bank believes that increasing financial literacy among individuals is likely to stimulate efficient resource allocation, limit economic disparities, and establish inclusive economic prosperity. The Bank remains consistent in articulating its financial inclusion initiatives within the Financial Literacy International Network (FLITIN) that consolidates financial literacy endeavors across ISP Group subsidiaries. In particular, among all the format proposed by the network, ALEXBANK joined FLITIN initiatives in 2024 with two different international contests:

- SAVE Ambassadors, with the participation of **550** students
- Money Master Challenge, with the participation of **75** students

MAIN FINANCIAL LITERACY THEMES IN 2024

- Digital financial education for marginalized groups
- Conventional and digital banking awareness
- Financial education application for children

REACHED BENEFICIARIES IN 2024



1,650
Females

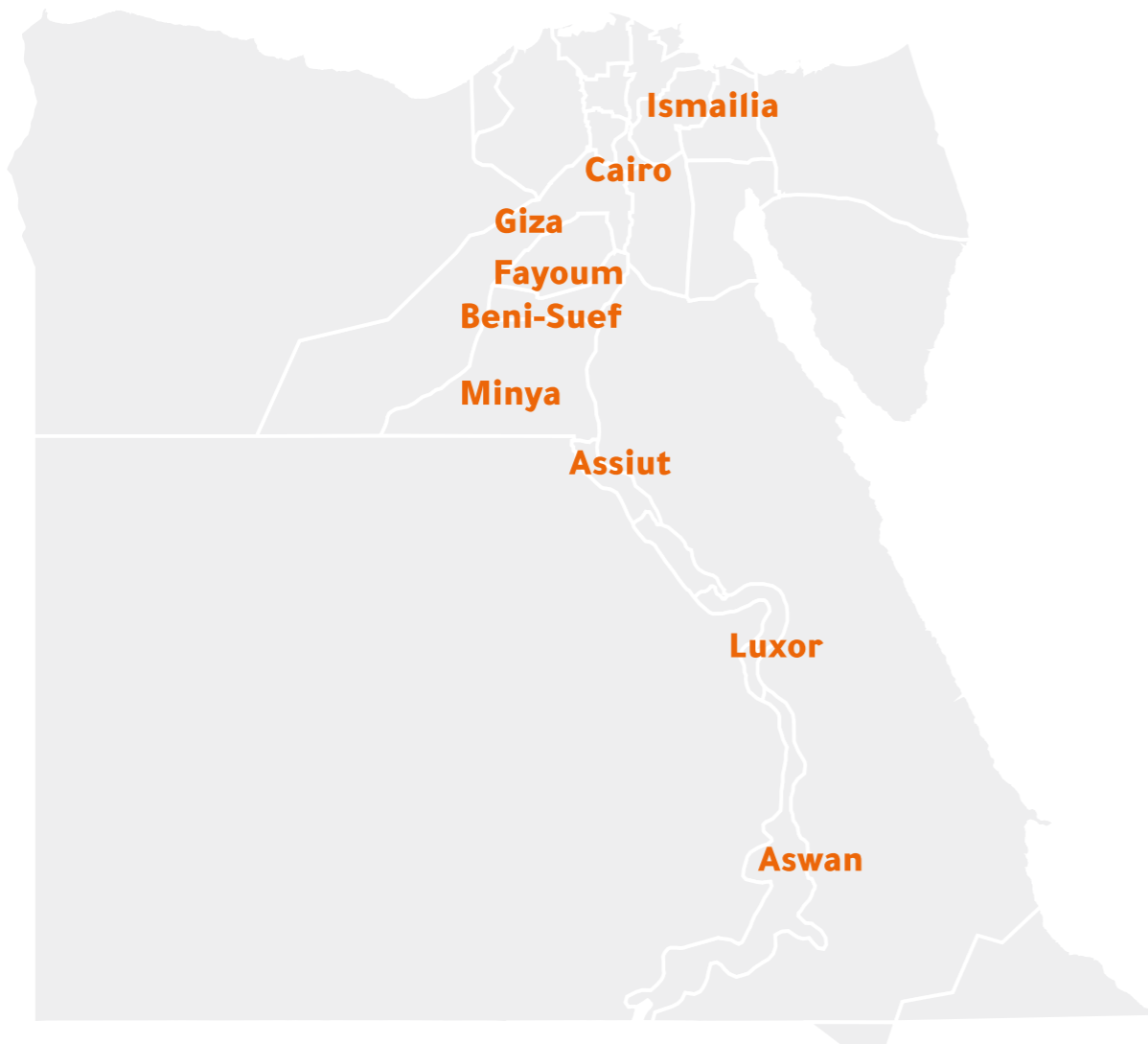


2,050
Males



20,000
Children

TARGETED GOVERNORATES



1. AWARENESS FOR ALL: ALEXBANK'S FINANCIAL INCLUSION CAMPAIGN

Supporting CBE's financial inclusion strategy and increasing financial educational awareness, ALEXBANK launched a financial inclusion campaign in September and October 2024. The campaign was based on creative insight: "Save your money at ALEXBANK", aspiring to build trust among unbanked individuals who manage their finances through the Bank. It pitched the Ebda' Account and emphasized the convenience of the Bank's simplified KYC accounts, which require only a valid national ID with no minimum opening balance or maintenance fees. Overall, this campaign sought to attract a larger segment of the Egyptian population, spreading awareness of products with features that suit traditionally excluded groups.

Video views:

127 Mn
(including organic views)

Reached:

9 Mn

Impressions:

253 Mn

Engagement rate:

16%

2. ALEXBANK Unleashes the Power of Digital Banking through “The Mobile Banking App is Where You Belong”

Aligning with CBE’s financial inclusion initiatives, ALEXBANK stresses that the multidimensional scope of its financial literacy provision activities helps it further spread awareness about tech-driven banking services. During February and March 2024, the Bank launched a digital banking ATL campaign, themed around the statement “The Mobile Banking App is Where You Belong,” to educate customers about ALEXBANK’s digital offerings. The campaign was articulated to guide users through the on-boarding process for making transfers and CDs/TDs booking through ALEXBANK’s Mobile & Internet Banking application. It aimed to include new onboard digital customers while increasing the Bank’s active and transactive customer base. The initiative also focused on driving growth in overall transaction volumes and digital deposit accounts, sustaining customer reliance and engagement with digital banking services. The ATL campaign excelled by reaching 37 million customers, exhibiting a surge in the number of newly contracted, active, and transactive users, number of transactions, and digital deposit units.



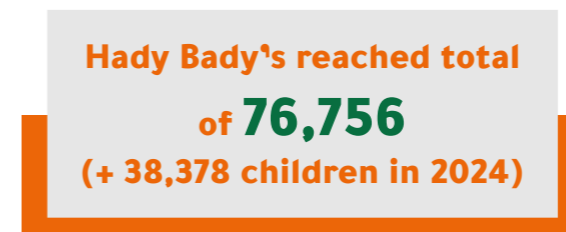
3. Empowering Young Entrepreneurs: ALEXBANK’s Collaboration with Orange Corners in Upper Egypt

In partnership with the Kingdom of the Netherlands and Outreach Egypt, ALEXBANK achieved significant milestones through the joint initiative Orange Corners, expanding its impact on young entrepreneurs in Upper Egypt. Since its launch in February 2021, this program has conducted six cycles. 116 startups have graduated from the program, of which 35 used to be unbanked, 59% are female-led, and 24% are in the agriculture and waste management sectors. Throughout the program, more than 1,600 attendees joined 70 entrepreneurial training sessions, gaining more than 650 hours of mentorship and business development sessions. This alliance of public and private sectors remains instrumental in driving sustainable development and economic revitalization in Upper Egypt.



4. The Hady Bady Financial Literacy Game: A Continued Journey

ALEXBANK has continued to enhance children’s financial literacy through the “Hady Bady” app, which was designed in 2021. This app educates young children on spending and saving, while involving them in money-earning activities like educational quizzes and community programs. In 2024, the bank activated the app through an annual rollout in collaboration with the WellSpring Foundation. The rollout took place in Hay Al Asmarat, Cairo, where children participated in money-gaining games. This initiative aims to reach 24,000 children in Cairo, Giza, Fayoum, Ismailia, and Beni Suef.



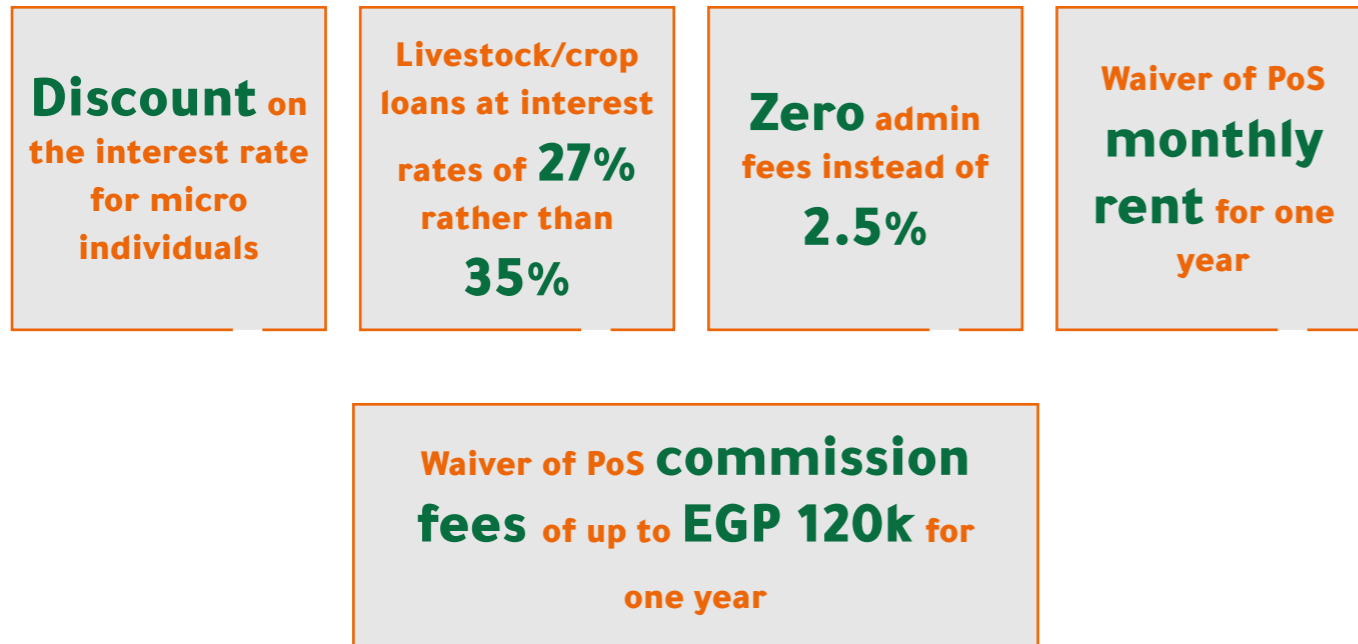
ALEXBANK instilling important financial and environmental morals into the leaders of the future through Hady Bady and Khatwa Khadra

FINANCIAL INCLUSION INITIATIVES

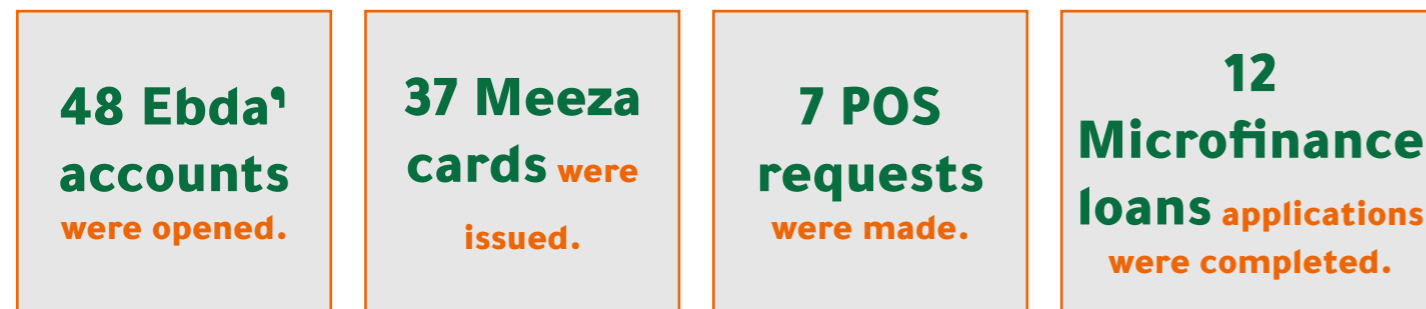
1. BRIDGING FINANCE TO FARMERS: UNLOCKING FINANCIAL INCLUSIVE OPPORTUNITIES AT FARMERS' MARKET

ALEXBANK was present on the ground during the Alexandria Farmers' Market in 2024, supporting small farmers with its curated agri-financial solutions. The Bank promoted the Ebda' Saving Account and microfinance products for the farmers and visitors attending the market, providing farmers with opportunities to sell their agricultural products directly to consumers and grow their businesses.

- **The Bank also supplied them with a set of lending and PoS offers:**



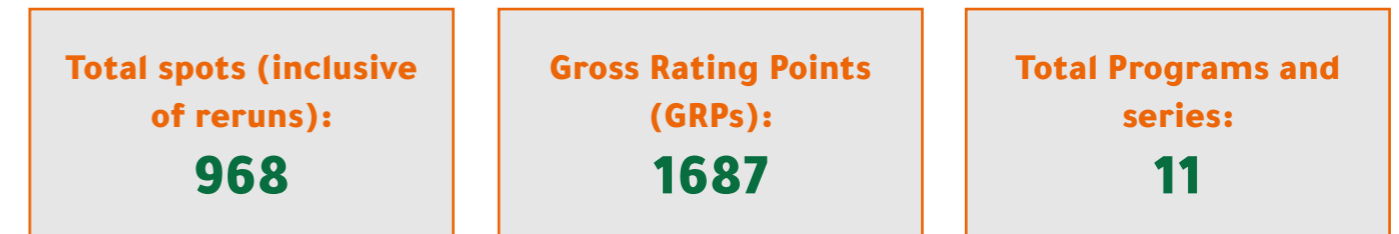
- **By the end of Farmers' Market**



2. BANKING ON BUILT TRUST: FINANCIAL INCLUSION 360 ATL CAMPAIGN

In accordance with CBE's initiatives for Financial Inclusion, ALEXBANK launched a new Financial Inclusion campaign targeting middle- and lower-income groups. In fact, it is inspired by the fact that more than 50% of Egyptians stray away from the formal economy and favor more the unconventional and informal means of saving their finances.

With this, the campaign is based on the creative insight of "Save your money at ALEXBANK", targeting the increase financial educational awareness, hammering on ALEXBANK's Financial Inclusion product "Ebda' Account", trust-building among non-banked populations to bank their finances, and advancement of convenience and ease of opening a bank account. The campaign aired from September 23, 2024, to November 8, 2024, across social media channels and TV and its collaterals in branch and GDN (Google Display Network).

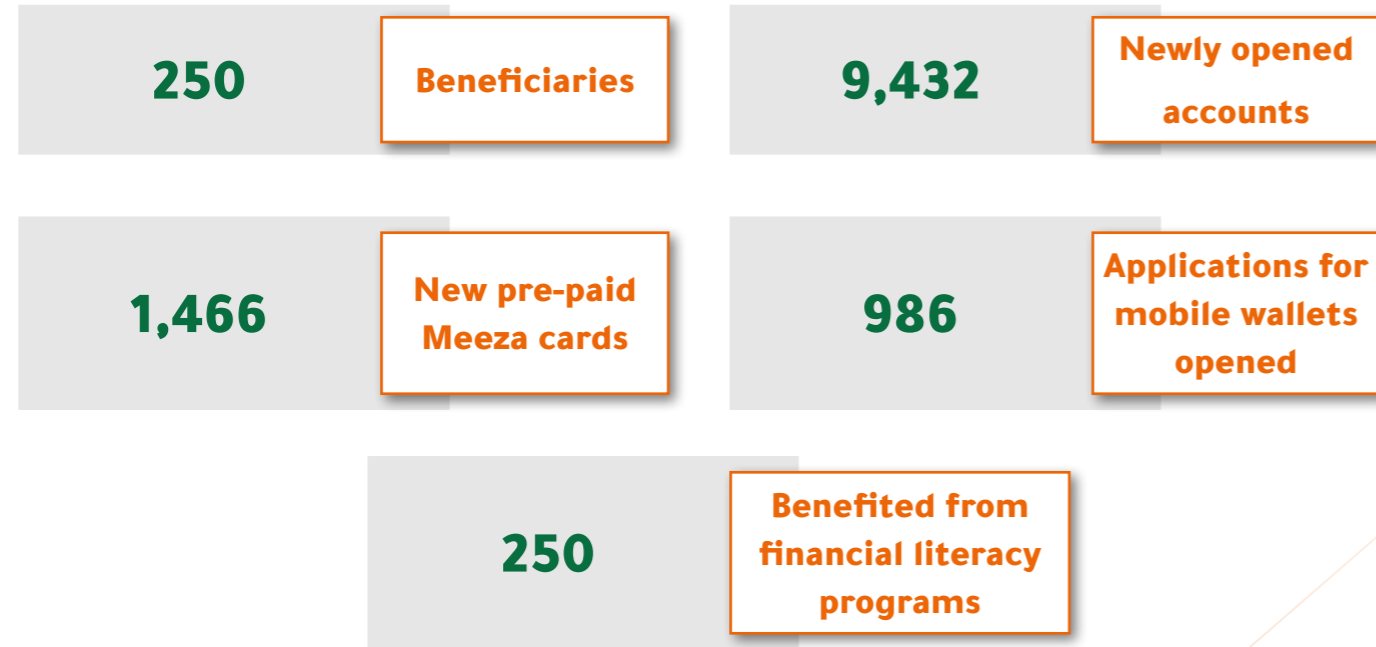


ALEXBANK'S ENGAGEMENT WITH CBE FINANCIAL INCLUSION EVENTS

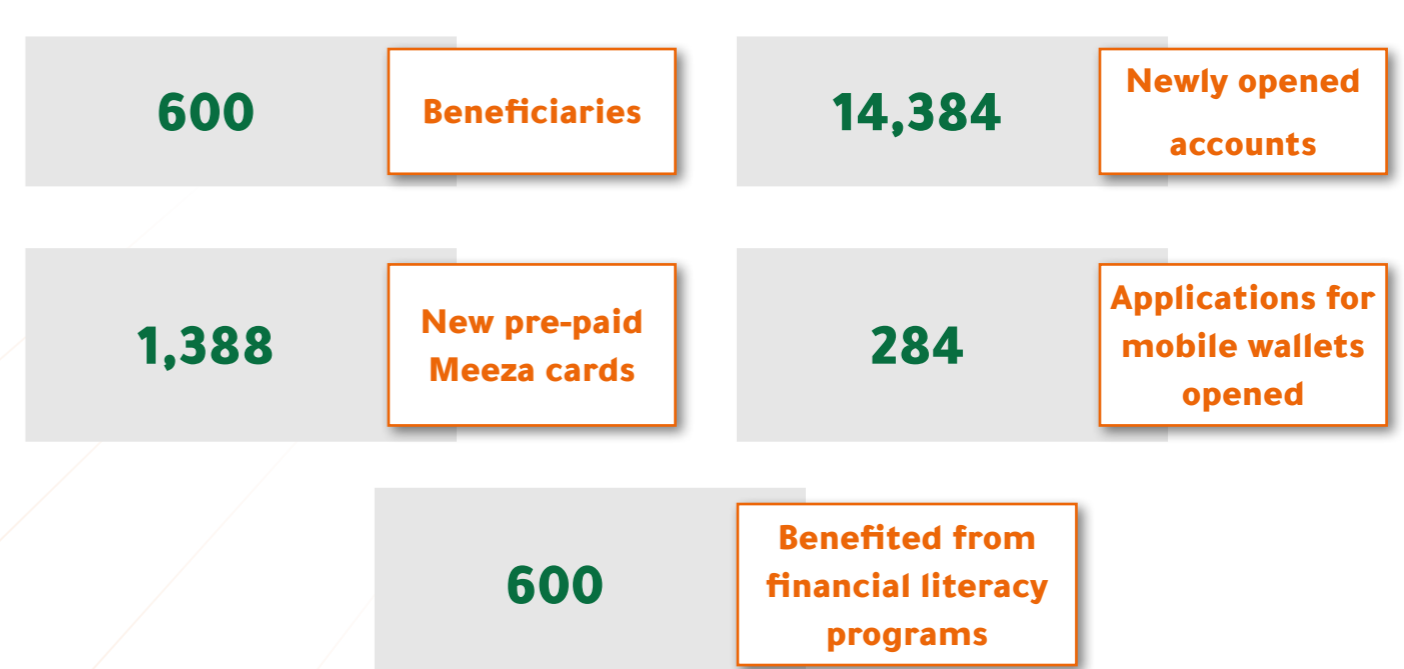
ALEXBANK has actively participated in various CBE financial inclusion events, demonstrating a strong commitment to the promotion of financial literacy and inclusion. During these events, ALEXBANK took part in delivering valuable financial literacy sessions within rural areas across all governorates. The Bank delivered financial inclusion sessions to a total of 2,164 participants.

The sessions foster greater understanding and secured access to financial services for financially excluded individuals by offering them micro-loans, prepaid cards, and simplified KYC savings accounts. ALEXBANK was careful to remain in line with CBE's directions and efforts to increase the number of accounts opened among marginalized groups at these special events. Thus, the Bank heavily promoted its most financially inclusive accounts: the Ebda' Saving Account for farmers and unbanked women, and the Youth Account for young people, across all 2024 events.

FINANCIAL INCLUSION - INTERNATIONAL WOMEN'S DAY CELEBRATION (8-31 MARCH 2024)



FINANCIAL INCLUSION - ARAB FI DAY CELEBRATION (1-30 APRIL 2024)



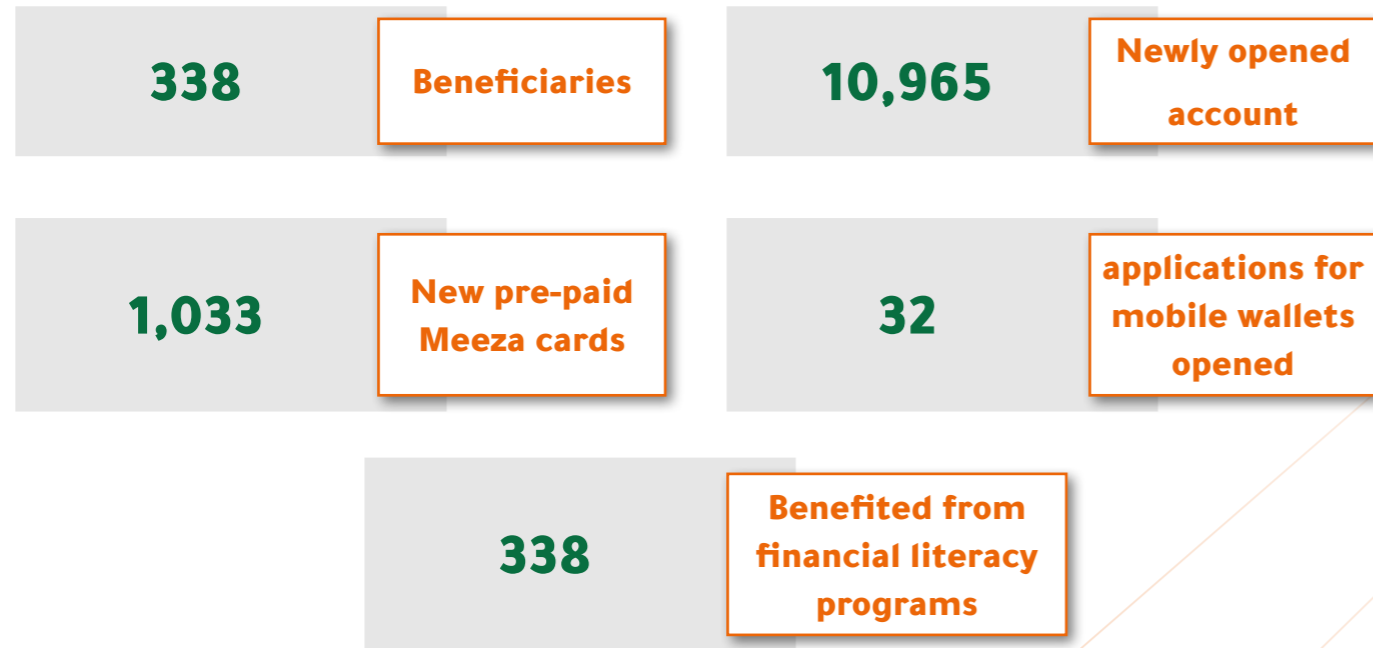
ALEXBANK proudly celebrating Women's Day through community engagement and support



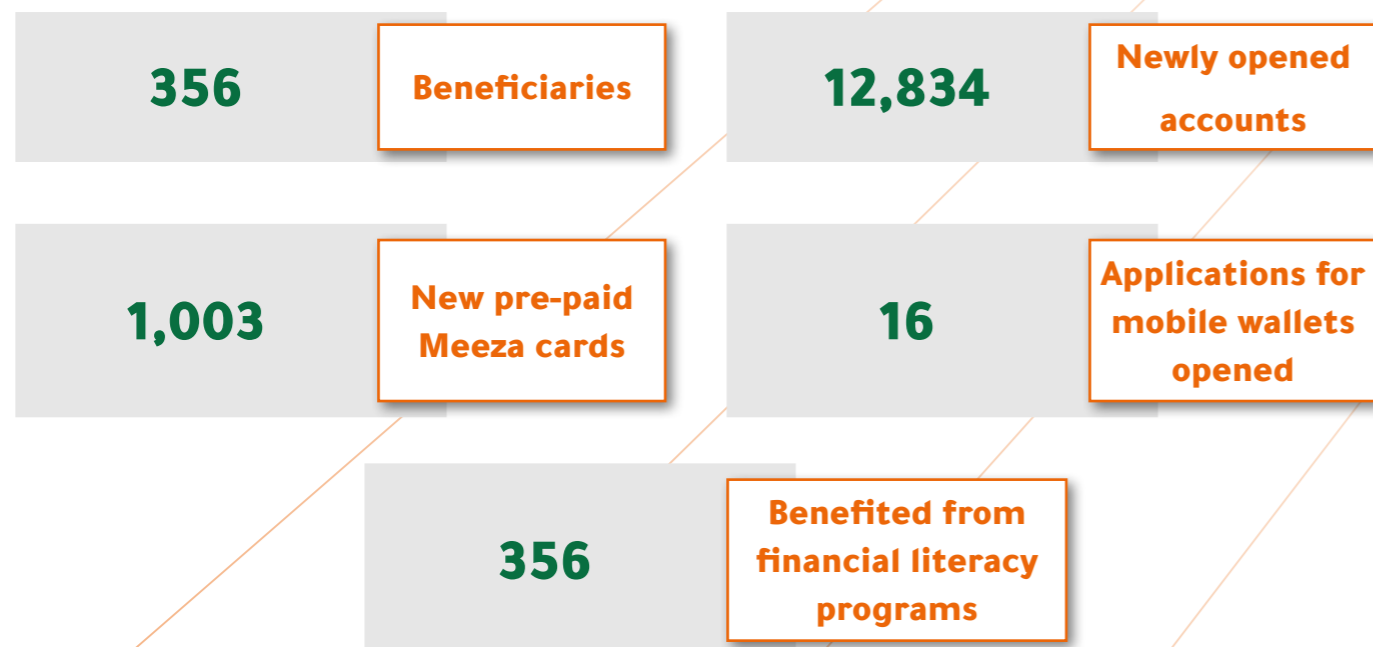
ALEXBANK celebrates Arab Day by supporting local communities and spreading smiles where it matters most

FINANCIAL INCLUSION - INTERNATIONAL YOUTH ACCOUNT (1-15 AUG 2024)

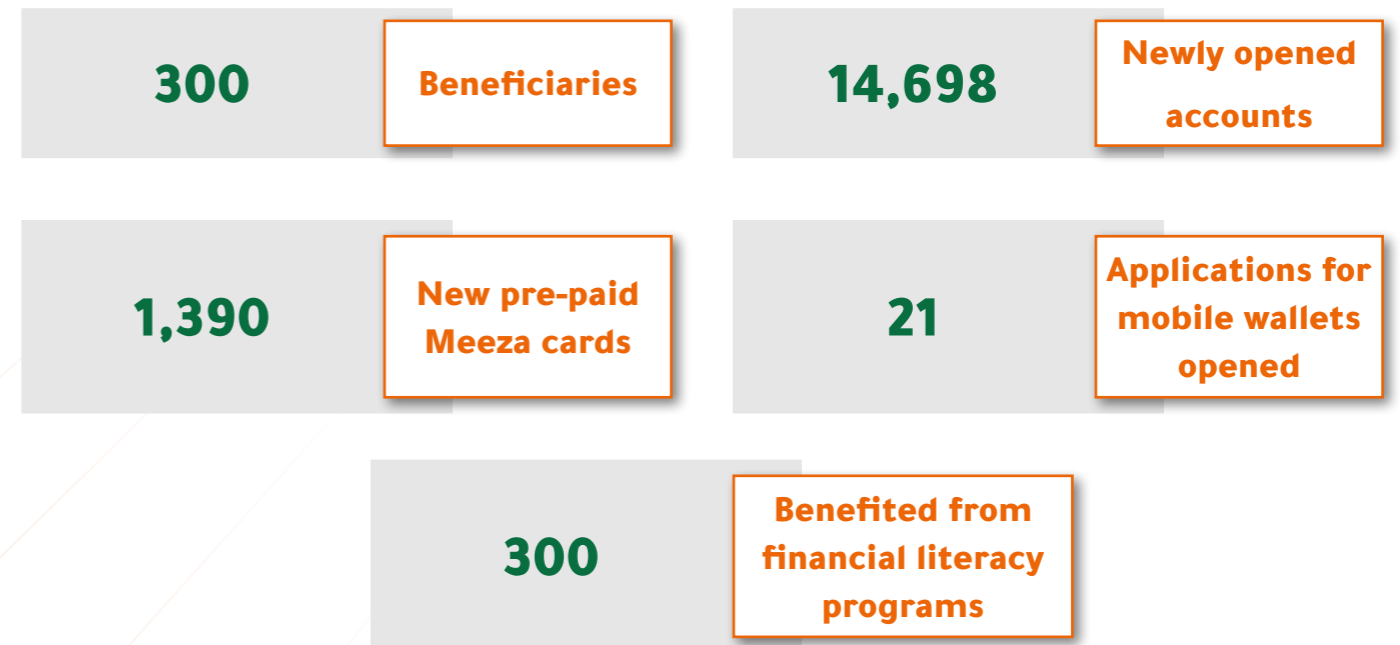
Supporting youth people by promoting the YOUTH Saving account Benefits of zero account opening fees, no minimum account opening balance and monthly 12% interest rate



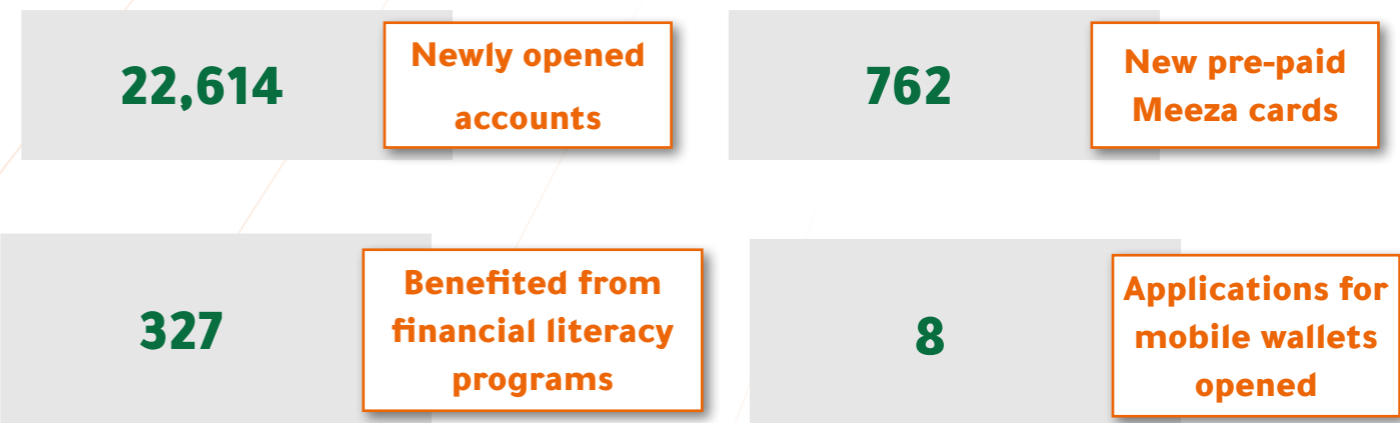
FINANCIAL INCLUSION – FARMER’S DAY (1-15 SEPT 2024)



FINANCIAL INCLUSION - WORLD SAVINGS DAY (15 – 31 OCTOBER 2024)



FINANCIAL INCLUSION - INTERNATIONAL PEOPLE WITH DISABILITES DAY



Total Newly Opened Accounts through Financial Inclusion Events

84,927

MAXIMIZING ACCESSIBILITY THROUGH ALEXBANK'S BRANCH AND ATM NETWORK

Broadening branch and ATM networks to span all parts of Egypt is instrumental in ALEXBANK's operational efficiency and driving financial inclusion. ATMs serve as user-friendly banking avenues and primary digitalized conduits for incentivizing customers to reduce their typical reliance on frequent and regular visits to branches. The geographical distribution of ALEXBANK's ATMs is strategically reliant on customer-oriented models to assure the Bank's presence in underprivileged areas. Customers can also easily use the "Locate Us" tool on ALEXBANK's official website to simplify their search for the nearest ATM.



The Bank aligns with CBE's 2022-2025 Financial Inclusion Strategy by enabling digital financial infrastructure. By end of 2024, the Bank had specially upgraded a total of 153 ATMs to aid customers with visual impairments and mobility disabilities.

ALEXBANK is committed to widening its branch network and enhancing its infrastructure, as a prominent step in its contemporary evolution to its inclusive service offering approach. Throughout the year, ALEXBANK ensured to fulfill its 2023 plan to reinforce the financial system's robustness and advance fairness by increasing the share of accessible branches to 25% of the Bank's total network.

Besides, ALEXBANK reaffirms its dedication to promoting inclusive financial accessibility by going beyond the CBE guideline that 10% of a bank's branch network should be disability-friendly for people with special needs. The accessible branches include ramps, automatic doors, elevators, and widened aisles for easy navigation and wheelchair-friendly access.

Comprehensive measures were adopted to intensify the assistance provided to customers of determination and smooth their transitional experiences. ALEXBANK provided allocated staff with training in helping customers with special needs handle their transactions. Private areas have been designated in selected branches to meet any additional requirements that people of determination might need.

To provide a flawless experience, materials and forms are provided in formats such as braille and large print, and people of determination are prioritized in queues. Communication assistance is ensured by supplying sign language interpretation services and video support with sign language captions.

Specific services tailored for people of determination encompass personalized assistance provided by a branch representative. This representative is tasked with aiding clients in executing financial transactions, making cash deposits, withdrawing funds, completing forms, and accessing account information. Such initiatives not only enhance the Bank's market presence but also align with its commitment to sustainability by ensuring inclusivity within the financial system.



PWD ACCESSIBLE BRANCHES	2022	2023	2024
NUMBER OF BRANCHES	29	29	53
PERCENTAGE OF BRANCHES RENOVATED TO BECOME PHYSICALLY ACCESSIBLE	17%	17%	30%
PERCENTAGE OF ATMS UPGRADED TO SERVE PEOPLE OF DETERMINATION	22%	18%	20.5%

05

SUSTAINABILITY IN ACTION: OUR ENVIRONMENTAL COMMITMENT

5.1 Tackling Climate Change and Optimizing Resources

5.2 Responsible Procurement and Sustainable Supply Chain Management



5.1 TACKLING CLIMATE CHANGE AND OPTIMIZING RESOURCES

ALEXBANK remains committed to environmental sustainability, recognizing the critical role it plays as a financial institution in mitigating the impacts of climate change and promoting sustainable practices. Guided by an ambitious vision for environmental responsibility, the Bank continues to implement impactful green initiatives, focusing on reducing emissions, optimizing resource use, and fostering a circular economy.

In 2024, ALEXBANK advanced its sustainability journey by achieving significant milestones aligned with ISP Group's global targets. These include completing energy-efficient upgrades across key facilities, securing renewable energy partnerships, and obtaining new certifications such as the EDGE Green Building accreditation for El Gomhoreya headquarters.

ALEXBANK's environmental stewardship efforts are firmly rooted in the principles of sustainability and the circular economy. Key areas of focus include:

- Transitioning to circular economy practices, such as the use of eco-sustainable paper and reduce paper consumption
- Enhancing supply chain localization and optimization
- Scaling up climate action measures and energy efficiency projects

2024 CARBON EMISSIONS

- Total Scope 1 Direct Emissions = **2,822.73 tCO₂**
- Total Scope 2 Indirect Emissions = **789.28 tCO₂**
- Total Scope 3 Emissions = **3,466.83 tCO₂**
- Total Energy Consumption = **22,080.47 MWh**
- Municipal Water Consumption = **142,356 m³**
- Quantified Waste Generated **173 tons** of which **81%** is recycled.

ALEXBANK'S OWN EMISSIONS PLAN

In line with the Bank's ESG strategies and to achieve ISP goals to be 100% supplied by renewable energy sources, ALEXBANK reached a significant milestone in 2024 by sourcing 91% of its electricity consumption from renewable energy sources. This achievement was facilitated by the Bank's acquisition of International Renewable Energy Certificates (I-RECs), along with direct purchases from the New and Renewable Energy Authority (NREA). By investing in these renewable initiatives, the Bank reduces its carbon footprint and contributes to the growth of sustainable energy in the region. Looking ahead, ALEXBANK is committed to achieving 100% renewable energy usage by 2025, further solidifying its role as a leader in sustainable banking practices and dedication to combating climate change.

ALEXBANK's 2023-2025 Emissions Reduction Plan focuses on implementing impactful changes to lower energy consumption and transition toward renewable sources. The plan includes:

- Achieving a 100% renewable energy contribution to ALEXBANK's electricity mix by 2025.
- A targeted energy consumption reduction achieved through:
 - Replacement of 106 conventional air conditioning units with inverter models across 43 branches in 2024, significantly reducing electricity consumption. Around 100 ACs will be replaced with inverter ACs over the span of 2025 as well, totaling over 200 revamped units.
 - Renovation of El Gomhoreya Head Office to realize energy efficiency, which earned the EDGE green building certificate.

As part of its energy efficiency plan, ALEXBANK has also initiated projects such as the replacement of traditional water chillers and UPS systems with modular and energy-efficient alternatives at its Kasr El Nile Head Office, furthering its goals of operational sustainability and cost-effectiveness.

ALEXBANK'S CARBON FOOTPRINT

2024 PERFORMANCE METRICS:

Total Scope 1 + 2 - Emissions market based Scope 1+2 Emissions Intensity per area



Total Scope 1+2+3 Emissions

Scope 1+2 Emissions Intensity per employee



ALEXBANK continues its commitment to reducing its environmental impact by rigorously assessing, reporting on, and reducing its carbon footprint. The Bank's analyses and calculations follow internationally recognized standards and guidelines, ensuring accuracy and transparency.

These include:

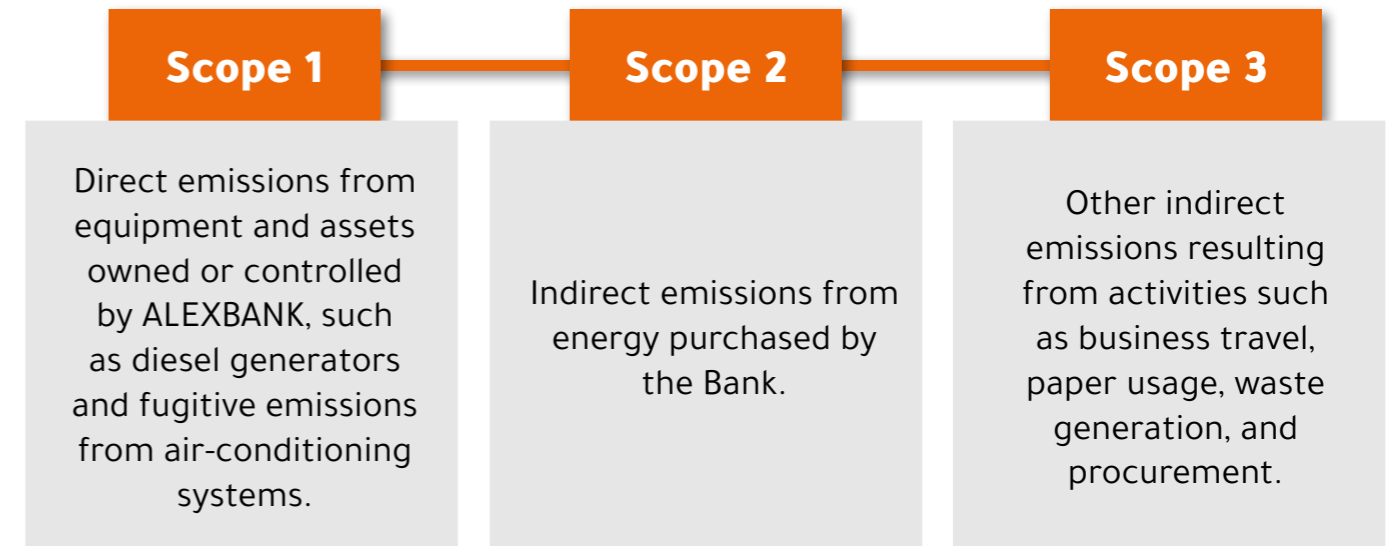
- **The Greenhouse Gas Protocol Guidelines**, which encompass:
 - The Corporate Accounting and Reporting Standard.
 - The Corporate Value Chain (Scope 3) Accounting and Reporting Standard.
- **2006 Intergovernmental Panel on Climate Change (IPCC) Guidelines**, including the 2019 refinements for greenhouse gas inventories.

ORGANIZATIONAL BOUNDARIES

- **Facilities:** Including branches, Head Offices, administrative offices, and archives.
- Total net floor area of the included facilities: **129,846 m²**.
- **4,400 Employees:** Including ALEXBANK's permanent staff as of 2024 (external staff with permanent presence included).

OPERATIONAL BOUNDARIES

The Bank's emissions are categorized into three scopes:



GHG EMISSIONS SUMMARY	2022	2023	2024	YOY (%)
SCOPE 1 – DIRECT EMISSIONS (TCO₂)				
STATIONARY COMBUSTION	23	61	78	27.9
MOBILE COMBUSTION	144	174	121	-30.5
FUGITIVE EMISSIONS	8,232	2,891	2,624	-9.2
TOTAL SCOPE 1 EMISSIONS	8,399	3,126	2,823	-9.7
SCOPE 2 – INDIRECT EMISSIONS (TCO₂)				
PURCHASED ELECTRICITY	6,247	7,747	789.28	-89.8
TOTAL SCOPE 2 EMISSIONS MARKET-BASED (TCO₂)	6,247	7,747	789.28	-89.8
TOTAL SCOPE 1 & 2 EMISSIONS MARKET BASED (TCO₂)	14,625	10,873	3,612	-66.8
SCOPE 1 & 2 CARBON INTENSITY (KGCO ₂ E/EMPL.)	24,625	1,909	0.82	-100
SCOPE 1 & 2 CARBON INTENSITY (KGCO ₂ E/M ²)	96	79	27.82	-64.8
SCOPE 3 – INDIRECT EMISSIONS (TCO₂)				
PURCHASED GOODS AND SERVICES-CAT 1	341.15	315.55	357.82	13.39
OFFICE EQUIPMENT (CAPITAL GOODS)	525.02	273.90	305.42	11.51%
FUEL AND ENERGY RELATED ACTIVITIES- CAT 3	3,613	4,264	1,426.69	-66.5
WASTE GENERATED IN OPERATIONS—CAT 5	4	9	23.64	162.7
BUSINESS TRAVEL- CAT 6	244	222	248.89	12.2
UPSTREAM TRANSPORTATION AND DISTRIBUTION- CAT 4	615	683	1,100.88	61.2
USE OF SOLD PRODUCTS- CAT 11	-	22	3.21	-86.4
TOTAL SCOPE 3 EMISSIONS	5,342	5,754	3,467	-39.7
TOTAL SCOPE 1, 2 & 3 EMISSIONS	19,988	16,627	7,078	-57.4

SCOPE 1: DIRECT EMISSIONS

Emissions from sources owned or controlled by ALEXBANK are categorized as Scope 1 emissions. These include emissions from diesel generators, fugitive gases from air-conditioning systems, and business travel using vehicles operated by the Bank.

STATIONARY COMBUSTION ACTIVITIES

- **31,556** liters of diesel consumed by backup generators, resulting in **78.29 tCO₂** of emissions. This is a **28.3%** increase compared to the Bank's diesel consumption in 2023.
- ALEXBANK relies on diesel-powered generators during power outages. In 2024, the use of these generators surged due to increased power interruptions, contributing to Scope 1 emissions.

MOBILE COMBUSTION

- **24,982 liters** of diesel and **22,288 liters** of gasoline consumed by vehicles owned or frequently operated by ALEXBANK, (28.7% reduction) resulting in **120.88 tCO₂** of emissions.
- The Bank's fleet includes **12 owned cars** and **five rented cars**, which are heavily utilized for employee transportation and mobile banking services.

FUGITIVE EMISSIONS

- Fugitive emissions from air-conditioning systems contribute significantly to the Bank's Scope 1 emissions due to the leakage of refrigerants. The breakdown includes:
 - **0 tCO₂** from HFC-R134a.
 - **0 tCO₂** from HFC-R407c.
 - **206.88 tCO₂** from HFC-R410a.
 - **2,416.68 tCO₂** from HFC-R22.

Total fugitive emissions amounted to **2,624 tCO₂**, representing a **9.2% reduction compared to 2023**. This reduction was largely driven by the replacement of older air-conditioning units with inverter systems which utilize more environmentally friendly refrigerants.

SCOPE 2: INDIRECT EMISSIONS

ALEXBANK's Scope 2 emissions include those associated with the purchase of electricity. In 2024, total electricity consumption was **21,317.45**. The Bank observed an increase in electricity consumption due to the continued operation of major facilities, including the El Gomhoreya building, and the heightened use of air conditioning systems during peak seasons. Efforts to counter this trend include ongoing investments in energy efficiency measures, such as upgrading air-conditioning units to use inverter technology.

Efforts to counter this trend include ongoing investments in energy efficiency measures, such as upgrading air-conditioning units to use inverter technology.

Purchased electricity emissions (market-based) in 2024 amounted to **789.28 tCO₂**. This **89.8%** reduction compared to 2023 is attributed to the normalization of ALEXBANK's indirect emissions due to relying renewable electricity by 91% of the total electricity consumption.



SCOPE 3: OTHER INDIRECT EMISSIONS

Scope 3 emissions are those attributable to activities that occur outside of ALEXBANK's direct control but are influenced by its operations. Key contributors in 2024 included:

Purchased Goods and Services:

- Paper consumption resulted in **357.82 tCO₂** emissions, a **12.1%** increase compared to 2023.
- ALEXBANK continued its efforts to promote paperless banking and reduce paper use, supported by digital transformation initiatives (**247,629 kg** of paper used in total, **20%** less than **310,271 kg** in 2023)

Office Equipment:

- The procurement of desktop computers, printers, projectors, and other Office equipment contributed **305.42 tCO₂** emissions, a **28.3%** increase from 2023.

WASTE GENERATED IN OPERATIONS

ALEXBANK is actively working to minimize waste generation across all its operations. In 2024, the total quantity of waste generated was **172,987 kg**, with emissions associated with waste generation reaching **23.91 tCO₂**. The Bank has been focused on recycling and reducing waste through partnerships and internal initiatives aligned with its paperless banking approach.

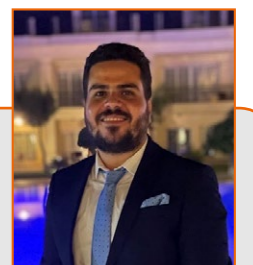
Key waste types and amounts are:

- Paper and cardboard: **140,672 kg**
- Cartridges, toners, and ribbons: **7,566 kg**
- Electronic waste (screens such as TVs, PC monitors, keyboards, mice, etc.):
 - Non-hazardous: **22,665 kg**
 - Hazardous: **2,084 kg**
- Through its recycling initiatives, ALEXBANK successfully recycled **140,672 kg** of its waste in 2024, ensuring that its environmental impact is consistently reduced.

BUSINESS TRAVEL

In 2024, business travel contributed 248.89 tCO₂ to the Bank's total emissions, a 12.1% increase from 2023. The breakdown of business travel emissions is as follows: Key waste types and amounts are:

- **Air travel:** Employees traveled a total of **301,280 nautical miles in domestic flights, 10,754 nautical miles in international flights, and 11,441 nautical miles in mixed flights**, resulting in emissions of **63.78 tCO₂**.
- **Vehicles:** deriving from personal cars' use for missions totaled **167.19 tCO₂**, with a total distance of **970,067 km** covered.
- **Trains:** Employees traveled 398,484 km via train, contributing **17.93 tCO₂** to total emissions.



"Our Real Estate vision and mission extend beyond asset maintenance as we are deeply committed to embedding sustainability into every property. We prioritize energy efficiency, carbon footprint reduction, and the integration of renewable energy solutions to create environmentally responsible and future-ready spaces. By implementing cutting-edge energy-saving technologies and sustainable frameworks, we empower our facility management teams with best practices, ensuring every property contributes to a greener, more sustainable future for generations."

Mostafa ElBassiouny (Senior Maintenance & Facility Management officer)

ENERGY CONSUMPTION

ALEXBANK continues to rely primarily on purchased electricity and backup diesel generators to meet its energy needs.

Key contributors to energy consumption include:

- **Purchased electricity:** The Bank consumed **21,317.45 MWh** of electricity, resulting in **789.28 tCO₂** of Scope 2 emissions. This is broken down into **19,368,596 kWh** of renewable electricity and **1,948,851 kWh** of conventional electricity consumption.
- **Diesel Generators:** Due to frequent power outages in 2024, the Bank's reliance on backup diesel generators increased, contributing **78.29 tCO₂** to its total emissions.
- **Transition to Digital solutions:** ALEXBANK has reduced costs, enhanced operational efficiency, improved customer satisfaction, and achieved notable environmental benefits. These efforts, precisely through six projects in 2024, translated into a reduction of 1,691.4 kWh in electricity consumption, contributing to lower greenhouse gas emissions and supporting the Bank's broader sustainability objectives

WATER CONSUMPTION

Total water consumption = **142,356 m³**

Water Intensity per Employee = **32.35 m³ / employee**

WASTE MANAGEMENT TRAINING

As every day, companies of all kinds produce a significant amount of waste, and in order to safeguard the environment, waste management must be handled properly. **A waste management training was launched in December 2024** for all ALEXBANK's employees **in Arabic and English languages** to allow them a better understanding of the environmental effects of waste and how to manage it, this was the main goal of the waste management training course.

This training was launched **in parallel with the distribution of the waste segregation bins** across the network of branches to achieve the desired aim of how to use these bins properly.



NEW MANDATORY TRAINING (NO. 4/2024)

E-learning on Waste Management Awareness

Dear Colleagues,

ALEXBANK would like to announce the release of our new mandatory E-learning on Waste Management Awareness that aims to equip employees with all the necessary knowledge regarding the matter.

This training aims to encourage employees to become more aware of their impact on the environment, thereby contributing to creating better opportunities for a healthy and sustainable lifestyle at ALEXBANK.

🕒 Duration: One Hour

📅 Available from today till Thursday, December 26th, 2024

[Click here](#) to access the E-learning "Waste Management Awareness" training program material and solve its related questions.

EDGE GREEN BUILDING CERTIFICATIONS

In alignment with ALEXBANK's green economy framework and ISP Group's sustainability vision, the Bank obtained **EDGE Green Building Certification** for El Gomhoreya headquarters in August 2024. This prestigious certificate of recognition highlights the Bank's commitment to environmental sustainability and operational efficiency. The certification was successfully published on the [EDGE official website](#), marking a critical milestone for ALEXBANK's ESG performance.

In addition to the newly acquired EDGE Certification, ALEXBANK achieved a significant milestone in its environmental excellence journey with the renovation of its El Gomhoreya headquarters building in downtown Cairo. The project, completed in 2024, highlights the Bank's commitment to minimizing the use of energy, water, and material resources through innovative and sustainable design choices.



EDGE Certification reaffirms ALEXBANK's commitment to sustainable building and responsible resource use.

Key outcomes of the renovation include:

- **Energy savings of 26%**, achieved through two initiatives: the installation of a Variable Refrigerant Volume (VRV) HVAC system, which improved the efficiency of the air conditioning system, and the installation of new LED lights. Both initiatives helped reduce ALEXBANK's overall energy use.
- **Water savings of 48%**, accomplished by replacing the firefighting system with water mist pumps that use significantly less water, and by adding sensors to faucets and urinals to reduce water consumption.
- **Embodied carbon reduction of 86%**, driven by reusing structural elements such as concrete, ensuring a sustainable construction process.
- **25% operational CO₂ savings**, equivalent to the consumption of 20,066 liters of diesel, compared to conventional building designs.

Additional measures, including the use of low-emissivity windows and structure glazing, reduced heat penetration into the building, decreasing the need for air conditioning along with overall electricity consumption.

Looking forward, the Bank aims to replicate the success of El Gomhoreya's renovation in its Kasr El Nile headquarters. Plans are already underway to apply the EDGE certification to this facility, further enhancing energy efficiency and sustainable design.

5.2 RESPONSIBLE PROCUREMENT AND SUSTAINABLE SUPPLY CHAIN MANAGEMENT

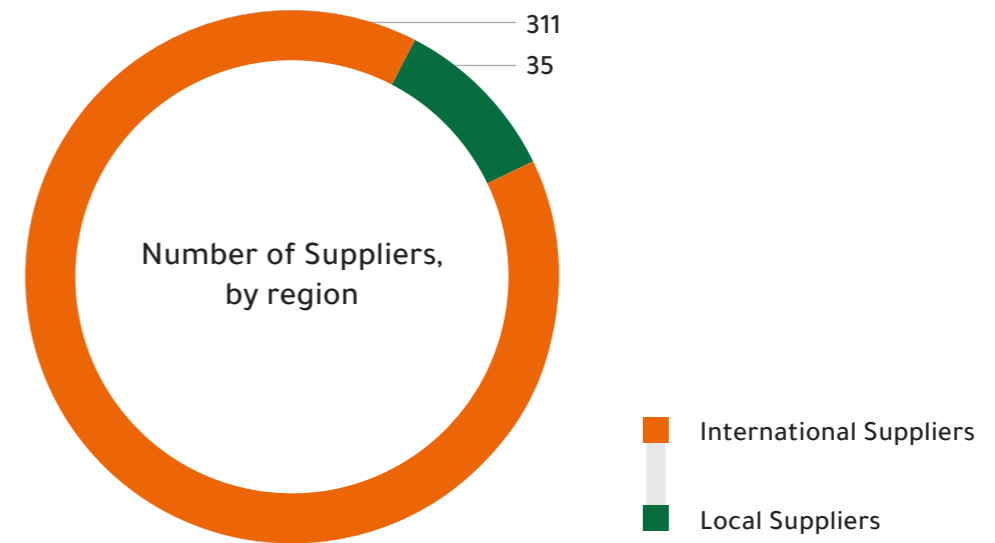
ALEXBANK's procurement strategy evolved further in 2024, building on the already-established foundation of addressing the risks associated with investment, lending, and supply chain activities. Human rights violations, such as child labor and forced labor, remain global challenges that require diligent oversight. In 2024, ALEXBANK continued to mitigate these risks through comprehensive supplier evaluations, rigorous ESG assessments. The Bank is committed to supporting ethical practices, protecting vulnerable communities, and driving positive change across its supply chain by anchoring its procurement strategy in sustainability.



Supporting handmade and sustaining the planet- ALEXBANK empowers eco-friendly crafts every step of the way.

VALUE CHAIN PROFILE

With a total of **346 suppliers in 2024**, the Bank has successfully maintained its localization efforts, with **90%** of its suppliers being based in Egypt. This commitment to engaging local suppliers fosters economic resilience, reduces the Bank's environmental footprint, and reinforces the Bank's role in supporting the growth of local communities.



In 2024, ALEXBANK continued to advance its commitment to sustainable procurement practices, reflected in the total purchasing volume of EGP 2.763 Bn—a notable increase from 2023. Of this, a significant majority was directed toward local suppliers, with a volume of EGP 2.505 Bn.

TOTAL PURCHASING VOLUME IN EGP BILLION		
GHG EMISSIONS SUMMARY	2023	2024
LOCAL	1.603	2.505
INTERNATIONAL	0.159	0.258
TOTAL	1.762	2.763

In 2024, ALEXBANK further enhanced its sustainable supply chain practices through a combination of targeted policies and collaborative projects. The renovation of its El Gomhoreya HQ, which achieved the prestigious EDGE certification, continues to serve as a benchmark for sustainable procurement. The renovation highlights the Bank's commitment to selecting materials and systems that reduce energy consumption, conserve water, and minimize environmental impacts.

Through its Procurement Department and business units, the Bank also advanced its partnerships with vendors to finance

innovative sustainability-focused projects. These partnerships spanned various sectors, including construction, internet and communications technologies (ICT), utilities, financial services, and renewable energy. By nurturing these collaborations, ALEXBANK ensures that its procurement practices align with its strategic goals of promoting a green economy and driving sustainable development. ALEXBANK is the first Egyptian bank to engage with NREA for renewable energy.



"ALEXBANK strategically aligns its procurement policies and procedures with its comprehensive ESG commitments, recognizing that sustainable practices necessitate a collaborative supply chain approach. Therefore, we prioritize partnerships with ESG-responsible suppliers and actively support their sustainability capability development and encourage broader adoption of these principles. To achieve these goals, we utilize tools like ESG forms and robust vendor qualification & management procedures."

Mahmoud Hassan (Head of Consultancy & Commercial Procurement Unit)

ALEXBANK'S GREEN PROCUREMENT POLICY

Building on its commitment to reducing environmental impacts and developing sustainable growth, ALEXBANK further expanded the scope and application of its Green Procurement Policy in 2024. This policy aligns with ISP Group's guidelines and is rooted in the Bank's sustainability objectives, focusing on selecting products and services that minimize environmental impacts throughout their life cycle.

By prioritizing energy-efficient equipment, recycled materials, and renewable energy sources, the policy actively contributes to the Bank's efforts to reduce greenhouse gas emissions and operational waste.

In 2024, the policy's application was extended to encompass a broader range of categories, such as sourcing eco-friendly construction materials for branch renovations and high-efficiency Office equipment. ALEXBANK's vendor engagement framework now includes mandatory ESG evaluations for all suppliers,

ensuring compliance with sustainability standards while promoting environmental stewardship across its supply chain. The ESG Scorecard is pivotal in this process, enabling the Bank to assess vendors' contributions to key environmental metrics such as waste reduction, energy conservation, and material efficiency.



ALEXBANK supports crafts that leave a positive imprint on both the environment and our society.

VENDOR ESG SCORECARD

In 2024, ALEXBANK's ESG Scorecard was enhanced to reflect new sustainability goals. The scorecard assesses vendors according to ESG criteria, focusing on reducing risks and promoting transparency. This year, over 60-70% of vendors underwent ESG assessments, resulting in the identification of high-impact areas and actionable improvement plans.

The scorecard evaluation process includes detailed analyses of vendors' environmental footprints, compliance with international labor standards, and governance practices. Vendors are scored based on their alignment with the

Bank's sustainability priorities, including their performance in terms of waste management practices, energy efficiency, and compliance with local regulations. Contracts now incorporate explicit clauses addressing ESG non-compliance, with strict penalties for violations.

In addition to these measures, ALEXBANK expanded its vendor capacity-building efforts, providing training and resources to help suppliers meet the Bank's ESG expectations. This approach has established stronger partnerships and contributed to developing a resilient and sustainable supply chain.

06

OUR PEOPLE

- 6.1 Employees' Demographics
- 6.2 Employee's Learning & Development
- 6.3 Retention and Benefits
- 6.4 Healthcare, Health & Safety and Well-being
- 6.5 Employees' engagement



6.1 EMPLOYEES' DEMOGRAPHICS

The Bank believes that a sustainable future begins with empowered people, where its employees are the force behind every success story. The Bank places its team at the heart of its strategy, recognizing that sustainable growth can only be achieved by nurturing a diverse, inclusive, and empowered workforce through providing fair opportunities with no regard to gender, or race only attributes and avoiding decreasing of standards to achieve diversity.

The Bank's continuous efforts to support gender equality, inclusion of PoD - (People of determination) and fair access to leadership opportunities reflect the belief that diversity derives innovation and resilience. The Bank integrates ESG principles into its people strategy to ensure that every policy, initiative, and investment in its employees contributes to its long-term social value and excellence.



4,400
Total Workforce employees




32.95%
Female representation in the workforce




3.56%
People with disability representation in the workforce



Zero
Health and Safety Accidents




24%
Female Representation in Managerial Positions



98%
of all trained employees were trained on Sustainable Finance topics

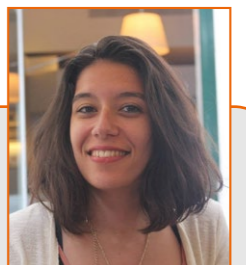
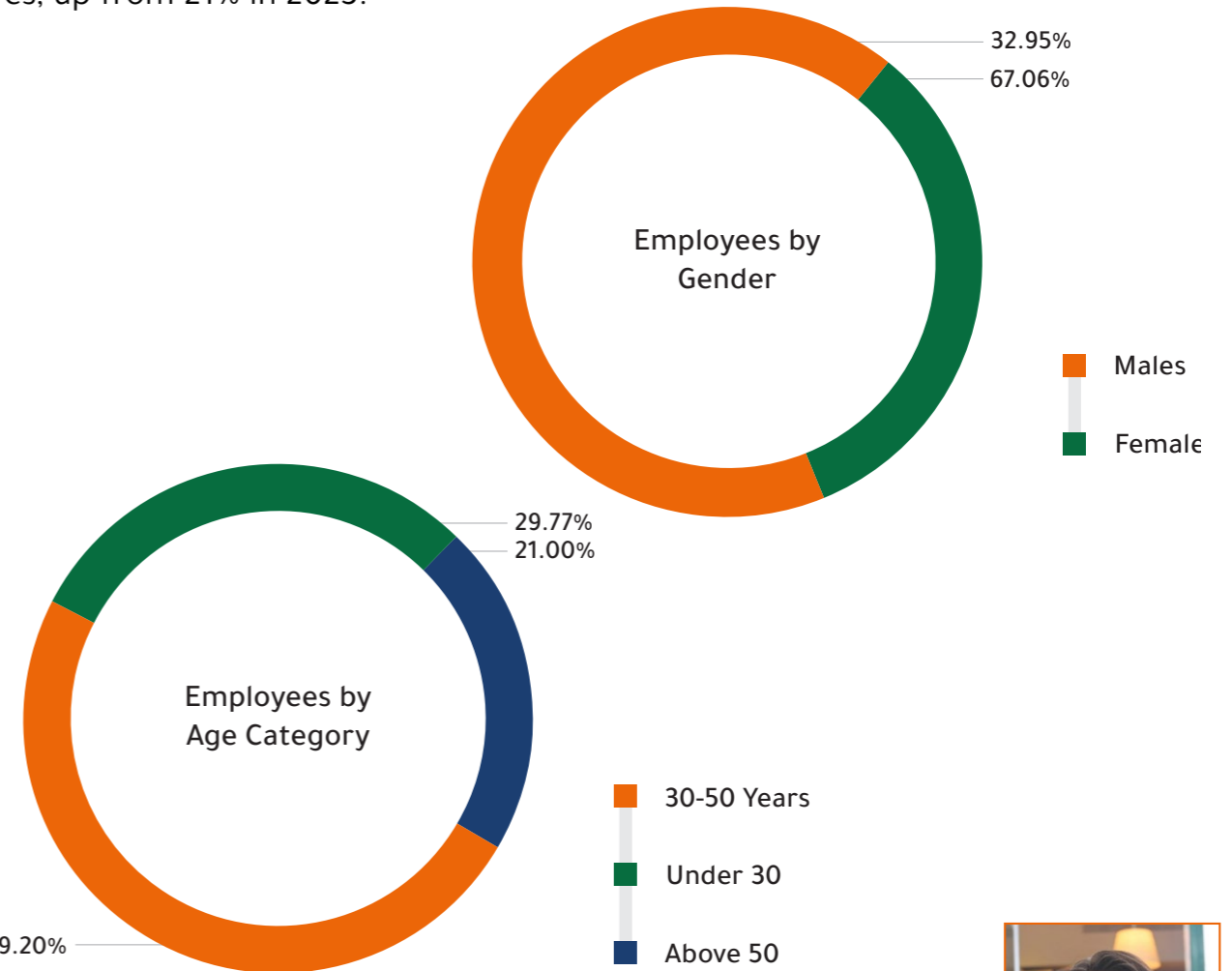


634
New Hires



41.79%
Female New Hires

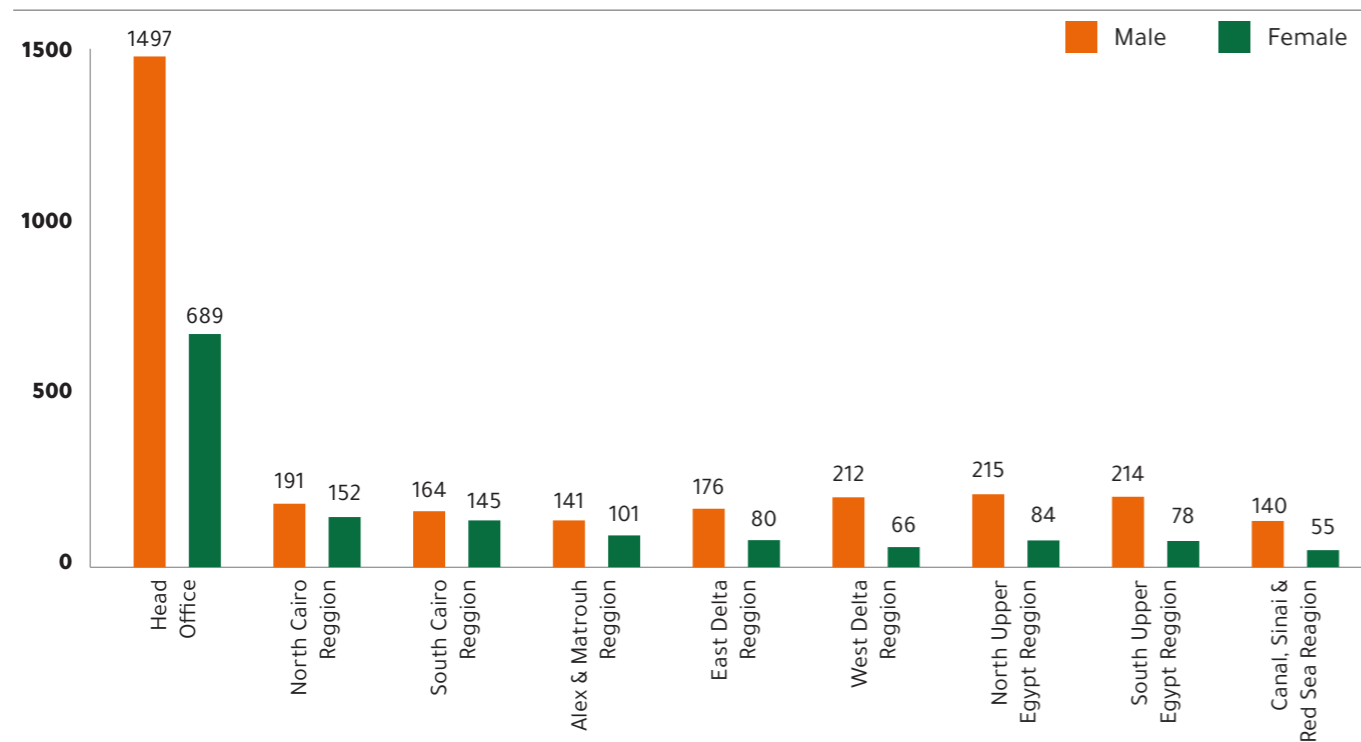
ALEXBANK's human capital consists of 4,400 full-time employees in 2024, including 32.95% female employees (up from 31% in 2023) and 3.56% employees of determination (up from 3.5% in 2023). This aligns with the Bank's commitment to promoting diversity and inclusion in the workplace. 24% of all managerial positions have been filled by female figures, up from 21% in 2023.



“At ALEXBANK, we recognize that the foundation of sustainable growth is built on the development and empowerment of our most valuable asset - our people. Through continuous performance management, tailored learning, and a strong commitment to diversity, equity, and inclusion, we foster a culture of collaboration and trust. We prioritize employee professional development, keeping them at the heart of our sustainability journey and the bank's long-term success.”

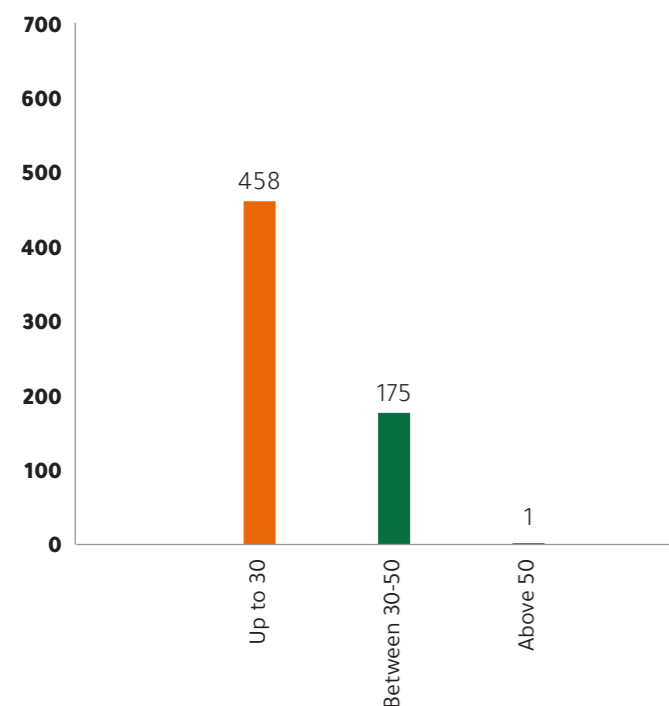
Hend Samir (Head of People Development & Performance Management Office)

Employees by Gender and Region

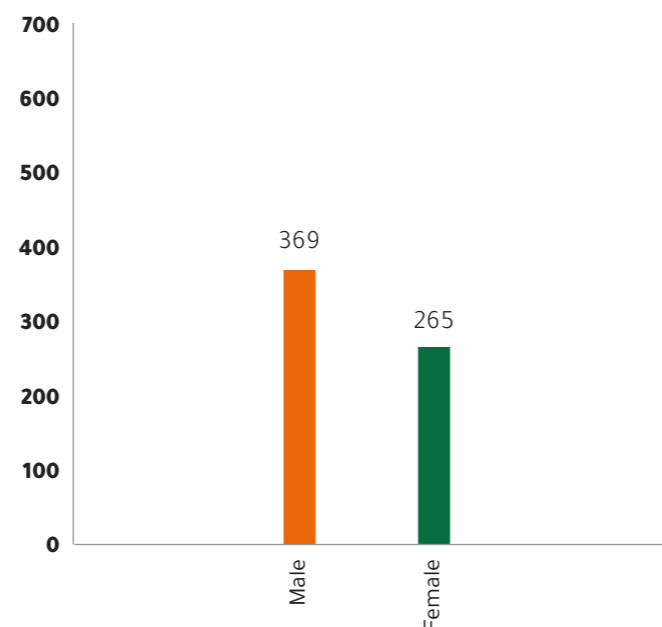


As part of its strategic Talent Acquisition and advancement, and through using advanced hiring assessments, the Bank's New hires in 2024 consisted of 634 employees, out of which 23 are employees of determination, and are segregated by gender and age as follows:

New Hires by Age



New Hires by Gender



The Bank is also responsible for 2,180 outsourced staff, out of which 66.83% are male and 33.16% are female. The outsourced staff supports the Bank in different functions that includes Inbound Customer Care (Contact Centre), sales function (Microfinance sales, payroll sales, telesales), operational function (transaction monitoring, E-wallet operations, account opening) and cyber fraud monitoring.

6.2 EMPLOYEES' LEARNING & DEVELOPMENT

As employees are ALEXBANK's biggest asset, the Bank is keen to build their capacity on personal, interpersonal and professional skills. This is achieved through a Learning and development plan that targets all employee categories and levels. In 2024, the average training hours per employee were **39.09** hours, with **38.21** hours per male employee and **40.92** hours per female employee.

TYPE	NUMBER OF TRAINEES	NUMBER OF HOURS
CONTROL	4,199	77,517
INTERPERSONAL	1,233	11,044
MANAGERIAL & LEADERSHIP	92	5,658
TECHNICAL	3,044	71,606

For Sustainability and Sustainable Finance training in 2024, 4,164 employees were trained on different topics including ESG reporting, waste management, diversity and financial inclusion and climate risk management.

ALEXBANK continued to focus on encouraging its female employees to excel and grow in their careers by providing targeted training opportunities to equip them with technical, leadership, and decision-making skills. This empowered them to take higher roles in the Banking sector, with over 1,385 female employees trained, representing 31.5% of all trainees enrolled in training courses.

ALEXBANK is also dedicated to creating a diverse and inclusive work environment by providing opportunities for employees of determination to advance in their careers. The Bank offers training courses to equip these employees with essential knowledge and skills, fostering resilience and diverse perspectives within the workforce.

In the past year, ALEXBANK has delivered over 2,844 training hours for employees of determination, an increase from the previous year. This initiative supports the Bank's social responsibility and helps these employees thrive in a sustainable workforce.

In addition, the Bank has also dedicated some training initiatives to equipping its employees with the tools and techniques for dealing with people of determination where the Bank trained 630 employees from Branches Network staff attended "Sign Language course" to prepare the employees with the skills and understanding necessary to communicate effectively with Deaf and hard-of-hearing customers. **The course aims at:**

Enhance Communication Skills and Improve Customer Experience with Deaf customers.

Build Confidence in Interactions: Help staff feel more confident and comfortable when interacting with Deaf customers, reducing communication barriers.

Another key focus outlined in this year's HR strategy is investing in leadership development within the Bank. This investment is crucial for navigating the complexities of the banking industry with knowledgeable and well-equipped leaders who possess the right mindset to drive its growth in the market. This year, the Bank launched the "CommUnityShip Leadership" program, designed to empower its employees with the skills and knowledge necessary to excel in leadership roles within its organization based on the concept of creating an internal community in the bank, where managers are community leaders.



ALEXBANK's esteemed managers attending the CommunityShip - The Leadership Track 2024 leadership program

This initiative aligns directly with ALEXBANK's core competencies, which focus on leadership skills, accountability, cross-collaboration, and cultural agility. It aims to support the Bank's managerial population with new mechanisms to overcome challenges, lead change, and drive sustainable growth.

This year, the Bank also launched the Tamayouz program, selecting more than 150 employees from the branch network to take a tailored upskilling program that aims to equip talent for the next step in their careers. This involves attending diverse topics related to their job functions and providing valuable exposure in terms of knowledge and experience, giving equal opportunity for all colleagues to professional development.

2024 also witnessed the Enforced Control and Safeguard Framework Initiative for the Bank's Policies related to work ethics (Gifts, Whistleblowing, Conflict of Interest, Code of Conduct, Anti-Corruption, AML, BCM, and combating sexual harassment), which aims to enhance organizational security and compliance through comprehensive training and awareness programs. This initiative is designed to ensure that all employees understand and adhere to established protocols, thereby minimizing data security risks and regulatory compliance risks.

In addition to the Bank's formal LEA online platform, ALEXBANK provided our employees with wide range of optional registration to online platforms such as Intuition, CFI, INE, and Pluralsight that play pivotal roles in today's digital landscape, offering diverse learning opportunities across various disciplines.



Throughout the year, employees' participation is remarkable displaying their own interest in pursuing continuous learning and skill development that results in moving towards thinking creatively and exploring novel solutions fostering innovation.

ALEXBANK's continued Data School tracks supporting key areas such as Cybersecurity, Data Warehousing, Data Science and Python, and ICT Audit, providing employees with essential skills that drive both personal career growth and organizational resilience. These tracks help foster a culture of security, accountability, and data-driven decision-making, positioning employees for future advancement while strengthening the organization's overall operations and risk management.

PEOPLE PERFORMANCE

In alignment with the Group's performance management framework, ALEXBANK is committed to maintaining a structured and well-defined approach to setting KPIs, ensuring a solid foundation for its Performance Management strategy. This year, the Bank has continued the process of harmonizing KPIs across similar functional titles, with a focus on standardizing KPIs for the non-managerial population with similar responsibilities. This approach was aimed at ensuring consistency and eliminating bias in KPI setting, making sure that performance expectations are applied fairly across the bank. While maintaining flexibility for unique circumstances, this method supports the Bank's objective of bridging the gap between employee performance and the overall strategic goals. It also serves as a valuable tool for

performance monitoring, guiding strategy, and ensuring long-term success, all while upholding our principles of Diversity, Equity, and Inclusion. The above is designed to enhance employees' understanding of organizational goals throughout the entire performance management process, which ultimately impacts promotions, profit-sharing, incentives, and career advancement opportunities within the Bank.

For non-revenue generating roles, ALEXBANK has incorporated financial Key Performance Indicators (KPIs) at all managerial levels within business & governance functions. These financial KPIs have been primarily cascaded down to the middle management level. ALEXBANK is committed to establishing a framework that promotes continuous improvement

and strategic planning, as financial KPIs play a crucial role in optimizing operations by identifying areas for increased efficiency and cost reduction. They provide essential insights into the Bank's performance, stability, and potential for growth.

Additionally, an ESG KPI has been adopted by the parent group for all managerial staff across subsidiaries. The objective is to align all stakeholders in understanding and achieving critical KPIs that encompass various environmental, social, and governance dimensions, along with principles of diversity and inclusion. To strengthen fairness and transparency in rewards mechanisms, ALEXBANK adopted and locally introduced the Group's Network incentive model (NIM) in 2023 for incentive roles, this model automates the appraisal process through aligning employees achievements with performance based outcomes, ensuring calculation consistency across the bank, allowing us to reinforce our commitment to fairness and equality in compensation, enhances our ability to monitor performance and provide reports that supports management's decision with full transparency in addition to promoting accountability and ensure the alignment with Intesa Sanpaolo Group's strategic vision and goals.

6.3 RETENTION AND BENEFITS

In its commitment to fairness and equity, the Bank has carefully executed the distribution of 2024 merit increases across the Bank, despite challenging economic conditions in Egypt. ALEXBANK has maintained its merit budget to reward employees responsibly, increasing the minimum salary for entry-level positions by 21.43%, making the entry-level to minimum wage ratio reach 1:1.41.

The forecasted profit share for distribution has significantly risen compared to last year, enhancing employees' financial well-being. Additionally, ALEXBANK introduced the Monthly Indebtedness Scheme (IS) in January 2024 to support employees amid

rising inflation. Its annual profit share distribution aims to improve employees' monthly income, helping them manage the cost of living, and enhancing their purchasing power.

The Bank has focused its strategic efforts on analyzing turnover rates and working towards stabilizing them. This includes implementing a comprehensive monitoring plan to identify the causes of turnover, broken down by segment and role, allowing us to detect any trends or patterns. ALEXBANK believes that identifying and analyzing the reasons for turnover is the first step in developing effective solutions.



ALEXBANK ensures a well-rounded insightful career experience for its employees through various conferences and seminars.

The Bank's goal is to invest in turnover stabilization to build a resilient workforce while simultaneously increasing employee satisfaction, improving operational efficiency, enhancing its competitive advantage in the market, and reducing costs.

This year, the Bank employed various methods to improve turnover rates, such as offering both financial and non-financial benefits to retain its talented employees. ALEXBANK is actively addressing the different reasons for attrition and focusing on key factors that contribute to the organization's success.

The Bank is also proud to maintain its Excellence Program as part of our commitment to empower and encourage its employees, which focuses on promoting top performers from the contact center to Head Office positions. This initiative recognizes and rewards outstanding achievement and supports its strategy of converting outsourced employees into full-time equivalents (FTEs) based on performance. Endorsed by the Bank's CEO, this program has successfully facilitated the transfer of 88 employees overall, including 43 women in 2024 thereby fostering a more diverse and inclusive workplace. Through these efforts, ALEXBANK aims to enhance employee engagement and retention while building a robust talent pipeline for the future.



The beaming faces of ALEXBANK employees at the annual Ramadan tournament.

6.4 HEALTHCARE, HEALTH & SAFETY AND WELL-BEING

In 2024, ALEXBANK provided 5,690 health and safety training hours to 1,431 trainees with an average of 3.98 hours per person.

For the current reporting period, ALEXBANK has identified 2,599 work-related hazards out of which 69% closed after taking corrective actions. The HSE department audits on a quarterly basis to update the risks and hazards registry and reports any potential accident.

Identifying work-related hazards is done through three main pillars:

1

Inspections: A checklist is utilized based on ISO 45001 standards to conduct comprehensive inspections that evaluate the effectiveness of current safety measures. These inspections aim to identify areas for improvement and ensure that safety audits are conducted. Additionally, toolbox talks with employees are organized to encourage them to report hazards and incidents, thereby increasing safety awareness.

2

Once hazards are identified, the QHSSE consultant assists in evaluating their severity and likelihood using the risk matrix prepared by Intesa Sanpaolo. This process helps in identifying points of improvement while documenting all findings.

3

ALEXBANK monitors and controls the findings by sharing them with the departments responsible, ensuring follow-up on the necessary actions.

On non-routine bases and in case of any incident, ALEXBANK investigates incidents and near-misses to understand their causes and prevent recurrence while sharing the assessment and investigation reports with relevant functions as well as ORM.

In parallel to this, ALEXBANK is also dedicated to providing high-quality health care for its employees, incorporating various initiatives this year. The Bank formed a three-year contract with NEXTCARE, enhancing benefits with increased annual ceilings and improved optical, dental, and maternity coverage.

To support the Bank’s female employees, the maternity limit has been raised as well as the limits for their spouses to help balance professional and personal life and reduce stress.

In 2024, 1,444 female employees were entitled to maternity leave, of which 84 actually took it.

PARENTAL LEAVE CONDITION	RETURN RATE
RATE OF RETURN FROM MATERNITY LEAVE WITHIN 4 MONTHS	2%
RATE OF RETURN FROM MATERNITY LEAVE WITHIN 1 YEAR	3%
RATE OF RETURN FROM MATERNITY LEAVE WITHIN 2 YEARS	1.9%

As part of the Bank’s wellbeing strategy, ALEXBANK joined the Group banks enrolled into Care Connect initiative—a professional psychological support service promoted by Intesa Sanpaolo Group in partnership with Stimulus, a European consulting firm specialized in workplace psychological wellbeing.

Care Connect will be made available to all ALEXBANK employees in early 2025, offering confidential access to qualified external professionals to help manage both personal and professional challenges. This initiative enhances psychological safety, supports emotional wellbeing, and fosters a more resilient and engaged workforce. It also reflects ALEXBANK’s commitment and alignment with global sustainability standards such as SDG 3 (Good Health and Wellbeing) by enhancing a psychological safety and emotional wellbeing at work.

6.5 EMPLOYEES’ ENGAGEMENT

ALEXBANK has made significant strides in enhancing employee welfare and fostering a friendly, healthy work environment. By prioritizing employee well-being, the Bank effectively reduces stress, improves overall wellness, and subsequently increases motivation and engagement in work while minimizing the risk of burnout. In line with the people-first framework established by ISP, ALEXBANK promotes this through several initiatives:

Welcome to Motherhood: This initiative continues from last year and is designed for all female employees who gave birth starting in 2021. It provides them with a meaningful gift from a non-profit association that empowers women by teaching innovative and eco-friendly techniques to create products supporting Egypt’s circular economy. Each mother received a customized handmade baby blanket—pink for baby girls and blue for baby boys—accompanied by a message from the Bank that read, “Congratulations on Your Little Bundle of Joy.” These gifts were delivered directly to the mothers’ homes.

Outsourcing Teams Ramadan Iftar and Recognition: The ALEXBANK Top Management Team celebrated Ramadan with all outsourced colleagues. This initiative aimed to acknowledge the efforts of outsourced staff and built on the previous year’s event, where ALEXBANK’s top management and executive committee members shared iftar meals with colleagues from the contact center department.



ALEXBANK’s contact center employees at the annual Ramadan Iftar at the Smart Village head Office

Achievers' Recognition Meeting: This event celebrated the top achievers in the Retail and SMEs division for 2023. Held during Ramadan 2024, the gathering recognized individuals who excelled in contributing to their KPIs and the Bank's revenues. Top achievers from all Retail Division departments and Offices were honored for their outstanding performance and contributions to the Bank's business results for the 2023 fiscal year.

Sports and Wellbeing Activities During Ramadan: Following the success of the inaugural Ramadan Tournament, ALEXBANK decided to relaunch this year's event, inviting new colleagues and incorporating various activities. The tournament encourages friendly competition, allowing employees to connect and strengthen their bonds, resulting in a more supportive work environment. These activities also provide a stress-relieving break from work, positively impacting productivity and overall wellness. This Ramadan featured activities such as football and paddle tennis, along with a PlayStation entertainment area for kids and inflatable games. Over one thousand colleagues, along with their families, attended the Ramadan Tournament, highlighting significant family involvement and positive interactions that enhance work-life balance.



ALEXBANK employees enjoying the 2025 Ramadan Padel tournament

Health Awareness campaigns for both genders' health are crucial in promoting balanced well-being and addressing the unique health needs for both men and women. These campaigns aim to educate individuals about the importance of preventive care, early detection and promote overall well-being. On that note ALEXBANK took an initiative for two awareness campaigns that includes both female & male Health, The awareness campaigns were in form of virtual sessions by the best doctors provided by ALEXBANK and after each session the employees had the privilege to go for full checkups if they choose to.

Female representatives from ALEXBANK participated in the final event in Milan of the IBD Cooking Challenge, a culinary contest that promotes the strength of multiculturalism and a sense of global community among colleagues from different countries.

ALEXBANK has clearly focused on community development and empowerment as the Bank believes that integrating a sustainable culture in its employee development programs creates a knowledgeable, empowered workforce committed to its vision. This starts with ALEXBANK's summer internship program LEAP 2024 themed *Generative AI and the New Gen Legacy*, aimed at presenting to more than 350 of the top talented students from across all governorates in Egypt, providing participants with hands-on experience in cutting-edge technology and innovative solutions that are shaping the future of the market.

ALEXBANK also launched LEAP Juniors, a unique internship edition for secondary students. The main objectives are to gain a taste or feel of being a professional and having a career. Internships provide an excellent opportunity for students to gain experience in the Banking sector, determine if they are interested in a particular career, and create a network of contacts.



ALEXBANK's employees surrounded by festive christmas decorations



ALEXBANK's 2024 summer internship LEAP held under the theme Generative AI and New Gen Legacy

07

CREATING SHARED VALUE

7.1 Our Approach to CSV

7.2 Our Efforts for Thriving Communities



7.1 OUR APPROACH TO CSV

ALEXBANK is deeply focused on driving sustainable and impactful change within the communities it serves. The Bank's approach is designed to create long-term positive outcomes, with a strong emphasis on addressing local needs and fostering collaboration. ALEXBANK adopts a participatory approach by continuously assessing the impact of its community investments through regular monitoring and stakeholder feedback. The Bank places high value on actively involving stakeholders before and during project implementation, ensuring that their needs and perspectives

are addressed. This collaborative approach allows for adjusting strategies and ensures that projects remain effective and responsive to evolving community needs. The Bank is dedicated to creating positive change and advancing sustainable community development. Its Corporate Social Value (CSV) approach aligns with Egypt's Vision 2030 and the Sustainable Development Goals (SDGs), ensuring that its projects and initiatives contribute to national development objectives and global sustainability efforts.

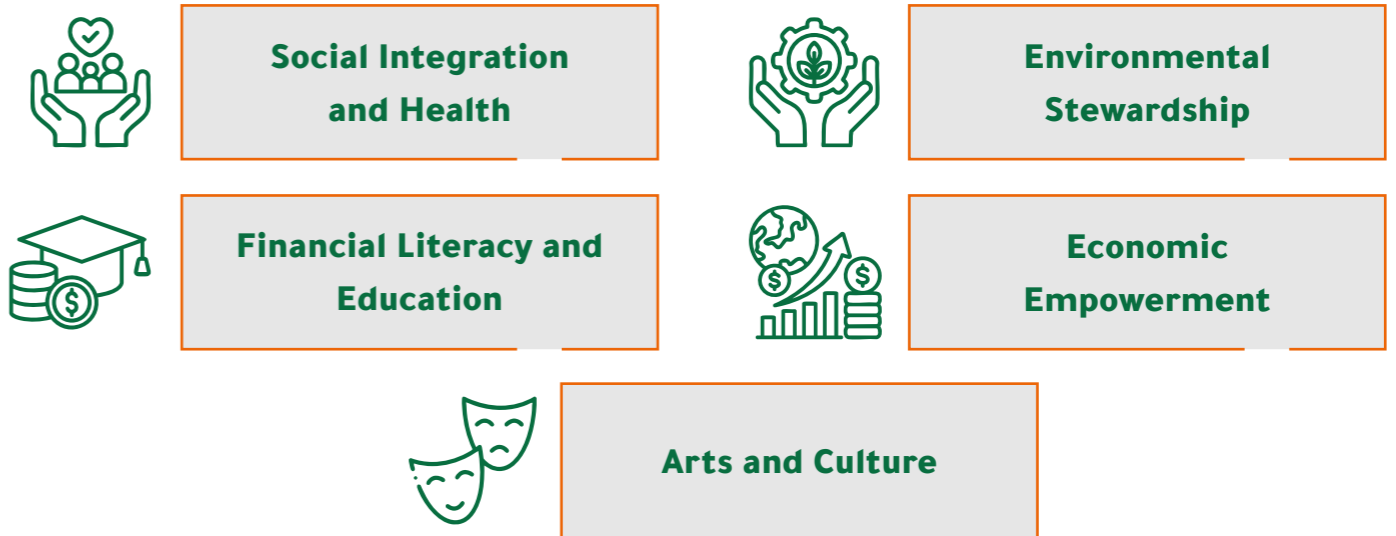


“Under our CSR slogan ‘Our brand is passion,’ ALEXBANK places sustainability at the heart of its mission to create real impact. Our commitment lies in making a tangible difference, from championing environmental initiatives to empowering marginalized communities.

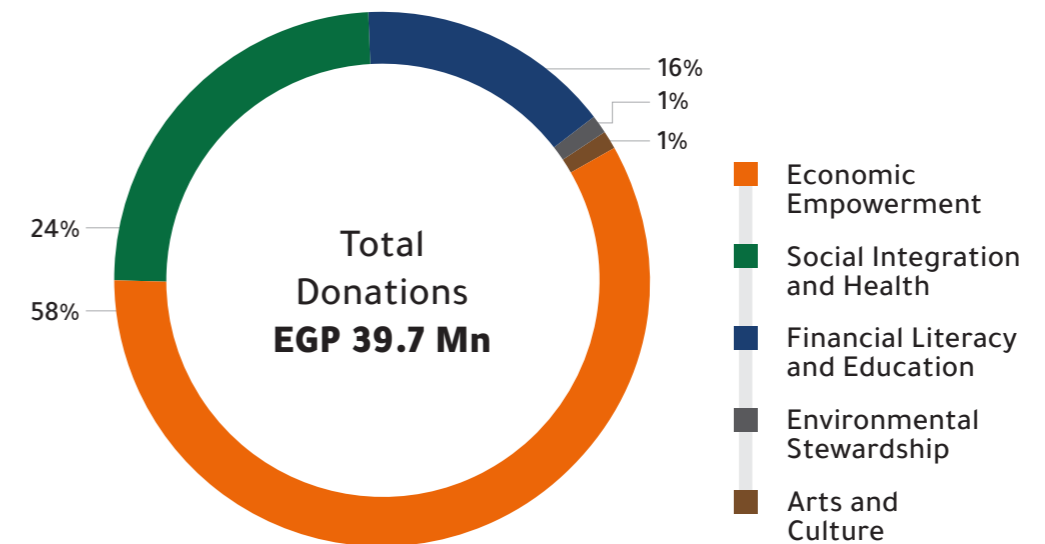
By advancing financial inclusion and social change, we are not merely supporting progress, but actively cultivating a more compassionate, greener, and resilient generation and future, grounded in belief in positive change and empowerment.”

Farida El Kattan (Head of CSR and Shared Value)

ALEXBANK's CSV efforts are focused on five key pillars, each designed to create a meaningful and lasting impact on society:



In 2024, ALEXBANK allocated its budget on the 5 five key pillars as follows:



7.2 OUR EFFORTS FOR THRIVING COMMUNITIES

SOCIAL INTEGRATION AND HEALTH



Social Integration and Health is a key pillar of ALEXBANK's CSV strategy, promoting social inclusion, education, healthcare access, and community well-being. Through strategic initiatives, the Bank fosters social impact, enhancing livelihoods and resilience.

PROJECTS

DEVELOPMENT OF CENTERS AND SHELTERS FOR CHILDREN IN STREET SITUATIONS WITH THE AIM OF EMPOWERMENT, SUSTAINABILITY, AND PROTECTION



OBJECTIVE:

Under the Memorandum of Understanding (MoU) «Improving the Living Conditions of Children in Street Situations», signed between ALEXBANK and the Sawiris Foundation for Social Development, the project focuses on offering care, support, empowerment, and social and psychological rehabilitation services to homeless children and families at risk of homelessness in Cairo and Giza. The project seeks to provide permanent residence for children (girls and boys) through the development of a hotel management system, reception centers, mobile units, and street outreach programs. Additionally, it aims to support children and their families with social, psychological, and nutritional assistance while increasing awareness among the families of at-risk children in Greater Cairo.

TOTAL BENEFICIARIES: 1386 children at risk and their families and **211** in-house/street children in temporary and permanent shelters.



Meaningful moments of ALEXBANK offering social and psychological assistance to children in street situations

DEVELOPING ISTABL ANTAR AT TAWASOL COMMUNITY SCHOOL (PHASE II)



OBJECTIVE:

This project, in partnership with the Sawiris Foundation for Social Development, Star Care, and SADKO, aims to support the tuition fees of 75 students at Tawasol Community School. It seeks to sustain quality education and vocational training, equipping students with income-generating skills that will support them after graduation. The project covers tuition, performing arts academy, and vocational training fees, ensuring access to education for marginalized children while enhancing their life skills, artistic talents, and heritage knowledge.

TOTAL BENEFICIARIES: 75 students



Heartwarming moments of Tawasol Community School's student learning sewing as one of the skills offered by our program

ACTIVATING NEW SYSTEM FOR FOSTERING FAMILIES



OBJECTIVE:

In partnership with the Sawiris Foundation for Social Development and its implementing arm, Sanad for Alternative Parental Care (previously known as Wataneya), this project aims to enhance the alternative and foster care system for orphaned children. It focuses on strengthening the capacity of MOSS (Ministry of Social Solidarity) staff across all Egyptian governorates, training new and prospective foster families in childcare and development, and equipping centers to provide specialized trainings on the alternative family system.

By improving the quality of foster care, the project ensures better support and protection for vulnerable children, enabling them to grow in a safe and nurturing environment. The project has been ongoing since 2021 with a 1,083 total number of beneficiaries. As of the year 2024, 83 employees of the Ministry of Social Solidarity are now working in the field of alternative care, and there are 70 existing foster families.

TOTAL BENEFICIARIES: 1,083 MoSS Staff and foster families

MAGDY YACOUB FOUNDATION PARTNERSHIP CONTINUATION



OBJECTIVE:

The project aims to enhance the quality of cardiac care provided at the Magdy Yacoub Global Heart Centre by funding the establishment of two Hyperbaric Rooms. These facilities will support advanced medical treatments, including Hyperbaric Oxygen Therapy (HBOT), to improve clinical outcomes for patients with coronary artery disease, post-cardiothoracic surgery complications, and other cardiology-related conditions. The project strives to contribute to superior patient care by reducing complications, shortening intensive care stays, and improving recovery rates.



In 2024, ALEXBANK funded two hyperbaric rooms in Magdy Yaacoub Heart Centre to help improve patients' recovery

MOU SIGNING WITH BAHEYA FOUNDATION AND THE INAUGURATION OF GHALYA SKILL MASTERY PROGRAM FOR WOMEN OF BAHEYA



OBJECTIVE:

In light of Breast Cancer Awareness Month (Pink October), and in celebration of ALEXBANK's successful acquisition of "Ghalya" as a flagship initiative trademark, ALEXBANK has embarked on a new partnership with Baheya Foundation through signing a Memorandum of Understanding to launch the "Ghalya Skill Mastery Program for Women of Baheya" with Rhythm Hospitality Training as an implementing arm.

This MOU stands as a testament to both parties' dedication to promoting women's health awareness and economic and social empowerment in recognition of Breast Cancer Awareness Month. The signing ceremony brought together ALEXBANK's other strategic partners and highlighted the giveaways' work of 40 determined Baheya Survivors, who crafted hand-drawn mirrors during an art therapy session, where each mirror portrayed a unique story of a woman embracing her resilience, and self-acceptance.

TOTAL BENEFICIARIES: 40 Baheya Survivors



In recognition of breast cancer awareness month, ALEXBANK and Baheya Foundation unite to empower cancer survivors socially and economically

MOU SIGNING AND THE LAUNCH OF HUMAN FRATERNITY CHAIN RESTAURANT “FRATELLO RESTAURANT PROJECT”



OBJECTIVE:

ALEXBANK has signed a Memorandum of Understanding with Human Fraternity Foundation for its “Fratello Restaurant” Project which aims to provide 16,000 nutritious meals to 2,500 underprivileged families through Fratello Restaurant, a pioneering establishment that provides nutritious meals in an inclusive dining experience. The restaurant also serves regular customers, fostering community inclusion and connection and ensuring is sustainability. This collaboration is rolled out through the “Goodness Card System” distributed to a list of underprivileged families provided by MOSS (Ministry of Social Solidarity) allowing them to visit the restaurant for a full dining experience. The project also includes “Prepaid Card System” enabling people to contribute funds to support the underserved families.

TOTAL BENEFICIARIES: 13,500 Individuals



The signing of Fratello Restaurant Project, a project dedicated to providing underprivileged families with a dignified dining experience

TRAINING ON GENDER EQUALITY AND MITIGATION OF GENDER-BASED VIOLENCE FOR MEN

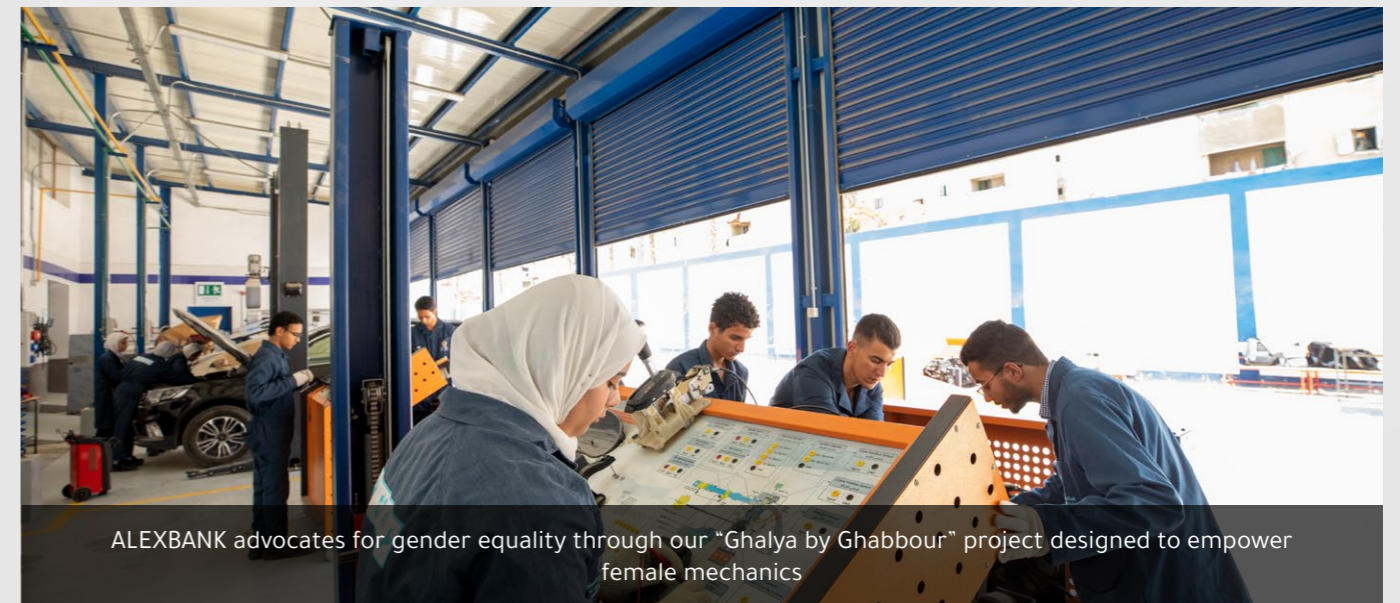


OBJECTIVE:

In partnership with Ghabbour Foundation, under the joint “Ghalya by Ghabbour” project, ALEXBANK is providing gender equality training to Ghabbour’s service centers. Since ALEXBANK is focused on removing the barriers that prevent women from entering this traditionally male-dominated industry, while creating a workplace culture that values gender diversity and respects women. The program helps both male and female technicians promote gender diversity and address gender-based violence in the workplace. ALEXBANK is also running training cycles for technicians and conducts Training of Trainers (TOT) for Ghabbour Academy staff to further extend the project’s impact.

During 2024, two cycles of gender diversity training were completed for technicians at Ghabbour service centers. Also, a TOT session was conducted for Ghabbour Academy staff, enabling them to further promote gender inclusion within the service centers.

TOTAL BENEFICIARIES: 35 beneficiaries, including **10** from **GB Academy Staff** and **25 technicians**.



ALEXBANK advocates for gender equality through our “Ghalya by Ghabbour” project designed to empower female mechanics

INITIATIVES

RAMADAN IFTAR FOR ORPHAN CHILDREN IN SOHAG GOVERNORATE



OBJECTIVE:

ALEXBANK's Sustainability and Sustainable Finance Office established a yearly tradition of supporting a Ramadan Iftar event hosted by the ALEXBANK branch in Sohag, under the name "We Are All One." This event targets children from orphanages and the Cancer Institute in Sohag. In 2024, the activities included distributing Iftar meals, as well as entertainment such as puppet shows, music performances, and face painting, spreading joy among the children. Employees from different branches in Sohag also participated in distributing toys, contributing to the overall spirit of the occasion.

TOTAL BENEFICIARIES: 210 children from orphanages and Cancer institute and their supervisors.



Bringing smiles to children's faces during the ALEXBANK 2024 Sohag Iftar

SUPPORTING MARGINALIZED FAMILIES DURING THE HOLY MONTH OF RAMADAN



OBJECTIVE:

This initiative was in partnership with Bedaya Charity Organization through the "El Manfaz" project to support underprivileged families across Egypt during Ramadan. The initiative aimed to distribute 1,500 Ramadan boxes to families in the governorates of ElSaf, ElSharkia, and AlMinya, with each box covering the needs of a family of five for the entire holy month. It engaged 150 ALEXBANK employees and their families in the packing process, encouraging community involvement and volunteerism. In addition, ALEXBANK contributed to renovating 100 kitchens in marginalized homes, including supplying utilities and units to improve their living conditions.

TOTAL BENEFICIARIES: 1,500 families

PROVIDING RAMADAN BOXES FOR UNDERPRIVILEGED FAMILIES IN HELWAN



OBJECTIVE:

ALEXBANK renewed its collaboration with Al-Ro'aya Association for Social Development, to support underprivileged families in Helwan City, Cairo Governorate. This initiative focused on providing 400 marginalized families with Ramadan food boxes to help them cope with the economic inflation during the holy month. The project aimed to increase resilience among these families by providing essential food supplies and fostering a sense of community during a challenging period.

TOTAL BENEFICIARIES: 4,920 families

BACK TO SCHOOL FOURTH EDITION



OBJECTIVE:

ALEXBANK sponsored the fourth edition of its “Heroes Back to School” event, in partnership with the Ministry of Social Solidarity, Sawiris Foundation for Social Development, Ora Developers, Samusocial International Egypt, and Carrefour. This event took place in September 2024 at ZED Park, Sheikh Zayed, and was set to benefit 1,100 attendees, including 850 children and 250 supervisors from almost 10 different shelters. The event aimed to provide a fun and inclusive day, offering access to amusement games, meals, giveaways, and entertainment while emphasizing social inclusion by hosting children of determination.

TOTAL BENEFICIARIES: 1,700 Children



Heroes Back to School; a warm-spirited event full of amusement games and giveaways for children of determination

SUPPORTING CHILDHOOD CANCER PATIENTS



OBJECTIVE:

ALEXBANK has embarked on a new partnership with Health and Hope Oasis (HHO) to provide a nurturing environment for children with cancer, supporting their recovery while offering financial and emotional assistance to their families.

As part of this collaboration, a two-day event was organized to celebrate the resilience and strength of these young warriors. The event was held at the Health and Hope Oasis premises in partnership with Sawiris Foundation for Social Development (SFSD) and Friends of Children with Cancer in honor of International Childhood Cancer Day.

Throughout the event, attendees participated in various activities designed to bring joy, creativity, and connection to the children. These activities included painting, a treasure hunt, a marionette show, pottery sessions, meals and snacks, entertainment, and a lively game of dodgeball. Each activity was carefully chosen to match the children’s interests and abilities, fostering a sense of accomplishment, happiness, and social inclusion.

TOTAL BENEFICIARIES: 280 beneficiaries (consisting of 110 children currently undergoing cancer treatment, 65 mothers, 90 siblings, and 15 volunteers)



ALEXBANK providing a nurturing environment for cancer patients in honor of International Childhood Cancer Day

CONTRIBUTING TO AWLADNA'S EIGHTH INTERNATIONAL FORUM FOR ARTS OF THE GIFTED



OBJECTIVE:

ALEXBANK renewed its strategic partnership with “Awladna International Forum” for the Arts of the Gifted for the eighth year, with a focus on promoting the inclusion and development of children of determination. Held under the auspices of His Excellency President Abdel Fattah El-Sisi, this year’s forum has expanded to include 41 Arab and foreign countries. A groundbreaking addition to the event is the inclusion of children of determination on the judging panel, empowering them to recognize and celebrate artistic talent. The forum continues to collaborate with various ministries to provide comprehensive support—educational, psychological, and social—for children of determination.

TOTAL BENEFICIARIES: 8,000 PWD (People of Determination)



A celebration of art and inclusion- a powerful performance by children of determination

ECONOMIC EMPOWERMENT



Believing that being financially independent and contributing to the economy is crucial nowadays, ALEXBANK is focusing on economically empowering citizens, especially marginalized groups by providing technical assistance and education through partnerships.

PROJECTS

“GHALYA” BY GHABBOUR



OBJECTIVE:

The project aims to integrate female students into Ghabbour Technical School for the first time, supporting their participation in a three-year academic and vocational program. The program includes specializations such as passenger car maintenance, commercial vehicle maintenance, body repair, and automotive painting, thereby empowering young women to excel in a traditionally male-dominated field and providing them with the skills and opportunities to succeed in the automotive industry.

TOTAL BENEFICIARIES: 30 girls enrolled in **Ghabbour Technical School**



ALEXBANK supporting inclusion by enrolling female students into the Ghabbour technical school

“AL MASHGHAL BY GHALYA”



OBJECTIVE:

ALEXBANK, in collaboration with CARE Egypt, is establishing “Al Mashgal” workshop, in light of the Bank’s flagship initiative “Ghalya” for women empowerment. This project aims to empower Egyptian and refugee women by providing them with technical training opportunities to improve their skills in sewing, embroidery, and crochet, enabling their empowerment and their ability to generate income and support their families. Through the establishment of a sustainable handicrafts workshop, the project ensures that female beneficiaries gain economic empowerment, through establishing their own businesses or securing long-term employment opportunities.

TOTAL BENEFICIARIES: 33 Females, including Egyptians and Refugees.



Hardworking Egyptian and refugee women eager to learn various skills at Al Mashghal Workshop

ACCESS TO TECHNICAL AND VOCATIONAL EDUCATION FOR UNDERPRIVILEGED FEMALES



OBJECTIVE:

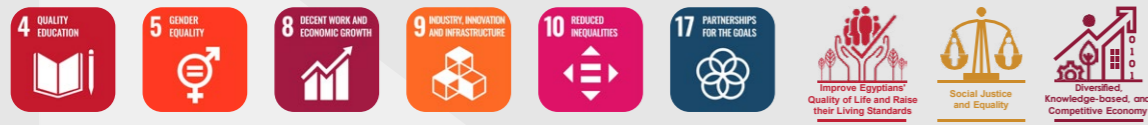
Under “Ghalya” flagship initiative, ALEXBANK embarked on a partnership with Don Bosco Institute to contribute to girls and women’s socio-economic empowerment and resilience through an equity-oriented approach, facilitating their access to high-quality education and training paths in an inclusive and gender-sensitive environment, and employment opportunities. On the other hand, to promote self-reliance, the project enhanced the entrepreneurship capacity of female refugees who participated in financial literacy and in-depth start-up entrepreneurship training. In efforts to maintain sustainability, the project has chosen, through a seed grant committee, 10 emerging entrepreneurs from vocational training to participate in in-depth start-up entrepreneurship projects. By developing their economic capacity, the project aims to enable beneficiaries to apply their technical skills and navigate the labor market.

TOTAL BENEFICIARIES: 753 males and females



ALEXBANK and DonBosco Institute offering female refugees sewing courses as part of the vocational training program

PROMOTING INNOVATION



OBJECTIVE:

This project supports female entrepreneurs by providing access to new markets and growth opportunities. It enhances their ventures' visibility through branding and exhibitions, helping them scale their businesses and contribute to the local creative industry. The project also involves university students in the branding phase to promote youth development.

ALEXBANK, in partnership with Womenovation Foundation, facilitates the growth of women-led businesses by creating online and offline spaces to showcase their products. It integrates female entrepreneurs from the "EMM" flagship initiative for handicrafts, enhancing visibility and supporting business scaling while involving students in branding efforts.

TOTAL BENEFICIARIES: 24 beneficiaries, including students and female entrepreneurs.



ALEXBANK supporting women-led businesses by providing online and offline platforms to showcases their beautiful products

BAGAWEET PROJECT



OBJECTIVE:

The project aims to empower disadvantaged women from remote areas of Safaga and El Quseir in the Red Sea by providing them with the skills and resources to create high-end products, including trendy clothing and home furnishings inspired by the Red Sea environment. Established in 2021 as a collaboration between the DROSOS Foundation, ALEXBANK, and THAAT social enterprise as the implementing partner, the project targets 200 women artisans. The initiative strives to generate sustainable income for these women, fostering both economic independence and community empowerment.

TOTAL BENEFICIARIES: 200 Females



Celebrating the creativity of women through fashion through the Bagaweet Project

COMBATTING VIOLENCE AGAINST WOMEN THROUGH SOCIAL AND ECONOMIC EMPOWERMENT



OBJECTIVE:

In partnership with Appropriate Communication Techniques (ACT) Foundation, the project empowers females in Manial Shiha, Giza Governorate, economically and socially. This includes awareness sessions on early marriage and types of domestic violence. Beneficiaries received literacy sessions, along with psychological counseling and legal consultations. The project also supported women financially, by helping them establish their micro projects to ensure their financial stability and resilience.

TOTAL BENEFICIARIES: 453 Females

REVIVING HANDICRAFTS IN ASWAN



OBJECTIVE:

In partnership with Sawiris Foundation for Social Development and Azza Fahmy Foundation for the Development of Handicraft Industries, the project aims to revive handicrafts in Aswan Governorate and contribute to the revitalization of the cultural economy and the preservation of the Egyptian cultural heritage. The project fosters young, marginalized men and women in Aswan economically through training and employment in jewelry-making. It provided 183 trainees with the technical expertise to design and craft jewelry and provide them with the necessary skills for the job market.



ALEXBANK and Azza Fahmy empower Aswan's artisans through handmade jewelry craftsmanship

TOTAL BENEFICIARIES: 183 trainees

INITIATIVES

SUPPORTING DIARNA EXHIBITION FOR HANDICRAFTS



OBJECTIVE:

As part of ALEXBANK's strategic Memorandum of Understanding (MoU) with the Ministry of Social Solidarity (MoSS) and in partnership with Sawiris Foundation for Social Development (SFSD), ALEXBANK supported the 66th edition of the Diarna Exhibition. This initiative is part of ALEXBANK's EMM "Ebda3 men Masr" flagship initiative for handicrafts, which aims to empower local artisans, promote cultural heritage and support the creative economy in Egypt.

The exhibition, held at Cairo Festival City Mall (CFC), showcased the work of 400 artisans, productive families, and non-governmental organizations from across Egypt's governorates. This event not only provided a platform for these exhibitors to display their products but also created opportunities for business deals, marketing, and direct sales, helping artisans and small businesses reach a wider audience and expand their market presence.

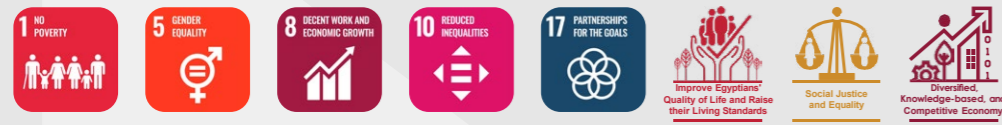
ALEXBANK, in collaboration with SFSD, MoSS, and CFC, played a key role in ensuring the success of this event. The 18-days exhibition offered ample opportunities for exhibitors to engage with customers and stakeholders. In addition, all precautionary health and safety measures were followed, with the support of the Egyptian Red Crescent Society, a strategic partner for Diarna, to ensure the well-being of participants and visitors.

TOTAL BENEFICIARIES: 400 Exhibitors



EMM's diligent and devoted artisans presenting their breathtaking products at Diarna Exhibition 2024

IMPACT FOR COMMUNITY DEVELOPMENT



OBJECTIVE:

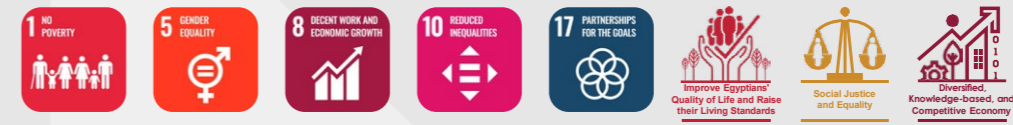
ALEXBANK, in partnership with IMPACT for Community Development, has organized vocational and business training in sewing and garment production for female refugees from Sudan, Syria, and Palestine. The project aims to economically and socially empower the beneficiaries by equipping them with both technical and theoretical skills to secure employment in the textile industry. The training not only provides the knowledge and confidence needed for women to succeed but also offers full-time employment opportunities at the IMPACT Sewing Factory for the top-performing participants, ensuring sustainable livelihoods for them and their families.

TOTAL BENEFICIARIES: 30 Female Refugees



ALEXBANK and IMPACT providing female refugees with the second chance they deserve through offering them sewing sessions

DIARNA EL GOUNA



OBJECTIVE:

Under the strategic partnership with Ministry of Social Solidarity (MoSS), and Sawiris Foundation for Social Development (SFSD), Diarna was launched in El Gouna for the first time with the aim of showing the arts of 60 exhibitors and the beauty of the Egyptian handicrafts with their intricate details to El Gouna tourists.

TOTAL BENEFICIARIES: 60 Exhibitors



Breathtaking Egyptian craftsmanship on full display at Diarna El Gouna



FINANCIAL LITERACY AND EDUCATION

ALEXBANK is not only focused on financial inclusion as part of the Bank's offering but also on advancing financial literacy and education across Egypt.

PROJECTS

SHAPING STUDENTS GROWTH THROUGH CHARACTER BUILDING



OBJECTIVE:

ALEXBANK has embarked on a new partnership with Takatof Association for development in Beni Suef Governorate. Through this collaboration, Takatof offers a comprehensive program encompassing three new schools, catering to all age groups (Early Childhood to Preparatory) and reaching 1800 beneficiaries (students and parents). The program engages students in informative workshops, dedicated character-building workshops, and camps designed to educate and empower them to foster positive development. In addition, parents will benefit from specially designed awareness sessions, equipping them with valuable knowledge. This three-year collaboration in Beni Suef is bringing Takatof's expertise and ALEXBANK's resources to provide a well-rounded educational experience

COTTON FOR LIFE PHASE 2



OBJECTIVE:

In partnership with Filmar Nile Textile and under the Ministry of Education, the project supports sustainable cotton production in Borg Al Arab, Alexandria Governorate. It revitalizes Egypt's extra-long staple cotton value chain through eco-friendly practices and transparent production such as sustainable fashion and socially responsible textile production chain. The project trains farmers, technical students, and young designers- especially women- at a newly developed school in Borg Al Arab, which was developed by the project, while promoting technical education, employability, and social inclusion. The next phase will focus on organic certification, business, and sustainable farming.

TOTAL BENEFICIARIES: 1880 Students and Farmers



From field to fabric- breathing new life into Egypt's cotton industry

EMPOWERING ABILITIES, TRANSFORMING LIVES FOR PODS



OBJECTIVE:

In its consistent efforts to promote financial inclusion and literacy specifically for people of determination, ALEXBANK has partnered with Helm to economically empower young adults of determination and their families by providing equal opportunities and rights for employment, promoting inclusion, and expanding job prospects. The key component of this partnership includes capacity building training, employment opportunities, and financial inclusion and literacy sessions.

TOTAL BENEFICIARIES: 510 PoDs (People of Determination)



Embracing inclusion for all through the kickoff of ALEXBANK's PWD graduate program.

TEACHING AT THE RIGHT LEVEL (TARL) PROGRAM IN ASSIUT AND SOHAG



OBJECTIVE:

ALEXBANK, in partnership with ACDA, Sawiris Foundation, Starcare, and Shorouk Misr, embarked on a project that aims to empower approximately 4,000 students in Assiut with essential literacy and numeracy skills, providing them with a strong foundation for both academic and personal development. By integrating the Teaching at the Right Level (TARL) approach into classrooms, the project seeks to set students on a path to educational excellence and future success.

On another note, ALEXBANK has partnered with Sawiris Foundation for Social Development and Kheir w Baraka Foundation to implement the TARL project in Sohag Governorate. This project aims to enhance the literacy and numeracy skills of 6,000 students aged 10-13 in upper-grade primary schools across Sohag. Additionally, it seeks to empower 600 teachers and volunteers by equipping them with the TARL methodology and fostering improved classroom instruction. The project also focuses on strengthening community participation in 30 local communities through capacity building for local organizations and leaders in resource mobilization, volunteer management, and program monitoring.

TOTAL BENEFICIARIES: 30 TOT and **3245 Students** in Sohag, **32 TOT** and **2880 Students** in Assiut.



ALEXBANK and ACDA Foundation working hand in hand to enhance students' literacy and numeracy skills

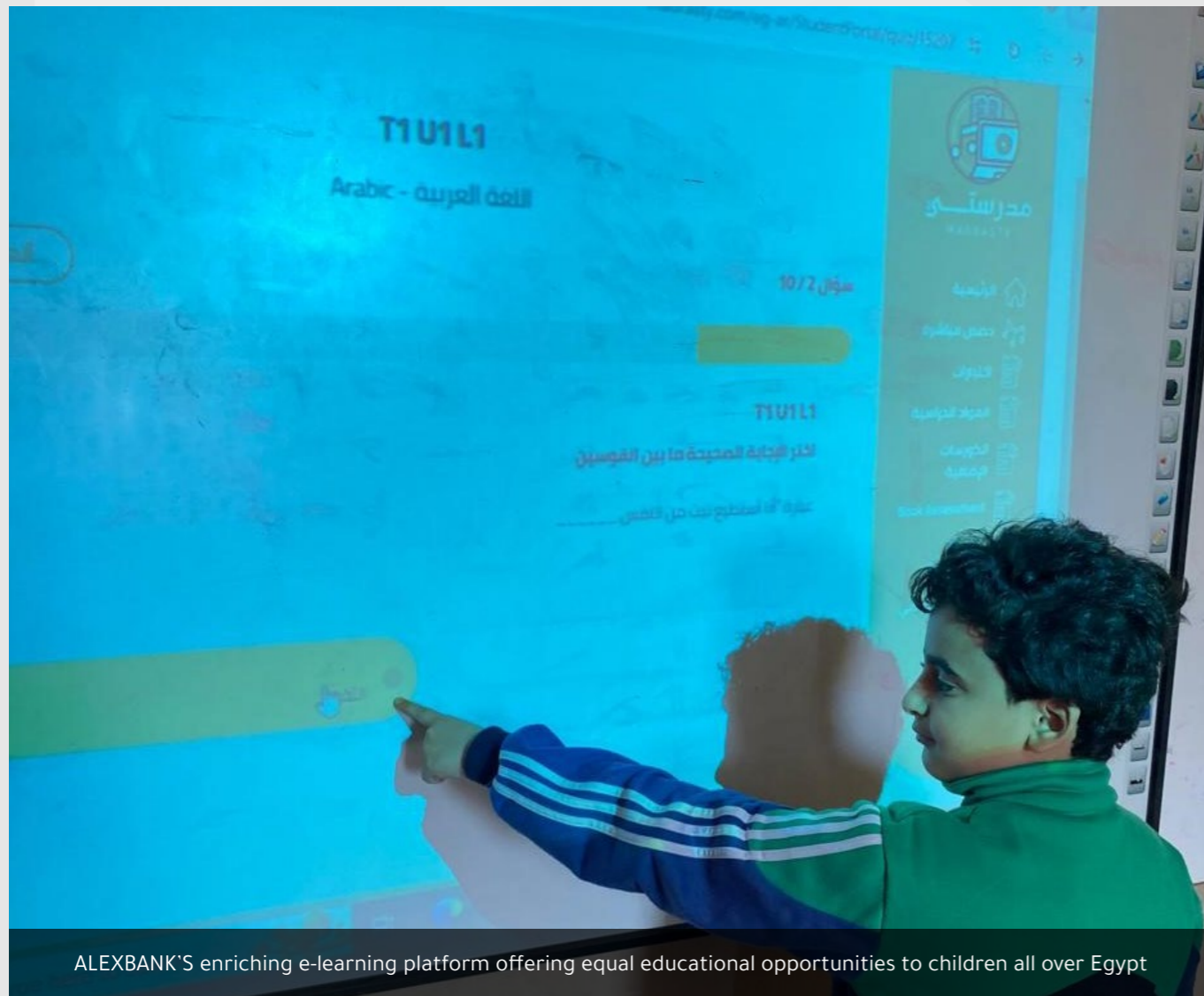
DIGITALIZING THE EDUCATIONAL SYSTEM THROUGH MADRASTY



OBJECTIVE:

In light of ALEXBANK's efforts in contributing to the transformation of the education sector, this project aims to provide quality and affordable education to children and youth in Egypt by leveraging the Madrasty e-learning platform. The goal is to empower Egyptian households by offering equal educational opportunities through an accessible digital platform, while ensuring long-term impact through continuous content development and the expansion of the platform's reach.

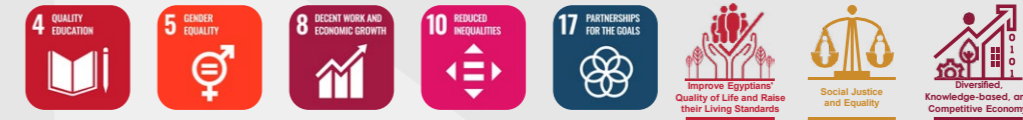
TOTAL BENEFICIARIES: 128,000 students



ALEXBANK'S enriching e-learning platform offering equal educational opportunities to children all over Egypt

INITIATIVES

ENACTUS EGYPT



OBJECTIVE:

Alignment with Egypt Vision 2030: Improve Egyptians' Quality of Life and Raise their Living Standards, Social Justice and Equality, and Diversified, Knowledge based, and Competitive Economy

ENACTUS Egypt is one of the largest university communities in the country, dedicated to empowering youth to develop innovative solutions focused on social and economic development, environmental sustainability, and entrepreneurship. Each year, ENACTUS students present projects that tackle critical challenges in Egypt.

As part of this strategic partnership, ALEXBANK supported the National Competition Students' Networking Luncheon, which brought together students, faculty, business leaders, media, and other attendees. ALEXBANK also supported the National Champion Team's participation in the ENACTUS World Cup which was held in Kyrgyzstan. Notably, AAST Sheraton team competed in this prestigious event, which gathered ENACTUS national champions with senior business and governmental leaders from different countries, as well as media and other observers.

TOTAL BENEFICIARIES: 1415 students participated, including **708 females and 707 males.**



The beaming faces of ENACTUS students during the National Competition Students Networking Luncheon



ARTS AND CULTURE

ALEXBANK is dedicated to preserving Egypt's rich heritage through its flagship initiative, EMM "EBda3 Men Masr" for handicrafts which is recognized as a leading initiative for promoting cultural and traditional crafts and community development.

PROJECTS

PRESERVING CULTURAL HERITAGE AND ART THROUGH CRAFT AND GRAPHIC-BASED INITIATIVES



OBJECTIVE:

In partnership with Athar Lina and under the umbrella of "Ebda3 men Masr" initiative, this activation aims to empower women, youth, and children while promoting the preservation of Egyptian cultural heritage. It focuses on two primary areas: fostering an appreciation for cultural heritage through educational programs and preserving traditional crafts while promoting economic empowerment. ALEXBANK supported the creation of two product lines: craft-based and graphic-based, by engaging designers with the community in Alkhalifa.

Through the heritage education program, children from Alkhalifa engaged in creative activities designed to raise awareness about local history and heritage. They contributed to the creation of educational games and activity kits that help promote the cultural significance of the region.

The vocational training programs aim to foster economic growth for local artisans and preserve traditional crafts through teaching women and youth traditional crafts like **khiyamiyya and embroidery**, enabling them to create and sell textile-based products.

TOTAL BENEFICIARIES: 136 beneficiaries including **100 Students, 28 Females and 8 Males.**



ALEXBANK ensuring that tomorrow's generation grasp the importance of preserving Egyptian heritage

INITIATIVES

LE PRINTEMPS DES ARTISTES CONTEMPORARY ART EXHIBITION, 8TH EDITION



OBJECTIVE:

ALEXBANK collaborated as a strategic partner for the 8th Edition of “Le Printemps des Artistes” Contemporary Art Exhibition, a 3-day event that not only showcased the work of local Egyptian artisans but also supported a meaningful cause. The exhibition highlighted the talent of 78 local artists, with 350+ artworks exhibited, and it also benefitted Samusocial International Egypt, a local NGO dedicated to social inclusion. ALEXBANK’s contribution supported the preparation of girls from government shelters in Agouza and Kasserat for independence and integration as they approach adulthood at the age of 18. This partnership emphasized ALEXBANK’s commitment to promoting cultural initiatives while directly impacting the lives of vulnerable children and youth.

TOTAL BENEFICIARIES: 198 beneficiaries including **78 artists and 120 girls.**



ALEXBANK celebrates Egypt’s artistic soul through Le Printemps, showcasing Egyptian heritage with every brushstroke

CAIRO LITERATURE FESTIVAL 2024 IN PARTNERSHIP WITH SEFSAFA CULTURE AND PUBLISHING HOUSE



OBJECTIVE:

The Cairo Literature Festival, a 4-6-day cultural event initiated in 2015, celebrates the cultural richness of Cairo and fosters cultural exchange between Egypt and the world. The 2024 edition, supported by the Egyptian Ministry of Culture and various embassies, was hosted by Sefsafa Culture and Publishing House. The festival featured seminars on diverse novels and books, with prominent thinkers such as Ibrahim Nasrallah and Irakli Kakabadze. It aimed to inspire new generations to appreciate international literature.

TOTAL BENEFICIARIES: 5,000 attendees



Celebrating the depth and richness of Cairo and how it compares to the rest of the world during the 2024 Cairo Literature Festival



ENVIRONMENTAL STEWARDSHIP

The Bank promotes sustainable practices, resource efficiency, and climate resilience through different initiatives to minimize environmental impact and support a greener future.

PROJECTS

MARINE CONSERVATION AND ENVIRONMENTAL EDUCATION FOR A SUSTAINABLE ECOSYSTEM IN THE RED SEA



OBJECTIVE:

The project aims to raise awareness of plastic pollution and coral reef restoration, while inspiring the community to adopt more environmentally responsible behaviors. In partnership with Thalassains & Greenish, a series of activities are implemented both above and below the sea to engage the public in these important environmental issues.

TOTAL BENEFICIARIES: 610 beneficiaries

INITIATIVES

WORLD RIVERS DAY



OBJECTIVE:

In recognition of World Rivers Day on September 22nd, ALEXBANK, in partnership with Outgreens for Sustainable Development, organized a cleanup event in Giza, where the Nile River faces significant pollution challenges. The event focused on addressing waste contamination in the Nile. Volunteers, including ALEXBANK employees and local community members, collected plastic and waste to improve the water quality in the area. Outgreens also conducted an environmental awareness session for participants, highlighting the impact of pollution on the Nile and the critical role individuals play in protecting water sources. A total of 44.1 kg of waste was collected and upcycled by Outgreens, and participants received recycled material giveaways as a token of appreciation.

TOTAL BENEFICIARIES: 24 ALEXBANK employees and their families, including **4 children**



World River Day 2025 Activations

WORLD SOIL DAY



OBJECTIVE:

In light of World Soil Day, globally recognized on the 5th of December, ALEXBANK partnered with Shagrha for Sustainable Development in efforts to emphasize on the importance of healthy soil and to advocate for the sustainable management of soil resources. To further its environmental commitment, ALEXBANK organized a tree planting activation with 100 edible fruit trees at Tawasol Community School. The initiative engaged Tawasol Students and ALEXBANK Employees, aiming to raising awareness about soil health's critical role and promote sustainable practices, through interactive activities, to ensure long-term food security and community well-being. These trees will be maintained for a year by Shagrha,

Moreover, Shagrha conducted an interactive awareness session for children with the participation of the volunteers. The expert-led session explained the importance and complex role of soil, including different soil types, and proper maintenance of soil and plants while highlighting the need for sustainable soil management practices to protect and preserve this valuable resource for future generations. The sessions provided the children with basic definitions and an understanding of soil and water.

Finally, ISP (Intesa Sanpaolo Group) also conducted a live webinar on the 28th of November for all subsidiaries, which discussed the importance of soil health for the planet and the future of agriculture while deep diving into crucial topics with FAO experts and discovering innovative practices for the conservation and improvement of soil quality.

TOTAL BENEFICIARIES: 72 participants, including **54 children**.



World Soil Day 2025 Activations

ALEXBANK'S GIFT WITH IMPACT (GWI)

Under ALEXBANK's flagship initiative, Ebda3 Men Masr - EMM, the CSR and Shared Value unit remains committed to amplifying the initiative's impact by upholding the annual tradition of gifting handmade creations by EMM artisans to ALEXBANK's VIP clients. Since 2016, this tradition has supported both the preservation of Egyptian heritage and the growth of the local creative economy, reinforcing the uniqueness of Egypt's cultural identity. Each year, with a fresh concept and a new implementing partner, EMM showcases the artistry and craftsmanship of Egyptian artisans. This year's gift, Ajwaa - أجواء, is a handcrafted Saddaf tea and coffee box, intricately designed with motifs inspired by Egyptian Islamic Arts. This initiative celebrates Egypt's rich heritage and fosters economic empowerment in marginalized communities.



08

APPENDICES

- 8.1 Assurance Letter
- 8.2 List of Abbreviations
- 8.3 ESG Metrics
- 8.4 GRI Index
- 8.5 SASB Content Index
- 8.6 SFDR Content Index
- 8.7 UNGC Principles
- 8.8 CBE Reporting Guidelines
- 8.9 PRB Self Assessment Template



8.1 ASSURANCE LETTER



Limited Assurance Statement

To the Board of Directors

ALEXBANK

DCarbon is a sustainability and environmental consultancy firm registered under Egyptian law no. 159 for the year 1981 and its executive regulation. DCarbon is certified by the Global Reporting Initiative (GRI) as a global training partner and a GRI Gold Community member. Our primary focus is to assist public and private organizations in understanding and mitigating their economic, environmental, and social impacts.

ALEXBANK's Board of Directors engaged DCarbon to perform a Limited Assurance review of its 2024 Sustainability Reporting process ('the Report').

Scope, Boundary, and Limitations

The scope of assurance has included data and information for operations in Egypt from 01 January 2024 to 31 December 2024, in accordance with the Global Reporting Initiative's (GRI) Standards for 2021, and the Principles of Responsible Banking (PRB).

The report's boundary comprises data and information captured across its operational and business functions. The boundary includes the Company's Head Office support functions, Corporate Governance, business lines, and stakeholders' engagements as part of this assurance and as indicated in the report.

The Assurance scope excludes:

- Data and information in the Report outside this reporting period indicating historical data to establish context for the reporting period disclosures or forward-looking statements by **ALEXBANK**.
- Verification statements indicating testimonials, opinions, success stories, and/or aspirations.
- Verification of claims (limited to data and information presented)

Responsibilities of the Bank's Management

Management was responsible for preparing and fairly presenting the selected information included in this report in accordance with the GRI Standards. It was responsible for asserting that the internal controls enabled the preparation of information free from material misstatement. Through our prolonged engagement with ALEXBANK, we have observed that the leadership and management that governed the release of this report have actively proven their periodical oversight of the process, as well as the departmental focal persons involved in the process.



Responsibilities of the Assurance Provider

The Assurance Provider was responsible for aligning the reported data in accordance with the GRI Standards 2021 and the PRB. It was also responsible for assessing the materiality and stakeholders' engagement process, as well as the Sustainability Governance structure.

Assurance Methodology

The assurance methodology included procedures to obtain evidence about the reliability of disclosures in terms of:

- Evidence of internal policies, procedures and strategy documents provided by the Bank.
- Processes to determine material topics, and stakeholders' engagement framework deployed at the Bank
- Assessment of the systems used for data collection and reporting on the standard.
- Alignment with GRI Standards for 2021 and Principles of Responsible Banking
- Review of the report to ensure that there is no misrepresentation of disclosures as per the scope of assurance and our findings.
- Review of the Bank's response for Principle 2: Impact analysis and target setting, and Principle 5.1: Governance for PRB implementation.

Limited Assurance

Limited Assurance was obtained for disclosures on stakeholder engagement, materiality assessment, and governance.

We advise stakeholders to review the annual report for assurance of financial performance and other standards of practice.

Conclusion

We have reviewed ALEXBANK's 2024 Sustainability Report. Based on the activities performed and evidence received, the Sustainability Report has been compiled, in all material's respect, in accordance with the GRI Standards 2021 and the Principles of Responsible Banking.

Ehab Shalaby, Ph.D.



MISTAKES AND TYPOGRAPHICAL ERRORS

If any significant errors or typographical mistakes are identified after the publication of the Sustainability Report, they will be corrected and promptly published on our website.

FEEDBACK

We invite stakeholders to share their valuable feedback on our Sustainability Report. Kindly direct any comments or inquiries to our team at [Menna.ElTaher@AlexBank.com].

8.2 LIST OF ABBREVIATIONS

Abbreviation	Full Term
ALM	Asset and Liability Management
AML	Anti-Money Laundering
AoA	Articles of Association
ATL	Above The Line
BCM	Business Continuity Management
BoD	Board of Directors
BPM	Business Process Management
CBE	Central Bank of Egypt
CDP	Cassa Depositi e Prestiti S.p.A
CDs	Certificates of Deposit
CEO	Chief Executive Officer
CFC	Cairo Festival City Mall
CFO	Chief Finance Officer
CIS	Center for Internet Security
COO	Chief Operating Officer
COSO	The Committee of Sponsoring Organizations of the Treadway Commission
CRM	Customer Relationship Management
CRO	Chief Risk Officer
CSP	Communications Service Provider

Abbreviation	Full Term
CSR	Corporate Social Responsibility
CSV	Creating Shared Value
EBRD	European Bank for Reconstruction and Development
EGES	Egyptian Gender Equity Seal
EIB	European Investment Bank
EMM	Ebda3 Men Masr initiative
ENR	Ending Net Realizable
ESG	Environmental, Social, and Governance
ESRMS	Environmental and Social Risk Management System
ESRS	European Sustainability Reporting Standards
EXCO	Executive Management Committee
FAO	Food and Agriculture Organization
FI	Financial Inclusion
FLITIN	Financial Literacy Initiative Network
FTEs	Full-Time Equivalents
FX Transactions	Forex Transaction
GDN	Google Display Network
GEFF	Green Economy Financing Facility
GRI	Global Reporting Initiative
HBOT	Hyperbaric Oxygen Therapy
HHO	Health and Hope Oasis
HR	Human Resources
ICT	Internet and communications technologies
IDVs	Identity Verifications
IFRS	International Financial Reporting Standards
IPCC	Intergovernmental Panel on Climate Change
I-RECs	International Renewable Energy Certificates
ISBD	International Standard Bibliographic Description
ISIC	International Standard Industrial Classification
ISP	Intesa Sanpaolo Group
KPIs	Key Performance Indicators
KYC	Know-Your-Customer
LCY	Local Currency

Abbreviation	Full Term
LEAP	Long Term Equity Anticipation Securities
MF	Micro-finance
MOA	Ministry of Agriculture
MOSS	Ministry of Social Solidarity
MoU	Memorandum of Understanding
MPC	Monetary Policy Committee
MSMEs	Micro, Small, and Medium Enterprises
NGOs	Non-Governmental Organizations
NIM	Network Incentive Model
NPS	Net Promoter Score
NERA	New and Renewable Energy Authority
NTB	New-to-Bank
ORM	Object-Relational Mapping
OSHA	Operational Safety and Health Administration
OWAP	Opportunities for Women in Agribusiness project
PMO	Project Management Officer
POS	Point of Sale
PR	Public Relations
PRB	Principles for Responsible Banking
PV	Present Value
PoDs	People of Determination
QHSSE	Quality, Health, Safety, Security, and Environment
RM s	Relationship Managers
RO	Reverse Osmosis
SDGs	Sustainable Development Goals
SEFF	Sustainable Energy Financing Facility
SFDR	Sustainable Finance Disclosure Regulation
SFSD	Sawiris Foundation for Social Development
SMEs	Small and Medium-sized Enterprises
SWIFT CSP	SWIFT Customer Security Program
TARL	Teaching at the Right Level
TCFD	Task Force on Climate-related Financial Disclosures

Abbreviation	Full Term
TCS	Treasury Corporate Solutions
TDs	Tax Deducted at Source
ToT	Training of Trainers
UNGC	United Nations Global Compact
VRV	Variable Refrigerant Volume
WFP	World Food Program
YoY	Year-over-Year Growth

8.3 ESG METRICS

ENVIRONMENTAL METRICS

ENERGY, WATER, MATERIALS AND WASTE						
		UNIT	2022	2023	2024	YOY
ENERGY CON-SUMP-TION	Purchased electricity	MWh	16,309,768	19,271,501	21,317.45	10.6
	Diesel by generators	Liters	9,406	24,942	31,556	26.5
	Diesel by owned/operated vehicles	Liters	28,312	31,296	24,982	-20.2
	Gasoline by owned/operated vehicles	Liters	27,349	37,830	22,288	-41.1
WATER	Municipal water withdrawals	m ³	128,100	173,378	142,356	-17.9

ENERGY, WATER, MATERIALS AND WASTE						
	UNIT	2022	2023	2024	YOY	
Materials	Purchased paper	Kg	363,622	310,271	247,629	-20.2
	Paper without any certifications	Kg	0	0	0	-
	Certified ecological purchased paper	Kg	350,347	310,271	247,629	-20.2
	100% recycled-certified purchased paper	Kg	13,275	0	140,672	-
	Quantities of traditional toners used	Kg	8,952	23,715	7,566	-68.1
Waste	Total quantified waste	Kg	150,074	112,779	172,987	53.4
	Non-hazardous waste (paper and cardboard)	Kg	145,659	94,709	140,672	48.5
	Non-hazardous waste (cartridges, ribbons and film)	Kg	-	14,229	7,566	-46.8
	Non-hazardous waste (office equipment)	Kg	4,415	3,841	22,665	490.1
	Total hazardous waste	Kg	462	338	2,084	516.5
	Total recycled paper	tons	145.7	94.7	140.7	48.6

GHG EMISSIONS						
	UNIT	2022	2023	2024	YOY	
Scope 1	Stationary Combustion	tCO ₂	23	61	78	27.9
	Mobile Combustion	tCO ₂	144	174	121	-30.5
	Fugitive Emissions	tCO ₂	8,232	2,891	2,624	-9.2
	Total	tCO ₂	8,399	3,126	2,823	-9.7
Scope 2	Purchased Energy (Electricity)	tCO ₂	6,247	7,747	789.28	-89.8
	Total (market based)	tCO ₂	6,247	7,747	789.28	-89.8
	Total (location-based)					

GHG EMISSIONS							
	UNIT	2022	2023	2024	YOY		
Scope 3	Purchased goods and services	tCO ₂	866	553	663.24	19.9	
	Fuel and energy-related activities (not included in scope 1 and 2)	tCO ₂	3,613	4,264	1,426.69	-66.5	
	Waste generated in operations	tCO ₂	4	9	23.64	162.7	
	Business Travel	tCO ₂	244	222	248.89	12.2	
	Downstream transportation and distribution	tCO ₂	615	683	1,100.88	61.2	
	Use of sold products	tCO ₂	-	22	3.21	-86.4	
	Total	tCO ₂	5,342	5,754	3,467	-39.7	
	Total	tCO ₂	19,988	16,627	7,078	-57.4	
	Carbon Intensity	Scope 1+2 per employee (market-based)	tCO ₂ /FTE	24,625	1,909	0.82	-100
		Scope 1+2 per unit area (market-based)	tCO ₂ /m ²	96	79	27.82	-64.8

SOCIAL METRICS

EMPLOYEES PROFILE		2022	2023	2024
EMPLOY- EES	Total Employees	4,330	4,380	4,400
	Male	3,085	3,026	2,950
	Female	1,245	1,354	1,450
	% Female	29%	31%	32.95%
	Temporary (Fixed Term)	1,287	1,459	1553
	Male	797	872	899
	Female	490	587	654
	Full-time	4,330	4,380	4400
	Male	3,085	3,026	2950
	Female	1,245	1,354	1,450
BREAK- DOWN BY AGE	Employees with Disability	124	155	157
	Male	-	114	116
	Female	-	41	41
	Up to 30	1,504	1,591	1,307
30-50	1,678	1,767	2,165	
Above 50	1,148	1,022	925	
BREAK- DOWN BY REGION	Head Office	1,901	1,975	2,186
	Male	1,321	1,344	1,497
	Female	580	631	689
	North Cairo Region	385	364	343

EMPLOYEES PROFILE

	2022	2023	2024
Male	235	221	191
Female	150	143	152
South Cairo Region	324	324	309
Male	203	192	164
Female	121	132	145
Alexandria and Matrouh Region	310	295	242
Male	209	184	141
Female	101	111	101
East Delta Region	277	281	256
Male	220	217	176
Female	57	64	80
West Delta Region	295	292	278
Male	248	235	212
Female	47	57	66
North Upper Egypt Region	331	327	299
Male	257	244	215
Female	74	83	84
South Upper Egypt Region	296	309	292
Male	234	231	214
Female	62	78	78
Canal, Sinai & Red Sea Region	211	213	195
Male	158	158	140
Female	53	55	55
WORKERS WHO ARE NOT EMPLOYEES	-	-	2,180

EMPLOYEES IN MANAGEMENT POSITIONS		2022	2023	2024
% OF FEMALES FROM TOTAL		19.7%	21%	24%

NEW HIRES	SEGREGATION	2022	2023	2024
EMPLOYEE NEW HIRES	Total	573	621	634
	Male	370	362	369
	Female	203	259	265
	Employees with Disability	65	50	23

BREAK- DOWN BY AGE	Up to 30	461	502	458
	30-50	109	119	175
	Above 50	3	0	1

BREAK- DOWN BY REGION	Head Office	305	337	369
	North Cairo Region	67	51	63
	South Cairo Region	35	39	47
	Alexandria & Marsa Matrouh Region	29	37	22
	East Delta Region	33	33	42
	West Delta Region	26	33	37
	North Upper Delta Region	38	27	23
	South Upper Region	25	41	19
	Canal & Red Sea Region	15	22	12

EMPLOYEE TURNOVER		2022	2023	2024	
		No. Of Employees		Turnover rate	
BREAKDOWN BY TYPE OF CAUSE	Total Turnover	543	578	618	14.08%
	Male	395	424	448	10.21%
BREAKDOWN BY GENDER	Female	148	154	170	3.87%
	Up to 30	202	179	245	5.58%
BREAKDOWN BY AGE GROUP	31-50	155	182	224	5.10%
	Above 50	186	217	149	3.39%
	Head Office	283	309	350	7.97%
BREAKDOWN BY REGION	North Cairo Region	70	51	53	1.21%
	South Cairo Region	33	29	37	0.84%
	Alexandria & Matrouh Region	38	57	43	0.98%
	East Delta Region	26	29	45	1.03%
	West Delta Region	29	30	33	0.75%
	North Upper Egypt Region	21	31	24	0.55%
	South Upper Egypt Region	25	24	18	0.41%
	Canal, Sinai & Red Sea Region	19	18	15	0.34%
	BREAKDOWN BY DISABILI- TIES		19	20	0.46

PARENTAL LEAVE	2022	2023	2024
NUMBER OF EMPLOYEES ENTITLED TO MATERNITY/PARENTAL LEAVE	1,245	1,351	1,444
Number of employees who took maternity/parental leave	64	60	84
Rate of return from maternity leave within 4 months	1%	1%	2%
Rate of return from maternity leave within 1 year	3%	2%	3%
Rate of return from maternity leave within 2 years	0%	1.20%	1.9%

TRAINING AND DEVELOPMENT	2023		2024		
	Total Hours	Average hours per employee	Total Hours	Average hours per employee	
TOTAL	176,473	40	165,825	39.09	
BREAKDOWN BY GENDER	Male	114,350	38	109,153	38.21
	Female	62,123	46	56,672	40.92
BREAKDOWN BY AGE GROUP	Up to 30	77,663	49	67,804	34.47
	30-50	73,123	41	79,091	48.91
	Above 50	25,687	25	18,930	20.46
BREAKDOWN BY EMPLOYEE CATEGORY	Employees	118,546	44	117,624	41.26
	Officers	55,818	34	47,083	31.45
	Managers	2,109	38	1,118	21.50

8.4 GRI INDEX

Statement of use	ALEXBANK has reported in accordance with the GRI standards for the period from January 1st, 2024 to December 31st, 2024
GRI 1 used	GRI 1 : Foundation 2021
Applicable GRI Sector Standards	None

DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
		REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
GRI 2: GENERAL DISCLOSURES 2021					
2-1 Organizational details	P.13				
2-2 Entities included in the organization's sustainability reporting	P.3				
2-3 Reporting period, frequency and contact point	P.3				
2-4 Restatements of information	None				
2-5 External assurance	TBP				
2-6 Activities, value chain and other business relationships	P.15				
2-7 Employees	P.147				
2-8 Workers who are not employees	P.147				
2-9 Governance structure and composition	P.27				

DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
		REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
GRI 2: GENERAL DISCLOSURES 2021					
2-10 Nomination and selection of the highest governance body	P.29				
2-11 Chair of the highest governance body	P.29				
2-12 Role of the highest governance body in overseeing the management of impacts	P.29-41				
2-13 Delegation of responsibility for managing impacts	P.39-41				
2-14 Role of the highest governance body in sustainability reporting	P.36, 39-41				
2-15 Conflicts of interest	P.43-44				
2-16 Communication of critical concerns	P.33-34	b	Information Incomplete/ Unavailable		
2-17 Collective knowledge of the highest governance body	P.31				
2-18 Evaluation of the performance of the highest governance body	P.37-38				

DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
		REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
GRI 2: GENERAL DISCLOSURES 2021					
2-19 Remuneration policies	P.32, 37-38				
2-20 Process to determine remuneration	P.37-38				
2-21 Annual total compensation ratio			Confidential Constraints		
2-22 Statement on sustainable development strategy	P.5				
2-23 Policy commitments	P.39-46	c	Information Incomplete/ Unavailable		
2-24 Embedding policy commitments	P.39-46				
2-25 Processes to remediate negative impacts	P.39-41	b,c,d,e	Information Incomplete/ Unavailable		
2-26 Mechanisms for seeking advice and raising concerns	P.32				
2-27 Compliance with laws and regulations			Confidential Constraints		
2-28 Membership associations	ALEXBANK is a member of the Federation of Egyptian Banks				
2-29 Approach to stakeholder engagement	P.51-58				

DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
		REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
GRI 2: GENERAL DISCLOSURES 2021					
2-30 Collective bargaining agreements			Not Applicable		
GRI 3: MATERIAL TOPICS 2021					
3-1 Process to determine material topics	P.59-61	A gray cell indicates that reasons for omission are not permitted for the disclosure or that a GRI Sector Standard reference number is not available.			
3-2 List of material topics	P.61-70				
GRI 201: ECONOMIC PERFORMANCE 2016					
GRI 3: MATERIAL TOPICS 2021 3-3 MANAGEMENT OF MATERIAL TOPICS					
201-1 Direct economic value generated and distributed	P.18				
201-2 Financial implications and other risks and opportunities due to climate change			Information Incomplete/ Unavailable		
201-3 Defined benefit plan obligations and other retirement plans			Information Incomplete/ Unavailable		
201-4 Financial assistance received from government			Not Applicable		
GRI 202: MARKET PRESENCE 2016					
GRI 3: MATERIAL TOPICS 2021 3-3 MANAGEMENT OF MATERIAL TOPICS					
202-1 Ratios of standard entry level wage by gender compared to local minimum wage	P.154				

DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
		REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
GRI 202: MARKET PRESENCE 2016					
202-2 Proportion of senior management hired from the local community			Information Incomplete/ Unavailable		
GRI 203: INDIRECT ECONOMIC IMPACTS 2016					
GRI 3: MATERIAL TOPICS 2021 3-3 MANAGEMENT OF MATERIAL TOPICS					
203-1 Infrastructure investments and services supported	P.98				
203-2 Significant indirect economic impacts	P.165-197				
GRI 204: PROCUREMENT PRACTICES 2016					
GRI 3: MATERIAL TOPICS 2021 3-3 MANAGEMENT OF MATERIAL TOPICS					
204-1 Proportion of spending on local suppliers	P.142				
GRI 205: ANTI-CORRUPTION 2016					
GRI 3: MATERIAL TOPICS 2021 3-3 MANAGEMENT OF MATERIAL TOPICS					
205-1 Operations assessed for risks related to corruption			Information Incomplete/ Unavailable		
205-2 Communication and training about anti-corruption policies and procedures	P.47				
205-3 Confirmed incidents of corruption and actions taken			Information Incomplete/ Unavailable		

DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
		REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
GRI 206: ANTI-COMPETITIVE BEHAVIOR 2016					
GRI 3: MATERIAL TOPICS 2021 3-3 MANAGEMENT OF MATERIAL TOPICS					
206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices			Information Incomplete/ Unavailable		
GRI 302: ENERGY 2016					
GRI 3: MATERIAL TOPICS 2021 3-3 MANAGEMENT OF MATERIAL TOPICS					
302-1 Energy consumption within the organization	P.135				
302-2 Energy consumption outside of the organization	P.135, 139				
302-3 Energy intensity	P.135, 139				
302-4 Reduction of energy consumption	P.137, 139				
302-5 Reductions in energy requirements of products and services			Information Incomplete/ Unavailable		
GRI 303: WATER AND EFFLUENTS 2018					
GRI 3: MATERIAL TOPICS 2021 3-3 MANAGEMENT OF MATERIAL TOPICS					
303-4 Water discharge			Information Incomplete/ Unavailable		
303-5 Water consumption	P.139				

DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
		REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
GRI 305: EMISSIONS 2016					
GRI 3: MATERIAL TOPICS 2021 3-3 MANAGEMENT OF MATERIAL TOPICS					
305-1 Direct (Scope 1) GHG emissions	P.135				
305-2 Energy indirect (Scope 2) GHG emissions	P.135				
305-3 Other indirect (Scope 3) GHG emissions	P.135				
305-4 GHG emissions intensity	P.135				
305-5 Reduction of GHG emissions	P.135				
305-6 Emissions of ozone-depleting substances (ODS)				Not Applicable	
305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions				Not Applicable	

DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
		REQUIRE- MENT(S) OMITTED	REASON	EXPLANA- TION	
GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT 2016					
GRI 3: MATERIAL TOPICS 2021 3-3 MANAGEMENT OF MATERIAL TOPICS					
308-1 New suppliers that were screened using environmental criteria	P.142-144				
308-2 Negative environmental impacts in the supply chain and actions taken	P.142	b,c,d,e	Information Incomplete/ Unavailable		
GRI 401: EMPLOYMENT 2016					
GRI 3: MATERIAL TOPICS 2021 3-3 MANAGEMENT OF MATERIAL TOPICS					
401-1 New employee hires and employee turnover	P.149, 211-212				
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	P.154-155				

DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
		REQUIRE- MENT(S) OMITTED	REASON	EXPLANA- TION	
GRI 401: EMPLOYMENT 2016					
401-3 Parental leave	P.157				
GRI 402: LABOR/MANAGEMENT RELATIONS 2016					
GRI 3: MATERIAL TOPICS 2021 3-3 MANAGEMENT OF MATERIAL TOPICS					
402-1 Minimum notice periods regarding operational changes			Information Incomplete/ Unavailable		
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018					
GRI 3: MATERIAL TOPICS 2021 3-3 MANAGEMENT OF MATERIAL TOPICS					
403-1 Occupational health and safety management system			Information Incomplete/ Unavailable		
403-2 Hazard identification, risk assessment, and incident investigation	P.156				
403-3 Occupational health services			Information Incomplete/ Unavailable		
403-4 Worker participation, consultation, and communication on occupational health and safety			Information Incomplete/ Unavailable		
403-5 Worker training on occupational health and safety	P.157				

DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
		REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018					
GRI 3: MATERIAL TOPICS 2021 3-3 MANAGEMENT OF MATERIAL TOPICS					
403-6 Promotion of worker health	P.156				
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	P.156-157				
403-8 Workers covered by an occupational health and safety management system			Information Incomplete/ Unavailable		
403-9 Work-related injuries	Zero				
403-10 Work-related ill health	Zero				
GRI 404: TRAINING AND EDUCATION 2016					
GRI 3: MATERIAL TOPICS 2021 3-3 MANAGEMENT OF MATERIAL TOPICS					
404-1 Average hours of training per year per employee	P.150				
404-2 Programs for upgrading employee skills and transition assistance programs	P.150-154				
404-3 Percentage of employees receiving regular performance and career development reviews	P.152-154				

DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
		REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016					
GRI 3: MATERIAL TOPICS 2021 3-3 MANAGEMENT OF MATERIAL TOPICS					
405-1 Diversity of governance bodies and employees	P.30, 148				
405-2 Ratio of basic salary and remuneration of women to men	1:1.20				
GRI 406: NON-DISCRIMINATION 2016					
GRI 3: MATERIAL TOPICS 2021 3-3 MANAGEMENT OF MATERIAL TOPICS					
406-1 Incidents of discrimination and corrective actions taken			Information Incomplete/ Unavailable		
GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING 2016					
GRI 3: MATERIAL TOPICS 2021 3-3 MANAGEMENT OF MATERIAL TOPICS					
407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk			Information Incomplete/ Unavailable		
GRI 408: CHILD LABOR 2016					
GRI 3: MATERIAL TOPICS 2021 3-3 MANAGEMENT OF MATERIAL TOPICS					
408-1 Operations and suppliers at significant risk for incidents of child labor	100% according to national laws				

DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
		REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
GRI 409: FORCED OR COMPULSORY LABOR 2016					
GRI 3: MATERIAL TOPICS 2021 3-3 MANAGEMENT OF MATERIAL TOPICS					
409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	100% according to national laws				
GRI 410: SECURITY PRACTICES 2016					
GRI 3: MATERIAL TOPICS 2021 3-3 MANAGEMENT OF MATERIAL TOPICS					
410-1 Security personnel trained in human rights policies or procedures			Information Incomplete/ Unavailable		
GRI 411: RIGHTS OF INDIGENOUS PEOPLES 2016					
GRI 3: MATERIAL TOPICS 2021 3-3 MANAGEMENT OF MATERIAL TOPICS					
411-1 Incidents of violations involving rights of indigenous peoples			Not Applicable		
GRI 413: LOCAL COMMUNITIES 2016					
GRI 3: MATERIAL TOPICS 2021 3-3 MANAGEMENT OF MATERIAL TOPICS					
413-1 Operations with local community engagement, impact assessment, and development programs	P.162-197				
413-2 Operations with significant actual and potential negative impacts on local communities			Information Incomplete/ Unavailable		

DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
		REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
GRI 414: SUPPLIER SOCIAL ASSESSMENT 2016					
GRI 3: MATERIAL TOPICS 2021 3-3 MANAGEMENT OF MATERIAL TOPICS					
414-1 New suppliers that were screened using social criteria	P.141-144				
414-2 Negative social impacts in the supply chain and actions taken	P.141-144				
GRI 418: CUSTOMER PRIVACY 2016					
GRI 3: MATERIAL TOPICS 2021 3-3 MANAGEMENT OF MATERIAL TOPICS					
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data			Confidential Constraints		

8.5 SASB CONTENT INDEX

TOPIC	METRIC	PAGE NUMBER
DATA SECURITY	Number of data breaches, percentage that are personal data breaches, (3) number of account holders affected	N/A
	Description of approach to identifying and addressing data security risks	P.85-88
FINANCIAL INCLUSION & CAPACITY BUILDING	(I) Number and (r) amount of loans outstanding that qualify for programmes designed to promote small business and community development	P.96-126
	(1) Number and (2) amount of past due and non-accrual loans or loans subject to forbearance that qualify for programmes designed to promote small business and community development	P.96-126
	Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers	N/A
	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	P.96-126
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	P.39-41
BUSINESS ETHICS	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, antitrust, anticompetitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	N/A
	Description of whistleblower policies and procedures	P.42

8.6 SFDR CONTENT INDEX

Principle adverse impacts (PAI) statement	SFDR METRIC	RESPONSE	
GHG EMISSIONS	Scope 1 GHG emissions	2,822.73 tCO ₂	
	1. GHG emissions	Scope 2 GHG emissions	789.28 tCO ₂
		Scope 3 GHG emissions	3,466.83 tCO ₂
		2. Carbon Footprint	Carbon footprint
	3. GHG intensity	GHG intensity	0.82 tCO ₂ /FTE
	4. Exposure to companies active in the fossil fuel sector	Investments in companies active in the fossil fuel sector.	N/A
	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	9%
	6. Energy consumption intensity per high impact sector	Energy consumption in GWh per million EUR of revenue, per high impact climate sector.	N/A
BIODIVERSITY	7. Activities negatively affecting biodiversity-sensitive areas	Sites or operations located in or near to biodiversity-sensitive areas where activities negatively affect those areas.	N/A
WATER	8. Emissions to water	Tons of emissions to water generated per million EUR, expressed as a weighted average.	N/A

Principle adverse impacts (PAI) statement

	SFDR METRIC	RESPONSE
WASTE	9. Hazardous waste and radioactive waste ratio	Tons of hazardous waste and radioactive waste generated per million EUR, expressed as a weighted average.
		N/A
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.
		P.43-48
	12. Unadjusted gender pay gap	Average unadjusted gender pay gap.
		Not available
		20% female representation on the board.
SOCIAL AND EMPLOYEE MATTERS	13. Board gender diversity	Ratio of female to male board members
		1:4 Ratio
	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 invest in companies involved in the manufacture or selling of controversial weapons.

8.7 UNGC PRINCIPLES

UNGC Principle	STATEMENT	PAGE NUMBER
SOCIAL		
Principle -1	Businesses should support and respect the protection of internationally proclaimed human rights	P.45
Principle-2	Make sure that they are not complicit in human rights abuses.	P.45
LABOR		
Principle -3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;	All ALEXBANK employees and business partners have the right to freedom of association with legally recognized syndicates.
Principle -4	The elimination of all forms of forced and compulsory labor;	All ALEXBANK employees and business partners have the right to freedom of association with legally recognized syndicates.
Principle -5	The effective abolition of child labor; and	All ALEXBANK employees and business partners have the right to freedom of association with legally recognized syndicates.
Principle -6	The elimination of discrimination in respect of employment and occupation.	P.46
ENVIRONMENT		
Principle -7	Businesses should support a precautionary approach to environmental challenges;	P.131
Principle -8	Undertake initiatives to promote greater environmental responsibility; and	P.131
Principle -9	Encourage the development and diffusion of environmentally friendly technologies	P.131-140
ANTI-CORRUPTION		
Principle -10	Businesses should work against corruption in all its forms, including extortion and bribery.	Governance Ethics & Policies

8.8 CBE REPORTING GUIDELINES

N#	PRINCIPLE OF SUSTAINABLE FINANCE	PAGE NUMBER
PRINCIPLE 1	Capacity-Building and Necessary Knowledge	P.150
PRINCIPLE 2	Enhancing Sustainable Finance	P.95-100
PRINCIPLE 3	Involvement of the Stakeholders	P.51-58
PRINCIPLE 4	Managing Climate Change Risks	In Progress
PRINCIPLE 5	Applying the Principles of Sustainability to the Bank's Internal Activities and Operations	P.131-140
PRINCIPLE 6	Reporting	P.3

8.9 PRB SELF-ASSESSMENT TEMPLATE



PRINCIPLE 1: ALIGNMENT

ALEXBANK will align its business strategy to be consistent with and contribute to individuals' needs and society's goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional frameworks.

Describe (high-level) your bank's business model, including the main customer segments served, types of products and services provided, the main sectors and types of activities across the main geographies in which your bank operates or provides products and services. Please also quantify the information by disclosing e.g. the distribution of your bank's portfolio (%) in terms of geographies, segments (i.e. by balance sheet and/or off-balance sheet) or by disclosing the number of customers and clients served.

Response

ALEXBANK is one of Egypt's leading private sector banks, established in 1957 and a member of the Intesa Sanpaolo Group since 2007. The Bank operates 174 branches across major Egyptian governorates and employs over 4,400 professionals, serving 2,003,765 customers.

ALEXBANK serves a diverse range of customer segments, including retail customers, small businesses, medium enterprises, and corporate clients. The Bank offers various products and services, such as retail and affluent banking, micro, small, and medium enterprise (MSME) financing, treasury services, digital banking, and corporate and investment banking.

The Bank operates nationwide and has a presence in regions including Alexandria, Beheira, Matruh, Suez Canal and Red Sea, East Delta, West Delta, North Cairo, South Cairo, North Upper Egypt, and South Upper Egypt.

The Bank operates in a diverse and evolving business landscape, offering a wide range of financial services tailored to meet the needs of various customer segments. These include Retail Banking, Micro, Small, and Medium Enterprises (MSMEs), Corporate and Investment Banking, Treasury, and Digital Banking.

Links and references Official website <https://www.alexbank.com/retail/our-world/who-we-are?name=1#about-alexbank.html>

Strategy alignment

Does your corporate strategy identify and reflect sustainability as strategic priority/ies for your bank?

Yes

No

Please describe how your bank has aligned and/or is planning to align its strategy to be consistent with the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and relevant national and regional frameworks.

Does your bank also reference any of the following frameworks or sustainability regulatory reporting requirements in its strategic priorities or policies to implement these?

UN Guiding Principles on Business and Human Rights

International Labour Organization fundamental conventions

UN Global Compact

UN Declaration on the Rights of Indigenous Peoples

Any applicable regulatory reporting requirements on environmental risk assessments, e.g. on climate risk - please specify which ones: -----

Any applicable regulatory reporting requirements on social risk assessments, e.g. on modern slavery - please specify which ones: -----

None of the above

Response

ALEXBANK's corporate strategy identifies sustainability as a strategic priority. The Bank has aligned its strategy with the Sustainable Development Goals (SDGs), the Paris Climate Agreement, Egypt vision, NDC, and CBE Sustainable Financing Guiding Principles. The Bank's sustainability journey reflects its commitment to integrate responsible business practices across all operations. Initially focused on corporate social responsibility (CSR) and ESG pillars by integrating them in its day-to-day business and strategic approach, ALEXBANK has evolved to adopt a more strategic approach centered around Creating Shared Value (CSV) and more recently, Environmental, Social, and Governance (ESG) principles.

ALEXBANK introduced ISP for 2022-2025 Business Plan which includes a strong ESG commitment to strengthen the integration of ESG considerations across all business areas. The bank further embedded ESG criteria into its Environmental and Social Risk Management System (ESRMS), ensuring these principles are integrated into risk and credit cycles. By creating the Bank's internal policies focusing on the credit policy and the ESMS policy, in alignment with its national framework and the CBE requirements.

ALEXBANK Introduced the ESG Risk Clearing Procedure, enhancing its approach to identifying, managing, and mitigating environmental, social, and governance risks in its operations and investments.

ALEXBANK's financial inclusion strategy aims to promote societal financial integration through three key dimensions:

Financial Accessibility

• Bridging new-to-bank customers by:

- Financial Digital Channels
- Financial Inclusion CBE event
- Wide Branch Network

Increasing Financial Service Usage

- Cross-selling Programs
- Tailored Financial Products for Underserved Customers

Optimizing Quality of Financial Services Usage

- Financial Literacy initiatives

Financial Inclusion Initiatives Examples

- Ebda' Saving Account
- Youth Account
- Financial Inclusion Account
- FLINTIN Initiatives

Links and references [Sustainability Report 2023 \(Page 219-PDF Numbering\)](#).



PRINCIPLE 2: IMPACT AND TARGET SETTING

ALEXBANK will continuously increase its positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from its activities, products and services. To this end, the Bank will set and publish targets where it can have the most significant impacts.

2.1 Impact Analysis (Key Step 1)

Show that your bank has performed an impact analysis of its portfolio/s to identify its most significant impact areas and determine priority areas for target-setting. The impact analysis shall be updated regularly and fulfil the following requirements/elements (a-d) :

A Scope: What is the scope of your bank's impact analysis? Please describe which parts of the bank's core business areas, products/services across the main geographies that the bank operates in (as described under 1.1) have been considered in the impact analysis. Please also describe which areas have not yet been included, and why.

ALEXBANK updated its portfolio impact assessment focusing on our main operations in Egypt, utilizing the latest version of the UNEP-FI Portfolio Impact Analysis Tool for Banks (Version 3). The portfolio impact assessment covered, Corporate Banking (Large Corporates) and Small and Medium Enterprises which represent 83%, 17%.

B Portfolio composition: Has your bank considered the composition of its portfolio (in %) in the analysis? Please provide proportional composition of your portfolio globally and per geographical scope

i) by sectors & industries for business, corporate and investment banking portfolios (i.e. sector exposure or industry breakdown in %), and/or

ii) by products & services and by types of customers for consumer and retail banking portfolios.

If your bank has taken another approach to determine the bank's scale of exposure, please elaborate, to show how you have considered where the bank's core business/major activities lie in terms of industries or sectors.

Response

ALEXBANK segmented its Corporate Banking, Small and Medium Enterprises (SMEs) Banking and Retail Banking portfolios, based on the International Standard Industrial Classification (ISIC) up to the fourth level, providing a more granular view of the impact of the Bank's activities. This segmentation allows the Bank to gain a deeper understanding of the industries in which it operates and to make informed decisions about sectors in which to invest and lend.

Owing to the large size of ALEXBANK's portfolio and the limitation of the tool of inputting a maximum of 50 sectors, we managed to cover a significant portion. The Bank covered 91% and 76% of the large corporate and SMEs Banking portfolios, respectively. We followed the following criteria in the selection of the sectors:

1. Sectors with the highest share of the respective portfolio were given priority in the assessment.
2. Sectors with key negative impacts or high ESG risks were prioritized.
3. Sectors that best fit the national and CBE's direction in terms of sustainability and responsible banking practices.

ALEXBANK's Top 10 sectors financed below Corporate Banking Portfolio:

- Construction of buildings (10.16%)
- Wired telecommunications activities (8.43%)
- Extraction of crude petroleum (6.21%)
- Support activities for petroleum and natural gas extraction (5.01%)
- Spinning, weaving and finishing of textiles (4.85%)
- Manufacture of basic iron and steel (3.47%)
- Retail sale of pharmaceutical and medical goods, cosmetic and toilet articles in specialized stores (3.40%)
- Manufacture of electronic components and boards (3.36%)
- Manufacture of refined petroleum products (2.99%)
- Activities of holding companies (2.99%)

ALEXBANK's Top 10 sectors financed below SMEs Banking Portfolio:

- Raising of cattle and buffaloes (13.70%)
- Construction of buildings (5.76%)
- Processing and preserving of fruit and vegetables (4.39%)
- Medical and dental practice activities (4.31%)
- Manufacture of plastics products (3.12%)
- Manufacture of other food products n.e.c. (2.30%)
- Wholesale of food, beverages and tobacco (2.16%)

¹ That means that where the initial impact analysis has been carried out in a previous period, the information should be updated accordingly, the scope expanded as well as the quality of the impact analysis improved over time.

² Further guidance can be found in the Interactive Guidance on impact analysis and target setting.

- Manufacture of plastics and synthetic rubber in primary forms (2.01%)
- Construction of utility projects (1.94%)
- Packaging activities (1.67%)

Retail Banking Portfolio

The retail banking portfolio is classified into assets (including credit cards and consumer loans and overdrafts) and liabilities (including saving accounts, current accounts and certificates of deposits).

Product	Share of corresponding portfolio
LIABILITIES (CURRENT ACCOUNTS AND SAVING ACCOUNTS)	
CERTIFICATES OF DEPOSITS	68.56%
SAVING ACCOUNTS	16.00%
CURRENT ACCOUNTS	15.44%
ASSETS (CREDIT CARDS AND CONSUMER LOANS AND OVERDRAFTS)	
CONSUMER LOANS AND OVERDRAFTS	96.61%
CREDIT CARDS	3.39%

Retail Banking Portfolio in Figures

Consumer banking	Numerical Values
CURRENT ACCOUNTS WITH LOCAL CURRENCY	EGP 13,607 mln.
SAVINGS ACCOUNTS WITH LOCAL CURRENCY	EGP 14,095 mln
CERTIFICATES OF DEPOSIT WITH LOCAL CURRENCY	EGP 60,409 mln
CREDIT CARDS RETAIL	EGP 1,051 mln
CONSUMER LOANS & OVERDRAFT WITH LOCAL CURRENCY	EGP 29,949 mln

C Context: What are the main challenges and priorities related to sustainable development in the main countries/regions in which your bank and/or your clients operate?⁴ Please describe how these have been considered, including what stakeholders you have engaged to help inform this element of the impact analysis.

This step aims to put your bank's portfolio impacts into the context of society's needs.

³ 'Key sectors' relative to different impact areas, i.e. those sectors whose positive and negative impacts are particularly strong, are particularly relevant here.

Response

ALEXBANK conducted its impact analysis in Egypt as it is the geographical location of the Bank's operations. The Bank examined the level of needs in each impact area outlined by the UNEP-FI Portfolio Impact Analysis Tool. Egypt's main needs are related to integrity and security, health and safety, availability, accessibility, and quality of resources and services, livelihood, equality and justice, infrastructure, strong institutions, socioeconomic convergence, climate stability, biodiversity, healthy ecosystems, and circularity.

Impact Area	Impact Topic	SDGs
SOCIAL		
Integrity and Security of Persons	Conflict	SDG 16
	Health and Safety	SDG 3
Health and Safety	Water	SDG 6
	Food	SDG 2
	Healthcare and Sanitation	SDG 3 and SDG 6
	Education	SDG 4
Availability, Accessibility, Affordability, and Quality of Resources and Services	Mobility	SDG 9 and SDG 11
	Information	SDG 16
	Employment	SDG 1 and SDG 8
	Wages	SDG 1 and SDG 8
	Social Protection	SDG 1 and SDG 10
Livelihood	Gender Equality	SDG 5
	Age Discrimination	SDG 10
Equality and Justice		
SOCIO-ECONOMIC CONVERGENCE		
Strong Institutions, Peace, and Stability	Rule of Law	SDG 16
	Civil Liberties	SDG 16
Infrastructure	Infrastructure	SDG 9
Socio-economic Convergence	Socio-economic Convergence	SDG 10 and SDG 17
NATURAL ENVIRONMENT		
Biodiversity and Healthy Ecosystems	Air	SDG 11 and SDG 12
	Habitat	SDG 14 and SDG 15
Circularity	Resource Intensity	SDG 12
	Waste	SDG 11 and SDG 12

⁴ Global priorities might alternatively be considered for banks with highly diversified and international portfolios.

Based on these first 3 elements of an impact analysis, what positive and negative impact areas has your bank identified? Which (at least two) significant impact areas did you prioritize to pursue your target setting strategy (see 2.2)5? Please disclose.

Response

ALEXBANK has selected Circularity and Finance (Financial Inclusion) as the most significant impact areas to prioritize and set targets on, aligning with the country's priorities and national strategies, as well as the Parent Company's direction

The prioritization of these impact areas has been based on the examination of several criteria such as impact areas associated with key sectors and/or relevant portions of the portfolio and any association with positive and/or negative impacts.

D For these (min. two prioritized impact areas): **Performance measurement:** Has your bank identified which sectors & industries as well as types of customers financed or invested in are causing the strongest actual positive or negative impacts? Please describe how you assessed the performance of these, using appropriate indicators related to significant impact areas that apply to your bank's context.

In determining priority areas for target-setting among its areas of most significant impact, you should consider the bank's current performance levels, i.e. qualitative and/or quantitative indicators and/or proxies of the social, economic and environmental impacts resulting from the bank's activities and provision of products and services.

If you have identified climate and/or financial health & inclusion as your most significant impact areas, please also refer to the applicable indicators in the Annex.

If your bank has taken another approach to assess the intensity of impact resulting from the bank's activities and provision of products and services, please describe this.

The outcome of this step will then also provide the baseline (incl. indicators) you can use for setting targets in two areas of most significant impact.

Response

Circularity

ALEXBANK has identified the key sectors financed below medium enterprises banking to start a pilot client engagement exercise with. These are key sectors that are among the largest sectors in the portfolio and have negative impact on circularity. These sectors include, but are not limited to:

- Processing and preserving of fruit and vegetables.
- Wholesale of food, beverages and tobacco

Regarding the Corporate Banking (large corporates), ALEXBANK has identified the following sectors that are negatively associated with and that the Bank is planning to engage with, which include:

- Construction of buildings
- Extraction of crude petroleum
- Manufacture of basic iron and steel
- Support activities for petroleum and natural gas extraction
- Spinning, weaving and finishing of textiles

The aim of the client engagement is to gather data based on the determined impact indicators - energy efficiency/reduction, water efficiency, and waste. This will enable ALEXBANK understand how resource-efficient and circular the clients' activities are and how they can be improved. The client engagement will cover conducting one to one meeting with each client and sending data requests to the client that includes both qualitative and quantitative questions that assess the clients' maturity in three main areas including water management, energy efficiency and waste management. The process of the client engagement is an ongoing process that is expected to take two years for the Bank to cover most of its portfolio under the client engagement exercise.

ALEXBANK will then screen the portfolio for positive or negative impacts against a set of circularity criteria, and aims to progressively cover more of the total portfolio over time (including in scope - corporate, business, and other). The circularity criteria include list of qualitative questions addressing circularity for specific sectors based on the portfolio composition. To prepare for the client engagement process, we have provided trainings to the relationship managers (RMs) to raise their awareness about circularity and prepare them for the client engagement. The RMs trainings were provided to the relationship managers in the large corporate and medium enterprises banking who are responsible for dealing with the customers and addressing all their needs.

Financial Inclusion

Following the CBE (2022-2025) FI Strategy which focuses on underserved geo-graphical locations, marginalized citizens and MSME segment. ALEXBANK is adopting three dimensions to work on during its 3-year plan which are: Accessibility,

Usage and Quality. ALEXBANK's Financial Inclusion (FI) strategy focuses on underserved geo-graphical locations, marginalized citizens and MSME segment. ALEXBANK's notable performance during this strategic period can be principally credited to its targeted and

⁵ To prioritize the areas of most significant impact, a qualitative overlay to the quantitative analysis as described in a), b) and c) will be important, e.g. through stakeholder engagement and further geographic contextualisation.

amplified initiatives in social lending and financial inclusion activities, including Ebda' Saving Account, Youth Account, Financial Inclusion Account, and FLINTIN Initiatives.

These initiatives are carefully crafted to support the women, youth, and persons with disabilities (PwD), and other margin-alized communities. Moreover, the Bank's FI acquisition strategy is based on omnichannel approach by focusing on digital channels and full utilization of ALEXBANK's branches network that have a presence in almost all the Egyptian governorates.

Links and references: [Financial Inclusion & Accessibility](#)

Self-assessment summary

Which of the following components of impact analysis has your bank completed, in order to identify the areas in which your bank has its most significant (potential) positive and negative impacts?⁶

Scope:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> In progress	<input type="checkbox"/> No
Portfolio composition:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> In progress	<input type="checkbox"/> No
Context:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> In progress	<input type="checkbox"/> No
Performance measurement:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> In progress	<input type="checkbox"/> No

Which most significant impact areas have you identified for your bank, as a result of the impact analysis?

Climate change mitigation, climate change adaptation, resource efficiency & circular economy, biodiversity, financial health & inclusion, human rights, gender equality, decent employment, water, pollution, other: please specify.

How recent is the data used for and disclosed in the impact analysis?

- Up to 6 months prior to publication
- Up to 12 months prior to publication
- Up to 18 months prior to publication
- Longer than 18 months prior to publication

Open text field to describe potential challenges, aspects not covered by the above etc.: (optional)

2.2 Target Setting (Key Step 2)

Show that your bank has set and published a minimum of two targets which address at least two different areas of most significant impact that you identified in your impact analysis.

The targets⁷ have to be Specific, Measurable (qualitative or quantitative), Achievable, Relevant and Time-bound (SMART). Please disclose the following elements of target setting (a-d), for each target separately:

- A Alignment:** which international, regional or national policy frameworks to align your bank's portfolio with have you identified as relevant? Show that the selected indicators and targets are linked to and drive alignment with and greater contribution to appropriate Sustainable Development Goals, the goals of the Paris Agreement, and other relevant international, national or regional frameworks.

You can build upon the context items under 2.1.

Response

Circularity

• INTERNATIONAL ALIGNMENT

A. Sustainable Development Goals (SDGs) Mapping

Mapping circularity with the SDGs involves understanding how circular economy principles can contribute to the achievement of these global goals. The circular economy focuses on reducing waste, maximizing the lifecycle of products and materials, and fostering sustainable consumption and production practices.

⁷ Operational targets (relating to for example water consumption in office buildings, gender equality on the bank's management board or business-trip related greenhouse gas emissions) are not in scope of the PRB.

⁸ Your bank should consider the main challenges and priorities in terms of sustainable development in your main country/ies of operation for the purpose of setting targets. These can be found in National Development Plans and strategies, international goals such as the SDGs or the Paris Climate Agreement, and regional frameworks. Aligning means there should be a clear link between the bank's targets and these frameworks and priorities, therefore showing how the target supports and drives contributions to the national and global goals.

⁶ You can respond "Yes" to a question if you have completed one of the described steps, e.g. the initial impact analysis has been carried out, a pilot has been conducted.

SDGs Link with Circularity



Circular economy principles promote water-efficient practices, reducing water consumption in production processes and encouraging water recycling and reuse. This directly supports SDG 6 by helping conserve water resources.



Circularity encourages the use of renewable energy sources and the development of energy-efficient processes. This reduces dependency on non-renewable energy and fosters innovation in clean energy solutions, supporting SDG 7.



Circular economy can generate new jobs and industries focused on repair, re-manufacturing, recycling, and sustainable innovation. This promotes inclusive and sustainable economic growth as outlined in SDG 8.



Circular economy promotes innovation in industries through the development of new materials, products, and business models that are sustainable and efficient. This aligns with SDG 9's focus on building resilient infrastructure and fostering innovation.



This SDG is directly connected to circular economy practices, as it emphasizes sustainable production and consumption. Circularity focuses on resource efficiency, reducing waste, and promoting recycling and reuse, which are central to achieving SDG 12.



The circular economy helps mitigate climate change by reducing the extraction of raw materials and decreasing waste and emissions. By designing for longevity, reusing, and recycling, circular models contribute to lowering the carbon footprint.



Circular economy practices, such as reducing plastic waste and encouraging sustainable production, contribute to healthier oceans by preventing pollution and over-exploitation of marine resources, aligning with SDG 14.



By minimizing resource extraction and promoting the reuse of materials, circularity reduces pressure on natural ecosystems, helping to preserve biodiversity and supporting SDG 15's goals for the protection of terrestrial ecosystems.

B. Intesa Sanpaolo Group Net-Zero Ambition

The Group has set a Net-Zero emissions target by 2050 for the lending and investment portfolios and for the asset management and insurance activities in line with the requirements of the Net-Zero alliance memberships (NZBA, NZAMI, NZAOA, and NZIA).

• NATIONAL ALIGNMENT

A. Egypt Vision 2030

The third strategic goal under Egypt Vision 2030, Integrated and Sustainable Environmental System, focuses on adhering to the global development model that emphasizes the preservation and effective management of natural resources, maintaining their biodiversity and preventing their unjust exploitation. It strives to enhance economic growth rates while mitigating the associated air and water pollution and overall asset degradation. Moreover, this goal promotes the adoption of innovative economic models, including circular and green economies, to decouple economic growth from excessive reliance on natural resources, minimize resource waste and consumption, and create new green collar jobs.

B. Egypt's Sustainable Energy Strategy

Leveraging Egypt's vast land, sunny climate, and strong wind speeds, the country is an ideal location for renewable energy projects. Egypt's Sustainable Energy Strategy for 2035 aims to boost the share of renewable energy in electricity generation and enhance energy efficiency. The government's latest targets call for 20% of Egypt's power generation to be based on renewables 42% by 2035.

C. The National Climate Change Strategy

Egypt has launched its National Climate Change Strategy 2050 (NCCS 2050) as part of the revised Egypt Vision 2030 Strategy to address the challenges posed by climate change. The NCCS 2050 aims to manage the impacts of climate change in a way that achieves national economic and developmental goals through a resilient, low-emissions approach.

Financial Inclusion

The CBE's Financial Inclusion Strategy (2022-2025) outlines Egypt's approach to assessing financial inclusion, focusing on access, usage, and quality of services, while setting targets and identifying key priorities for implementation.

The CBE has created a gender-disaggregated financial inclusion database for consumers, utilizing the national ID number as a unique identifier to gather data from banks and financial service providers, including Egypt Post. The database shows a significant rise in financial inclusion rates between 2016 and June 2024, with a 181% growth rate. As a result, the number of consumers with transactional accounts reached 48.1 out of 67.3 million, representing 71.5% of the eligible population (16 years and older). 20.8 million women are financially included out of 32.8 million, showing a growth rate in women financial inclusion by 252% from 2016-June 2024. In addition, the database shows 19.2 million youth are financially included out of 37.1 million, showing a growth rate in youth financial inclusion by 51% from 2016-June 2024. CBE has identified 8.2% gender gap in transactional account ownership by June 2022. Therefore, ALEXBANK has set target on promoting women financial inclusion, in order to contribute to closing this gender in account ownership.

Links and references

⁹ Sources: <https://www.cbe.org.eg/-/media/project/cbe/page-content/rich-text/financial-inclusion/infograph-english-6.-d.-2024.pdf>

[https://www.cbe.org.eg/-/media/project/cbe/page-content/rich-text/financial-inclusion/the-central-bank-of-egypt-launches-the-financial-inclusion-strategy-\(2022-2025\).pdf](https://www.cbe.org.eg/-/media/project/cbe/page-content/rich-text/financial-inclusion/the-central-bank-of-egypt-launches-the-financial-inclusion-strategy-(2022-2025).pdf)

B Baseline Have you determined a baseline for selected indicators and assessed the current level of alignment? Please disclose the indicators used as well as the year of the baseline.

You can build upon the performance measurement undertaken in 2.1 to determine the baseline for your target.

A package of indicators has been developed for climate change mitigation and financial health & inclusion to guide and support banks in their target setting and implementation journey. The overview of indicators can be found in the Annex of this template.

Response

Circularity

ALEXBANK continues to adopt a qualitative approach to circularity targets, primarily focusing on engagement targets. This year, the Bank provided training and capacity building for Relationship Managers (RMs) who interact directly with clients to enhance their understanding of circularity and equip them for data collection related to it. The Bank will initiate a pilot analysis with the clients in the identified sectors below. Based on UNEP-FI Indicator library, ALEXBANK has selected energy efficiency/reduction, water efficiency, and waste indicators as the key impact indicators for circularity. The Bank will collect data on these indicators to set quantitative targets in the coming years. In the meantime, it relies on engagement indicators, actively engaging with key corporates in the selected sectors to align with the UNEP-FI Circularity guidelines.

ALEXBANK's baseline for client engagement is 0% in 2024, however it targets to engage with 10%-15% with the selected two sectors under the medium enterprises banking.

Financial Inclusion

ALEXBANK measured its retail banking portfolio with the base year of 2023. Its retail customer base and the number of active customers reached 1,767,555 and 1,013,087, respectively, as of December 2023. Active individual customers represent 58% of the total retail customers in 2023. The percentage of female customers stands at 33% of the total retail customers. In 2023, the Bank's social lending new production for retail clients has recorded an unprecedented achievement representing 19.2% of the retail lending portfolio new production.

As of December 2024, ALEXBANK has achieved notable progress across various retail banking metrics.

The Bank's initiatives to enhance financial inclusion were evident through the onboarding of new-to-bank (NTB) clients, with the SKYC financial inclusion account for the unbanked reaching 9,656 in 2023 and the Ebda' account expanding to 51,256 as of December 2024.

Links and references:

¹⁰ UNEPFI Indicator Library: <https://www.unepfi.org/impact/impact-radar-mappings/indicator-library/>

Metric	2023	2024	Growth rate
ACTIVE RETAIL CUSTOMER	1,013,087	1,123,493	10.8%
TOTAL CUSTOMER BASE	1,767,555	1,893,285	7.1%
WOMEN CUSTOMERS	572,947	613,866	7.1%
YOUTH CUSTOMERS	15,309	92,947	507%
SKYC FINANCIAL INCLUSION ACCOUNTS	9,656	-	-
EBDA' FINANCIAL INCLUSION ACCOUNTS	-	51,256	-

Core indicator	2023	2024
f Variety of products and services in the port-folio with a focus on financial inclusion	We have 3 dedicated products to financial inclusions (3 different types of accounts) in line with CBE strategy <ul style="list-style-type: none"> • Ebda' Saving Account • Economic Activity - Individuals • Economic Activity - Corporate 	
f Number (#) of new customers (Retail Customer Base)	9,656	51,256
f % of customers with effective access to a basic banking product (Number of active customers and the per-centage of active customers from retail customers)	1,013,087	1123493

Links and references: [Financial Inclusion & Accessibility](#)

C SMART targets: (incl. key performance indicators (KPIs)): Please disclose the targets for your first and your second area of most significant impact, if already in place (as well as further impact areas, if in place). Which KPIs are you using to monitor progress towards reaching the target? Please disclose.

Response

Circularity Targets:

The Bank is currently working on the pilot client engagement with the two selected sectors under the medium enterprises banking, to cover around 10%-15% of the sector in the client engagement exercise. Hence, ALEXBANK sets the following targets:

- Expanding Client Engagement: increasing the number of clients within the selected sectors as part of our enhanced engagement plan.
- Working on the development of new tailored products: creating a new product tailored to client needs, informed by ongoing engagement and data insights.

¹¹ Key Performance Indicators are chosen indicators by the bank for the purpose of monitoring progress towards targets.

Financial Inclusion Targets:

Given the remarkable progress that ALEXBANK achieved in promoting financial inclusion, the Bank is committed to further promoting financial inclusion through setting the following ambitious targets:

Indicator	Target to be achieved by end of 2025	Growth rate (Targets for 2025)
TOTAL CUSTOMERS	2,043,246	8%
TOTAL ACTIVE CUSTOMERS	1,242,000	11%
TOTAL WOMEN CUSTOMERS	661,000	8%
SKYC ACCOUNT "EBDA"	127,789	98%
ECONOMIC ACTIVITY FOR INDIVIDUALS ACCOUNT	325,978	9%
ECONOMIC ACTIVITY FOR CORPORATE ACCOUNT	18,217	10%
YOUTH ACCOUNT	105,000	15%

D Action plan: which actions including milestones have you defined to meet the set targets? Please describe.

Please also show that your bank has analysed and acknowledged significant (potential) indirect impacts of the set targets within the impact area or on other impact areas and that it has set out relevant actions to avoid, mitigate, or compensate potential negative impacts

Response

ALEXBANK plans to provide training and capacity building, conduct circularity workshops with key clients, and develop tailored financing facilities in order to implement a path to circularity impact. As the Bank advances to understand its impacts better and set specific targets and key performance indicators, the Bank will further detail the short- and long-term actions needed to implement them. The following actions will be taken in four categories:

Short-term Actions	Long-term actions
Portfolio composition and financial flows;	Internal policies and processes;
Advocacy and partnerships	Client engagement

Self-assessment summary

Which of the following components of target setting in line with the PRB requirements has your bank completed or is currently in a process of assessing for your...

	... first area of most significant impact: ... Circularity	... second area of most significant impact: Financial Inclusion	(If you are setting targets in more im-pact areas) ...your third (and subsequent) area(s) of impact: ... (please name it)
ALIGN-MENT	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No
BASELINE	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No
SMART TARGETS	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> In progress <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No
ACTION PLAN	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> In progress <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> In progress <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> In progress <input type="checkbox"/> No

2.3 Target implementation and monitoring (Key Step 2)

For each target separately:

Show that your bank has implemented the actions it had previously defined to meet the set target. Report on your bank's progress since the last report towards achieving each of the set tar-gets and the impact your progress resulted in, using the indicators and KPIs to monitor pro-gress you have defined under 2.2.

Or, in case of changes to implementation plans (relevant for 2nd and subsequent reports only): describe the potential changes (changes to priority impact areas, changes to indicators, acceleration/review of targets, introduction of new milestones or revisions of ac-tion plans) and explain why those changes have become necessary.

Response

After setting the target and related action plan, the Bank will disclose the progress towards achieving them, using the indicators and key per-formance indicators to monitor the progress the bank has defined.



PRINCIPLE 3: CLIENTS AND CUSTOMERS

ALEXBANK will work responsibly with its clients and customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.

3.1 Client engagement

Does your bank have a policy or engagement process with clients and customers¹² in place to encourage sustainable practices?

Yes In progress No

Does your bank have a policy for sectors in which you have identified the highest (potential) negative impacts?

Yes In progress No

Describe how your bank has worked with and/or is planning to work with its clients and customers to encourage sustainable practices and enable sustainable economic activities¹³. It should include information on relevant policies, actions planned/implemented to support clients' transition, selected indicators on client engagement and, where possible, the impacts achieved.

This should be based on and in line with the impact analysis, target-setting and action plans put in place by the bank (see P2).

Response

ALEXBANK is promoting a culture of responsible banking among its relationship managers by providing targeted training on sustainable finance, circularity, and financial inclusion to raise their awareness on these topics. These efforts aim to prepare the RMs for the client engagement exercise particularly in the sectors such as fruit and vegetable processing, wholesale food, beverages, and tobacco to understand clients' needs to develop tailored products that will support them in their transition. The Bank also plans to strengthen client engagement by increasing awareness of sustainability and the wider social and national impacts of their business activities.

3.2 Business opportunities

Describe what strategic business opportunities in relation to the increase of positive and the reduction of negative impacts your bank has identified and/or how you have worked on these in the reporting period. Provide information on existing products and services, information on sustainable products developed in terms of value (USD or local currency) and/or as a % of your portfolio, and which SDGs or impact areas you are striving to make a positive impact on (e.g. green mortgages - climate, social bonds - financial inclusion, etc.).

Response

ALEXBANK is committed to supporting clients' sustainable transitions by offering diverse ESG-tailored financial solutions that promote social and environmental sustainability. As part of the Intesa Sanpaolo Group, ALEXBANK adheres to the Group's structured guidelines for the Classification of Sustainable Credit Products and Lending Transactions. These guidelines categorize credit products and lending transactions based on sustainability criteria, including environmental, social, governance, and other factors.

The Bank expanded its sustainable lending portfolio by 30% from 1,335 million EGP in 2023 to 1,744 million EGP in 2024. Notable areas of focus include infrastructure, education, and energy efficiency projects. Additionally, the Bank continues to prioritize social sectors such as healthcare, funding SMEs in health-related industries, and promoting energy-efficient and waste-recycling initiatives.

- Total credit Portfolio: 47 Bn EGP
- Total Sustainable Lending Portfolio: 1.74 Bn EGP
- Social Lending: 617 Mn EGP
- Environmental Lending: 1.127 Bn EGP

ALEXBANK's social lending focuses on financing investments in affordable infrastructure, access to essential services (e.g., healthcare and education), and socio-economic advancement, especially for vulnerable groups and micro-enterprises. Environmental lending supports activities related to energy efficiency, renewable energy, and pollution prevention, including waste management.

In 2024, 12 sustainable products were identified in the Bank's retail portfolio, representing 16.5% of new retail production, with notable shares in microfinance, livestock, and pension loans. In the corporate and Medium-sized enterprise portfolio, sustainable products accounted for 16% of total new production, surpassing the set target of 8.9%.

¹² A client engagement process is a process of supporting clients towards transitioning their business models in line with sustainability goals by strategically accompanying them through a variety of customer relationship channels.

¹³ Sustainable economic activities promote the transition to a low-carbon, more resource-efficient and sustainable economy.

12 sustainable products:

- 12 sustainable products:
- Microfinance - individuals
- Microfinance - companies
- Microfinance for individuals in cooperation with NGOs
- Microfinance for companies in cooperation with NGOs
- Livestock finance - individuals
- Livestock finance - companies
- Livestock finance - small business
- Crop finance - micro individuals
- Crop finance - micro companies
- Crop finance - small business
- Pension loans
- Solar Green Finance-Retail

Top 3 social products:

- Microfinance - individuals: 11,074 loans with a total value of 293 Mn EGP.
- Livestock finance - individuals: 11,983 loans with a total value of 1,094 Mn EGP.
- Livestock finance - small business: 1,080 loans with a total value of 795 Mn EGP.

Financial Inclusion

ALEXBANK is deeply committed to fostering financial inclusion by offering accessible banking products like financial inclusion accounts, microcredit, and digital services. In 2024, the Bank has significantly expanded its reach, enabling 996 unbanked individuals to access digital financial services, a significant scale-up from the previously reached 522 in 2023.

As part of its commitment to financial inclusion, the Bank has the following accounts. These include 300,200 Economic Activity IDV accounts, 16,632 Economic Activity Corporate accounts, and 64,528 SKY Saving accounts.

Underbanked people

Ebda' Savings Account: designed to promote financial inclusion by offering accessible and simplified savings services for micro-savers and underserved populations, the Ebda' Savings Account offers a zero minimum balance, zero maintenance fees, and competitive monthly interest rates of up to 14% and Users can also receive remittances in USD. By December 2024, the account saw a remarkable 386% growth.

- 386% increase in customer base

ALEXBANK is dedicated to educating financially marginalized groups, especially in rural areas, to make informed financial decisions. Through the Financial Literacy Initiative Network (FLITIN), the Bank supports financial literacy across Intesa Sanpaolo subsidiaries.

At the Alexandria Farmers Market, ALEXBANK supported small farmers with Agri-financial solutions, promoting the Ebda' Saving Account and microfinance products, enabling farmers and market visitors to sell their agricultural products directly to consumers and grow their businesses.

People of Determination (PoD)

ALEXBANK is committed to improving financial accessibility for all by exceeding the Central Bank of Egypt's (CBE) requirement of 10% disability-friendly branches. As of 2024, 30% of the Bank's branches have been renovated to be physically accessible, with 53 branches fully equipped to accommodate people of determination. The Bank also upgraded 20.5% of its ATMs to assist customers with visual and mobility disabilities.

YOUTH

ALEXBANK empowers the next generation through digital banking services and tailored solutions, such as the Youth Account. With no opening fees and a competitive monthly interest rate of up to 14%, the Youth Account encourages saving habits. By the end of 2024, the account served a total of 92,947 youth

WOMEN

ALEXBANK supports female financial inclusion and independence through various initiatives, helping women start businesses, access credit, and manage savings. In 2024, the Bank increased the usage of its digital services, such as the Ma7fazty mobile banking app, to 77% more women. The total number of women accessing digital services grew by 7.6%, from 572,947 in 2023 to 616,654 in 2024.

ALEXBANK offers training to women to increase their involvement in the financial sector through initiatives such as:

The Zahra Program

This program empowers women through a "Train the Trainer" model, providing skills in finance, financial literacy, and business fundamentals. Participants pass on this knowledge to other women, generating broader societal impact and enhancing financial awareness and entrepreneurial skills.

Business and Financial Literacy Learning Bundle for Rural Women

This program is designed for rural female loan recipients and women interested in tailored lending products. It offers a comprehensive learning package that helps them start, manage, and grow their businesses while strengthening their financial and business skills.

RETAIL FINANCIAL INCLUSION:**Ma7fazty Mobile Wallet**

Ma7fazty provides secure and convenient financial services, enabling users to transfer funds, make online purchases, and withdraw cash from ATMs. As of December 2024, Ma7fazty has total of 110,678 users. It supports an average of 18,820 transactions monthly, with a transaction

volume of 255,212 and a value of 442.6 million EGP. Ma7fazty is growing as a trusted wallet, driving financial inclusion, and supporting the cashless economy.

ALEXPOINTS Loyalty Program

Since its launch in 2019, ALEXPOINTS has experienced significant growth. As of December 2024, its redemption rate stands at 48%, surpassing the market average of 43%. New registrations for the ALEXPOINT application increased to more than 12% from 2023, demonstrating strong customer engagement.

SMES AND MICROFINANCE:

SME'S Empowerment

ALEXBANK supports sustainable agribusiness development, recognizing agriculture's vital role in the economy and the need for access to safe, nutritious food. Agribusiness loans now make up 13% of ALEXBANK's MSME portfolio, a 2% increase from 2023.

Livestock Loan for MF and SB

Tailored financing for smallholders and small business farmers to support livestock rearing, aligned with business cycles.

Crops Loan for MF and SB

Financing for cultivation, with a payment cycle matching business proceeds, aimed at small businesses and microfinance sectors.

NilePreneur

Launched in 2018, the "NilePreneur" initiative, supported by the CBE and the Ministry of Youth, helps startups and SMEs in manufacturing, agriculture, and digital transformation. ALEXBANK contributes by financing through the "Microfinance in cooperation with entities/NGOs" program, supporting underserved segments.

Microfinance

In 2024, ALEXBANK digitally transformed and automated its microfinance operations, replacing manual processes with a more efficient automated workflow (BPM) for improved accuracy. Microfinance frontliners now use BPM to manage loan processing in coordination with risk and loan teams. The integration of e-payment platforms like Fawry and Ma7fazty has streamlined loan instalment collections. This shift enhances operations and reinforces ALEXBANK's commitment to better service delivery and reduced environmental impact.

In alignment with the CBE's financial inclusion goals, ALEXBANK continues to integrate financially vulnerable individuals and firms into the formal financial system.

The Bank offers a range of microloan initiatives, including:

- Ebda3 men Masr (EMM) Microloan for Artisans
- Empowering Micro Enterprises through Digital Transformation

Green Finance:

ALEXBANK aligns its lending products and services with the Intesa Sanpaolo Group's Rules for Sustainable Credit Products and Transactions.

TREASURY AND ASSET AND LIABILITY MANAGEMENT (ALM):

Green Financing Progress

The Treasury secured USD 21 million in Green Eurobonds for ALEXBANK customers, marking a 55% growth from USD 13.5 million in 2023. This contributes to Egypt's transition to a green economy, aligning with Intesa Sanpaolo's ESG strategy and sustainability goals.

Sustainable Lending Initiatives

In alignment with ISP's ESG strategy and new regulatory sustainability requirements, Treasury facilitated the acquisition of a second tranche of USD 7.5 million, bringing the total loan to USD 15 million. These funds support customers in financing green initiatives that preserve the environment, including air, water, soil, fauna, flora, and cultural heritage. The full loan amount has been utilized.

Links and references: [Quality Sustainable Growth](#)



PRINCIPLE 4: STAKEHOLDERS

ALEXBANK will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goals.

4.1 Stakeholder identification and consultation

Does your bank have a process to identify and regularly consult, engage, collaborate and partner with stakeholders (or stakeholder groups) you have identified as relevant in relation to the impact analysis and target setting process?

Yes In progress No

Please describe which stakeholders (or groups/types of stakeholders) you have identified, consulted, engaged, collaborated or partnered with for the purpose of implementing the Principles and improving your bank's impacts. This should include a high-level overview of how your bank has identified relevant stakeholders, what issues were addressed/results achieved and how they fed into the action planning process.

Response

ALEXBANK places great importance on engaging stakeholders in responsible banking, understanding the essential contribution they make towards reaching its sustainability. The Bank's stakeholders include its Employees, Senior Management, Customers, Suppliers and Business Partners, Communities and NGO's, Governments and Regulators, Shareholders.

ALEXBANK prioritizes key material topics across its stakeholders. For employees, the Bank focuses on retention, diversity & inclusion, health & safety, data security, and integrity. Senior management emphasizes governance, ESG risk management, and integrity. For customers, ALEXBANK's priorities include responsible lending, green finance, sustainable agribusiness, financial inclusion, data protection, and customer experience. Suppliers and business partners are engaged on integrity, responsible lending, green finance, ESG risk management, and digital accessibility. Communities and NGOs are key to responsible lending, green finance, sustainable agribusiness, financial inclusion, and community empowerment. For governments and regulators, the Bank focuses on responsible lending, green finance, environmental stewardship, governance, and data security. For shareholders, good governance and ESG risk management are essential.

Partnerships for Impact

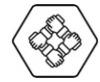
- ALEXBANK collaborates with the European Investment Bank (EIB) through various initiatives aimed at promoting sustainable development in Egypt. Under the Green Economy Financing Facility (GEFF), ALEXBANK and the EIB have committed a total of \$15 million to finance renewable energy adoption and energy efficiency projects in Egypt's industrial, commercial, and agricultural sectors.
- In addition to this, in October 2024, ALEXBANK and the EIB issued a second disbursement of USD 7.5 million for sustainable energy solutions. This collaboration, supported by the European

¹⁴ Such as regulators, investors, governments, suppliers, customers and clients, academia, civil society institutions, communities, representatives of indigenous population and non-profit organizations.

Bank for Reconstruction and Development (EBRD) and the European Union, aims to enhance energy efficiency and renewable energy adoption in privately owned commercial buildings across Egypt. Eligible businesses will receive financial incentives of up to 2% of the facility's aggregate amount, with sub-borrowers benefiting from incentives ranging from 10% to 15%.

- ALEXBANK has partnered with Life Vision to improve the livelihoods of 400 female farmers in Upper Egypt. The project sets up Farmer Field Schools & Farm Business Schools, providing 36 training sessions over 10 months on advanced farming and irrigation practices. The training curriculum enhances smallholders' farmer's capacity and productivity. Additionally, the participants received 5 financial literacy sessions as part of the Central Bank of Egypt's financial inclusion initiatives.
- 36 sessions
- Total project amount: 1200000
- Direct Beneficiaries: 1161 farmers aged 36-45
- ALEXBANK, in collaboration with WFP and CBE, launched the project "Innovative Financing by the Banking Sector to transform smallholder farmers in Upper Egypt." The project started in July 2023 in upper Egypt, specifically in Hayah Kareema villages. focusing on financing interventions to increase productivity. By December 2025, activities will be implemented in 2 villages in Al-Minya Governorate to improve water use efficiency and create sustainable livelihoods.
- Total Project amount: 3000000
- Total Direct Beneficiaries: 6054
- Through a partnership with GIZ Egypt, ALEXBANK works to promote financial inclusion in rural Egypt. This collaboration focuses on farmers in Beni Suef and Minya governorates, offering access to ALEXBANK's financial services and financial literacy programs. By the end of 2024, 8 financial literacy sessions are expected to be conducted as part of the Central Bank of Egypt's financial inclusion (FI) activation. This program aims to equip farmers with the necessary knowledge to make informed financial decisions, helping them maximize their income.
- ALEXBANK continues its commitment to empowering rural women entrepreneurs in agribusiness by collaborating with the Alinea International under the Opportunities for Women in Agribusiness project (OWAP). In 2023, ALEXBANK supported 50 women-led environmentally sustainable startups in Beni Suef and Minya governorates. These women were provided with essential resources such as financial education and diverse funding sources. In a final competition held in October 2024 virtually, 10 women entrepreneurs were awarded 10k each to help expand their businesses.
- Total project amount: 100,000
- 10 awarded female-led startups
- Direct Beneficiaries: 270 (190 female & 80 male)
- In October 2024, ALEXBANK, as part of Intesa Sanpaolo Group, signed a five-year MoU with Cassa Depositi e Prestiti S.p.A. (CDP), Italy's National Promotion Institution. The agreement aims to improve access to microcredit and expertise for Egyptian agricultural SMEs, promoting sustainable development in Egypt's agribusiness sector.

Links and references: [Stakeholders' Engagement](#)



PRINCIPLE 5: GOVERNANCE & CULTURE

ALEXBANK will implement its commitment to these Principles through effective governance and a culture of responsible banking

5.1 Governance Structure for Implementation of the Principles

Does your bank have a governance system in place that incorporates the PRB?

Yes In progress No

Please describe the relevant governance structures, policies and procedures your bank has in place/is planning to put in place to manage significant positive and negative (potential) impacts and support the effective implementation of the Principles. This includes information about

- which committee has responsibility over the sustainability strategy as well as targets approval and monitoring (including information about the highest level of governance the PRB is subjected to),
- details about the chair of the committee and the process and frequency for the board having oversight of PRB implementation (including remedial action in the event of targets or milestones not being achieved or unexpected negative impacts being detected), as well as
- remuneration practices linked to sustainability targets

Response

ALEXBANK has established a robust governance framework for managing its ESG initiatives, led by the ESG Forum. This forum is responsible for driving the bank's ESG strategy, ensuring compliance with parent company directives and regulatory requirements. It plays a key role in achieving the Bank's ESG targets, identifying risks and opportunities, and assessing trends that may affect the bank's operations and stakeholders.

The ESG Forum contributes to the development of the business plan from an ESG perspective, aligning with the ISP Group Strategy and ISBD guidelines. It monitors progress, identifies necessary adjustments, and oversees the preparation of reports for the Executive Committee (EXCO), Board of Directors (BoD), and regulators. The forum develops strategies, provides regulatory consultations, ensures alignment with internal and external frameworks, supports ESG communication strategies, and reviews the Sustainability Report before BoD submission.

It also focuses on diversity and inclusion commitments and coordinates ESG efforts across relevant departments. Chaired by the ESG Manager (Deputy CEO), the forum includes senior leaders from key divisions such as Retail & SME, Corporate Investment Banking, Digital Banking, Risk, CSR, and HR. Permanent invitees include heads of Compliance, Risk Management, and Credit Underwriting, among others. Meetings are held bi-monthly or as needed, with decisions made by a two-thirds majority, and the Chairperson holds veto authority.

ALEXBANK's Sustainable Finance Policy integrates ESG factors into credit and investment decisions. It sets clear roles and responsibilities to integrate sustainability into the bank's

governance structure, operations, and activities, in alignment with the Central Bank of Egypt's (CBE) Guiding Principles on Sustainable Finance.

ALEXBANK integrates Environmental, Social, and Governance (ESG) factors through a Risk Management Model aligned with Group policies. It assesses ESG risks, informs financing strategies, and integrates ESG into traditional risk assessments. ESG clearances are required for transactions in sensitive sectors and those under the Equator Principles, with environmental consultants reviewing projects over EGP 200 million. The Board oversees ESG strategies, policies, and reporting, the Risk Committee supports them, the Executive Committee ensures strategic alignment, and the Credit Risk Governance Committee evaluates sustainable products. This ensures ALEXBANK's commitment to sustainability and compliance.

Links and references: [The ESG Forum](#)

5.2 Promoting a culture of responsible banking

Describe the initiatives and measures of your bank to foster a culture of responsible banking among its employees (e.g., capacity building, e-learning, sustainability trainings for client-facing roles, inclusion in remuneration structures and performance management and leadership communication, amongst others).

Response

The Bank is enhancing staff knowledge of ESG through training and capacity building. It promotes financial inclusion by expanding access to underserved communities via digital products and services. ALEXBANK supports Retail, Corporate, and SME clients in their ESG transition with tailored sustainable finance products.

Training Topics	Percentage of Participation (%)
Introduction to Sustainable Finance	0.59%
Environment Risk Management	61.70%
Environmental & Social Risk Management	0.07%
Setting the sustainable finance strategy and goals	0.09%
Assessing the environmental & social projects to be financed	0.70%
Offering sustainable banking products and services	0.82%
Measuring the bank's carbon footprint (because of internal activities)	0.02%
The Three Elements (Environment, Society & Governance)	0.18%
Financial Inclusion	5.07%
WMSME Gender Data, Driving Business Decisions	0.02%
Workshop on Integrating Sustainability Principles into Banking Practices	0.05%

ALEXBANK promotes financing projects for environmental sustainability and implements internal rules to manage ESG-related portfolio risks. It is committed to sustainable operations through responsible resource management and green procurement. The Environmental and Social Risk Management System will be improved to ensure robust risk governance and sustainability reporting will track progress and achievements.

Links and references: [People Development & Performance Management](#)

5.3 Policies and due diligence processes

Does your bank have policies in place that address environmental and social risks within your portfolio? Please describe.

Please describe what due diligence processes your bank has installed to identify and manage environmental and social risks associated with your portfolio. This can include aspects such as identification of significant/salient risks, environmental and social risks mitigation and definition of action plans, monitoring and reporting on risks and any existing grievance mechanism, as well as the governance structures you have in place to oversee these risks.

Response

In 2023, ALEXBANK embedded ESG criteria into its Environmental and Social Risk Management System (ESRMS), integrating ESG into the risk and credit cycles. In 2024, the Bank updated its ESG Risk Policy to include new ESG-sensitive sectors and clarified the roles of the ERM and Sustainability & Sustainable Finance Office for better monitoring and reporting on ESG topics. During the reporting period, ALEXBANK introduced ESG and reputational Risk Clearance Procedures. The ESG & Reputational Risk Opinion evaluates the ESG and reputational profile of counterparties and transactions.

According to these policies and procedures, the following are the sectors sensitive to ESG and/or reputational risks:

- Agriculture, fishery, livestock
- Automotive - Manufacturing
- Chemicals, Rubber and Plastic
- Coal mining
- Construction Materials - Concrete, lime and plaster
- Defence
- Forestry
- Gambling
- Metals - Non-ferrous metals
- Metals - Steel industry
- Mining
- Oil and Gas
- Power Generation
- Tobacco

¹⁵ Applicable examples of types of policies are: exclusion policies for certain sectors/activities; zero-deforestation policies; zero-tolerance policies; gender-related policies; social due diligence policies; stakeholder engagement policies; whistle-blower policies etc., or any applicable national guidelines related to social risks.

Links and references: [Fostering ESG and Managing Risks](#)

Self-assessment summary

Does the CEO or other C-suite officers have regular oversight over the implementation of the Principles through the bank's governance system?

Yes No

Does the governance system entail structures to oversee PRB implementation (e.g. incl. impact analysis and target setting, actions to achieve these targets and processes of remedial action in the event targets/milestones are not achieved or unexpected neg. impacts are detected)?

Yes No

Does your bank have measures in place to promote a culture of sustainability among employees (as described in 5.2)?

Yes In progress No



PRINCIPLE 6: TRANSPARENCY & ACCOUNTABILITY

ALEXBANK will periodically review its individual and collective implementation of these Principles and be transparent about and accountable for its positive and negative impacts and its contribution to society's goals.

6.1 Assurance

Has this publicly disclosed information on your PRB commitments been assured by an independent assurer?

Yes Partially No

If applicable, please include the link or description of the assurance statement.

6.2 Reporting on other frameworks

Does your bank disclose sustainability information in any of the listed below standards and frameworks?

- GRI
- SASB
- CDP
- IFRS Sustainability Disclosure Standards (to be published)
- TCFD
- Other:

6.3 Outlook

What are the next steps your bank will undertake in next 12 month-reporting period (particularly on impact analysis, target setting and governance structure for implementing the PRB)? Please describe briefly.

Response

Circularity Targets:

The Bank is currently working on the pilot client engagement with the two selected sectors under the medium enterprises banking, to cover around 10%-15% of the sector in the client engagement exercise.

Hence, ALEXBANK sets the following targets:

- Expanding Client Engagement: increasing the number of clients within the selected sectors as part of its enhanced engagement plan.
- Working on the development of new tailored products: creating a new product tailored to client needs, informed by ongoing engagement and data insights.

Financial Inclusion Targets:

Given the remarkable progress that ALEXBANK achieved in promoting financial inclusion, the Bank is committed to further promoting financial inclusion through setting the following ambitious targets:

¹⁶ For example outlining plans for increasing the scope by including areas that have not yet been covered, or planned steps in terms of portfolio composition, context and performance measurement

¹⁷ For example outlining plans for baseline measurement, developing targets for (more) impact areas, setting interim targets, developing action plans etc.

Indicator	Target to be achieved by end of 2025	Growth rate (Targets for 2025)
TOTAL CUSTOMERS	2,043,246	8%
TOTAL ACTIVE CUSTOMERS	1,242,000	11%
TOTAL WOMEN CUSTOMERS	661,000	8%
SKYC ACCOUNT "EBDA"	127,789	98%
ECONOMIC ACTIVITY FOR INDIVIDUALS ACCOUNT	325,978	9%
ECONOMIC ACTIVITY FOR CORPORATE ACCOUNT	18,217	10%
YOUTH ACCOUNT	105,000	15%

6.4 Challenges

Here is a short section to find out about challenges your bank is possibly facing regarding the implementation of the Principles for Responsible Banking. Your feedback will be helpful to contextualise the collective progress of PRB signatory banks.

What challenges have you prioritized to address when implementing the Principles for Responsible Banking? Please choose what you consider the top three challenges your bank has prioritized to address in the last 12 months (optional question).

If desired, you can elaborate on challenges and how you are tackling these:

- | | |
|--|--|
| <input type="checkbox"/> Embedding PRB oversight into governance | <input checked="" type="checkbox"/> Customer engagement |
| <input type="checkbox"/> Gaining or maintaining momentum in the bank | <input type="checkbox"/> Stakeholder engagement |
| <input type="checkbox"/> Getting started: where to start and what to focus on in the beginning | <input type="checkbox"/> Data availability |
| <input type="checkbox"/> Conducting an impact analysis | <input checked="" type="checkbox"/> Data quality |
| <input type="checkbox"/> Assessing negative environmental and social impacts | <input type="checkbox"/> Access to resources |
| <input checked="" type="checkbox"/> Choosing the right performance measurement methodology/ies | <input type="checkbox"/> Reporting |
| <input checked="" type="checkbox"/> Setting targets | <input type="checkbox"/> Assurance |
| <input type="checkbox"/> Other: ... | <input type="checkbox"/> Prioritizing actions internally |

If desired, you can elaborate on challenges and how you are tackling these:



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